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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91085174**

Date: January 30, 2006

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Billing) – **REVISED** – **Additional** Refund of Enhanced Caller ID/Call Waiting Duplicate Charges (Originally posted on September 13, 2005)

**As you may be aware**, effective with the November 2005 bill periods, BellSouth **processed credits** to its eligible Resale CLEC customers retroactively for duplicate billing of charges on end user accounts that included both the Enhanced Caller ID and Call Waiting Uniform Service Order Codes (USOC). Because the Enhanced Caller ID USOC also includes the charges for the Call Waiting feature, the Call Waiting USOC should have been removed concurrent with the addition of Enhanced Caller ID. Due to a system error, this was not done. **During the November 2005 credit refund, BellSouth discovered there were additional credits due for eligible Resale CLEC customers; therefore, effective with the March 2006 bill periods, the additional refund credits will be processed.**

**The additional credits will also** include both active and disconnected accounts and will include interest and a refund of applicable taxes in the state where the duplication occurred. This refund will credit the charges retroactive to the date of the duplicated charge.

A mechanized clean up **has already been** processed to ensure accounts identified with duplications are corrected. The clean up included both Resale and Unbundled Network Element-Platform (UNE-P) accounts. UNE-P accounts were included in the clean-up effort, but will be excluded from the refund since either no charge applies for features on UNE-P accounts, or a single charge covers all features.

**The additional credits** will be generated for active and disconnected Resale accounts in the Other Charges and Credits (OC&C) portion of the bill at the Q account level. For CLECs that have disconnected their Q accounts with BellSouth, a draft will be issued to the CLEC at the last known address.

If you have any questions, please contact your BellSouth local contract manager.

Sincerely,

**ORIGINAL SIGNED BY KRISTEN E. SHORE**

Kristen E. Shore – Director  
BellSouth Interconnection Services