

ATTACHMENT C

**BellSouth Telecommunications, Inc.
FPSC Docket No. 990649-TP
Request for Confidential Classification
Page 1 of 1
9/15/00**

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF BELL SOUTH'S
SUPPLEMENTAL RESPONSE TO RHYTHMS LINKS 1ST REQUEST FOR
PRODUCTION OF DOCUMENTS (POD NO. 3), FILED SEPTEMBER 13, 2000
IN FLORIDA DOCKET NO. 990649-TP**

One Highlighted Copy

appeal

This confidentiality request was filed by or for a "telco" for DN 11622-00. No ruling is required unless the material is subject to a request per 119.07, FS, or is admitted in the record per Rule 25-22.006(8)(b), FAC.

RR 3/6/07 (entire document)
**DECLASSIFIED
CONFIDENTIAL**

(x-ref. 11436-00)
DOCUMENT NUMBER-DATE
11622 SEP 15 8
FPSC-RECORDS/REPORTING

BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT NO 990649-TP

RHYTHMS LINKS' FIRST REQUEST FOR PRODUCTION OF DOCUMENTS

SUPPLEMENTAL POD NO. 3

PROPRIETARY

DECLASSIFIED

MESSAGE

Subject: SALARY~1.XLS
Creator: Cindy H. Mabry /m6,mail6a

Dated: 2/14/00 at 17:35
Contents: 3

Item 1

TO: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391
Dee Gonzalez /m2,mail2a; PHONE=404-529-5069
Pam G. Williams /m3,mail3a; PHONE=205-977-5361

Item 2

Does the attached file help any? Deb T.

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as
TEXT

Effective 1/1/00

**2000 BellSouth Customer Markets Division
Interconnection Services
Direct Sales Support
2000 Salary Structure**

Grade/Step	Job Code	Salary Administration Plan	Beginning of Range		Middle of Range		Top of Range		Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	56	61A	38,500	43,900	43,900	53,700	53,700	59,100	12,200	9,200	1,000
A	57	71A	42,700	49,100	49,100	60,100	60,100	66,500	13,700	10,300	1,000
A	58	81A	58,600	66,900	66,900	88,300	68,300	75,600	15,500	11,600	1,000
A	59	91A	74,200	84,000	84,000	108,200	78,200	88,000	21,600	16,200	1,000

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Effective 1/1/00

**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Station	Job Code	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600 - 51,300	51,300 - 62,700	62,700 - 69,400	24,000	18,000	1,000
A	K3	K3A	51,800 - 59,600	59,600 - 72,800	72,800 - 80,600	28,300	21,200	1,000
A	K4	K4A	57,800 - 65,500	65,500 - 81,300	81,300 - 90,000	31,700	23,300	1,000
A	K7	K7A	61,900 - 74,100	74,100 - 88,400	88,400 - 101,600	30,200	25,100	1,000
A	K8	K8A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000

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W

Effective 1/1/00

**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Position	Job Code	Salary Administration Plan	Min. of Range	Mid. of Range	Max. of Range	Fast Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600	51,300	62,700	24,000	18,000	1,000
A	K3	K3A	51,800	59,600	72,800	28,300	21,200	1,000
A	K4	K4A	57,800	67,500	81,000	34,700	23,500	1,000
A	K7	K7A	62,800	73,100	87,000	38,200	28,100	1,000
A	K8	K8A	62,800	74,100	90,500	35,200	26,400	1,000

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MESSAGE
Subject: CRSG Cost Study Input
Creator: Cindy H. Mabry /m6,mail6a

Dated: 3/8/00 at 22:25
Contents: 4

Item 1

TO: Sandra Harris /m7,mail7a; PHONE=205-977-5600
CC: Diann Hammond /m7,mail7a; PHONE=205-321-7727
Pat A. Rand /m6,mail6a; PHONE=205-408-7368

Item 2

Sandra,
Sorry this has taken me so long. I hope it is what you need. Please advise if you require additional information.

I have also attached a separate Salary File as it seems to confuse some people when we reference "JG56" on compensation. The Sales Titles on compensation are on a different salary structure than the Corporate scale. So for Cost Study purposes, this has seemed important to know.

Thank you,
Debbie Timmons
205.321.4990

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 4

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Cost Input:
CRSG / Account Team
for
Switched Combo Environment

Switched Combo Headcount Allocation - CRSG

All Management Job Grades are on compensation.

% Allocation Assumption:
The column headed % Resale Work lists the people doing RESALE work today. I do not know how to forecast how RESALE will diminish & how much Switched Combo will appear. **Have the Prod Mgrs. Provided any forecasts? If so, I guess their factors should be applied.**

Functions Performed	Performed by
LSR Rcpt & logging & folder preparation	Contractor
Backend folder close out & filing	WS10
See each product	JG56 SD1 on Sales Compensation FDC2210

Contractor Hourly Rate	\$42.00
------------------------	---------

Name	JG/Cont	% Resale Work	Type of Work or Comments
Janie Norris	Contractor	100%	Process orders
Barbara Jones	Contractor	100%	Process orders
Kristy Seagle	JG 56	100%	Process orders
Tiffany Dillard	JG 56	100%	Process orders
David Reynolds	JG 56	100%	Process orders
Vivian Smith	JG 56	100%	Process orders
Jonathan Ryer	JG 56	100%	Process orders
Brian Bradley	JG 56	100%	Process orders
Susan Daniel	JG 56	100%	Process orders
Sonja Johnson	Contractor	75%	Data management / admin
Lillie Lawson	Contractor	75%	Data management / admin
Mary McCoy	WS10 Clk	80%	Clerical / admin
Charlotte Donlon	JG 56	75%	Issue resolution / CRSG operational support
Monica Dodge	JG 56	75%	Customer care
Titania Alexander	JG 56	50%	Special construction estimates
Brenda Gibson	JG58	75%	Supervision & information management
Tracey Morant	JG58	85%	Supervision & customer relationship
Mitzi Link	JG59	90%	Supervision & leadership of CRSG

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Account Team Component of UNE Cost Input

This represents just one Sales AVP (JG61) work group that is a part of Interconnections Sales that would have work time related to the UNE environment in general

There are 2 other Sales AVP groups in Birmingham, 5 in Atlanta
I couldn't begin to predict what % of who works on UNE customers
The total Sales Entity is under Kenneth Ray JG64

It is next to impossible to further divide to the specific product level, e.g. UCL, UNTW, XdsI
I think that would be driven by the customer sets and their business plans, and what their sales success ratios are and what the ultimate volumes would be. I think that would have to come from the Product Managers.

Name	JG/Cont	% UNE Work	Type of Work or Comments	Unit
Cathey, Marc	61	50%	Sales AVP	Acct. Team
Alvis, Rick	56	50%	Systems Designer I	Acct. Team
Bonner, Denise	58	50%	Systems Designer II	Acct. Team
Burgess, Kelli	58	50%	Systems Designer II	Acct. Team
Callahan, Leslie	K3	50%	Account Manager	Acct. Team
Carmichael, Rita	58	50%	Systems Designer II	Acct. Team
Carnes, Wayne	K3	50%	Account Manager	Acct. Team
Christian, Scott	K3	50%	Account Manager	Acct. Team
Clark, Susan M. (Terri)	58	50%	Systems Designer II	Acct. Team
Corley, Susan	WS10	50%	Clerical	Acct. Team
Davies, Kathy	58	50%	Systems Designer II	Acct. Team
Denham, Sharon	58	50%	Systems Designer II	Acct. Team
Douglas, F.W (Buck)	58	50%	Systems Designer II	Acct. Team
Ferreiro, Gene	K2	50%	Account Manager	Acct. Team
French, Bill	K8	50%	Sales Director	Acct. Team
Griffin, Scott	K2	50%	Account Manager	Acct. Team
Hammond, Diann	58	50%	Systems Designer II	Acct. Team
Hartley, Donna	K3	50%	Account Manager	Acct. Team
Hodges, Cynthia	58	50%	Systems Designer II	Acct. Team
Hogg, Scott	K2	50%	Account Manager	Acct. Team
Johnson, Wade	58	50%	Systems Designer II	Acct. Team
Kizziah, Glenda	WS10	50%	Clerical	Acct. Team
Kunze, Scott	K2	50%	Account Manager	Acct. Team
Laszlo, Joe	58	50%	Systems Designer II	Acct. Team
McElroy, Roger	58	50%	Systems Designer II	Acct. Team
McRae, Bob	58	50%	Systems Designer II	Acct. Team
Moore, Debbie	52	50%	Sales AVP Admin Assist	Acct. Team
Morrison, Bill	K3	50%	Account Manager	Acct. Team
Parker, Paul	K8	50%	Sales Director	Acct. Team
Pierce, Daphne	58	50%	Systems Designer II	Acct. Team
Ratliff, Rick	58	50%	Systems Designer II	Acct. Team
Ratliff, Wayne	58	50%	Systems Designer II	Acct. Team
Ray, John	K3	50%	Account Manager	Acct. Team
Reid, Kim	58	50%	Systems Designer II	Acct. Team
Robbins, Mark	K3	50%	Account Manager	Acct. Team
Ryer, Kurt	56	50%	Systems Designer I	Acct. Team
Temple, Gretchen	58	50%	Systems Designer II	Acct. Team
Timmons, Debbie	59	50%	Sales Support Director	Acct. Team
Washington, Darryl	K3	50%	Account Manager	Acct. Team
Wilburn, Mike	K8	50%	Sales Director	Acct. Team
Wilder, Shamron	56	50%	Systems Designer I	Acct. Team

Information submitted by:
Debbie Timmons
205.321.4990

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DID Design - Switch as Is

Description	Function	Job Function Code	Install	Additional	Previous Input	Total	Reconciled	Reconciled By	Total	Difference
LCSC	ISSNG N/D Orderd	2300-SR	1.5 (first)	.1112 / trunk	1.0000		3.5000	Phyllis Rogers		
		WSIO - Clerk	1.0000		0.2500					
AFIG	Assign OSP CA/PR	400X FAS (W320)	0.0035		0.0035					
CO	NA	NA	NA		0.0000					
CPG - TRUNK TRANSLATIONS	NA	NA	NA		0.0000					
CPG - Design	Resolve RMAs from SO process design CKT Word doc	4N4X	0.1200	0.1042	0.1517		0.1517	Dianne Martin		
CTG	NA	NA	NA		NA					
RCMAG	NA	NA	NA		NA					
WMC	NA	NA	NA		NA					
L & N	NA	NA	NA		0.0333		0.0000	Ruby Pitts		
OSI & M	NA	NA	NA		NA					
UNEC	WFA Completion	4AXX-ET	0.2500		0.0000					
<p>Based on SAI goes to LCSC, no CRSG work times included.DDT</p>										

DID - New Cust DN Exist

Description	Function	Job Function Code	Install (hrs.)	Additional	Disconnect	Additional
LCSC	N Order	2300 - SR	4.00000		1.00000	
		WS10 - Clk	1.00000		0.25000	
AFIG	Assign OSP CA/PR	400X FAS	0.00583		0.00223	
CTG	Provision Switch	4N20 - ET (WS32)	0.75000	0.10000	0.50000	0.05000
CO	Wire Place Cards	431X	0.41667	0.16667	0.33333	0.08333
		Determine Trunk Translation	4N4X - WS18 (PS)	.4667/grp		0.16667/grp
CPG - Designed	Establish Trunk Group SO RMA - Design CKT	4N4X - WS18 (PS)	0.08000	0.05000	0.04000	0.04000
RCMAG	Translate Numbers to RTZ	4N10	0.01670	0.00830	0.01670/num	
L & N	Service order fallout	2730	2 min	1 min	0.00000	
SSI & M	Install and test	411X - WS32	3.04810	1.00850	0.33330	0.20000
UNEC	Turn up; Test; Complete	4AXX - WS32	0.50000	0.01670	0.5000/ord	
OSPE	SO Fallout	32XX -	0.10000		0.00000	
CRSE	Rcv. log, acknowledge customer & assign	Contractor.DDT	20 min			
CRSG	Verify LSR, ordering doc, notify CLEC, reserve #s, prepare CSPS, post backing, prepare & submit to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	45 min			
		FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	Coordinate Word Doc; Dispatch	4WXX -	0.25000		0.00000	

Assumption for L & N - based on 10% fallout

Assumption for CRSG:

FOC & Project Mgt. WILL NOT be handled by CRSG

Assumption for SSIM -

Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel

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2W DID Subsequent - Add Trunks

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300	3.00000			
AFIG	Assign OSP CA/PR	400X	.05830/ord	.00223/ord		
CTG	Provision Switch	4N20	.10000/trk	.10000/trk		
CO	Run Jumper	431X	4.2000/ord	.01670/ord		
CPG - Trunk Translations	Update Systems	4N4X	.01670/ord			
CPG - Designed	Design Circuit	4N4X	0.08000/trk	.05000/trk		
RCMAG	NA	NA				
L & N	S.O. Fallout	2730	2 min	1 min		
SSI & M	NA	NA				
UNLC	Turn-up; Test; Connect	4AXX	.25000/ord			
OSFE	S.O.Fallout	32XX	.10000/ord			
CRSG	See below	See below				
WMC	Route Order	4WXX	.25000/ord			
Assumptions for L & N -	Assumption - CRSG					
	It is assumed the CRSG will not handle additions to Trunk Group					
Based on 10% fallout	If this changes; use cost for NEW					

2W DID Subseq -Add Grps of TNs

Description	Function	Job Function Code	Add Addl Num.		
			Add Addl Grp.	Additional Disconnect	Additional
LCSC	Issue Order	2300	2.25000		
AFIG	NA	NA			
CTG	NA	NA			
CO	NA	NA			
CPG - Trunk Translations	NA	NA			
CPG - Designed	NA	NA			
RCMAG	Tranlate Num to RTI	4210	0.01670	0.00830	
L & N	NA	NA			
SSI & M	NA	NA			
UNEC	NA	NA			
OSPE	NA	NA			
CRSG	See below	See below			
WMC	NA	NA			

Assumption - CRSG
 It is assumed the CRSG
 will not handle additions to
 Trunk Group
**If this changes; use cost
 for NEW**

2W DID Subsequent -Reserve TNs

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300	3.25000/ord			
AFIG	NA	NA				
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Designed	NA	NA				
RCMAG	NA	NA				
L & N	NA	NA				
SSI & M	NA	NA				
UNEC	NA	NA				
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumption - CRSG

It is assumed the CRSG will not handle subsequent TN Reservations.

If this changes; use cost this cost:

CRSG	Rcv, log, acknowledge customer & assign	Contractor.DDT	20 min			
CRSG	Verify LSR, ordering doc, notify CLEC, reserve #s, post tracking, prepare & submit to LCSC	FDC 2210 JG56-Sales Compensation.ddt	25 min	SD1-		
CRSG	Notify CLEC order sent to LCSC	FDC 2210 JG56-Sales Compensation.ddt	15 min	SD1-		
CRSG	Back end folder close out	WS10 clerk	15 min			

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PBX Convers Line Side

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	N Order	2300 SR	1.50000	0.16667		
	D Order	WS10 Clk	0.50000			
AFIG	Assign Cable Pair	400X	0.00350/ord			
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	Est Trunk Grp	4N4X	0.15170	0.10420/trk		
RCMAG	Tranlate Num to RTI	4210	0.00175	0.00175/num		
L & N	NA	NA				
SSI & M	NA					
UNEC	Completion	4AXX WS32	0.25000			
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Based on PBX goes to LCSC,
no CRSG work times
included.DDT

W

PBX Line Side Subsequent

Description	Function	Job Function Code	Install	Additional Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Clk	1.08333 0.50000		
AFIG	HML TE Arrange	400X	0.04160/ord		
CTG	NA	NA			
CO	NA	NA			
CPG - Trunk Translations	NA	NA			
CPG - Design	Design CKT (HML only)	4N4X	0.08000	0.05000	
RCMAG	Rearrange HML	4210	0.00175	0.00175/tn	
L & N	NA	NA			
SSI & M	NA	NA			
UNEG	WFA Completion	4AXX WS32	0.25000		
OSPE	NA	NA			
CRSG	See below	See below			
WMC	NA	NA			

Based on PBX goes to LCSC,
no CRSG work times
included.DDT

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PBX Line Side New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	N Order	2300 SR	1.58333	0.16667		
	D Order	WS10 Clk	0.50000			
AFIG	Assign OSP Cable Pair		0.00583	0.00230	0.00233	
CTG	NA	NA				
CO	Run jumper and test	431X	0.41667	0.16667	0.00833	
CPG - Trunk Translations	NA	NA				
CPG - Design	Design CKT	4N4X	0.08000	0.05000	0.04000	0.04000
RCMAG	Assign Line	4210	0.00175	0.00175	0.00175	
L & N	NA	NA				
SSI & M	Install and test	411X	3.04810	1.00850	0.00000	
UNFC	Turn up, Test, Complete	11XX WS32	0.50000	0.50000	0.50000	0.25000
OSPE	NA	NA				
CRSG	See below	See below				
WMC	RT Order	?	0.02500		0.02500	

Assumptions for SSIM -

Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel

Assumptions for CRSG

Based on PBX goes to LCSC, no CRSG work times included.DDT

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Combo - FX-FCO New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	1.00000			
		WS10 Clk	0.50000	0.16667		
AFIG	Assign OSP Cable Pair	400X	0.00583		0.00233	
CTG	NA	NA				
CO	Run jumper and test	431X	50 min	20 min	40 min	10 min
CPG - Trunk Translations	NA	NA				
CPG - Design	Design CKT	4N4X	0.08000	0.05000	0.04000	0.04000
RCMAG	Assign Line	4210	0.00175	0.00175	0.00175	
L & N	NA	NA				
SSI & M	Install and Test	411X	3.04810	1.00850	0.33330	0.20000
UNEC	Turn up; Test; Complete	4AXX WS32	0.50000	0.50000	0.50000	0.25000
OSPE	S.O. Fallout	32XX	0.10000			
CRSG	Rcv. log, acknowledge customer & assign	Contractor.ddt	20 min			
CRSG	Verify LSR, ordering doc, notify CLEC, obtain mileage either via Mileage Tool or running quote, post tracking, prepare & submit to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	45 min			
CRSG	Notify CLEC order sent to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	RT Order	4WXX	0.02500		0.02500	

Assumption for CO -

This service requires work in 2 central offices

Assumptions for CRSG

This product is under consideration to be moved to LCSC
 The cost information provided above is in the event it remains with CRSG
 FOC & Project Mgt. WILL NOT be handled by CRSG

Assumptions for SSIM -

Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel

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Combo - FX-FCO Conversion

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	1.00000			
		WS10 Clk	0.50000	0.16667		
AFIG	Assign OSP Cable Pair	400X	.00350/ord			
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	SO RMA Design CKT	4N4X	0.15170	0.10420/line		
RCMAG	Translate Line	4210	0.00175			
L & N	NA	NA				
SSI & M	NA	NA				
UNEC	Completion	4AXX WS32	0.25000			
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				
Assumptions for CRSG						
Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT						

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PBX DPA Only OSNC CKT-New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Clk	1.00000 0.50000	0.50000	0.50000	
AFIG	Assign OSP Cable Pair	400X	0.00830		0.00330	
CTG	NA	NA				
CO	run jumper and test	431X	0.41700	0.01670	0.30000	0.08300
CPG - Trunk Translations	NA	NA				
CPG - Design	Design CKT	4N4X	0.08000	0.05000	0.04000	0.04000
RCMAG	NA	NA				
L & N	NA	NA				
SSI & M	install and test	411X	3.04810	1.00850	0.33330	0.20000
UNEC	Turn up; Test; Complete	4AXX WS32	0.50000	0.50000	0.50000	
OSPE	S.O. Fallout	32XX	0.10000	0.00000	0.00000	
CRSG	Rcv, log, acknowledge customer & assign	Contractor.ddt	20 min			
CRSG	Verify LSR, ordering doc, notify CLEC, obtain mileage either via Mileage Tool or running quote, post tracking, prepare & submit to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	45 min			
CRSG	Notify CLEC order sent to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	Route Order	4WXX	.02500/ord	.02500/ord		
	Assumptions for CRSG This product is under consideration to be moved to LCSC The cost information provided above is in the event it remains with CRSG					
	Assumptions for SSIM - Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel					
	FOC & Project Mgt. WILL NOT be handled by CRSG					

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PBX DPA Conversion

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	2 "C" Orders	2300 SR WS10 Clk	1.00000 0.50000	0.50000		
AFIG	Assign OSP Cable Pair	400X	0.00500			
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	Design CKT	4N4X	0.15170	0.10420		
RCMAG	NA	NA				
L & N	NA	NA				
SSI & M	NA	NA				
UNEC	Turn up, Test, Complete	4AXX WS32	0.25000			
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				
Assumptions for CRSG						
Based on SAI goes to LCSC today in Resale environment, no CRSG work times included.DDT						

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IFR-IFB Coin - New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Cik	0.66700 0.50000	0.25000	0.33300	
AFIG	Assign OSP Cable Pair	400X	0.00583		0.00233	
CTG	NA	NA				
CO	Run Jumper	431X	0.10000	0.10000	0.05000	0.05000
CPG - Trunk Translations	NA	NA				
CPG - Design	NA	NA				
RCMAG	Assign In	4N10	0.00175	0.00175	0.00175	
L & N	NA	NA				
I & M	Install and test	?	3.04810	1.00850	0.33330	0.20000
BRMC	NA	NA				
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumptions for CRSG

Based on Resale
Ordering Matrix in the
CLEC Ordering Guide
for RESALE, this goes
to LCSC today, no
CRSG work times
included.DDT

Assumptions for I & M -

Includes processing service
order request, placing cross
connect at x-box, checks
continuaty / dial-tone
resolves troubles, performs
test from NID and complets
order, includes travel

20

IFR-IFB Coin - Conversion

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	0.50000			
		WS10 Clk	0.50000			
AFIG	Assign OSP Cable Pair		0.00350			
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	NA	NA				
RCMAG	Assign In	4N10	0.00175			
L & N	NA	NA				
I & M	NA	NA				
BRMC	NA	NA				
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumptions for CRSG

Based on SAI goes to LCSC
today in Resale environment,
no CRSG work times
included.DDT

21

IFR-IFB Coin - Subsequent

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Clk	0.33300 0.50000	0.16800		
AFIG	Assign OSP CA/PR	400X	0.00116	0.00000	0.00233	0.00000
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	NA	NA				
RCMAG	Assign	4N10	0.00175	0.00175		
L & N	NA	NA				
I & M	NA	NA				
BRMC	NA	NA				
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumptions for CRSG
Based on Resale Ordering
Matrix in the CLEC Ordering
Guide for RESALE, this goes
to LCSC today, no CRSG
work times included.DDT

22

IFR-IFB DPA Non Designed -New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Clk	0.50000 0.50000	0.25000	0.33300	
AFIG	Assign OSP CA/PR	400X	0.00583		0.00233	
CTG	NA	NA				
CO	Run jumper and test	431X	0.10000	0.10000	0.05000	
CPG - Trunk Translations	NA	NA				
CPG - Design	NA	NA				
RCMAG	NA	NA				
L & N	NA	NA				
I & M	Install and test	?	3.04810	1.00850	0.33300	0.20000
BRMC	NA	NA				
OSPE	S.O. Fallout	32XX	0.10000			
CRSG	See below	See below				
WMC	Route S.O.	4WXX	0.25000			
	Assumptions for CRSG It is assumed this product is handled today by the LCSC.DDT No knowledge of the CRSG handling this today in the RESALE environment					
	Assumptions for I & M - Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel					

23

IFR-IFB DPA Non D-Conversion

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	0.50000			
		WS10 Clk	0.33300			
AFIG	Assign OSP CA/PR	400X	0.00350		0.00350	
CTG	NA	NA				
CO	NA	NA				
CPG - Trunk Translations	NA	NA				
CPG - Design	NA	NA				
RCMAG	NA	NA				
L & N	NA	NA				
SSI & M	NA	NA				
BRMC	NA	NA				
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumptions for CRSG

Based on SAI goes to LCSC
today in Resale environment,
no CRSG work times
included.DDT

h2

DDITS 4 Way - New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR WS10 Clk	6.00000 0.50000	2.50000	1.50000 0.50000	
AFIG	DSI	400X	0.15000		.00233/ord	
CTG	Provision Switch	4N2X	.75000/trk	.10000/trk	0.25000	
CO	Run jumper file card	431X	25 min	10 min	20 min	5 min
CPG - Trunk Translations	Determine Trunk Trans	4N4X	.46670/grp		0.16700	
CPG - Design	Design Pipe & Trunk	4N4X	1.50000/dsi	1.30000/dsi	0.00600	0.00600
RCMAG	Assign TNs RTI	4N1X	.01670/tn	.00830/tn	0.01670	
L & N	S.O. Fallout	2730	2 min	1 min	0.00000	0.00000
SSI & M	Install and test	411X	3.04810	1.00850	0.33300	0.20000
UNEC	Turn up; Test; Complete	4AXX	2.00000	1.00000	0.50000	
OSPE	Obtain DI FAC	32XX	3.00000	3.00000		
CRSG	Rcv, log, acknowledge customer & assign	Contractor.DDT	20 min			
CRSG	Verify LSR, ordering doc, notify CLEC, reserve #s, prepare C-SPS, post tracking, prepare & submit to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	45 min			
CRSG	Notify CLEC order sent to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	Route S.Os	4WXX	0.50000		0.25000	
	Assumption for CRSG:					
	FOC & Project Mgt. WILL NOT be handled by CRSG					
	IF THE PRI spreadsheet SI process is used, add 60 minutes to the SD1 time					
	Assumptions for SSIM -					
	Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and complets order, includes travel					

25

DDITS 1 & 2 Way Conversion

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	5.20000			
		WS10 Clk	0.50000			
AFIG	DSI	400X	0.00116			
CTG	Provision Switch	4N2X	.50000/grp			
CO	NA	NA	0.00000			
CPG - Trunk Translations	Determine Trunk Trans	4N4X	.25000/grp			
CPG - Design	Design Pipe & Trunk	4N4X	1.85000			
RCMAG	NA	NA				
L & N	NA	NA	0.00000			
SSI & M	NA	NA	0.00000			
UNEC	Turn up; Test; Complete	4AXX	.16670/ord			
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				
<p>Assumptions for CRSG: It is assumed a conversion will be handled by the LCSC IF NOT - Use DDITS 4 Way New</p>						

20

MegaLink Channel Lineside - New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue Order	2300 SR	6.00000	2.50000	1.50000	
		WS10 Clk	0.50000		0.50000	
AFIG	Assign Facilities	400X	0.15010		0.00230	
CTG	NA	NA				
CO	Run jumper and test	431X	25 min	10 min	20 min	5 min
CPG - Trunk Translations	NA	NA				
CPG - Design	Design Pipe & Trunk	4N4X	1.40000	1.30000	0.00600	0.00600
RCMAG	Assign TNs RTI		0.00350			
L & N	NA	NA				
SSI & M	Install and test	411X	3.04810	1.00850	0.33300	0.20000
UNEC	Turn up; Test; Complete	4AXX	2.00000	1.00000	0.50000	
OSPE	Obtain Facilities	32XX	3.00000	3.00000		
CRSG	Rcv, log, acknowledge customer & assign	Contractor.DDT	20 min			
	Verify LSR, ordering doc, notify CLEC, reserve ckt IDs, prepare CSPS, run price quote, BOCRIS/ORION	FDC 2210 SD1-				
CRSG	validation, post tracking, prepare & submit to LCSC	JG56-Sales Compensation.ddt	90 min			
CRSG	Notify CLEC order sent to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	Route S.O.	4WXX	0.50000		0.25000	
	Assumption for CRSG:					
	FOC & Project Mgt. WILL NOT be handled by CRSG					
	Assumptions for SSIM -					
	Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and complets order, includes travel					

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MegaLink Channel Lineside -Conv

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue (2) N and (2) D Orders	2300 SR	7.50000	0.50000		
		WS10 Clk	0.50000			
AFIG	Facility Inventory	400X	0.00700			
CTG	NA	NA				
CO	NA					
CPG - Trunk Translations	NA	NA				
CPG - Design	Design Pipe & Trunk	4N4X	1.40000			
RCMAG	Assign TNs OE		0.00350	0.00350		
L & N	NA	NA				
SSI & M	NA	NA				
UNEC	Completion	4AXX	0.50000			
OSPE	NA	NA				
CRSG	See below	See below				
WMC	NA	NA				

Assumptions for CRSG:
 It is assumed a conversion will
 be handled by the LCSC
**IF NOT - Use MegaLink
 Channel New**

22

MegaLink Channel Service - New

Description	Function	Job Function Code	Install	Additional	Disconnect	Additional
LCSC	Issue 2 N Orders	2300 SR WS10 Clk	6.00000 0.50000	2.50000	1.50000 0.50000	
AFIG	DSI Assign Facilities	400X	0.15010		0.00230	
CTG	Provision Switch	4N2X	.75000/Tgrp .10000/trk			
CO	Run jumper and test	431X	25 min	10 min	20 min	5 min
CPG - Trunk Translations	Determine Trunk Trans	4N4X	46670/Tgrp .16670/grp			
CPG - Design	Design Pipe & Trunk	4N4X	1.50000/dsi	1.30000/dsi	0.00600	0.00600
RCMAG	Assign TNs RTI		.01670/tn	.00830/tn	0.01670	
L & N	NA	NA				
SSI & M	Install and test	411X	3.04810	1.00850	0.33300	0.20000
UNEC	Turn up; Test; Complete	4AXX	2.00000	1.00000	0.50000	
OSPE	Obtain DSI Facilities	32XX	3.00000	3.00000		
CRSG	Rcv, log, acknowledge customer & assign	Contractor.DDT	20 min			
	Verify LSR, ordering doc, notify CLEC, reserve ckt IDs, prepare CSPS, run price quote, BOCRIS/ORION validation, do DiD function if DID is provisioned over the pipe, post tracking, prepare & submit to LCSC.	FDC 2210 SD1- JG56-Sales Compensation.ddt	120 min			
CRSG	Notify CLEC order sent to LCSC	FDC 2210 SD1- JG56-Sales Compensation.ddt	15 min			
CRSG	Back end folder close out	WS10 clerk	15 min			
WMC	Route Service Order	4N2X	0.50000		0.25000	

Assumption for CRSG:

FOC & Project Mgt. **WILL NOT** be handled by CRSG

Assumptions for SSIM -

Includes processing service order request, placing cross connect at x-box, checks continuity / dial-tone resolves troubles, performs test from NID and completes order, includes travel

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Effective 1/1/00

**2000 BellSouth Customer Markets Division
Interconnection Services
Direct Sales Support
2000 Salary Structure**

Gradation	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	56	6IA	38,500 - 43,900	43,900 - 53,700	53,700 - 59,100	12,200	9,200	1,000
A	57	7IA	42,700 - 49,100	49,100 - 60,100	60,100 - 66,500	13,700	10,300	1,000
A	58	8IA	48,600 - 55,900	55,900 - 68,300	68,300 - 75,600	15,500	11,600	1,000
A	59	9IA	54,200 - 64,000	64,000 - 78,200	78,200 - 88,000	21,600	16,200	1,000

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Effective 1/1/00

**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Gradation	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600 - 51,300	51,300 - 62,700	62,700 - 69,400	24,000	18,000	1,000
A	K3	K3A	51,800 - 59,600	59,600 - 72,800	72,800 - 80,600	28,300	21,200	1,000
A	K4	K4A	57,800 - 66,500	66,500 - 81,300	81,300 - 90,000	31,700	23,800	1,000
A	K7	K7A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000
A	K8	K8A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000

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**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Classification	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600 - 51,300	51,300 - 62,700	62,700 - 69,400	24,000	18,000	1,000
A	K3	K3A	51,800 - 59,600	59,600 - 72,800	72,800 - 80,600	28,300	21,200	1,000
A	K4	K4A	57,800 - 65,500	60,500 - 71,300	81,300 - 90,000	31,700	23,800	1,000
A	K7	K7A	62,800 - 74,100	71,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000
A	K8	K8A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000

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MESSAGE

Dated: 3/15/00 at 17:35

Subject: Line Sharing: CRSG & Acct. Team Cost Input
Creator: Debbie D. Timmons /m7,mail7a

Contents: 4

Item 1

TO: Woodson E. Elston /m6,mail6a; PHONE=404-529-6947
CC: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391
Pam G. Williams /m3,mail3a; PHONE=205-977-5561

Item 2

Woody,

As promised here is the information I have developed for the Line Sharing Cost Input. Please let me know what additional information you need, and PLEASE FEEL FREE TO CALL ME AT HOME IF WE NEED TO TALK THROUGH ANY OF THE INFO!

This took me MUCH longer to complete than I expected, so if you need to call me tonight, it really is ok. HOME: 205-979-3748 Tomorrow I will be in Account Team Training sessions all day, but you can dial my office number, hit zero, and have my office assistant get me out of the session. Office is 205-321-4990.

Thank you,
Debbie Timmons

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Effective 1/1/00

**2000 BellSouth Customer Markets Division
Interconnection Services
Direct Sales Support
2000 Salary Structure**

Gradation	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	56	6IA	38,500 - 43,900	43,900 - 53,700	53,700 - 59,100	12,200	9,200	1,000
A	57	7IA	42,700 - 49,100	49,100 - 60,100	60,100 - 66,500	13,700	10,300	1,000
A	58	8IA	48,600 - 55,900	55,900 - 68,300	68,300 - 75,600	15,500	11,600	1,000
A	59	9IA	54,200 - 64,000	64,000 - 78,200	78,200 - 88,000	21,600	16,200	1,000

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Effective 1/1/00

**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Gradation	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600 - 51,300	51,300 - 62,700	62,700 - 69,400	24,000	18,000	1,000
A	K3	K3A	51,800 - 59,600	59,600 - 72,800	72,800 - 80,600	28,300	21,200	1,000
A	K4	K4A	57,800 - 66,500	66,500 - 81,300	81,300 - 90,000	31,700	23,800	1,000
A	K7	K7A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000
A	K8	K8A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000

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Effective 1/1/00

**BellSouth Customer Markets Division
Interconnection Services
Professional Sales
2000 Salary Structure**

Gratiation	Job Grade	Salary Administration Plan	Beginning of Range	Middle of Range	Top of Range	Base Incentive Compensation	Benefit Incentive Amount	Executive Incentive Fund
A	K2	K2A	44,600 - 51,300	51,300 - 62,700	62,700 - 69,400	24,000	18,000	1,000
A	K3	K3A	51,800 - 59,600	59,600 - 72,800	72,800 - 80,600	28,300	21,200	1,000
A	K4	K4A	57,800 - 66,500	66,500 - 81,300	81,300 - 90,000	31,700	23,800	1,000
A	K7	K7A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,300	35,200	26,400	1,000
A	K8	K8A	62,800 - 74,100	74,100 - 90,500	90,500 - 101,800	35,200	26,400	1,000

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CRSG Processing Time per LSOD
for
Line Sharing

SD = Systems Designer LSOD = Line Sharing Order Document					
Cost Element	Cost Element Component	Functions Performed by CRSG	Function Performed By	INSTALL (Hours)	DISC (Hours)
J.4	Line Sharing Splitter per System	LSOD received from CLEC by email; print & email to SD	Contractor	0.17	0.17
	<p>All of the time & steps shown apply on a PER LSOD basis</p> <p>For the CRSG, it doesn't matter what size system, or jumpers or what Quantity, all work steps & times will be the same.</p> <p>Also, after I laid out the steps, it became apparent to me that even for the EU order when Loop Modification applies, the same steps & times will apply. However, the Loop Mod + EU LSR will be simultaneously, therefore, the time SHOULD NOT be duplicated in the cost for both Line Sharing AND Loop Modification - so do not include with Line Sharing, but assume it is included in Loop Modification.</p>	Logged to BRITE tracking system	Contractor	0.05	0.05
		Assemble printed documents, prepare folder & hand-off to SD	WS10 Clerical or Contractor	0.12	0.12
		LSOD reviewed & amended, document folder & BRITE	JG56 SD or Contractor	0.25	0.25
		LSOD faxed to CCM	WS10 Clerical or Contractor	0.05	0.05
		LSOD received from CCM by fax; acknowledged & delivered to SD	WS10 Clerical or Contractor	0.17	0.17
		LSOD reviewed, document folder & BRITE & prepare LCSC Hand-off	JG56 SD or Contractor	0.25	0.25
		LSOD faxed to LCSC	WS10 Clerical or Contractor	0.05	0.05
		Verify LSOD received in LCSC; close BRITE & folder	JG56 SD or Contractor	0.17	0.17
		Folder verified & filed in archive	WS10 Clerical or Contractor	0.13	0.13
					1hr. 24min.

27

CRSG Cost Input
for
LINE SHARING Environment

Line Sharing Headcount Allocation - CRSG

All Management Job Grades are on Sales Compensation.

% Allocation Assumption:

The column headed % UNE Work lists the people doing UNE work **today**. I do not know how to forecast how much Line Sharing will diminish the existing UNE work being done.

Has the Prod Mgr. Provided any forecast? If so, I guess their factors should be applied.

Functions Performed	Performed by
LSR Rcpt & logging & folder preparation	Contractor
Backend folder close out & filing	WS10
	JG56 SD1 on Compensation
See the product specific sheet tab	FDC2210

Contractor Average Hourly Rate	\$42.00
--------------------------------	---------

CRSG - UNE Headcount Allocation			
Name	JG/Cont	% UNE Work	Type of Work or Comments
Ruby Neely	58	100%	Team Lead
Cheryl Lewis	58	100%	Team Lead
Joanie Mahan	Contractor	100%	Process orders
Cathy Compton	Contractor	100%	Process orders
Barbara Jones	Contractor	100%	Process orders
Leesona Nelms	Contractor	100%	Process orders
Jonathan Ryer	56	100%	Process orders
Kristy Seagle	56	100%	Process orders
Lillie Lawson	Contractor	100%	Process orders
Rose Morris	Contractor	40%	Process orders
Sonja Johnson	Contractor	75%	Data management / admin
Janie Norris	Contractor	75%	Data management / admin
Mary McCoy	WS10 Clk	25%	Clerical / admin
Sandy Lang	Contractor	100%	Clerical / admin
Charlotte Donlon	56	60%	Issue resolution / CRSG operational support
Monica Dodge	56	60%	Customer care
Titania Alexander	56	50%	Special construction estimates
Brenda Gibson	58	25%	Supervision & information management
Tracey Morant	58	10%	Supervision & customer relationship
Mitzi Link	59	90%	Supervision & leadership of CRSG

RED BOLD entries indicate a change since last submitted to Arlene Fredrickson & Pam Williams

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Account Team Component of UNE Cost Input

This represents just one Sales AVP (JG61) work group that is a part of Interconnections Sales that would have work time related to the UNE environment in general

There are 2 other Sales AVP groups in Birmingham, 5 in Atlanta
I couldn't begin to predict what % of who works on UNE customers
The total Sales Entity is under Kenneth Ray JG64

It is next to impossible to further divide to the specific product level, e.g. UCL, UNTW, Xdsl
I think that would be driven by the customer sets and their business plans, and what their sales success ratios are and what the ultimate volumes would be. I think that would have to come from the Product Managers.

Name	JG/Cont	% UNE Work	Type of Work or Comments	Unit
Cathey, Marc	61	50%	Sales AVP	Acct. Team
Alvis, Rick	56	50%	Systems Designer I	Acct. Team
Bonner, Denise	58	50%	Systems Designer II	Acct. Team
Burgess, Kelli	58	50%	Systems Designer II	Acct. Team
Callahan, Leslie	K3	50%	Account Manager	Acct. Team
Carmichael, Rita	58	50%	Systems Designer II	Acct. Team
Carnes, Wayne	K3	50%	Account Manager	Acct. Team
Christian, Scott	K3	50%	Account Manager	Acct. Team
Clark, Susan M. (Terri)	58	50%	Systems Designer II	Acct. Team
Corley, Susan	WS10	50%	Clerical	Acct. Team
Davies, Kathy	58	50%	Systems Designer II	Acct. Team
Denham, Sharon	58	50%	Systems Designer II	Acct. Team
Douglas, F.W (Buck)	58	50%	Systems Designer II	Acct. Team
Ferreiro, Gene	K2	50%	Account Manager	Acct. Team
French, Bill	K8	50%	Sales Director	Acct. Team
Griffin, Scott	K2	50%	Account Manager	Acct. Team
Hammond, Diann	58	50%	Systems Designer II	Acct. Team
Hartley, Donna	K3	50%	Account Manager	Acct. Team
Hodges, Cynthia	58	50%	Systems Designer II	Acct. Team
Hogg, Scott	K2	50%	Account Manager	Acct. Team
Johnson, Wade	58	50%	Systems Designer II	Acct. Team
Kizziah, Glenda	WS10	50%	Clerical	Acct. Team
Kunze, Scott	K2	50%	Account Manager	Acct. Team
Laszlo, Joe	58	50%	Systems Designer II	Acct. Team
McElroy, Roger	58	50%	Systems Designer II	Acct. Team
McRae, Bob	58	50%	Systems Designer II	Acct. Team
Moore, Debbie	52	50%	Sales AVP Admin Assist	Acct. Team
Morrison, Bill	K3	50%	Account Manager	Acct. Team
Parker, Paul	K8	50%	Sales Director	Acct. Team
Pierce, Daphne	58	50%	Systems Designer II	Acct. Team
Ratliff, Rick	58	50%	Systems Designer II	Acct. Team
Ratliff, Wayne	58	50%	Systems Designer II	Acct. Team
Ray, John	K3	50%	Account Manager	Acct. Team
Reid, Kim	58	50%	Systems Designer II	Acct. Team
Robbins, Mark	K3	50%	Account Manager	Acct. Team
Ryer, Kurt	56	50%	Systems Designer I	Acct. Team
Temple, Gretchen	58	50%	Systems Designer II	Acct. Team
Timmons, Debbie	59	50%	Sales Support Director	Acct. Team
Washington, Darryl	K3	50%	Account Manager	Acct. Team
Wilburn, Mike	K8	50%	Sales Director	Acct. Team
Wilder, Shamron	56	50%	Systems Designer I	Acct. Team

Information submitted by:
Debbie Timmons
205.321.4990

MESSAGE
Subject: CRSG Resale Time Per Task Info
Creator: Debbie D. Timmons /m7,mail7a

Dated: 3/1/00 at 19:14
Contents: 3

Item 1

TO: Diann Hammond /m7,mail7a; PHONE=205-321-7727
Sandra Harris /m7,mail7a; PHONE=205-977-5600
Pat A. Rand /m6,mail6a; PHONE=205-402-7368

Item 2

Ladies,
Attatched is an email that has some files attached that get at some early Time Per Task efforts for traditional complex resale products. I hope this is what you need; please advise if it is not.

JUST DON'T USE ANYTHING YOU SEE FOR UNES, THAT IS IN A SEPARATE DOCUMENT THAT IS MORE CURRENT THAT I WILL SEND YOU IF YOU WANT, BUT I HAVE BEEN WORKING DIRECTLY WITH ARLENE FREDRICKSON ON THOSE COST STUDIES.

Item 3

MESSAGE
Subject: Time Per Task Info
Creator: Debbie D. Timmons /m7,mail7a

Dated: 7/21/99 at 8:53
Contents: 4

Item 3.1

TO: Debby B. Feir /m2,mail2a; PHONE=770-936-3752

Item 3.2

Hope this is what you're looking for. There are 2 messages attached; 1 from March did not have validated JNE infor, the 1 from June provides the UNE component. Also, please pay very special attention to assumptions! We can discuss next week. Debbie Timmons

Item 3.3

MESSAGE
Subject: CRSG Business Case Input
Creator: Debbie D. Timmons /m7,mail7a

Dated: 3/31/99 at 16:49
Contents: 4

Item 3.3.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
William A. Schneider /m7,mail7a; PHONE=205-321-4904
CC: Brenda T. Gibson /m2,mail2a; PHONE=205-321-7765
Mitzi Link /m2,mail2a; PHONE=205-321-2991
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700
Tracey L. Morant /m2,mail2a; PHONE=205-321-3192

Item 3.3.2

Marc & William:

Please find attached 2 Excel spreadsheets that provide the results of our interviews & other points for consideration.

The file named BC MAR`1.xls contains 3 sheet tabs: Time per Task, Time per LSR, Assumptions & comments.

The file names BCDETA`1.xls contains many sheet tabs: They are basically the interview detail per individual interviewed.

William: Please let us know your availability to finalize this information and its incorporation in to the final presentation. Tracey Morant is available to

review & discuss when you are ready. Again, we are looking to you to take the raw data and perform the trending analysis. **You will be most interested to know that the final count for March is 583 LSRs! This is the highest LSR count since our beginning.** Please use this amended number in your calculations. Brenda has sent you under a separate message the information for March 99, specifically the break down by Type of Service (TOS).

Please let us know what other information you require.

Thanks, Debbie Timmons
"BRING IT ON!!!"

Item 3.3.3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 3.3.4

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as TEXT

Item 3.4

MESSAGE Dated: 6/14/99 at 9:32
Subject: CRSG Headcount Estimate Based on UNE Forecast Contents: 3
Creator: Debbie D. Timmons /m7,mail7a

Item 3.4.1

TO: Marcus B. Cathey /m6,mail6a; PHONE=205-321-4900
Fred P. Monacelli /m7,mail7a; PHONE=205-321-7700

Item 3.4.2

Fred & Marc,
The attached spreadsheet contains some information relative to the subject. There are several sheet tabs so you may want to look at them all.

I think we are probably going to need to discuss it real time. I tried to make my assumptions & calculations clear, but this kind of thing is usually hard to digest when it is cold. I also realize that it is only part of the picture; I need to do this for the entire load...I'm working on it!

I did want to get this in front of you though; I really don't know what approach we are wanting to take with McDougle.

Just let me know what questions you have or when you would like to discuss it.

Thanks, Deb

Item 3.4.3

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Dated: 7/21/99 at 8:53
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Creator: Debbie D. Timmons /m7,mail7a

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Item 4

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Creator: Debbie D. Timmons /m7,mail7a

Dated: 6/14/99 at 9:32
Contents: 3

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TimeTask

COMPLEX RESALE SUPPORT GROUP
BUSINESS CASE ANALYSIS
TYPE OF SERVICE - "TIME PER TASK"
 30-Mar-99

Type of Service	Admin Time via Email	Admin Time via FAX	Prepare Folder/Notify CLEC	Pre-screen Start	SD BRITE Input	BOCRIS/ ORION Validation/ SAP Avail	Prepare Rate Quote/ Contract	Prepare/ Receive CLLI Request	Prepare Assump. AGMT	Service Inquiry	Assign CKT/SO/ TN's	Prepare Transmit Form	Fax to Center and PM	SD BRITE Input	Follow up for FOC w/ Ctr	Receive FOC	Verify Service Order	Prepare to send FOC	BRITE/foI der Update	Closeout	Sum Time Total	Convert to Hours
Centrex (New Product)	20	20	10	75	5	5	15	n/a	n/a	n/a	n/a	25	5	10	5	5	5	10	5	5	205	3.42
Channelized Megalink	20	20	20	15	10	15	35	n/a	n/a	20	20	25	10	10	15	5	5	10	5	5	245	4.08
EBRUJ	20	20	65	30	5	n/a	n/a	n/a	n/a	n/a	n/a	10	n/a	5	5	5	n/a	5	5	5	160	2.67
ESSX/MultiServ	20	20	10	15	5	15	n/a	n/a	n/a	n/a	n/a	15	5	5	5	5	5	10	5	15	135	2.25
Frame Relay	20	20	15	15	5	25	n/a	20	n/a	25	20	20	10	10	20	5	10	5	5	5	235	3.92
ISDN, Basic Rate	20	20	10	15	5	30	n/a	n/a	n/a	n/a	n/a	5	5	5	10	5	5	10	10	15	150	2.50
ISDN, Primary Rate	20	20	10	15	5	10	n/a	20	n/a	65	20	10	5	20	5	5	10	10	10	5	245	4.08
Megalink	20	20	5	15	10	15	35	n/a	n/a	n/a	20	15	n/a	10	15	5	10	5	10	5	195	3.25
Termination Liability	20	20	5	25	5	n/a	n/a	n/a	25	n/a	n/a	n/a	10	5	n/a	n/a	n/a	n/a	5	5	105	1.75
Traffic Study	20	20	5	10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	25	5	5	5	n/a	5	20	5	5	110	1.83
Trunks*	20	20																				
Synchronet*	20	20																				
Other*	20	20																				

Time is based in minutes.

Administration Time is added to the Sub-Time Total.

*No formal interview conducted to support findings. Time per task based on input from Systems Designer

sh

**Interconnection Sales Total
Complex Order Handling
(Top Products 1QTR 1999)
"Time per LSR"**

Product (<i>"Complex", Acct. Team required</i>)	Average Time / Task (<i>Handling time</i>)	Frequency (<i>% tot orders</i>)	Weighted Avg. (<i>Hours</i>)	LCSC <i>Candidate</i>
Centrex (New Product Offering)*	3.42			
Channelized Megalink	4.08			
DID	2.33			
EBRU	2.67			
ESSX/MultiServ	2.25			X
Frame Relay	3.92			
ISDN, Basic Rate	2.50			
ISDN, Primary Rate	4.08			
MegaLink	3.25			
Termination Liability	1.75			
Traffic Study	1.83			
Trunks	2.33			X
Synchronet	2.33			
Other	1.83			

TOTAL

*See ESSX/MultiServ

Average "Time per LSR" developed across all Account Teams. "Time per LSR will be revised as order volume increases

"Frequency" of orders was developed across all Account Teams and may vary based on individual account strategies

"LCSC candidates" are potential product/orders that can be moved to the LCSC by EOY 1999

Findings are based on interviews with CRSG Systems Designer representing the general assumption that a "clean order" was provided.

Assumption Set

Original Assumption Set:	
FOC	Rec'd by acct. team from VSC (DCSC or other ordering entity) electronically and forwarded to customer via Fax.
Billing	No billing explanations or clarifications. Originally no rework, misdirected orders or account team errors were calculated into the assumptions; however, on May 28, 1997, an error factor of 12% was added to the equivalent headcount.
Rework	
Personnel	Fully trained personnel.
Proj. Mgt.	No project mgt. or customer status function.

Reality
Electronic FOC's are forwarded to CIS.CRSG mailbox. Sonja Johnson opens, prints, sorts, retrieves from printer; stamps w/ receive date; puts in yellow FOC folder; delivers to SD. Usually 3 - 5 days to receive FOC. We do not receive all electronically.
CRSG is involved in billing explanations involving disputes. Specifically, any disputes resulting from Complex Service requests handled by the CRSG are resolved by the CRSG.
Approximately 30% of all complex orders received in the CRSG are placed into clarification. Thus, additional handling is required. Additionally, roughly 12% of orders received are misdirected.
Takes 6 - 12 mos. To have fully trained personnel capable of handling more detailed specific complex orders. The group is a sourcing pool for Acct. Teams; turned 50% of the group in 1998.
SD's do perform PM tasks by tracking orders to completion. Also, CRSG is continuously statusing CLECs on PON's. Average 2 status calls from CLEC per LSR.

Additional Assumptions:	
Special Assemblies	50% of MegaLink orders require special assemblies.
UNE Orders	The Service Inquiry portion for UNE ADSL/HDSL loops. Generally, this process takes approximately 20 minutes to complete.
Interval Guide / Expedites	CLECs often submit orders with the requested Due Date less than Interval Guide stated criteria. A review of KMC & e.spire LSRs for 1Q99 showed 19% & 11% EXPEDITED, & 63% & 77% Less than Interval Guide, respectively. These conditions add to handling time
Large Sales	The CRSG supports large sale projects involving high volume concentration of certain complex products i.e., Intermedia Communication's State of Georgia Y2K project.
Type of Service	The Type of Service being ordered by TOP 5 CLECs include: Frame Relay, ISDN-BRI, ISDN-PRI, ESSX/MS, and Megalink
ESSX/Centrex Station Line	The average station size per ESSX/Centrex is 25 stations.

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Faxed LSR's

Administrative - Receiving LSR's via Fax

Per Sherry Parsons & Sonja Johnson

General Assumption: Order is

<u>Action</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Sherry receives LSR via FAX.		
Picks up fax, verify # pages, stamp it. Create LSR acknowledgement and faxes to originator. Gets confirmation back and staples to original.	5	Fax is available and not a whole stack of orders.
Sherry puts LSR in Receive Tray on Sonja's desk..	2	
Sonja takes it out of tray. Makes sure you have LSR, EU page.	2	All info provided that is needed.
Sonja starts logging into BRITE and assigns to SD. Sonja stamps w/date & who assigned to.	5	
Sonja turns to manual log and log, giving date, CLEC, PON#, TOS, & SD.	3	
Sonja gets folder, puts project ID # on it, takes that order, places it in folder, if expedite puts in red folder, then delivers to SD's desk to their "in" tray..	3	
	20 min.	

27

E-mailed LSR"s

Administrative - E-Mail receipt of LSR.

Per Sonja Johnson

General Assumption: BRITE database is accessible and workload is running on the average.

Action	Time in Minutes	Assumptions
First thing in a.m. SJ goes to CIS.CRSB mail box in open mail to see if received any LSR's.		PC already on, already logged on, etc.
SJ opens LSR message & start printing it out. Order usually consists of 3 attachments: LSR, EU, Resale page: Ordering Document: and Diagram.	5	Receipt of 1 order.
Prints it. Has to sort out copies at printer and separate from everyone else's stuff.		
Makes sure has all pages.	2	
Returns to desk. Stamps w/receipt date stamp.	2	
Then SJ does "reply to message" back to customer via E-mail that it has been received & informs CLEC of assigned SD or informs CLEC that they'll be contacted by the assigned SD..	2	
Sonja starts logging into BRITE and assigns to SD. Sonja stamps w/date & who assigned to.	5	
Sonja turns to manual log and log, giving date, CLEC, PON#, TOS, & SD.	3	
Sonja gets folder, puts project ID # on it, takes that order, places it in folder, if expedite puts in red folder, then delivers to SD's desk to their "in" tray..	3	
	22 min.	

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Filing

Administrative - Filing/Archival of Completed Folders

Per Sherry Parsons

General Assumptions: Order is completed & placed in SD's "completed" tray.

<u>Action</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Sherry goes around to each SD's desk several times/day to retrieve folders.		Folder been handed off to SD. Order has been completed SD has either placed in "completed" tray. or the SD.
Sherry pulls BRITE SD screen to verify that everything needed in BRITE has been populated. Then verifies CPX date is same as due date.	5	
If everything is verified in BRITE to be completed, Sherry stamps w/"verified" stamp and places in "to be filed" tray at her desk.	1	
If it hasn't, Sherry fills out query sheet indicating missing fields and takes it w/folder back to SD's "in tray".	5	
Sherry files the completed folders by month, by CLEC in alpha order, by PON's in numeric order under CLEC. If CLEC doesn't already have a folder in file cabinet, Sherry has to create one.	30	Sherry usually collects a day's worth of folders and files them all together.
Archiving - After 6 months of filing, Sherry removes the first month's folders and moves to archives. This is done by 5th of ea. mo.	150	
	3 hours; 11 min.	

Detail Process Analysis of ESSX/MultiServ Orders

Ave. Station Size Per Essx = 25 lines.

Per Barbara Jones

General Assumptions: New order to add a line to an existing ESSX.

<u>Actions</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Receives from Sonja.		
Try to pull up in BRITE via PON #. Assigns Start date. Looks at PON to ensure everything needed is there.	15	
Ensures order is "clean".	5	
Looks up acct. in BOCRIS to do further varification and prints records. Looks up in ORION to verify address.	10	
Calls customer and identifies herself as the SD working on order. Discusses expected DD w/customer. Begins filling out folder while on phone.	5	
SD begins order processing. Assignment of # - may need to call Line & Number (which involves filling out form & faxing). Hopefully customer knows what #'s they have and will provide them to us.	5	
Ensure USOC's/features on the lines are correct.	5	
Proceeds to fill out transmittal sheet, prints it, attaches any other pertinent papers along w/cover sheet and will fax to appropriate center and project manager.	15	
Makes appropriate notes on folder. Indicates w/tg. On FOC and places in "waiting on FOC" tray.	5	
In MOST cases, a call has to be made to CRSC to inquire about the FOC. 1 out of 5 times, info has to be resent to center.	5	
When FOC has been faxed back to us, it is delivered by Sherry to SD. SD prints copy of order from BOCRIS to scan for errors.	5	
Gets folder out of "waiting on FOC" tray. Pull up order in BOCRIS, scan over it for errors, print out copy for folder. Updates front of folder w/rec'd date, order #, due date, tel. #, FOC rec'd from center, FOC to PM and other critical date fields...	5	
Updates BRITE w/same information that goes on front of folder.	5	
Type the FOC transmittal sheet.	5	
Send via fax or e-mail the FOC to CLEC and to the PM. Files folder in "waiting on completion" tray	5	
. Follow-ups to DD's will begin to ensure order worked.	5	
Once worked, prints another copy of order from BOCRIS for the folder.	5	
Updates CPX date on front of folder, enters completion date in BRITE.	5	
Puts "C" on folder and places folder in "out tray" for Sherry to pick up and file.	5	
	115	
	1 hour, 55 min.	

Detailed Process Analysis of New Centrex Service		
Per Judy Woods		
General Assumptions: New Centrex Order received from the CLEC utilizing the New Centrex Product offering. Assumption is that CLEC provides a clean order including, matrix of features, ordering document and signed service agreement. CRSG does not assign		
<u>Actions</u>	<u>Time in Minutes</u>	<u>Assumptions:</u>
Receive from Sonja.		
Prepare folder.	5	
Screen the LSR, EUI, DLR, Ordering Document and all other necessary documents provided.	75	
Log Start Date in BRITE and notify CLEC of assignment.	5	
Validate address and premise information via BOCRIS/ORION.	5	
Prepare rate quote via Quote Expert.	15	
Prepare the transmittal form, attach other forms including ordering document, LSR, etc. and fax to the CRSC and Project Manager.	25	
Update BRITE and folder with pertinent order information.	5	
Indicate waiting on FOC and place in "Waiting on FOC" tray.	5	
When FOC is received from Center, print a copy of the Service order to scan for errors.	10	
If no errors, then send FOC to CLEC and Project Manager using the FOC form found on the M:\Drive. Type FOC transmittal and forward to customer via fax.	5	
Note FOC information on folder and in BRITE.	5	
Place folder in "Holding for Completion" tray on desk.	5	
Follow up on due dates by checking pending service order in BOCRIS for completion.	5	
Once complete, print another copy of service order from BOCRIS and place in the folder.	5	
Update folder and BRITE with CPX information.	5	
Put "C" on folder and place in out tray for pickup by Sherry Parson's.	5	
	185	
	3 hours; 5 min.	

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Detail Process Analysis for Megalink	
Per Glenda Cook	
Steps	Time in Minutes
Received LSR in "in tray".	150
Take out of folder. Screen for obvious necessary fields, looking at LSR, EU, & ordering document & other required information.	15
Call customer to acknowledge receipt & enter start date into Brite.	5
Go to BOCRRIS & pull Q acct & prints. Begin filling out folder update folder, placing copy in folder and enters start date into BRITE.	10
Pulls contract & prepares. Faxes CLEC a copy of blank contract and puts LSR in "clarification" at that time, stating that contract needs to be filled out, signed, and returned.	15
While waiting for contract to be returned, goes into SOCS, documents order number, go to ATLAS & get circuit ID.	10
Contract is received back from CLEC. Takes order out of Clarification, updates BRITE that out of clarification and updates PM info and any other necessary info is added. Goes to Quote Expert and completes price quote. Compares quote w/contract and makes	20
Prepare transmittal form and faxes to appropriate center and project manager. (attaches all necessary pages, usually total of 8 pages)	15
Updates BRITE & folder, indicating faxing of transmittal forms, etc. Places folder in "pending FOC" tray.	10
Receives FOC. Pulls folder. Goes into BOCRRIS and prints pending service order, goes back over transmittal, checks service order for errors & verifying due date. If due date not what customer requested, advises CLEC of the new due date. If an earlier d	20
Proactively ensures order is completed. Checks BOCRRIS looking for order.	10
Once order is completed, goes into BRITE & updates CPX date and also notes folder of CPX'd info. Puts 'C' on folder and places in outbasket for filing.	5
	150
2 hours, 30 min.	

Assumptions
 Assumption is that this is a "clean" order, requiring a contract.

Detail Process Analysis of Traffic Studies

Per Randy Ray

<u>Actions</u>	<u>Time in minutes</u>	<u>Assumptions</u>
Receive.		
Review info for all data. Look up Q account. Update folder.	15	
Create fax transmittal where we restate all the basic information on traffic study to NSDC.	15	
Send to Center.	5	
Log into BRITE & update folder.	5	
After 10 days, if haven't received anything, will follow up.	5	
Once info received, transmit info to customer via regular mail.	15	
Complete service transmittal to send to appropriate CRSC for record order to bill.	10	
Upon receipt of FOC from the center for the billing record, send FOC to CLEC.	5	
Check BOGRIS after two days to ensure CPX'd.	5	
Update BRITE & note folder. Make copy of BRITE screen, place in folder, and put folder in "out" tray.	5	
	85	
	1 hour; 25 min.	

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Detail Process Analysis for Termination Liability

Per Judy Woods

General Assumptions: CLEC will assume termination liability.

<u>Action</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Prepare folder, screen the LSR, EU form. Verify info sent on termination liability & compare to the tariff charges. Notify CLEC of assignment.	30	
Log info into BRITE.	5	
Prepare Assumption Agreement and fax to CLEC.	25	
Receive Assumption Agreement back from CLEC. Prepare transmittal and fax to CRSC.	10	
Update BRITE.	5	
Go to folder and close. Place folder in "to be filed" tray.	5	
	1 hour; 20 min.	

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Details Process Analysis on EBRU

Per Judy Woods

General Assumptions: We have received the EBRU disputed charges.

Ave. Station Size Per Essx = 25 lines.

<u>Steps</u>	<u>Time</u>	<u>Assumptions</u>
Prepare folder and put info in BRITE.	15	
Review discrepancy that was sent with the customer service record in BOCRIS. Print and compare to the discrepancy.	30	
Call CLEC and go through each piece of the dispute and explain it - type of credit, overbilling, underbilling, etc. Usually have to give this info to someone other than the decision maker.	60	
Receive follow-up call from CLEC acknowledging receipt of info on dispute and authorizing us to go ahead and process, etc. Fax an authorization to EBRU telling them to go ahead and process order.	10	
Wait for EBRU to do their thing. EBRU forwards FOC to SD. FOC indicates that adjustment has been made to customer's record. Call made to customer notifying them that adjustments have been made. Update BRITE.	10	
	2 hours; 5 min.	

Frame Relay

Detail Process Analysis of Frame Relay Orders

Per Janie Norris

General Assumptions: Fractional T-1 in BellSouth Territory.

<u>Actions</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Receives LSR from Sonja.		
Reviews LSR package to ensure all documents are there. These are LSR, EU, FR Ord. Doc., diagram. Checks for accuracy on these items on billing, speeds, any info on ordering doc or LSR that tells what they are ordering.	15	Assuming good clean order.
Begins folder preparation with PON, EU complete address, start date, etc.	10	
Notify CLEC of receipt and start.	5	
Validate "Q" account. Validate address in ORION. Go into SAP on "m" drive and determine Cascade SWC and ICO mileage if needed.	25	Assuming BellSouth-served.
Request CLLI code by faxing to CLLI code coordinator. Update folder.	10	
Validate the site code in BOCRIS. Go to ATLAS to assign circuit ID#. Go to SOCS to request a preassigned order number and update folder accordingly.	20	
Make BRITE updates with start date, Project Mgr., RESH code, circuit ID info, # orders being issued, TOS info, Order #, and makes notation in remarks that CLLI code has been requested & date.	20	
Upon receipt of CLLI code prepare Service Inquiry. Fax to appropriate CCM, SCM, & OSPE, approximately 3 pages each. Note folder & BRITE w/date being sent.	25	
Upon receipt of responses to Service Inquiry, note folder & BRITE.	5	
Prepare package for transmittal to DCSC. Includes fax cover sheet, service transmittal form, fast package ordering document - total of 5 pages, plus first page of service inquiry form, the service inquiry responses from each dept., and the diagram, map or	20	
Receives FOC from DCSC via e-mail format. Go to BOCRIS and print pending orders, reviewing for accuracy and matching against previously gathered info. Puts billing # assigned on folder & in BRITE.	5	
Prepare FOC & send to CLEC & project mgr. Update folder & BRITE w/assigned due date, FOC to cust., FOC from center.	5	
One business after due date, go to BOCRIS print CPX'd order. Goes to folder & updates CPX date, marks folder w/"c" and goes to BRITE and update with CPX date. Puts printed copy of order in folder, places folder in tray for Sherry to pick up.	10	
	175	
	2hours; 55 min	

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Detail Process Analysis for BRI

Per Randy Ray

<u>Steps</u>	<u>Time</u>	<u>Assumptions</u>
Sonja delivers LSR to SD.		
Ensure "clean order" Check DD, ensure w/in reason w/interval guide, check to see if expedite. Go to EU form, is it legible, is local contact populated. Go to Ordering document . . . Is it complete? Check to ensure DLR form is correct.	15	
Begin filled out top part of file folder w/necessary info. And populates receive date - start date.	5	
Go to BOCRIS, look up "Q" acct., validate the Q acct. & print. Go to ORION to validate address of EU & print out. Go to Netscape intranet for ISDN availability and verify whether or not ANSA is involved and switch type.	30	
Call customer & acknowledge receipt of order, obtain any further info needed, and let the know you are one working on it.	5	
Go to BRITE & complete necessary fields/steps.	5	
Pull up transmittal form from WORD. Complete form. Print out and complete fax cover sheet.	5	
Fax to DCSC & to Proj. Mgr. Typically 8 pages. Wait on confirmation. Go back to file folder & update.	5	
Puts flag on folder indicating date sent and place folder in "waiting on FOC" tray.	5	
Waiting on DCSC to send FOC. Proactive follow-up to DCSC, fax has to be created and follow-up performed by fax.	10	
FOC delivered to SD via Sherry. Look up order in BOCRIS, print order, verify details (order #, the two telephone #'s, & due date, & circuit ID info).	10	
Create an FOC transmittal form from WORD based on information acquired and fax to project mgr. and to CLEC.	10	
Go to BRITE & populate w/appropriate info. gathered.	10	
Update folder w/same.	5	
Put file in "waiting for completion" tray on desk. Three - five days after DD, to check BOCRIS to see if order has been CPX'd. If so, print copy of order, place in file. Update file folder. Update BRITE & print copy of BRITE screen. Place BRITE scre	10	Orders don't always CPX w/in 3-5 day interval. Estimate is 20% do not. This means the 10 minute step has to be repeated.
	130	
	2hours; 10 min.	

58

Detail Process Analysis for PRI

Per Leslie Earle

General Assumption: Clean order.

<u>Steps</u>	<u>Time in Minutes</u>	<u>Assumptions</u>
Sonja delivers LSR to SD's "in tray".		
Pull folder out of tray and note key info throughout folder.	5	
Review content, looking for LSR, EU, Ordering Document, possibly a directory listing request page, any misc. notes that may be added by CLEC. Looking for DD, if it's an expedite or not. Verify necessary fields are populated on each sheet.	15	
Call CLEC to acknowledge receipt of order.	5	
Go to BRITE and enter start date, PM name & #, Qty, etc.	5	
Go into BOCRIS for that state/site. Use ORION for address validation. Print ORION info & match address against what was on LSR.	10	
Prepare to obtain CLLI code. Go to "m" drive, look under "CLLI" and get state specific to the order. Take CLLI request form specific to that state and copy it to "WORD". Then you begin to make entries into the CLLI request form. Then print CLLI request form.	10	
Put CLLI code request in folder, update folder & place folder in "waiting for response" tray.	5	
Receive CLLI code from the coordinator via either fax or call and folder noted that it was received..	5	
Begin SI process. Go to ISDN link screen on intranet & print. This gives SWC that PRI will be working from. Also note the SWC CLLI.	10	
Go into BOCRIS to preassign circuit ID#. Must verify site & prefix. Go to ATLAS in BOCRIS to get circuit ID#. Must go thru 3 different screens to get this. Print screen and place in folder.	5	
Go into BOCRIS to SOCS to get order #. Again must verify site. Print & place in folder.	5	
Job down circuit ID# & order # on ORION sheet.	5	
Go "m" drive, product info. Go to PRI, SI, select type of CO. Copy to "WORD" and save as EU.	5	
Go into WORD to complete SI form, using previously pulled info from various sources. Review for accuracy. Save & print. Place in folder.	30	
Go to "m" drive to determine contact list for that specific state.	5	
Prepare fax cover pages, & begin faxing SI (6 pages) to 5 different depts. Wait for confirmation on each fax. Staple confirmation to each depts. fax.	20	
Note file folder & update BRITE that SI has been sent to all 5 depts. BRITE will ask for preassigned order number.	10	
Responses to SI begin coming in and folder is noted as they come in.	10	
Begin preparing service transmittal process which includes preparation of service transmittal, the association, the responses on the SI, and any other data necessary to process the request. Type service transmittal, print, proof read.	10	
Fax hand-off package to project mgr. & to appropriate center. Usually 16 - 17 pages each. Fax machines are preprogrammed w/numbers for frequently dialed depts.	5	
Go to BRITE and note that pkg. has gone to center & project mgr.		
Update folder w/same info.	10	
Put in folder & place folder in "waiting on FOC" tray.	5	
FOC shows up on desk. Pull folder from "wtg. On FOC" tray. Review FOC & print hard copy of service order from BOCRIS. Go to WORD & populate FOC doc w/needed info. Check for accuracy against SO. Fax to CLEC & project mgr.	15	
Update BRITE & folder. Place in "pending file" or "waiting on completion" folder.	5	
Begin follow-up for due date. Go into BOCRIS to check order status.		
Make appropriate notes in BRITE and on folder.	10	
	225	
	3 hours; 45 min.	

MESSAGE

Dated: 8/7/00 at 6:11

Subject: Another One: CRSG/Account Tear List Information

Contents: 3

Sender: Debbie D. Timmons /m7,mail7a

Item 1

TO: Dan Meeks /m6,mail6a; PHONE=205-977-0350

Item 2

Here is another one I found. It was one of the very early ones.
Deb T.

MESSAGE

Dated: 2/10/00 at 16:34

Subject: CRSG/Account Team Cost Information

Contents: 3

Creator: Debbie D. Timmons /m7,mail7a

Item 1

TO: Pam G. Williams /m3,mail3a; PHONE=205-977-5561

CC: Arlene Fredrickson /m3,mail3a; PHONE=205-977-0391

Item 2

Please let me know what additional information you require.

Thank you,

Debbie Timmons

205.321.4990

Item 3

This item is of type MS EXCEL (obsolete filetype (4)) and cannot be displayed as
TEXT

Cost Input
CRSG / Account Team
for
xDSL UCL UNE Environment

UNE Headcount Allocation			
All Management Job Grades are on compensation.			
Name	JG/Cont	% UNE Work	Type of Work or Comments
Ruby Neely	58	100%	Team Lead
Cheryl Lewis	58	100%	Team Lead
Joanie Mahan	Contractor	100%	Process orders
Cathy Compton	Contractor	100%	Process orders
Cheryl Brown	56	100%	Process orders
Laura Stephens	56	100%	Process orders
Sonja Johnson	Contractor	20%	Data management / admin
Lillie Lawson	Contractor	20%	Data management / admin
Mary McCoy	WS10 Clk	20%	Clerical / admin
Sandy Lang	Contractor	100%	Clerical / admin
Terri Clark	58	20%	Engineering Interface
Charlotte Donlon	56	60%	Issue resolution / CRSG operational support
Monica Dodge	56	60%	Customer care
Titania Alexander	56	50%	Special construction estimates
Account Manager	K3	100%	Account management
Sales Support - Direct	58	100%	Support: Acct Team, CRSG & customers
Sales Support - Direct	59	35%	Support: Acct Team, CRSG & customers
Sales Support - Dept	58	75%	Support: Acct Team & Interdepartmental POC
Brenda Gibson	58	25%	Supervision & information management
Account Team SDII	58	100%	Account management
Tracey Morant	58	10%	Supervision & customer relationship
Mitzi Link	59	90%	Supervision & leadership of CRSG

Information prepared by:
Debbie Timmons
205-321-4990

COST-C~1.XLS

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Contractor/Temp	Jan. 2000- June 2000
Johnson, Sonja Nelms, Leesona	\$ 41.00
	\$ 36.50
Norris, Janie	\$ 38.00
	\$ 37.50
Jones, Barbara	\$ 52.00
Lawson, Lillie	\$ 49.00
Mahan, Joanie	\$ 49.00
Compton, Cathy	
Lang, Sandy	\$ 20.00

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UNE Volume 99-00

Month	UCL	xDSL	Total
Apr-99	0	24	24
May-99	1	41	42
Jun-99	0	63	63
Jul-99	43	91	134
Aug-99	125	300	425
Sep-99	78	568	646
Oct-99	708	476	1184
Nov-99	1009	529	1538
Dec-99	1119	700	1819
Jan-00	1258	502	1760
Feb-00	75	22	97 As of 12Noon 2/4
	4416	3316	7732

NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

This work group installs, removes, rearranges, and reconcentrates access lines for POTS from the local switch to the Network Interface (NI) including residential, business, coin and rural services.

They install, remove and rearrange:

- aerial and buried service wires
- grounds
- protectors
- network terminating wire
- network interface
- cross-connects
- jacks
- connecting blocks
- inside wiring.

These outside technicians also analyze and test circuitry and outside network equipment and perform installation tests.

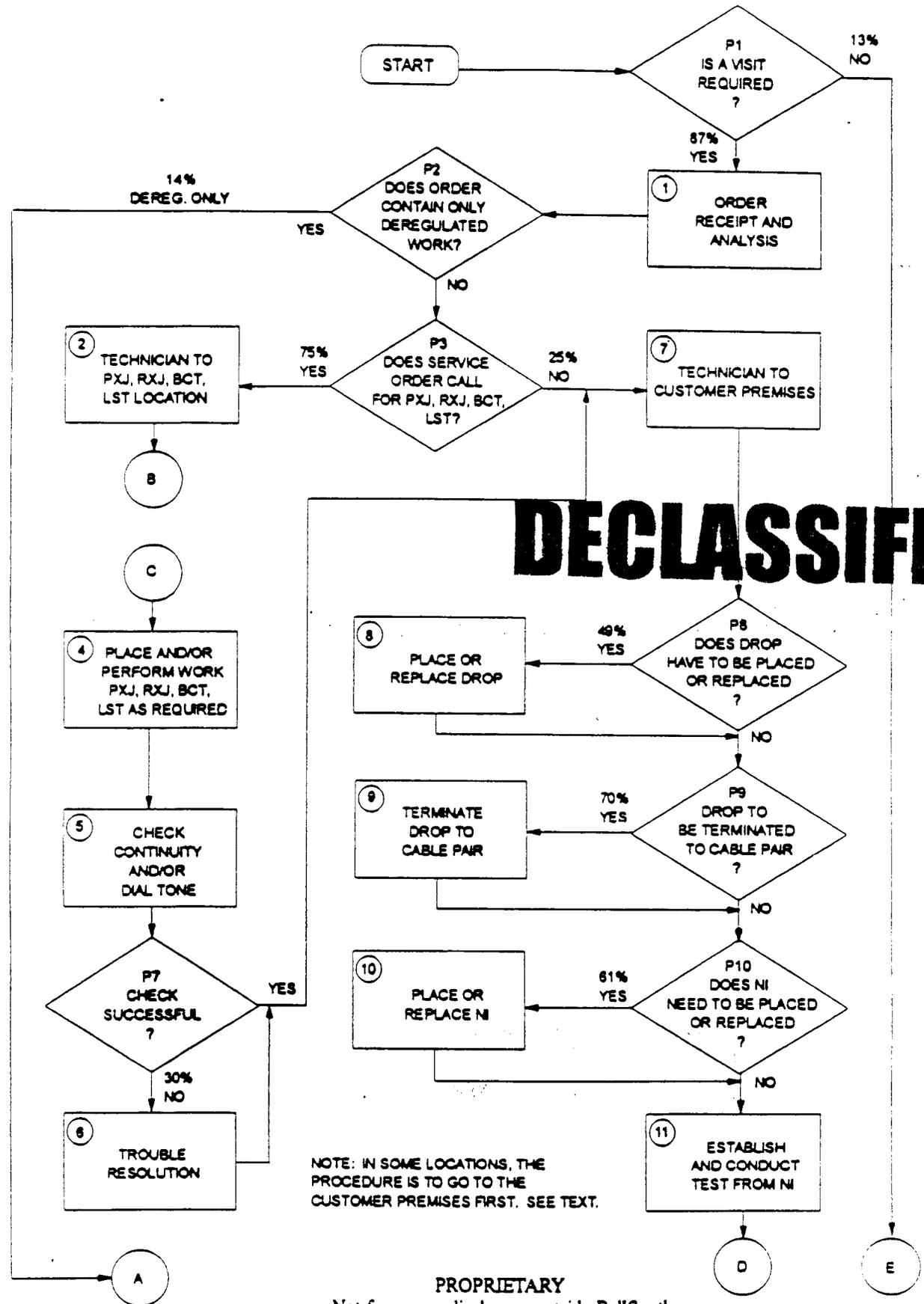
The work time data detailed in this section relates to the work performed by the outside technicians to install *business & non-designed* telephone services.

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NETWORK INSTALLATION OUTSIDE WORK GROUP BUSINESS & NON-DESIGN SPECIAL SERVICES NIOWGB



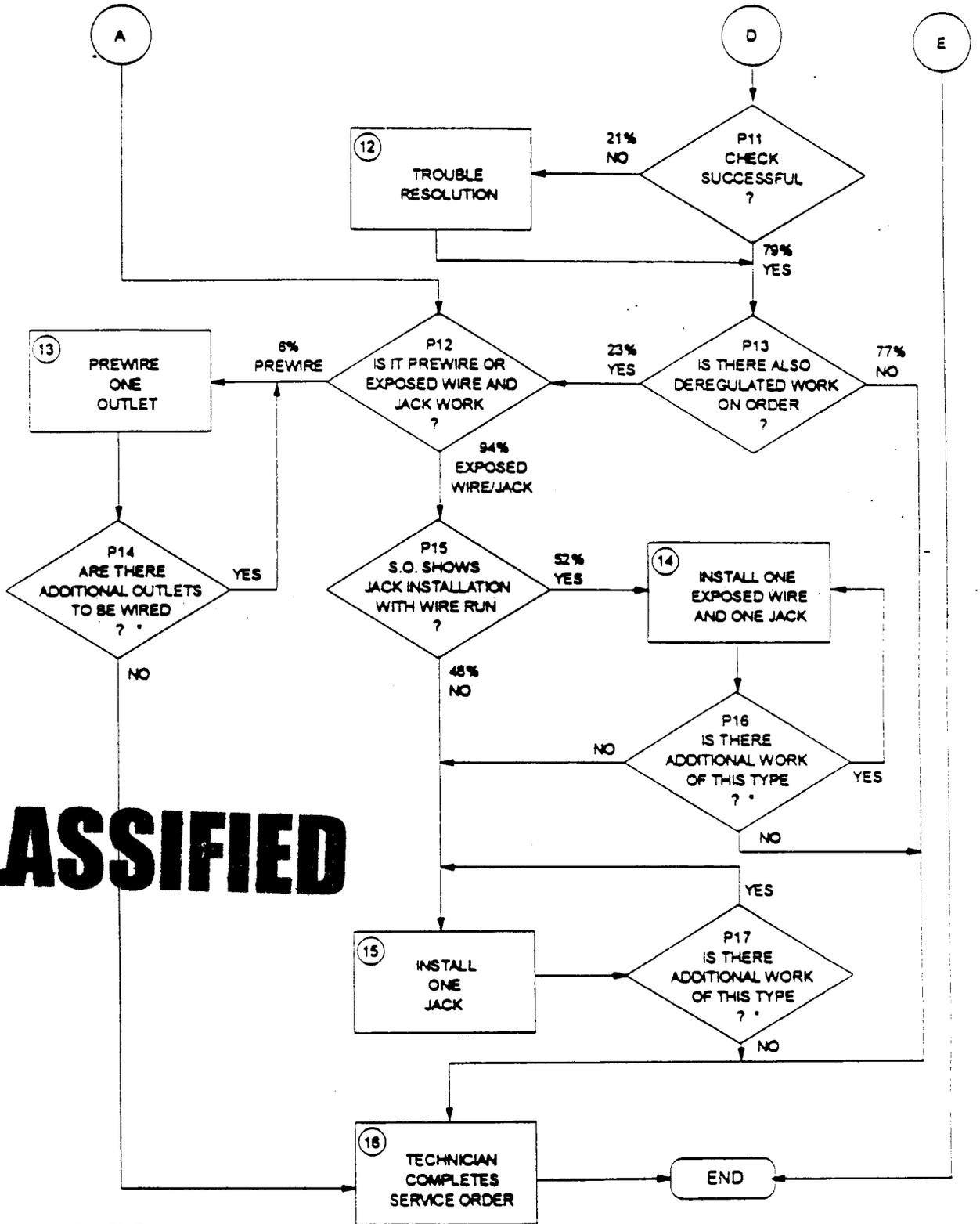
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NOTE: IN SOME LOCATIONS, THE PROCEDURE IS TO GO TO THE CUSTOMER PREMISES FIRST. SEE TEXT.

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NETWORK INSTALLATION OUTSIDE WORK GROUP BUSINESS & NON-DESIGN SPECIAL SERVICES NIOWGB (cont'd)

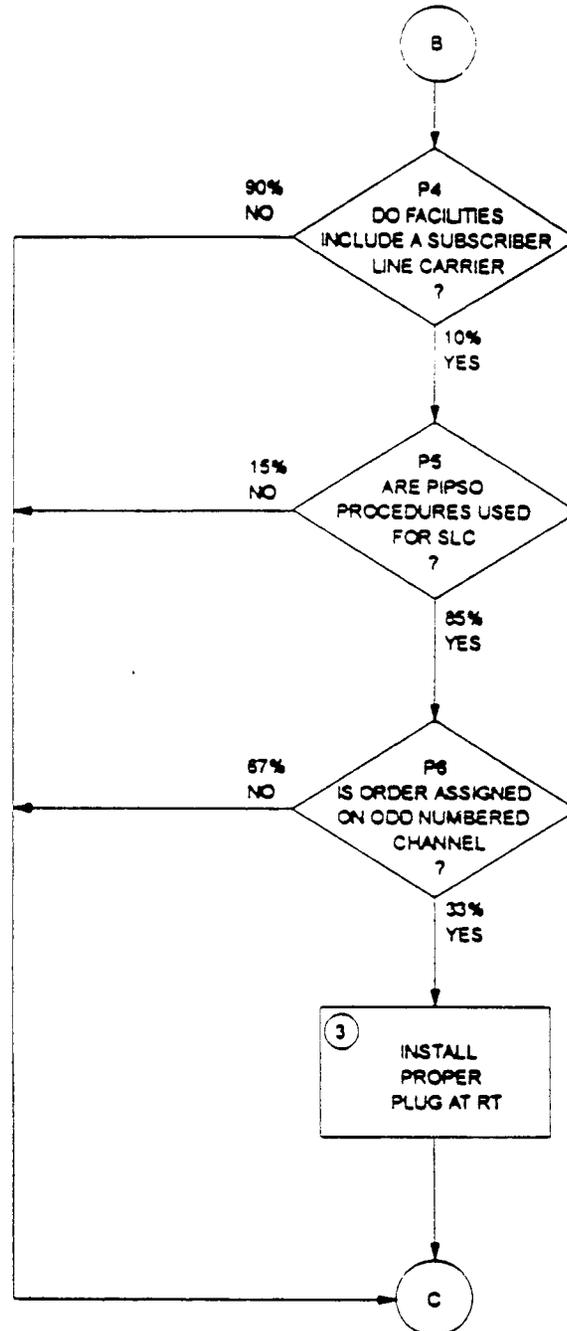


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NETWORK INSTALLATION OUTSIDE WORK GROUP BUSINESS & NON-DESIGN SPECIAL SERVICES NIOWGB (cont'd)



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INTRODUCTION

Subject Matter Experts (SME) have been used to provide the work time data in this document. These SME estimates have been collected from human estimation, work observations, CIMAP, WFA, self-reporting and various sizing models.

The following information is contained herein:

- . Study Methodology
- . Usage of This Work Time Data
- . Selected Acronyms and Abbreviations
- . Workflows, Worktimes and Probability Data

Reorganization, restructuring and re-engineering are three words that have become "business as usual" for most of us. The network cost group and its associated systems are also being restructured.

The Activity Based Information Structure (ABIS) is an activity-based costing system being developed to measure the cost and performance of activities and cost objects (products and services). Once this system is implemented, the detailed information provided in this document may no longer be available. However, ABIS will provide consistent and accurate cost information for all users. In the interim, this work time data will continue to reflect the network service provisioning operations in BellSouth.

Portions of this document will be updated as changes occur. Since changes may occur more frequently than resources are available to publish them, please contact the Network Cost Group before using this data in a study.

Any questions concerning this data or its application should be directed to Eusebia C. Sanderson (205) 977-7210.

Questions related to cost support for a specific product or service should be directed to Carolyn Kendrick, Manager - Network Cost Group. She can be reached at (205) 977-5046.

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STUDY METHODOLOGY

Task Oriented Costing (TOC) provides detailed data which allows us to quantify and understand the relationship between operations expenses and technology, services, operating systems and architectures. The network elements are: (1) the work group and the service provisioning functions or steps performed by that group, (2) the average time in minutes it takes to perform each of those functions, (3) the probability that the particular function will be performed and (4) the Job Function Code (JFC) of the person performing the task. The JFC is used in determining the appropriate labor rate which is then used in the cost calculations for each work group. Each of those four network elements are included in this document.

Subject Matter Experts on the BellSouth Telecommunications network staff defined the discrete tasks which comprise the service provisioning functions performed by each network organization. These tasks were used to construct a flowchart that describes the beginning to end work flow of each network operation studied. The work flows were constructed to represent the provisioning processes in the network centers of the entire nine state region which makes up BellSouth Telecommunications, Inc. The Network field personnel have given this data their support and concurrence.

Work times for individual tasks in the flows were established using a mixture of actual time studies, estimations provided by a group of qualified estimators (a qualified estimator is defined as a worker with at least one year of experience on the job to be studied) or a Subject Matter Expert (SME) who is thoroughly familiar with that task. When group estimations were obtained, each worker was asked to give a "minimum" time estimate, a "most likely" time estimate and a "maximum" time estimate. These estimates were input into the Integrated TOC based Cost Analysis Program (ITCAP). Each estimator's three estimates per task were averaged to form a "pert mean" by using the following formula:

$$(\text{the "minimum" } + (4 \times \text{the "most likely"}) + \text{the "maximum"}) / 6$$

This method of estimating the average work time was also used by many of the SMEs.

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STUDY METHODOLOGY (cont'd)

The estimated average work time furnished for each task herein has been rounded to the nearest minute unless otherwise noted.

Probability of occurrence data is necessary whenever tasks branch from a decision diamond of a work flow. This data is used to assign the weight to the times for the tasks on each branch. Any branching point in the work flow must be accounted for in the proper aggregation of the task times and costs.

Much of the probability of occurrence data could not be directly gathered from existing databases because the data needs pertain to aspects of the work process that usually are not directly monitored in the existing databases. This typically includes data related to interactions between work groups and organizations or the probability of test failures.

When the probability data could not be found in existing databases, estimations were provided for some of the decision blocks by a group of qualified estimators or a Subject Matter Expert (SME) who is thoroughly familiar with the work processes related to the probability of occurrence. Others probabilities will be provided by the appropriate SME when work time data is requested for a specific service.

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USAGE OF THIS WORK TIME DATA

This work time data is presented as a guide for costing purposes only. These work times do not represent a performance goal or standard and should not be used as such.

Work times for each task in this study include only time from the beginning of the task until its end. **WORKERS AND SMEs WERE ASKED SPECIFICALLY TO ESTIMATE HOW LONG IT TAKES TO PERFORM EACH TASK, NOT HOW LONG IT SHOULD TAKE TO PERFORM IT.** Such things as interruptions (telephone calls, etc.), stretching, relief time, time between tasks and work time not directly attributable to a specific task are not included in the task work time. Refer to each task's activity profile for complete details.

When using TOC work time data to determine work times:

1. Choose only the task(s) that apply to the operation you wish to model. Read each task description carefully. The tasks have been constructed to allow the modeling of service additions, rearrangements and disconnects.
2. Consult the work flowcharts for the probability of certain tasks occurring and weigh the task's work time accordingly. For example, if an installer only encounters trouble on a circuit 20% of the time and the work time for resolving trouble is 10 minutes, then, on the average circuit you would add 2 minutes (20% of 10 minutes) for resolving trouble. IF you are only modeling situations where trouble is encountered, then you would use the entire 10 minute trouble resolution time.
3. Work group functions rather than center names are used in this study because the center name and the name of a work group performing a specific function may vary in some states within the region. Refer to the table of contents in Section 5 to determine the appropriate work functions to use in your model.

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #1

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ORDER RECEIPT AND ANALYSIS

Item Description: Time spent in receiving and analyzing the local service order.

ACTIVITY PROFILE

Begins:

May Include:

Ends:

- With beginning of order receipt process
- Time spent on CAT and/or on phone with IMC obtaining data on next job
- Time spent on analysis
- Time spent resolving discrepancies
- Time spent ordering equipment in connection with order
- When technician is ready to proceed with field visit

DOES NOT INCLUDE:

- Waiting for call backs
- Breaks or restroom time

* The time the technician spends securing information on his or her next job often occurs in the middle of the time interval associated with closing out the previous job. (See Item #15). However, the actual time spent being dispatched on the next job is to be considered part of this item.

AVERAGE TIME PER OCCURRENCE (Minutes)

Item Number	Work Time
1.00	

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #2

TECHNICIAN TO X BOX AND/OR BCT OR LST LOCATION

Item Description: Travel time to Cross box and/or BCT or LST Location.

ACTIVITY PROFILE

Begins:

- When technician is ready to begin travel to cross box, pair change or BCT location

May Include:

- Checking vehicle for materials
- Actual driving time to cross box, pair change or BCT location

DOES NOT INCLUDE:

- Time spent on vehicle breakdowns
- Time spent resolving parts discrepancies
- Break or restroom time

Ends:

- When technician arrives at cross box, pair change or BCT location

NOTE: Often procedures dictate that the technician visit the customer's premises before performing these work operations. However, so that the study will be consistent across the region, please make estimates for this work operation as it is described above.

AVERAGE TIME PER OCCURRENCE

(Minutes)

	<u>Item Number</u>	<u>Work Time</u>
Travel from work ctr to the PXJ, BCT, RXJ, LST location (first order of the day)	2.01	27.00
Travel time from last job to the PXJ, RXJ, BCT, LST location	2.02	20.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NLOWGB)

Item #3

INSTALL PROPER PLUG AT RT

Item Description: Install or replace plug-in at remote terminal

ACTIVITY PROFILE

Begins:

- When technician arrives at remote terminal *

May Include:

- Verification that proper plug is in place
- Set up time, including that necessary to insure ESD protection
- Placement or replacement of proper plug-in
- Ordering replacement plug

Ends:

- With verification of proper dial tone at remote terminal

DOES NOT INCLUDE:

- Vehicle breakdowns
- Time spent resolving parts discrepancies
- Break or restroom time

* Remote terminal is most often very close to the cross box and this Item should not come up unless it is necessary to visit the cross box.

AVERAGE TIME PER OCCURRENCE (Minutes)

<u>Item Number</u>	<u>Work Time</u>
3.00	19.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #4

PLACE AND/OR PERFORM WORK PXJ, RXJ, BCT, LST AS REQUIRED

Item Description: Actual placement and/or removal of cross connect jumpers, performance of line and station transfer work, or breaking of connect through.

ACTIVITY PROFILE

Begins:

- On arrival at PXJ, RXJ, BCT or LST location

May Include:

- Set up time at job site preparing for work operation:
 - Tools, equipment
 - Ladder, placing
 - "Suiting up"
 - Opening/closing cross box, ped., terminal, etc.
- Performance of cross connect, LST or BCT work
- Coordination time
- "Dead time" waiting for assignments, frame, etc. while unable to do other work

Ends:

- With PXJ, RXJ, BCT or LST being completed

DOES NOT INCLUDE:

- Vehicle breakdowns
- Initial travel to work location or trip to customer's premises
- Break or restroom time

AVG. TIME FOR THIS TASK = 32.00 Minutes

AVERAGE TIME PER OCCURRENCE

(Minutes)

	<u>Item Number</u>	<u>Work Time</u>
PXJ	4.01	16.00
BCT/RXJ	4.02	28.00
LST	4.03	60.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #5

CHECK CONTINUITY AND/OR DIAL TONE

Item Description: Check loop pair(s) for continuity and/or dial tone before leaving cross box, LST, PXJ, RXJ, BCT location

ACTIVITY PROFILE

Begins:

- At completion of PXJ, RXJ, BCT, LST operation

May Include:

- Checking for loop continuity to serving central office
- Checking for dial tone and/or ring back as required

Ends:

- With continuity established and dial tone verified, or with failure to achieve the above results

DOES NOT INCLUDE:

- Trouble resolution time
- Break or restroom time

AVERAGE TIME PER OCCURRENCE (Minutes)

<u>Item Number</u>	<u>Work Time</u>
5.00	15.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #6

TROUBLE RESOLUTION

Item Description: Attempt to resolve problems with continuity of the loop or lack of dial tone

ACTIVITY PROFILE

Begins:

- With failure to establish circuit continuity or get dial tone

May Include:

- Time spent testing through CAT or using test equipment
- Time spent on line with IMC or Central Office trying to resolve problem
- Time spent by technician to obtain new pair
- "Dead time" spent waiting for new assignments and not doing any other office work
- Time spent making repairs or making changes in facilities to resolve problem

Ends:

- With resolution of loop problem or decision to refer resolution of problem to other group and complete the order at another time

DOES NOT INCLUDE:

- Break or restroom time
- Time spent on other activity while waiting for new pair assignments

AVERAGE TIME PER OCCURRENCE
(Minutes)

<u>Item Number</u>	<u>Work Time</u>
6.00	45.00

3.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #11

ESTABLISH AND CONDUCT TEST FROM THE NI

Item Description: Time spent "hooking up" test equipment and performing operational test from the network interface

ACTIVITY PROFILE

Begins:

- With arrival of technician at customer premises or completion of drop and/or NI work if applicable

May Include:

- Time for "set up"
- Time to perform all necessary tests with CAT or test equipment
- Time spent storing test gear after use

Ends:

- With successful completion of tests or the need for trouble resolution

DOES NOT INCLUDE:

- Time for trouble resolution
- Break or restroom time

**AVERAGE TIME PER OCCURRENCE
(Minutes)**

<u>Item Number</u>	<u>Work Time</u>
11.00	20.00

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #12

TROUBLE RESOLUTION

Item Description: Time spent in trouble resolution following failure of test performed at the network interface

ACTIVITY PROFILE

Begins:

May Include:

Ends:

- With need to resolve problems which caused tests performed at the network interface to fail

- All time spent resolving problems in:
 - Cable facilities
 - Drop, protector and/or NI
 - Network terminating wire
- Time spent testing with, or securing additional information from IMC or other centers in resolving problems or making corrections to records
- Travel time associated with trouble resolution

- With successful resolution of problem or decision to refer trouble to another group and to complete order later

DOES NOT INCLUDE:

- Break or restroom time

AVERAGE TIME PER OCCURRENCE
(Minutes)

<u>Item Number</u>	<u>Work Time</u>
12.00	56.00

2/1/92

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NETWORK INSTALLATION OUTSIDE WORK GROUP - BUSINESS (NIOWGB)

Item #16

TECHNICIAN COMPLETES SERVICE ORDER

Item Description: Technician closes out service order on CAT and/or on phone with the IMC

ACTIVITY PROFILE

Begins:

- When technician completes all physical work on order and is ready to begin close out procedure on CAT or with IMC

May Include:

- Placing call on CAT or to the IMC
- Entering close out information into CAT or relating that information to the IMC
- Calling IMC or other centers to correct records in connection with order
- Packing of gear, tools, etc.

Ends:

- When the technician returns to truck and is ready to proceed with next job

DOES NOT INCLUDE:

- Time spent on CAT or on phone with IMC obtaining data on next job *

* While the time the technician spends securing information on the next job is right in the middle of the time interval associated with this Item, it should not be considered part of this interval. It should be considered part of Item #1.

AVERAGE TIME PER OCCURRENCE
(Minutes)

<u>Item Number</u>	<u>Work Time</u>
16.00	19.00

PROPRIETARY
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