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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91084171**

Date: July 16, 2004

To: All Interconnection Services Customers

Subject: All Interconnection Services Customers – (Other – Work Stoppage) – BellSouth Labor Negotiations - Service Prioritization

As noted in Carrier Notification Letter [SN91084113](#) dated June 1, 2004, the working agreement between BellSouth and the Communications Workers of America (CWA) expires effective August 7, 2004 at 11:59 PM Eastern Daylight Time (EDT). Bargaining for a new agreement continues and, while BellSouth expects to reach a new agreement without a work interruption, BellSouth must prepare for a potential work stoppage. The purpose of this notification is to communicate the general priorities of work and the basic protocol for doing business with BellSouth during a potential work stoppage. This document also includes pertinent Collocated facility entrance instructions. Although the wholesale centers will observe normal hours of operation during a work stoppage, BellSouth strongly encourages your company to order all critical service needs prior to such an event so BellSouth can better meet customer needs.

The following **Business Practices for Work Stoppage** was developed by the General Service Continuity Committee (GSCC) comprised of various Network and Interconnection disciplines. In the event of a work stoppage, all maintenance, repair, and provisioning of services will be performed in strict compliance with these **Business Practices**.

## **1. General Business Practices during a Work Stoppage**

At the beginning of a work stoppage, BellSouth will perform only demand maintenance, repair, emergency and category 1 provisioning, at least for the first two weeks of the work stoppage. Manpower availability will be monitored and allocated daily to meet maintenance demands.

When conditions and manpower warrant, BellSouth will begin additional provisioning activity as outlined later in this notice. The following describes **Demand Maintenance and Repair Prioritization, Provisioning for Emergency Situations and Provisioning Prioritization**.

### **a) Demand Maintenance and Repair Prioritization**

During the first two weeks of a work stoppage, available forces will manage the load for demand maintenance and repair according to maintenance priorities. The priorities for trouble resolution/dispatch will be as follows:

#### **Service Priorities**

- 1) Telecommunications Service Priority (TSP) circuits
- 2) Fiber Ring failures
- 3) DS 3 and above service

- 4) DS 1 service
- 5) Designed services less than DS 1
- 6) Business POTS service to include Retail, Wholesale Local, Local Number Portability (LNP) and Digital Subscriber Line (DSL)
- 7) Consumer service to include Retail, Wholesale Local, LNP and DSL

## **b) Provisioning for Emergency Situations**

Some conditions will warrant provisioning for emergencies. For purposes of potential work stoppage planning, a service emergency is defined as any service condition that jeopardizes the general public or an individual's health or safety. This definition disqualifies any requests made on an economic and/or political basis. Homeland Security, TSP, Federal Emergency Management Administration (FEMA) requests, and the State counterparts to FEMA will by definition be considered emergency needs.

## **c) Provisioning Prioritization**

With the exception of Emergency Provisioning and Category 1 Orders (Flow-through orders not requiring dispatch), the decision to provision new services in categories 2 and 3 will be made only when adequate conditions prevail and there is sufficient force to work the load. The priority for provisioning will be worked based on the following three categories:

### **Category 1 (Flow through orders without dispatch – Business as usual)**

Category 1 orders (see examples below) are those that flow through requiring no manual handling or dispatch.

- Denial & Restoral Orders
- BellSouth switched based conversion orders (Retail 1FR/1FB to UNE-P/Resale & UNE-P/Resale to 1FR/1FB)
- Disconnects (Retail cut through (CT), Resale CT, UNE-P CT)
- Feature only orders
- Designed Flow Through Orders

### **Category 2 (Flow through orders that typically do not require field dispatch)**

Category 2 orders typically flow through with possible central office activity and no field dispatch required. These orders (see examples below) will be assigned a 10-business day interval and allowed to process. When category 2 provisioning begins, orders that require field dispatch will be re-assigned a future due date as outlined in category 3.

- Quick Service (Retail, UNE-P, Resale)
- Inward Service with connected facilities (Retail, UNE-P, Resale)
- Non-designed services (e.g. SL1 where no field dispatch-out is required)
- Stand alone LNP & Type II wireless LNP

### **Category 3**

Category 3 orders are all other service types excluded from categories 1 & 2 and known to require a field dispatch ("truck roll"). These orders will be assigned an "M" Appointment status with a 60-day rolling interval. Customers will be advised that orders will be worked as soon as possible depending on the duration of the work stoppage. Dispatches will be controlled by the Network Department based on available force, skill level, load, and service priority outlined in maintenance Section 2a. Initially, orders will be given a Firm Order Confirmation (FOC) with standard interval and then re-FOC'd with a 60-day interval. When Network is able to work a given order, a new FOC due date will

be assigned, the customer will be contacted by the appropriate Overall Control Center (OCO), and the provisioning process will proceed based on the new due date.

Time Specific Category 3 orders will be treated as an exception. All time specific activities will be delayed for the duration of the work stoppage due to manpower constraints. Time Specific orders will be assigned an "M" Appointment status for the duration of the work stoppage. CLEC internal migrations will not be accepted during the course of a work stoppage. Requests of this type should be submitted prior to any work stoppage.

#### **d) Trunking/Collocation**

Due to limited manpower and the complexity associated with trunking additions, collocation adds or modifications to existing collocated sites, Network anticipates that no trunk/collocation additions/modifications will be made during a work stoppage. The only exception to this policy would be a blocking condition severe enough to pose a significant adverse impact on networks.

## **2. Wholesale Center Hours of Operation**

During a work stoppage, normal hours of operations will be observed by the wholesale centers. Access to Maintenance, Pre-Ordering & Post Ordering Systems will be business as usual. However, since manual interfaces may experience delays depending on the volume of calls and the number of available forces, BellSouth strongly encourages customer to use all electronic bonded resources (e.g. LENS, TAFI, CPSS, CSOTS, etc.) and to restrict all order activities to only emergency situations.

## **3. Neutral Party Access Guidelines**

In the event of a work stoppage by CWA, picket lines may be established at points of co-location. BellSouth has designated Competitive Local Exchange Carriers (CLECs), Interexchange Carriers (IXCs), Wireless Service Providers (WSPs), and their authorized vendors/contractors as neutral parties and will provide neutral access in some locations. However, all buildings will not have designated neutral entrances. In situations where a neutral access is not available to the property, the neutral parties will access the property through the BellSouth employee entrance. If a building has a designated neutral entrance to the site, neutral parties will use that entrance in lieu of the BellSouth employee entrance. The neutral party sign will have the name(s) of all neutral parties requiring access to that particular facility (e.g. CLECs, IXCs, etc.). The term "CLEC" will cover all Competitive Local Exchange Carriers. The following describes three scenarios neutral parties may encounter:

- 1) A building with no signage and without a picket line.  
*Neutral party employees will access the property and building in the normal manner.*
- 2) A building with no signage and with a picket line.  
*Neutral parties will have to cross the picket line to gain access to the property and will access the building in the normal manner.*
- 3) A building with signage designating a BellSouth employee entrance and a neutral party entrance to the property, with or without a picket line.  
*To gain entrance to the property, neutral party employees have the option of utilizing the BellSouth employee entrance and crossing the picket line or utilizing the neutral party entrance to avoid crossing the picket line.*

Neutral party employees' access cards will not be deactivated during a work stoppage and should continue to operate at the entrance normally used. Should there be a problem in gaining access to the building, neutral party employees can call the following numbers for assistance:

CLEC: 1-800-555-8438 Option 3, Option 3  
CLEC after hours: 1-800-307-2513

All others: 1-888-330-2737 Option 3  
All others after hours: 1-888-330-2737 Option 1

## **4. Summary**

BellSouth is committed to providing excellent service to its access, local and retail customers. The current working agreement with the CWA expires on August 7, 2004 at 11:59 PM, EDT, and BellSouth expects to reach an equitable settlement. However, in the event of a work stoppage, the Wholesale Communications Strategy addressed herein will provide the best possible maintenance and provisioning support based on available resources managed through Service Prioritization. In the interest of providing the best possible service to your customers, BellSouth highly encourages the CLEC community to plan for a potential work stoppage rather than delaying service requests to the last moment.

Your cooperation in this effort will be greatly appreciated. If you have any questions please contact your BellSouth Customer Care Manager.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services