
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91082469**

Date: February 12, 2004

To: Resale Competitive Local Exchange Carriers (CLEC)

Subject: Resale CLECs – (Billing and Business/Operational Process) - **REVISED**: Toll Blocking Option Deposit Waiver for Credit-Challenged End Users (originally posted June 26, 2001, latest revision January 21, 2004)

This is to advise that the Toll Blocking Option Deposit Waiver for Credit-Challenged End Users (USOC TBODW) will be available for use on **March 14, 2004**. In the interim, please continue to submit all billing adjustments for those charged for periods prior to September 30, 2001, to your BellSouth account team representative. Please submit all charges incurred after September 30, 2001, using the normal Billing Adjustment Request (BAR) form and present for refund using the normal Billing Adjustment procedure. Any billing adjustments for periods prior to September 30, 2001, please submit those charges to your BellSouth Local Contract Manager. **BellSouth will not accept CREX true up adjustment requests for any charges billed after May 1, 2004.**

In order to better serve its customers, BellSouth has scheduled to make available for resale a new Uniform Service Order Code (USOC), TBODW, allowing CLECs to waive a deposit for credit-challenged¹ end users. The appearance of the TBODW USOC will allow the CLEC to block toll calls at no charge to their end users. BellSouth systems will populate the Field Identifier (FID) Toll Billing Exception (TBE) with data of "A" that will block third number and collect calls. **Effective March 14, 2004**, CLECs may begin utilizing the TBODW USOC via the electronic and manual-ordering processes in place of CREX1, CREXA, and CREX7 for existing and new credit-challenged end users. **This change is associated with Change Control Process (CCP) CR 1263, which is posted on the CCP Web Site.**

BellSouth has determined that some CLEC end users that were deemed credit-challenged may have been eligible for a toll blocking deposit waiver beginning on November 16, 1999, in Georgia and Tennessee and on November 23, 1999, in Alabama, Florida, Kentucky, Louisiana, Mississippi and South Carolina.

Beginning 4th Quarter 2001, a billing true-up process began. The true-up adjustments will be applied as a credit to the CLECs' Q Accounts in line with the applicable credit-challenged end user's Earning Telephone Number (ETN). Any CLEC with records indicating that a credit-challenged end user was eligible for the toll blocking deposit waiver during those timeframes through September 30, 2001 should submit the attached billing true-up request form to its BellSouth Local Contract Manager for verification and processing. Standard billing dispute timeframes of sixty (60) days will apply.

For credit-challenged end users only, the CLEC will need to provide BellSouth with the USOC, TBODW, and the Customized Code Restriction USOC (CREX1, CREXA, CREX7). Please contact

¹ Credit-Challenged refers to Residential end users who do not have the ability to either a. place a security deposit for full telecommunications services and/or b. do not have the ability to pay for service beyond basic flat rate dial-tone. These end users have typically been either disconnected or denied for non-payment in the past.

your BellSouth Local Contract Manager for details on the procedure for placing bulk orders for existing credit-challenged end users and with any questions your company may have regarding processing of the Credit-Challenged True-Up Forms.

The electronic and manual ordering procedures to TBODW are specified below.

The following USOC must appear with the TBODW USOC:

<u>USOC</u>	<u>STATE</u>
CREX 1	LA, MS, TN, KY, SC, AL, GA
CREX A	Florida only (calls within the expanded local exchange area will be blocked)
CREX 7	Tennessee and Kentucky – This option is only available in conjunction with one of the Area Plus LATAWide services.

Following are the Area Plus LATAWide USOCs:

<u>TENNESSEE</u>	<u>KENTUCKY</u>
AT3	AQ3
AT3CL	AQ3CL
ATL	AQC
ATLCL	AQCCL

The following restrictions apply for Toll Blocking Option Deposit Waiver:

- No other toll blocking USOC allowed
- End users will be denied access to 1+ dialing through the CREX1, CREXA, option at no charge
- Optional Calling Plans (OCP) will not be allowed on accounts with the TBODW USOC in place
- The TBODW USOC is valid in all states except North Carolina
- The FID TBE with data of "A" is required to block third number and collect calls

Once the USOC TBODW is available, BellSouth will no longer be held responsible for the incorrect application of the USOCs TBODW, CREX1, CREXA and CREX7. **BellSouth will not accept CREX true up BAR forms or make adjustments for any charges billed after May 1, 2004.** BellSouth reserves the right to audit CLEC records to ensure that TBODW is only being used for credit-challenged end users.

Should you have any questions please contact your Local Contract Manager.

Sincerely,

ORIGINAL SIGNED BY PAMELA TIPTON FOR JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services