
BellSouth Business Markets

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91083255**

Date: January 19, 2007

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Business/Operational Process) – **REVISED** - Verification of Dual Service on Move Orders (previously revised on August 26, 2003)

Since August 26, 2002, CLECs have been able to verify if dual service is available for an end user on a move order prior to the submission of a Local Service Request (LSR). If dual service is available, this means that an end user can have service working at a new location while maintaining temporary service at the old location.

This process was originally implemented on a trial basis. However, based on the volume of requests and successful verifications, a determination was made to adopt this process. The process will remain an optional offering. Please note that the verification of the dual service is not a guarantee that dual service or facilities will be available at the time the order is issued.

The process is outlined in the attached instructions and is a manual pre-ordering process.

Please contact your BellSouth local support manager with any questions.

Sincerely,

Original signed by Kristen E. Shore

Kristen E. Shore – Director
BellSouth Business Markets

Attachment

DUAL SERVICE VERIFICATION

This process outlined below is intended to provide the pre-order capability to verify if dual service is available on a move order prior to the submission of an Local Service Request (LSR). If available, this will mean that an end user can have service working at a new location while maintaining temporary service at the old location.

This is a manual process. This process will cease at the time that an electronic capability for verifying dual service becomes available.

**The verification of dual service is not a guarantee that dual service or facilities will be available at the time the order is issued. The CLEC will be verifying that the facilities will provide dual service at the time of the look-up. It is not intended to be a reservation of the facilities.

BELLSOUTH RESPONSIBILITIES:	
TELEPHONE NUMBER:	800 773-4967
EXTENSION NUMBER:	Option 1: Resale Group
BellSouth Local Carrier Service Center (LCSC) Resale agent receives a call for dual service verification	The service representative will contact the appropriate department to verify dual service. The service representative will respond with a yes or no, depending on availability of facilities.
The Local Carrier Service Center (LCSC) receives a request for a move order from the CLEC and dual service is requested:	The LCSC service representative will take no action to verify the dual service. The service orders will be issued using the dates requested on the LSR and indicate that dual service is requested on the service orders.
The LCSC receives a request for a move order from the CLEC and "NO" dual service is requested.	The LCSC service representative will issue the service orders using the due date requested on the LSR and without a dual service request indicated on the service orders.
BELLSOUTH reserves the right to convert this process to verification via e-mail if the volumes increase to the point to warrant that action.	

CLEC RESPONSIBILITIES:	
If the CLEC determines that the end user wants dual service:	The CLEC will call the 800 number for the Resale group and provide the telephone number(s) and address(s) that require verification of Dual service.
If dual service is YES:	The CLEC will issue the LSR with dual service requested
If dual service is NO:	The CLEC will issue the LSR with no dual service requested.