

FastAccess® DSL Conversion Process

Introduction

The table that follows provides a step-by-step outline of the process and associated actions required to complete the conversion of CLEC customers to BellSouth FastAccess Standalone DSL Service. Responsibilities of both the CLEC and BellSouth as related to this process are detailed. This service offering will be available only for existing CLEC UNE-P customers.

Quick Reference

The following acronyms are used throughout the remainder of this Attachment:

- ⇒ **DSL** – Digital Subscriber Line
- ⇒ **LSR** – Local Service Request
- ⇒ **LCSC** – Local Carrier Service Center
- ⇒ **NSP** – Network Service Provider (Includes Internet Service Providers)
- ⇒ **SPOC** – Single Point of Contact
- ⇒ **SUP** – Supplement
- ⇒ **UNE-P** – Unbundled Network Element-Platform

Conversion Process

ACTION	REQUIREMENTS
Initial Order Request	<p>To begin the conversion process, CLEC submits an initial Local Service Request (LSR) to the Local Carrier Service Center (LCSC) according to the existing process.</p> <p>If customer <i>does</i> have FastAccess DSL service, or other DSL service, the request to move the voice service is clarified (rejected), and documented as “DSL on the line”.</p> <p>If customer <i>does</i> have FastAccess DSL service, the request to move the voice service and keep the ADSL the LSR is clarified (rejected), and documented as “CLEC SHOULD HAVE THEIR END USER CONTACT THEIR NSP/ISP PROVIDER FOR CHANGES TO ADSL SERVICE.”</p>
Order Compilation	<p>Upon notification from the LCSC, CLEC will:</p> <ol style="list-style-type: none"> 1. Compile a list of rejected “DSL on the line” orders 2. Send list to the identified BellSouth Single Point of Contact (SPOC) (safa@effectiveteleservices.com) on a daily basis. <p>Upon receiving such orders, BellSouth will:</p> <ol style="list-style-type: none"> 1. Identify which customers currently have BellSouth FastAccess DSL service 2. Identify which customers have DSL service with other providers 3. Determine the method (i.e., Standalone or Existing Loop) for providing FastAccess service for existing FastAccess customers¹ 4. Send a report back to CLEC consolidating the information as gathered during steps 1-3 above by the end of the 3rd business day
Customer Processing	<p>For <i>non-FastAccess customers as identified in the report in step 4 above</i>, CLEC will:</p> <ol style="list-style-type: none"> 1. Immediately begin processing of the order for converting voice service 2. Enable the eventual disconnection of DSL service² <p>For current <i>FastAccess customers</i>, CLEC will:</p> <ol style="list-style-type: none"> 1. Send contact information of FastAccess customers to BellSouth SPOC according to spreadsheet to be provided 2. Wait until notification from BellSouth that FastAccess service has been re-established - Please see important footnote³

¹ BellSouth may satisfy its obligation to continue to provide FastAccess by either: 1.) providing the service on a BellSouth owned and maintained loop that is separate and distinct from the CLEC UNE-P line (i.e., “Standalone” service), or 2.) providing the service on the original line and provisioning a new UNE-P line for the CLEC voice service (“Existing Loop” service).

Also, as indicated in the contract, BellSouth has three days to determine on which line FastAccess service will be provisioned and to notify CLEC of that election. If BellSouth contacts the end user during this process, BellSouth may do so only to validate the end user’s current and future FastAccess services and facilities.

² An end-of-service notification is generated to the NSP prior to disconnection

³ **Submitting a SUP prior to transfer can result in the customer losing FastAccess Service**

ACTION	REQUIREMENTS
Customer Verification and Terms Review	<p>Upon receiving contact information from CLEC, BellSouth will:</p> <ol style="list-style-type: none"> 1. Contact the customer to review the new Terms and Conditions of FastAccess Standalone service 2. Obtain appropriate billing information 3. Adhere to strict contractual guidelines that disallow “win-back” or retention attempts from customers 4. Notify CLEC if: <ul style="list-style-type: none"> • BellSouth has been unable to contact the customer concerning details of the new FastAccess service according to the following process: Attempts are as follows: 3 phone attempts - one attempt each consecutive business day. Upon 3 unsuccessful phone attempts contact customer via a letter (5 business days to receive). • The customer does not agree to the terms and conditions of the new service, and wishes to discontinue FastAccess service⁴ • The customer does agree to the terms and conditions of the new service • The customer has any questions about CLEC services, or has concerns about converting voice service to CLEC • The customer FastAccess Standalone DSL service is completed
Service and/or Line Installation	<p>Should the customer accept the new terms and conditions, BellSouth will:</p> <ol style="list-style-type: none"> 1. Begin processing orders for FastAccess DSL service, and the new line (if applicable) This process can take up to, and possibly exceed, 30 days 2. Dispatch a technician to the customer home or business to install the second line (if applicable) and the FastAccess Service⁵ 3. Notify CLEC once installation of the BellSouth FastAccess DSL service is complete 4. Disconnect FastAccess on the existing line, upon verification of its successful operation on the new line 5. Advise CLEC when this work is complete as stated above

⁴ CLEC will be advised to contact the LCSC to have the ADL++ USOC removed or submit a SUP to cancel the original LSR

⁵ In the event FastAccess is moved to a second line: once the appropriate line is installed, the BellSouth group will issue an order to move the FastAccess to the new line for data only.

Conversion Request	Upon receiving notification that the service is complete, CLEC will: <ol style="list-style-type: none">1. Re-submit the original LSR for conversion to UNE-P2. Change the due date on the LSR requesting the conversion to UNE-P to indicate the appropriate due date interval <p>Note: The Loop order will be processed in the manner it is today.</p>
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- end of process -