
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91083871**

Date: October 27, 2003

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs - (Documentation/Guides) – Update to the Customer Service Record (CSR) Job Aid, Issue 2D

This is to advise that an update to the CSR Job Aid, Issue 2C, will be made for the Customer Guides-Pre-Ordering Web site. The updated CSR Job Aid document will be posted to the BellSouth Interconnection Services' Web site on Monday, November 24, 2003. A new section will be added to this document entitled "Posting of CSR Information."

Please refer to the attachment for specific details.

This update can be found on the BellSouth Interconnection Services' Web site in the Customer Guides Section at:

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

Please contact your BellSouth Local Support Manager with any questions.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

Attachment

Customer Service Record (CSR) Job Aid and Parsed Customer Service Record (PCSR) Job Aid

Posting of CSR Information

There is no established official BellSouth 'standard' interval for the posting of CSR information to customer accounts upon the completion of service order activity. As is done for its own retail account records, BellSouth generally provides CSR updates to CLEC accounts within one business day of *the completion of the processing of an error-free service order*.

One situation that may affect a CSR update is the timing of the completion of the service order activity. During the bill preparation phase at the end of a billing cycle, the CSR for a given account may be 'frozen' for up to four (4) business days. Therefore, if an attempted CSR update occurs at the beginning of this 'frozen' period, CSR update may not take place for up to four (4) business days.

Other variables may affect updates to the CSR. For example, a CLEC service order may have proper information to allow provisioning to be completed, but various types of errors in coding on the service order may prevent the order from posting to billing and updating to the CSR. A BellSouth billing representative must manually correct these types of service order errors, as is the case for BellSouth's own retail service orders. This error correction process generally takes only one or two business days. However, some exceptions do exist that increase the time required for error correction. These exceptions include errors that require programmer intervention.

In the event that a CSR is not updated within the Guidelines set forth in the paragraphs above, a CLEC should contact the BellSouth Local Carrier Service Center (LCSC).