

ORIGINAL
FILE COPY

Legal Department

NANCY B. WHITE
Assistant General Counsel-Florida

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(305) 347-5558

September 10, 1997

Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

RE: Docket No. 960786-TL (Section 271 Docket)

Dear Mrs. Bayo:

Enclosed is an original and fifteen copies of Robert C. Scheye's Late Filed Hearing Exhibit No. 40 and BellSouth Telecommunications, Inc.'s Notice of Intent to Request Specified Confidential Classification for Hearing Exhibit No. 40. Please file these documents in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service.

Sincerely,

Nancy B. White
Nancy B. White (22)

- ACK
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPG _____
- RCH _____
- SEC _____
- WAS _____
- OTM _____

Enclosures

cc: All Parties of Record
A. M. Lombardo
R. G. Beatty
W. J. Ellenberg

This Notice of Intent was filed with Confidential Document No. 09067-97. The document has been placed in the confidential files pending receipt of a request for confidential treatment.

RECEIVED & FILED
SEP 10 1997
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
09066-SEP 10 97
FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL
FILE 1997

In re: Consideration of BellSouth)
Telecommunications, Inc. entry)
into InterLATA Services pursuant)
to Section 271 of the Federal)
Telecommunications Act of 1996)
_____)

Docket No. 960786-TL

Filed: September 10, 1997

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF
INTENT TO REQUEST SPECIFIED CONFIDENTIAL CLASSIFICATION

COMES NOW, BellSouth Telecommunications, Inc. ("BellSouth" or "Company"), and pursuant to Rule 25-22.006, Florida Administrative Code, files its Notice of Intent to Request Specified Confidential Classification.

1. On September 5, 1997, the Florida Public Service Commission requested during the Hearing in the above-referenced docket Late Filed Exhibits of Robert C. Scheye in order to obtain certain information.

2. The information requested in the Late Filed Hearing Exhibit No. 40 is customer specific information that is deemed proprietary by BellSouth. This information is clearly confidential and proprietary under Florida Statutes, Section 364.183 and Rules 25-22.006, Florida Administrative Code.

3. Because this information is proprietary, BellSouth is filing this Notice of Intent to Request Specified Confidential Classification, pursuant to Rule 25-22.006(3)(a), Florida Administrative Code, in order to allow the Staff to take possession of the information without delay. The original of this notice has been

filed with the Division of Records and Reporting, and a copy has been served on the Division requesting the information.

Respectfully submitted this 10th day of September, 1997.

BELLSOUTH TELECOMMUNICATIONS, INC.



ROBERT G. BEATTY (22)

NANCY B. WHITE

c/o Nancy Sims

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CERTIFICATE OF SERVICE
DOCKET NO. 960786-TL

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by * Hand-Delivery or Federal Express this 10th day of September, 1997 to the following:

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Nancy B. White
Nancy B. White (22)

BellSouth Telecommunications, Inc.
Docket No. 960786-TL
Scheye Hearing Exhibit
September 5, 1997
Item No. 40
Page: 1 of 1

REQUEST: Please provide copies of the CLEC evaluation, August 15 to date referenced on page 4 of 9. Phase III, paragraph 3 of the August 15, 1997 Executive update.

RESPONSE: Please see the attached proprietary information.

INFORMATION PROVIDED BY: Robert C. Scheye
Senior Director
BellSouth Corporation
675 W. Peachtree Street, N. E.
Atlanta, Ga. 30375

LCSC WEEKLY OPERATIONS REPORT

ATLANTA	SERVICE REP'S			HOURS WORKED			LSR'S						COST			QUALITY	
GROUP	@ WORK	TRAIN	ABS	REG	O.T.	TOTAL	REC	PROC	CXL'D	HOPPER	BKLG	CLARIFY	PLAN % EFFICIENCY	PLAN LSR'S / HOUR	ACTUAL LSR'S / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
	5.0	1.8	3.2	211.0	32.5	243.5	465	326	(188)	14	326	323		4.00	1.40		50.0
	5.4	1.6	1.3	210.0	0.0	210.0	345	321	(27)	0	283	277		4.00	1.53		15.4
	6.0	2.4	0.6	208.0	27.8	235.8	330	257	(87)	0	207	201		4.00	1.09		61.0
	3.8	1.2	1.1	122.5	66.0	188.5	131	131	(3)	0	27	19		1.50	0.69		41.4
	2.9	3.8	0.3	101.8	12.5	114.3	82	29	(35)	0	68	54		4.00	0.25		102.8
	4.4	0.6	3.0	210.0	18.5	228.5	564	486	(68)	15	78	78		4.00	2.19		43.8
	4.1	1.4	4.6	136.8	22.3	159.0	387	299	(35)	0	143	93		4.00	1.88		21.4
TOTAL CENTER	31.6	12.8	14.1	1200.0	179.5	1379.5	2304	1849	(443)	29	1132	1045			1.36		335.8

BIRMINGHAM

Shonda Resident	8.0	0.0	1.0	136.0	137.5	273.5	983	567	(316)	0	303	303		4.00	2.07		17.0
Tanya Residence	6.7	1.0	0.7	228.0	70.0	298.0	728	598	(97)	0	227	212		4.00	2.01		33.0
Casi Residence	8.3	0.7	0.3	256.3	96.0	352.3	945	723	(560)	0	127	121		4.00	2.05		34.0
Theresia Small Bus	10.6	3.1	0.0	392.0	168.0	560.0	1135	896	(182)	0	130	130		1.50	1.60		41.0
Tiffany UNE's	3.7	0.3	0.4	91.5	0.0	91.5	417	161	(256)	0	95	95		1.50	1.76		25.0
Diane UNE's	11.5	0.0	0.2	284.3	3.0	287.3	481	319	(166)	14	94	66		1.50	1.16		86.0
TOTAL CENTER	48.8	5.1	2.6	1388.0	474.5	1862.5	4689	3264	(1,577)	14	976	927			1.76		236.0

TOTAL LCSC	80.4	17.9	16.7	2588.0	654.0	3242.0	6993	5113	(2,020)	43	2108	1972			1.59		571.8
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CLEC	LSR'S			LSR PROCESSING							CLEC	CLARIFICATIONS AGING				
	REC	FOC'd	BKLG	% IN CLARIF	AVG CYCLE	CENTER DURATION	CLARIFY DURATION	<24 HRS	24 TO 48 HOURS	>48 HRS		COUNT	<24 HRS	24 TO 120 HRS	>120 HRS	AVG
	1137	624	513	3%	22:48	19:53	103:30	72%	23%	5%		741	9%	14%	77%	612:54
	221	115	106	14%	67:40	47:48	144:38	37%	22%	40%		32	16%	19%	66%	17869:09
	101	90	11	5%	14:55	14:50	1:38	84%	14%	2%		1	0%	0%	100%	753:33
	285	224	61	3%	19:19	18:02	45:01	80%	15%	5%		23	26%	9%	65%	308:13
	3239	2713	526	1%	28:38	28:10	41:08	59%	26%	15%		206	4%	14%	82%	966:04
	592	503	89	1%	38:46	38:20	72:22	33%	40%	27%		14	14%	7%	79%	922:24
	494	323	171	1%	40:57	39:10	182:17	40%	33%	27%		36	33%	25%	42%	140:27
	248	199	49	5%	32:19	24:43	145:00	62%	23%	15%		51	0%	20%	80%	784:17
	422	349	73	6%	50:29	48:58	26:30	22%	47%	31%		2	50%	50%	0%	43:43
	222	149	73	8%	42:08	39:37	31:53	33%	45%	21%		27	4%	7%	89%	2369:29
	424	341	83	3%	33:07	31:46	40:14	47%	32%	21%		26	12%	8%	81%	450:11
	218	182	36	1%	29:50	28:30	93:01	55%	28%	17%						
	455	362	93	0%	10:50	10:50	0:00	85%	11%	4%						
	364	277	87	10%	45:21	36:03	96:46	51%	30%	20%						
	169	134	35	1%	31:20	31:02	53:30	54%	32%	14%						
	261	184	77	6%	27:39	25:54	29:03	63%	26%	12%						
	1322	886	436	11%	58:12	46:25	108:45	33%	31%	36%						
	124	96	28	10%	47:12	39:55	72:54	47%	21%	32%						
	1138	814	324	7%	44:40	36:35	115:32	48%	28%	24%						
	213	159	54	7%	51:55	47:48	58:56	41%	20%	40%						
	702	548	154	5%	40:41	34:21	119:09	50%	27%	23%						
	1694	1313	381	3%	44:02	40:39	120:44	39%	31%	30%						
	513	330	183	6%	47:14	41:52	89:31	37%	30%	33%						
	89	67	22	17%	40:34	30:35	58:02	16%	36%	17%						
	321	234	87	5%	42:14	36:55	99:33	45%	28%	28%						
	1002	685	317	7%	38:15	30:12	118:57	55%	31%	15%						
	525	242	283	4%	41:12	37:39	97:35	51%	24%	25%						
TOTAL	18136	13228	4908	5%	38:28	34:23	88:39	50%	29%	22%						

CLARIFICATIONS

CLEC	COUNT	<24 HRS	24 TO 120 HRS	>120 HRS	AVG
	741	9%	14%	77%	612:54
	32	16%	19%	66%	17869:09
	1	0%	0%	100%	753:33
	23	26%	9%	65%	308:13
	206	4%	14%	82%	966:04
	14	14%	7%	79%	922:24
	36	33%	25%	42%	140:27
	51	0%	20%	80%	784:17
	2	50%	50%	0%	43:43
	27	4%	7%	89%	2369:29
	26	12%	8%	81%	450:11
TOTAL	2883	9%	13%	78%	1188:30

AUTOMATED CALL DISTRIBUTION SYSTEM

GROUP	CALLS HANDLED	CALLS ABANDON	% ABD	SERV < 16 SEC	AVG DELAY
ATLANTA					
	1074	165	13%	89%	11
	1049	180	15%	88%	9
UNE'S	500	135	21%	94%	7
CSR	43	45	51%	79%	13
BILLING	69	29	30%	91%	9
BIRMINGHAM					
RESIDENT RESALE	2613	591	18%	71%	40
SMALL BUS RESALE	627	92	13%	92%	9
UNE'S	671	231	26%	85%	16
BILLING	209	45	18%	92%	7

LCSC WEEKLY OPERATIONS REPORT

ATLANTA		SERVICE REP'S			HOURS WORKED			LSR'S					COST		QUALITY		
GROUP	@ WORK	TRAIN	ABS	REG	O.T.	TOTAL	REC	PROC	CXL'D	HOPPER	2B Proc	CLARIFY	PLAN % EFFICIENCY	PLAN LSR's / HOUR	ACTUAL LSR's / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
	6.9	0.4	2.7	244.8	23.5	268.3	416	292	(74)	0	9	416		4.00	1.09		52.4
	4.9	1.8	2.1	146.8	9.0	155.8	337	283	(4)	0	8	361		4.00	1.82		23.0
	7.1	1.2	1.1	248.8	0.0	248.8	519	423	(137)	0	118	243		4.00	1.70		66.5
	3.8	1.2	1.0	140.0	52.0	192.0	108	112	(3)	0	3	17		1.50	0.58		65.4
	2.4	4.0	0.8	83.0	12.5	95.5	59	27	(25)	0	10	55		4.00	0.28		87.4
	5.4	0.4	2.1	259.0	26.0	285.0	819	698	(138)	0	1	60		4.00	2.45		42.0
	5.6	1.4	3.0	187.5	43.3	230.8	557	402	(155)	0	11	92		4.00	1.74		7.2
TOTAL CENTER	36.1	10.4	12.8	1309.8	166.3	1476.1	2815	2237	(536)	0	160	1244			1.52		343.9

BIRMINGHAM		RESIDENT	RESIDENCE	SMALL BUS	UNE'S	UNE'S	TOTAL	REC	PROC	CXL'D	HOPPER	2B Proc	CLARIFY	PLAN % EFFICIENCY	PLAN LSR's / HOUR	ACTUAL LSR's / HOUR	SOER ERRORS / ORDER	Q.A. ERRORS
Shonda	Resident	6.6	0.0	1.8	200.0	192.0	392.0	1146	853	(278)	0	34	284		4.00	2.18		20.0
Tanya	Residence	7.0	0.0	0.6	264.0	179.5	443.5	1040	834	(51)	0	27	355		4.00	1.88		35.0
Casi	Residence	6.6	0.0	1.4	276.8	95.1	371.9	1084	889	(195)	0	27	100		4.00	2.39		19.0
Theresia	Small Bus	11.7	0.0	2.4	485.0	106.0	591.0	1185	821	(298)	0	41	155		1.50	1.39		32.0
Tiffany	UNE's	4.5	1.2	0.7	127.5	8.5	136.0	323	190	(130)	0	11	87		1.50	1.40		34.0
Diane	UNE's	9.2	0.0	1.1	332.0	59.0	391.0	492	527	31	0	4	86		1.50	1.35		70.0
TOTAL CENTER	45.6	11.6	20.8	1685.3	640.1	2325.4	5270	4114	(921)	0	144	1067			1.77		210.0	

TOTAL LCSC	81.7	11.6	20.8	2995.0	806.4	3801.4	8085	6351	(1,457)	0	304	2311			1.67		553.9
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MTD		LSR'S			LSR PROCESSING						CLARIFICATIONS					
CLEC	REC	FOC'd	BKLG	% IN CLARIF	AVG CYCLE	CENTER DURATION	CLARIFY DURATION	<24 HRS	24 TO 48 HOURS	>48 HRS	CLEC	COUNT	<24 HRS	24 TO 120 HRS	>120 HRS	AVG
	2410	1631	779	6%	32:25	26:03	101:15	58%	35%	7%		918	6%	19%	76%	596:21
	351	174	177	25%	79:45	51:56	110:48	40%	23%	38%		46	17%	22%	61%	12506:37
	178	165	13	6%	20:53	16:58	65:45	81%	15%	4%		3	0%	67%	33%	346:17
	406	316	90	4%	18:30	17:04	34:17	81%	13%	6%		43	14%	28%	58%	275:22
	4225	3711	514	2%	28:04	27:18	41:07	60%	24%	16%		290	5%	22%	73%	790:21
	885	772	113	1%	33:35	33:12	58:24	48%	34%	19%		15	13%	20%	67%	270:59
	703	492	211	1%	42:20	40:44	107:11	41%	33%	26%		77	4%	45%	51%	152:00
	360	310	50	7%	34:46	24:56	145:24	65%	23%	11%		19	16%	21%	63%	574:18
	495	435	60	7%	52:08	50:40	21:53	24%	43%	33%		5	60%	20%	20%	68:23
	276	201	75	15%	43:39	36:40	47:01	43%	40%	17%		26	12%	12%	77%	983:40
	448	373	75	3%	33:43	32:24	38:13	47%	32%	21%		12	0%	17%	83%	226:04
	293	248	45	2%	30:26	27:06	167:17	64%	23%	14%						
	965	755	210	0%	16:59	16:57	19:09	75%	17%	8%						
	467	370	97	14%	51:48	33:50	130:40	54%	28%	18%						
	191	148	43	3%	33:29	31:14	89:36	57%	30%	13%						
	318	241	77	8%	27:18	24:22	37:38	64%	25%	11%						
	1566	1154	412	13%	61:09	44:30	129:02	36%	31%	34%						
	124	96	28	11%	47:12	39:39	68:01	48%	20%	32%						
	1464	1106	358	9%	51:55	36:47	171:33	48%	29%	23%						
	321	247	74	9%	52:42	42:16	117:46	48%	18%	34%						
	944	778	166	7%	39:49	31:57	109:57	56%	25%	20%						
	2326	1928	398	3%	41:21	37:11	133:38	45%	31%	24%						
	664	465	199	10%	49:52	39:43	106:33	41%	30%	29%						
	128	101	27	17%	42:04	27:38	82:45	49%	35%	16%						
	464	369	95	6%	39:00	33:13	96:13	49%	30%	22%						
	1291	925	366	8%	42:14	29:37	162:31	58%	28%	14%						
	707	417	290	11%	42:56	35:13	70:11	53%	26%	21%						
TOTAL	25127	19466	5661	6%	39:21	33:03	100:59	52%	28%	19%						

AUTOMATED CALL DISTRIBUTION SYSTEM					
GROUP	CALLS HANDLED	CALLS ABANDON	% ABD	SERV < 16 SEC	AVG DELAY
ATLANTA					
	1201	380	24%	72%	37
	702	340	33%	69%	29
UNE'S	566	153	21%	87%	9
CSR	28	43	61%	82%	9
BILLING	96	16	14%	92%	7
BIRMINGHAM					
RESIDENT RESALE	2077	569	22%	70%	40
SMALL BUS RESALE	578	55	9%	96%	8
UNE'S	561	119	18%	94%	8
BILLING	184	48	21%	90%	7