SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

P-10: Total Service Order Cycle Time (TSOCT)

Definition

This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC Interface.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D (Disconnect - Except "D" orders associated with LNP Standalone.) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval. For UNE XDSL Loop, this measurement combines Service Inquiry Interval (SI), FOC Timeliness, Average Completion Interval, and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI) and the BellSouth Legacy Systems. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c / d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e / f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch / No Dispatch categories applicable to all levels except trunks
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >= 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, >= 30 = 30 and greater.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Report Month • BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop With LNP Design • 2W Analog Loop With LNP Non-Design • UNE Switch Ports • UNE Loop + Port Combinations • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN • UNE Line Sharing • UNE Other Design • UNE Other Non -Design • UNE Digital Loops < DS1 • UNE Digital Loops >= DS1 • Local Transport (Unbundled Interoffice Transport) • Local Interconnection Trunks	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits
- Dispatch / No Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

P-12: LNP-Percent Missed Installation Appointments

Definition

"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours.

Calculation

LNP Percent Missed Installation Appointments = (a / b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State/Region
- Report in Categories of <10 lines/circuits >= 10 lines/circuits (except trunks)

Report explanation: Total Missed Appointments is the total percent of orders missed either by BellSouth or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BellSouth caused misses.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• LNP	• Retail Residence and Business (POTS)

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP	• 95% Due Dates Met[a]

[a]Due to data structure issues, BellSouth is using a benchmark comparison for SEEM rather than the Truncated Z as stated in the Order.

P-13: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.

Business Rules

The Disconnect Timeliness interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each telephone number on the service order is disconnected in the Central Office switch. Elapsed time for each ported telephone number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date & time

Average Disconnect Timeliness Interval = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e / f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Order Number • Telephone Number / Circuit Number • Committed Due Date • Receipt Date / Time (ESI Number Manager) • Date/Time of Recent Change Notice	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• LNP	• 95% within 15 Minutes

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-14: LNP-Total Service Order Cycle Time (TSOCT)

Definition

Total Service Order Cycle Time measures the interval from receipt of a valid service order request to the completion of the final service order associated with that service request.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable
- "L" appointment coded orders (indicating the customer has requested a later than offered interval)
- "S" missed appointment coded orders (indicating subscriber missed appointments), except for "SP" codes (indicating subscriber prior due date requested). This would include "S" codes assigned to subsequent due date changes.

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day.

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c / d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e / f) X 100

- e = Total Number of Service Orders Completed in "X" minutes/hours
- f = Total Number of Service Orders Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of < 10 lines/circuits; >= lines/circuits (except trunks)
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >= 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, >= 30 = 30 and greater.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• LNP	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

The percent of trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment.)

Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments = (a / b) X 100

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Trouble reports closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non - Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-2: Customer Trouble Report Rate

Definition

Percent of initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble

Business Rules

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

Calculation

Customer Trouble Report Rate = (a / b) X 100

- a = Count of Initial and Repeated Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable

SQM Level of Disaggregation	SQM Analog/Benchmark
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non - Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-3: Maintenance Average Duration

Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble

Business Rules

For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Trouble Ticket was Opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non - Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-4: Percent Repeat Troubles within 30 Days

Definition

Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble

Business Rules

Includes Customer trouble reports received within 30 days of an original Customer trouble report.

Calculation

Percent Repeat Troubles within 30 Days = (a / b) X 100

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Trouble Reports Closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non - Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-5: Out of Service (OOS) > 24 Hours

Definition

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles

Business Rules

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS/WFA and the trouble is counted if the elapsed time exceeds 24 hours.

Calculation

Out of Service (OOS) > 24 hours = (a / b) X 100

- a = Total Cleared Troubles OOS > 24 Hours
- b = Total OOS Troubles in Reporting Period

Report Structure

- Dispatch/Non - Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non-Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non - Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

M&R-6: Average Answer Time – Repair Centers

Definition

This measures the average time a customer is in queue when calling a BellSouth Repair Center.

Exclusions

None

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• CLEC Average Answer Time	• BellSouth Average Answer Time

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.	• For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

M&R-7: Mean Time To Notify CLEC of Network Outages

Definition

This report measures the time it takes for the BellSouth Network Management Center (NMC) to notify the CLEC of major network outages.

Exclusions

None

Business Rules

BellSouth will inform the CLEC of any major network outages (key customer accounts) via a page or email. When the BellSouth NMC becomes aware of a network incident, the CLEC and BellSouth will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

The CLECs will be notified in accordance with the rules outlined in Appendix D of the CLEC "Customer Guide" which is published on the internet at: www.interconnection.bellsouth.com/guides/other_guides/html/gopue/indexf.htm.

Calculation

Time to Notify CLEC = (a - b)

- a = Date and Time BellSouth Notified CLEC
- b = Date and Time BellSouth Detected Network Incident

Mean Time to Notify CLEC = (c / d)

- c = Sum of all Times to Notify CLEC
- d = Count of Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification	• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• BellSouth Aggregate • CLEC Aggregate • CLEC Specific	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 5: Billing

B-1: Invoice Accuracy

Definition

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
- Test Accounts

Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.

Calculation

Invoice Accuracy = [(a - b) / a] X 100

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Billing Related Adjustments during current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Invoice Type - UNE - Resale - Interconnection • Total Billed Revenue • Billing Related Adjustments	• Report Month • Retail Type - CRIS - CABS • Total Billed Revenue • Billing Related Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Product/Invoice Type - Resale - UNE - Interconnection	• CLEC Invoice Accuracy is comparable to BellSouth Invoice Accuracy

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State • BellSouth State	• Parity With Retail

B-2: Mean Time to Deliver Invoices

Definition

Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.

CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.

Exclusions

Any invoices rejected due to formatting or content errors.

Business Rules

This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Close Date of Scheduled Bill Cycle

Mean Time To Deliver Invoices = (c / d)

- c = Sum of all Invoice Timeliness intervals
- d = Count of Invoices Transmitted in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Invoice Type - UNE - Resale - Interconnection • Invoice Transmission Count • Date of Scheduled Bill Close	• Report Month • Invoice Type - CRIS - CABS • Invoice Transmission Count • Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Product/Invoice Type • Resale • UNE • Interconnection	• CRIS-based invoices will be released for delivery within six (6) business days. • CABS-based invoices will be released for delivery within eight (8) calendar days. • CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State - CRIS - CABS • BellSouth Region	• Parity with Retail

B-3: Usage Data Delivery Accuracy

Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

Exclusions

None

Business Rules

The accuracy of the data delivery of usage records delivered by BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.

Calculation

Usage Data Delivery Accuracy = (a - b) / a X 100

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• CLEC Usage Data Delivery Accuracy is comparable to BellSouth Usage Data Delivery Accuracy

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State • BellSouth Region	• Parity With Retail

B-4: Usage Data Delivery Completeness

Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Completeness = (a / b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• CLEC Usage Data Delivery Completeness is comparable to BellSouth Usage Data Delivery Completeness

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B-5: Usage Data Delivery Timeliness

Definition

This measurement provides a percentage of recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current month = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

Report Structure

- CLEC Aggregate
- CLEC Specific
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• CLEC Usage Data Delivery Timeliness is comparable to BellSouth Usage Data Delivery Timeliness

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B-6: Mean Time to Deliver Usage

Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measurement is to demonstrate the average number of days it takes BellSouth to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

Calculation

Mean Time to Deliver Usage = (a X b) / c

- a = Volume of Records Delivered
- b = Estimated number of days to deliver
- c = Total Record Volume Delivered

Note: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

Report Structure

- CLEC Aggregate
- CLEC Specific
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BellSouth.

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B-7: Recurring Charge Completeness

Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Calculation

Recurring Charge Completeness = (a / b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Invoice Type • Total Recurring Charges Billed • Total Billed on Time	• Report Month • Retail Analog • Total Recurring Charges Billed • Total Billed on Time

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B-8: Non-Recurring Charge Completeness

Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Calculation

Non-Recurring Charge Completeness = (a / b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Invoice Type • Total Non-recurring Charges Billed • Total Billed on Time	• Report Month • Retail Analog • Total Non-recurring Charges Billed • Total Billed on Time

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 6: Operator Services And Directory Assistance

OS-1: Speed to Answer Performance/Average Speed to Answer - Toll

Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer - Toll = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

OS-2: Speed to Answer Performance/Percent Answered with "X" Seconds - Toll

Definition

Measurement of the percent of toll calls that are answered in less than ten seconds.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

DA-1: Speed to Answer Performance/Average Speed to Answer - Directory Assistance (DA)

Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA) = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds - Directory Assistance (DA)

Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings. For E-911, see Section 8.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system.

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

Update Interval = (a - b)

- a = Completion Date & Time of Database Update
- b = Submission Date and Time of Database Change

Average Update Interval = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Database File Submission Time • Database File Update Completion Time • CLEC Number of Submissions • Total Number of Updates	• Database File Submission Time • Database File Update Completion Time • BellSouth Number of Submissions • Total Number of Updates

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:	SQM Analog/Benchmark:
Database Type • LIDB • Directory Listings • Directory Assistance	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB), Directory Assistance, and Directory Listings using a statistically valid sample of LSRs/Orders in a manual review. This manual review is not conducted on BellSouth Retail Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services

Business Rules

For each update completed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (order) submitted by the CLEC. Each database (LIDB, Directory Assistance, and Directory Listings) should be separately tracked and reported.

A statistically valid sample of CLEC Orders are pulled each month. That sample will be used to test the accuracy of the database update process. This is a manual process.

Calculation

Percent Update Accuracy = (a / b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) and PON (PON) • Local Service Request (LSR) • Order Submission Date • Number of Orders Reviewed **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Database Type • LIDB • Directory Assistance • Directory Listings	• 95% Accurate

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded in end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure, BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date
- Expedite requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration -Dispatch In database.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a / b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs scheduled to be loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Company Name • Company Code • NPA/NXX • LERG Effective Date • Loaded Date	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Geographic Scope - Region	• 100% by LERG Effective Date

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Timeliness = (a / b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Accuracy = (a / b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 9: Trunk Group Performance

TGP-1: Trunk Group Performance-Aggregate

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly Blocking Per Trunk Group • Hourly Usage Per Trunk Group • Hourly Call Attempts Per Trunk Group	• Report Month • Total Trunk Groups • Aggregate Hourly Blocking Per Trunk Group • Hourly Usage Per Trunk Group • Hourly Call Attempts Per Trunk Group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC aggregate • BellSouth aggregate	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC Aggregate • BellSouth Aggregate	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BellSouth

TGP-2: Trunk Group Performance-CLEC Specific

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.

- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly Blocking Per Trunk Group • Hourly Usage Per Trunk Group • Hourly Call Attempts Per Trunk Group	• Report Month • Total Trunk Groups • Aggregate Hourly Blocking Per Trunk Group • Hourly Usage Per Trunk Group • Hourly Call Attempts Per Trunk Group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Trunk Group	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC Trunk Group • BellSouth Trunk Group	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

Section 10: Collocation

C-1: Collocation Average Response Time

Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within 10 calendar days after having received a bona fide application for physical collocation, BellSouth must respond as to whether space is available or not.

Exclusions

Any application canceled by the CLEC.

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

Level of Disaggregation	SQM Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical-Cageless-Initial • Physical Cageless-Augment	• Virtual - 20 Calendar Days • Physical Caged - 30 Calendar Days • Physical Cageless - 30 Calendar Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

C-2: Collocation Average Arrangement Time

Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.

Exclusions

- Any Bona Fide firm order canceled by the CLEC
- Any Bona Fide firm order with a CLEC-negotiated interval longer than the benchmark interval

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

Calculation

Arrangement Time = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

Average Arrangement Time = (c / d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• Virtual - 50 Calendar Days (Ordinary) • Virtual - 75 Calendar Days (Extraordinary) • Physical Caged - 90 Calendar Days • Physical Cageless - 60 Calendar Days (Ordinary) • Physical Cageless - 90 Calendar Days (Extraordinary)

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

C-3: Collocation Percent of Due Dates Missed

Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements.

Exclusions

Any Bona Fide firm order canceled by the CLEC.

Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

% of Due Dates Missed = (a / b) X 100

- a = Number of Completed Orders that were not completed within BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• >= 95% on time

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• All Collocation Arrangements	• >= 95% on time

Section 11: Change Management

CM-1: Timeliness of Change Management Notices

Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications Sent Within Required Timeframes
- b = Total Number of Change Management Notifications Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% >= 30 Days of Release

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% >= 30 Days of Release

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

Change Management Notice Average Delay Days = (c / d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• <= 8 Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-3: Timeliness of Documents Associated with Change

Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Timeliness of Documents Associated with Change = (a / b) X 100

- a = Change Management Documentation Sent Within Required Timeframes after Notices
- b = Total Number of Change Management Documentation Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% >= 30 days if new features coding is required • 95% >= 5 days for documentation defects, corrections or clarifications

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% >= 30 days of the change

CM-4: Change Management Documentation Average Delay Days

Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c / d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• <= 8 Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-5: Notification of CLEC Interface Outages

Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

Exclusions

None

Business Rules

This measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place. This metric will be expressed as a percentage.

Calculation

Notification of CLEC Interface Outages = (a / b) X 100

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

Report Structure

- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Number of Interface Outages • Number of Notifications <= 15 minutes	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• By interface type for all interfaces accessed by CLECs	• 97% in 15 Minutes

Interface	Applicable to
EDI	CLEC
CSOTS	CLEC
LENS	CLEC
TAG	CLEC
ECTA	CLEC
TAFI	CLEC/BellSouth

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 12: Bona Fide / New Business Request Process

BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days

Definition

Percentage of Bona Fide/New Business Requests processed within 30 business days for the development and purchases of network elements not currently offered.

Exclusions

- Any application cancelled by the CLEC

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth completes application processing for Network Elements that are not operational at the time of the request.

Calculation

Percentage of BFR/NBR Requests Processed Within 30 Business Days = (a / b) X 100

- a = Count of number of requests processed within 30 days
- b = Total number of requests

Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 90% <= 30 business days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

Definition

Percentage of quotes provided in response to Bona Fide/New Business Requests within X (10/30/60) business days for network elements not currently offered.

Exclusions

- Requests that are subject to pending arbitration

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth responds back to the application with a price quote.

Calculation

Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days = (a / b) X 100

- a = Count of number of requests processed within "X" days
- b = Total number of requests
  where "X" = 10, 30, or 60 days

Report Structure

- New Network Elements that are operational at the time of the request
- New Network Elements that are ordered by the FCC
- New Network Elements that are not operational at the time of the request

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 90% <= 10/30/60 business days - Network Elements that are operational at the time of the request – 10 days - Network Elements that are Ordered by the FCC – 30 days - New Network Elements – 90 days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types:

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State

- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

Appendix B: Glossary of Acronyms and Terms

Symbols used in calculations

∑ A mathematical symbol representing the sum of a series of values following the symbol.

- A mathematical operator representing subtraction.

+ A mathematical operator representing addition.

/ A mathematical operator representing division.

< A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<= A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

> A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>= A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

( ) Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD: Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate: Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC: Alternative Local Exchange Company = FL CLEC

ADSL: Asymmetrical Digital Subscriber Line

ASR: Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

ATLAS: Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

ATLASTN: ATLAS software contract for Telephone Number.

Auto Clarification: The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BFR: Bona Fide Request

BILLING: The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS: Business Office Customer Record Information System (Front-end to the CRIS database.)

BRI: Basic Rate ISDN

BRC: Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

BellSouth: BellSouth Telecommunications, Inc.

C

CABS: Carrier Access Billing System

CCC: Coordinated Customer Conversions

CCP: Change Control Process

Centrex: A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CKTID: A unique identifier for elements combined in a service configuration

CLEC: Competitive Local Exchange Carrier

CLP: Competitive Local Provider = NC CLEC

CM: Change Management

CMDS: Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI: Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/ SONGS. It indicates all services available to a customer.

COG: Corporate Gateway - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

CRIS: Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.

CRSACCTS: CRIS software contract for CSR information

CRSG: Complex Resale Support Group

C-SOTS: CLEC Service Order Tracking System

CSR: Customer Service Record

CTTG: Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

CWINS Center: Customer Wholesale Interconnection Network Services Center (formerly the UNE Center).

D

DA: Directory Assistance

Design: Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

Disposition & Cause: Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

DLETH: Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

DLR: Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.

DS-0: The worldwide standard speed for one digital voice signal (64000 bps).

DS-1: 24 DS-0s (1.544Mb/sec., i.e. carrier systems)

DOE: Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

DOM: Delivery Order Manager - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

DSAP: DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAPDDI: DSAP software contract for schedule information.

DSL: Digital Subscriber Line

DUI: Database Update Information

E

E911: Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

EDI: Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX: BellSouth Centrex Service

F

Fatal Reject: LSRs electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

Flow-Through: In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC: Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

FX: Foreign Exchange

G H

HAL: "Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

HALCRIS: HAL software contract for CSR information

HDSL: High Density Subscriber Loop/Line

I J K

ILEC: Incumbent Local Exchange Company

INP: Interim Number Portability

ISDN: Integrated Services Digital Network

IPC: Interconnection Purchasing Center

L

LAN: Local Area Network

LAUTO: The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC: Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Pre-ordering transactions along with associated expedite requests and escalations.

Legacy System: Term used to refer to BellSouth Operations Support Systems (see OSS)

LENS: Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO: Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

LERG: Local Exchange Routing Guide

LESOG: Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

LFACS: Loop Facilities Assessment and Control System

LIDB: Line Information Database

LISC: Local Interconnection Service Center - The center that issues trunk orders.

LMOS: Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST: LMOS host computer

LMOSupd: LMOS updates

LMU: Loop Make-up

LMUS: Loop Make-up Service Inquiry

LNP: Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

Loops: Transmission paths from the central office to the customer premises.

LRN: Location Routing Number

LSR: Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

M

Maintenance & Repair: The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

MARCH: BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

N

NBR: New Business Request

NC: "No Circuits" - All circuits busy announcement.

NIW: Network Information Warehouse

NMLI: Native Mode LAN Interconnection

NPA: Numbering Plan Area

NXX: The "exchange" portion of a telephone number.

O

OASIS: Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

OASISBSN: OASIS software contract for feature/service

OASISCAR: OASIS software contract for feature/service

OASISLPC: OASIS software contract for feature/service

OASISMTN: OASIS software contract for feature/service

OASISNET: OASIS software contract for feature/service

OASISOCP: OASIS software contract for feature/service

ORDERING: The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

OSPCM: Outside Plant Contract Management System - Provides Scheduling Information.

OSS: Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

Out Of Service: Customer has no dial tone and cannot call out.

P

PMAP: Performance Measurement Analysis Platform

PMQAP: Performance Measurement Quality Assurance Plan

PON: Purchase Order Number

POTS: Plain Old Telephone Service

PREDICTOR: The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.

Preordering: The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI: Primary Rate ISDN

Provisioning: The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

PSIMS: Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB: PSIMS software contract for feature/service.

Q R

RNS: Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS: Regional Ordering System

RRC: Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

RSAG: Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

RSAGADDR: RSAG software contract for address search.

RSAGTN: RSAG software contract for telephone number search.

S

SAC: Service Advocacy Center

SEEM: Self Effectuating Enforcement Mechanism

SOCS: Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.

SOG: Service Order Generator - Telcordia product designed to generate a service order for xDSL.

SOIR: Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

SONGS: Service Order Negotiation and Generation System.

T

TAFI: Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG: Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

TN: Telephone Number

Total Manual Fallout: The number of LSRs which are entered electronically but require manual entering into a service order generator.

U V

UNE: Unbundled Network Element

UCL: Unbundled Copper Link

USOC: Universal Service Order Code

W X Y Z

WATS: Wide Area Telephone Service

WFA: Work Force Administration

WMC: Work Management Center

WTN: Working Telephone Number.

Appendix C: BellSouth Audit Policy

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) each of the next five (5) years (2001-2005) to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

ATTACHMENT 10

AGREEMEMENT IMPLEMENTATION TEMPLATE

AGREEMENT IMPLEMENTATION TEMPLATE (Residence)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Agreement Effective Date: <<effective_date>>	**Agreement Expiration Date: <<expiration_date>>**
Account Manager:	**Account Manager Tel No:**

Attachment Name/Number	Section Number	Version Date	Planned Activities
Terms/Conditions	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
	11		
	12		
	13		
	14		
	15		
	16		
	17		
	18		
	19		
	20		
	21		
	22		
	23		
	24		
	25		
	26		
	27		
	28		

AGREEMENT IMPLEMENTATION TEMPLATE (Residence)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name/Number	Section Number	Version Date	Planned Activities
	29		
	30		
	31		
	32		
	33		
	34		
1-Resale	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
	11		
	12		
	Exhibit A		
	Exhibit B		
	Exhibit C		
	Exhibit D		
	Exhibit E		
	Exhibit F		
2-Network Elements & Other Svs	1		
	2		
	3		
	4		
	5		
	6		
	7		

AGREEMENT IMPLEMENTATION TEMPLATE (Residence)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name/Number	Section Number	Version Date	Planned Activities
	8		
	9		
	10		
	11		
	12		
	13		
	Exhibit A		
	Exhibit B		
	Exhibit C		
3-Local Interconnection	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	Exhibit A		
	Exhibit B		
	Exhibit C		
	Exhibit D		
	Exhibit E		
4-Physical Collocation	C.O.		
	TN		
	Rem Site		
5-Access to Numbers/Num Portability	1		
	2		
	3		
	4		
	5		

AGREEMENT IMPLEMENTATION TEMPLATE (Residence)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name/Number	Section Number	Version Date	Planned Activities
	Exhibit A		
6-Pre-Ordering, Ordering/ Provisioning/Maint/Repair	1		
	2		
	3		
7-Billing	1		
	2		
	3		
	4		
	5		
	Exhibit A		
8-ROW/Conduits/PoleAtt			
9-Perf Measurement			
10-Agrmt Implementation Template			
11-Disaster Recovery			
12-BFR/NBR Process			

AGREEMENT IMPLEMENTATION TEMPLATE (Business)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Agreement Effective Date:	**Agreement Expiration Date:**
Account Manager:	**Account Manager Tel No:**

Attachment Name	Section No.	Version Date	Planned Activities
Terms/Conditions	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
	11		
	12		
	13		
	14		
	15		
	16		
	17		
	18		
	19		
	20		
	21		
	22		
	23		
	24		
	25		
	26		
	27		
	28		

AGREEMENT IMPLEMENTATION TEMPLATE (Business)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name	Section No.	Version Date	Planned Activities
	29		
	30		
	31		
	32		
	33		
	34		
1-Resale	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
	11		
	12		
	Exhibit A		
	Exhibit B		
	Exhibit C		
	Exhibit D		
	Exhibit E		
	Exhibit F		
2-Network Elements & Other Services	1		
	2		
	3		
	4		
	5		
	6		
	7		

AGREEMENT IMPLEMENTATION TEMPLATE (Business)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name	Section No.	Version Date	Planned Activities
	8		
	9		
	10		
	11		
	12		
	13		
	Exhibit A		
	Exhibit B		
	Exhibit C		
3-Local Interconnection	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	Exhibit A		
	Exhibit B		
	Exhibit C		
	Exhibit D		
	Exhibit E		
4-Physical Collocation	C.O.		
	TN		
	Rem Site		
5-Access to Numbers/Num Portability	1		
	2		
	3		
	4		
	5		

AGREEMENT IMPLEMENTATION TEMPLATE (Business)
for
<<customer_name>>
BellSouth Standard Interconnection Agreement

Attachment Name	Section No.	Version Date	Planned Activities
	Exhibit A		
6-Pre-Ord/Ord/Prov/Maint/ Repair	1		
	2		
	3		
7-Billing	1		
	2		
	3		
	4		
	5		
	Exhibit A		
8-ROW/Conduits/PoleAtt			
9-Perf Measurement			
10-Agmt Implementation Template			
11-Disaster Recovery Plan			
12-BFR/NBR Process			

Attachment 11

BellSouth Disaster Recovery Plan

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1.0 PURPOSE

In the unlikely event of a disaster occurring that affects BellSouth's long-term ability to deliver traffic to a Competitive Local Exchange Carrier (CLEC), general procedures have been developed to hasten the recovery process. Since each location is different and could be affected by an assortment of potential problems, a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases.

These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same consideration during an outage and service will be restored as quickly as possible.

This document will cover the basic recovery procedures that would apply to every CLEC.

2.0 SINGLE POINT OF CONTACT

When a problem is experienced, regardless of the severity, the BellSouth Network Management Center (NMC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the sanity of BellSouth's network; and, in the event that a switch or facility node is lost, the NMC will attempt to circumvent the failure using available reroutes.

BellSouth's NMC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NMC will contact BellSouth's Emergency Control Center (ECC) and relinquish control of the recovery efforts. Even though the ECC may take charge of the situation, the NMC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

The telephone number for the BellSouth Network Management Center in Atlanta, as published in Telcordia's National Network Management Directory, is 404-321-2516.

3.0 IDENTIFYING THE PROBLEM

During the early stages of problem detection, the NMC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only; BellSouth equipment only or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

Once the nature of the disaster is determined and after verifying the cause of the problem, the NMC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLECs' Network Management Center and the BellSouth NMC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NMC will attempt to re-establish as much traffic as possible.

For long term outages, recovery efforts will be coordinated by the Emergency Control Center (ECC). Traffic controls will continue to be applied by the NMC until facilities are re-established. As equipment is made available for service, the ECC will instruct the NMC to begin removing the controls and allow traffic to resume.

3.1 SITE CONTROL

In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble will contain many components that could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.

During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.

In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. The site will initially be controlled by local authorities until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.

An initial assessment of the main building infrastructure systems (mechanical, electrical, fire and life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.

Care must be taken in this planning to insure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration. (Example: If the AC switchgear has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way or other possible options available.

3.2 ENVIRONMENTAL CONCERNS

In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.

Items to be concerned with in a large central office building could include:

1. Emergency engine fuel supply. Damage to the standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.

2. Asbestos containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems.

3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of damage to the power room.

4. Mercury and other regulated compounds resident in telephone equipment.

5. Other compounds produced by the fire or heat.

Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.

At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.

In a less severe disaster, items listed above are more defined and can be addressed individually depending on the damage.

In each case, the majority owner should coordinate building and environmental restoration as well as maintain proper planning and site control.

4.0 THE EMERGENCY CONTROL CENTER (ECC)

The ECC is located in the Colonnade Building in Birmingham, Alabama. During an emergency, the ECC staff will convene a group of pre-selected experts to inventory the damage and initiate corrective actions. These experts have regional access to BellSouth's personnel and equipment and will assume control of the restoration activity anywhere in the nine-state area.

In the past, the ECC has been involved with restoration activities resulting from hurricanes, ice storms and floods. They have demonstrated their capabilities during these calamities as well as

during outages caused by human error or equipment failures. This group has an excellent record of restoring service as quickly as possible.

During a major disaster, the ECC may move emergency equipment to the affected location, direct recovery efforts of local personnel and coordinate service restoration activities with the CLECs. The ECC will attempt to restore service as quickly as possible using whatever means is available; leaving permanent solutions, such as the replacement of damaged buildings or equipment, for local personnel to administer.

Part of the ECC's responsibility, after temporary equipment is in place, is to support the NMC efforts to return service to the CLECs. Once service has been restored, the ECC will return control of the network to normal operational organizations. Any long-term changes required after service is restored will be made in an orderly fashion and will be conducted as normal activity.

5.0 RECOVERY PROCEDURES

The nature and severity of any disaster will influence the recovery procedures. One crucial factor in determining how BellSouth will proceed with restoration is whether or not BellSouth's equipment is incapacitated. Regardless of who's equipment is out of service, BellSouth will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon the location of the problem.

5.1 CLEC OUTAGE

For a problem limited to one CLEC (or a building with multiple CLECs), BellSouth has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, BellSouth can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon BellSouth having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact BellSouth's resolve to re-establish traffic to the original destination as quickly as possible.

5.2 BELLSOUTH OUTAGE

Because BellSouth's equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged BellSouth equipment is different. The outage will probably impact a number of Carriers simultaneously. However, the ECC will be able to initiate immediate actions to correct the problem.

A disaster involving any of BellSouth's equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that one location, but the incident could affect many Carriers. If the Central Office is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access Tandem, or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

The NMC would be the first group to observe a problem involving BellSouth's equipment. Shortly after a disaster, the NMC will begin applying controls and finding re-routes for the

completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from the CLECs involved. In some cases, changes in translations will be required. If the outage is caused by the destruction of equipment, then the ECC will assume control of the restoration.

5.2.1 Loss of a Central Office

When BellSouth loses a Central Office, the ECC will

a) Place specialists and emergency equipment on notice;

b) Inventory the damage to determine what equipment and/or functions are lost;

c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;

d) Begin reconnecting service for Hospitals, Police and other emergency agencies; and

e) Begin restoring service to CLECs and other customers.

5.2.2 Loss of a Central Office with Serving Wire Center Functions

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in section 5.2.1.

5.2.3 Loss of a Central Office with Tandem Functions

When BellSouth loses a Central Office building that serves as an Access Tandem and as a SWC, the ECC will

a) Place specialists and emergency equipment on notice;

b) Inventory the damage to determine what equipment and/or functions are lost;

c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;

d) Begin reconnecting service for Hospitals, Police and other emergency agencies;

e) Re-direct as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC;

f) Begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups. (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.)

g) Begin restoring service to CLECs and other customers.

5.2.4 Loss of a Facility Hub

In the event that BellSouth loses a facility hub, the recovery process is much the same as above. Once the NMC has observed the problem and administered the appropriate controls, the ECC will assume authority for the repairs. The recovery effort will include

a) Placing specialists and emergency equipment on notice;

b) Inventorying the damage to determine what equipment and/or functions are lost;

c) Moving containerized emergency equipment to the stricken area, if necessary;

d) Reconnecting service for Hospitals, Police and other emergency agencies; and

e) Restoring service to CLECs and other customers. If necessary, BellSouth will aggregate the traffic at another location and build temporary facilities. This alternative would be viable for a location that is destroyed and building repairs are required.

5.3 COMBINED OUTAGE (CLEC AND BELLSOUTH EQUIPMENT)

In some instances, a disaster may impact BellSouth's equipment as well as the CLECs'. This situation will be handled in much the same way as described in section 5.2.3. Since BellSouth and the CLECs will be utilizing temporary equipment, close coordination will be required.

6.0 T1 IDENTIFICATION PROCEDURES

During the restoration of service after a disaster, BellSouth may be forced to aggregate traffic for delivery to a CLEC. During this process, T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, BellSouth may be forced to "package" this traffic entirely differently then normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and providing the information to the Carriers is required.

7.0 ACRONYMS

CO	-	Central Office (BellSouth)
DS3	-	Facility that carries 28 T1s (672 circuits)
ECC	-	Emergency Control Center (BellSouth)
CLEC	-	Competitive Local Exchange Carrier
NMC	-	Network Management Center
SWC	-	Serving Wire Center (BellSouth switch)
T1	-	Facility that carries 24 circuits

Hurricane Information

During a hurricane, BellSouth will make every effort to keep CLECs updated on the status of our network. Information centers will be set up throughout BellSouth Telecommunications. These centers are not intended to be used for escalations, but rather to keep the CLEC informed of network related issues, area damages and dispatch conditions, etc.

Hurricane-related information can also be found on line at http://www.interconnection.bellsouth.com/network/disaster/dis_resp.htm. Information concerning Mechanized Disaster Reports can also be found at this website by clicking on CURRENT MDR REPORTS or by going directly to http://www.interconnection.bellsouth.com/network/disaster/mdrs.htm.

BST Disaster Management Plan

BellSouth maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any maintenance center from service another geographical center would assume maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.

Attachment 12

Bona Fide Request and New Business Requests Process

BONA FIDE REQUEST AND NEW BUSINESS REQUESTS PROCESS

1.0 The Parties agree that <<customer_name>> is entitled to order any Network Element, Interconnection option, service option or Resale Service required to be made available by the Communications Act of 1934, as modified by the Telecommunications Act of 1996 (the "Act"), FCC requirements or the Authority's requirements. <<customer_name>> also shall be permitted to request the development of new or revised facilities or service options which are not required by the Act. Procedures applicable to requesting the addition of such facilities or service options are specified in this Attachment 12.

2.0 Bona Fide Requests ("BFR") are to be used when <<customer_name>> makes a request of BellSouth to provide a new or modified network element, interconnection option, or other service option pursuant to the Act that was not previously included in the Agreement. New Business Requests ("NBRs") are to be used when <<customer_name>> makes a request of BellSouth to provide a new or custom capability or function to meet <<customer_name>>'s business needs that was not previously included in the Agreement. The BFR/NBR process is intended to facilitate the two-way exchange of information between <<customer_name>> and BellSouth, necessary for accurate processing of requests in a consistent and timely fashion.

3.0 A BFR shall be submitted in writing by <<customer_name>> and shall specifically identify the required service date, technical requirements, space requirements and/or such specifications that clearly define the request such that BellSouth has sufficient information to analyze and prepare a response. Such a request also shall include a <<customer_name>>'s designation of the request as being (i) pursuant to the Telecommunications Act of 1996 (i.e. a "BFR") or (ii) pursuant to the needs of the business (i.e. a "NBR"). The request shall be sent to <<customer_name>>'s Account Executive.

4.0 <<customer_name>> may cancel a BFR or NBR at any time. If <<customer_name>> cancels the request more than three (3) business days after submitting it, <<customer_name>> shall pay BellSouth's reasonable and demonstrable costs of processing and/or implementing the BFR or NBR up to the date of cancellation. If <<customer_name>> does not cancel a BFR or NBR, <<customer_name>> shall pay BellSouth's reasonable and demonstrable costs of processing and implementing the request.

5.0 Within twenty-five (25) business days of its receipt of a BFR or NBR from <<customer_name>>, BellSouth shall respond to

<<customer_name>> by providing a preliminary analysis of such Interconnection, Network Element, or other facility or service option that is the subject of the BFR or NBR. The preliminary analysis shall confirm that BellSouth will either offer access to the Interconnection, Network Element, or other facility or service option, or provide an explanation of why it is not technically feasible and/or why it is otherwise not required to be provided under the Act.

6.0 If BellSouth determines that the Interconnection, Network Element, or other facility or service option that is the subject of the BFR is technically feasible and meets the necessary and impair standards of the Act, BellSouth shall propose a firm price and a detailed implementation plan within fifty (50) business days after receipt of the BFR. BellSouth may, but shall not be required to, provide a firm time and cost proposal for a NBR.

7.0 Within thirty (30) business days after its receipt of (i) a refusal of BellSouth to provide a BFR or NBR price quote, or (ii) the BFR or NBR price quote and implementation plan from BellSouth, <<customer_name>> must either confirm or cancel its order for such facility or service option. If it believes such quote is not consistent with the requirements of the Act, <<customer_name>> may at that time utilize the dispute resolution process set forth in the General Terms and Conditions of this Agreement.

8.0 Unless <<customer_name>> agrees otherwise, all prices shall be consistent with the pricing principles of the Act, FCC and/or the State Commission.

9.0 If either Party to a BFR or NBR believes that the other Party is not requesting, negotiating, or processing the Bona Fide Request in good faith, or disputes a determination, or price or cost quote, such Party may utilize the dispute resolution process set forth in the General Terms and Conditions of this Agreement.

10.0 Upon agreement to the terms of a BFR or NBR, an amendment to the Agreement may be required.

JAR-5

Exhibit JAR-5

“Tennessee Competing Telecommunications Services Provider” Summary and “Resellers of Tennessee BST Services” Summary

TENNESSEE COMPETING TELECOMMUNICATION SERVICES PROVIDER "CTSP" SUMMARY INFORMATION

NOTE: Revisions this report are BOLD ITALICIZED!

	COMPANY (CTSP)	CORPORATE AFFILIATIONS	SERVICE AREA	SERVICES	DOCKET NO.	CCN APPLICATION FILED	CCN APPLICATION APPROVED	INTERCONNECT AGREEMENTS FILED	INTERCONNECT AGREEMENTS APPROVED
1	1-800-RECONEX		Statewide	Full Range of Services	01-00337	04/16/01			
2	3RDWIRE, Inc.		Statewide	Full Range of Services	00-00929	10/16/00			
3	360networks(USA), Inc.		Statewide	Full Range of Services	00-00860	09/28/00	02/22/01		
4	Access Integrated Networks, Inc. (AIN)		Statewide	Full Range of Services	99-00644 01-00075	09/01/99	11/30/99	01/18/01	03/20/01
5	Access Point, Inc.		Statewide	Full Range of Services (Facility-based)	00-00783	09/07/00	07/11/01		
6	AccuTel of Texas d/b/a 1-800-4-A-PHONE		Statewide	Full Range of Services	99-00921 01-00892	11/16/99	01/10/01	10/12/01	12/04/01
7	Adelphia Business Solutions of Nashville	Subsidiary of Adelphia Cable Comm. Corp. General Partner: Viacom Telecom, Inc., owned by Viacom, Inc. Limited Partner: Robin Media, owned by Intermedia Partners	Nashville Counties of: Davidson Cheatham Maury Robertson Rutherford Williamson	Full Range of Services	94-00661 97-00983	03/03/94	08/24/95	05/01/97	07/15/97
8	Adelphia Busines Solutions Operations	f/k/a Hyperion Communications of Tennessee	Statewide	Full Range of Services	98-00732 99-00541	10/15/98	09/15/99	07/29/99	09/23/99
9	Aeneas Communications, LLC		Statewide	Full Range of Services	99-00415 00-00479	06/10/99	09/15/99	06/07/00	08/29/00
10	ALEC, Inc.		Nashville Memphis	Full Range of Services	98-00599 99-00383	08/31/98	04/13/99	05/27/99	06/22/99
11	Allied Riser of Tennessee		Statewide	Full Range of Services	00-00128	02/15/00	03/21/01		
12	American Fiber Systems, Inc.		Statewide	Full Range of Services	00-00988	10/31/00	01/10/01		
13	Arbros Communications Licensing Company		Statewide	Full Range of Services	00-00274	03/31/00	08/04/00		
14	AT&T Communications of South Central States	AT&T Corporation	Statewide	Full Range of Services	95-02790 00-00992	07/24/95	10/13/95	11/02/00	01/23/01
15	BellSouth BSE, Inc.	BellSouth		Full Range of Services Limited to Non BST area	97-07505	10/30/97	09/15/98		
16	Ben Lomand Communications, Inc.	Ben Lomand RTC	McMinnville Sparta	Full Range of Services	98-00600	09/01/98	02/16/99		
17	Birch Telecom of the South, Inc. d/b/a Birch Telecom; d/b/a Birch (01/01)		Statewide	Full Range of Services	00-00341 00-00904	04/20/00	07/20/00	10/10/00	12/12/00
18	BlueStar Networks, Inc. d/b/a Covad		Nashville	DSL Internet Access and Phone Service	98-00569 99-00339	08/07/98	09/22/98	05/07/99	06/08/99
19	BroadSlate Networks of Tennessee	f/k/a Cardinal Communications of TN, Inc.	Statewide	Full Range of Services	99-00709 01-00487	09/22/99	01/26/00		08/07/01
20	Broadwing Local Service		Statewide	Full Range of Services	00-00710	08/10/00			
21	Brooks Fiber Communications of TN, Inc.	Brooks Fiber Properties, Inc. Merged with WorldCom	Knoxville	Full Range of Services	95-02764 96-01484	07/14/95	09/07/95	10/10/96	12/03/96
22	Business Telecom, Inc. d/b/a BTI Telecommunications, Inc.		Statewide	Full Range of Services	98-00334 00-00478	05/08/98	07/07/98	06/09/00	08/15/00
23	Cardinal Communications		Statewide	Full Range of Services	99-00709	09/11/99	01/26/00		
24	CaroNet, Inc.	f/k/a Interpath Communications, Inc.	Statewide	Full Range of Services	98-00851 00-01109	12/02/98	02/09/99	12/12/00	02/21/01

TENNESSEE COMPETING TELECOMMUNICATION SERVICES PROVIDER "CTSP" SUMMARY INFORMATION

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	COMPANY (CTSP)	**CORPORATE AFFILIATIONS**	**SERVICE AREA**	**SERVICES**	**DOCKET NO.**	**FILED**	**APPROVED**	**FILED**	**APPROVED**
25	CCCTN, Inc. d/b/a CONNECT		Statewide	Full Range of Services	99-00854	11/05/99	03/28/00		
26	CenturyTel Solutions		Statewide	Full Range of Services	00-00075	01/31/00	03/14/00		
27	Cinergy Communications Co.	f/k/a Community Telephone Corporation	Statewide	Full Range of Services	01-00112	02/01/01	04/04/01		
28	Citizens Telecommunications Company of Tennessee	Sister Companies: Citizens Telecom of TN, Citizens Telecom of Volunteer State	Knoxville	Full Range of Services	96-00779 97-00984	04/15/96	06/27/96	05/01/97	05/13/97
29	Computer Business Sciences		Statewide	Full Range of Services	99-00440 00-00408	06/10/99	09/15/99	05/22/00	08/01/00
30	DIECA Communications, Inc	d/b/a COVAD Communications	Statewide	Full Range of Services	99-00823	10/18/99	03/28/00		
31	Digital Teleport, Inc. (DTI)	DTI Holding Company	Statewide	Full Range of Services	98-00643	09/22/98	12/08/98		
32	Dixie Net Communications		Statewide	Full Range of Services	01-00090	02/05/01	10/30/01		
33	DSLnet Communications, LLC		Statewide	Full Range of Services	99-00092 99-00564	02/12/99	05/18/99	07/28/99	09/14/99
34	Eagle Communications, Inc. d/b/a Eagle Communications of Tennessee		Statewide	Full Range of Services	00-00590	07/05/00	09/28/00		
35	Electric Power Board of Chattanooga		Chattanooga	Full Range of Services	97-07488 99-00409	10/16/97	02/09/99	06/10/99	07/27/99
36	e.spire Communications, Inc	f/k/a American Communication Services of Chatt. & Knox. (ACSI)	Chattanooga Knoxville	Full Range of Services	95-02995 97-00360	08/11/95	10/11/95	03/20/97	04/15/97
37	Empire Telecom Services, Inc.		Statewide	Full Range of Services	00-00353 00-00718	05/02/00	07/14/00	08/16/00	10/30/00
38	Enron Broadband Services		Statewide	Full Range of Services	00-00769	07/28/00	01/10/01		
39	Flatel, Inc. d/b/a Florida Telephone		Statewide	Full Range of Services	00-00015	01/11/00			
40	Global Crossing Local Services, Inc.	f/k/a Frontier Local Service	Statewide	Full Range of Services	99-00120 00-00830	02/09/99	09/14/99	09/22/00	12/12/00
41	Global NAPs Gulf, Inc.		Statewide	Full Range of Services	99-00183	03/15/99	05/18/99		
42	ICG Telecom Group, Inc.	ICG USA, Inc.	Nashville	Full Range of Services	95-01030 98-00249	01/26/95	08/24/95	08/10/98	09/15/98
43	IDS Telecom, LLC		Statewide	Full Range of Services	00-01102 01-00658	12/08/00	05/22/01	07/26/01	10/17/01
44	IG2, Inc.	f/k/a Computer Business Sciences, Inc.	Statewide	Full Range of Services	99-00440 00-00408	06/17/99	09/15/99	05/12/00	08/01/00
45	Intermedia Communications, Inc.	TN Registered Agent; The Prentice-Hall Corp. Systems, Inc.	Statewide	Full Range of Services	96-00942 00-00815	04/26/96	09/17/96	09/18/00	11/21/00
46	ITC Delta Comm. Inc.	ITC Holding Company	Statewide	Full Range of Services	96-01431 97-00419	10/31/96	01/02/97	04/02/97	05/20/97
47	KMC Data, LLC		Statewide	Full Range of Services	01-00705	08/08/01	01/29/02		
48	KMC Telecom III, Inc.		Knoxville	Full Range of Services	99-00211 00-01004	04/01/99	07/28/99	11/16/00	02/06/01
49	KMC Telecom V		Statewide	Full Range of Services	00-01123	12/19/00	04/19/01		
50	Knology of TN, Inc.		Statewide	Full Range of Services	00-00058 01-00105	01/28/00	03/28/00	01/30/01	04/03/01
51	LCI International Telecom. Corp. d/b/a Qwest Communications	Merged with Qwest	Statewide	Full Range of Services	96-00783 97-00361	04/19/96	05/30/96	03/20/97	04/15/97
52	LecStar Telecom	f/k/a Empire Telecom Services	Statewide	Full Range of Services	00-00353 00-00718	05/02/00	07/14/00	08/15/00	10/24/00

TENNESSEE COMPETING TELECOMMUNICATION SERVICES PROVIDER "CTSP" SUMMARY INFORMATION

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53	Level 3 Communications LLC (Level 3)	PKS Information Services, Inc. & Level 3 Communications Inc.	Statewide	Full Range of Services	98-00610 01-00404	09/04/98	11/03/98	05/02/01	07/20/01
54	Lightyear Communications,Inc.	f/k/a UniDial, Inc.	Statewide	Full Range of Services	00-00996 01-00598	11/02/00	02/22/01	07/09/01	10/05/01
55	MacLeod USA Telecommunications Services, Inc.	f/k/a CapRock Telecommunications, Corp.	Statewide	Full Range of Services	99-00852	11/02/99	01/26/00		
56	Madison River Communication, Inc.		Statewide	Facilities-based, Resale Statewide	00-00381	05/12/00	08/07/00		
57	Maverix.com, Inc. d/b/a Maverix.net		Statewide	Full Range of Services	99-00946	12/06/99	05/09/00		
58	Maxcess, Inc.		Statewide	Full Range of Services	00-00744 01-00213	08/18/00	12/14/00	03/01/00	06/08/01
59	MCImetro Access Transmission Services, Inc.	Merging with WorldCom	Memphis	Full Range of Services	93-08793 97-00445	11/22/93	11/20/95	04/07/97	05/06/97
60	MCI WorldCom Communications, Inc.	Merged with MFS & MCI	Statewide	Full Range of Services	96-00780	04/17/96	05/30/96		
61	Memphis Networx, LLC	Joint owned by MLGW & ADL Networks - TN	Memphis	Full Range of Services	99-00909 01-00806	11/24/99	06/12/01	09/14/01	
62	Metromedia Fiber Network Services, Inc.		Statewide	Full Range of Services	00-00233	03/17/00	08/07/00		
63	Momentum Business Solutions		Statewide	Full Range of Services	01-00379 01-00694	04/24/01	07/13/01	08/06/01	10/09/01
64	NA Communications, Inc. (NACI)	Net Access, Inc.	Statewide	Full Range of Services	98-00597 01-00111	08/28/98	08/10/99	01/31/01	04/03/01
65	NationNet Communication		Statewide	Full Range of Services	01-00447	05/21/01	08/29/01		
66	Navigator Telecommunications, LLC		Statewide	Full Range of Services	99-00726 00-00120	09/29/99	01/26/00	02/17/00	04/25/00
67	Network Plus, Inc.		Statewide	Full Range of Services	98-00581	08/19/98	02/09/99		
68	Network Telephone Corporation		Statewide	Full Range of Services	00-00009 00-00663	01/04/00	06/23/00	- 07/27/00	10/24/00
69	New Edge Network, Inc.		Statewide	Full Range of Services	99-00714	09/21/99	03/28/00		
70	New South Communications, Corporation		Statewide	Full Range of Services	98-00325 98-00465	05/08/98	06/30/98	07/09/98	08/18/98
71	NOS Communications		Statewide	Full Range of Services	01-00449 01-00888	05/21/01	08/29/01	10/11/01	12/04/01
72	NOW Communications		Statewide	Full Range of Services	01-00878 02-00114	10/11/01	12/03/01	***02/01/02***	
73	NuVox Communications, Inc.	f/k/a TriVergent Communications, f/k/a State Communications	Statewide	Full Range of Services	99-00806 00-00736	10/20/99	01/26/00	08/18/00	10/24/00
74	O1 Communications of Tennessee, LLC		Statewide	Full Range of Services	99-00861	11/05/99	02/22/01		
75	OnePoint Communications, Georgia LLC	Merged with Verizon Communications	Statewide	Full Range of Services	00-00112	02/15/00	07/14/00		
76	Premiere Network Services, Inc.		Statewide	Full Range of Services	00-00632 01-00158	07/12/00	10/12/00	02/20/01	04/17/01
77	Qwest Communications Corporation		Statewide	Full Range of Services	99-00922	12/02/99	03/21/01		
78	Rhythms Links, Inc.	f/k/a ACI Corp.	Statewide	Full Range of Services	99-00122 00-00656	02/19/99	04/27/99	07/24/00	10/10/00
79	SCC Communications Corporation	***8/30/01 Name Chg to: INTRADO, Inc.***	Statewide	Resale of BST Services	01-00050	01/15/01	***03/05/02***		
80	Sprint	Sprint Communication Co. L.P.	Statewide	Full Range of Services	96-01153 97-07547	07/17/96	10/03/96	11/07/97	12/02/97
81	TCG MidSouth, Inc.	Teleport Communications Group AT&T	Nashville Knoxville Chattanooga	Full Range of Services	97-00949 98-00642	04/25/97	07/14/97	09/21/98	10/20/98
82	TelePak Networks Inc.		Statewide	Full Range of Services	00-00930 01-00374	10/19/00	02/22/01	04/23/01	06/26/01

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83	TeleSys, Inc. d/b/a Access America		Statewide	Full Range of Services	01-00165 01-00455	02/20/01	04/19/01	5/23/01	7/20/01
84	Teligent Services, Inc.		Memphis, Nashville	Full Range of Services	98-00210 98-00619	03/25/98	05/05/98	09/11/98	10/20/98
85	The Other Phone Company d/b/a Access One Communications		Statewide	Full Range of Services	99-00694	09/16/99			
86	Time Warner Telecom of the Mid-South	Time Warner	Memphis	Full Range of Services	93-02980 96-01013	03/19/93	08/24/95	- 06/07/96	- 06/28/96
87	USCarrier Telecom, LLC		Statewide	Full Range of Services	01-00512	06/12/01	09/13/01		
88	US LEC of TN, Inc	US LEC of Tennessee L.L.C.	Nashville Memphis	Full Range of Services	97-00387 98-00811	04/03/97	07/15/97	11/12/98	02/19/99
89	U S TelePacific Corp d/b/a TelePacific Communications		Statewide	Full Range of Services	00-00697	08/02/00	12/14/00		
90	U.S. West Interprise America, Inc.	U.S. West	Statewide	Private Line Frame Relay	97-01383	07/24/97	09/09/97		
91	Valor Telecommunications CLEC of TN		Statewide	Full Range of Services	00-00681	07/31/00			
92	Vartec Telecom, Inc.		Statewide	Full Range of Services	01-00760	08/31/01	01/29/02		
93	VIVO-TN, LLC		Statewide	Full Range of Services	00-01092	12/08/00	05/02/01		
94	Williams Communications, Inc. d/b/a Vyvx, Inc.		Statewide	Full Range of Services	99-00398	06/03/99	09/15/99		
95	WinStar Wireless, Inc.		Memphis Nashville	Full Range of Services	95-03232 96-01587	08/31/95	12/22/95	11/08/96	02/04/97
96	XO Tennessee, Inc.	f/k/a Nextlink of Tennessee	Nashville Memphis	Full Range of Services	95-02502 96-01018	06/16/95	09/29/95	05/23/96	06/25/96
97	XSPEDIUS Corp. (01/01)	f/k/a XSPEDIA Corporation	Statewide	Full Range of Services	00-00572	06/30/00	08/23/00		
98	Z-Tel Communications		Statewide	Full Range of Services	00-00861	10/03/00	03/22/01		
99	Zephion Networks, Inc.	f/k/a Domino Networks Communications	Statewide	Full Range of Services	01-00013	01/04/01	04/04/01		
100	Zone Telecom, Inc.		Statewide	Full Range of Services	00-00878	09/29/00			
		TOTAL CERTIFIED AS CTSP	***93***						
		CTSP APPLICATIONS PENDING	***7***						
		INTERCONNECT AGREEMENT APPROVED	***51***						

"RESELLERS" OF TENNESSEE BST SERVICES SUMMARY INFORMATION

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	COMPANY (RESELLER)	CORPORATE AFFILIATIONS	SERVICE AREA	SERVICES	DOCKET NO.	CCN APPLICATION APPROVED	RESALE AGREEMENTS FILED	RESALE AGREEMENTS APPROVED
1	ALLTEL Communications, Inc.		Statewide	Resale of BST Services	99-00149 99-00492	09/21/99	07/06/99	09/23/99
2	American MetroCom/Tennessee, Inc.		Statewide	Resale of BST Services	00-00731	04/25/00		
3	American Network Exchange d/b/a AMNEX		Statewide	Resale of BST Services	95-02728	08/01/95		
4	American Telecommunications		Statewide	Resale of BST Services	97-07570 98-00281	02/03/98	04/20/98	06/02/98
5	Ameritech Communications International, Inc.	Ameritech, a subsidiary of SBC	Statewide	Resale of BST Services	97-07510	05/19/98		
6	ANNOX	Bought by Charter Communications	Nashville, Pleasant View	Resale of BST Services	96-01314 97-01382	10/15/96	07/23/97	09/09/97
7	Appliance & TV Rentals, Inc. d/b/a Fones-4-U		Statewide	Resale of BST Services	00-00326 00-01066	05/23/00	11/28/00	02/06/01
8	ARBROS Communication	Changed from TracPhone Wireless to Comm South Companies, to AM Communication Solutions to ARBROS f/k/a Comm South in TN	Statewide	Resale of BST Services	97-01327 97-01414	08/19/97	08/21/97	10/07/97
9	ATM Discount Communications	f/k/a Discount Communications	Statewide	Resale of BST Services	98-00080 99-00032	04/20/98	01/21/99	02/16/99
10	Broadplex, LLC		Statewide	Resale of BST Services	00-00173	01/10/01		
11	Budget Phone, Inc.		Statewide	Resale of BST Services	99-00212 01-00133	09/14/99	02/06/01	04/03/01
12	C1 2, Inc.		Statewide	Resale of BST Services	99-00490 01-00729	01/11/00	08/02/01	10/23/01
13	CAT Communications, Inc.		Statewide	Resale of BST Services	99-00925 00-00607	02/15/00	07/11/00	09/12/00
14	Choctoaw Communications, Inc. d/b/a Smoke Signal Communications	01-00857; Acquired by RECONEX, 12/28/01	Statewide	Resale of BST Services	99-00418 00-01061	08/24/99	12/01/00	02/06/01
15	Ciera Network Systems, Inc.		Statewide	Resale of BST Services	01-00693	**03/05/02**		
16	Classic Telephone Company		Statewide	Resale of BST Services	99-00565	01/25/00		
17	Columbia Telecommunications, Inc.		Statewide	Resale of BST Services	99-00827	11/23/99		
18	Combined Billing Corporation		Statewide	Resale of BST Services	97-01435	03/24/98		
19	Communications Brokerage Services, Inc.		Statewide	Resale of BST Services	96-01351 00-00497	10/01/96	06/13/00	08/16/00
20	Community Telephone Corp. d/b/a Long Distance Management	Name changed to: Cinergy Communications Co. 06/01 f/k/a Wright Business, Inc.	Statewide	Resale of BST Services	95-03300 97-01444	11/07/95	09/15/97	12/02/97
21	Concert Communications Sales, LLC		Statewide	Resale of BST Services	99-00419	10/26/99		
22	Credit Loans, Inc. d/b/a Lonestar State Tel. Co.		Statewide	Resale of BST Services	00-00024 01-00263	03/28/00	03/26/01	06/08/01
23	Dial & Save of Tennessee	Telco Communications Group, Inc.	Statewide	Resale of BST Services	96-00982	08/13/96		
24	Domino Networks Communications	Changed to Zephion Networks 02/01	Statewide	Resale of BST Services	01-00013	04/04/01		
25	DPI-Teleconnect, LLC		Statewide	Resale of BST Services	98-00621 99-00199	03/02/99	03/24/99	04/20/99
26	East Tennessee Network		Statewide	Facility-based Reseller	01-00728	11/07/01		
27	Empire Telecom Services, Inc.		Statewide	Resale of BST Services	99-00818 00-00718	02/15/00	08/15/00	10/30/00

"RESELLERS" OF TENNESSEE BST SERVICES SUMMARY INFORMATION

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	COMPANY (RESELLER)	CORPORATE AFFILIATIONS	SERVICE AREA	SERVICES	DOCKET NO.	CCN APPLICATION APPROVED	RESALE AGREEMENTS FILED	RESALE AGREEMENTS APPROVED
28	Ernest Telecommunications		Statewide	Resale of BST Services	98-00649	03/16/99		
29	ESSX Communications d/b/a eLEC Communications		Statewide	Resale of BST Services	00-00693	05/22/01		
30	Excel Operations	Teleglobe eMeritus Communications	Statewide	Resale of BST Services	96-01030	06/25/96		
31	Express Connection Telephone Service		Statewide	Resale of BST Services	NA 99-00568	NA	08/05/99	09/14/99
32	EZ Phone, Inc.		Statewide	Resale of BST Services	97-01230 98-00144	09/23/97	03/02/98	05/02/98
33	EZ Talk Communications, LLC		Statewide	Resale of BST Services	98-00390 00-00201	10/20/98	03/08/00	06/16/00
34	Fair Financial LLC d/b/a Midstate Telecommunications		Statewide	Resale of BST Services	99-00907 01-00071	01/25/00	01/18/01	04/02/01
35	GE Capital Communication Services		Statewide	Resale of BST Services	96-01430	10/15/96		
36	Group Long Distance, Inc.		Statewide	Resale of BST Services	NA	NA		
37	HFG Enterprises d/b/a East TN Phone Service	Tennessee Waste Movers	Statewide	Resale of BST Services	98-00234 98-00570	07/07/98	08/11/98	09/15/98
38	HJN Telecom, Inc.		Statewide	Resale of BST Services	99-00676 00-00829	03/14/00	09/22/00	12/12/00
39	Image Access, Inc.		Statewide	Resale of BST Services	98-00460 99-00725	10/06/98	09/23/99	12/07/99
40	Intellicall Operator Services, Inc. (IOS)		Statewide	Resale of BST Services	NA	NA		
41	Interlink Telecommunications		Statewide	Resale of BST Services	97-00916 97-07477	07/01/97	10/15/97	12/02/97
42	Jerry LaQuiere		Statewide	Resale of BST Services	97-00440 99-00910	05/20/97	11/23/99	01/25/00
43	Joyce F. Hudspeth		Statewide	Resale of BST Services	99-00215	07/13/99		
44	Lawrence Harsbro d/b/a Push Button Paging		Statewide	Resale of BST Services	98-00317 99-00232	08/04/98	04/09/99	05/04/99
45	LecStar Telecom	f/k/a Empire Telecom Services,Inc	Statewide	Resale of BST Services	99-00818 00-00718	02/15/00	08/15/00	10/24/00
46	Lightyear Communications	f/k/a UniDial,Inc.	Statewide	Resale of BST Services	98-00674	01/12/99		
47	Max-Tel Communications, Inc.		Statewide	Resale of BST Services	98-00235 00-00186	07/21/98	03/03/00	05/09/00
48	MoneyPlace, LLC	01-00891; Name changed to: U-Dial of TN, Inc. 11/6/01c	Statewide	Resale of BST Services	98-00646 01-00678	01/12/99	07/31/01	10/23/01
49	Money To Go, Inc.		Statewide	Resale of BST Services	99-00971	02/01/00		
50	MVX Communications, LLC		Statewide	Resale of BST Services	99-00677	03/14/00		
51	Navigator Telecommunications, LLC		Statewide	Resale of BST Services	99-00412 00-00816	08/24/99	09/15/00	12/01/00
52	New South Phone Connect		Statewide	Resale of BST Services	00-00063 00-00200	02/29/00	03/08/00	05/23/00
53	NOW Communications		Statewide	Resale of BST Services	97-00911 00-00781	08/19/97	09/07/00	12/01/00
54	NuStar Communications Corp.		Statewide	Resale of BST Services	97-07447 98-00043	01/06/98	01/28/98	03/10/98
55	Omniplex Communications Group, LLC		Statewide	Resale of BST Services	98-00309 00-01063	09/15/98	11/28/00	02/06/01
56	OnePoint Communications, Georgia, LLC		Statewide	Resale of BST Services	98-00501	10/20/98		
57	Opus Correctional, Inc		Statewide	Resale of BST Services	NA	NA		
58	Phone-Link, Inc.		Statewide	Resale of BST Services	98-00274 00-00498	06/30/98	06/13/00	8/16/00

"RESELLERS" OF TENNESSEE BST SERVICES SUMMARY INFORMATION

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59	Phone Reconnect of America, LLC		Statewide	Resale of BST Services	99-00594 01-00671	11/23/99	07/30/01	10/24/01
60	Preferred Carrier		Statewide	Resale of BST Services	96-00941 97-01158	06/25/96	05/30/97	09/09/97
61	P. V. Tel., LLC		Statewide	Resale of BST Services	98-00004 98-00282	01/13/98	04/20/98	06/02/98
62	Quintelco, Inc.		Statewide	Resale of BST Services	97-01304 99-00220	03/24/98	04/05/99	05/04/99
63	Qwest Communication Services, Inc.		Statewide	Resale of BST Services	99-00922 01-00550	03/21/01	06/22/01	08/07/01
64	Rocky Topy Phone Service		Statewide	Resale of BST Services	00-00332	05/09/00		
65	SBC Telecom, Inc.	SBC Communications	Statewide	Resale of BST Services	00-00025 00-00621	03/28/00	07/13/00	09/12/00
66	Seven Bridges Communication		Statewide	Resale of BST Services	01-00116	08/07/01		
67	Shared Communications Services, Inc.		Statewide	Resale of BST Services	96-01160	01/07/97		
68	Southern Telemanagement Group		Statewide	Resale of BST Services	00-00104 00-01062	03/14/00	12/01/00	02/06/01
69	Speedy Reconnect, Inc.		Statewide	Resale of BST Services	99-00652	10/12/99		
70	State Discount Telephone, LLC		Statewide	Resale of BST Services	00-00337 00-00735	05/06/00	08/18/00	10/24/00
71	Sterling International Funding, Inc. d/b/a RECONEX		Statewide	Resale of BST Services	97-01188 97-01362	07/01/97	07/22/97	09/09/97
72	Suretel, Inc.		Statewide	Resale of BST Services	00-00150 00-00740	05/09/00	08/21/00	11/21/00
73	Talk.America, Inc.	f/k/a Talk.com Holding Corp. d/b/a Network Services of New Hope & d/b/a The Phone Co.	Statewide	Resale of BST Services	97-01217	06/30/98		
74	TeleConex, Inc.		Statewide	Resale of BST Services	98-00353 00-00183	09/15/98	03/03/00	05/09/00
75	Telephone Company of Central Florida		Statewide	Resale of BST Services	97-01283 96-01162	12/07/97	03/12/98	04/21/98
76	Tele-Sys, Inc. d/b/a Access America		Statewide	Resale of BST Services	96-00976 97-00273	08/13/96	03/03/97	04/15/97
77	TEL-LINK	Acquired by NOW	Statewide	Resale of BST Services	97-00364 97-01363	04/29/97	07/22/97	09/09/97
78	Tennessee Phone Service		Statewide	Resale of BST Services	96-01618 00-00185	04/29/97	03/03/00	05/09/00
79	Tennessee Telephone Service		Statewide	Resale of BST Services	98-00639 99-00569	11/03/98	08/05/99	09/23/99
80	The Other Phone Company, Inc. d/b/a Access One Communications		Statewide	Resale of BST Services	98-00351 99-00399	11/03/98	06/02/99	07/29/99
81	The Other Phone Company, Inc. d/b/a Omnicall		Statewide	Resale of BST Services	98-00369 00-00184	07/21/98	03/03/00	05/22/00
82	Touch 1 Communications, Inc.		Statewide	Resale of BST Services	98-00447 98-00818	02/02/99	11/18/98	*01/19/99*
83	Touch America		Statewide	Facility-based Reseller	00-00984	02/22/01		
84	Total Telephone Concept, Inc.		Statewide	Resale of BST Services	98-00667	11/17/98		
85	Universal Telecom		Statewide	Resale of BST Services	99-00237 01-00674	05/04/99	***07/31/01***	
86	USA Telecom, Inc.		Statewide	Resale of BST Services	99-00633 00-00605	10/12/99	07/10/00	09/12/00
87	USA Quick Phone	f/k/a Vast-Tel Communications, Inc. & One Source Utilities	Statewide	Resale of BST Services	98-00311 00-01001	07/21/98	11/13/00	01/23/01

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88	U.S. Telco, Inc.		Statewide	Resale of BST Services	97-00456 98-00044	09/09/97	01/12/98	03/24/98
89	Z-Tel Communications, Inc.		Statewide	Resale of BST Services	98-00410	09/15/98		
		TOTAL CERTIFIED AS RESELLERS Only	***89***					
		RESELLER AGREEMENT APPROVED	***56***					

JAR-6

Exhibit JAR-6

"CLEC Agreements: Interconnection, Collocation, and Resale" as of March 12, 2002

BELLSOUTH-TENNESSEE CLEC AGREEMENTS-COLLOCATION, INTERCONNECTION AND RESALE

	CLEC NAME	STATUS	DOC_TYPE	EFFECTIVE_DATE	EXPIRATION_DATE	CONTRACT_TYPE	TN
1	BellSouth Long Distance - Stand Alone Collocation	ACTIVE	Contract	09/18/01	09/17/03	Collocation	TN
2	Brooks Fiber Cross Connect - TN	ACTIVE	Contract	01/25/02	01/24/03	Collocation	TN
3	FPL FiberNet, LLC	ACTIVE	Contract	03/31/00	03/30/02	Collocation	TN
4	MCI WorldCom Network Services	ACTIVE	Contract	02/28/02	02/27/05	Collocation	TN
5	MCImetro - TN Cross Connect Agreement	ACTIVE	Contract	01/25/02	01/24/03	Collocation	TN
6	Powertel Collocation	ACTIVE	Contract	04/09/01	09/22/02	Collocation	TN
7	Progress Telecommunications, Inc.	ACTIVE	Contract	05/18/00	05/17/02	Collocation	TN
8	TCG MidSouth, Inc. (TN) (Interim AT&T Collocation	ACTIVE	Contract	07/30/01	07/29/02	Collocation	TN
9	1-800 RECONEX, INC.	ACTIVE	Contract	01/02/01	01/01/03	Interconnection	TN
10	@Link Networks, Inc.	ACTIVE	Contract	11/07/00	11/06/02	Interconnection	TN
11	ACCESS Integrated Networks, Inc.	ACTIVE	Contract	02/17/00	02/16/03	Interconnection	TN
12	ALEC, Inc. (Active)	ACTIVE	Contract	04/24/00	08/11/02	Interconnection	TN
13	Access Point, Inc.	ACTIVE	Contract	05/03/01	05/01/03	Interconnection	TN
14	Accutel of Texas Renego	ACTIVE	Contract	08/24/01	08/23/03	Interconnection	TN
15	Actel Integrated Communications (FL,GA,TN)	ACTIVE	Contract	07/19/00	07/18/02	Interconnection	TN
16	Adelphia Tennessee Renegotiation	ACTIVE	Contract	04/04/00	12/31/02	Interconnection	TN
17	Advantage Group Communications, L.L.C. Renegotiation fka Daytona Telephone Company	ACTIVE	Contract	11/19/01	11/18/03	Interconnection	TN
18	Aeneas	ACTIVE	Contract	01/09/01	01/08/03	Interconnection	TN
19	Aero Communications	ACTIVE	Contract	12/18/01	12/17/03	Interconnection	TN
20	AirCover Network Solutions, Inc.	ACTIVE	Contract	09/04/01	09/03/04	Interconnection	TN
21	Al-Call	ACTIVE	Contract	01/08/01	01/07/04	Interconnection	TN
22	American Fiber Systems, Inc.	ACTIVE	Contract	04/03/01	12/31/02	Interconnection	TN
23	Arrow Communications	ACTIVE	Contract	05/09/01	05/08/03	Interconnection	TN
24	Atlantic.net Broadband, Inc. - TN	ACTIVE	Adoption Paper	01/07/02	12/31/02	Interconnection	TN
25	BTC Communications, Inc.	ACTIVE	Adoption Paper	01/31/01	07/31/02	Interconnection	TN
26	Birch Telecom of the South, Inc. dba Birch Telecom dba Birch	ACTIVE	Contract	07/14/00	07/13/02	Interconnection	TN
27	BroadRiver Communication	ACTIVE	Contract	03/29/01	06/29/03	Interconnection	TN
28	BroadStreet adoption of e.spire	ACTIVE	Adoption Paper	12/01/00	12/31/02	Interconnection	TN
29	Broadslate Networks, Inc.	ACTIVE	Contract	04/13/01	04/12/03	Interconnection	TN
30	Business Telecom, Inc.	ACTIVE	Contract	02/21/00	09/30/02	Interconnection	TN
31	CGI, Inc. (MS, TN) (Active)	ACTIVE	Contract	11/14/00	11/13/02	Interconnection	TN
32	CRG International, Inc dba Network One	ACTIVE	Contract	10/10/01	10/09/03	Interconnection	TN
33	CTC Exchange Services, Inc.(AL,FL,GA,KY,LA,MS,NC,SC,TN)	ACTIVE	Contract	07/18/00	07/17/02	Interconnection	TN
34	CaroNet, Inc.	ACTIVE	Contract	05/29/00	05/28/02	Interconnection	TN
35	Cbeyond Communications, LLC (Active)	ACTIVE	Contract	11/10/00	11/09/03	Interconnection	TN
36	Centnennial Florida Switch Corporation	ACTIVE	Contract	07/05/00	07/04/02	Interconnection	TN
37	Choctaw Communications (Reneg)	ACTIVE	Contract	12/10/01	12/09/04	Interconnection	TN
38	Ciera Network Systems, Inc.	ACTIVE	Contract	08/03/01	08/02/03	Interconnection	TN
39	Columbia Telecommunications, Inc. dba aXessa	ACTIVE	Contract	01/08/01	01/07/03	Interconnection	TN
40	Columbus Local Communications	ACTIVE	Contract	08/13/01	08/12/03	Interconnection	TN
41	ComSouth Telenet, Inc.	ACTIVE	Adoption Paper	10/01/01	09/08/02	Interconnection	TN
42	Compass Telecommunications, Inc. (Active 11-28-00)	ACTIVE	Contract	11/28/00	11/27/02	Interconnection	TN
43	Competitive Communications, Inc.	ACTIVE	Contract	02/26/01	02/25/03	Interconnection	TN
44	Connect! - a	ACTIVE	Contract	02/09/01	10/05/03	Interconnection	TN
45	Covad Communications Company	ACTIVE	Contract	12/19/01	12/18/04	Interconnection	TN
46	D-Tel, Inc. Agreement	ACTIVE	Contract	11/19/01	11/18/04	Interconnection	TN
47	DC Hewlett Communications	ACTIVE	Contract	03/24/02	03/23/05	Interconnection	TN
48	DMJ Communications, Inc.	ACTIVE	Contract	04/15/00	04/14/02	Interconnection	TN
49	DSL Internet Corporation dba DSLi	ACTIVE	Adoption Paper	11/13/01	05/16/03	Interconnection	TN

50	DSL Telecom, Inc.	ACTIVE	Contract	06/14/01	06/13/03	Interconnection	TN
51	DSLnet Communications, LLC	ACTIVE	Adoption Paper	12/01/01	04/04/03	Interconnection	TN
52	DV2, Inc.	ACTIVE	Contract	06/06/00	06/05/02	Interconnection	TN
53	Darien Communications, Inc.	ACTIVE	Adoption Paper	01/31/01	07/31/02	Interconnection	TN
54	Deland Actel, Inc. Interconnection Agreement	ACTIVE	Contract	12/17/01	12/16/04	Interconnection	TN
55	Dialog Small Business Alliance, Inc. (fka Choice Telephone Company)	ACTIVE	Contract	11/23/01	11/22/04	Interconnection	TN
56	Direct2Internet Corporation	ACTIVE	Contract	09/12/00	09/11/02	Interconnection	TN
57	DukeNet Communications, LLC	ACTIVE	Contract	07/25/01	07/24/03	Interconnection	TN
58	E-Tel, LLC (New)	ACTIVE	Contract	11/20/00	11/19/02	Interconnection	TN
59	E-Z Access USA, Inc. Renegotiation	ACTIVE	Contract	12/14/01	12/13/04	Interconnection	TN
60	East Tennessee Network Interconnection Agreement	ACTIVE	Contract	01/31/02	01/30/05	Interconnection	TN
61	Edge Connections, Inc.	ACTIVE	Contract	01/18/01	01/17/03	Interconnection	TN
62	Electric Power Board of Chattanooga 2001	ACTIVE	Contract	05/16/01	05/15/03	Interconnection	TN
63	Ernest Communications, Inc.	ACTIVE	Contract	04/27/00	04/26/02	Interconnection	TN
64	Essex Communications, Inc.	ACTIVE	Contract	04/04/00	04/03/02	Interconnection	TN
65	Excel Telecommunications	ACTIVE	Contract	02/06/02	02/05/04	Interconnection	TN
66	Fairpoint Communications	ACTIVE	Contract	11/06/01	11/05/04	Interconnection	TN
67	Florida Consolidated Multimedia Services	ACTIVE	Contract	04/24/00	04/23/02	Interconnection	TN
68	Focal Communications Corp.	ACTIVE	Adoption Paper	02/22/01	06/29/03	Interconnection	TN
69	Frontier Communications of America	ACTIVE	Contract	10/17/00	04/24/02	Interconnection	TN
70	Fuzion Wireless Communications, Inc.	ACTIVE	Contract	04/25/00	04/24/02	Interconnection	TN
71	GSIwave.com	ACTIVE	Adoption Paper	01/25/01	06/20/02	Interconnection	TN
72	Ganesa Telecom., Inc.	ACTIVE	Contract	09/14/01	09/13/03	Interconnection	TN
73	Gateway Communications, Inc.	ACTIVE	Adoption Paper	08/03/01	09/08/02	Interconnection	TN
74	Global Connection, Inc. of America Adoption of NOW Interconnection	ACTIVE	Adoption Paper	01/23/02	04/15/03	Interconnection	TN
75	Global Crossing Local Services, Inc.	ACTIVE	Contract	04/25/00	04/24/02	Interconnection	TN
76	Grande Communications	ACTIVE	Adoption Paper	12/11/00	06/29/03	Interconnection	TN
77	GulfPines Communications, Inc. - Renego	ACTIVE	Contract	09/04/01	09/03/04	Interconnection	TN
78	Hargray	ACTIVE	Adoption Paper	09/04/01	09/08/02	Interconnection	TN
79	ICG Telecom Group, Inc. - TN	ACTIVE	Contract	01/01/00	12/31/02	Interconnection	TN
80	IDS Interconnection Renegotiation	ACTIVE	Contract	01/27/01	01/26/03	Interconnection	TN
81	ITC^DeltaCom (TN)	ACTIVE	Contract	04/24/01	12/31/02	Interconnection	TN
82	Intercontinental Communications Group	ACTIVE	Contract	05/25/00	05/24/02	Interconnection	TN
83	Intermedia Communications - TN	ACTIVE	Contract	08/09/01	08/08/03	Interconnection	TN
84	International Web Technologies, Inc.	ACTIVE	Contract	06/09/00	06/08/02	Interconnection	TN
85	Intetech, L.C.	ACTIVE	Contract	09/06/00	09/05/02	Interconnection	TN
86	KMC Telecom Holdings, Inc.	ACTIVE	Contract	10/06/00	10/05/03	Interconnection	TN
87	Knology of AL,FL,GA,KY,NC,SC,TN, Inc.	ACTIVE	Contract	09/09/00	09/08/02	Interconnection	TN
88	LecStar (fka Empire Telecom Services, Inc.)	ACTIVE	Contract	04/14/00	04/13/02	Interconnection	TN
89	Level 3 Communications, LLC (TN)	ACTIVE	Adoption Paper	11/07/00	11/03/02	Interconnection	TN
90	Level3 Communications, LLC Renegotiation	ACTIVE	Contract	01/01/01	12/31/03	Interconnection	TN
91	LightWave Communications	ACTIVE	Contract	02/01/02	01/31/05	Interconnection	TN
92	Lightyear Communications, Inc.	ACTIVE	Contract	07/14/00	07/13/02	Interconnection	TN
93	LineDrive adoption of Mpower with Changes	ACTIVE	Adoption Paper	12/01/00	06/20/02	Interconnection	TN
94	MGC Communications, Inc.	ACTIVE	Contract	06/21/00	06/20/02	Interconnection	TN
95	MTS Communications	ACTIVE	Adoption Paper	03/19/01	07/17/02	Interconnection	TN
96	MVX.COM Communications	ACTIVE	Contract	05/18/01	05/17/04	Interconnection	TN
97	Madison River Communications, LLC	ACTIVE	Contract	06/27/01	06/26/03	Interconnection	TN
98	McLeodUSA Telecommunications Services, Inc.	ACTIVE	Contract	04/05/01	12/31/02	Interconnection	TN
99	Melbourne Venture Group, L.L.C., dba SwiftTel	ACTIVE	Contract	11/26/01	11/25/04	Interconnection	TN
100	Memphis Networx	ACTIVE	Contract	06/19/01	06/18/03	Interconnection	TN

101	Metromedia Fiber Network Svcs	ACTIVE	Contract	07/24/01	07/23/03	Interconnection	TN
102	Metropolitan Telecommunications, Inc.	ACTIVE	Contract	10/11/00	12/31/02	Interconnection	TN
103	MicroSun Telecommunications, Inc.	ACTIVE	Contract	05/11/00	05/10/02	Interconnection	TN
104	Momentum Business Solutions, Inc.	ACTIVE	Contract	05/05/00	05/04/02	Interconnection	TN
105	Money To Go, Inc. - Renego	ACTIVE	Contract	02/13/02	02/12/05	Interconnection	TN
106	NA Communications, Inc.	ACTIVE	Contract	12/12/00	12/11/02	Interconnection	TN
107	NOS Communications, Inc.	ACTIVE	Adoption Paper	04/30/01	11/29/02	Interconnection	TN
108	NOW Communications, Inc.	ACTIVE	Contract	04/16/01	04/15/03	Interconnection	TN
109	NTERA, INC.	ACTIVE	Contract	04/18/01	04/17/03	Interconnection	TN
110	NationNET Communications Corp - TN	ACTIVE	Contract	05/11/01	05/10/03	Interconnection	TN
111	Nationslink Communications	ACTIVE	Contract	01/26/01	01/25/03	Interconnection	TN
112	Navigator Telecommunications, LLC (Active)(08-22-00)	ACTIVE	Contract	08/22/00	08/21/02	Interconnection	TN
113	Network Access Solutions Corporation	ACTIVE	Contract	03/20/01	03/19/03	Interconnection	TN
114	Network Plus, Inc. Interconnection Agreement	ACTIVE	Contract	10/17/01	10/16/04	Interconnection	TN
115	Network Telephone Corporation	ACTIVE	Contract	05/17/01	05/16/03	Interconnection	TN
116	New Access Communications LLC	ACTIVE	Contract	06/01/01	05/31/03	Interconnection	TN
117	New Edge 2002 Negotiations	ACTIVE	Contract	02/18/02	02/17/05	Interconnection	TN
118	NewSouth Communications Corp.	ACTIVE	Contract	05/18/01	05/17/03	Interconnection	TN
119	North American Telecommunications Corporation	ACTIVE	Contract	09/25/00	09/24/02	Interconnection	TN
120	NuStar Telephone Co., Inc. dba Televia Communications	ACTIVE	Contract	05/03/01	05/02/03	Interconnection	TN
121	NuVox Communications, Inc. (fka Trivergent Communications, Inc.)	ACTIVE	Contract	06/30/00	06/29/03	Interconnection	TN
122	Oltronics, Inc.	ACTIVE	Contract	04/13/00	04/12/02	Interconnection	TN
123	OnePoint Communications - Georgia, LLC (dba Verizon Avenue in FL only)	ACTIVE	Contract	05/06/01	12/31/02	Interconnection	TN
124	OneTone Telecom, Inc.	ACTIVE	Contract	08/01/01	07/31/03	Interconnection	TN
125	PNG Telecommunications	ACTIVE	Contract	06/11/01	06/10/03	Interconnection	TN
126	Pathnet, Inc. (Pathnet Operating, Inc.)	ACTIVE	Contract	06/20/00	06/19/02	Interconnection	TN
127	Phone Link Interconnection Agmt	ACTIVE	Contract	03/12/01	03/11/03	Interconnection	TN
128	Pointecom, Inc.(AL,FL,GA,KY,LA,MS,NC,SC,TN)	ACTIVE	Contract	08/11/00	08/10/02	Interconnection	TN
129	Preferred Carrier Services, Inc.	ACTIVE	Contract	12/13/00	12/12/02	Interconnection	TN
130	Premiere Network Services - TN	ACTIVE	Adoption Paper	06/06/01	06/15/02	Interconnection	TN
131	Progress Telecommunications Corp.	ACTIVE	Adoption Paper	03/09/01	05/28/02	Interconnection	TN
132	QuantumShift fka MVX.COM	ACTIVE	Contract	05/18/01	05/17/04	Interconnection	TN
133	Reed Communications	ACTIVE	Contract	02/09/01	02/08/03	Interconnection	TN
134	Renegotiation Southeastern Services	ACTIVE	Contract	11/01/01	10/31/04	Interconnection	TN
135	Renegotiation of JTC Communications, Inc.	ACTIVE	Contract	11/01/01	10/31/04	Interconnection	TN
136	Rent-A-Line Telephone Company, L.L.C.	ACTIVE	Contract	09/18/01	09/17/04	Interconnection	TN
137	SBC Telecom, Inc.	ACTIVE	Contract	07/26/01	07/25/03	Interconnection	TN
138	Sail NetWorks, Inc.	ACTIVE	Contract	09/14/00	09/13/02	Interconnection	TN
139	Signature Communications, Inc.	ACTIVE	Contract	04/18/00	04/17/02	Interconnection	TN
140	South Carolina Net, Inc.	ACTIVE	Adoption Paper	09/29/00	06/29/03	Interconnection	TN
141	Southern Light Interconnection Agmt	ACTIVE	Contract	03/15/02	03/14/05	Interconnection	TN
142	Sprint Communications and Sprint Spectrum - TN & MS Agreement	ACTIVE	Contract	01/01/01	12/31/02	Interconnection	TN
143	SwiftTel Communications, Inc.	ACTIVE	Contract	09/15/00	09/14/02	Interconnection	TN
144	TLX Communications, Inc.	ACTIVE	Contract	06/13/00	06/12/02	Interconnection	TN
145	TelWest Communications LLC	ACTIVE	Contract	07/06/01	07/05/03	Interconnection	TN
146	Tele-SyS, Inc.	ACTIVE	Contract	06/28/00	06/27/02	Interconnection	TN
147	Tele-SyS, Inc. dba Access America - Renegotiation	ACTIVE	Contract	03/20/02	03/19/05	Interconnection	TN
148	Teleconex, Inc. (Five States)	ACTIVE	Adoption Paper	01/07/02	01/26/03	Interconnection	TN
149	Telepak Networks, Inc. (2001)	ACTIVE	Contract	03/16/01	03/15/03	Interconnection	TN
150	Telephone Company of Central Florida (nka EPICUS in FL and MS ONLY)	ACTIVE	Contract	12/05/00	12/04/02	Interconnection	TN
151	Telicor, Inc.	ACTIVE	Contract	02/26/01	02/25/03	Interconnection	TN

152	Teligent Services, Inc. Interconnection Agmt	ACTIVE	Contract	04/19/01	12/31/02	Interconnection	TN
153	Time Warner Telecom (TN)	ACTIVE	Contract	12/15/00	08/01/02	Interconnection	TN
154	TriComm, Inc. - Renegotiation	ACTIVE	Contract	03/05/02	03/04/05	Interconnection	TN
155	U.S. South Communications, Inc.	ACTIVE	Contract	04/05/01	04/04/03	Interconnection	TN
156	US LEC Adoption of XO TN	ACTIVE	Adoption Paper	01/01/00	11/03/02	Interconnection	TN
157	UniversalCom Adoption of NewSouth	ACTIVE	Adoption Paper	07/01/01	05/17/03	Interconnection	TN
158	Vartec (II)	ACTIVE	Contract	07/24/01	07/23/03	Interconnection	TN
159	Velocity Networks of Kentucky, Inc.	ACTIVE	Contract	09/01/00	08/31/02	Interconnection	TN
160	Vitelco Interconnection Agreement	ACTIVE	Contract	12/19/01	12/18/04	Interconnection	TN
161	Vivo-TN, LLC	ACTIVE	Adoption Paper	04/09/01	11/03/02	Interconnection	TN
162	WS Telecom, Inc. dba Expetel (fka LS-One)	ACTIVE	Contract	03/09/01	03/08/03	Interconnection	TN
163	Wakul, Inc.	ACTIVE	Contract	10/16/00	10/15/02	Interconnection	TN
164	WebShoppe Communications	ACTIVE	Adoption Paper	10/09/00	07/16/02	Interconnection	TN
165	WebTel Corporation dba TelePlus	ACTIVE	Contract	09/19/01	09/18/04	Interconnection	TN
166	Winstar Renegotiation - 9 states	ACTIVE	Contract	09/24/01	09/23/04	Interconnection	TN
167	XO Tennessee, Inc. (Active)	ACTIVE	Contract	11/04/99	11/03/02	Interconnection	TN
168	Xspedius - LEC Unwired - Merger	ACTIVE	Contract	04/04/01	12/31/02	Interconnection	TN
169	Xspedius Corp.	ACTIVE	Contract	01/01/00	12/31/02	Interconnection	TN
170	YeiPOST Network Solutions	ACTIVE	Contract	06/05/01	06/04/03	Interconnection	TN
171	Z-Tel Communications, Inc.	ACTIVE	Contract	11/30/00	11/29/02	Interconnection	TN
172	Zephion Networks Communications, Inc. (ZNC) Interconnection Agreement	ACTIVE	Contract	04/12/01	04/11/03	Interconnection	TN
173	e.spire Communications, Inc.	ACTIVE	Contract	01/01/00	12/31/02	Interconnection	TN
174	A Plus Connect, LLC - a	ACTIVE	Contract	08/29/01	08/28/04	Resale	TN
175	A+ Communications, Inc.	ACTIVE	Contract	11/05/01	11/04/04	Resale	TN
176	A-1 Mobile Technologies, Inc.- A	ACTIVE	Contract	02/01/01	01/31/03	Resale	TN
177	A-Tech Telecom, Inc.	ACTIVE	Contract	12/29/00	12/28/02	Resale	TN
178	AA Telecom	ACTIVE	Contract	08/06/00	08/05/02	Resale	TN
179	ABC Connect - Reneg	ACTIVE	Contract	02/12/02	01/28/05	Resale	TN
180	ABC Telcom, Inc. - Reneg	ACTIVE	Contract	10/17/01	10/16/04	Resale	TN
181	AM-TEL - (1) (aka AM-TEL, INC & AM-TEL {states}, LLC.)	ACTIVE	Contract	11/20/01	11/19/04	Resale	TN
182	APPLIANCE AND TV RENTALS, INC. dba Fones-4-U 2Q01 Resale Agreement	ACTIVE	Contract	09/20/01	09/19/04	Resale	TN
183	Advantel Renegotiation	ACTIVE	Contract	03/13/01	03/12/03	Resale	TN
184	AllPage,Inc.	ACTIVE	Contract	08/09/00	08/08/02	Resale	TN
185	AllSouth Phone Connect - Reneg	ACTIVE	Contract	10/02/01	10/01/04	Resale	TN
186	Alternative Phone, Inc. (Active)	ACTIVE	Contract	12/04/00	12/03/02	Resale	TN
187	Alternative Telecommunication Services, Inc. dba Second Chance Phone	ACTIVE	Contract	10/24/01	10/23/04	Resale	TN
188	Alternative Telecommunications, Inc.	ACTIVE	Contract	10/02/00	10/01/02	Resale	TN
189	AmTel Communications, Inc.	ACTIVE	Contract	12/07/00	12/06/02	Resale	TN
190	AmeriMex Communications Corp. (Active)	ACTIVE	Contract	11/17/00	11/16/02	Resale	TN
191	American Communications, Inc.(Active)(08-10-00)	ACTIVE	Contract	08/10/00	08/09/02	Resale	TN
192	American Fiber Network, Inc. - Reneg	ACTIVE	Contract	09/20/01	09/19/04	Resale	TN
193	American Prepaid Telephone Service, LLC	ACTIVE	Contract	01/19/01	01/18/03	Resale	TN
194	Annox - Reneg.	ACTIVE	Contract	10/04/01	10/03/03	Resale	TN
195	Aspire Telecom, Inc.	ACTIVE	Contract	03/15/00	03/14/02	Resale	TN
196	BUDGET COM.LLC	ACTIVE	Contract	06/15/00	06/14/02	Resale	TN
197	BasicPhone, Inc.	ACTIVE	Contract	07/18/00	07/17/02	Resale	TN
198	BellSouth Long Distance, Inc. ("BSLD")	ACTIVE	Contract	04/16/98	04/16/02	Resale	TN
199	Best Communications	ACTIVE	Contract	02/28/01	02/27/03	Resale	TN
200	Budget Phone	ACTIVE	Contract	01/08/01	01/07/03	Resale	TN
201	Buy-Tel Communications, Inc. 2Q01 Resale Agreement	ACTIVE	Contract	10/18/01	10/17/04	Resale	TN
202	CBX Communications New Resale	ACTIVE	Contract	03/01/01	02/28/03	Resale	TN

203	CI2 Incorporated	ACTIVE	Contract	01/25/01	01/24/03	Resale	TN
204	CPI Communications Network, Inc.	ACTIVE	Contract	11/10/00	11/09/02	Resale	TN
205	Calvin Hardge dba CAL-TEC Communications	ACTIVE	Contract	02/22/02	02/21/05	Resale	TN
206	Carilink International, Inc. - Initial	ACTIVE	Contract	06/25/01	06/24/03	Resale	TN
207	Cat Communications International, Inc. - a	ACTIVE	Contract	09/15/01	09/14/03	Resale	TN
208	Cellutell Communications, Inc.	ACTIVE	Contract	04/06/02	04/05/05	Resale	TN
209	Chapel Services	ACTIVE	Contract	03/09/01	03/08/03	Resale	TN
210	Citizen Phone, Inc.	ACTIVE	Contract	01/22/01	01/21/03	Resale	TN
211	Comm South Companies, Inc. (Active)	ACTIVE	Contract	09/01/99	10/31/03	Resale	TN
212	Comtec America, Inc.	ACTIVE	Contract	03/25/98	03/24/02	Resale	TN
213	Connect-A-Phone, Inc. - Reneg	ACTIVE	Contract	01/17/02	01/16/05	Resale	TN
214	Consumers Telephone and Telecom, LLC	ACTIVE	Contract	09/05/00	09/04/02	Resale	TN
215	Coral Bay Financial Corporation - A	ACTIVE	Contract	12/12/00	12/11/02	Resale	TN
216	Credit Loans, Inc., dba Lone Star State Telephone Company	ACTIVE	Contract	03/22/01	03/21/03	Resale	TN
217	DAVCO, Inc.	ACTIVE	Contract	03/09/01	03/08/03	Resale	TN
218	DLC Enterprises, Inc. dba Direct Link Communications, Inc.	ACTIVE	Contract	08/15/01	08/14/03	Resale	TN
219	Datacom, Inc.	ACTIVE	Contract	07/18/00	07/17/02	Resale	TN
220	Delta Phones, Inc.	ACTIVE	Contract	10/30/00	10/29/02	Resale	TN
221	Dialogica Communications Renegotiation	ACTIVE	Contract	03/14/01	03/13/03	Resale	TN
222	Digital Communication Technology, Inc.	ACTIVE	Contract	04/18/00	04/17/02	Resale	TN
223	Direct-Tel USA, LLC -a	ACTIVE	Contract	06/19/01	06/18/03	Resale	TN
224	Douglas Communication Service fka Internet Service 2000 and Pagers	ACTIVE	Contract	06/04/01	06/03/03	Resale	TN
225	ET Telephone, Inc.	ACTIVE	Contract	12/06/00	12/05/02	Resale	TN
226	EZ Phone Inc. - a	ACTIVE	Contract	06/05/01	06/04/03	Resale	TN
227	EZ Telephone, Inc. (Active)	ACTIVE	Contract	08/09/00	08/08/02	Resale	TN
228	Easy Telephone Services Company 2Q01 Resale Agreement	ACTIVE	Contract	07/19/01	07/18/03	Resale	TN
229	Electronicn Telco Reneg	ACTIVE	Contract	03/13/02	03/12/05	Resale	TN
230	Excelink Communications, Inc. - A	ACTIVE	Contract	12/11/00	12/10/02	Resale	TN
231	Express Connection, LLC (Active)	ACTIVE	Contract	06/26/00	06/25/02	Resale	TN
232	Express Paging, Inc. Reneg	ACTIVE	Contract	01/18/02	01/17/05	Resale	TN
233	Express Phone Service, Inc. (fka Express Title Financial Corp & Express Phone Service, Inc)	ACTIVE	Contract	11/29/01	11/28/04	Resale	TN
234	Fair Financial, LLC - a	ACTIVE	Contract	08/03/01	08/02/03	Resale	TN
235	Fast Phones, Inc. - a	ACTIVE	Contract	02/23/01	02/22/03	Resale	TN
236	Flatel, Inc. reneg	ACTIVE	Contract	09/26/01	09/25/04	Resale	TN
237	GS Communications dba Beep 'N' Talk	ACTIVE	Contract	03/29/01	03/28/03	Resale	TN
238	Ganoco, Inc.	ACTIVE	Contract	05/16/00	05/15/02	Resale	TN
239	Georgia Telephone Services, Inc. - Reneg	ACTIVE	Contract	08/24/01	08/23/04	Resale	TN
240	Go-Comm, Inc. (Active) (10-31-00)	ACTIVE	Adoption Paper	10/30/00	07/31/02	Resale	TN
241	Gulf Coast States Telecommunications, Inc. (Active) (10-31-00)	ACTIVE	Contract	11/01/00	10/31/02	Resale	TN
242	HJN Telecom, Inc. (Active) (09-13-00)	ACTIVE	Contract	09/13/00	09/12/02	Resale	TN
243	Holt & Company(i) - Initial	ACTIVE	Contract	06/19/01	06/18/03	Resale	TN
244	Home-Phone L.L.C.	ACTIVE	Contract	08/31/01	08/30/04	Resale	TN
245	Image Access Inc. (ACTIVE)	ACTIVE	Contract	04/24/00	04/23/02	Resale	TN
246	Interlink Network Resources	ACTIVE	Contract	05/04/01	05/03/03	Resale	TN
247	Interpath-Resale	ACTIVE	Contract	12/18/01	12/17/04	Resale	TN
248	Jerry La Quiere	ACTIVE	Contract	06/14/01	06/13/03	Resale	TN
249	Jesse Wheeler	ACTIVE	Contract	11/01/00	10/31/02	Resale	TN
250	Jilapuhn, Inc., dba Tel-America Communications	ACTIVE	Contract	01/23/01	01/22/03	Resale	TN
251	Kancharla Corporation	ACTIVE	Contract	10/02/00	10/01/02	Resale	TN
252	King Tel, Inc.3Q00	ACTIVE	Contract	06/01/01	05/31/03	Resale	TN
253	LTS of Rocky Mount, LLC	ACTIVE	Contract	01/30/01	01/29/03	Resale	TN

254	Lightning Communications, Inc. - A	ACTIVE	Contract	12/06/00	12/05/02	Resale	TN
255	Local Line America, Inc. - Reneg	ACTIVE	Contract	01/19/02	01/18/05	Resale	TN
256	Local Telecom Service, L.L.C.	ACTIVE	Contract	09/28/01	09/27/04	Resale	TN
257	MET Communications, Inc. (Reneg)	ACTIVE	Contract	09/04/01	09/03/03	Resale	TN
258	MISSISSIPPI TELEPHONE SERVICE, LLC	ACTIVE	Contract	09/09/01	09/08/04	Resale	TN
259	Mainstream Communications, LLC	ACTIVE	Contract	11/29/00	11/28/02	Resale	TN
260	Max-Tel Communications, Inc. - Reneg	ACTIVE	Contract	02/12/02	01/28/05	Resale	TN
261	MexiTels Communications	ACTIVE	Contract	12/13/00	12/12/02	Resale	TN
262	Mexitel Servicios de Telefonos	ACTIVE	Contract	09/06/00	09/05/02	Resale	TN
263	Micro Communications Inc. dba Atlanta Telephone & Communications Reneg	ACTIVE	Contract	03/12/02	03/11/05	Resale	TN
264	Mid Atlantic Telephone Company (Active) (08-17-00)	ACTIVE	Contract	08/17/00	08/16/02	Resale	TN
265	Midwestern Telecommunications, Inc.	ACTIVE	Contract	11/07/00	11/06/02	Resale	TN
266	Miracle Communications	ACTIVE	Contract	10/24/00	10/23/02	Resale	TN
267	Moses Communications, Inc.	ACTIVE	Contract	07/27/00	07/26/02	Resale	TN
268	My-Tel, Inc. - a	ACTIVE	Contract	10/11/01	10/10/03	Resale	TN
269	NOW Communications, Inc. (Active)	ACTIVE	Contract	08/01/00	07/31/02	Resale	TN
270	National Network Solutions, Inc. 2Q01 Resale Agreement	ACTIVE	Contract	10/29/01	10/28/04	Resale	TN
271	National Telecom, LLC	ACTIVE	Contract	09/27/00	09/26/02	Resale	TN
272	New Dimension Communications, Inc.	ACTIVE	Contract	02/28/01	02/27/03	Resale	TN
273	NorCom, Inc.	ACTIVE	Contract	07/14/00	07/13/02	Resale	TN
274	North Carolina Telcom, LLC 2Q01 Resale Agreement	ACTIVE	Contract	09/17/01	09/16/03	Resale	TN
275	NuStar Communications, Corporation - Reneg	ACTIVE	Contract	08/28/01	08/27/04	Resale	TN
276	Paramount Communications Inc.	ACTIVE	Contract	05/03/01	05/02/03	Resale	TN
277	Personal Paging Systems, Inc.	ACTIVE	Contract	01/22/01	01/21/03	Resale	TN
278	Phone Reconnenct of America, LLC (Reneg)	ACTIVE	Contract	06/25/01	06/24/03	Resale	TN
279	Pinnacle Telcom, Inc. fka Advanced Cellular Corporation	ACTIVE	Contract	11/21/01	11/20/04	Resale	TN
280	Positive Investments, Inc.	ACTIVE	Contract	10/20/00	10/19/02	Resale	TN
281	Premier Connection Inc. - a	ACTIVE	Contract	08/15/01	08/14/04	Resale	TN
282	Push Button Paging and Communications, Inc. - Reneg	ACTIVE	Contract	02/10/02	02/09/05	Resale	TN
283	Pyramid Communications Services - Reneg	ACTIVE	Contract	01/14/02	01/13/05	Resale	TN
284	Quality Telephone Resale Agreement	ACTIVE	Contract	02/09/01	02/08/03	Resale	TN
285	Qwest Communications Services, Inc.	ACTIVE	Contract	08/04/00	08/03/02	Resale	TN
286	Qwik-Com Communications, LLC	ACTIVE	Contract	04/10/00	04/09/02	Resale	TN
287	REI Communications 3Q00	ACTIVE	Contract	05/25/01	05/24/03	Resale	TN
288	RGW Communications, Inc. - a	ACTIVE	Contract	04/30/01	04/29/03	Resale	TN
289	SANDHILLS TELECOMMUNICATIONS GROUP, INC.	ACTIVE	Contract	07/28/00	07/27/02	Resale	TN
290	SPARDI	ACTIVE	Contract	01/29/01	01/28/03	Resale	TN
291	ServiSense.com, Inc.	ACTIVE	Contract	06/08/00	06/07/02	Resale	TN
292	Seven Bridges (fka EFS, Inc. dba First Choice)	ACTIVE	Contract	05/14/01	05/11/03	Resale	TN
293	Smart-Tel - Initial Resale	ACTIVE	Contract	02/22/01	02/21/03	Resale	TN
294	Solo Communications, Inc. (fka I-NET Communications, Inc.)	ACTIVE	Contract	04/20/01	04/19/03	Resale	TN
295	Source One Communications, Inc. dba Quick Connects	ACTIVE	Contract	09/21/01	09/20/04	Resale	TN
296	Southeasetern Area Regional Communications, Inc.	ACTIVE	Contract	05/18/00	05/17/02	Resale	TN
297	Southern Telecommunications Company, LLC (Active)(06-16-98)	ACTIVE	Contract	08/21/00	08/20/02	Resale	TN
298	Southern Telemanagement Group, Inc. NKA Vision Prepaid Services, Inc.	ACTIVE	Contract	08/16/00	08/15/02	Resale	TN
299	Speedy Reconnect, Inc. (Active 06-28-00)	ACTIVE	Contract	06/28/00	06/27/02	Resale	TN
300	Starlink Telecom, Corp. - Initial	ACTIVE	Contract	03/08/02	03/07/05	Resale	TN
301	State Discount Telephone, LLC Reneg	ACTIVE	Contract	01/18/02	01/17/05	Resale	TN
302	Sun-Tel USA, Inc. 3Q00	ACTIVE	Contract	03/30/01	03/29/03	Resale	TN
303	Suretel Inc.	ACTIVE	Contract	03/30/00	03/29/02	Resale	TN
304	TZAK WIRELESS, INC.	ACTIVE	Contract	06/14/00	06/13/02	Resale	TN

305	Talk Time Communications, LTD (Active)(09-05-00)	ACTIVE	Contract	09/05/00	09/04/02	Resale	TN
306	TelSon Communications, Inc.	ACTIVE	Contract	10/03/00	10/02/02	Resale	TN
307	Telephone One, Inc. Resale	ACTIVE	Contract	06/04/01	06/03/03	Resale	TN
308	Telstar Prepaid Services	ACTIVE	Contract	10/02/01	10/01/04	Resale	TN
309	Tennessee Phone Service, Inc. - a	ACTIVE	Contract	07/01/01	06/30/03	Resale	TN
310	Tennessee Telephone Service Reneg	ACTIVE	Contract	03/08/02	03/07/05	Resale	TN
311	Texas Hometel, Inc. dba 877-RING AGAIN - a	ACTIVE	Contract	03/13/01	03/12/03	Resale	TN
312	The Mobile Phone Company, Inc.	ACTIVE	Contract	03/19/00	03/18/02	Resale	TN
313	The MoneyPlace, LLC	ACTIVE	Contract	01/15/01	01/14/03	Resale	TN
314	Trans National Tel, Inc.	ACTIVE	Contract	06/14/01	06/13/03	Resale	TN
315	TrustedNet, Inc. - Reneg	ACTIVE	Contract	02/26/02	02/25/05	Resale	TN
316	US Phone, Inc. Reneg	ACTIVE	Contract	01/21/02	01/20/05	Resale	TN
317	USA Quick Phone, Inc.	ACTIVE	Contract	03/21/00	03/20/02	Resale	TN
318	USA Telecom, Inc.	ACTIVE	Contract	05/25/00	05/24/02	Resale	TN
319	United States Telecommunications, Inc. (Active)	ACTIVE	Contract	06/23/00	06/22/02	Resale	TN
320	Universal Telecom, Inc. (Active 10-16-00)	ACTIVE	Contract	10/16/00	10/15/02	Resale	TN
321	Voice Magic Telecommunications, Inc. (VMT) - A	ACTIVE	Contract	12/11/00	12/10/02	Resale	TN
322	Voice Vision International	ACTIVE	Contract	03/13/01	03/12/03	Resale	TN
323	World Satellite Network America, Inc. 07-31-02	ACTIVE	Contract	08/01/00	07/31/02	Resale	TN
324	Your Communication Connection	ACTIVE	Contract	09/13/01	09/12/04	Resale	TN

Exhibit JAR-7

“CLECs with Over 10 Lines in

BellSouth Tennessee Area, METHOD ONE”

“Public Version”

CONFIDENTIAL CLEC CPNI
INFORMATION

CLECs with Over 10 Lines in BellSouth TENNESSEE METHOD ONE

Exhibit JAR-7
REDACTED FOR
PUBLIC INSPECTION

	TENNESSEE FEBRUARY 2002 FACILITIES-BASED [10+ Lines]	Resold Lines		-------- Estimated -------- Facilities-based Lines			Total Local Lines	911 Listings Res	911 Listings Bus	Unbundled Local Loops	UNE Platforms		I C Trunks
		RES	BUS	RES	BUS	TOTAL					Res	Bus	
1	ACCESS INTEGRATED NETWORKS												
2	ADELPHIA BUS. SOLUTIONS (HYPERION, LOUISVILLE LIGHTWAVE)												
3	AENEAS COMMUNICATIONS												
4	AT&T (+NORTHPOINT, +TELEPORT-TCG, + MEDIAONE, +AT&T BROADBAND)												
5	BIRCH TELECOM												
6	BROADSLATE NETWORKS												
7	BUSINESS TELECOM (BTI, +FIBERSOUTH)												
8	CINERGY COMMUNICATIONS												
9	CITIZENS (GLOBAL CROSSING, FRONTIER)												
10	COVAD COMM (+BLUESTAR)												
11	CRG INTERN'L (NETWORK ONE)												
12	DSLNET COMM												
13	ELECTRIC POWER BOARD OF CHATANOOGA												
14	ERNEST COMMUNICATIONS												
15	GLOBAL NAPS												
16	ICG COMMUN. (INTELCOM)												
17	IDS TELECOM												
18	ITC^DELTACOM												
19	KMC TELECOM INC.												
20	KNOLOGY												
21	LECSTAR (EMPIRE TELECOM SVCS)												
22	LEVEL 3												
23	LIGHTYEAR COMMUNICATIONS												
24	MCI METRO (+WORLDCOM, +MFS, +BROOKS, +INTERMEDIA, +RYTHMS, + NAT. TELECOM FL, +PHONE ONE)												
25	MOMENTUM BUSINESS SOULTIONS												
26	NETWORK TELEPH. (+LIGHTNETWORKS)												
27	NEWSOUTH COMM (+UNIVERSALCOM)												
28	NEXTLINK COMM. (XO COMM)												
29	SBC TELECOM INC												
30	SPRINT COMMUNICATIONS												
31	TELE-SYS (ACCESS AMERICA)												
32	TELIGENT SERVICES												
33	THE OTHER PHONE CO (ACCESSONE,+TALK.COM, +OMNICALL)												
34	TIME WARNER COMMUN												
35	TRIVERGENT (NUVOX, STATE COMM, GABRIEL))												
36	US LEC												
37	WINSTAR TELECOM												
38	XSPEDIUS CORP.(LEC UNWIRED)												
39	Z-TEL COMMUN.												
	FACILITIES-BASED Sub-Total	**2,823**	**7,057**	**8,125**	**371,084**	**379,209**	**389,089**	**5,010**	**280,715**	**52,365**	**3,122**	**50,244**	**158,246**

"Public Version"

" - " = NO DATA

CLECs with Over 10 Lines
in BellSouth
TENNESSEE
METHOD ONE

	TENNESSEE FEBRUARY 2002 **Resale Only [10 + Lines]**	Resold Lines		-------- Estimated -------- Facilities-based Lines			Total Local Lines
		RES	BUS	RES	BUS	TOTAL	
1	1-800 RECONEX, INC.						
2	ALLSOUTH PHONE CONNECT						
3	ANNOX, INC						
4	APPLIANCE&TV RENTALS (FONES-4-U)						
5	AWARD ENTERPRISES (JERRY LAQUIERE)						
6	BUDGET PHONE, INC						
7	CAT COMMUN INT'L (CCI)						
8	CHAPMAN DIVERSIFIED SVCS						
9	CHOCTAW COMMUN. (SMOKE SIGNAL COM.)						
10	COMM SOUTH COS						
11	COMMUNITY TELEPHONE CORP						
12	DELTA PHONES						
13	DPI-TELECONNECT						
14	E.SPIRE COMM. (ACSI)						
15	EXPRESS TELEPHONE SVCS (EXPRESS TITLE)						
16	EZ PHONE, INC.						
17	EZ TALK COMMUNICATIONS						
18	FAIR FINANCIAL (MIDSTATE TELECOM)						
19	FIRST TEL, INC.						
20	GLOBAL CONNECTION INC						
21	GO-TEL, INC.						
22	HART COMM (HTR&L ENTERPRIS.)						
23	INTERLINK TELECOMMUNICATIONS						
24	LCI INTERNATIONAL (QWEST)						
25	MAX - TEL COMMUNICATIONS						
26	MONEY TO GO (MTG PHONE SVC)						
27	NAVIGATOR TELECOMM., LLC						
28	NEW PHONE (IMAGE ACCESS)						
29	NOS COMMUNICATIONS						
30	NOW COMMUNICATIONS (+TEL-LINK, +TELSTAR)						
31	NUSTAR COMMUN. (TELEVIA)						
32	PHONE RECONNECT OF AMERICA						
33	PHONE--LINK						
34	SOUTHERN TELECOMMUNICATIONS						
35	STATE DISCOUNT TELEPHONE						
36	TELE CONEX						
37	TELEPHONE CO OF CENTRAL FL (TCCF)						
38	TENNESSEE PHONE SERVICE						
39	TENNESSEE TELEPHONE SERVICE						
40	UNIVERSAL TELECOM (UNIV. TELEPHONE)						
41	USA EXCHANGE (OMNIPLEX)						
42	USA QUICK PHONE						
43	USA TELECOM (INT'L DESIGN GRP)						
	Resale-only (10 + Lines) SUBTOTAL	**29,296**	**895**	**-**	**-**	**-**	**30,191**

"Public Version"

" - " = NO DATA

CONFIDENTIAL CLEC CPNI INFORMATION

CLECs with Over 10 Lines in BellSouth TENNESSEE METHOD ONE

Exhibit JAR-7
REDACTED FOR PUBLIC INSPECTION

TENNESSEE FEBRUARY 2002	Resold Lines		-------- Estimated --------- Facilities-based Lines			Total Local Lines
	RES	BUS	RES	BUS	TOTAL	
METHOD ONE GRAND TOTAL -->	32,119	7,952	8,125	371,084	379,209	419,280
			----- METHOD 1 ESTIMATE ----			

Total Resold -->	40,071

CLECs Over 10 Lines - FEBRUARY, 2001	82

FACILITIES-BASED CLECs ------>	39
RESALE ONLY CLECs ---------->	43

	METHOD 1 ESTIMATE		
BellSouth Area - TENNESSEE	419,280		
CLEC Share of Access Lines =	419,280	+	2,617,989
METHOD 1 ESTIMATE FEBRUARY 2002 =	13.8%		

"Public Version"

" - " = NO DATA

Exhibit JAR-8

“CLECs with Over 10 Lines in

BellSouth Tennessee Area, METHOD TWO”

“Public Version”

CONFIDENTIAL CLEC CPNI INFORMATION

CLECs with Over 10 Lines in BellSouth TENNESSEE METHOD TWO

Exhibit JAR-8
REDACTED FOR PUBLIC INSPECTION

	TENNESSEE FEBRUARY 2002	Resold Lines		-------- Estimated --------- Facilities-based Lines			Total Local Lines	911 Listings Res	911 Listings Bus	UNE Platforms Res	UNE Platforms Bus
	FACILITIES-BASED [10+ Lines]	RES	BUS	RES	BUS	TOTAL					
1	ACCESS INTEGRATED NETWORKS										
2	ADELPHIA BUS. SOLUTIONS (HYPERION, LOUISVILLE LIGHTWAVE)										
3	AENEAS COMMUNICATIONS										
4	AT&T (+NORTHPOINT, +TELEPORT-TCG, + MEDIAONE, +AT&T BROADBAND)										
5	BIRCH TELECOM										
6	BUSINESS TELECOM (BTI, +FIBERSOUTH)										
7	CINERGY COMMUNICATIONS										
8	CITIZENS (GLOBAL CROSSING, FRONTIER)										
9	CRG INTERN'L (NETWORK ONE)										
10	ELECTRIC POWER BOARD OF CHATANOOGA										
11	ERNEST COMMUNICATIONS										
12	GLOBAL NAPS										
13	ICG COMMUN. (INTELCOM)										
14	IDS TELECOM										
15	ITC^DELTACOM										
16	KMC TELECOM INC.										
17	KNOLOGY										
18	LECSTAR (EMPIRE TELECOM SVCS)										
19	LIGHTYEAR COMMUNICATIONS										
20	MCI METRO (+WORLDCOM, +MFS, +BROOKS, +INTERMEDIA, +RYTHMS, + NAT. TELECOM FL, +PHONE ONE)										
21	MOMENTUM BUSINESS SOULTIONS										
22	NETWORK TELEPH. (+LIGHTNETWORKS)										
23	NEWSOUTH COMM (+UNIVERSALCOM)										
24	NEXTLINK COMM. (XO COMM)										
25	SBC TELECOM INC										
26	SPRINT COMMUNICATIONS										
27	TELIGENT SERVICES										
28	THE OTHER PHONE CO (ACCESSONE,+TALK.COM, +OMNICALL)										
29	TIME WARNER COMMUN										
30	TRIVERGENT (NUVOX, STATE COMM, GABRIEL))										
31	US LEC										
32	XSPEDIUS CORP.(LEC UNWIRED)										
33	Z-TEL COMMUN.										
	FACILITIES-BASED Sub-Total	**2,640**	**6,075**	**8,132**	**330,589**	**338,721**	**347,436**	**5,010**	**280,714**	**3,122**	**49,875**

"Public Version"

" - " = NO DATA

CLECs with Over 10 Lines
in BellSouth
TENNESSEE
METHOD TWO

	TENNESSEE FEBRUARY 2002 **Resale Only [10 + Lines]**	Resold Lines		-------- Estimated -------- Facilities-based Lines			Total Local Lines
		RES	BUS	RES	BUS	TOTAL	
1	1-800 RECONEX, INC.						
2	ALLSOUTH PHONE CONNECT						
3	ANNOX, INC						
4	APPLIANCE&TV RENTALS (FONES-4-U)						
5	AWARD ENTERPRISES (JERRY LAQUIERE)						
6	BUDGET PHONE, INC						
7	CAT COMMUN INT'L (CCI)						
8	CHAPMAN DIVERSIFIED SVCS						
9	CHOCTAW COMMUN. (SMOKE SIGNAL COM.)						
10	COMM SOUTH COS						
11	COMMUNITY TELEPHONE CORP						
12	DELTA PHONES						
13	DPI-TELECONNECT						
14	E.SPIRE COMM. (ACSI)						
15	EXPRESS TELEPHONE SVCS (EXPRESS TITLE)						
16	EZ PHONE, INC.						
17	EZ TALK COMMUNICATIONS						
18	FAIR FINANCIAL (MIDSTATE TELECOM)						
19	FIRST TEL, INC.						
20	GLOBAL CONNECTION INC						
21	GO-TEL, INC.						
22	HART COMM (HTR&L ENTERPRIS.)						
23	INTERLINK TELECOMMUNICATIONS						
24	LCI INTERNATIONAL (QWEST)						
25	MAX - TEL COMMUNICATIONS						
26	MONEY TO GO (MTG PHONE SVC)						
27	NAVIGATOR TELECOMM., LLC						
28	NEW PHONE (IMAGE ACCESS)						
29	NOS COMMUNICATIONS						
30	NOW COMMUNICATIONS (+TEL-LINK, +TELSTAR)						
31	NUSTAR COMMUN. (TELEVIA)						
32	PHONE RECONNECT OF AMERICA						
33	PHONE--LINK						
34	SOUTHERN TELECOMMUNICATIONS						
35	STATE DISCOUNT TELEPHONE						
36	TELE CONEX						
37	TELEPHONE CO OF CENTRAL FL (TCCF)						
38	TENNESSEE PHONE SERVICE						
39	TENNESSEE TELEPHONE SERVICE						
40	UNIVERSAL TELECOM (UNIV. TELEPHONE)						
41	USA EXCHANGE (OMNIPLEX)						
42	USA QUICK PHONE						
43	USA TELECOM (INT'L DESIGN GRP)						
	Resale-only (10 + Lines) SUBTOTAL	**29,296**	**895**	**-**	**-**	**-**	**30,191**

CONFIDENTIAL CLEC CPNI INFORMATION

CLECs with Over 10 Lines in BellSouth TENNESSEE METHOD TWO

Exhibit JAR-8
REDACTED FOR PUBLIC INSPECTION

TENNESSEE FEBRUARY 2002	Resold Lines		-------- Estimated -------- Facilities-based Lines			Total Local Lines
	RES	BUS	RES	BUS	TOTAL	
METHOD TWO GRAND TOTAL -->	31,936	6,970	8,132	330,589	338,721	377,627
			----- METHOD 2 ESTIMATE ----			

Total Resold -->	38,906

CLECs Over 10 Lines - FEBRUARY, 2001	76

FACILITIES-BASED CLECs ------>	33
RESALE ONLY CLECs ---------->	43

		METHOD 2 ESTIMATE	
BellSouth Area - TENNESSEE		377,627	
CLEC Share of Access Lines	=	377,627 +	2,617,989
METHOD 2 ESTIMATE FEBRUARY 2002	=	12.6%	

"Public Version"

" - " = NO DATA

Exhibit JAR-9

"CLEC Completed Collocations – Tennessee -

February 2002"

"Public Version"

CLEC COMPLETED COLLOCATIONS
TENNESSEE FEB 2002

Exhibit JAR-9

	WIRECENTER NAME	WC CLLI	Feb-02 Completed Collocations	BELLSOUTH RESIDENCE LINES	BELLSOUTH BUSINESS LINES	TOTAL LINES
1	Chattanooga-Brainerd	CHTGTNBR		32,200	14,147	46,347
2	Chattanooga-Dodds Ave	CHTGTNDT		19,740	7,544	27,284
3	Chattanooga-Ninst Street	CHTGTNNS		9,198	25,567	34,765
4	Collierville	CRVLTNMA		20,968	4,804	25,772
5	Franklin	FKLNTNMA		32,692	7,038	39,730
6	Hendersonville	HDVLTNMA		23,270	4,794	28,064
7	Knoxville-Main	KNVLTNMA		33,504	33,992	67,496
8	Memphis-Bartlett	MMPHTNBA		61,761	17,735	79,496
9	Memphis-Chickasaw	MMPHTNCT		28,663	10,271	38,934
10	Memphis-Eastland	MMPHTNEL		30,746	17,167	47,913
11	Memphis-Germantown	MMPHTNGT		58,497	11,921	70,418
12	Memphis-Main	MMPHTNMA		11,030	21,251	32,281
13	Memphis-Midtown	MMPHTNMT		22,664	6,812	29,476
14	Memphis-Oakville	MMPHTNOA		39,231	23,126	62,357
15	Memphis-Southland	MMPHTNSL		34,663	14,547	49,210
16	Murfreesboro	MRBOTNMA		49,638	13,035	62,673
17	Nashville-Brentwood	NSVLTNBW		21,450	11,607	33,057
18	Nashville-Crieve Hall	NSVLTNCH		38,578	9,757	48,335
19	Nashville-Donelson	NSVLTNDO		27,626	13,207	40,833
20	Nashville-Madison	NSVLTNMC		16,114	4,631	20,745
21	Nashville-Main	NSVLTNMT		12,863	60,118	72,981
22	Nashville-Sharondale	NSVLTNST		33,418	12,016	45,434
24	Nashville-University	NSVLTNUN		5,706	11,246	16,952
	BellSouth lines addressed by		**325**	**664,220**	**356,333**	**1,020,553**
	10 or more CLEC collocations -->		**67%**	**35%**	**50%**	**39%**
25	Athens	ATHNTNMA		11,427	5,386	16,813
23	Chattanooga-Middle Valley	CHTGTNMV		13,793	1,388	15,181
26	Chattanooga-Redbank	CHTGTNRB		17,592	4,022	21,614
27	Chattanooga-Rossville	CHTGTNRO		19,215	4,243	23,458
28	Chattanooga-St Elmo	CHTGTNSE		9,254	2,036	11,290
29	Clarksville Main	CLVLTNMA		38,394	16,377	54,771
30	Cleveland	CLEVTNMA		35,664	10,081	45,745
31	Columbia Main	CLMATNMA		19,035	9,625	28,660
32	Cool Springs	FKLNTNCC		2,611	4,273	6,884
33	Gallatin	GALLTNMA		14,957	5,009	19,966
34	Goodlettsville	GDVLTNMA		10,471	4,326	14,797
35	Jackson-Main	JCSNTNMA		22,012	13,226	35,238
36	Jackson-Northside	JCSNTNNS		14,309	7,540	21,849
37	Knoxville-Bearden	KNVLTNBE		12,331	10,101	22,432
38	Knoxville-Fountain City	KNVLTNFC		23,908	5,460	29,368
39	Knoxville-West Hills	KNVLTNWH		40,029	13,474	53,503

CLEC COMPLETED COLLOCATIONS
TENNESSEE FEB 2002

Exhibit JAR-9

	WIRECENTER NAME	WC CLLI	Feb-02 Completed Collocations	BELLSOUTH RESIDENCE LINES	BELLSOUTH BUSINESS LINES	TOTAL LINES
40	Knoxville-Young High	KNVLTNYH		21,902	3,549	25,451
41	Lebanon	LBNNTNMA		20,463	6,530	26,993
42	Maryville-Main	MAVLTNMA		39,499	11,143	50,642
43	Memphis-Cherokee	MMPHTNCK		10,706	1,618	12,324
44	Memphis-Frayser	MMPHTNFR		18,572	2,744	21,316
45	Memphis-Humphreys	MMPHTNHP		638	504	1,142
46	Memphis-Southside	MMPHTNST		14,842	5,756	20,598
47	Memphis-Southwind	GTWSTNSW		1,288	865	2,153
48	Memphis-Westwood	MMPHTNWW		15,878	1,488	17,366
49	Morristown	MRTWTNMA		24,264	9,890	34,154
50	Nashville-Airport	NSVLTNAP		18,778	7,515	26,293
51	Nashville-Bellevue	NSVLTNBV		16,533	2,169	18,702
52	Nashville-Burton Hills	NSVLTNBH		2,998	287	3,285
53	Nashville-Cockrill Bend	NSVLTNCD		78	1,443	1,521
54	Nashville-Hickory Hollow	NSVLTNHH		5,088	1,547	6,635
55	Nashville-Inglewood	NSVLTNIN		24,963	4,587	29,550
56	Nashville-Westmeade	NSVLTNWM		18,039	3,170	21,209
57	Oak Ridge	OKRGTNMT		13,480	7,244	20,724
58	Sevierville	SVVLTNMT		24,401	8,091	32,492
59	Smyrna	SMYRTNMA		16,266	3,940	20,206
60	Tullahoma	TLLHTNMA		10,380	6,260	16,640
	BellSouth lines addressed by 1 or more CLEC collocations -->		**487** **100%**	**1,288,278** **68%**	**563,240** **79%**	**1,851,518** **71%**
61	Adams-Cedar Hill	ACHLTNMT		1,586	96	1,682
62	Arlington	ARTNTNMT		3,326	764	4,090
63	Ashland City	ASCYTNMA		5,245	1,169	6,414
64	Bells	BLLSTNMA		1,665	358	2,023
65	Benton	BNTNTNMT		4,258	780	5,038
66	Bethel Springs	BTSPTNMA		1,622	123	1,745
67	Big Sandy	BGSNTNMA		2,229	137	2,366
68	Blanche	BLNCTNMT		980	61	1,041
69	Bolivar	BLVRTNMA		5,162	1,454	6,616
70	Brownsville	BWVLTNMA		6,186	2,323	8,509
71	Bulls Gap	BLGPTNMA		3,862	464	4,326
72	Camden	CMDNTNMA		5,854	1,497	7,351
73	Carthage	CRTHTNMA		3,328	1,083	4,411
74	Centerville	CNVLTNMA		4,332	1,047	5,379
75	Charleston	CHTNTNMT		4,104	542	4,646
76	Charlotte	CHRLTNMT		2,933	349	3,282
77	Chattanooga-Harrison	CHTGTNHT		9,301	670	9,971
78	Chattanooga-Signal Mountain	CHTGTNSM		7,039	716	7,755
79	Clinton	CLTNTNMA		9,021	1,748	10,769
80	Copper Hill	CRHLTNCB		6,006	907	6,913
81	Covington	CVTNTNMT		9,622	2,668	12,290
82	Cross Plains-Orlinda	CRPLTNMA		2,857	201	3,058

CLEC COMPLETED COLLOCATIONS
TENNESSEE FEB 2002

Exhibit JAR-9

	WIRECENTER NAME	WC CLLI	Feb-02 Completed Collocations	BELLSOUTH RESIDENCE LINES	BELLSOUTH BUSINESS LINES	TOTAL LINES
83	Culleoka	CULKTNMA		1,035	43	1,078
84	Cumberland City	CMCYTNMT		666	155	821
85	Cumberland Gap	CLDGTNMA		4,530	794	5,324
86	Cunningham	CNHMTNMA		2,636	119	2,755
87	Dandridge	DNRGTNMA		6,858	997	7,855
88	Dayton	DYTNTNMA		7,767	1,736	9,503
89	Decatur	DCTRTNMT		3,943	446	4,389
90	Dickson	DKSNTNMT		10,562	4,046	14,608
91	Dover	DOVRTNMT		4,768	717	5,485
92	Dyer	DYERTNMT		1,615	225	1,840
93	Dyersburg	DYBGTNMA		11,965	7,487	19,452
94	Eagleville	EAVLTNMA		1,716	170	1,886
95	Etowah	ETWHTNMT		4,575	755	5,330
96	Fairview	FRVWTNMT		4,232	519	4,751
97	Fayetteville	FYVLTNMA		8,759	2,572	11,331
98	Flintville	FLVLTNMA		2,178	152	2,330
99	Fredonia	FRDNTNMA		2,146	101	2,247
100	Gatlinburg	GTBGTNMT		7,146	2,841	9,987
101	Gibson	GBSNTNMT		987	57	1,044
102	Gleason	GLSNTNMA		1,197	222	1,419
103	Grand Junction	GDJTTNMA		1,502	197	1,699
104	Greenback	GRNBTNMA		4,018	252	4,270
105	Greenbrier	GNBRTNMA		4,249	407	4,656
106	Greenfield	GNFDTNMT		1,807	355	2,162
107	Halls	HLLSTNMT		2,405	625	3,030
108	Hampshire	HMPSTNMA		685	28	713
109	Harriman	HIMNTNMA		5,803	1,395	7,198
110	Hartsville	HTVLTNMA		2,632	654	3,286
111	Henderson	HNSNTNMT		5,375	1,259	6,634
112	Henning	HNNGTNMA		1,160	209	1,369
113	Hohenwald	HHNWTNMA		4,160	970	5,130
114	Hornbeak	HRNBTNMT		1,584	148	1,732
115	Humboldt	HMBLTNMA		5,677	3,340	9,017
116	Huntingdon	HNTGTNMA		5,513	1,264	6,777
117	Huntland	HNLDTNMA		1,098	155	1,253
118	Jasper	JSPRTNMT		4,073	972	5,045
119	Jefferson City	JFCYTNMA		7,346	2,583	9,929
120	Jellico	JLLCTNMA		4,406	891	5,297
121	Kenton	KNTNTNMA		924	111	1,035
122	Kingston	KGTNTNMT		8,773	1,399	10,172
123	Lafollette	LFLTTNMA		13,120	4,421	17,541
124	Lake City	LKCYTNMA		3,725	414	4,139

CLEC COMPLETED COLLOCATIONS
TENNESSEE FEB 2002

Exhibit JAR-9

	WIRECENTER NAME	WC CLLI	Feb-02 Completed Collocations	BELLSOUTH RESIDENCE LINES	BELLSOUTH BUSINESS LINES	TOTAL LINES
125	Lawrenceburg	LRBGTNMA		9,153	3,029	12,182
126	Lenoir City	LNCYTNMA		10,449	2,340	12,789
127	Lewisburg	LWBGTNMA		7,179	2,550	9,729
128	Lexington	LXTNTNMA		9,322	2,517	11,839
129	Loudon	LODNTNMA		7,359	1,426	8,785
130	Lyles	LYLSTNMA		4,887	387	5,274
131	Lynchburg	LYBGTNMT		1,750	325	2,075
132	Lynnville	LYVLTNMA		920	93	1,013
133	Madisonville	MDVITNMT		6,268	1,923	8,191
134	Manchester	MNCHTNMA		9,105	2,815	11,920
135	Maryville-Friendsville	FIVLTNMA		2,038	144	2,182
136	Maryville-Townsend	TWNSTNMA		1,850	355	2,205
137	Mascot	MSCTTNMT		11,635	1,503	13,138
138	Maynardville	MYVLTNMA		6,000	829	6,829
139	Mcewen	MCWNTNMT		2,354	244	2,598
140	Mckenzie	MCKNTNMA		3,784	1,109	4,893
141	Medina	MEDNTNMA		1,483	178	1,661
142	Memphis-Southhaven	SOHNTNDC		3,751	2,327	6,078
143	Middleton	MDTNTNMA		2,410	232	2,642
144	Milan	MILNTNMA		4,672	1,464	6,136
145	Moscow	MSCWTNMA		1,184	183	1,367
146	Mount Pleasant	MNPLTNMA		3,469	708	4,177
147	Nashville-Airport Authority	NSVLTNAA			1,302	1,302
148	Nashville-Whites Creek	NSVLTNWC		8,464	995	9,459
149	Newbern	NWBRTNMA		2,518	563	3,081
150	Newport-Hartford	HRFRTNMA		3,092	213	3,305
151	Newport-Main	NWPTTNMT		11,687	2,828	14,515
152	Norris	NRRSTNMA		3,671	428	4,099
153	Old Hickory	OLHCTNMA		5,464	614	6,078
154	Oliver Springs	OLSPTNMA		5,179	536	5,715
155	Palmyra	PLMYTNMA		654	24	678
156	Paris	PARSTNMA		10,428	4,503	14,931
157	Petersburg	PTBGTNMA		855	75	930
158	Pleasant View	PSVWTNMT		4,862	498	5,360
159	Portland	PTLDTNMA		6,922	1,705	8,627
160	Pulaski	PLSKTNMA		9,726	3,336	13,062
161	Ridgely	RDGLTNMA		932	149	1,081
162	Ripley	RPLYTNMA		6,030	1,652	7,682
163	Rockwood	RKWDTNMA		5,169	930	6,099
164	Rogersville	RRVLTNMA		8,376	1,892	10,268
165	Sango	SANGTNMT		4,768	377	5,145
166	Santa Fe	SNTFTNMA		1,040	52	1,092
167	Savannah	SVNHTNMT		7,574	2,065	9,639

CLEC COMPLETED COLLOCATIONS
TENNESSEE FEB 2002

Exhibit JAR-9

	WIRECENTER NAME	WC CLLI	Feb-02 Completed Collocations	BELLSOUTH RESIDENCE LINES	BELLSOUTH BUSINESS LINES	TOTAL LINES
168	Selmer	SLMRTNMT		4,840	1,515	6,355
169	Sewanee	SEWNTNMW		1,362	246	1,608
170	Shelbyville	SHVLTNMA		9,971	4,854	14,825
171	Sneedville	SNVLTNMA		2,664	410	3,074
172	Soddy Daisy	SDDSTNMA		7,371	727	8,098
173	Somerville	SOVLTNMT		7,811	1,504	9,315
174	South Pittsburg	SPBGTNMA		2,947	861	3,808
175	Spring City	SPCYTNMT		4,310	519	4,829
176	Spring Hill	SPHLTNMT		3,654	1,144	4,798
177	Springfield	SPFDTNMA		9,799	2,966	12,765
178	Summertown	SMTWTNMA		1,736	123	1,859
179	Surgoinsville	SRVLTNMA		2,294	295	2,589
180	Sweetwater	SWTWTNMT		5,830	1,332	7,162
181	Tiptonville	TPVLTNMA		1,412	413	1,825
182	Trenton	TRTNTNMA		3,327	1,188	4,515
183	Triune	TRINTNMA		1,278	127	1,405
184	Troy	TROYTNMT		2,516	310	2,826
185	Union City	UNCYTNMA		6,956	3,941	10,897
186	Vanleer	VNLRTNMA		1,345	72	1,417
187	Wartrace	WRTRTNMT		2,133	310	2,443
188	Watertown	WTTWTNMA		1,622	138	1,760
189	Waverly	WVRLTNMT		4,368	1,356	5,724
190	White Bluff	WHBLTNMT		5,579	706	6,285
191	White House	WHHSTNMA		6,158	982	7,140
192	White Pine	WHPITNMA		2,847	408	3,255
193	Whiteville	WHVLTNMT		1,538	418	1,956
194	Whitwell	WHWLTNMA		3,189	272	3,461
195	Williamsport	WLPTTNMA		754	38	792
196	Winchester	WNCHTNMA		10,825	3,815	14,640
			487	**1,906,981**	**711,008**	**2,617,989**
			^Collocations^ Physical+Virtual	**RESIDENCE**	**BUSINESS**	**TN TOTAL**

JAR-10

Exhibit JAR-10

“Facilities-based Line Estimate Methodology”

Facilities-Based Line Estimate Methodology

1. METHODS TO ESTIMATE CLEC FACILITIES-BASED LINES

Exhibit ES-3 presents the CLEC line estimate under Method One for Tennessee. Method One selects data available for each CLEC from one of three categories, E911 Listings, the UNE category (loops and platforms) and third, Interconnection trunks ("IC"). Exhibit ES-4 presents the CLEC line estimate under Method Two. Method Two adds data from two categories, CLECs' E911 listings and UNE-Ps for the facilities-based lines estimate. As a result, lines for fewer facilities-based CLECs result under Method Two because by definition it excludes the full dataset considered in Method One, which also includes CLEC UNE loops and interconnection trunks. Thus, Method Two excludes for the most part, data-centric competition. Resale lines, if any, for facilities-based CLECs are included on Exhibits ES-3 and ES-4 on the same page that reports the total CLEC facilities-based lines. Resale lines for all resale-only CLECs appear on the second page of Exhibits ES-3 and ES-4.

2. DATA CATEGORIES

BellSouth's information systems and an extract from the E911 database contractor provide data that BellSouth uses to identify CLECs' lines served, including those served on a facilities basis.[1] BellSouth's billing systems provide an inventory of residential and business resale lines. Data that BellSouth uses in its estimates of facilities-based lines include CLECs' E911 listings, UNE loops, UNE-Platforms, and local interconnection

[1] In the normal course of business, these data are collected and maintained in operational databases. Extracts are made from these databases for this affidavit and its exhibits i.e., Collocation: Collocation Access Database; E911 listings: Intrado (formerly named SCC) Database; Interconnection Trunks/Resale: Interexchange Carrier Analysis Information System Database; UNE loops, UNE-P: the Marketing Information System Data Warehouse that holds information from the Customer Records Information System and Carrier Access Billing System.

trunks. For each of these data categories a complete listing, covering all CLECs in BellSouth's service area in the state, was collected. The categories that indicate facilities-based lines correspond to those presented in other applications to provide in-region, interLATA services. Each of these categories is discussed separately later in this exhibit. If data were available that indicated a CLEC was using facilities-based lines in the study-month, that CLEC and all of its corresponding data were entered into Exhibits ES-3 and ES-4 so that all the information could be considered in estimating each CLEC's facilities-based lines. As previously indicated, because CLECs differ in how they structure their facilities, each CLEC does not have data populated in every category.

Method One considers all of each CLEC's data available, which is segregated into three categories. The first data category is residence and business E911 listings. The second category includes UNE loops and residence and business UNE-Ps. The third category consists of only total local interconnection trunks. As stated previously, BellSouth first estimates each CLEC's total facilities-based lines based on one of these three categories. Under Method One BellSouth does not add data across categories to estimate a CLEC's total facilities-based lines. Exhibit ES-3 displays these three data categories and highlights the particular category used for each CLEC's estimate (refer to confidential version of the Exhibit). Method Two is more conservative in that it bases the facilities-based line estimate only on the sum of each CLEC's E911 listings and/or UNE-Ps.

3. **RESIDENCE AND BUSINESS LINE ESTIMATES**

In Exhibits ES-12 and ES-13, BellSouth first selects from one of three categories for its estimate of each CLEC's <u>total</u> facilities-based lines. If the data category selected already separates residential and business lines, those counts are used. Data categories that already

identify residence and business separately are E911 listings and UNE-Ps. To estimate lines if a category is selected that does not already segregate residential lines from business lines, the available evidence on each CLEC's residential line count from other categories is used to estimate its residential lines. For example, when local interconnection trunks are selected to estimate a CLEC's total lines, BellSouth then considers evidence from that CLEC's residential E911 listings and/or residential UNE-Ps, if any. If this other information shows some residential lines for the CLEC, those lines are entered as residential class in Exhibits ES-12 and ES-13. However, the total for that CLEC's facilities-based lines estimate determined in the first step is not increased, i.e., total lines estimate minus residential lines results in the balance as business lines. Because many CLECs' business strategies more frequently emphasize business customers, lines are displayed as business class absent specific data on the number of a CLEC's residential lines.

4. **FACILITIES-BASED LINES ESTIMATE IS CONSERVATIVE**

BellSouth prepared line estimates using a conservative approach that identified facilities-based lines for 39 CLECs operating in its Tennessee Service area in February 2002. *See* Exhibit ES-3. For each CLEC, BellSouth considered the quantity shown for all of the categories available. However, no individual category of facilities-based lines available to BellSouth is ideal. For example, even though CLECs themselves provide and update E911 listings when their switch provides dial-tone, the E911 database does not account for all lines. For example, customer service centers with in-dial only service are not listed. The E911 listings also understate total lines for business customers that have, for example, a PBX customer that lists only a few main numbers at a location. Accordingly and when available, it is reasonable to consider not just the E911 listings but the other categories, such

as the quantity of each carrier's local interconnection trunks. Even when BellSouth relies on interconnection trunks for a CLEC's line estimate, however, an extremely conservative 1:1 line-to-trunk ratio is applied in deriving the estimates under Method One in Exhibit ES-3. That 1:1 ratio assumption very likely understates the number of lines served on a facilities-basis. Other approved applications for interLATA relief have supported a higher line-to-trunk ratio.[2] Exhibit ES-3 (confidential versions) highlights the specific category that BellSouth used for its estimate of each CLEC's total of facilities-based lines under Method One. Facilities-based lines estimates under Method Two are even more conservative in that it considers only E911 listings and/or UNE-Ps for each CLEC. This Method excludes data service providers who use BellSouth's UNE loops but have neither E911 listings nor UNE-Ps. Estimates for 33 CLECs in Tennessee are displayed using Method Two. *See* Exhibit ES-4 (confidential versions) for Method Two derivations.

FACILITIES-BASED LINE CATEGORIES

5. E911 LISTINGS

ILECs and CLECs in Tennessee are required to provide access to emergency services. Intrado (formerly named SCC) is the contractor that manages the E911 customer listing database for BellSouth. Intrado manages the data that allows the routing and delivery of 9-1-1 calls to the appropriate answering point along with information about the caller's locations. Since March 2000, for regulatory purposes associated with its 271-application process, BellSouth has obtained a monthly summary of the total number of each CLEC's E911 listing for each of BellSouth's service areas. CLECs' provide and maintain the E911

[2] *Joint Affidavit of J. Gary Smith and Mark Johnson, Application of SBC Communications, Inc. for Provision of In-Region, InterLATA Services in Kansas and Oklahoma,* Paras. 26 and 28, Tables 2 and 3 at pp. 6-7.

listing to Intrado's database for the customer lines served off their switches. BellSouth maintains E911 listings for CLEC resale lines and UNE-platforms because BellSouth provides switching in those cases. In this affidavit, a CLEC's E911 listing is used to indicate a CLEC facilities-based line. This corresponds to the practice that other successful applicants for 271 approval have adopted. Beginning with February 2001 data, the E911 counts BellSouth receives segregate residence from business listings. As of February 2002, CLECs in Tennessee had over 5, 000 residence E911 listings and over 280,000 business E911 listings in BellSouth's area. CLECs' E911 listings are shown in Exhibits ES-3 and ES-4 (CLEC detail in confidential version only).

6. **UNBUNDLED NETWORK ELEMENT PLATFORM ("UNE-P")**

The number of UNE-Ps purchased by competitors provides further evidence of facilities-based local competition in Tennessee. As of February 2002, BellSouth was providing CLECs in Tennessee with over 3,100 residence and over 60,000 business UNE-Ps. UNE-Ps by CLEC are shown in Exhibit ES-3 and ES-4 (confidential version).

7. **UNBUNDLED NETWORK ELEMENT LOOPS ("UNE LOOPs")**

The number of UNE Loops that CLECs are using to provide "last mile" connections to end-users is an important indicator of CLEC facilities-based service. BellSouth's UNE loops are not differentiated in the database in regards to residence or business class of service. In cases when UNE loops are included to estimate a CLEC's total of facilities-based lines, BellSouth considers any evidence available for that CLEC, such as its residence E911 listings, to apportion the UNE loops. As of February 2002, BellSouth was providing CLECs in Tennessee with more than 52,000 UNE loops. UNE loops by CLEC are displayed in Exhibits ES-3 (confidential version). The UNE loops shown include xDSL loops.

8. **LOCAL INTERCONNECTION TRUNKS**

Local interconnection trunks enable calls from the ILEC's network to be transported to customers served by the CLEC's network, and vice versa. These trunks connect an ILEC switch to a CLEC switch and provide the interoffice connection function between the two telephone networks. The number of local interconnection trunks connecting BellSouth's network to CLEC networks is another indicator to use in estimating the number of facilities-based lines that a CLEC serves. As of February, over 158,000 local interconnection trunks, on a DS0 equivalent basis, were in service between BellSouth's network and the networks of 39 facilities-based CLECs. IC trunks are selected in approximately one-fourth of the cases as the basis for a CLEC's facilities-based lines under Method One. However, if IC trunks are used, they are counted conservatively on a 1- to-1 line to trunk basis. IC trunks by CLEC are shown on Exhibit ES-3 (confidential version).

9. **COLLOCATION EXHIBITS**

Confidential Exhibit ES-5 displays BellSouth ___wire centers with collocations completed as of February 2002. Collocations completed, either physical or virtual, total ___ over these wire centers. Table 3 of this affidavit summarizes the number of CLECs' collocations that enable CLECs to address BellSouth residence and business lines and their percentages of total lines. Exhibit ES-5 provides the supporting data that were summarized in Table 3 of this affidavit. The substantial number of BellSouth's residence and business local access lines that CLEC collocations can address is a powerful indicator that facilities-based competition is established broadly within BellSouth's area in Tennessee.

JAR-11

Exhibit JAR-11

FCC *Local Telephone Competition: Status as of June 30, 2001 (Released February, 2002)*

NEWS

Federal Communications Commission
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Washington, D. C. 20554

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FOR IMMEDIATE RELEASE
February 27, 2002

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FEDERAL COMMUNICATIONS COMMISSION RELEASES DATA ON LOCAL TELEPHONE COMPETITION

New Entrant Switched Access Lines Climbed to 17.3 Million as of June 30, 2001

Washington, D.C. – The Federal Communications Commission (FCC) today released summary statistics of its latest data on local telephone service competition in the United States. Telecommunications service providers file data on lines in service to end-user customers and state-specific mobile wireless telephone subscribership twice a year in the Commission's local competition and broadband data gathering program (FCC Form 477).

Statistics released today summarize FCC Form 477 filings made by qualifying providers on September 1, 2001, and reflect data as of June 30, 2001. Revenue information about all segments of the telecommunications industry is submitted pursuant to the Commission's consolidated Telecommunications Reporting Worksheet (FCC Form 499-A). The revenue statistics reflect data for the year 2000.

Noteworthy data include:

- Competitive local exchange carriers (CLECs) reported 17.3 million (or 9.0%) of the approximately 192 million nationwide switched access lines in service at the end of June 2001, compared to 14.9 million (or 7.7% of nationwide lines) at the end of the preceding year. This represents a 16% growth in CLEC market size during the first six months of 2001.

- About 55% of reported CLEC switched access lines served medium and large business, institutional, and government customers. By contrast, a reported 23% of incumbent local exchange carrier (ILEC) lines served such customers.

- CLECs served 5.5% of the residential and small business market, compared to 4.5% for the six-month period of January 2001-June 2001, or 3.2% for the year ago period.

- CLECs reported providing about one-third of switched access lines over their own local loop facilities, 23% by means of resold ILEC services, and 44% over acquired unbundled network element (UNE) loops. ILECs reported providing almost 8 million UNE loops to other carriers, of which about 3.2 million were provided without switching and about 4.8 million with switching

- At least one CLEC was serving local telephone service end-user customers in 60% of the nation's zip codes at the end of June 2001. Just over 90% of United States households reside in these zip codes. CLECs reported customers in the District of Columbia, in Puerto Rico, and in all states except Delaware.

- The 72 providers of mobile wireless telephone services that reported data as of June 30, 2001 served about 114 million subscribers.

- Local service revenues reported by competitors to the ILECs increased by 70% between 1999 and 2000 -- from $6.3 billion to $10.7 billion. The share of local service revenues claimed by competitors rose from 5.8% in 1999 to 8.9% in 2000.

The Commission is currently looking to provide a greater examination of data from various platform providers – such as wireless, satellite and cable – and its subsequent Local Competition Reports will include data from these multiple platform providers.

As additional information becomes available, it will be routinely posted on the Commission's Internet site.

The statistical summary is available in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, S.W. Copies may be purchased from the Commission's duplicating contractor, Qualex International, Portals II, 445 12th Street, S.W., Room CY-B402, Washington, D.C., telephone 202-863-2893, facsimile 202-863-2898, or via e-mail qualexint@aol.com. The statistical summary can also be downloaded from the **FCC-State Link** Internet site at www.fcc.gov/ccb/stats.

Common Carrier contacts: Industry Analysis Division at (202) 418-0940; TTY (202) 418-0484.

Local Telephone Competition: Status as of June 30, 2001

Industry Analysis Division
Common Carrier Bureau
February 2002

This report is available for reference in the FCC's Information Center at 445 12th Street, S.W., Courtyard Level. Copies may be purchased by calling Qualex International, Portals II, 445 12th Street SW, Room CY-B402, Washington, DC 20554, telephone 202-863-2893, facsimile 202-863-2898, or via e-mail qualexint@aol.com. The report can also be downloaded from the **FCC-State Link** Internet site at www.fcc.gov/ccb/stats.

Local Telephone Competition: Status as of June 30, 2001

We present here summary statistics of the latest data on local telephone service competition in the United States as reported in the Commission's local competition and broadband data gathering program (FCC Form 477). The summary statistics provide a snapshot of local telephone service competition based on switched access lines in service and state-specific mobile wireless telephone subscribership as of June 30, 2001.[1] We also summarize evidence of competition based on annual local telephone service revenues through the year 2000.[2]

Based on the latest information now available, readers can draw the following broad conclusions:

- Competitive local exchange carriers (CLECs) reported 17.3 million (or 9.0%) of the approximately 192 million nationwide switched access lines in service at the end of June 2001, compared to 14.9 million (or 7.7% of nationwide lines) at the end of the preceding year. This represents a 16% growth in CLEC market size during the first six months of 2001. See Table 1.

- About 55% of reported CLEC switched access lines serve medium and large business, institutional, and government customers. By contrast, a reported 23% of incumbent local exchange carrier (ILEC) local telephone lines served such customers. See Table 2.

- CLECs reported providing about one-third of switched access lines over their own local loop facilities.[3] To serve the remainder, CLECs resell the services of other carriers or use unbundled

---

[1] Qualifying carriers reported data for June 30, 2001 in filings due on September 1, 2001. (Qualification status is determined separately for each state. If a carrier has at least 10,000 local telephone lines in service in a state, it must file local telephone data for that state.) Earlier FCC Form 477 filings reported data as of December 31, 1999, June 30, 2000, and December 31, 2000. *See* Federal Communications Commission, Common Carrier Bureau, Industry Analysis Division, *Local Telephone Competition at the New Millennium* (rel. Aug. 2000), *Local Telephone Competition: Status as of June 30, 2000* (rel. Dec. 2000), and *Local Telephone Competition: Status as of December 31, 2000* (rel. May 2001) available at www.fcc.gov/ccb/stats. During this data gathering program, qualifying service providers will file FCC Form 477 each year on March 1 (reporting data for the preceding December 31) and September 1 (reporting data for June 30 of the same year). An updated FCC Form 477, and Instructions for that particular form, for each specific round of the data collection may be downloaded from the FCC Forms website at www.fcc.gov/formpage.html. FCC Form 477 replaced a previous, voluntary data gathering program which was administered by the Common Carrier Bureau. *See Local Competition and Broadband Reporting*, CC Docket No. 99-301, Notice of Proposed Rulemaking, 14 FCC Rcd 18106 (rel. Oct. 22, 1999).

[2] Revenue information about all segments of the telecommunications industry is submitted pursuant to the Commission's consolidated Telecommunications Reporting Worksheet (FCC Form 499-A), which is also available from the FCC Forms website at www.fcc.gov/formpage.html.

[3] A reporting carrier should own the "last mile" of wire, cable, or optical fiber that connects to the end-user premises (or have obtained radio spectrum for the equivalent fixed wireless facility) if it reports providing the local telephone line over its own facilities. In general, local exchange and exchange access lines provisioned over facilities (other than dark fiber) and services obtained from another carrier are not the reporting carrier's "own facilities" for purposes of FCC Form 477, irrespective of whether those (continued….)

network element (UNE) loops that they lease from other carriers.[4] See Table 3.

- In the course of our four data collections to date, the percentage of CLEC switched access lines reported to be provisioned by reselling services has declined steadily (to 23% at the end of June 2001) and the percentage provisioned over UNE loops has grown (to 44%).

- ILECs reported providing about 4.4 million lines to other carriers on a resale basis at the end of June 2001, compared to about 5.4 million lines at the end of the preceding year. By contrast, the number of UNE loops that ILECs reported providing to other carriers increased by 50%, to a total of almost 8 million.[5] See Table 4.

- UNE loops provided with ILEC switching (which includes the so-called UNE-Platform) have increased faster than UNE loops provided without switching.[6]

- About 1% of nationwide local telephone lines in service at the end of June 2001, or about 1.9 million lines, terminated at the end-user customer's premises over coaxial cable facilities. Less than 1% of lines terminated over fixed wireless facilities. See Table 5.

- The Commission's data collection program provides information about CLEC local telephone service lines (and the CLEC share of total local telephone service lines) in individual states.

(Continued from previous page)
facilities or services are obtained under interconnection arrangements, under tariff, or by other means. In particular, owning the switch that provides dialtone (and other services) over a UNE loop leased from another carrier does not qualify a line as being provisioned over the reporting carrier's own facilities. We believe the reports of at least some CLECs are not consistent with these directions, and we expect such providers to report data more accurately as they gain experience with the program. We also expect that there may be some need for further clarification and adjustment of the reporting system. The Commission has accepted comments on whether modifications should be made to FCC Form 477. *See Local Competition and Broadband Deployment*, CC Docket No. 99-301, Second Notice of Proposed Rulemaking 16 FCC Rcd 2072 (rel. Jan. 19, 2001).

[4] UNE loops, as we use the term here, include UNE loops leased from an ILEC on a stand-alone basis and also UNE loops leased in combination with UNE switching or with any other unbundled network element. For definitions of the various unbundled network elements, *see Implementation of the Local Competition Provisions of the Telecommunications Act of 1996*, CC Docket 96-98, Third Report and Order and Fourth Further Notice of Proposed Rulemaking, 15 FCC Rcd 3696, 3932-3952 (rel. Nov. 5, 1999).

[5] The numbers reported by ILECs may be slightly understated because smaller carriers are not required to report data. However, as the reporting ILECs account for about 98% of all ILEC lines, the understatement should not be large. (All ILECs, whether or not they normally report to the FCC, provide data on the number of telephone lines served to the National Exchange Carrier Association for use in conjunction with the Commission's universal service mechanism.) We are less certain about the extent to which comparable lines as reported by CLECs are understated as a result of the state-specific reporting threshold, but we expect such understatement to be larger, on a percentage basis, than for ILECs.

[6] The reported number of UNE loops provided without ILEC switching includes UNE loops to unaffiliated DSL service providers.

Relatively large numbers of CLEC lines are associated with the more populous states.[7] With respect to the calculated CLEC *share* of switched access lines in service, however, relatively large values are reported for some less populous states, such as Iowa, Minnesota, and Utah, as well as for some more populous states, such as New York and Texas. See Tables 6 and 7.

- At least one CLEC reported switched access lines in service in the District of Columbia, in Puerto Rico, and in all states except Delaware.[8] Four or more CLECs reported serving customers in 35 states and the District of Columbia. See Table 8.

- The percentage of CLEC switched access lines reported to serve residential and small business customers varies among the states, and is generally lower than the corresponding ILEC percentage.[9] See Table 9.

- By comparison to the roughly 192 million fixed-facility[10] switched access lines in service, the 72 providers of mobile wireless telephone services that reported information served about 114 million subscribers as of the end of June 2001.[11] About 5% of these subscribers received their service via a mobile telephone service reseller. See Table 10.

- The Commission's data collection program requires CLECs and ILECs to identify each zip code in which the carrier provides local telephone service to at least one end-user customer.[12] As of June 30, 2001, at least one CLEC was serving customers in 60% of the nation's zip codes. Just over 90% of United States households reside in these zip codes. Moreover, multiple carriers report providing local telephone service in the major population centers of the country. See Table 11, Table 12, and the map that follows Table 13.

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[7] The first and second largest numbers of CLEC lines are reported for New York and Texas which are, respectively, the third and second most populous states. The most populous state, California, has the third largest number of CLEC lines reported.

[8] Under Section 3(40) of the Communications Act the term *state* "includes the District of Columbia and the Territories and possessions." 47 U.S.C. § 153(40). We note that carriers that have fewer than 10,000 local telephone lines in service in a state are not required to report those lines on FCC Form 477, but may file the data on a voluntary basis. There were 13 voluntary ILEC filings and 24 voluntary CLEC filings of state-specific data as of June 30, 2001. In the course of our four data collections to date, the number of voluntary ILEC filings has varied between 7 and 13, and the number of voluntary CLEC filings has varied between 24 and 53.

[9] The smallest difference occurs in New York (65.3% for ILECs and 64.6% for CLECs).

[10] That is, voice telephone lines provided by means of wireline or fixed wireless technology.

[11] Facilities-based providers with fewer than 10,000 mobile wireless telephone service subscribers in a state (measured by revenue-generating handsets in service) are not required to report. A facilities-based mobile wireless telephone service provider serves subscribers using spectrum licenses that it has obtained or manages.

[12] CLECs and ILECs are required to report, for states in which they have at least 10,000 local telephone lines in service, lists of zip codes where they have subscribers. Providers of mobile wireless telephone service do not report zip codes.

- In California, Florida, Georgia, Massachusetts, New York, and Texas, at least one-quarter of the zip codes have seven or more reporting CLECs. By contrast, 12% of nationwide zip codes have seven or more reporting CLECs. See Table 13.

- The annual *local service* revenues of carriers that identified themselves as CLECs[13] when filing revenue information with the Commission increased by almost 70% from year-ended 1999 to year-ended 2000 -- increasing from $4.5 billion to $7.6 billion. See Table 14.

- Firms that do not identify local service as being their primary line of business reported substantial growth in local service revenues. The *local service* revenues of *all* local service competitors increased from $6.3 billion in 1999 to $10.7 billion in 2000.

- The share of local service revenues claimed by carriers competing with the ILECs rose from 5.8% in 1999 to 8.9% in 2000.

- The *total* telecommunications revenues of all firms engaged in providing local service in competition with the ILECs were about $97 billion in 2000 -- reflecting the operations of large firms such as AT&T and WorldCom, which have significant revenues from other telecommunications services. Thus, while competitors now claim a small share of the local telephone service market, large firms with substantial resources are active in that market. See Table 15.

As other information from FCC Form 477 becomes available, it will be routinely posted on the Commission's Internet site. We invite users of the information presented in this statistical summary to provide suggestions for improved data collection and analysis by:

- Using the attached customer response form,
- E-mailing comments to eburton@fcc.gov,
- Calling the Industry Analysis Division at (202) 418-0940, or
- Participating in any formal proceedings undertaken by the Commission to solicit comments for improvement of FCC Form 477.

[13] That is, legal entities that selected CLEC or competitive access provider (CAP) as their principal line of business when filing FCC Form 499-A. (CAP is an older term associated with some of the first local service competitors, who tended to build their own facilities.) The number of legal entities reporting that they provided some form of local service in 2000 was 2,025. In addition to 1,327 ILEC entities and 485 entities that identified themselves as CLECs or CAPs, 213 other legal entities reported local service revenues. The number of reporting entities self-identifying in any particular category can change widely with corporate acquisitions, divestitures, and reorganizations. In the opinion of the Industry Analysis Division staff, the revenue numbers are much less subject to such variation. By contrast, FCC Form 477 data are summarized at the holding company level in this statistical summary.

Table 1

End-User Switched Access Lines Reported 1/

Date	ILEC Lines	CLEC Lines	Total	CLEC Share
December 1999	181,307,695	8,194,243	189,501,938	4.3 %
June 2000	179,761,930	11,557,381	191,319,311	6.0
December 2000	177,683,672	14,871,409	192,555,081	7.7
June 2001	174,485,706	17,274,728	191,760,434	9.0

1/ Some previously published data have been revised.

Table 2 (Revised March 6, 2002)

End-User Switched Access Lines by Customer Type 1/

Date	Reporting ILECs			Reporting CLECs		
	Residential & Small Businesses	Other 2/	% Residential & Small Businesses	Residential & Small Businesses	Other 2/	% Residential & Small Businesses
December 1999	139,758,434	41,549,261	77.1 %	3,368,702	4,825,541	41.1 %
June 2000	140,635,199	39,126,731	78.2	4,579,501	6,977,880	39.6
December 2000	138,906,551	38,777,121	78.2	6,620,471	8,250,938	44.5
June 2001	134,317,629	40,168,077	77.0	7,793,071	9,481,656	45.1

1/ Some previously published data have been revised.

2/ Medium and large businesses, institutional, and government customers.

Table 3
Reporting Competitive Local Exchange Carriers 1/
(End-User Switched Access Lines in Thousands)

Date	CLECs Reporting	Total End-User Lines	Acquired Lines				CLEC-Owned	
			Resold Lines 2/	UNEs 2/	Total Lines Acquired	Percent	Lines 3/	Percent
Dec 1999	81	8,194	3,513	1,959	5,471	66.8 %	2,723	33.2 %
Jun 2000	78	11,557	4,315	3,201	7,516	65.0	4,042	35.0
Dec 2000	89	14,871	4,114	5,540	9,655	64.9	5,217	35.1
Jun 2001	91	17,275	3,919	7,580	11,499	66.6	5,776	33.4

1/ Some previously published data have been revised.

2/ Lines acquired from other carriers as UNE loops or under resale arrangements.

3/ Lines provided over CLEC-owned "last-mile" facilities.

Table 4
Reporting Incumbent Local Exchange Carriers 1/
(End-User Switched Access Lines in Thousands)

Date 2/	ILECs Reporting	Total Lines	End-User Lines	Lines Provided to Other Carriers					
				Resold Lines	UNEs without Switching	UNEs with Switching	Total UNEs	Total UNEs and Resold Lines	Percent of Total Lines
Dec 1997	9	159,008	157,132	1,743			133	1,876	1.2 %
Jun 1998	8	161,810	159,118	2,448			244	2,692	1.7
Dec 1998	7	164,614	161,191	3,062			361	3,423	2.1
Jun 1999	7	167,177	162,909	3,583			685	4,268	2.6
Dec 1999	168	187,294	181,308	4,494	1,004	489	1,493	5,987	3.2
Jun 2000	159	188,171	179,762	5,098	1,696	1,616	3,312	8,409	4.5
Dec 2000	166	188,346	177,684	5,388	2,436	2,838	5,274	10,662	5.7
Jun 2001	156	186,825	174,486	4,417	3,161	4,761	7,922	12,340	6.6

1/ Some previously published data have been revised.

2/ Data for December 1997 through June 1999 are from Common Carrier Bureau voluntary surveys. Starting with December 1999, data are from FCC Form 477 filings.

Table 5
End-User Switched Access Lines by Type of Technology, in Thousands
(As of June 30, 2001)

Technology	ILECs		CLECs		Total	
	Lines (000s)	Percent	Lines (000s)	Percent	Lines (000s)	Percent
Coaxial Cable	10	0 %	1,876	11 %	1,887	1 %
Fixed Wireless	1	0	34	0	36	0
Other (Including Traditional Wireline)	174,474	100	15,364	89	189,838	99
Total	174,486	100 %	17,275	100 %	191,760	100 %

Table 6
End-User Switched Access Lines Served
by Reporting Local Exchange Carriers
(As of June 30, 2001)

State	ILECs	CLECs	Total	CLEC Share
Alabama	2,413,440	121,059	2,534,499	5 %
Alaska	474,215	*	*	*
Arizona	3,062,586	231,777	3,294,363	7
Arkansas	1,412,863	*	*	*
California	23,103,077	1,668,232	24,771,309	7
Colorado	2,805,532	325,983	3,131,515	10
Connecticut	2,363,687	164,379	2,528,066	7
Delaware	567,381	0	567,381	0
District of Columbia	887,590	124,630	1,012,220	12
Florida	11,211,674	864,892	12,076,566	7
Georgia	4,905,002	515,730	5,420,732	10
Hawaii	739,979	*	*	*
Idaho	732,814	*	*	*
Illinois	7,558,613	1,113,112	8,671,725	13
Indiana	3,576,710	180,221	3,756,931	5
Iowa	1,379,872	164,637	1,544,509	11
Kansas	1,441,940	121,294	1,563,234	8
Kentucky	2,170,191	*	*	*
Louisiana	2,505,961	108,820	2,614,781	4
Maine	801,649	*	*	*
Maryland	3,599,027	211,499	3,810,526	6
Massachusetts	4,131,520	576,442	4,707,962	12
Michigan	6,027,730	583,653	6,611,383	9
Minnesota	2,861,684	353,246	3,214,930	11
Mississippi	1,356,136	51,496	1,407,632	4
Missouri	3,446,252	224,442	3,670,694	6
Montana	527,989	*	*	*
Nebraska	931,979	*	*	*
Nevada	1,366,124	144,453	1,510,577	10
New Hampshire	775,864	67,315	843,179	8
New Jersey	6,707,243	300,594	7,007,837	4
New Mexico	977,439	*	*	*
New York	10,689,293	3,138,133	13,827,426	23
North Carolina	4,664,775	323,594	4,988,369	6
North Dakota	312,573	*	*	*
Ohio	6,876,434	280,088	7,156,522	4
Oklahoma	1,923,027	125,912	2,048,939	6
Oregon	2,079,221	118,425	2,197,646	5
Pennsylvania	7,818,599	1,122,623	8,941,222	13
Puerto Rico	1,300,665	*	*	*
Rhode Island	604,128	69,237	673,365	10
South Carolina	2,239,383	90,241	2,329,624	4
South Dakota	338,834	*	*	*
Tennessee	3,352,224	272,211	3,624,435	8
Texas	11,496,247	1,891,131	13,387,378	14
Utah	1,149,667	145,603	1,295,270	11
Vermont	399,084	*	*	*
Virgin Islands	70,426	0	70,426	0
Virginia	4,203,412	402,528	4,605,940	9
Washington	3,751,683	229,693	3,981,376	6
West Virginia	980,575	*	*	*
Wisconsin	3,151,854	322,735	3,474,589	9
Wyoming	259,839	*	*	*
Nationwide	174,485,706	17,274,728	191,760,434	9 %

Note: Carriers with under 10,000 lines in a state were not required to report.

* Data withheld to maintain firm confidentiality.

Table 7
Competitive Local Exchange Carrier Share
of End-User Switched Access Lines 1/

State	Dec 1999	Jun 2000	Dec 2000	Jun 2001
Alabama	5 %	3 %	4 %	5 %
Alaska	*	*	*	*
Arizona	*	5	5	7
Arkansas	*	*	*	*
California	4	5	6	7
Colorado	5	7	9	10
Connecticut	3	5	6	7
Delaware	*	*	*	0
District of Columbia	7	7	9	12
Florida	6	6	6	7
Georgia	5	6	8	10
Hawaii	*	*	0	*
Idaho	0	0	*	*
Illinois	5	7	9	13
Indiana	3	4	5	5
Iowa	*	9	11	11
Kansas	*	5	7	8
Kentucky	2	*	3	*
Louisiana	3	2	3	4
Maine	*	*	*	*
Maryland	2	3	4	6
Massachusetts	6	8	11	12
Michigan	3	5	6	9
Minnesota	6	7	9	11
Mississippi	4	*	4	4
Missouri	3	5	6	6
Montana	*	*	*	*
Nebraska	*	*	*	*
Nevada	*	*	*	10
New Hampshire	*	*	6	8
New Jersey	*	4	5	4
New Mexico	*	*	*	*
New York	9	16	20	23
North Carolina	3	4	4	6
North Dakota	*	*	*	*
Ohio	4	4	4	4
Oklahoma	*	*	5	6
Oregon	2	3	5	5
Pennsylvania	5	8	10	13
Puerto Rico	0	*	*	*
Rhode Island	*	*	*	10
South Carolina	*	*	4	4
South Dakota	*	*	*	*
Tennessee	4	6	6	8
Texas	4	7	13	14
Utah	3	6	10	11
Vermont	*	*	*	*
Virgin Islands	0	0	0	0
Virginia	2	5	7	9
Washington	4	5	6	6
West Virginia	*	*	*	*
Wisconsin	5	7	8	9
Wyoming	*	*	*	*
Nationwide	4 %	6 %	8 %	9 %

Note: Carriers with under 10,000 lines in a state were not required to report.

* Data withheld to maintain firm confidentiality.

1/ Some previously published data have been revised.

Table 8
Number of Reporting Local Exchange Carriers
(As of June 30, 2001)

State	ILECs	CLECs	Total
Alabama	9	7	16
Alaska	4	2	6
Arizona	3	8	11
Arkansas	4	1	5
California	6	14	20
Colorado	3	6	9
Connecticut	2	5	7
Delaware	1	0	1
District of Columbia	1	6	7
Florida	9	18	27
Georgia	13	16	29
Hawaii	1	1	2
Idaho	5	2	7
Illinois	6	13	19
Indiana	7	7	14
Iowa	6	4	10
Kansas	4	5	9
Kentucky	11	3	14
Louisiana	6	8	14
Maine	6	3	9
Maryland	1	9	10
Massachusetts	2	10	12
Michigan	6	11	17
Minnesota	16	11	27
Mississippi	5	5	10
Missouri	7	7	14
Montana	7	2	9
Nebraska	6	3	9
Nevada	5	4	9
New Hampshire	4	4	8
New Jersey	3	7	10
New Mexico	4	1	5
New York	8	23	31
North Carolina	13	13	26
North Dakota	8	2	10
Ohio	9	9	18
Oklahoma	9	6	15
Oregon	7	4	11
Pennsylvania	10	19	29
Puerto Rico	1	1	2
Rhode Island	1	4	5
South Carolina	12	7	19
South Dakota	7	2	9
Tennessee	12	9	21
Texas	12	27	39
Utah	5	4	9
Vermont	4	2	6
Virgin Islands	1	0	1
Virginia	5	11	16
Washington	7	8	15
West Virginia	2	1	3
Wisconsin	9	8	17
Wyoming	2	1	3
Nationwide - Unduplicated	156	91	247
Total State Filings 1/	317	364	681
Required Filings 1/	304	340	644
Voluntary Filings 1/	13	24	37

1/ Each report represents all of a company's operations in a given state. Carriers with both ILEC and CLEC operations in the same state provide separate reports.

Table 9
Percentage of Lines Provided to Residential and Small Business Customers
(As of June 30, 2001)

State	ILECs	CLECs	Total
Alabama	83 %	8 %	80 %
Alaska	81	*	*
Arizona	76	39	73
Arkansas	85	*	*
California	81	39	78
Colorado	73	52	71
Connecticut	86	45	84
Delaware	67	0	67
District of Columbia	33	13	31
Florida	83	29	79
Georgia	78	40	74
Hawaii	84	*	*
Idaho	76	*	*
Illinois	74	52	71
Indiana	78	22	75
Iowa	73	52	71
Kansas	87	21	82
Kentucky	83	*	*
Louisiana	81	11	78
Maine	79	*	*
Maryland	64	23	62
Massachusetts	67	46	64
Michigan	77	50	75
Minnesota	72	31	68
Mississippi	81	48	80
Missouri	84	22	80
Montana	79	*	*
Nebraska	74	*	*
Nevada	73	35	69
New Hampshire	74	48	72
New Jersey	68	13	66
New Mexico	79	*	*
New York	65	65	65
North Carolina	81	20	77
North Dakota	71	*	*
Ohio	78	13	76
Oklahoma	86	28	83
Oregon	76	37	74
Pennsylvania	71	49	69
Puerto Rico	90	*	*
Rhode Island	69	58	68
South Carolina	82	6	79
South Dakota	70	*	*
Tennessee	83	16	78
Texas	85	57	81
Utah	73	37	69
Vermont	74	*	*
Virgin Islands	99	0	99
Virginia	68	58	67
Washington	76	36	74
West Virginia	74	*	*
Wisconsin	80	32	75
Wyoming	68	*	*
Nationwide	77 %	45 %	74 %

* Data withheld to maintain firm confidentiality.

Table 10
Mobile Wireless Telephone Subscribers 1/

State	Jun 2001 Reporting Carriers 1/	Jun 2001 Percent Resold 2/	Subscribers Dec 1999	Subscribers Jun 2000	Subscribers Dec 2000 3/	Subscribers Jun 2001	Percent Change Jun 00 - Jun 01
Alabama	12	1 %	1,080,410	1,253,084	1,386,294	1,930,631	54 %
Alaska	5	10	165,221	169,892	*	218,424	29
Arizona	13	3	1,125,321	1,624,668	1,855,115	2,018,410	24
Arkansas	6	2	719,919	715,467	743,928	891,275	25
California	12	5	8,544,941	12,283,369	12,710,520	14,184,625	15
Colorado	9	3	1,552,718	1,654,989	1,856,075	1,983,405	20
Connecticut	6	9	1,077,089	1,136,618	1,277,123	1,418,367	25
Delaware	5	6	270,848	275,219	371,014	389,284	41
District of Columbia	6	9	910,116	4/	928,962	987,323	N.M.
Florida	9	7	5,158,079	4,983,478	6,369,985	7,536,670	51
Georgia	14	4	2,538,983	2,687,238	2,754,784	4,076,119	52
Guam	*	*	*	*	0	*	*
Hawaii	6	2	288,425	454,364	524,291	543,283	20
Idaho	7	3	271,436	296,066	344,564	398,781	35
Illinois	10	9	3,922,482	4,309,660	5,143,767	5,621,044	30
Indiana	9	5	1,318,975	1,717,378	1,715,074	1,781,247	4
Iowa	8	7	774,773	975,629	832,106	861,382	(12)
Kansas	10	3	669,472	724,024	801,293	901,225	24
Kentucky	9	1	911,700	999,544	1,026,334	1,176,756	18
Louisiana	12	3	1,227,106	1,294,693	1,306,457	1,677,292	30
Maine	5	3	187,003	283,640	359,786	399,616	41
Maryland	8	4	1,473,494	4/	1,982,477	2,134,125	N.M.
Massachusetts	6	4	1,892,014	2,228,169	2,649,130	2,753,685	24
Michigan	10	9	3,512,813	3,423,535	3,551,719	4,071,091	19
Minnesota	12	7	1,550,411	1,595,560	1,851,430	2,014,317	26
Mississippi	9	4	673,355	509,038	786,577	993,781	95
Missouri	9	4	1,855,452	1,848,775	1,767,411	1,937,684	5
Montana	*	*	*	*	*	*	*
Nebraska	5	2	576,296	600,885	659,380	712,685	19
Nevada	6	3	750,335	825,163	684,752	766,581	(7)
New Hampshire	7	13	280,508	309,263	387,264	445,181	44
New Jersey	6	1	2,289,181	2,750,024	3,575,130	3,896,778	42
New Mexico	8	8	363,827	395,111	443,343	619,582	57
New York	9	11	4,833,816	5,016,524	5,918,136	6,749,096	35
North Carolina	11	4	2,536,068	2,730,178	3,105,811	3,377,331	24
North Dakota	*	*	*	*	*	*	*
Ohio	12	6	3,237,786	3,278,960	4,150,498	4,255,934	30
Oklahoma	12	3	826,637	979,513	1,124,214	1,200,234	23
Oregon	8	3	914,848	1,082,425	1,201,207	1,268,909	17
Pennsylvania	12	5	2,767,474	3,850,372	4,129,186	4,378,216	14
Puerto Rico	5	21	*	1,090,005	757,613	1,374,747	26
Rhode Island	6	5	279,304	313,550	355,889	401,805	28
South Carolina	8	9	1,137,232	1,236,338	1,392,586	1,502,345	22
South Dakota	*	*	*	*	*	*	*
Tennessee	11	1	1,529,054	1,876,444	1,985,851	2,251,208	20
Texas	16	5	5,792,453	6,705,423	7,548,537	8,294,338	24
Utah	10	3	643,824	692,006	750,244	833,492	20
Vermont	*	*	*	*	*	*	*
Virgin Islands	*	*	*	0	0	*	*
Virginia	11	4	1,860,262	4/	2,450,289	2,767,247	N.M.
Washington	9	4	1,873,475	2,144,767	2,286,082	2,493,214	16
West Virginia	9	6	241,265	347,916	392,384	452,036	30
Wisconsin	10	7	1,525,818	1,342,908	1,698,520	2,008,679	50
Wyoming	4	3	127,634	*	*	173,939	*
Nationwide	72	5 %	79,696,083	90,643,058	101,043,219	114,028,928	26 %

N.M. - Not meaningful.

* Data withheld to maintain firm confidentiality.

1/ Carriers with under 10,000 subscribers in a state were not required to report.

2/ Percentage of mobile wireless subscribers receiving their service from a mobile wireless reseller.

3/ Data for December 2000 have been revised.

4/ At the end of June 2000, the District of Columbia, Maryland, and Virginia had a total of 4.8 million subscribers. The state-by-state totals for these individual states were inconsistently reported at the end of June 2000 compared to the other filing periods.

Table 11
Percentage of Zip Codes with Competitive Local Exchange Carriers

Number of CLECs	June 2000 1/	June 2001
0	46.6 %	40.0 %
1	19.7	16.3
2	9.1	9.9
3	6.9	8.2
4	5.0	5.6
5	3.9	4.1
6	2.4	3.3
7	1.6	2.6
8	1.2	2.2
9	1.1	1.7
10 or More	2.5	5.9

1/ Data for June 2000 have been revised.

Table 12
Households in Zip Codes with Competitive Local Exchange Carriers

Number of CLECs	June 2000 1/		June 2001	
	Households	Percentage	Households	Percentage
0	14,961,004	14.5 %	9,868,758	9.5 %
1	13,916,596	13.5	9,263,142	9.0
2	12,347,623	11.9	9,049,456	8.8
3	12,926,647	12.5	11,917,810	11.5
4	11,440,264	11.1	10,404,061	10.1
5	9,885,363	9.6	9,013,244	8.7
6	6,604,080	6.4	7,817,760	7.6
7	4,448,655	4.3	6,237,933	6.0
8	3,824,159	3.7	5,746,855	5.6
9	3,865,944	3.7	4,661,435	4.5
10	2,910,477	2.8	4,408,375	4.3
11	2,614,329	2.5	3,786,700	3.7
12	1,398,600	1.4	3,300,413	3.2
13	762,738	0.7	2,671,838	2.6
14	630,526	0.6	1,667,014	1.6
15	306,073	0.3	1,073,135	1.0
16	247,495	0.2	815,304	0.8
17	166,946	0.2	490,565	0.5
18	111,027	0.1	530,607	0.5
> 18	10,121	0.0	654,262	0.6

1/ Data for June 2000 have been revised.

Source: Demographic Power Pack, Current Year Update (2000), MapInfo Corporation.

Table 13
Percentage of Zip Codes with Competitive Local Exchange Carriers
(As of June 30, 2001)

	Number of CLECs					
State	**Zero**	**One - Three**	**Four**	**Five**	**Six**	**Seven or More**
Alabama	44 %	48 %	5 %	3 %	0 %	0 %
Alaska	74	26	0	0	0	0
Arizona	36	30	9	10	6	9
Arkansas	92	8	0	0	0	0
California	16	36	7	7	6	29
Colorado	44	35	4	7	8	3
Connecticut	0	79	17	4	0	0
Delaware	100	0	0	0	0	0
District of Columbia	19	30	7	26	19	0
Florida	3	18	6	7	8	57
Georgia	11	36	8	5	6	34
Hawaii	63	37	0	0	0	0
Idaho	60	40	0	0	0	0
Illinois	52	23	3	2	2	19
Indiana	56	38	2	1	2	0
Iowa	77	23	0	0	0	0
Kansas	64	34	2	0	0	0
Kentucky	77	23	0	0	0	0
Louisiana	33	36	8	5	6	12
Maine	37	63	0	0	0	0
Maryland	4	60	7	11	10	8
Massachusetts	1	31	12	12	18	26
Michigan	20	54	7	5	6	9
Minnesota	48	35	7	7	3	0
Mississippi	7	83	10	0	0	0
Missouri	64	24	5	4	3	0
Montana	96	4	0	0	0	0
Nebraska	56	44	0	0	0	0
Nevada	27	73	0	0	0	0
New Hampshire	3	89	8	0	0	0
New Jersey	2	66	17	10	4	0
New Mexico	95	5	0	0	0	0
New York	6	24	10	7	6	48
North Carolina	13	53	9	7	4	15
North Dakota	93	7	0	0	0	0
Ohio	47	33	10	7	2	0
Oklahoma	64	27	7	2	0	0
Oregon	18	77	5	0	0	0
Pennsylvania	23	42	6	4	5	20
Puerto Rico	81	19	0	0	0	0
Rhode Island	3	78	19	0	0	0
South Carolina	43	37	7	8	5	0
South Dakota	89	11	0	0	0	0
Tennessee	50	27	5	6	4	7
Texas	14	29	6	4	5	43
Utah	49	40	11	0	0	0
Vermont	15	85	0	0	0	0
Virginia	54	30	6	6	3	1
Washington	38	36	11	5	6	4
West Virginia	99	1	0	0	0	0
Wisconsin	59	28	6	5	1	0
Wyoming	70	30	0	0	0	0
Nationwide	40 %	34 %	6 %	4 %	3 %	12 %

Reporting CLECs by Zip Code

(As of June 30, 2001)

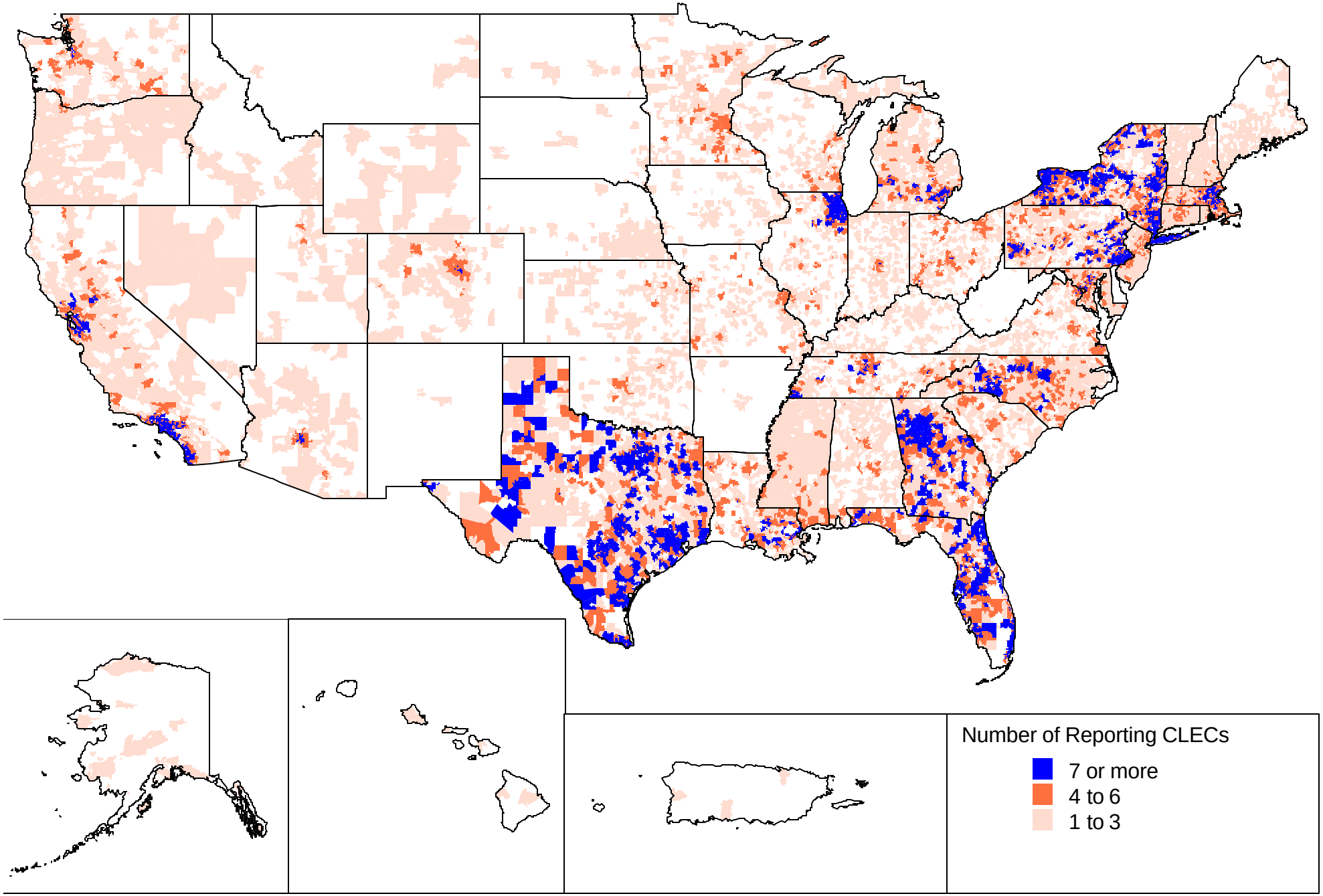


Table 14
Local Service Market *
(Dollar Amounts Shown in Millions)

	TRS Data				TRS & USF Data		Form 499-A	
	1993	**1994**	**1995**	**1996**	**1997**	**1998**	**1999**	**2000**
Number of Local Competitors								
RBOCs & Other Incumbent LECs	1,281	1,347	1,347	1,376	1,410	1,348	1,335	1,327
CAPs & CLECs	20	30	57	94	129	212	349	485
Local Resellers, Shared Tenant, Private Carriers & Other Local Service Providers	N.A.	N.A.	N.A.	25	18	64	147	122
All other carriers reporting local exchange service revenues	N.A.	N.A.	N.A.	74	109	133	143	91
Total	1,301	1,377	1,404	1,569	1,666	1,757	1,974	2,025
Local Service Revenues 1/								
Incumbent LECs								
Bell Operating Companies 2/	$58,838	$61,415	$65,485	$70,290	$68,028	$69,801	$76,586	$94,080
Other Incumbent LECs 2/	20,894	22,507	24,269	24,899	24,960	26,989	26,084	15,233
Total 2/	79,732	83,922	89,754	95,189	92,988	96,790	102,670	109,313
Local Service Competitors								
CAPs & CLECs	174	269	595	949	1,556	2,393	4,505	7,573
Local Resellers, Shared Tenant, Private Carriers & Other Local Service Providers	N.A.	N.A	N.A.	N.A.	224	329	522	913
All other carriers (local exchange service revenues only) 3/	46	32	56	59	381	809	1,319	2,177
Total	220	301	651	1,008	2,161	3,530	6,347	10,664
Total	$79,952	$84,224	$90,405	$96,197	$95,149	$100,320	$109,016	$119,976
Share of Local Service Revenues								
Incumbent LECs								
Bell Operating Companies	73.6%	72.9%	72.4%	73.1%	71.5%	69.6%	70.3%	78.4%
Other Incumbent LECs	26.1%	26.7%	26.8%	25.9%	26.2%	26.9%	23.9%	12.7%
Total	99.7%	99.6%	99.3%	99.0%	97.7%	96.5%	94.2%	91.1%
Local Service Competitors								
CAPs & CLECs	0.2%	0.3%	0.7%	1.0%	1.6%	2.4%	4.1%	6.3%
Local Resellers, Shared Tenant, Private Carriers & Other Local	N.A.	N.A.	N.A.	N.A.	0.2%	0.3%	0.5%	0.8%
All other carriers	0.1%	0.0%	0.1%	0.1%	0.4%	0.8%	1.2%	1.8%
Total	0.3%	0.4%	0.7%	1.0%	2.3%	3.5%	5.8%	8.9%

N.A. - Not available.

* Some previously published data have been revised. Note that on June 30, 2000, GTE and Bell Atlantic merged and became Verizon.

1/ For 1993 through 1996, for most categories of carriers, local service revenues include revenues from the following TRS reporting categories: local exchange, local private line, other local services, interstate access services and intrastate access services. The amounts shown do not include pay telephone, mobile or toll service revenues. See also footnote 3. 1997 and 1998 revenues for carriers that filed TRS worksheets but not universal service worksheets were estimated using 1998 TRS worksheets. These worksheets contain carrier revenue data for calendar year 1997.

2/ Incumbent LEC local service revenues for 1996 and prior years include significant amounts of yellow pages, billing and collection and other revenues that were reported as other local service revenues. If these revenues were included in 1997, incumbent LECs would show significant revenue growth from 1996 to 1997. Inside wire maintenance was included in local service revenues in 1997 but not thereafter.

3/ Toll carriers typically provide resold special access and private line services as part of toll service operations. Accordingly, the table shows local exchange revenues rather than all local revenues for these carriers. All local exchange revenues for these carriers are shown below. The 1998 figure is high because many toll carriers misread instructions and reported a total of about $1.2 billion of PICC pass-through charges as tariffed subscriber line charge and end-user PICC revenues rather than reporting those charges as toll revenues. Payphone revenues are not included in this table.

All local service revenues reported	1993	1994	1995	1996	1997	1998	1999	2000
by all other carriers	$243	$212	$297	$291	$1,274	$3,418	$1,848	$2,446

Source: Data filed on FCC Forms 431, 457 and 499-A worksheets. See also: *Telecommunications Industry Revenues* .

Table 15
Total Telecommunications Revenues *
(Dollar Amounts Shown in Millions)

	TRS Data 1/					TRS & USF Data		Form 499-A	
	1992	**1993**	**1994**	**1995**	**1996**	**1997**	**1998**	**1999**	**2000**
Total telecommunications revenues including local, pay telephone, mobile and toll service									
Incumbent LECs 1/	$91,584	$95,228	$98,431	$102,820	$107,905	$105,154	$108,234	$112,216	$116,158
CAPs & CLECs	69	191	274	637	1,012	1,919	3,348	5,652	9,814
Local Resellers, Shared Tenant, Private Carriers & Other Local Service Providers	N.A.	N.A.	N.A.	N.A.	N.A.	562	686	857	1,131
All other carriers reporting local exchange service revenues	N.A.	N.A.	N.A.	N.A.	N.A.	74,421	76,025	83,677	85,680
Carriers not included above (Carriers that do not report any local exchange service revenues)	N.A.	N.A.	N.A.	N.A.	N.A.	49,113	58,099	66,103	79,979
Industry Total	$153,409	$165,342	$174,890	$190,076	$211,782	$231,168	$246,392	$268,505	$292,762
Ratio of Incumbent LEC's total telecommunications revenues to the total telecommunications revenues of:									
CAPs & CLECs	1336 : 1	498 : 1	359 : 1	161 : 1	107 : 1	55 : 1	32 : 1	20 : 1	12 : 1
Local Resellers, Shared Tenant, Private Carriers & Other Local Service Providers						187 : 1	158 : 1	131 : 1	103 : 1
Share of industry total telecommunications revenues									
Incumbent LECs 1/	59.7%	57.6%	56.3%	54.1%	51.0%	45.5%	43.9%	41.8%	39.7%
CAPs & CLECs	0.0%	0.1%	0.2%	0.3%	0.5%	0.8%	1.4%	2.1%	3.4%
Local Resellers, Shared Tenant, Private Carriers & Other Local Service Providers						0.2%	0.3%	0.3%	0.4%

N.A. - Not available.

* Some previously published data have been revised.

1/ Incumbent LEC local service revenues for 1996 and prior years include significant amounts of yellow pages, billing and collection and other revenues that were reported as other local service revenues. If these revenues were included in 1997, incumbent LECs would show significant revenue growth from 1996 to 1997. Inside wire maintenance was included in local service revenues in 1997 but not thereafter. 1998 revenues for carriers that filed TRS worksheets but not universal service worksheets were estimated using 1998 TRS worksheets. These worksheets contain carrier revenue data for calendar year 1997.

Source: Data filed on FCC Form 431, 457 and 499-A worksheets. See also: *Telecommunications Industry Revenues* .

Customer Response

Publication: *Local Telephone Competition: Status as of June 30, 2001*.

You can help us provide the best possible information to the public by completing this form and returning it to the Industry Analysis Division of the FCC's Common Carrier Bureau.

1. Please check the category that best describes you:
   - ____ press
   - ____ current telecommunications carrier
   - ____ potential telecommunications carrier
   - ____ business customer evaluating vendors/service options
   - ____ consultant, law firm, lobbyist
   - ____ other business customer
   - ____ academic/student
   - ____ residential customer
   - ____ FCC employee
   - ____ other federal government employee
   - ____ state or local government employee
   - ____ Other (please specify) _____

2.

Please rate the report:	Excellent	Good	Satisfactory	Poor	No opinion
Data accuracy	(_)	(_)	(_)	(_)	(_)
Data presentation	(_)	(_)	(_)	(_)	(_)
Timeliness of data	(_)	(_)	(_)	(_)	(_)
Completeness of data	(_)	(_)	(_)	(_)	(_)
Text clarity	(_)	(_)	(_)	(_)	(_)
Completeness of text	(_)	(_)	(_)	(_)	(_)

3.

Overall, how do you rate this report?	Excellent	Good	Satisfactory	Poor	No opinion
	(_)	(_)	(_)	(_)	(_)

4. How can this report be improved?

_____

_____

_____

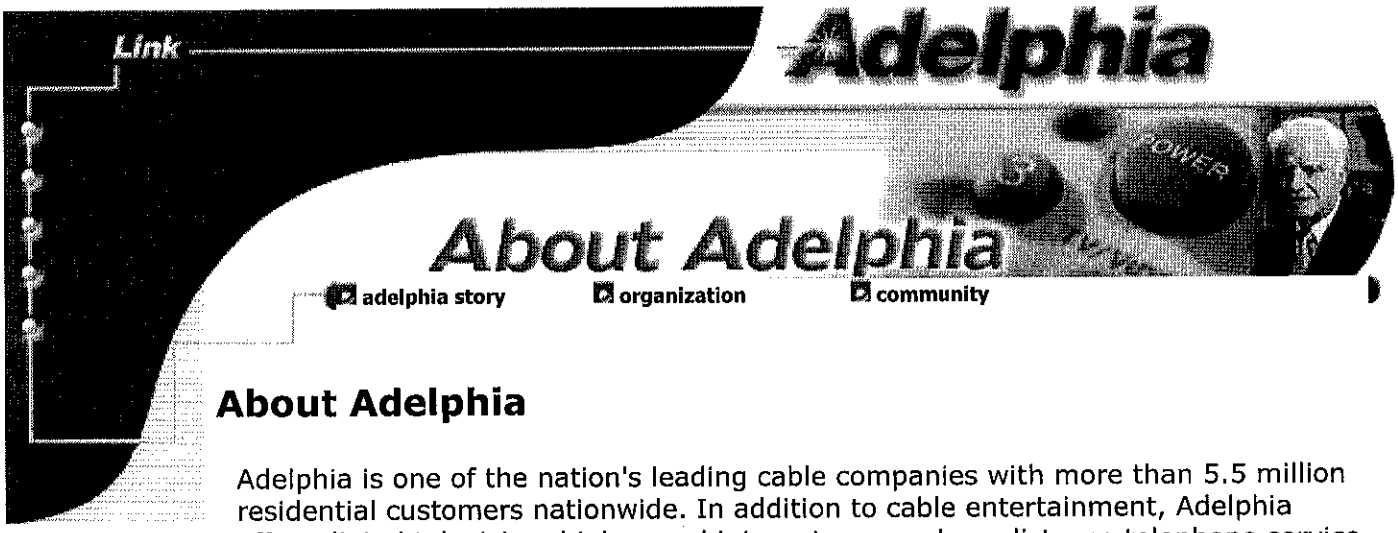
_____

5. May we contact you to discuss possible improvements?
   Name:
   Telephone #:

To discuss the information in this report, contact: 202-418-0940 or for users of TTY equipment, call 202-418-0484		
Fax this response to	or	Mail this response to
202-418-0520		FCC/IAD Mail Stop 1600 F Washington, DC 20554

Exhibit JAR-12

Facilities-Based CLECs' Web Site Information



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Adelphia is one of the nation's leading cable companies with more than 5.5 million residential customers nationwide. In addition to cable entertainment, Adelphia offers digital television, high-speed internet access, long distance telephone service, and paging.

Adelphia Media Services, the cable advertising division, continues to grow in magnitude along with the Adelphia organization. Cable is quickly becoming the medium of choice for national, regional and local advertisers, and Adelphia Media Services provides the latest in digital commercial insertion services.

Adelphia is your link for everything!

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Cable Entertainment
Internet Services
Long Distance
Paging Services
Home Security
Wireless

Business Solutions
Local Voice
Long Distance
Enhanced Data
Internet Services
Messaging

Media Services

Affiliations
Tennessee Titans

Sports Interests
Buffalo Sabres
Empire Sports Network

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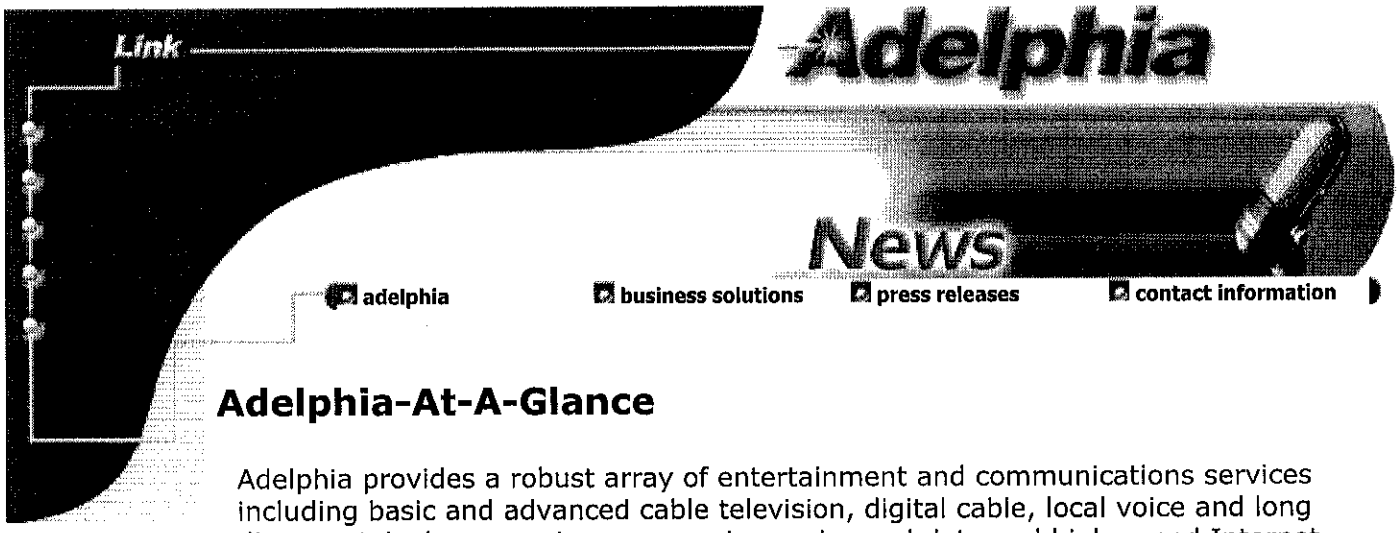

Adelphia-At-A-Glance

Adelphia provides a robust array of entertainment and communications services including basic and advanced cable television, digital cable, local voice and long distance telephone services, messaging, enhanced data and high-speed Internet services.

Corporate Headquarters:
One North Main Street
Coudersport, PA 16915

Main Phone: (814) 274-9830

Stock Symbol(s):
ADLAC (NASDAQ) - Adelphia Communications Corporation
ABIZ (NASDAQ) - Adelphia Business Solutions

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Internet Services
Long Distance
Paging Services
Home Security
Wireless

Business Solutions
Local Voice
Long Distance
Enhanced Data
Internet Services
Messaging

Media Services

Affiliations
Tennessee Titans

Sports Interests
Buffalo Sabres
Empire Sports Network

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At Adelphia Business Solutions, we deliver communication services that fit the way you work.

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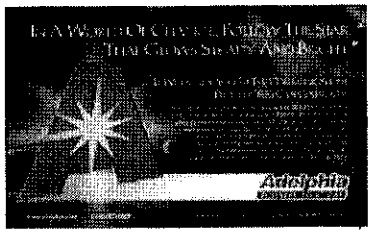
- Employment
- Local Markets Served

Local and long distance voice. Messaging. High-speed data and Internet services. We will work with you to fulfill your current communications needs and offer innovative solutions to prepare you for the future. Adelphia Business Solutions delivers integrated communications solutions to support your business requirements.

Current News

Adelphia Coliseum

Follow the star ...



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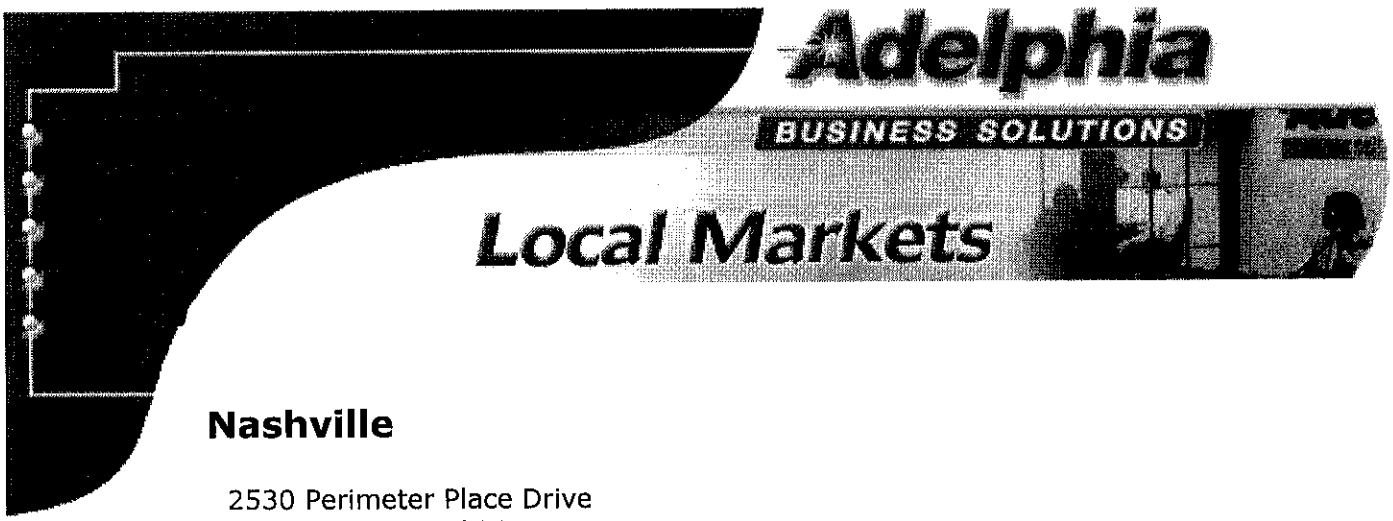

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Nashville

2530 Perimeter Place Drive
Nashville , TN 37214

Phone Number 615-263-1100

Primary Contacts

Kathy Harriman - General Manager
Judy Prantl - Custom Care Manager
Hank Belcher - Business Operations Manager
Bill Hinds - Sales Manager
Pete Tyda - Sales Manager
Jim Wood - Internet Manager
Carol Wedekind - Administration<

Services Offered

Local voice services
Long distance
Internet services
Enhanced data services
Messaging

Areas Served

Nashville, Murfreesboro, Lebanon, Gallatin, Franklin, Hendersonville

For more information use the Nashville Contact Form or Send Email to Carol Wedekind

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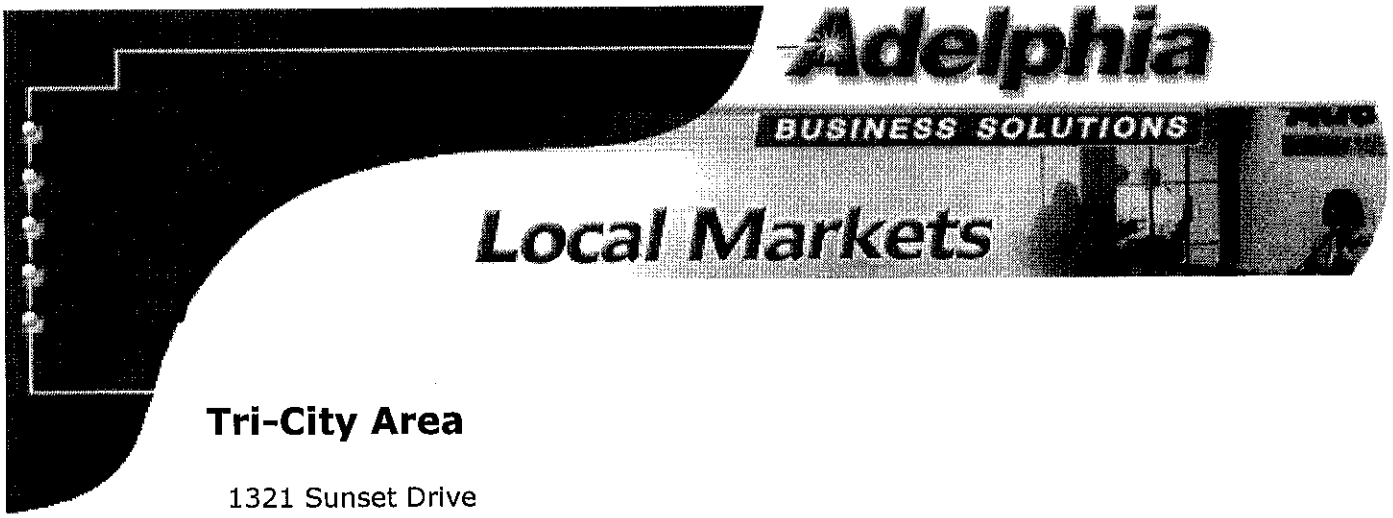

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Tri-City Area

1321 Sunset Drive
Building B, Suite 201
Johnson city , TN 37604

Phone Number 423-975-6514
Fax Number 423-975-6581

Primary Contacts

Kathy Harriman - General Manager
Fred Fuller - Branch Manager
Jerri Rafalowski- Administrator

Services Offered

Business line services
Centrex services
DID/DOD trunks
Switched T-1
ISDN-BRI and ISDN-PRI
High speed private data services
Voice mail
Dedicated Internet
Long distance

Areas Served

Johnson City, Bristol, and Kingsport

For more information use the Tri-City Area Contact Form or Send Email to Fred Fuller

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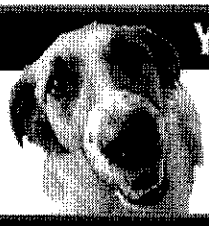

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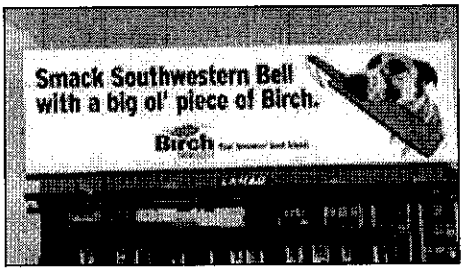
Company headquarters	
Address	2020 Baltimore, Kansas City, MO 64108
Phone	(816) 300-3000
Fax	(816) 300-3291
Email	info@birch.com
Help	Visit our Support or FAQs sections.

▶ What does Birch do?

Birch Telecom provides local and long-distance telephone service for both small to mid-size businesses and residential customers in **nine states**: Alabama, Georgia, Kansas, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.



The company also offers Internet access, Web hosting and telephone system equipment to businesses in many major metro areas. (**Check product availability by market**.)

▶ Residential service

For information about Birch's products and services for the home (local and long-distance), please visit our **residential site**.

▶ Five short years

Formed in 1997, Birch was one of the first companies to be certified in the Midwest to provide competitive local phone service. In February 1998, the company merged with Valu-Line Companies of Emporia, Kan., which had provided long-distance to Kansas customers for 16 years. Since that time, Birch has acquired companies specializing in telephone services, business phone equipment and Internet services to further build its product offerings.

▶ Growth

Birch has grown to become one of the largest competitive local exchange carriers (CLECs) in the nation with 322,259 telephone lines in service as of September 30, 2001. The company is pleased to serve customers in every county in Kansas, in the largest urban areas in Missouri and Oklahoma, and in more than a dozen metro areas in Texas. Last year, Birch started expanding into the Southeast and now serves customers in Alabama, Georgia, North Carolina, South Carolina and Tennessee.

▶ Funding

The company is fueled primarily by investments from an affiliate of international private investment firm Kohlberg Kravis Roberts & Co. (**KKR**). Most recently in July 2001, Birch received $26.3 million in funding, $25 million of it from the affiliate. That followed a $75 million investment from the affiliate in March 2001 and investments totaling $3.7 million by other investors in April and May of 2001. Previously in March 2000, the affiliate exercised its option to invest $50 million in series F preferred stock, after its initial $60 million investment in August 1999.

▶ Employees

And at the heart of these accomplishments, Birch employs more than 1,250 people throughout the **nine states** it serves. These people live and work in these communities and share the company's commitment to giving customers the best possible service, savings and simplicity.

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Products & Services

Welcome businesses!

Residential service

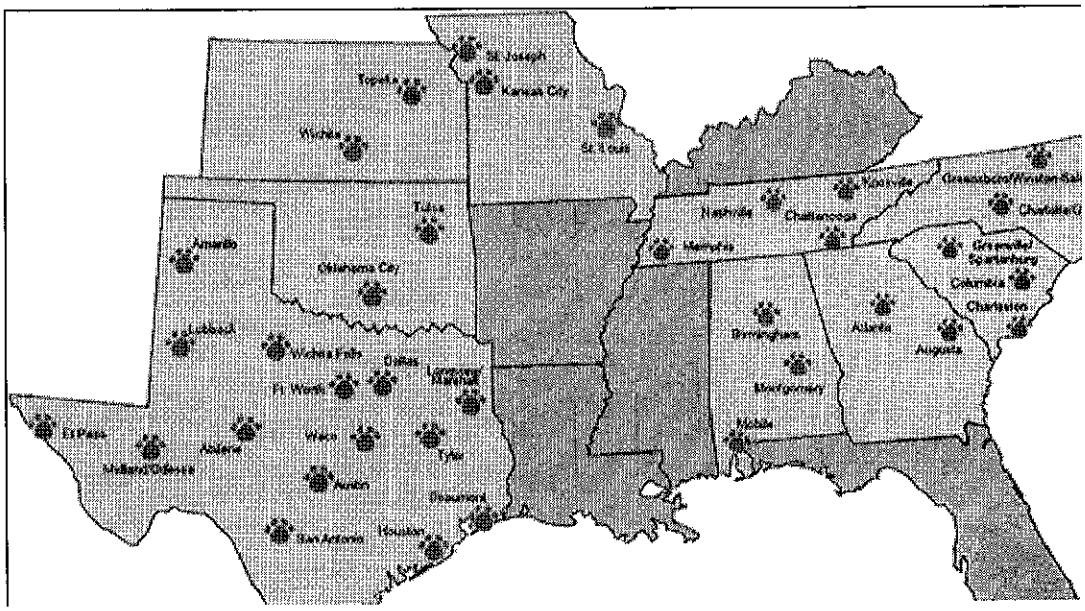
▶ Learning about Birch services

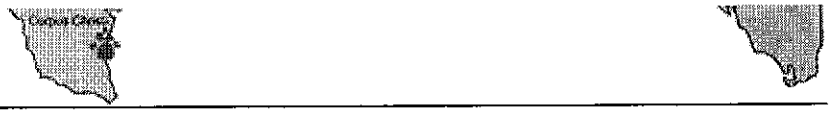
We want to provide you with the most specific information possible about Birch services in you area, including: local telephone service, long-distance, dial-up Internet access, ISDN, DSL, T1, Web hosting and telephone system equipment.

Three ways to proceed

1. CLICK THE CITY NAME (OR PAW P ON THE **MAP** BELOW.
2. SELECT YOUR MARKET FROM TH BELOW.
3. OR, USE THE DROP-DOWN MENU UPPER RIGHT-HAND CORNER.

1 **Major markets**





* New service is no longer available in St. Jo

▶ **What about secondary markets and suburbs?**

In addition to the cities noted on the **map** above, which are our major markets, we serve a nu of secondary markets and hundreds of suburbs. The list below and drop-down menu in the u right-hand corner are both more complete, but do not include the burbs.

In most instances, if you are located within the local calling area for one of the markets listed below, we can provide you service. Please contact the closest **sales office** or use our **onlin form** to have us contact you if you're interested in learning more.

Products & Services - By Market

What about secondary markets and suburbs?

Alabama

- Birmingham
- Huntsville
- Mobile
- Montgomery

Georgia

- Atlanta
- Augusta
- Columbus
- Macon
- Savannah

Kansas

- Dodge City
- Emporia
- Garden City
- Hutchinson
- Kansas City
- Lawrence
- Manhattan
- Salina
- Topeka
- Wichita

Missouri

- Kansas City
- St. Louis

North Carolina

Oklahoma

- Oklahoma City
- Tulsa

South Carolina

- Charleston
- Columbia
- Greenville
- Spartanburg

Texas

- Abilene
- Amarillo
- Austin
- Beaumont
- Corpus Christi
- Dallas
- El Paso
- Fort Worth
- Galveston
- Houston
- Longview
- Lubbock
- Midland
- Odessa
- Orange
- Port Arthur
- San Antonio
- Temple
- Tyler
- Waco
- Wichita Falls

- **Asheville**
- **Charlotte**
- **Gastonia**
- **Greensboro**
- **Winston-Salem**

Tennessee

- **Chattanooga**
- **Knoxville**
- **Memphis**
- **Nashville**

What about secondary markets and suburbs?

Questions

▶ I checked the list, but I couldn't find my market and/or product.

In most instances, if you are located within the local calling area for one of our major markets, we can provide you service.

Plus, we're constantly adding new service areas and expanding our offerings in existing markets. Please feel free to check the Web site for updates every now and then.

▶ What about residential service?

Please visit our **residential site** for more information.

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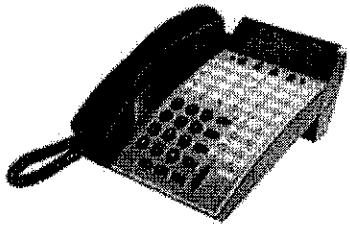
NASHVILLE, TN



▶ **Local and long-distance**

- **Birch Basic**
  Basic lines for a low, flat monthly fee.
- **Birch Bells**
  Customize your Birch Bells package with the features you want most.
- **Birch Bells & Whistles**
  Maximize productivity and value with Bells & Whistles.
- **Birch Long-distance**
  Make long-distance calls any time, any day for a low, flat rate.
- **Satisfaction guarantee**
  We're so sure you'll be happy with our service that we guarantee it.

Interested?

- **Prices**
- **Online form**
- **Sales office**
- **Contact us**
  Find out how you sign up for servic learn more abou products for sma mid-size busines

- **Home servic**
  You're currently our business site by our **residenti** learn about our h offerings (local a distance) in the f states:

  - Alabama
  - Georgia
  - Kansas
  - Missouri
  - North Carolina
  - Oklahoma
  - South Carolin
  - Tennessee
  - Texas

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To sign up or learn more about Birch's services, please use our online form or contact the nearest sales offic

 | Customer service: (888) 772-4724 | info@birch.com

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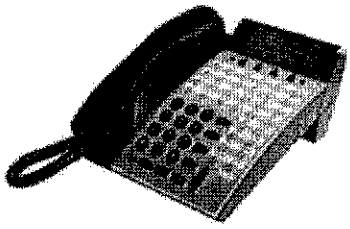
Products & Services

MEMPHIS, TN



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  - **Missouri**
  - **North Carolina**
  - **Oklahoma**
  - **South Carolin**
  - **Tennessee**
  - **Texas**

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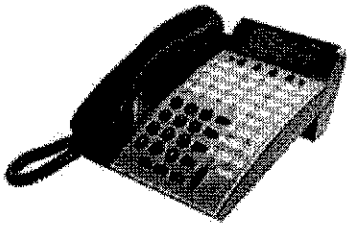

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- South Carolin
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Birch telecom

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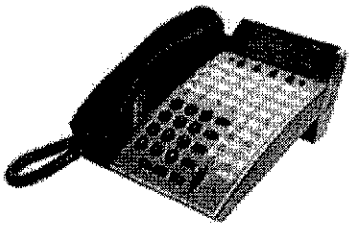
KNOXVILLE, TN



▶ **Local and long-distance**

- **Birch Basic**
  Basic lines for a low, flat monthly fee.
- **Birch Bells**
  Customize your Birch Bells package with the features you want most.
- **Birch Bells & Whistles**
  Maximize productivity and value with Bells & Whistles.
- **Birch Long-distance**
  Make long-distance calls any time, any day for a low, flat rate.
- **Satisfaction guarantee**
  We're so sure you'll be happy with our service that we guarantee it.

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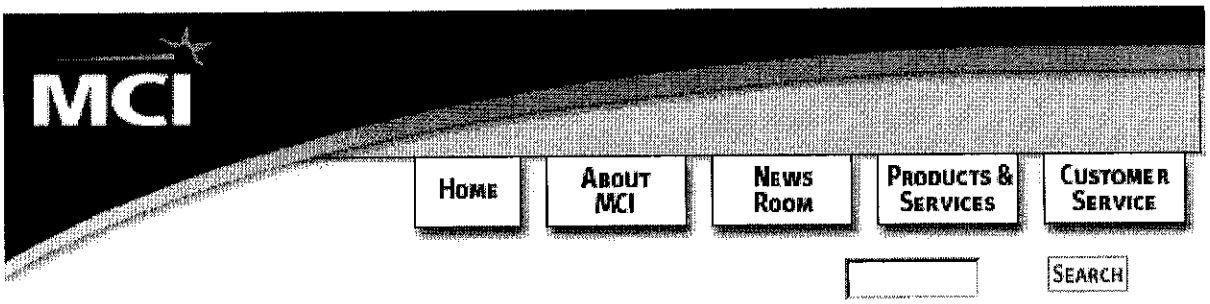
- Online form
- Sales office
- Contact us
  Find out how you sign up for servic learn more abou products for sma mid-size busines

- Home servic
  You're currently our business site by our residentl learn about our h offerings (local a distance) in the f states:

- Alabama
- Georgia
- Kansas
- Missouri
- North Carolina
- Oklahoma
- South Carolin
- Tennessee
- Texas



About MCI Group

MCI (NASDAQ: MCIT), an operating unit of WorldCom, Inc. (NASDAQ: WCOM), is a leading provider of residential voice, advanced messaging and commercial telecommunications services in the United States. MCI offers consumers and small businesses a robust portfolio of services including local, international and long-distance services, paging, data, wireless, wholesale, and advanced global telecommunications services.

MCI was the first company to offer consumers true choice in long distance service. Since that important milestone, the MCI brand continues to break new ground with its vast array of competitively-priced products and services for residential and small business customers.

From calling plans designed to meet the diverse needs of our customers and airline and Blockbuster partner programs to reward loyalty, to two-way messaging devices and carrier voice and data services created for communicators on the go. MCI continues to be an innovative telecom leader that consistently delivers the value consumers want and expect.

MCI Group Overview

▶ Milestones

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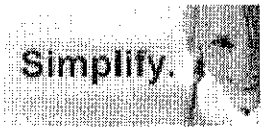
MCI Consumers' Corner

Career Center

About WorldCom

▶ Investor Relations

▶ News Room



Products & Services

Solutions for all your communication needs.

MCI can provide you with everything you need to manage your communications. Select the products and services that are right for you.

Home & Family

Long Distance Calling | International Calling | Calling Card | Personal 800 Number | Local Service | Local Toll & Instate Long Distance Calling | Prepaid Calling with MCI Minutes Card

Small Business

Long Distance Calling | Local Toll & Instate Long Distance Calling | International Calling | Toll Free Service | Calling Card

Prepaid Calling Services

Prepaid Long Distance Cards

SkyTel Messaging & Wireless Email

Wireless Email | Two-Way Messaging | One-Way Paging | Cool Stuff | Telemetry Services

MCI Internet Wholesale

MCI Telecommunications Wholesale Services

Voice Products | Management Tools | Value-Added Services

MCI News Room

WorldCom

Access | ATM | Conferencing | CPE | E-Business | Frame Relay | Internet
Managed Network and Information Services | Private Line | Voice |
Wireless & Paging | WorldCom Fund

1-800-COLLECT

10-10-9000

10-10-220

Home & Family | Small Business | Prepaid Calling Services | SkyTel
Internet Wholesale | Telecommunications Wholesale Services
About MCI | Products & Services | Customer Service

NewSouth communications

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April 3, 2002

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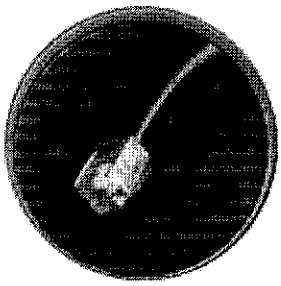
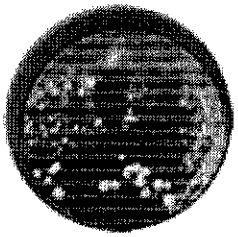


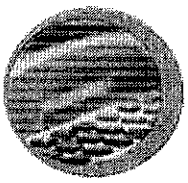
VOICE

Is your business looking for a competitive choice for local and long distance phone service?



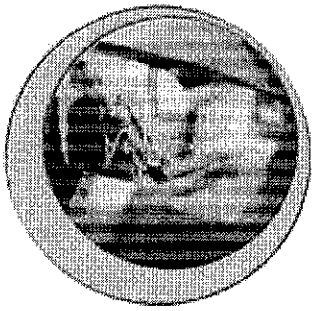
INTERNET & DAT

Power up your Internet data connectivity with H speed Internet Access f NewSouth!



SYSTEMS

NewSouth has Partner with Nortel, Toshiba, a Mitel to bring you the la in Key and PBX phone systems.



BUNDLES

Let NewSouth show you the savings and convenience of communications bundles: Internet, data, and voice services from one provider!

PROMOTIONS

Whether you are a new customer or a current customer, NewSouth is proud to offer special promotions for everyone. Check out NewSouth's latest promotions, that may include free service, lifelines, even a little luck. For more details, click **here!**

LUCKY 13

NewSouth News

NewSouth Communications' QuickSave Program "Saves" Customers Who Are Losing Services...

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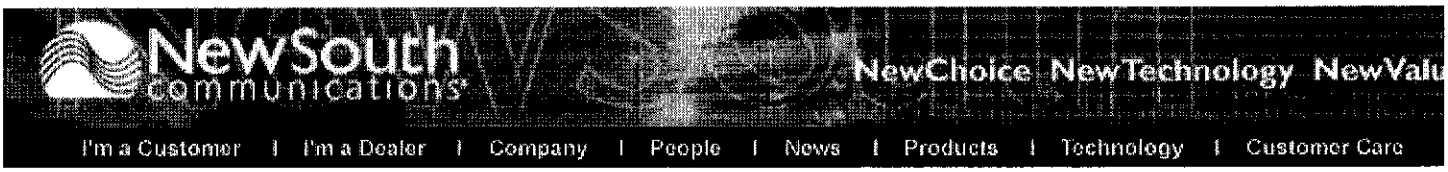

April 3, 2002

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Our Mission at NewSouth Communications

To be the dominant super-regional competitive broadband integrated communications provider (ICP), focused on the southern United States, providing comprehensive data and communications services with world-class customer care to the business community while maximizing shareholder value.

THE GREATER BATON ROUGE
BUSINESS REPORT

Still standing

Local telecom service providers weather the sharp contraction in CLEC market

By Patrick Courreges
Business Report staff
pcourreges@businessreport.com

The dot-com economy was not alone when it splattered and squandered investor dollars and technology worker skills across the country.

The competitive local exchange telephone market, the gaggle of erstwhile challengers to the Bell companies, tanked right along with it.

But, as the wave of CLECs, or competitive local exchange carriers, has receded, those that withstood the tide have grown stronger and more stable.

In the local market, subscribers and observers have seen Actel and ConnectSouth disappear, as well as the specialty DSL providers Rhythms, COVAD and Winfire.

Three telecom companies with strong Louisiana presence have ridden out the pounding the CLEC market has taken, but with two very different experiences.

> "With those other companies, they tried to overextend themselves. They had much more of a marketing plan than a business plan."
>
> —Dan Ahern, president, EATEL

Two are Louisiana-based companies—EATEL and Xspedius, both of which started out life as ILECs, or independent local exchange carriers, setting up shop in the areas where Bell didn't care to compete.

Dan Ahern, president of Ascension Parish-based EATEL, saw what his former competitors did wrong, and seeing their mistakes bolstered his belief that EATEL was doing things the right way.

"It's a combination of a couple of things," he said. "With those other companies, they tried to overextend themselves. They had much more of a marketing plan than a business plan."

Many of the failed companies were simply buying up market share, Ahern said.

Inevitably, those companies began to run out of cash, because their aggressive market attacks outran their ability to deliver services, he said. "It was just bad management."

Chance Myers, a regional vice president for Xspedius in Baton Rouge, said he saw many of the same problems with his competitors.

"They couldn't grow the customer base fast enough," he said.

Xspedius shares something of a similar background with EATEL. Its parent company was also an ILEC—Cameron Telephone.

> "As companies go Chapter 11, we have opportunities."
>
> —Jim Akerhielm, CEO, NewSouth Communications

Cameron Telephone begat US Unwired, which begat Xspedius.

Myers said many of the CLECs sprinted out of the gate signing up customers and making promises of service in hopes of cashing in on venture capital or making their way to the payoff of an initial public offering of stock.

Both EATEL and Xspedius recognize that having about seven decades apiece in the phone business, either directly or through a parent company, is a big help in surviving a period when every company not named Bell looks a little flighty.

Having so many companies in the same general business turn out to be more ephemeral than advertised makes life a little rougher for the telecoms that are neither Bell nor fly-by-night, Ahern said.

Customers who were burned looking for a good deal from a couple of companies they never heard of are reluctant to trust smaller providers after a while, he said.

"They're looking for some longevity," Ahern said.

But if the established ILECs and their progeny have to deal with the bad taste left in the mouths of customers, they also get to reap some of the benefits of failure.

When Actel and ConnectSouth, which had made heavy equipment and switching investments in the state, went under, they held a fire sale on their infrastructure and customer base.

EATEL picked up many of both companies' assets in Louisiana, and in surrounding states, and paid a dime to a nickel on the dollar for them, Ahern said.

"The big advantage is buying the switching gear and co-location with BellSouth," he said.

Xspedius is also in an acquisition mode, but was mainly looking to pick up customers on the rebound from Actel, ConnectSouth and the like, Myers said.

If the local companies held on to their solvency by dint of longevity and sensible growth, NewSouth Communications is a true CLEC that has hung on without an experienced ILEC hacker or background.

The company has followed BellSouth's nine-state footprint in setting up, building out from its Greenville, S.C., base.

Of its service states, Louisiana is second only to South Carolina in terms of NewSouth's investment in people and equipment.

NewSouth CEO Jim Akerhielm puts the company's success down to four attributes.

First is that the company tried to grow sensibly. NewSouth is a regional, not national, provider, and that has helped prevent the temptation to travel too far out on the expansion branch, Akerhielm said.

That helped the company control the cost of growth and impress backers with its financial responsibility, he said.

Strength of business planning dovetailed nicely into the second strength NewSouth has enjoyed—heavy financing. A private investment firm, KKR, has invested heavily in the company and brought a few partners along, to the tune of $85 million earlier this year, and more in previous rounds.

That investment was to work in building the company's third strength—its telecom equipment infrastructure.

Spending money on switches, lines and associated equipment has helped NewSouth build credibility in delivering what it promises, Akerhielm said.

He believes that the money spent to recruit and retain its technical staff has also paid off in satisfied customers and interest from prospects—its fourth strength.

Akerhielm said his company does share the headache of having to deal with a market in which prospective customers have had it with smaller telecom companies, with some not even bothering to look beyond BellSouth anymore.

But, plenty of business is still available for the CLECs that have survived.

"As companies go Chapter 11, we have opportunities," Akerhielm said. ■

April 3, 2002

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- Destin, FL
- Greensboro, NC
- Greenville, SC
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- Knoxville, TN
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- Tampa, FL
- Winter Haven, FL

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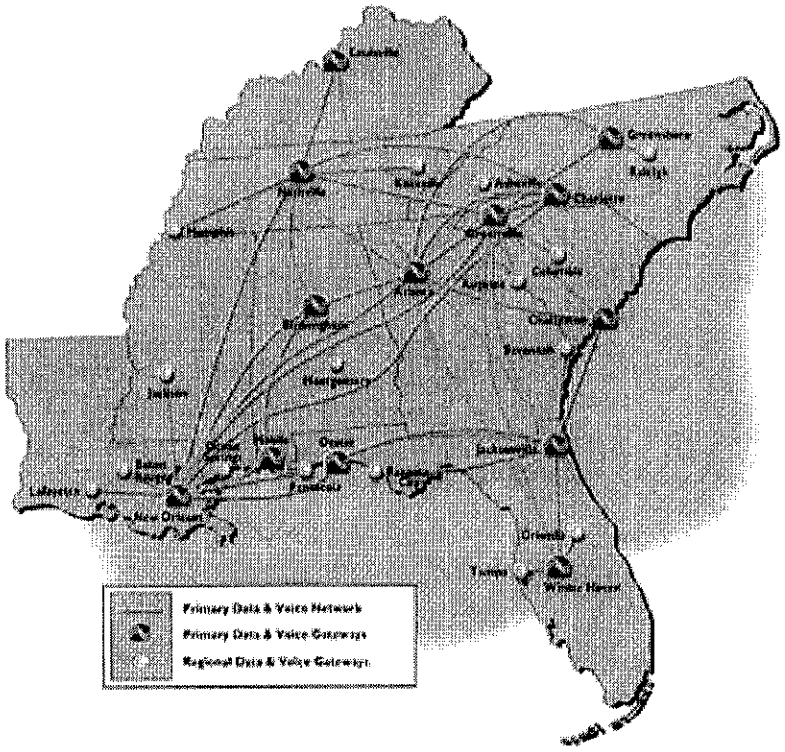
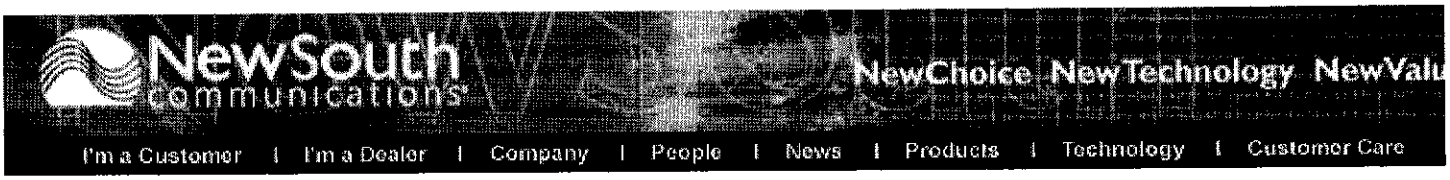
NewSouth Communications' Offices

NewSouth currently operates District Sales offices in 26 cities throughout the South. These offices serve as a regional point of contact for the more than 100 cities and markets that NewSouth serves throughout its nine-state footprint. To find the office nearest you, click on your area in the map below, or click in the column to the left.





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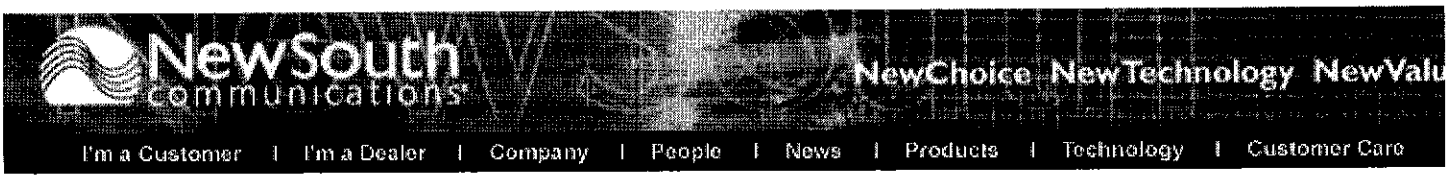
Memphis, TN

NewSouth Communications is proud to offer the very best in communications solutions to Memphis businesses. Our product line includes data, Internet, local service, long distance, and other enhanced services. Memphis businesses that have chosen NewSouth Communications are enjoying NewChoice, NewTechnology, and NewValue!

So learn more about our products and services, just call the number below. We look forward to getting to know you.

Phone: 901-969-3204
Toll-free: 800-672-1450
E-mail: memphis@newsouth.com



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Nashville, TN

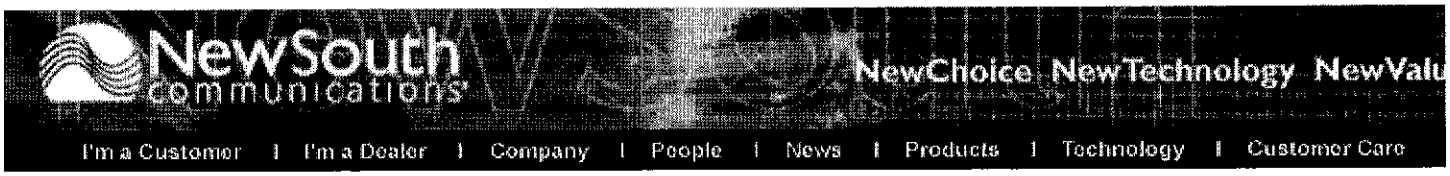
Leila King, District Sales Manager

NewSouth Communications is proud to offer the very best in communications solutions to Nashville-area businesses. Our product line includes data, Internet, local service, long distance, and other enhanced services. Businesses in the Music City that have chosen NewSouth Communications are enjoying NewChoice, NewTechnology, and NewValue!

Our Nashville Sales Team is under the very capable direction of Leila King, who has over a decade of telecommunications know-how. Our customers in Nashville enjoy the benefits of Cisco's carrier class ATM+IP New World system and Lucent Technologies, Inc.'s AnyMedia™ 5ESS-2000 switches right here in Nashville.

To learn more about our products and services, just call the number below. We're excited to be in Nashville, and look forward to getting to know you.

Location: 801 Royal Parkway, Suite 101,
Nashville, Tennessee 37214
Phone: 615-327-8593
Toll-free: 800-672-1450
Fax: 615-327-8598
Email: nashville@newsouth.com



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Knoxville, TN

John Sayegh, District Sales Manager

NewSouth Communications is proud to offer the very best in communications solutions to Knoxville-area businesses. Our product line includes data, Internet, local service, long distance, and other enhanced services. Knoxville businesses that have chosen NewSouth Communications are enjoying NewChoice, NewTechnology, and NewValue!

The Knoxville sales charge is led by John Sayegh. Through his strong salesmanship and leadership skills, John Sayegh is driving the Knoxville sales effort with a team of knowledgeable and experienced telecommunications sales experts focused on customer needs. John has been with NewSouth Communications since 1999. John and his team will focus on assessing customers' unique needs and tailoring communications solutions to meet those needs, giving customers a better and more efficient choice for communications service.

To learn more about our products and services, just call the number below. We're excited to be in Knoxville, and look forward to getting to know you.

Location:	Landmark Center, 1111 Northshore Drive, Suite S-425, Knoxville, TN 37919
Phone:	865-862-3100
Toll-free:	800-672-1450
Fax:	865-862-3120
Email:	knoxville@newsouth.com

Abou

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The company

US LEC (Nasdaq: CLEC) is a telecommunications carrier providing voice, data and Internet services to business customers throughout the southeastern and mid-Atlantic United States. US LEC was founded in 1996 and is headquartered in Charlotte, NC.

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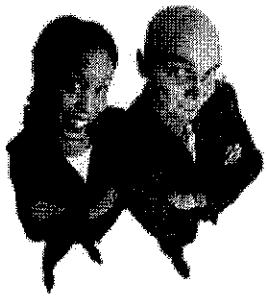

Employees
More than 890 employees throughout the US LEC network

Customers
More than 7000 medium and large-sized business customers

Switching centers
26 switching centers

Markets
More than 70 markets served

Services
US LEC currently offers local, long distance, calling card, toll free, dedicated Internet, digital private line and frame relay services to customers in selected markets in Alabama, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, New Jersey, North Carolina, Pennsylvania, South Carolina, Tennessee, Virginia and Washington DC.

Revenues
Net revenues for the fourth quarter ended December 31, 2001 totaled $51.5 million after allowances, a 54% increase compared with $33.6 million after allowances for the quarter ended December 31, 2000, and compared with $46.0 million for the quarter ended September 30, 2001. EBITDA losses narrowed to less than $(1.0) million from $(3.3) million (excluding a $5.0 million provision for doubtful accounts) in the third quarter of 2001, representing the fifth consecutive quarter of EBITDA improvement.

Switches:

- Lucent 5ESS® AnyMedia™ digital switches
- Lucent CBX500 ATM data switches
- Alcatel MegaHub® 600ES tandem switch
-

About Us

US LEC FAQ

- Where are US LEC's headquarters?
- Who are the executives in charge of the company?
- Who has a seat on US LEC's board of directors?
- What analysts follow US LEC?
- When was US LEC founded?
- When was US LEC's IPO?
- What is US LEC's stock symbol?
- What switching technology does US LEC employ?
- When was US LEC's first switching center activated?
- What services does US LEC offer?
- Why is it so important that US LEC provide data services in addition to local and long distance voice services?
- How long has US LEC been providing data services?
- What is a CLEC?
- Does US LEC own its own fiber?
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Where are US LEC's headquarters?

US LEC Corp.
Morrocroft III
6801 Morrison Boulevard
Charlotte, NC 28211
Top

Who are the executives in charge of the company?

Richard T. Aab - Chairman of the Board
Frank J. Jules - CEO
Aaron D. Cowell, Jr. - President
Michael K. Robinson - CFO and Executive Vice President
Top

Who has a seat on US LEC's board of directors?

Richard T. Aab - Chairman of the Board, US LEC Corp.
Tansukh V. Ganatra - Vice Chairman of the Board, US LEC Corp.
Frank J. Jules - CEO, US LEC Corp.
David M. Flaum - President and CEO, Flaum Management Company, Inc.
Steven L. Schoonover - President and CEO, CellXion Inc.
Anthony J. DiNovi - Managing Director, Thomas H. Lee Partners, LP
Michael A. Krupka - Managing Director, Bain Capital, Inc.
Top

What analysts follow US LEC?

Bear Sterns - James Henry
First Union - Frank Murphy

IJL Wachovia - Stephen Shook
Merrill Lynch - Ken Hoexter
Salomon Smith Barney - Jack Grubman
Top

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When was US LEC founded?

US LEC was founded in 1996.
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When was US LEC's IPO?

US LEC went public in April 1998.
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What is US LEC's stock symbol?

US LEC is traded on Nasdaq under the ticker "CLEC."
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What switching technology does US LEC employ?

US LEC's switching centers contain three main types of switches:

Lucent's 5ESS® AnyMedia™ digital switch:
These digital switches respond to originator signals and connect callers to the desired communications destination.

Lucent's CBX500 ATM data switch:
These switches allow US LEC to focus on data services such as high-speed Internet and frame relay. They give US LEC a high-capacity data network with an ATM backbone and a foundation for migrating to a converged network.

Alcatel MegaHub® 600ES tandem switch:
This switch allows US LEC to provide enhanced services. US LEC's customers benefit from a more robust network and can choose from a broader selection of services.
Top

.

When was US LEC's first switching center activated?

US LEC's first switch, in Charlotte, NC, went live in March 1997.
Top

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What services does US LEC offer?

US LEC offers voice, data and Internet services to business customers. For a detailed listing of products, please see the products section of our Web site.
Top

.

Why is it so important that US LEC provide data services in addition to local and long distance voice services?

US LEC has positioned itself as a one-stop-shop for telecommunications services. Our customers want the convenience and savings that come from having one carrier that can bundle all voice and data services onto one T-1 facility. US LEC combines voice services with high speed data services over its evolving ATM data network. US LEC now has both voice and data switching equipment in all its switching centers.
Top

.

How long has US LEC been providing data services?

US LEC began introducing its data portfolio in June of 1999. Since then, US LEC has continued adding new data services to its portfolio in an effort to meet the evolving needs of our customers and to remain on the leading edge of emerging communications technologies.
Top

.

What is a CLEC?

"CLEC" (pronounced see-lek) is an acronym for "Competitive Local Exchange Carrier." A CLEC is a telephone company that competes within the ILEC's (Incumbent Local Exchange Carrier) local calling areas. ILECs are telecommunications companies such as Regional Bell Operating Company (RBOC), GTE, Sprint, etc. Individual state utility commissions certify CLECs.
Top

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Does US LEC own its own fiber?

No. US LEC uses the "Smart Build" strategy of owning and operating its own digital switching centers, while leasing the necessary fiber transport from various network providers across its footprint.
Top

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What is US LEC's mission statement?

We strive to be the preferred provider of integrated telecommunications services by delivering products and account management that exceeds our customers' expectations, with a team of highly qualified employees who are totally committed to our customers and the success of the company.
Top

E-mail public_relations@uslec.com

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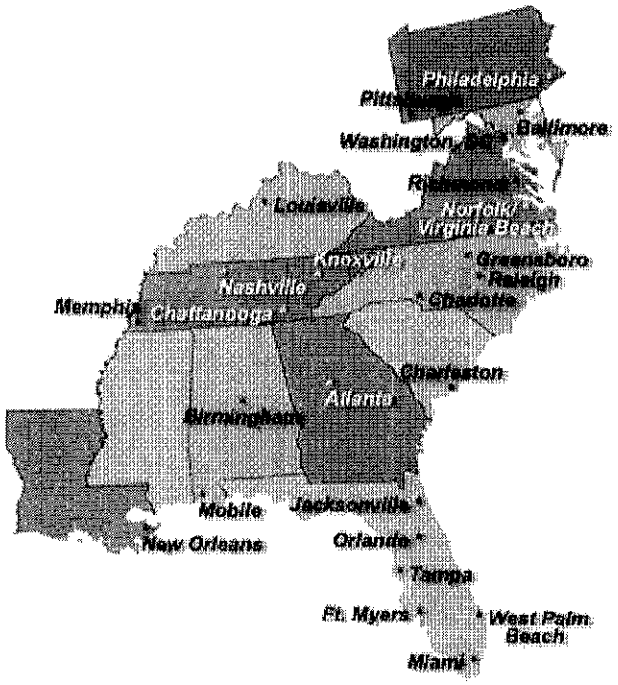
The US LEC voice and data network

Network overview

Click on a city to view contact information:



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XO Communications

Not Just Talk.

Voice, data and web for business.

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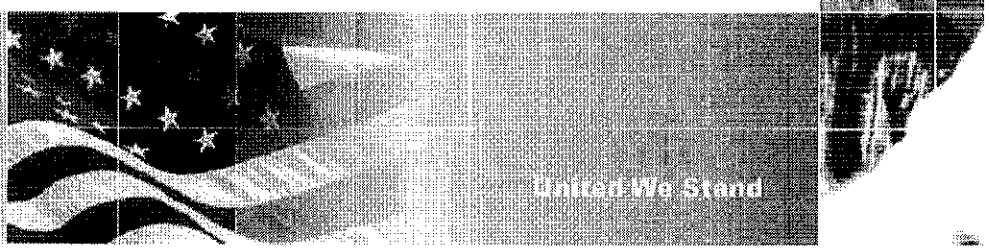
Carrier
Products



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Get 400 FREE minutes and Save 25% off of XO™ Conferencing Service more

XO™ customers share contacts

Reap rewards with the **XO™ Connections** referral program. more

Visit our data centers

Tour our virtual **data center** to learn about our hosting solutions. more

Flat rate bundled services

XOptions™ bundles voice, Internet and web hosting on one bill at one flat rate. more

Manage your account onli

Access and pay y or contact Care th the **XO™ Busine Center**. more s demo

Featured Product: XO™ VPN

Virtual Private Network (VPN) services provide secure, cost-effective, private communications over the public infrastructu Combining the security and performance of a private network with the affordability, scalability and access of the public Int VPNs help businesses. more

PRIVACY LEGAL INFO

Access Numbers

telecom information search

» Make Business.com Your Homepage
» Never Show This Frame Again
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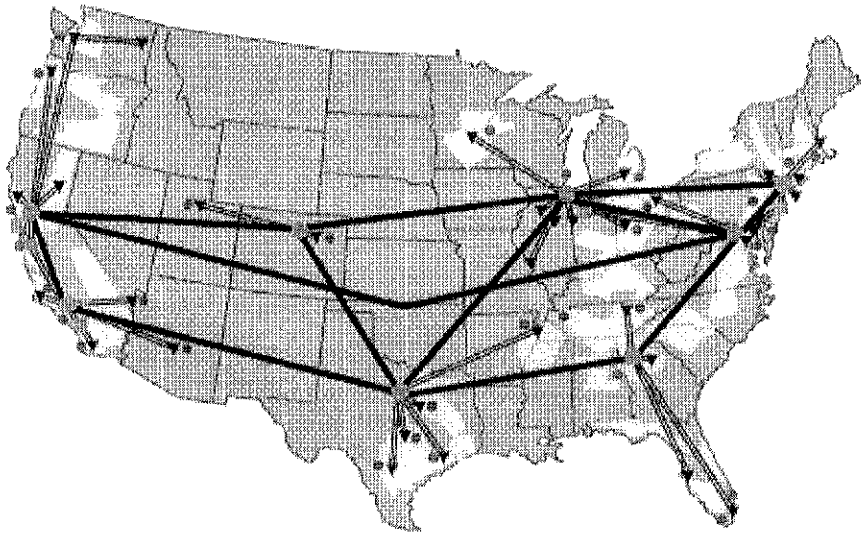
XO™ Network

Overview

The XO™ network consists of several major network elements

- High speed, facilities-based Metro Fiber connectivity in each market XO serves
- SONET-based **OC-192** Intercity transport network
- **OC-192** (10Gb) core IP backbone, multiple Data Centers and OC-12 SONET uplinks in each market XO serves
- Robust high-speed Private and Public Peering infrastructure in multiple, geographically-diverse markets
- Dedicated Internet Access (DIA), Digital Subscriber Line (DSL) and Dial access POPs in all local markets.



Peering Infrastructure

XO is a **Tier-1 Internet backbone provider** in the United States and has over 200 public and private peering arrangements with other large Internet backbones. As one of only a handful of Tier-1 Internet providers in the world, XO is constantly improving its peering infrastructure to benefit our customers. Today, those advantages include:

- Multiple and geographically redundant dedicated connections to all other large Internet backbones. Dedicated or private connections mean traffic exchanges between the XO backbone and the peering partner's backbone only. Customers will directly benefit from packets to and from the peering networks reaching their end destination quickly and without any loss.
- The XO peering relationships are monitored and maintained 24x7 and upgraded as needed.
- Quality control of the XO network and independence from relying on another network for Internet connectivity.

Core backbone

The core of the North American XO backbone is a mesh of OC 192 circuits, connecting the XO Peering POPs and XO data centers.

Connectivity from Internet Access POPs to the XO backbone

XO currently offers Dedicated Internet Access (DIA) in 36 Metro POPs in 31 markets and Digital Subscriber Line (DSL) in 45 markets. The DIA markets are connected to the closest OC-192 core backbone pop. This connectivity is accomplished with dual SONET-protected OC-12C circuits for a minimum of 16gps of connectivity into each DIA market.*

Data Centers

XO has five data centers in the United States:

- San Jose, CA
- Fremont, CA
- Irvine, CA
- Chicago, IL
- Secaucus, NJ.

All US-based XO data centers are connected to at least two different OC-12 POPs and have multiple and diverse fiber paths into the data center.

Take a Virtual Tour of our data centers

Metro Fiber Connectivity

The **XO Metro Area Networks (MANs)** are the primary weapons in our arsenal of assets that provide an invaluable access to the end customer, an ability to control customer traffic and an efficient data transfer to the Inter-city network. The XO domestic and Metro Area Networks spans 430,000 fiber miles throughout 40 major US cities, including the top 30.

These MANs provide XO with an unparalleled means to differentiate itself from non-facilities based providers, or long haul providers, that do not have access to the end customer. The XO state-of-the-art Metro Area Networks enables XO to offer such dynamic products as Ethernet Services and **Dense Wave Division Multiplexing (DWDM)** that carry data faster and more efficiently than our competition.

Wireless Spectrum

XO owns the largest footprint of fixed wireless spectrum, which covers 95% of the population in the top 30 U.S. cities. The frequency of the spectrum is 28-GHz and allows XO to offer broadband access services using **Local to Multipoint Distribution System (LMDS)** technology. This product enables XO to bypass the Regional Bell Operating Companies (RBOCs) and provide direct access to our end customers.

The Inter City Fiber Network

XO is completing a new OC-192 IP backbone that runs completely across its own Inter-city facilities. Using a mesh of physically diverse OC-192 circuits, this backbone interconnects our five data centers in the United States with multiple high-capacity peering interconnections. Additionally, XO offers DIA, DSL and Dial customers enhanced Internet connectivity by connecting each DIA market to the OC-192 backbone with dual OC-12c SONET-protected circuits*. This network design delivers our customers' maximum end-to-end throughput, as well as high levels of protection and redundancy. The XO OC-192 backbone is an advanced IP network design ensuring scalability to accommodate our growth in the future as well as the added benefit of no single point of failure past the customers' access port. In addition, because the XO OC-192 IP network backbone and market connections are run end-to-end across XO facilities, XO can quickly resolve any problems that may occur without any delays. This design eliminates many of the common failure points found in older network designs. The XO OC-192 backbone was designed with this efficiency and redundancy in order to meet our customers' future IP needs.

XO is currently deploying an OC-192 (10 Gbps) transport network using DWDM technology. This Inter-city network spans 16,000 route miles across the continental

United States. The core IP backbone will be running over a mesh of OC-192 circuits using physically diverse wavelengths from the XO DWDM transport network. The XO DIA local markets will be connected to this OC-192 core over dual OC-12 SONET connections. The extensive reach of the XO fiber network affords XO the unprecedented ability to manage customer data from the point of access to the point of termination. Owning such a vast network facility gives XO the power to scale immediately to meet customer demand and quickly respond to network issues.

FOOTNOTES:

* Spokane market is connected via dual OC-3c circuits, for more than 300 Mbps of connectivity

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Our Story

XO Communications is a full service provider of communication services, dedicated to world-class, 24x7 customer care and to providing simple solutions for all businesses -- from ones just starting to grow to Fortune 500 companies.

XO™: a unique name for a unique company.

By "unique," we mean:

- we are customer-centric
- we have a robust product portfolio,
- we have a leadership team of seasoned telecommunications professionals and
- we have the financial resources to ensure we're here for the long haul.

Together, these pieces help XO realize its vision of redefining telecommunications by putting our customers at the center. That's why we're "not just talk." It's a promise of who we are and what we deliver as a company.

Proven Financial Stability

XO has a solid business plan that continually attracts investors.

For example, Forstmann Little and TELMEX have signed a definitive agreement to invest $400 million each -- $800 million total -- in XO. Forstmann Little, aside from this $400 million investment, has already made a $1.5 billion investment in XO. Forstmann Little has investments in such profitable companies as Gulf Stream, General Instrument and Ziff Davis Publishing -- and we believe that Forstmann Little is committed to seeing this business become profitable as well.

TELMEX is a world-class, full-service telecommunications company based in Mexico City with a presence in the United States, Puerto Rico and Brazil. Formerly owned by the Mexican Government, TELMEX was privatized in 1990 and is positioned to remain at the forefront of telecommunications in the Americas.

What do we spend all that money on?

1. Network Assets

Network assets allow us to create solutions that help you solve your business problems.

The organic growth of our network has been our key achievement that allows us to deliver products and services to you, simply and cost-effectively.

In 1994, XO began building metropolitan fiber networks. Over the years, we've grown to serve more than 63 markets with metro fiber. This means XO is able to provision the "last mile," giving us full control over our network ensuring the highest levels of oversight and security. The XO network also includes:

- 2000 on-network buildings
- Access to an additional 63,000 buildings
- Fixed wireless licenses covering 95% of the top U.S. business markets
- 5 data centers and a 24x7x365 network operations center

- 380-plus DSL access points
- 200+ Tier One peering Points of Presence (POPs).
- OC-12 backbone covering the U.S. and branching to Europe
- **Total fiber**: approximately 64,000 miles

More excitingly, XO is upgrading and expanding its network to OC-192 capacity--covering even more points of presence in the U.S. and joining together the majority of our metro fiber networks to create a substantial network to deliver far more capacity than previously available.

2. Customer Support Systems

At XO, we've made a big commitment to -- and investment in -- customer care. We believe you deserve to talk to live human beings

That's why XO offers 24x7 live support and dedicated care representatives for Enterprise customers. But we also know that not all customers want to talk to someone; that's why we offer online tools as another component of the systems that make XO unique.

Equally, XO believes it's critical to have systems behind our employees to support them in helping you. So we make a strong investment in the tools to make our folks effective -- and to make sure your expectations are fully met.

3. Products

Our comprehensive product suite ensures we have the flexibility to meet your needs at all stages of your business growth.

Our portfolio includes:

- a suite of Voice offerings that includes inbound and outbound services as well as calling card and conferencing,
- a variety of Internet Access choices,
- Private Data Networking services that designed to meet all of your networking needs,
- a comprehensive set of Hosting Services and
- Integrated Services like our market-leading XOptions™

And, because we own our network assets, our services are delivered with 100% accountability.

So whether your needs are on a product-by-product basis or by industry needs, XO can give you what you need, simply -- and with the choice and flexibility to meet those needs.

See also:

XO Network
Product Portfolio
Board of Directors
Executive Management

Industry Analyst Quotes

"For the past three years, XO Communications has consistently demonstrated an ability to operationalize its telecommunications assets and expand its service portfolio. In the process, the company has bolstered the solutions it delivers to customers and has expanded its geographic footprint. Today, XO possesses a wealth of local fiber, DSL, wireless, data networking, Internet, and long-haul network assets that few if any U.S. emerging service providers can match. The company's acquisition of Concentric Network in particular has provided XO with valuable data networking/Internet products, systems, and personnel.

Stratecast Partners believes that, with the company's recently announced restructuring, although XO's common stockholders and bondholders will clearly suffer significant losses in the near-term, on a long-term basis, XO will be strongly positioned to survive and prosper in the U.S. telecommunications industry. With financial backers such as Telmex and Forstmann Little, a dramatically reduced debt burden, and the breadth of network assets that XO possesses, the company should emerge from the restructuring as a stronger company on a long-term basis."

Mike Smith
Co-Founder & Managing Director of Research
Stratecast Partners

"While XO's financial restructuring will be painful for shareholders, it will enable the company to maintain its status as one of the most innovative full-service providers offering an integrated suite of broadband services and will ensure it's long-term ability meet the needs of its customers."

Courtney Munroe
VP, Telecom & IP Services
IDC

> See All Quotes

Exhibit JAR-13

Tennessee Calculation of Resale

Discount Rate

Tennessee Resale Order
AT&T / MCI Arbitration: Docket # 96-01152

	Company Requested		TRA Granted	
WSR 1 Res	12.20%			
WSR 1 Bus	9.34%			
WSR 3	14.40%		16.00%	1.60%

(The TRA based their wholesale discount calculation on Intrastate data.)

	Account	Avoidable	Intrastate Amount	TRA Calculation	Difference
Product Management	6611	$ 1,843,000			
Sales	6612	$ 28,525,000			
Product Advertising	6613	$ 11,061,000			
Marketing	6610	$ 41,429,000	$ 41,834,503	$ 33,467,602	$ (7,961,398)
Call Completion/# Serve	6621 & 6622		$ 47,320,000		
Customer Services	6623	$ 58,681,000	$ 74,734,000	$ 59,787,200	$ 1,106,200
Total Direct Expense		$ 100,110,000	$163,888,503	$ 93,254,802	$ (6,855,198)

(TRA assigned 80% of 6611, 6612, 6613 and 6623 as avoidable.)

Uncollectibles	5301		$ 8,209,000	$ 8,209,000	$ 8,209,000
Indirect Expense		$ 24,371,000	$197,796,000	$ 29,669,700	$ 5,298,700

(Staff assigned 100% of uncollectibles as Indirect avoidable.)

Total Expenses (TOE)	$1,092,902,000	$843,219,000	$843,219,000	$(249,683,000)
Indirect % Assignment	9.16%		15.00%	5.84%
Revenue Subj to Disc	$ 866 ,290,000		N/A	
Total Avoidable Exp	$ 124,481,000		$131,133,502	$ 6,652,502
Discount	14.4%		15.6%	1.18%

(TRA discount computed as total avoided expense/total operating expense.)
(TRA rounded wholesale discount to 16%)

Exhibit JAR-14

BellSouth's DSL Products and Services

EXHIBIT JAR-14

BELLSOUTH'S DSL PRODUCTS AND SERVICES

1. The purpose of this Exhibit is to describe BST's tariffed service offering, address BST's marketing efforts for its wholesale DSL products, and explain the nature of the customer base that buys DSL service from BST.

2. BST provides a range of DSL products in the FCC Special Access Tariff (BellSouth Tariff F.C.C. No. 1). Our 1.5Mb x 256kb service is referred to as "Low Speed DSL" in the tariff. BST internal and marketing documents refer to this service as "Industrial Class" or "Residential Class." (The class of service referred to at different times as Low Speed, Industrial Class and Residential Class shall hereinafter be referred to only as "Residential Class DSL"). Residential Class DSL service is a best efforts service with no guaranteed minimum speeds. It represents over 99% of all BST DSL virtual circuit sales in Tennessee. The remaining DSL services (192k x 192k, 384k x 384k, 1.5M x 512k, 768k x 512k, 2-4M x 640k, and 4-6M x 640k) are referred to in the tariff as "High Speed DSL." BST internal and marketing documents collectively refer to these services as "Business Class." They comprise less than 1% of BST DSL virtual circuit sales in Tennessee.

3. BST's DSL service is not available as a stand-alone service. All DSL virtual circuits must terminate on an internet service provider (ISP), competitive local exchange carrier (CLEC), interexchange carrier (IXC) or network service provider (NSP) customer designated ATM circuit within the LATA. (ISPs, CLECs, IXCs, and NSPs will

hereinafter be collectively referred to as "Customer"). In addition to the terminating ATM circuit, the DSL Customer must provide its own help desk, installation services, access to the Internet, and all necessary customer premises equipment for its end-users. Residential Class DSL service additionally requires a minimum purchase of 51 circuits within six months.

4. The tariff requires "The designated end-user premises location must be served by an existing, in-service, Telephone Company provided exchange line facility…" BellSouth Tariff F.C.C. No.1, Section 7.2.17(A). The "Telephone Company provided exchange line facility" can be either a BellSouth provided retail telephone facility or a BellSouth provided resold telephone facility available to CLECs.

5. The tariffed DSL service is specifically designed to be a network component for ISPs and carriers to package as part of its enhanced service offering to its end-users. The express language of the tariff is as follows: "BellSouth ADSL service is intended as an industrial offering that is made available to Network Service Providers for provision of high speed data services to their customers . . ." BellSouth Tariff F.C.C. No.1, Section 7.2.17(A).

6. All marketing to end-users, end-user ordering, inside wiring, customer premises equipment (CPE), billing, collections, maintenance and repair of the high-speed DSL internet access service are the responsibility of the Customer. The express language of the tariff is as follows: "The responsibility of the Telephone Company shall be limited to the furnishing and maintenance of BellSouth ADSL service, generally between the end-user premises Network Interface Device (NID) and the customer's designated BellSouth XAATMS location…The Telephone Company shall not be responsible for installation, operation, or maintenance of any terminal equipment or communications system provided

by a customer or end-user." BellSouth Tariff F.C.C. No.1, Section 7.2.17(H). To that end, BellSouth responds to any questions directed to BellSouth by an end-user regarding their DSL service, including billing inquiries, maintenance, disconnects, or new orders by referring the end-user to the appropriate wholesale DSL Customer. Additionally, the tariff addresses CPE responsibility as follows: "It shall be the responsibility of the customer and/or end-user to ensure the continuing compatibility of Customer Premises Equipment (CPE) at the end-user premises. The customer and/or end-user shall be responsible for any expenses incurred for required changes to customer and/or end-user equipment or facilities in order to make such equipment or facilities compatible with BellSouth ADSL service." BellSouth Tariff F.C.C. No.1, Section 7.2.17(I).

7. BST also acts in the capacity of an ISP. As such, BST uses the tariffed ADSL service as an input into its high speed DSL based internet access service, known as BellSouth ® FastAccess® Internet service ("FastAccess"). All BellSouth DSL orders to support FastAccess must be placed in the Service Order Entry Gateway system, as is required of all Customer orders. Additionally, a monthly bill is generated to the BellSouth FastAccess organization for all associated tariffed DSL charges. BST sells FastAccess directly to end-users as a retail service. FastAccess is a non-regulated, enhanced (or information) service offer.[1]

8. BST markets Residential Class DSL service to NSPs for them to incorporate as an input into the service that those companies offer to residential and small business end-users. BST markets Business Class DSL services to NSPs for them to incorporate into the

[1] BellSouth offers competing ISPs nondiscriminatory access to the telecommunications services utilized by BellSouth's information services.

service that those companies offer to high-end residential end-users, high-end small business end-users, corporations, and government groups. Traditionally, BST has defined NSPs as any customer buying DSL service directly from the special access tariff. NSPs are predominantly composed of ISPs, CLECs and IXCs. Attached are examples of current sales materials (Attachments A and B). In addition, the following publicly available website is also used to market our tariffed DSL services to Customers. (www.bellsouth.com/broadband/dsl_solutions/)

9. The Residential Class DSL service is specifically designed to be a network component for ISPs and carriers to package as part of its enhanced service offering to its end-users. Although BellSouth markets Residential Class DSL to ISPs, any NSP, including a corporation or governmental entity, can purchase Residential Class DSL from the BellSouth tariff as long as it meets the requirements of the tariff, which include the purchase of a minimum of 51 virtual circuits, and the purchase of, or access to, a BellSouth ATM port for purposes of terminating the DSL service. BellSouth believes that the overwhelming majority of DSL circuits have been purchased by ISPs, CLECs or IXCs. These entities then bundle DSL with an enhanced service offering and sell the final product to end-users. A very small percentage of the provisioned circuits have been purchased by an entity other than an ISP, CLEC or IXC. A review of BellSouth records indicates that business and government customers, using the tariffed DSL for their own purposes, have purchased 421 out of 767,129 total provisioned circuits regionwide, or 1/20th of 1%. Only 50,333 out of the 765,103 provisioned Residential Class circuits are located in Tennessee. (It must be noted that BellSouth does not have specific information about the use of DSL by its Customers, and some of those DSL Customers that BellSouth

believes are not an ISP, CLEC or IXC, may in fact be an ISP, CLEC or IXC. BellSouth does confirm with each Customer that its use of the service meets the *de minimis* rule for use of a federally tariffed service.)

10. The Business Class DSL service is specifically designed to be a network component for ISPs and carriers to package as part of its enhanced service offering to its end-users. Large corporations and government entities have expressed a limited interest in purchasing BellSouth's Business Class DSL. BST will not actively market to, nor solicit sales from end-users.

11. In the past, BST has had some passing references in sales collateral, and on web sites regarding the availability of Business Class DSL for business end-users. As of October 1st, 2001, BellSouth sales personnel were instructed to discontinue distributing and to discard the old sales material, and BellSouth altered its website to avoid any confusion. A small percentage of the provisioned Business Class circuits have been purchased by an entity other than an ISP, CLEC or IXC. A review of BellSouth records indicates that business and government customers, using the tariffed DSL for their own purposes, have 421 provisioned Business Class circuits, or less than 1%. Only 62 out of these 421 provisioned Business Class Circuits are located in Tennessee. (Again, it must be noted that BellSouth does not have specific information about the use of DSL by its Customers, and some of those DSL Customers that BellSouth believes are not an ISP, CLEC or IXC, may in fact be an ISP, CLEC or IXC. BellSouth does confirm with each Customer that its use of the service meets the *de minimis* rule for use of a federally tariffed service.)

Exhibit JAR-14

Attachment A

Sales Material: BellSouth's DSL for ISPs

BellSouth® DSL for ISPs

Providing Solutions for Internet Service Providers

At a Glance

- **Leading edge high-speed broadband services**
- **Best potential customer pool in the Southeast**
- **Industrial (consumer) and business grade options**
- **Easy line qualification**
- **Superior BellSouth support**

Tap 10 Million Business Opportunities

The move from dial-up to dedicated access is one of the hottest growth markets available for ISPs. Take full advantage of it with BellSouth® DSL services. BellSouth has more than 10 million qualified lines, enabling you to serve the greatest number of Digital Subscriber Line (DSL) customers more quickly than with any other provider in the Southeast. Plus, we are continuing to add even more qualified lines. Offer your customers speed and service with DSL from BellSouth.

With BellSouth DSL you get:

- More potential customers
- Unmatched coverage
- Immediate line pre-qualification
- Wide choice of service options

You'll build a position as a leading provider of advanced broadband technology. You'll also find BellSouth's pricing very competitive.

More Potential Customers

The numbers tell the story. BellSouth has the most widely deployed DSL service in the Southeast: over 10 million qualified lines reaching over 6 million households and businesses in a nine-state region . . . with an aggressive, ongoing expansion program.

Unmatched Coverage

BellSouth remote-terminal DSL solutions eliminate the requirement of having a central office within 18,000 feet of your customer. This enables you to expand your market reach to a greater number of customers.

Immediate Line Pre-Qualification

BellSouth lets you pre-qualify DSL lines online – no waiting to know if you can serve your customers with DSL. BellSouth remote loop-qualification technology lets you check subscriber lines as individual lines or in batches. You can order services through a streamlined, easy-to-use Web site (service not guaranteed in all locations).

Two Grades of Service and a Wide Choice of Options

With BellSouth, you can offer your customers two grades of DSL service and a wide choice of speed and service options.

- BellSouth Industrial DSL is a wholesale product that lets you deliver affordable DSL services to consumers.
- BellSouth Business DSL is a premium wholesale product that opens profitable business markets to you.

Industrial DSL for high-speed home users. BellSouth Industrial DSL lets you offer consumers high-speed Internet access through dedicated DSL service to the home. This connection is dedicated from the subscriber's computer to the central office.

You can deliver up to 1.5Mbps downstream from the central office to the user, and up to 256Kbps upstream.

Industrial DSL is a wholesale product with a minimum requirement of only 51 end-user customers.

Business DSL for critical applications. BellSouth Business DSL — a premium service — lets you provide high-bandwidth solutions with scalability, reliability and quality that business markets demand. Maximum downstream rates go up to 6.0Mbps, and maximum upstream rates go up to 896Kbps. You can sign up Business DSL accounts one at a time—there is no minimum requirement. Term discount rates are also available.

Business DSL is a good match for business-critical operations and latency-sensitive applications. It's also an outstanding tool for teleworking corporate personnel. Your customers might use Business DSL service for:

- Internet and intranet access
- Teleworking
- Distance learning
- Remote LAN access and virtual LANs
- Small Office/Home Office (SOHO) support
- Video conferencing
- Streaming video
- Online catalogs
- Faster electronic commerce

Business DSL Service Options

BellSouth Business DSL lets you offer customers a sustained minimum line speed with Constant Bit Rate (CBR) quality of service for latency-sensitive applications. Business DSL service will not operate below the minimum sustained line speed.

Business DSL packages include premium line conditioning services and verification of rated line speed at the Network Interface Device (NID).

BellSouth installation services available for Business DSL include installation of NID, if needed, on the end-user's premises and synchronization verification at the NID or customer demarcation. You're freed from installation contracting hassles, and your customer gets BellSouth installation quality.

	Minimum Bit Rate	Maximum Bit Rate
Constant Bit Rate This DSL product provides Constant Bit Rate (CBR) delivery. The minimum bandwidth is determined by the end-user's modem to the ISP's router.	384Kbps downstream 384Kbps upstream	n/a
Unspecified Bit Rate These DSL products provide Unspecified Bit Rate (UBR) delivery. The minimum DSL line speed is determined from the end-user's modem to the central office port.	192Kbps downstream 192Kbps upstream	1.0Mbps downstream 768Kbps upstream
	768Kbps downstream 512Kbps upstream	1.0Mbps downstream 768Kbps upstream
	1.5Mbps downstream 512Kbps upstream	1.8Mbps downstream 768Kbps upstream
	2.0Mbps downstream 640Kbps upstream	4.0Mbps downstream 896Kbps upstream
	4.0Mbps downstream 640Kbps upstream	6.0Mbit/sec downstream 896Kbps upstream

Don't Let Cable Modems Eat Your Lunch

You can let your customers know that DSL service from BellSouth delivers better bandwidth architecture and greater security than cable modems.

Bandwidth. Cable modem users compete with each other for bandwidth on a single broadband service. Each DSL user has a dedicated high-speed broadband connection from the central office to their location. DSL's underlying transport technology — ATM (Asynchronous Transfer Mode) — provides virtually non-blocking connections to the service provider network.

Security. DSL subscribers have dedicated connections to a BellSouth central office.

BellSouth Makes DSL Easy For You

Industry's best support. Whether Industrial or Business service, BellSouth DSL gives you BellSouth reliability. You and your customers can count on BellSouth monitoring and repair, 24 hours a day, 365 days a year.

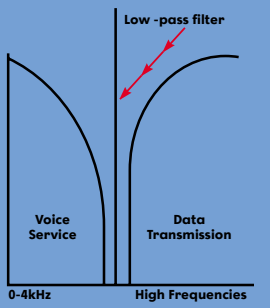
You get the best network capabilities in the Southeast with BellSouth. Expect advanced features like fiber-optic connections from central office facilities to neighborhood network units that allow integrated voice and data service further

About BellSouth

BellSouth is a $26 billion communications services company. It provides telecommunications services, Internet, data and e-commerce applications, wireless communications, cable and digital TV, and online and directory advertising to more than 40 million customers in 18 countries worldwide.

than 18,000 feet from a central office. Technology upgrades will keep your BellSouth DSL service a front-running business asset well into the 21st century.

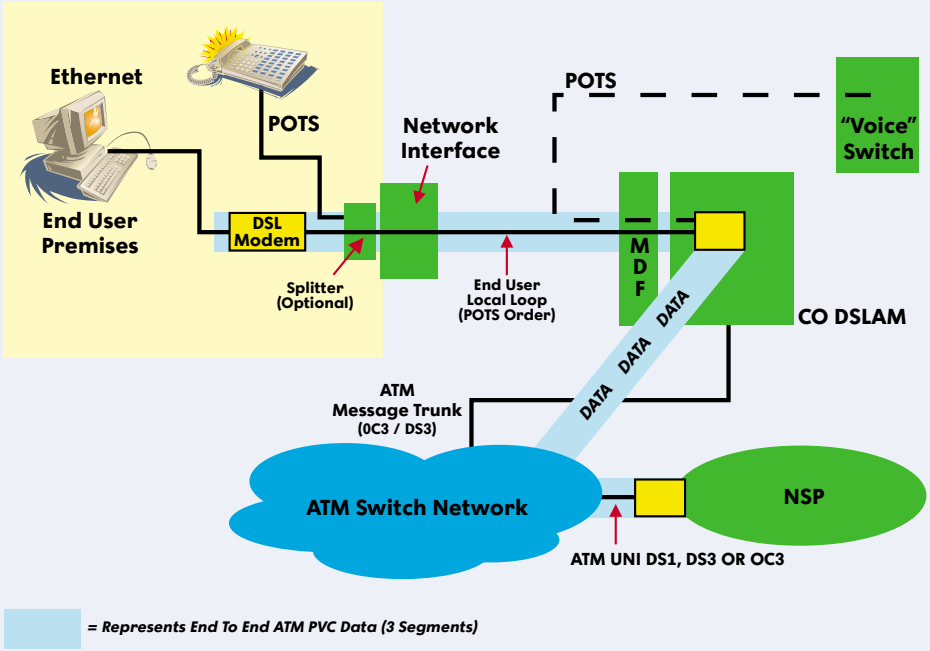
Sales support counts too. Only BellSouth gives you a sales support team that works with you long after the sale is over. They'll keep you current on new offerings, and you'll always know who to call when you need information.



A passive low-pass filter isolates voice from data in DSL circuits. Voice service is available even if power fails.

Here's how DSL works:

DSL service is delivered to your customer's site over a single twisted-pair circuit. No need to install extra lines or change phone numbers. The underlying transport mechanism is ATM (asynchronous transfer mode).



End-user DSL service is connected to your POP via an ATM link

Standard voice service uses the lower 4kHz of the transmission spectrum available on the circuit. Data transmission uses the higher frequencies so both are available at the same time. A passive low-pass filter separates them at the customer site, so voice service is available even if power goes down at the user end.

BellSouth keeps you on the leading edge. Your customers want bandwidth, and BellSouth can help you deliver it – while you get stability, convenience and technical support. DSL from BellSouth – let us keep you on the leading edge!

To learn more about BellSouth DSL products and how they can expand your customer base and your profitability, contact your BellSouth representative, or visit www.bellsouth.com/business.

Exhibit JAR-14

Attachment B

Sales Material: BellSouth DSL Solutions

BellSouth
DSL Solutions

>>> connect >> and create something™

BELLSOUTH®

Topics to be covered....

- BellSouth DSL
  - Learn more about BellSouth DSL Coverage
  - Count on us for Support
  - Explore Products and Services
- BellSouth DSL Applications by Industry
- Getting Started with BellSouth DSL
- Questions?

What is BellSouth DSL?

- Access to BellSouth's Broadband Network via DSL Layer 2 transport
- Two classes of service:
  - Residential Class – Affordable DSL transport
  - Business Class – Higher speeds, higher level of service, flexible customer commitments, enhanced installation
- Available in BellSouth territory in a nine-state SouthEast region

Learn more about BellSouth DSL Coverage – Unsurpassed in the SouthEast!

BellSouth DSL Major Market Coverage

	1999	2000	2001
Markets	30	46	63
% HH Passed	23%	45%	70%

BellSouth DSL Markets

Alabama

Anniston
Birmingham
Decatur
Florence
Gadsden
Huntsville
Mobile
Montgomery
Tuscaloosa

Florida

Daytona Beach
Fort Lauderdale
Fort Pierce/Port St. Lucie
Gainesville
Jacksonville
Melbourne
Miami
Ocala
Orlando
Panama City
Pensacola
Tampa-St. Petersburg-Clearwater
West Palm Beach-Boca Raton

Georgia

Albany
Athens
Atlanta
Augusta-Aiken GA-SC
Columbus GA-AL
Macon
Savannah

BellSouth DSL Markets

Kentucky
Henderson
Lexington
Louisville
Owensboro

Louisiana
Alexandria
Baton Rouge
Houma
Lafayette
Lake Charles
Monroe
New Orleans
Shreveport-Bossier City

Mississippi
Biloxi-Gulfport-Pascagoula
Hattiesburg
Jackson

BellSouth DSL Markets

North Carolina

Asheville

Charlotte-Gastonia

Goldsboro

Greensboro-Winston Salem-High Point

Hickory Raleigh-Durham-Chapel Hill

Wilmington

South Carolina

Charleston-North Charleston

Columbia

Florence

Greenville

Sumter

Tennessee

Chattanooga TN-GA

Clarksville-Hopkinsville TN-KY

Jackson

Johnson City-Kingsport-Bristol Knoxville

Memphis TN-MS

Nashville

What about 2001 deployment?

- 517 additional CO's (Announced 2/23)
- Over 3000 additional Neighborhood Portals (Remote Terminal Solutions)
  - Difficult and complex to deploy
  - Serve locations greater than 18,000 feet from the central office and/or served by fiber
  - A majority of lines qualified in 2001 will be through Neighborhood Portals

How do we determine what areas are targeted for deployment?

- **We are targeting our deployment to reach the greatest number of people interested in subscribing to DSL service.**

- We do welcome input from individuals, communities, and organizations about their interests in DSL service.

Count on us for support with J.D. Power award-winning customer service!

>>> connect >> and create something™

BELLSOUTH®

Pre-Sales Support

- Our sales and marketing team will provide information you need to make an informed decision about choosing the right product portfolio
- We offer tours of our DSL-dedicated support facilities
- Visit our web site at www.bellsouth.com/broadband/dsl_solutions

Tools

When you sign up to be BellSouth DSL Network Service Provider, you'll have access to these tools:

- On-line pre-qualification (LQS)
- Flexible, high-speed service ordering system (SOEG)
- Business class service inquiry and ordering system (BIAS)
- Network outage information web site (Open Outage Web Site)

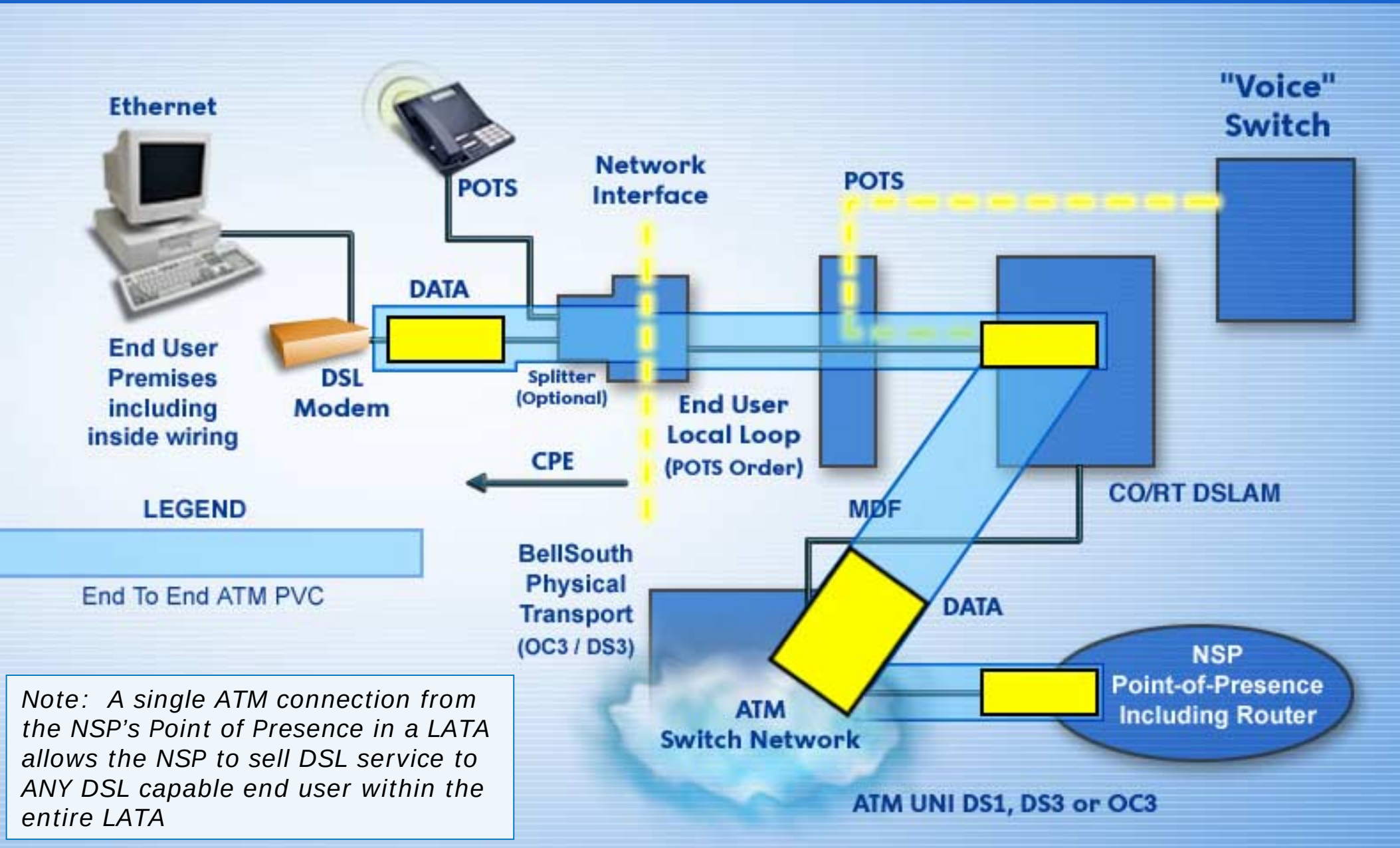
Post-Sales Support

- BellSouth's broadband-dedicated Digital Subscriber Group (DSG) will provide you round-the-clock support for your ordering and provisioning needs.

- The BellSouth broadband network, including DSL transport, is expertly monitored and managed 24 X 7 by the BellSouth Network Reliability Centers

BellSouth DSL Products and Services

DSL Layer 2 Transport with ATM



Note: A single ATM connection from the NSP's Point of Presence in a LATA allows the NSP to sell DSL service to ANY DSL capable end user within the entire LATA

Residential Class Products

Product	Price (per VC per month)	Non-recurring Activation Fee (per VC)	Max. Loop Length	Min. Length of Service	Minimum commitment	Service Inquiry Required?
Residential 1.5M X 256Kbps	$33	$110	18,000 Feet	6 months	51 lines	No
Enhanced Residential 768K X 512Kbps	$108	$300	9,500 Feet	6 months	51 lines	Yes

Customers:

- Resellers such as ISPs

Qualifiers:

- Best effort service
- No guarantees
- No loop conditioning for basic industrial class service – **Enhanced only**

Residential Class Products

Tariff Requirements

- 180 days to achieve number commitments
- Regional aggregation
- ESSX/Centrex, 1FB or 1FR only
- ATM required (DS1/DS3/OC3 transport)

NSP Requirements

- Qualify the line
- Order ADSL via Web
- Install/provide Splitter
- Run new inside wire
- Provide/Install ADSL Modem
- Provide Tier 1 help desk

Business Class DSL…the Right Choice!

Premium Suite of Layer 2 DSL products:

- **Higher Speeds**
  - More Choices for more applications
- **Higher Level Service**
  - Better Response for provisioning and repair
- **Flexible Customer Commitments**
  - Term vs. Volume (start slow & build!)
- **Enhanced Installation Services**
  - Loop Conditioning, LST, 100% Sync
- **Higher Sales Revenue**

Business Class DSL Pricing

Speed/ Quality of Service*	Nonrecurring Charge**	Monthly Rate	13-24 Month Rate	25+ Month Rate	Max. Loop Length (Feet)
192 K X 192K UBR	$230.00	$97.00	$82.00	$68.00	15,500
384 K X 384 K CBR	$300.00	$140.00	$120.00	$99.00	12,000
1.5 M X 512 K UBR	$300.00	$195.00	$175.00	$150.00	9,400
2-4M X 640 K UBR	$300.00	$450.00	$400.00	$335.00	8,000
4-6M X 640K UBR	$300.00	$850.00	$800.00	$725.00	6,500
768K X 512K UBR	$300.00	$108.00***	N/A	N/A	9,500

* UBR – Unspecified Bit Rate, CBR – Constant Bit Rate; Loop conditioning included for all

** Nonrecurring charges do not include end user installation (i.e. splitter, DSL modem, NIC, etc.)

*** This service is a hybrid Industrial/Business Class Service and includes business class enhanced installation/provisioning. This service is not available on term commitments. The minimum purchase requirement is 51 virtual circuits (VCs). There is a 180 day time period for achieving the minimum purchase level. After 180 days, a minimum billing level of 51 lines will be in effect.

Layer 2 Business Class DSL Summary

Tariff Requirements

- No minimum quantity
- Contract terms:
  - M to M, 12 to 24 M, 25+ Months
- 3 mo. minimum service
- 1FB, Essx/Centrex, 1FR
- ATM Port required
  - DS1/DS3/OC3 + transport

BellSouth / NSP Requirements

Acct Team:

- Loops qualified (LQS), Service Inquiries Issued & orders (SOEG) via BIAS

NSP:

- CPE DSL Modem/Router
- CPE Installation
- Inside wiring
- Tier I Helpdesk

BST:

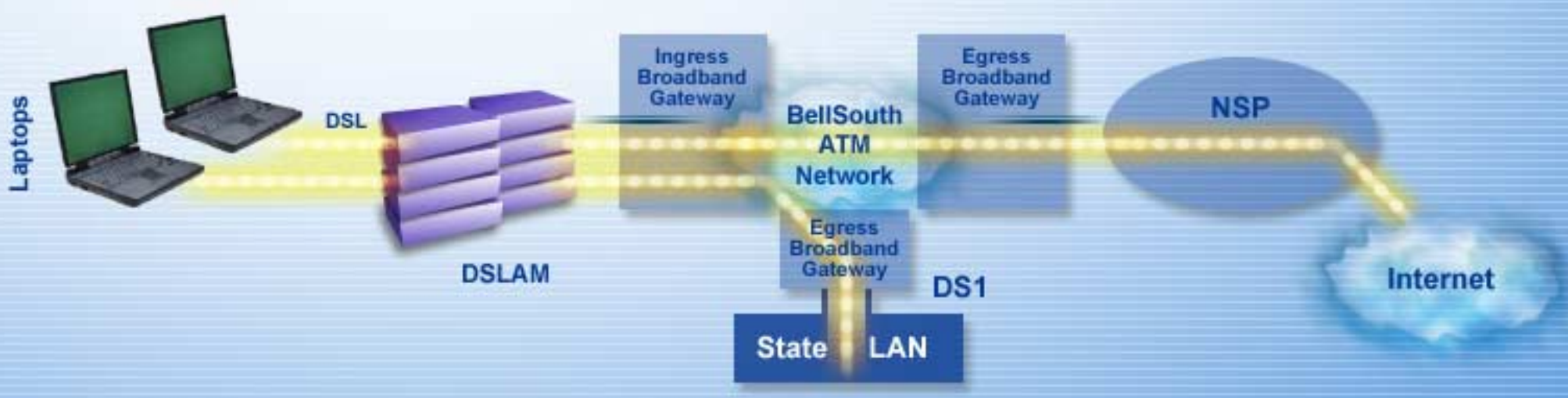
- Sync at DeMARC or NID 100% of time

Layer 2 Business Class - Installation and Maintenance

- Works on Centrex/Essx, 1FRs & 1FBs
- Advanced Loop Conditioning
  - **Removal of load coil**
  - **Removal of bridged taps**
  - **Cutover to other facilities (Line & Station Transfer - LST)**
  - **Test SYNC to Network Interface Device (NID) or demarcation point (Truck roll 100% of all installs)**
- Service carries “Business Class” designation
- Mean Time To Repair (MTTR) 24 hours
- Installation – 5 Business days from acceptance of order to turnup at the NID (non-PF condition)
- LQS (ALQ) and/or Service Inquiry loop qualification (New BIAS system)

Broadband Gateway: It's New!

- A new, leading-edge product from Nortel (Shasta) that allows:
  - Multi-session, multi-destination features
  - Cost savings – Requires fewer ATM connections
  - Greater bandwidth utilization
  - Available now in select markets!

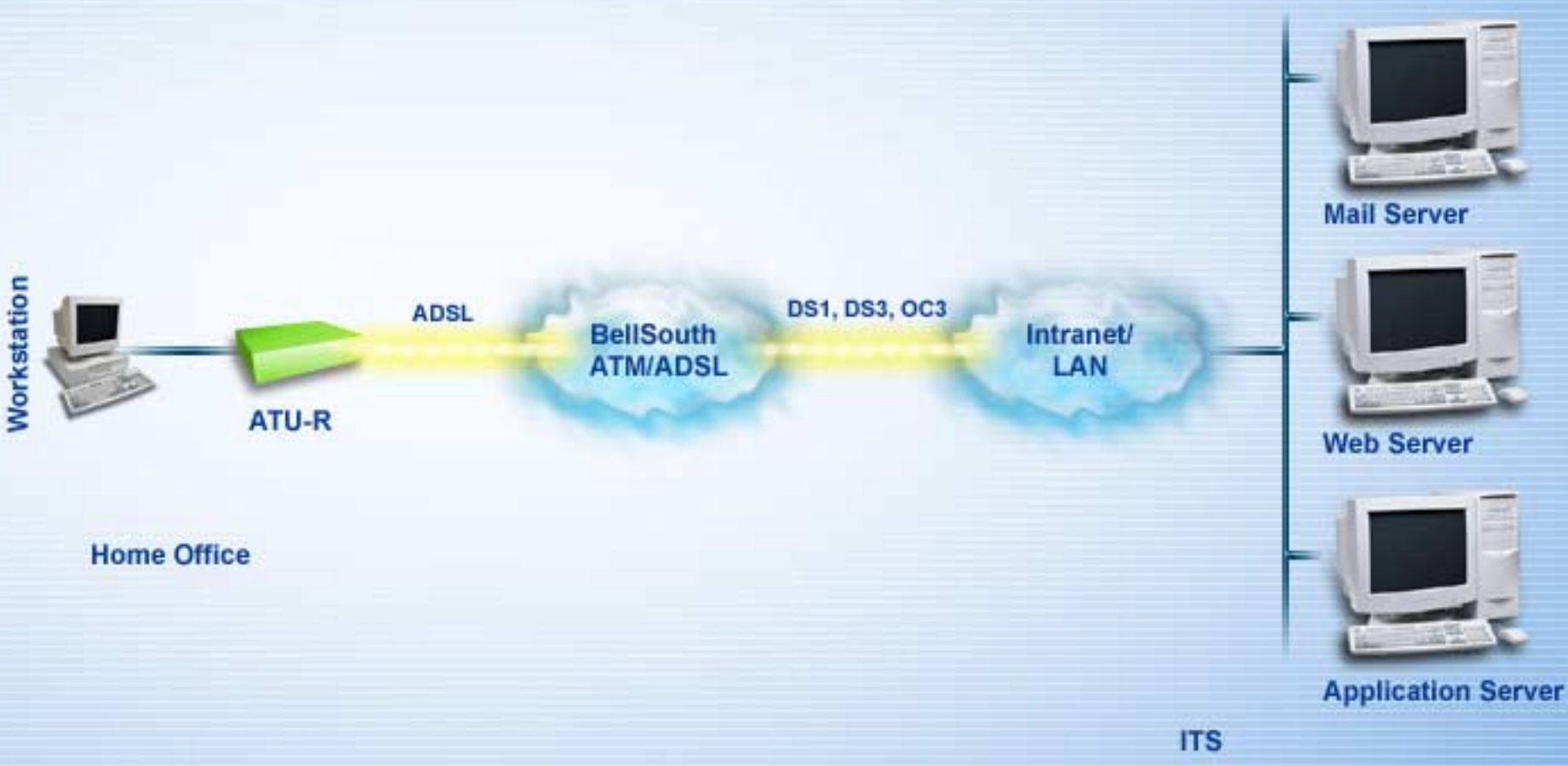


Product and Service Recommendations for Your Customers

End User Category	Product	Class
Home User	1.5 x 256	Residential
Work@Home / Telecommute	192 x 192 1.5 x 256	Business Residential
Small Biz (1-4) (Video Conference)	1.5 x 256 1.5 x 512 or more 384 x 384	Residential Business Business (CBR Rated)
Mid Mkt/Large Business Current Service Grade 56K ISDN (128K) T1 Video	 192 x 192 192 x 192 1.5 x 512 or more 384 x 384	 Business Business Business Business (CBR Rated)

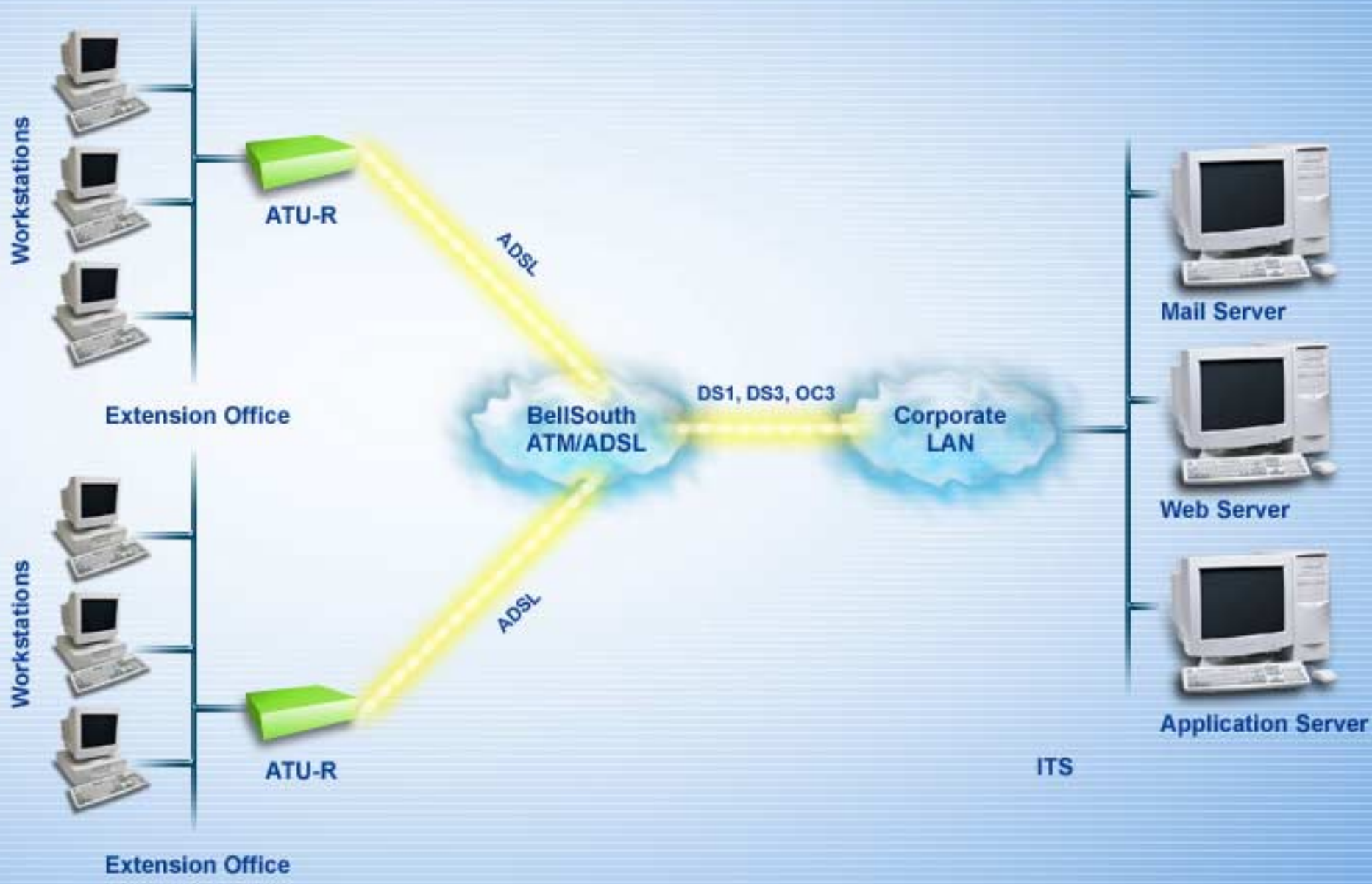
BellSouth DSL Applications by Industry – How to help you and your customers get connected

Application - Teleworking

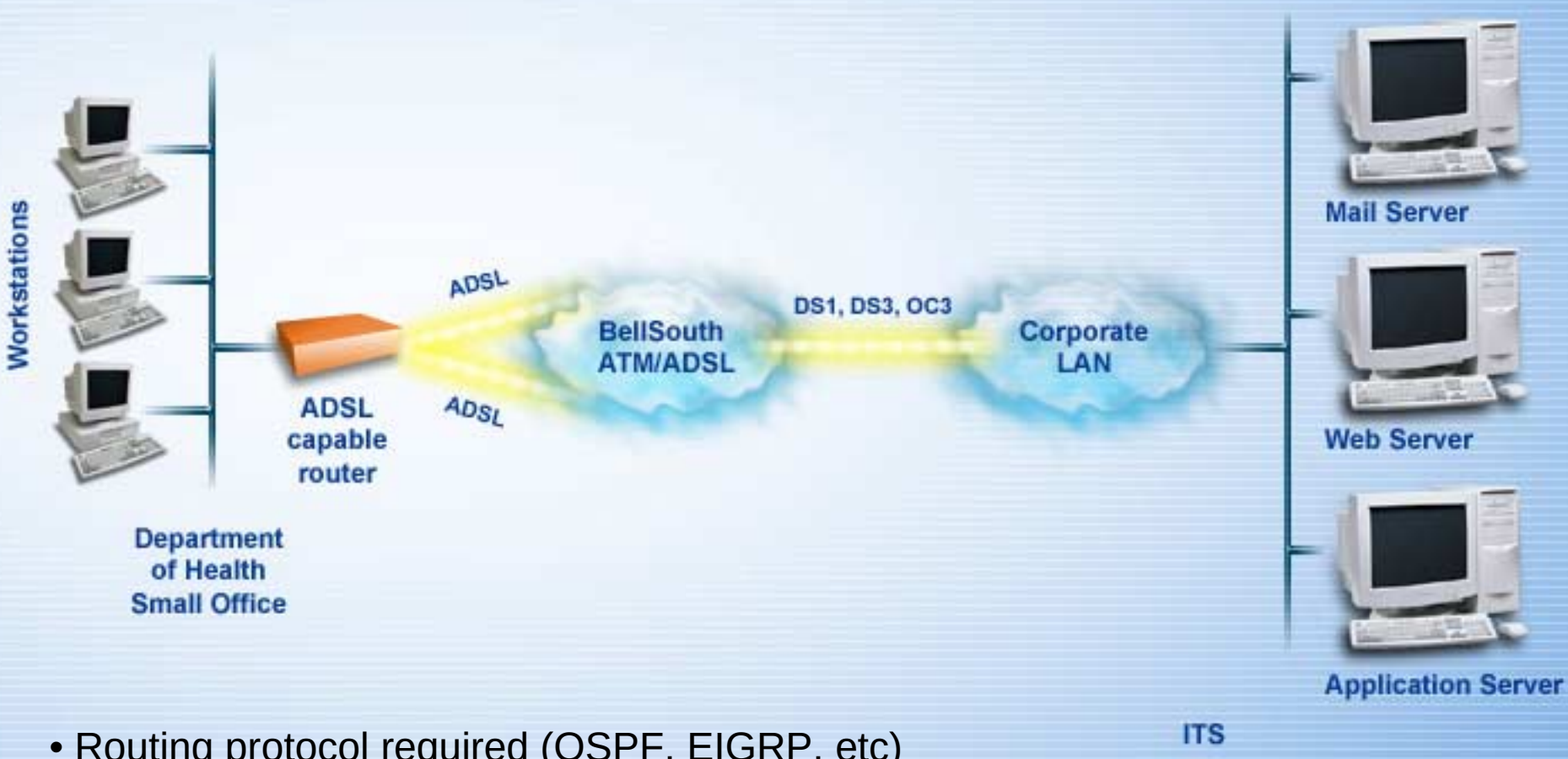


Application - Small Office

Application - Small Office

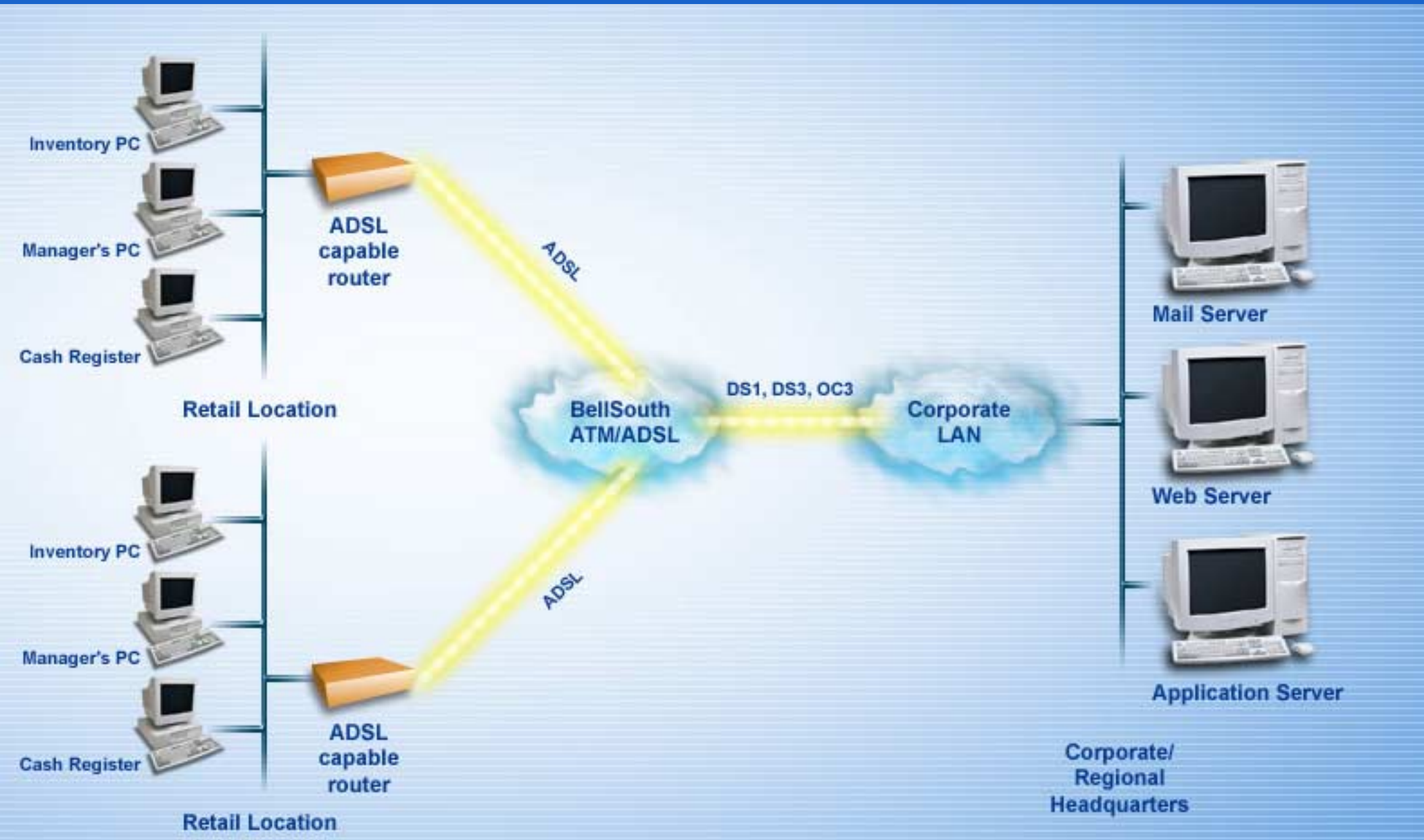


Application - Small Office

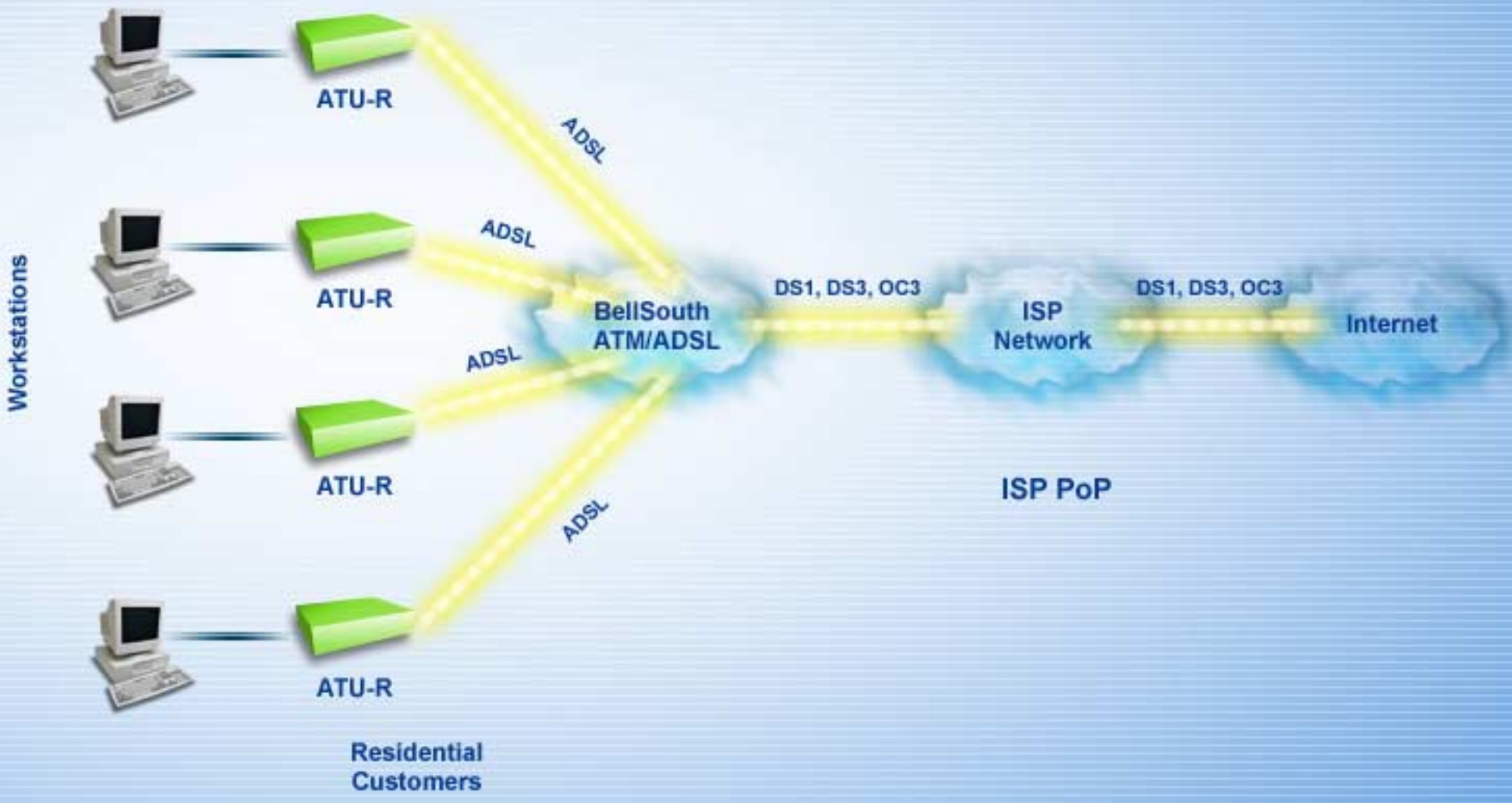


- Routing protocol required (OSPF, EIGRP, etc)
- Performs load balancing

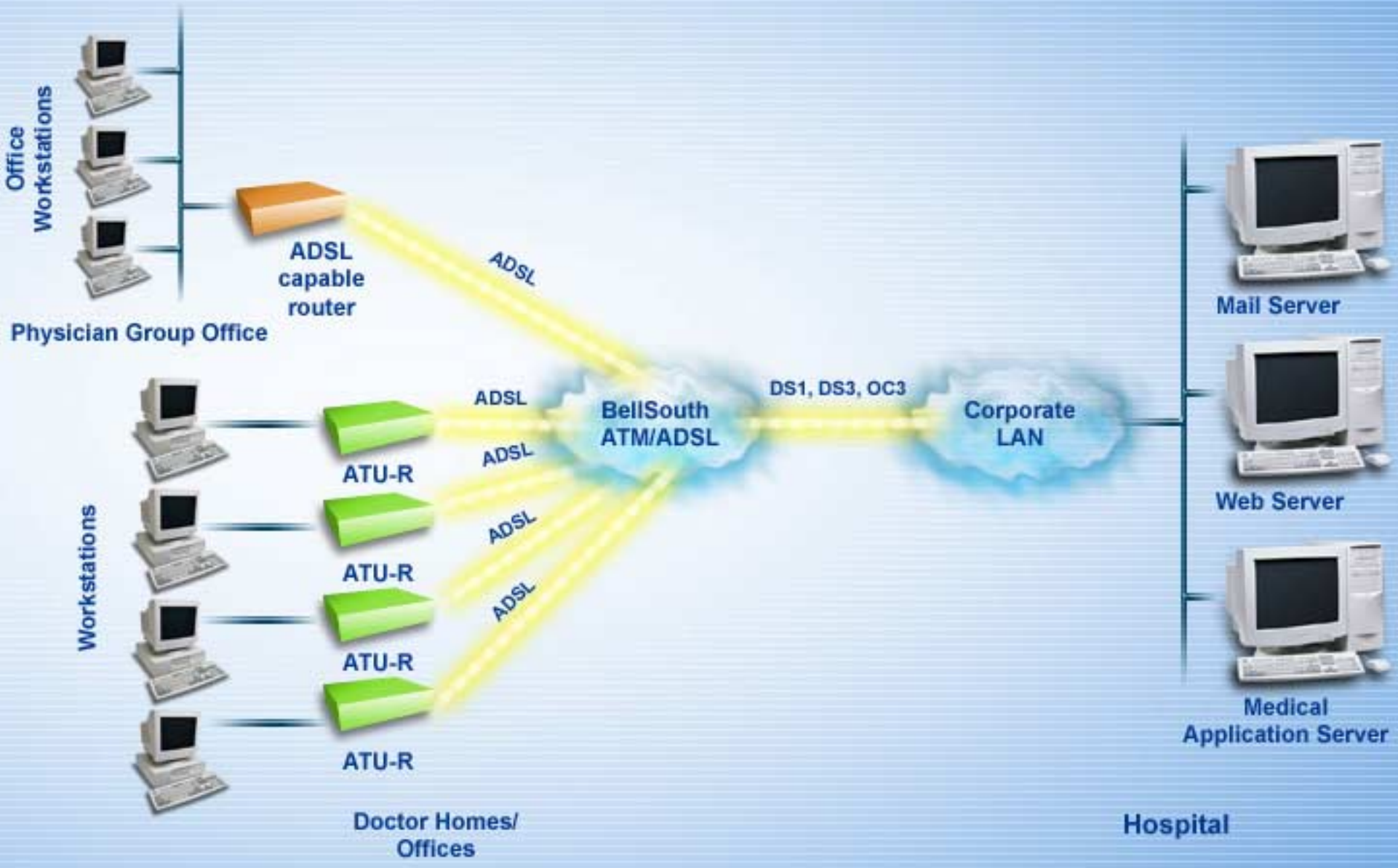
Application - Retail



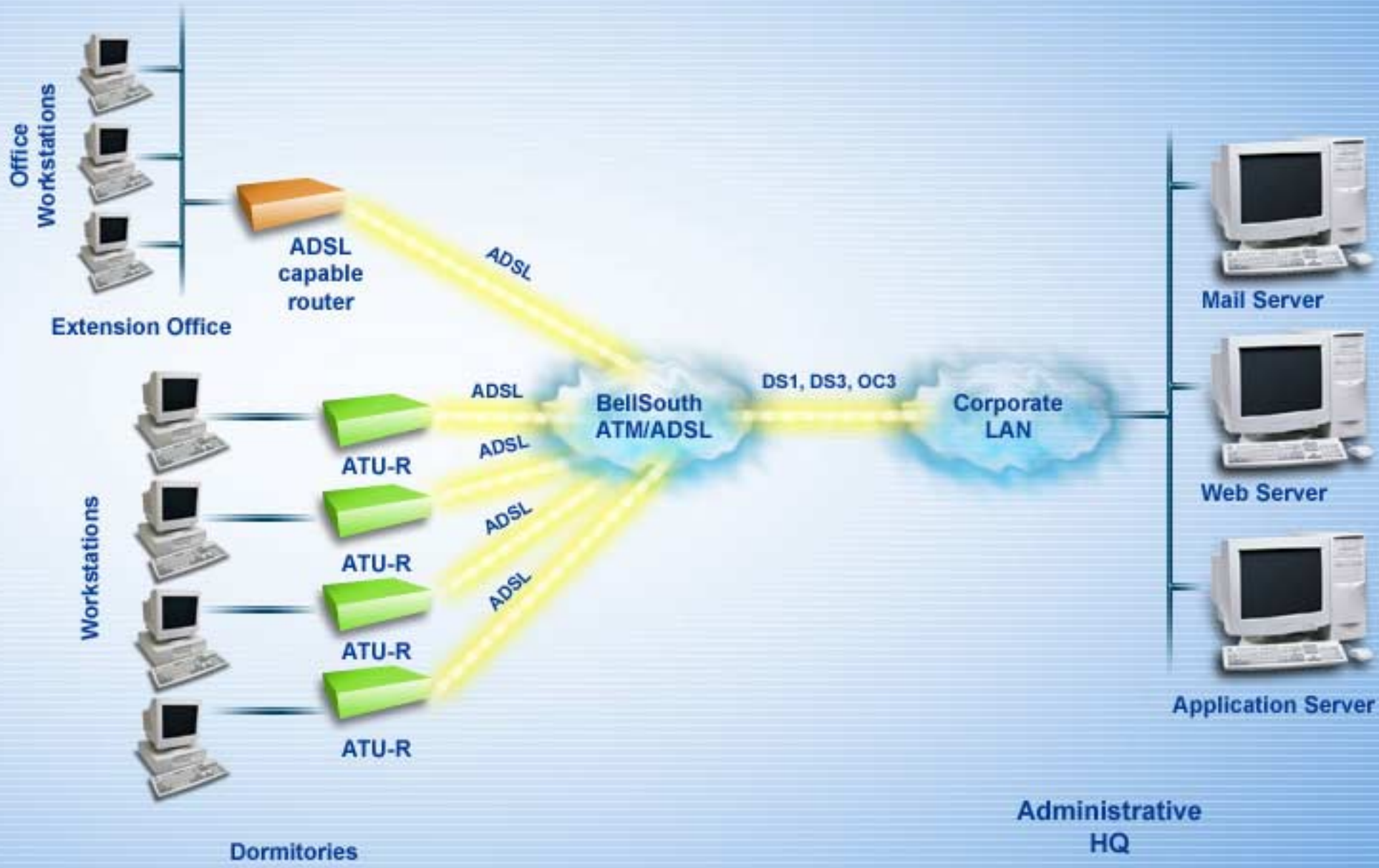
Application - ISP's



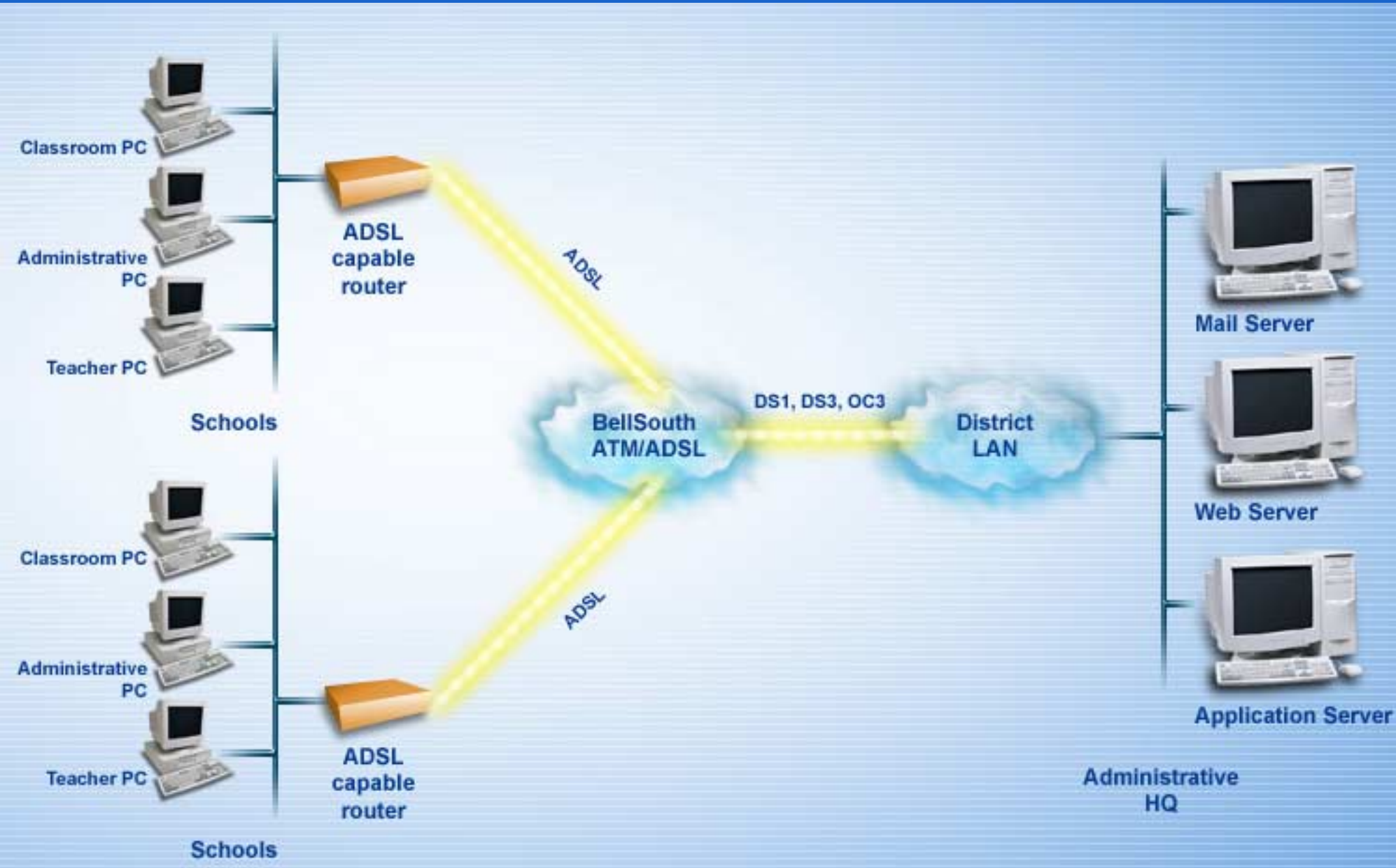
Application - Health



Application - Universities



Application - School Districts



Getting started with BellSouth DSL

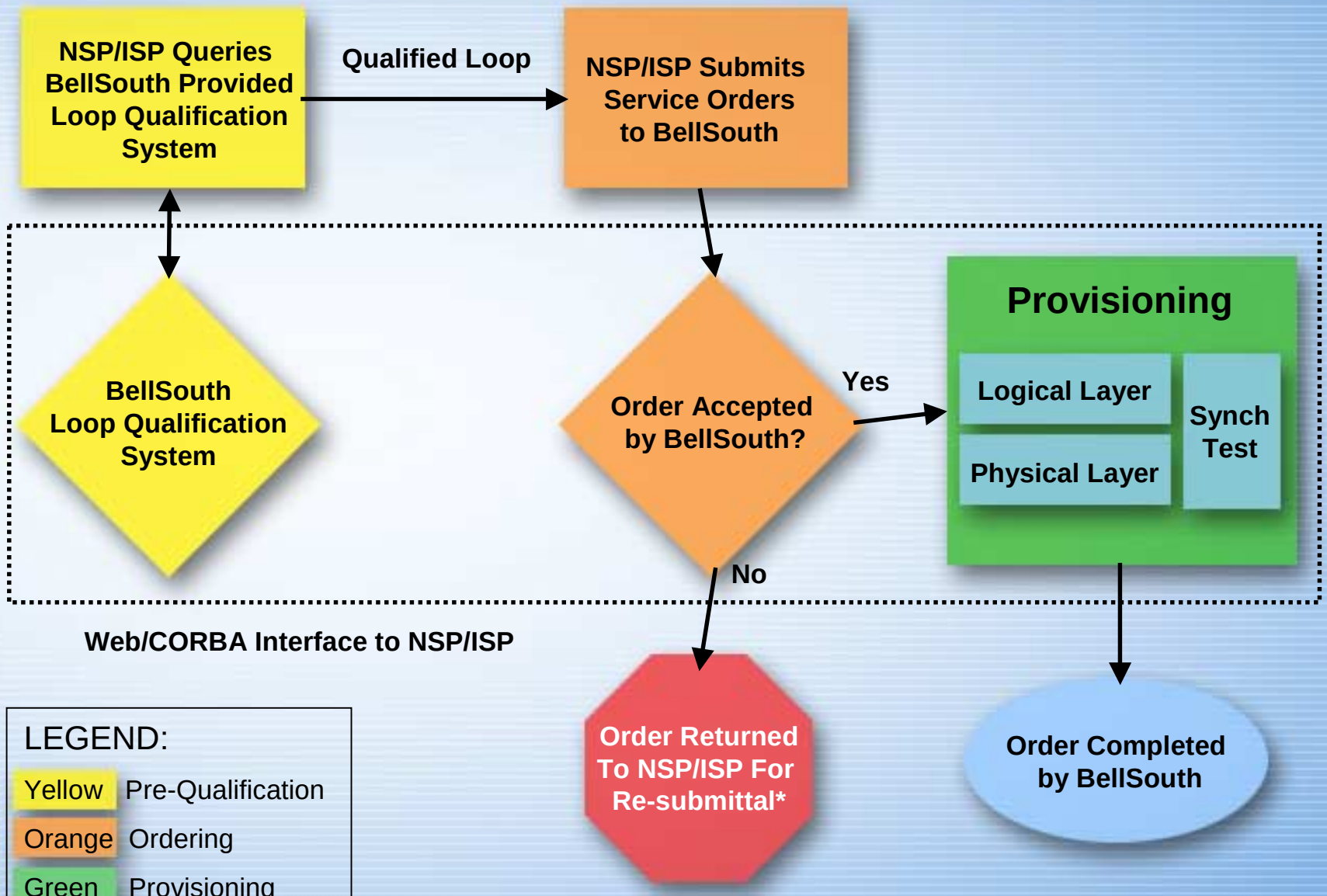
How to become a DSL Network Service Provider

- Establish ATM network access.
- Complete “Form to Establish NSP Billing Account” (ATM access must be in place)
- Sign a “Loop List Agreement” for access to qualified phone numbers in markets you select.
- Sign an “Acknowledgement of Terms” if you are buying residential class.
- Sign a “Letter of Agreement” with terms if you are buying business class.
- You should provide: two email address for NSP bulletins
- You receive:
  - Access to tools (systems)
  - Information about mechanized bulk interfaces
  - NSP Handbook, your comprehensive technical guide

How do you provide DSL to end users?

- End users call the you to place the orders
- If qualified, you submit the order to the SOEG system, either through the SOEG web interface or directly from your customer care system
- If the order is for Business Class and if the loop not qualified through LQS, a service inquiry should be submitted through BIAS
- If the speed supported, BellSouth provisions the line
- You should provide: CPE and Internet services (if applicable)

BellSouth DSL Activation Process



* i.e. Address/Telephone Number mismatch

Choose
BellSouth DSL for…

Unsurpassed
Coverage
Industry-Leading
Support
Product & Services
Options

Thank you for your interest in BellSouth!

Questions????

Exhibit JAR-15

BellSouth Win Back Activities Review

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meredith.mays@bellsouth.com

Meredith E. Mays
Attorney

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Fax 770 391 2812

September 7, 2001

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Investigation of BellSouth Telecommunications, Inc.'s "Win Back" Activities;* Docket No. 14232-U

Dear Mr. McAlister:

Enclosed please find the original and eighteen (18) copies, as well as an electronic version, of BellSouth Telecommunications, Inc.'s Comments in the above-referenced docket. I would appreciate your filing same and returning the three (3) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Thank you for your assistance in this regard.

Yours very truly,

Meredith E. Mays

MEM:nvd
Enclosures

cc: Parties of Record (via electronic mail)

409958/409179

CERTIFICATE OF SERVICE
Docket No. 14232-U (Win Back)

This is to certify that I have this day served a copy of the within and foregoing, upon parties of record, via electronic mail, as follows:

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Respectfully submitted, this 7th day of September, 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.

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409844

BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

In Re:	)	
	)	
Investigation of BellSouth Telecommunications	)	Docket No. 14232-U
"Win Back" Activities	)	

COMMENTS OF BELLSOUTH TELECOMMUNICATIONS, INC.

INTRODUCTION

Pursuant to the Procedural and Scheduling Order issued by the Georgia Public Service Commission on August 23, 2001, BellSouth Telecommunications, Inc. ("BellSouth") respectfully submits the following Comments regarding its winback activities. During the early part of 2001, BellSouth received complaints from several CLECs related to certain aspects of its winback program. In response to such complaints, on April 26, 2001, BellSouth voluntarily suspended all outbound winback efforts pending a complete review. A comprehensive review of the complaints was undertaken and a report (the "Report") was prepared, a copy of which is attached.[1]

Aside from certain isolated instances described in the Report, BellSouth's review revealed:

- No evidence of systematic wrongdoing;
- No evidence that BellSouth's systems create automatic messages or triggers that are sent to retail employees when CLECs access customer records for wholesale purposes;
- The proper policies regarding use of information contained in BellSouth's systems and sales and marketing had been established; and

- These policies were generally understood in the field.

However, the review also uncovered certain deficiencies in BellSouth's winback efforts, and BellSouth adopted a plan to address such issues, which is also described in the Report. The status of BellSouth's implementation of these activities is described below.

DISCUSSION

BellSouth's Winback Review

As set forth in the Report, BellSouth investigated complaints received from three CLECs, Access Integrated Networks, Inc., ALLTEL Communications, Inc., and IDS Telecom LLC ("IDS"). IDS filed a complaint with the Florida Public Service Commission. IDS also filed a complaint against BellSouth with this Commission on July 15, 2001, which is virtually identical to the Florida complaint. *See* Docket No. 14238-U. BellSouth investigated fully the complaints from these three carriers, the results of which are described in the Report. During the review, BellSouth also uncovered other potential issues with its winback activities, which were not the subject of any CLEC complaint. These issues also are addressed in the Report.

BellSouth has established a formal process for investigating CLEC complaints regarding winback marketing and sale practices. BellSouth has reviewed, and will review, all complaints that include information necessary and sufficient to conduct a review.[2] If any such reviews reveal deficiencies or improprieties BellSouth will take appropriate corrective action.

---

[1] The Report does not contain information protected by either the attorney-client privilege or the work product doctrine.

BellSouth's Winback Plan

A. Competitive Landscape Operating Requirements.

As set forth in the Report, BellSouth has developed a training program entitled "Competitive Landscape Operating Requirements." (*See* attachments, which include BellSouth's Competitive Landscape Operating Requirements – Operational Practices and Guidelines Overview; BellSouth's Fair Competition Policy; and BellSouth's Competitive Intelligence Gathering Guidelines). From July 5, 2001 through August 31, 2001, more than 8,000 BellSouth employees completed this training. This training has initially focused on BellSouth personnel and representatives involved in outbound winback activities and those customer contact personnel engaged in marketing and sales activities. BellSouth anticipates that additional employees, including equipment installers and technicians, also will receive this training, which will be completed during the fourth quarter of 2001.

BellSouth also requires all employees to receive Customer Proprietary Network Information ("CPNI") and Wholesale Information training. BellSouth has recently enhanced its CPNI training material to provide additional emphasis on wholesale information (*See* attached CPNI and Wholesale training materials). From July 5, 2001 through August 31, 2001, more than 17,000 BellSouth employees completed the enhanced CPNI and Wholesale Information training.[3]

B. Third Party Sales Representatives.

---

[2] At a minimum, BellSouth requires the customer name, telephone number, and location, the date of the claimed action, the names of any BellSouth employees involved, and a description of the claimed action.

[3] After completing the Competitive Landscape Operating Requirements and enhanced CPNI training, BellSouth authorized certain employees to recommence winback activities on July 16, 2001. BellSouth has

BellSouth has also implemented training for third party sales representatives involved in telesales and telemarketing on behalf of BellSouth. Third party representatives involved in telesales for the Small Business Services customer operating unit ("COU") have completed training. Third party representatives involved in telesales and telemarketing on behalf of the Large Business Services COU are in the process of training. This training will be completed within the next two weeks. No winback-related telesales and telemarketing will resume in these channels until the completion of this training. The residential or Consumer Services COU does not anticipate using third party representatives for winback-related telesales and telemarketing; in the event that business need changes and third party representatives are deemed appropriate for this purpose, the training of the representatives must take place before winback-related telesales and telemarketing may commence.

C. Monitoring and Approving Systems Access.

As indicated in the Report, BellSouth has also adopted a process for monitoring and approving continued systems access for newly hired and transferred and promoted employees. The attached Mandatory Checklist and reminder memorandum were required for all personnel placed in BellSouth's Customer Markets organizations on or after July 1, 2001.

BellSouth is also evaluating the cost, feasibility, and components of a systems-based approach. This approach would track electronically each employee's use of BellSouth systems and create and remove access to systems. This evaluation is ongoing, and BellSouth hopes to conclude this evaluation by the end of 2001.

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not recommenced any outbound winback activities in Georgia pending the outcome of this Commission's

D. Monitoring and Managing BellSouth Performance.

BellSouth's efforts to monitor and manage compliance with its Competitive Landscape Operating Requirements are ongoing. The Customer Markets Compliance structure, which includes the Small Business Services COU, the Large Business Services COU, and the Consumer COU, tracks all of BellSouth's winback training initiatives. This group will reinforce and review BellSouth's efforts as needed, and is charged with ensuring BellSouth's policies are followed. Violations of BellSouth's winback policies by its employees will lead to the appropriate disciplinary action up to and including termination. BellSouth plans annual internal audits to review activities related to the Competitive Landscape Operating Requirements.

CONCLUSION

BellSouth has carefully reviewed its winback activities and has taken steps to address CLEC concerns about BellSouth's winback efforts. As this Commission considers this matter, it should not lose sight of the significance of winback efforts on competition. Winback activities by BellSouth underscore the increasing competition and market openness in Georgia; indeed, winback promotions are a natural outgrowth of the market development contemplated by the Georgia legislature and Congress. As the FCC has explained:

> Winback facilitates direct competition on price and other terms, for example, by encouraging carriers to "out bid" each other for a customer's business, enabling the customer to select the carrier that best suits the customer's needs.
>
> Some commenters argue that ILECs should be restricted from engaging in winback campaigns, as a matter of policy, because of the ILEC's unique historic position as regulated monopolies. Several commenters are concerned that the vast stores of CPNI gathered by the ILECs will chill

---

investigation.

> potential local entrants and thwart competition in the local exchange. We believe that such action by an ILEC is a significant concern during the time subsequent to the customer's placement of an order to change carriers and prior to the change actually taking place. Therefore, we have addressed that situation in Part V.C.3. *infra.* However, *once a customer is no longer obtaining service from the ILEC, the ILEC must compete with the new service provider to obtain the customer's business. We believe that such competition is in the best interest of the customer and see no reason to prohibit ILECs from taking part in this practice.*

FCC Order on Reconsideration and Petitions for Forbearance, CC Docket No. 96-149 (Order 99-223), September 3, 1999, ¶¶ 69-70. In light of the steps taken by BellSouth to ensure that it complies fully with the law and its policies in conducting winback efforts, no further action by this Commission is required.

Respectfully submitted, this 7th day of September, 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.

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409179

BellSouth's Win Back Activities Review

BELLSOUTH'S WIN BACK ACTIVITIES REVIEW

JULY 17, 2001

I. BACKGROUND AND INTRODUCTION

During the early part of 2001, BellSouth received complaints from competitive carriers ("CLECs") addressing certain aspects of BellSouth's win back and retention activities. These complaints and activities can be placed in two basic categories – alleged disparagement of CLECs; and alleged misuse of wholesale information. In addition, BellSouth had received reports from internal sources of isolated activities related to win back and retention activities.

Following receipt of these complaints and reports, BellSouth Management took three related steps: (1) all outbound (telemarketing and direct mail) win back activities were temporarily suspended; (2) a review of these programs (the "Review")[1] was commenced to ensure that BellSouth policies and guidelines were being followed; and (3) a formal process was adopted for identifying and handling any subsequent CLEC complaints related to BellSouth's marketing and sales practices[2].

The Review revealed (a) no evidence of systematic wrongdoing; (b) no evidence of improper systems links; (c) that proper policies regarding use of information found in BellSouth's systems and regarding sales and marketing practices were clearly established; and (d) that these policies were generally understood in the field. The Review, however, showed isolated instances of disparagement of competitors had occurred in BellSouth's authorized service representative channel and one instance of use of wholesale information that did not comply with BellSouth policy.

Following the Review, BellSouth adopted a plan to further address win back activities. This Report summarizes the complaints, the factual findings resulting from the Review, and the plan that was adopted.

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[1] The Review was conducted under the direction and guidance of the Legal Department. No legal advice that was sought from or provided by the Legal Department is discussed in this Report.

[2] The process adopted designates an individual within the legal department to be responsible for the receipt of all CLEC complaints regarding the win back and retention marketing and sales practices and the investigation of said complaints.

II. ITEMS REVIEWED

A. The CLEC Allegations

BellSouth received the following complaints from CLECs with sufficiently detailed allegations to enable the complaints to be addressed during the Review.[3]

1. CLEC A. During interaction with BellSouth personnel in late April, 2001, CLEC A indicated that their customers had reported having received calls from BellSouth representatives involved in BellSouth's customer win back efforts. It was reported to CLEC A that the BellSouth representatives stated that CLEC A was bankrupt, was going out of business, and would not be able to serve its customers. To facilitate BellSouth's review, CLEC A provided information concerning customers and timeframes for the calls.

2. CLEC B. In early 2001, CLEC B wrote BellSouth and alleged the existence of inappropriate links or triggers between BellSouth's retail and wholesale operations. CLEC B alleged that within a short period of time after having accessed a customer service record or having executed a letter of agency, BellSouth personnel launched retention efforts with respect to the customer.

3. CLEC C. In May, 2001, CLEC C filed a complaint with the Florida Public Service Commission alleging that BellSouth telemarketers had falsely stated that CLEC C was going out of business or was ready to declare bankruptcy or was otherwise unable to provide quality service. The complaint included nine sworn affidavits from CLEC C customers providing the factual basis for the complaint.

B. Self-Reported Events

1. Birmingham SBTC. BellSouth's Compliance personnel became aware of an incident of the use of wholesale information in the Birmingham Small Business Telecommunications Center that did not comply with BellSouth policy. In that instance, it was reported that a Small Business service representative had compiled a win back call list consisting of CLEC customers through access to BellSouth's BOCRIS system.

2. North Carolina Account Personnel. In April 2001, the BellSouth Legal Department was informed that a BellSouth Business account executive in North Carolina had asked questions about the propriety of developing a win back target list using information contained in BellSouth IT systems. This issue was raised prior to development of any list.

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[3] BellSouth also received other complaints or read of complaints in the press. BellSouth requested information necessary to address these complaints during the Review, but to date, BellSouth has received no such information.

3. Louisiana Account Personnel. In April 2001, the BellSouth Legal Department was informed that a list of a CLEC's customers was being used by BellSouth Business account executives in the south Louisiana area. The origin of the list was unknown at the time of the report.

III. REVIEW FINDINGS

A. The CLEC Allegations

1. CLEC A. The Review determined[4] that on or about April 23, 2001, a telesales employee of one of BellSouth's third-party authorized sales representatives ("ASRs") was engaged in an outbound call to a former BellSouth customer. The ASR employee was attempting to make a sale under BellSouth's Full Circle Win Back Program, using BellSouth-provided target lists that were generated utilizing the retail unit's own billing data, consistent with CPNI requirements.

The Review Team showed that ASRs have no access to any BellSouth operational support or other IT systems containing customer information. During this call, the customer being solicited mentioned receiving a mailing from another carrier. Either the ASR employee or the customer misinterpreted the mailing to indicate that CLEC A had declared or would declare bankruptcy and go out of business at the end of April 2001. It is not clear what carrier actually sent the mailing. The customer has disposed of the letter and does not recall who sent it.

Following this sales call, the ASR employee told two or three of her fellow telesales employees that she had heard CLEC A was going out of business at the end of the month. Between Monday, April 23 and Wednesday, April 25, 2001, these ASR employees repeated the erroneous information concerning CLEC A to between ten and fifteen former BellSouth customers, who identified themselves as currently being served by CLEC A. On Wednesday, April 25, 2001, BellSouth directed the ASR to cease engaging in sales efforts with respect to the Full Circle Win Back Program.

It was further determined that information concerning the financial condition of specific CLECs and the CLEC industry in general was distributed by BellSouth's competitive analysis organization with inadequate instructions concerning its use or distribution. While no direct evidence indicates that any such information was provided to the ASR, the Review shows that there is a reasonable likelihood that such information had been provided.

On June 18, 2001, BellSouth sent notice terminating its ASR relationship with the third party.

2. CLEC B. CLEC B provided BellSouth with a list of six customers – all small businesses - that were allegedly contacted by BellSouth sales personnel within two days following either access of a customer service record by CLEC B or the execution of a letter of agency in favor of CLEC B. These contacts by BellSouth allegedly were made between December 2000 and March 2001. As to

[4] The ASR chose not to cooperate with the BellSouth review Team and did not make any of its personnel available for interviews.

the latter alleged "trigger", BellSouth does not require and does not have a practice of receiving individual letters of agency from CLECs. Rather, BellSouth relies on a blanket letter of agency executed by CLECs like CLEC B.

The Review revealed no manual or systems-based trigger, link or flag that signals to BellSouth's retail operations that a CLEC has accessed a customer service record through the LENS or TAG interfaces. The Review discovered that it was technically possible to determine whose service records had been accessed by a CLEC, however, the procedure was not known to the employees interviewed.

The Review included an analysis of the access history for the customer service records for each customer identified by CLEC B. There was no indication of an inappropriate relationship between access by CLEC B to a customer record through the BellSouth's Operational Support Systems and access to the same customer record by BellSouth retail personnel.

Beginning in mid 2000, BellSouth personnel and ASRs engaged in a campaign to sell the Key Customer Program. This program focused on small business customers that met certain location and revenue requirements. All but one of the customers listed by CLEC B was on a targeted customer list generated by the Small Business retail unit.[5] The list of targeted customers was generated utilizing the retail unit's own billing data, consistent with CPNI requirements.

3. CLEC C. The Florida Public Service Commission complaint alleges both disparagement and improper use of wholesale information. The complaint did not provide sufficient detail to assess the wholesale information claim. This claim, however, is similar in nature to the CLEC B complaint, discussed above.

None of the customers that provided affidavits supporting the disparagement claims were contacted during the Review, thus there is no basis at this time to confirm or deny the truthfulness or completeness of the facts set forth in these customer affidavits. For purposes of the Review, the assumption was adopted that BellSouth representatives made the statements in the sworn customer affidavits regarding disparagement.

Three of the customer affidavits provide information that enabled BellSouth to identify the ASR that contacted the customer and made comments concerning the financial condition of CLEC C. As mentioned above, BellSouth has terminated its relationship with that ASR. One affidavit provided sufficient information to enable BellSouth to identify another ASR whose customer service representative allegedly made similar comments. Representatives of that ASR were interviewed. While there was no evidence to support or refute the claims

[5] As to the one customer, the Review found no correlation between retail representatives accessing the customer service record and CLEC B's access.

set forth in the customer affidavit, it was determined that the specific sales representative had been terminated by the ASR for reasons unrelated to the CLEC C claim.

B. Self-Reported Claims

1. Birmingham SBTC. BellSouth has developed a process for creating target lists for win back activities that comply with all applicable legal and regulatory requirements. In short, BellSouth identifies all customers that have completely or partially disconnected service and deletes from that list those non-competitive disconnects that were processed by the retail organization. BellSouth then assumes that the remaining disconnects are the result of competitive loss. Lists generated pursuant to this process are the only authorized sources for engaging in win back activities.

BellSouth's SBTCs are the primary inbound customer service channel – repair, billing and service enhancement – for the mass-market segment of BellSouth's Small Business organization. SBTC personnel also redirect misdirected service calls from former BellSouth customers who are now served by CLECs to the appropriate CLEC. Information necessary to provide this service is contained in a BellSouth system to which SBTC service representatives have appropriate access.

During the infrequent non-peak hours, SBTC personnel are, at times, also permitted to engage in limited outbound sales efforts. In late April 2001, BellSouth's Compliance organization was informed that a specific BellSouth employee in the Birmingham SBTC had engaged in outbound win back efforts using a list not developed pursuant to the approved process.

The employee allegedly involved in this activity was interviewed during this Review, as well as supervisory employees at the center and it was determined that this employee had created a list rather than using the lists that had been created pursuant to the process described above. This list had been used to make a limited number of calls to a CLEC's[6] customers during a very limited period of time prior to discovery and action by BellSouth's Compliance organization.

2. Louisiana Account Executive. In late April 2001, the BellSouth Legal Department was informed that a list of a CLEC's customers was being used by BellSouth Business account executives in south Louisiana. The origin of the list was unknown at the time of the report.

During the review Team all employees with possible knowledge of the list were interviewed and it was determined that such a list did exist. The list had

[6] The CLEC had previously announced that it had declared bankruptcy and had provided notice to its customers that it was exiting the business.

been provided to a BellSouth Business account executive by a Qwest Communications employee and contained no proprietary or confidential legend. In the recent past, the account executive and the Qwest employee had become acquainted while employed by a third party CLEC. It was confirmed that this list had not been generated by use of wholesale information contained in BellSouth IT systems.

3. North Carolina Account Personnel In late April 2001, the BellSouth Legal Department was informed that a recently transferred BellSouth Business account executive had questioned his supervisor about the propriety of developing ad hoc win back lists. The account personnel was interviewed during the Review and it was determined that no such list had actually been created. The employee had, however, engaged in inappropriate "systems surfing.[7]"

[7] "System surfing" means accessing BellSouth's IT systems and databases without a legitimate business purpose to determine what information is obtainable through the systems and databases.

IV. IMPLEMENTATION

Following the Review BellSouth adopted a plan to further address win back activities. The plan consisted of the components set forth below.

A. Competitive Landscape Operating Requirements. BellSouth developed a modular yet integrated training program entitled "Competitive Landscape Operating Requirements." The intent of the training program was to strengthen, enhance the understanding of and reinforce the policies of the Company.

The training will be conducted in two phases. The first phase included all BellSouth and third party personnel that will be engaged in outbound marketing of BellSouth's win back programs and will be implemented prior to the commencement of any win back activity in that channel. The second phase will cover all other BellSouth customer contact personnel and employees that support these groups

The modular training adopted consists of sections covering BellSouth's Fair Competition Policy; CPNI and wholesale information; Access to BellSouth's IT Systems; and Dissemination and Use of Competitive Information. In substance, the training modules contain the following information:

1. The Fair Competition Policy training module includes materials that address:

- BellSouth's "positive selling" approach which dictates that BellSouth will compete in the marketplace solely on the merits of its products and services, on the prices it charges and on the customer loyalty it earns.

- The ability of BellSouth personnel to provide factually accurate comparisons between BellSouth products and services and the products and services of our competitors, including, without limitation, information about prices, features, functionality and availability.

- The prohibition on "negative selling" which includes, but is not limited to:

    - Speaking to customers in a negative way about our competitor's quality of service, reputation, equipment or facilities, rather than emphasizing the positive aspects of doing business with BellSouth;

    - Providing customers with any information or materials, including press clippings that contain any negative commentary about our competitors;

    - Making any statement that implies or indicates that a customer that chooses to purchase services from BellSouth's retail tariffs or

promotions can obtain better service intervals than a customer that purchases the same service from a reseller of BellSouth's services;

- Encouraging customers to breach any contract they may have with a competitor. Any decision a customer may make with regard to terminating a contractual agreement with a competitor should be theirs alone. Further, we should not offer to pay termination fees nor suggest that any existing contract be ignored.

- Providing customers with any information of any kind about the financial condition of particular CLECs or the CLEC industry in general.

- The requirement that customers who are also competitors must be treated fairly and not be disadvantaged, including, but not limited to the prohibition on discrimination between the level of service BellSouth provides its retail customers and the service provided to CLECs and their customers.

- The responsibility of individual employees to ensure the company competes fairly for any business.

2. The CPNI and wholesale information module includes materials that address:

- The BellSouth policy to protect all proprietary information belonging to or in the control of BellSouth, including, without limitation, information about its customers – both carrier and end user, and the services and products provided to those customers by BellSouth.

- The prohibition on access to CPNI or wholesale information until CPNI and wholesale information training has been completed.

- Instruction that the only appropriate uses of individually identifiable wholesale information are (1) to provide the carrier customer with the wholesale services that carrier customer requires and (2) to attempt to sell that carrier customer other services within the total service relationship that exists between BellSouth and that carrier customer.

- Confirmation that it is permissible for BellSouth personnel to redirect misdirected calls from former customers.

- Confirmation that wholesale information cannot be accessed or used for any purpose related to the sale or promotion of any BellSouth product or service to any end user retail customer including targeting end user customers for customer win back or retention efforts.

- Training on the proper use of and access to CPNI and wholesale information is required on an annual basis.

3. The Access to BellSouth IT Systems training module includes materials that address:

   - The prohibition on BellSouth personnel accessing any BellSouth IT systems unless that person has a legitimate and authorized business purpose for such access. Without limitation, this means that BellSouth personnel are prohibited from "system surfing" just to see what information is available.

4. The Dissemination and Use of Competitive Information training module includes materials that address:

   - The circumstances under which it is appropriate to disseminate and use competitive information – for example to facilitate an understanding of the status of the telecommunications industry and its participants.

   - The requirement that any individual employee who collects competitive information shall use such information only in a manner consistent with BellSouth's Competitive Landscape Operating Requirements. Further, such information should be circulated or distributed in compliance with "BellSouth's Competitive Intelligence Gathering Mandatory Guidelines discussed below.

   - The requirement that BellSouth employees only use information received from customers that originated with a competitor (price quotes, responses to RFPs, etc.), that is not marked "proprietary and confidential," if the employee first makes reasonable inquiry with the customer as to whether or not the information is proprietary and confidential.

5. The Competitive Information training module is targeted primarily at those BellSouth organizations that gather and disseminate information about BellSouth's competitors. The training includes materials that address:

   - The requirement that all BellSouth personnel comply with all applicable laws and regulations in acquiring information, including, without limitation, laws and regulations addressing trade secrets, theft, blackmail, wiretapping, electronic eavesdropping, bribery, improper inducement, receiving stolen property, threats, and other improper methods;

   - The prohibition on BellSouth employees or representatives misrepresenting their identity or the identity of their employer or the entity on whose behalf they are acting;

- The prohibition on the use of information that another company has marked "proprietary" or "confidential" (or information BellSouth has reason to think should have been marked that way), regardless of how it is obtained, unless the owner gives BellSouth the right to use the material for a specific purpose or the material has become public information, with concurrence of the BellSouth Legal Department.

- The prohibition on the use of information received from customers that originated with a competitor (price quotes, responses to RFPs, etc.), that is not marked "proprietary and confidential," unless the employee first makes reasonable inquiry with the customer as to whether or not the information is proprietary and confidential.

- The prohibition on the use of a competitor's employees as sources of non-public information. Likewise, new BellSouth employees should not divulge and should not be asked to divulge proprietary information about their former employers.

- The prohibition on BellSouth personnel distributing competitive information to any BellSouth or third party personnel, without explicit instructions as to the proper use and distribution of the information.

- The prohibition on the distribution to any BellSouth customer contact personnel or to any BellSouth or CLEC customer of any articles, publications, reports, analyses or other materials that address, analyze or otherwise discuss the financial condition of any CLEC or the CLEC industry in general.

B. BellSouth has adopted a uniform approach to training, managing, and monitoring all third party sales representatives involved in telesales and telemarketing activity on behalf of BellSouth. The uniform approach is intended to ensure that all third party sales representatives will be informed of and contractually bound to conform their sales practices to BellSouth's positive sales policy. The approach consists of strengthening the training of BellSouth personnel responsible for managing vendors and the adoption of a uniform process for training and monitoring of the vendors themselves.

The core components of this process are:

1. A standardized training course for all BellSouth personnel responsible for the management of third party telesales and telemarketing vendors - the vendor manager training will consist of both the Competitive Landscape Mandatory Guidelines training and specialized training on how to effectively manage vendor relationships to promote compliance and success in the marketplace.