
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91083921**

Date: January 5, 2004

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Documentation/Guides) - Update to the BellSouth Local Ordering Handbook (LOH) **15.0** Local Service Ordering Guide 6 (LSOG6) and EDI Local Mechanization Specifications 6 (ELMS6) for Release 15.0

This is to advise that BellSouth has identified the following documentation defects in the LOH **15.0** for ELMS 6 Release 15.0.

CCP Number	Description Of The Change
1615	Updated section for Wireless Providers LCSC Fax and Contact info in the General Local Service Ordering chapter of the LOH. Atlanta LCSC Wireless Service Provider Fax Number is wrong / correct number is (888) 581-6038

Please refer to the attachments for specific details of the changes listed above.

These changes will be reflected in the next update of the ELMS 6 Release 15.0/LOH Version **15.0a**, scheduled to be posted February 9, 2003.

A summary of all changes within this document will be listed in the **Summary of Changes Section**. 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/leo.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

Attachments

CCP 1615 Attachment Listed Below**LOH****General Local Service Ordering Information****Wireless Service Providers Contact Information**

LCSC Fleming Island Customer Menu: (888) 285-6123

BellSouth Wireless Local Number Portability Center

- Press 1 to reach a Service Representative
- If you need to contact the LCSC, please call 800-872-3116

For inquiries about orders that have been Issued or In-progress, all WSPs may call the Fleming Island, Florida, LCSC at: (888) 285-6123 To submit LSRs via FAX, the following FAX #s are to be used:

- Atlanta LCSC Wireless Service Providers: (888) 581-**6028 6038** • Birmingham LCSC Wireless Service Providers: (877) 711-0378

WEBSITE

<http://interconnection.bellsouth.com/centers/html/lcsc.html>

Local Carrier Service Center (LCSC)**Description:**

The LCSC serves as the single point of contact (SPOC) for processing partially mechanized and manual local service request from the CLEC's for partial mechanized* or manual ordering. The center serves resale-based CLECs, which subscribe to BellSouth services and offer them for resale to end-users within a given area, and facility-based CLECs, which provide service to end-users using their own network and facilities.

** Questions concerning mechanized orders or ordering should be directed to the CSM or the EC Support Group.*

The LCSC processes service order requests and provides status (clarification, order confirmation, service troubles, missed appointments) on service requests. The center also delivers authorized customer record information and performs billing inquiries and payment arrangements.

LCSC Call Handling Process

The Service Representative will handle up to 5 PON issues for the customer per call.

Although the LCSC will provide assistance to customers for up to 5 PONs per call, BellSouth recommends that customers promptly contact the LCSC with individual PON issues. Customers should utilize the documents, reports and interface options provided by BellSouth prior to calling the LCSC. Customers that choose to collect PON issues and periodically call the LCSC for assistance impact the amount of resources available to assist other customers. Inappropriate customer procedures can hinder BellSouth's ability to provide dependable and consistent service to all customers.

In the event a Customer needs assistance with numerous PONs due to a BellSouth systemic problem, or a recurring problem with the same type error that appears to be due to a BellSouth issue, the customer may request that the LCSC review the problem to determine if a higher level of support is needed. A call back request will be submitted and a manager will respond within one hour.

LCSC Fax Numbers:

The following fax numbers should be used when submitting a faxed Local Service Request (LSR) to the LCSC:



Attachment
SN91083921

Updated Wireless fax number information to drop-down-box (below)

ATLANTA LCSC (for Wireless Services): 1-888-581-6028 6038

BIRMINGHAM LCSC (for Wireless Services): 1-877-711-0378

Updated this information (below).

Wireless Service Providers:

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LCSC Location and Hours: