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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification****SN91084317**

Date: December 21, 2004

To: Non-Complex Resale, Unbundled Network Element-Platform (UNE-P) and DS0 Wholesale Local Voice Platform (WLVP) Services Competitive Local Exchange Carriers (CLEC)

Subject: Non-Complex Resale, UNE-P and DS0 WLVP CLECs – (Business Operational Process) New Protect the F Order Process Implemented

This is to advise that effective October 22, 2004, BellSouth implemented the Protect the F Order Process for its Non-Complex Resale, UNE-P and DS0 WLVP CLEC customers.

In an effort to minimize potential end user down time during a transfer of service, the attached process has been implemented when the T portion of the request has been placed in a Missed Appointment (MA) status or in a Pending Facility (PF) status.

Additionally, a process has also been developed to address situations when the F order reaches completion (CP) status before the T order as the result of the T order being placed in a MA or PF status.

Please contact your BellSouth local support manager with any questions.

Sincerely,

**ORIGINAL SIGNED BY KRISTEN ROWE FOR JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services

Attachment

## Protect F Order Process

**When an order is in Missed Appointment (MA) or Pending Facility (PF) status, the CLEC or a technician may contact the Local Carrier Service Center (LCSC) to request temporary service until the MA or PF status is cleared by providing the Company Code/Purchase Order Number (CC/PON) for one of the following remote call forwarding services:**

### T order is in MA or PF status and F order is in CP status

T order is in MA or PF status and F order is in CP status	
<b>1</b>	Remote call forwarding service to a landline (residence or business)
<b>2</b>	Remote call forwarding service to MemoryCall <sup>®</sup>
<b>3</b>	Remote call forwarding service to cell phone (Cell phone number should be provided by the CLEC. BST will <b>not</b> be responsible for cell phone usage charges.)
<b>4</b>	<p><b>If same TN is being reused:</b></p> <ul style="list-style-type: none"> <li>• Temporarily assign new telephone number to the T order</li> <li>• The T order will be updated to reflect new temporary number. It will be the CLEC's responsibility to follow up and request the numbers be changed and disconnected.</li> <li>• An N order will be issued to establish remote call forwarding service using the original telephone number per Note 1, 2 or 3</li> </ul> <p><b>If different TN is assigned to original T/F orders:</b></p> <ul style="list-style-type: none"> <li>• An N order will be issued to establish remote call forwarding service, assigning the telephone number from the completed F order, per Note 1, 2 or 3</li> </ul>

### T order is in MA or PF status and F order is in PD status

T order is in MA or PF status and F order is in PD status	
	The LCSC may be contacted by a CLEC or technician to protect the working service at the F location when the T order has been placed in a MA or PF status by the technician.
	Upon call receipt, the F due date (FDD) will be extended <b>1 year</b> from the existing FDD (excluding Saturdays, Sundays, or holidays), in an effort to protect the dial tone at the F location.
	The CLEC is required to submit a SUP02 to extend the F due date.
	When the PF condition is cleared the T order will be assigned a DD. The F will be updated and assigned the same DD.