
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082191**

Date: November 6, 2001

To: Interexchange Carriers (IXCs) and Facility Based Competitive Local Exchange Carriers (CLECs)

Subject: IXCs, CLECs – **REVISED** - National Operator Assistance for IntraLATA, InterLATA and International Operator Assisted Calls (Originally posted February 1, 2001)

Effective January 1, 2001, National Operator Assistance (NOA) became available as a wholesale service for IXCs and CLECs. NOA is a wholesale service that enables a carrier to aggregate operator assistance service requests on a nationwide basis, using one source for the assistance request. This service provides assistance for 0+, 01+ and 00- access for collect, bill-to-third-party number, calling card, and bill-to-originating telephone number call types using BellSouth equipment and operators. It includes other operator functionality for transfer to directory assistance, general dialing instructions and transfer to regional fraud centers, business office and repair. Additionally, the subscribing carrier will be able to brand these calls.

NOA is offered through tariffed rates, either as a volume and term plan or on a month-to-month plan basis. This service is offered to IXCs and Facility-Based CLECs.

DESCRIPTION OF SERVICE:

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|--|---|
| Access | <ul style="list-style-type: none">• 0+ InterLATA and IntraLATA• 01+ International• 00- InterLATA and IntraLATA |
| Bill Types | <ul style="list-style-type: none">• BellSouth Calling Card (Global Calling Card and BST "blue" card)• Other Local Exchange Carrier (LEC) Line Information Database (LIDB) based calling cards• Bill to other LEC telephone number within the U.S. (bill to third party)• Collect to any LEC telephone number within the U.S.• Bill to originating telephone number (except from Wireless and restricted phones) |
| Operator Services Call Handling Options | <ul style="list-style-type: none">• Fully automated: station to station• Operator Assisted: station to station• Operator Assisted: person to person• Operator Handled: station to station• Operator Handled: person to person |

DESCRIPTION OF SERVICE - continued:

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|-------------------------|---|
| Destinations | <ul style="list-style-type: none">• IntraLATA• InterLATA – any destination within the U.S.• International – any country<ul style="list-style-type: none">• Transfer to Directory Assistance• General dialing instructions• English (live and auto 24 hrs/7 days a week)• Spanish Language (live and auto 24 hrs/7 days a week)• Rate Quotes• Custom Branding• Pre-bill credit adjustments• Transfer calls to Regional Fraud Center and Business Office |
| Fraud Management | <ul style="list-style-type: none">• The Network Fraud Control System (NFCS) option will provide NOA customers with additional fraud monitoring and management capabilities associated with NOA service. This option provides enhanced capabilities, which actually allow an NOA customer to monitor and control fraudulent calls over its network without impacting other carriers' networks. An NOA customer requesting this option must provide its own connectivity (links/protocols and terminals) for accessing the NFCS. |

HOW IT IS USED:

The wholesale customer's end-users dial 0+, 01+ or 00- to place intraLATA, interLATA and international calls.

BENEFITS TO CUSTOMERS:

- Volume and term plans
- Competitive wholesale rates
- Five (5) different billing options
- Customer-provided customized rates
- Cumulative call usage commitment over the entire term, rather than annually
- No charge for "Per Call Returned for Call Completion"
- No recurring charge for "Per Call Branded"
- Verification provided on **all** billed-to-third-party calls
- Award Winning operators
- 24 hrs/7 days coverage
- Automation (English and Spanish) on both 0+ and 00- calling

TARIFF REFERENCES:

- Flat rate NOA trunks – BellSouth Access Services Tariff, FCC No. 1, Section 18.3
- NOA Service – BellSouth Access Services Tariff, FCC No. 1, Section 18.3
- Signaling System 7 (SS7) Infrastructure - BellSouth Access Services Tariff, FCC No. 1, Section 6.1
- Georgia Access Services Tariff, Section E18.3
- Alabama Access Services Tariff, Section E18.3
- **Louisiana Access Services Tariff, Section E18.3**
- **North Carolina Access Services Tariff, Section E18.3**

If further information is needed, please contact your BellSouth account team representative.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services