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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91083591**

Date: February 14, 2003

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - BellSouth Business Rules for Local Ordering (BBR-LO) Issue 12.0 - Update to add the Guidelines for Ordering Dual Service

This is to advise that effective March 31, 2003, the guidelines for ordering Dual Service will be added to the BBR-LO, Issue 12.0 and posted to the BellSouth Interconnection Services' Web site in the Customer Guides Section at:

<http://www.interconnection.bellsouth.com/guides/index.html>

This update is associated with Change Request CR1087.

When submitting a Local Service Request (LSR) for Dual Service, please follow the guidelines outlined below. Dual Service is valid for REQTYPs: E and M and ACTTYP: T.

## 1. Dual Service

### 1.1 Description

Dual Service provides the same dial tone (same telephone number) at two different addresses within the same serving wire center. Dual Service may be requested by the customer when they are moving from one address to another and need to temporarily retain service at the old address after the service has been connected at the new address.

The customer is billed for service at each location. An additional one-time charge for connecting the same telephone number at more than one location is also billed.

Customers who move and change their telephone number may retain service at the old address after the service has been connected at the new address. This is not considered Dual Service since each telephone number works independently. The customer is billed for the service at each location.

#### 1.1.1 Ordering Considerations

Please refer to [Carrier Notification letter SN91083255](#), posted August 1, 2002, for instructions on verification of Dual Service on Move Orders prior to LSR submission to the Local Carrier Service Center (LCSC). Once availability of Dual Service has been verified, a LSR should be submitted to the LCSC using ACT T, LNA T.

#### 1.1.2 Restrictions

To order a customer move and maintain service at both locations for a temporary period, the following conditions must be met:

### 1.1.2.1 LSR Restrictions

- ❑ Valid REQTYPs are: E (Non-Complex Resale) or M (Non-Complex UNE Port Loop Combinations).
- ❑ Valid ACT is: T
- ❑ The LSR is processed using the R/C/O tables established for REQTYPs E (Non-Complex Resale) or M (Non-Complex UNE Port Loop Combinations) products with ACT of T.
- ❑ The Desired Due Date Out (DDDO) (for the "F"-order), must be a later date than the Desired Due Date (DDD) (for the "T"-order)
- ❑ The Desired Due Date Out (DDDO) must be no more than 30 days past the Desired Due Date (DDD). Exception: The DDDO may be no more than 90 days past the DDD in Florida only.
- ❑ The FID "DUAL" is populated as feature detail for the Line Class of Service USOC on each line on which Dual Service is being requested.
- ❑ To request "partial" Dual Service, the FID "DUAL" must be populated as feature detail for the Line Class of Service USOC on each line on which Dual Service is being requested. All lines not moving to the new service address should not appear on the ACT T LSR.

### 1.1.2.2 Service Order Restrictions

- ❑ Dual Service is provided where facilities are available and when the customer's service configuration permits. Please refer to [Carrier Notification letter SN91083255](#), posted August 1, 2002, for instructions on verification of Dual Service on Move Orders prior to LSR submission to the LCSC.
- ❑ Dual Service is not available for Party Lines, Remote Call Forwarding, Wide Area Telephone Service (WATS), Private Branch Exchange (PBX), Mobile, COIN, Telephone Answering Service, Foreign Central Office Service, SLC96 Cable, ADSL, Line Splitting, Line Sharing or any Designed Service.
- ❑ Dual Service may not exceed 30 calendar days in AL, GA, MS, KY, LA, NC, SC, and TN.
- ❑ Dual Service may not exceed 90 calendar days in FL.
- ❑ The telephone number must remain the same.
- ❑ The "F" and "T" service addresses must be served from the same BellSouth Central Office (Wire Center).

### 1.1.3 Tariff References

General Subscribers Service Tariff (GSST) Section A4.

### 1.1.4 USOC / FID References

The FID "DUAL" must be populated as feature detail, floated behind the Line Class of Service USOC, for each line on the existing account for which Dual Service is being requested.

Please contact your BellSouth Local Support Manager with any questions.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services