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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification****SN91083159**

Date: June 14, 2002

To: All BellSouth Interconnection Services' Customers

Subject: All BellSouth Interconnection Services' Customers – Informational Changes on Viewed Customer Service Records (CSR)

This is to advise that effective immediately, a new Field Identifier (FID) and Credit Uniform Service Order Codes (USOC) will appear on the CSR for BellSouth residential customers ordering BellSouth® Complete Choice® service and BellSouth® Area Plus® service with Complete Choice Multiline. Customers with two lines that qualify for the Complete Choice Multiline discount will use a new FID and Credit USOC on their CSRs to associate the additional line with the main account number. The additional line will be the Billing Telephone Number (BTN) to the main account number.

The following FID information will appear on the CSR:

- MLC = Multiline Credit FID - will appear on the additional line in the BILL Section of the CSR
- BTN = Billing Telephone Number - will appear in the BILL Section of the additional line with the main telephone number floated behind the BTN FID.

The following Credit USOCs will appear in the Service and Equipment Section of the additional line account:

- CRD2C = Complete Choice 2 line plan (all states)
- CRD2A = Area Plus with Complete Choice 2 Line Plan (all states except TN and KY)
- CRD2P = Area Plus with Complete Choice 2 Line Plan (TN & KY)

Please review all CSRs for these new indicators. There are no changes in the process for submitting Local Service Requests (LSR) for these types of accounts. When submitting service requests for these types of accounts, the Two-Line Plan package USOC specified in the tariff must be placed on the LSR. Please refer to Section A3 of the BellSouth General Subscriber Services Tariffs (GSST) for the appropriate Multiline Package USOCs. The Multiline Package USOC must be provided on the LSR to receive the appropriate discount.

If you have any questions, please contact your BellSouth Local Support Manager.

Sincerely,

**ORIGINAL SIGNED BY JIM BRINKLEY**

Jim Brinkley – Senior Director  
BellSouth Interconnection Services