
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91083937**

Date: January 14, 2004

To: Resale Competitive Local Exchange Carriers (CLEC) Only

Subject: Resale CLECs Only– (Billing/Maintenance & Repair) – Update to BellSouth’s Trouble Determination for the state of Kentucky Only

Trouble Determination is a service that BellSouth provides when it is necessary to dispatch a Repair Technician to an end user’s premises to make a determination as to whether a reported trouble is located in BellSouth’s network or is on the end user’s side of the network interface (demarcation point). When it is determined that the trouble is in BellSouth’s network, no charge is applicable. However, when it is determined that the source of the trouble is on the end user’s side of the demarcation point a charge may be applicable. Kentucky basic individual line residence and business customers may subscribe to BellSouth’s tariffed monthly recurring charge for Trouble Determination to avoid paying a one time charge per visit for Trouble Determination when a Repair Technician determines that the source of the trouble is on the end user’s side of the demarcation point.

In Kentucky, the Inside Wire (ISW) Maintenance Service Plan does not cover Trouble Determination. In order to receive full coverage, basic residence and business customers must subscribe to both the ISW Maintenance Service Plan (SEQ1X) and the monthly Trouble Determination charge (TDG). The monthly Trouble Determination charge is currently \$0.25 per line. If a Kentucky customer has the ISW Maintenance Service Plan (SEQ1X) without the monthly Trouble Determination charge (TDG), a one time trouble determination charge per visit will be billed if the source of the trouble is found to be on the customer’s side of the demarcation point.

Currently, when a Local Service Request (LSR) is submitted mechanically for Resale (REQTYP E) to add or remove Trouble Determination (TDG), the system will ignore the request and process the order. For a request in Kentucky, effective immediately, when a LSR is submitted for Resale (REQTYP E) to add or remove Trouble Determination(TDG), the LSR must be submitted manually until a mechanized process is implemented. In order to qualify for the mechanized LSR charge, and avoid being billed the manual LSR charge; please follow the procedure outlined below:

- Populate the **REMARKS** field on the LSR page with the code “**SOME**”, and
- Complete all required pages of the LSR form that pertain to the service being ordered.

If this procedure is not followed, the manual LSR charge will be applied as required for manual LSRs pursuant to the current CLEC Resale Agreement.

Please contact your BellSouth Local Support Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services