

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request by BellSouth Telecommunications, Inc. for approval of amendment to negotiated agreement for interconnection of their networks, the unbundling of specific network elements, and resale agreement with Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida, pursuant to Section 252(e) of the Telecommunications Act of 1996.

DOCKET NO. 971369-TP  
ORDER NO. PSC-98-0145-FOF-TP  
ISSUED: January 27, 1998

The following Commissioners participated in the disposition of this matter:

JULIA L. JOHNSON, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS  
JOE GARCIA

ORDER APPROVING AMENDMENT TO NEGOTIATED  
RESALE, INTERCONNECTION, AND UNBUNDLING AGREEMENT

BY THE COMMISSION:

On October 16, 1997, BellSouth Telecommunications, Inc. (BellSouth) and Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida (Time Warner) filed a request for approval of an amendment to their resale, interconnection, and unbundling agreement under the Telecommunications Act of 1996, 47 U.S.C. §252(e) of the Telecommunications Act of 1996 (the Act). The amendment to the agreement is attached to this Order as Attachment A and incorporated by reference herein.

Both the Act and Chapter 364, Florida Statutes, encourage parties to enter into negotiated agreements to bring about local exchange competition as quickly as possible. Under the requirements of 47 U.S.C. § 252(e), negotiated agreements and

DOCUMENT NUMBER-DATE

01429 JAN 27 88

FPSC-RECORDS/REPORTING

ORDER NO. PSC-98-0145-FOF-TP  
DOCKET NO. 971369-TP  
PAGE 2

amendments thereto must be submitted to the state commission for approval. Section 252(e)(4) requires the state to reject or approve the agreement within 90 days after submission or it shall be deemed approved.

This amended agreement covers a two-year period and governs the relationship between the companies regarding local interconnection and the exchange of traffic pursuant to 47 U.S.C. § 251. Under 47 U.S.C. § 252(a)(1), the agreement shall include a detailed schedule of itemized charges for interconnection and each service or network element included in the agreement.

Upon review of the proposed amendment to the agreement, we find that it complies with the Telecommunications Act of 1996; thus, we hereby approve it. BellSouth and Time Warner must file any supplements or modifications to their agreement with the Commission for review under the provisions of 47 U.S.C. § 252(e). We note that approval of this agreement does not constitute a determination that BellSouth has met the requirements of Section 271 of the Telecommunications Act.

Based on the foregoing, it is

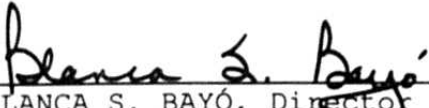
ORDERED by the Florida Public Service Commission that the amendment to the resale, interconnection, and unbundling agreement between BellSouth Telecommunications, Inc. and Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida, as set forth in Attachment A and incorporated by reference in this Order, is hereby approved. It is further

ORDERED that any supplements or modifications to this agreement must be filed with the Commission for review under the provisions of 47 U.S.C. § 252(e). It is further

ORDERED that this docket shall be closed.

ORDER NO. PSC-98-0145-FOF-TP  
DOCKET NO. 971369-TP  
PAGE 3

By ORDER of the Florida Public Service Commission, this 27th  
day of January, 1998.

  
\_\_\_\_\_  
BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

WPC

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review in Federal district court pursuant to the Federal Telecommunications Act of 1996, 47 U.S.C. § 252(e)(6).

**AMENDMENT NO. 1**

**MASTER INTERCONNECTION AGREEMENT**

This Amendment to Master Interconnection Agreement (the "Amendment") is entered into effective the 5<sup>th</sup> day of September, 1997 by and between the telecommunications entities set forth on Exhibit A hereto (referred to collectively as "Time Warner") and BellSouth Telecommunications, Inc. ("BellSouth") (collectively the "Parties") for the purpose of establishing performance standards and measurements for interconnection arrangements between the Parties' telecommunications network facilities in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee (the "Territory").

**RECITALS**

A. The Parties entered into a Master Interconnection Agreement (the "Agreement") effective June 1, 1996 which has been approved by the appropriate regulatory agencies in the Territory;

B. The Parties desire to amend the Agreement to provide for performance standards and methods for measurement of compliance with such standards consistent with all applicable federal, state and local statutes, rules and regulations and the terms and conditions of the Agreement; and

C. Further the Parties acknowledge that certain industry standards should be adopted for engineering purposes for the provision of interconnection services, facilities and equipment required by the Agreement.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

**I. GENERAL PROVISIONS FOR PERFORMANCE MEASUREMENTS**

1.1. In the event of any inconsistency or conflict between the standards, measurements, and performance requirements BellSouth provides itself or another ALEC and the standards, measurements, and performance requirements set forth in the Agreement or this Amendment, such inconsistency or conflict shall be resolved in favor of the standard, measurement and performance requirement most favorable to Time Warner.

1.2. In providing services, equipment and facilities necessary to implement Interconnection between the Parties' telecommunications networks, BellSouth shall provide Time Warner with the same quality of service BellSouth provides itself and its affiliates, its end-users, and other ALECs to the extent other ALECs are not requesting and paying for a higher quality of service. BellSouth's performance under this Amendment shall provide Time Warner with the capability to meet standards or other measurements that are at least equal to the level that BellSouth provides or is required to provide by law or its own internal procedures. BellSouth shall satisfy all service standards, measurements and performance requirements set forth in the Agreement and this Amendment.

1.3. The parties acknowledge that the need will arise for changes to the measurements specified in this Amendment during the term of the Agreement. Such changes may include the addition or deletion of measurements or a change in the performance standard for any particular metric, as well as the provision of target performance levels, as set forth in this Amendment. Unless otherwise specified in this Amendment, the Parties agree to meet on a quarterly basis to review monthly measurements to determine if any changes are appropriate, and may include the provision to Time Warner of any additional measurements BellSouth may provide itself.

1.4. The Parties agree to monitor actual performance on a monthly reporting basis. If actual performance falls below agreed expectations, the Parties will perform a root cause

analysis. If necessary, a process improvement plan will be developed to improve the quality of service provided as measured by the performance measurements. The plan shall be developed expeditiously after it is determined that BellSouth's performance has fallen below agreed expectations.

## **II. PERFORMANCE MEASUREMENT**

2.1. The Parties have agreed to five (5) categories of performance to be measured: (1) Service Provisioning and Maintenance; (2) Interim Number Portability; (3) Directory Assistance; (4) Line Identification Database ("LIDB"); and (5) Customer Service Records. Each category shall be measured to indicate timeliness, accuracy and quality. BellSouth shall report the measurements for the activities in each category in comparison with the targets provided herein.

2.2. Except as otherwise provided in this Amendment, BellSouth shall provide measurement data on a monthly basis for each state in the Territory in which Time Warner offers service. The data shall be reported to Time Warner in a format that will enable Time Warner to compare BellSouth's performance for itself and all other ALECs as a group with respect to a specific measurement to BellSouth's performance for Time Warner for that same specific measurement. BellSouth shall also provide the data used to calculate each measurement for Time Warner as may be reasonably requested.

2.3. The Parties acknowledge that target performance levels have not been provided for all measurements and that such targets for certain categories of performance will be required to improve performance, to maintain parity with that which BellSouth has obligated itself to provide under this Agreement, or to improve service as Time Warner and BellSouth may

subsequently agree. BellSouth and Time Warner agree to meet to discuss establishment of such targets quarterly, starting no later than 90 days after actual performance occurs. Such targets will reflect a negotiated level of performance. Notwithstanding the foregoing, Time Warner reserves the right to request targets that exceed those required by this Amendment. Time Warner acknowledges that such a request may require reimbursement to BellSouth for reasonable and demonstrable costs incurred by BellSouth to provide such levels of performance.

### **III. PERFORMANCE STANDARDS**

<b><u>A. Service Provisioning and Maintenance</u></b>	<b><u>Measurement/Interval (Business Days/BDAs)</u></b>
3.1. Provisioning Intervals:	
3.1.1. Local Service Request (LSR)	
a. Rejection notice if any errors are found on the LSR, provided the LSR is received before 5 P.M. Eastern Time.	1 Hour
b. LSRs not timely rejected will be deemed accepted.	
c. The start time for determining the Firm Order Confirmation (FOC) interval will commence with the receipt of a complete and accurate LSR.	
d. A rejected LSR will not start the FOC interval.	
e. Service Level I (SLI)- FOC delivered after receipt of an accepted LSR. SLI offers nondesignated loop suitable for POTS service. Includes "mechanized" order coordination such that Time Warner can specify one of three conversion windows for orders to be worked. Time Warner may request "manual order conversion" which will be performed at an incremental charge. Does not include a Design Layout Record (DLR).	24 Hours - 95% of time 48 Hours - 5% of time

Measurement/Interval

This performance measurement is contingent upon 90% accuracy of orders received from Time Warner.

- f. Service Level II - FOC will include electronic verification of availability of facilities at the time the FOC is issued, and a due date for installation. Also includes a DLR, test access points (referred to as SMAS), ground start facilities, manual order coordination (offered as part of the basic SLII service), and/or loops provisioned with test points. FOC delivered after receipt of an accepted LSR as follows:

1 - 5 loops; 90% of time  
10% of time  
5+ loops

48 Hours  
72 Hours  
Individual Case  
Basis (ICB)

This performance measurement is contingent upon 90% accuracy of orders received from Time Warner.

- g. Order coordination for specified conversion time is offered on both SLI and SLII. If such request can be accommodated, BellSouth will bill Time Warner the option charges associated with this activity.

3.1.2. Access Service Request (ASR) -

- a. The start time for determining the Firm Order Confirmation (FOC) interval will commence with the receipt of a complete and accurate ASR.
- b. FOC will include verification of availability of facilities and a due date for installation.

3.1.3. Installation Intervals

See Exhibits B & C

Installation intervals listed for each service/element are detailed in Exhibit B, "Recommended UNE Provisioning Targets," and Exhibit C, "Recommended Retail/Resale Provisioning Targets." (Exhibits attached



and incorporated by reference.)

Measurement/Interval

3.2. Trunk Service Restoration

a. BellSouth technicians shall provide repair of service that is at least equal in quality to that provided to BellSouth customers.

Time to Restore -  
TBD after three (3)  
months of data is  
available.

b. Trouble calls for Time Warner customers shall receive response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first served" basis regardless of whether the customer is a Time Warner or a BellSouth customer. BellSouth shall measure the average time it takes to restore service for itself, and other ALECs.

c. BellSouth shall provide Repeat Troubles Report which shall measure multiple trouble reports from the same customer received within a 30-day period.

Repeat Troubles -  
TBD after three (3)  
of data is available.

3.3. New Service Failure

a. BellSouth shall measure trouble reports from the same customer within the first 30 days after completion of the original service request.

"I" report - TBD  
after three (3)  
months of data  
is available.

B. Interim Number Portability

3.4. Provisioning Intervals

3.4.1. Remote Call Forwarding (RCF) -

1-25 lines  
26-50 lines  
51+ lines

2 BDAs  
3 BDAs  
Individual  
Case Basis  
("ICB")

3.4.2. Direct Inward Dial (DID)

	<u>Measurement/Interval</u>
a. Initial request - trunk group to be established	30 BDAs
b. Subsequent request - trunk group in place	
1 - 100 lines	5 BDAs
100+ lines	ICB
3.4.3. Establishment of Route Indexing	
a. Initial request - new trunks	21 BDAs
b. Subsequent request - augmented trunks	10 BDAs
3.5. INP Service Failure Rate	
a. Service failure occurs when there is a service disruption of any duration. Measurements shall be based on percent of trouble reports relative to the total base. BellSouth shall begin measuring the INP Service Failure Rate in August 1997.	Service Failure Rate - TBD after three (3) months of data is available.
3.6. INP Service Restoration	
a. BellSouth technicians shall provide repair service that is at least equal in quality to that provided to BellSouth customers.	Time to Restore - TBD after (3) months of data is available.
b. Trouble calls for Time Warner customers shall receive response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first service" basis regardless of whether the customer is a Time Warner or a BellSouth customer.	
C. <u>Directory Assistance ("DA")</u>	
3.7. BellSouth shall update the database to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy.	24 Hours

	<u>Measurement/Interval</u>
<b>D. <u>Line Identification Database ("LIDB")</u></b>	
3.8. BellSouth shall update the LIDB to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy.	24 Hours
<b>E. <u>Customer Service Records</u></b>	
3.9. BellSouth shall respond to Time Warner's manual request for information regarding a customer's service records.	1-25 requests - 2 BDAs more than 25 requests - mailed within 2 BDAs
3.10. Information will be available to be accessed electronically. System downtime shall be measured.	Downtime - TBD after three (3) months of data is available.

#### **IV. INDUSTRY STANDARDS**

The Parties acknowledge that the following standards are established industry standards. BellSouth adopts the following standards as performance standards pursuant to the terms of this Amendment.

<u>Service Provisioning and Maintenance</u>	<u>Standard/Interval</u>
4.1. Downtime - is the period of time that a system is in a failed state.	
4.1.1. Average downtime for:	
- all subscriber Loop Combinations	< 49 mins./yr.
- end office switch	< 3 mins./yr.
- individual trunks	< 28 mins./yr.
- digital trunk groups	< 20 mins./yr.
- Remote Terminal (RT)	< 17 mins./yr.
- individual line on a RT	< 13 mins./yr.

	<u>Standard/Interval</u>
4.1.2. Maximum downtime:	
- for 99% of all subscriber Loop Combinations	< 74 mins./yr.
4.1.3. Mean time to repair (MTTR) of:	
- any equipment at an attended site	< 3 hours
- any equipment at an unattended site	< 4 hours
- completion of 95% of all repairs to the network interface device (NID)	24 Hours
4.1.4. Other:	
- downtime due to power failures at the switch	0 hours - no downtime
- probability of a stable call being cut off	20 cutoffs per one million 1 min. calls
- rate of ineffective machine attempts at the end office	< 0.0005 (5 failures per 10,000 call attempts)

#### V. ADDITIONAL PROVISIONS

The Parties acknowledge that paragraph 3.4.1 is inconsistent with paragraph 6.17 of the Agreement and agree, to the extent of such inconsistency, that the provisions of this Amendment shall govern. The Parties agree to further amend the Agreement by adding subparagraph k to paragraph 6.14 as follows:

INP Cutover Duration - For a coordinated cutover (where the loop is being purchased by Time Warner as an unbundled network element at the time of INP implementation), BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed. For a non-coordinated cutover (where the loop is supplied by Time Warner), using best efforts not to exceed

30 minutes after the physical cutover is completed. BellSouth shall schedule a mechanized update of the switch translations at the Time Warner requested cutover time (frame due time). In the event that Time Warner shall notify the BellSouth Local Carrier Service Center a minimum of three (3) hours prior to the frame due time to arrange for a new frame due time. BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed.

#### **VI. MISCELLANEOUS PROVISIONS**

- 6.1. This Amendment is executed and shall become effective in accordance with Article XXV, Paragraph 25.02 of the Agreement.
- 6.2. The captions contained in this Amendment have been inserted for convenience of reference only and shall not restrict or otherwise modify any of the terms or provisions hereof.
- 6.3. This Amendment may be executed in any number of counterparts, each of which when executed and delivered shall be deemed an original and all such counterparts shall constitute one and the same instrument. Signatures transmitted by the Parties by facsimile shall have the same effect as original signatures as of the date transmitted by the executing party.
- 6.4. The Parties shall file this Amendment with the appropriate agencies within the territory as soon as practicable following its execution in accordance with the Act and unless rejected by any regulatory agency, it shall become effective pursuant to its terms with respect to any State in the Territory when approved by the appropriate regulatory agency or when deemed approved under the Act.
- 6.5. Except to the extent modified or amended herein, the Agreement shall remain in full force and effect in accordance with its terms.

VI.

IN WITNESS WHEREOF, the Parties have executed this Amendment to be effective as of the date and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: 

TITLE: Director

TIME WARNER A&S OF FLORIDA, L.P. D/B/A TIME  
WARNER COMMUNICATIONS OF FLORIDA

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER COMMUNICATIONS OF NORTH CAROLINA, L.P.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DIGITAL MEDIA PARTNERS

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

VI.

IN WITNESS WHEREOF, the Parties have executed this Amendment to be effective as of the date and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER AXS OF FLORIDA, L.P. D/B/A TIME  
WARNER COMMUNICATIONS OF FLORIDA

BY:  \_\_\_\_\_

TITLE: ~~Senior Vice President~~ Regulatory

Paul B. Jones

TIME WARNER COMMUNICATIONS OF NORTH CAROLINA, L.P.

BY:  \_\_\_\_\_

TITLE: Sr. VP - Regulatory

Paul B. Jones

TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.

BY:  \_\_\_\_\_

TITLE: Sr. VP - Regulatory

Paul B. Jones

DIGITAL MEDIA PARTNERS

BY:  \_\_\_\_\_

TITLE: VP, Assoc. General Counsel

Marc Apfelbaum

c:\timewarn\pleading\mamr.sgr

Digital Media Partners, a general partnership

By: Paragon Communications, a general partnership  
Managing General Partner

By: American Television and Communication Corporation,  
Managing General Partner

By:   
Name, Title

Marc Apfelbaum  
VP, Assoc. General Counsel



**EXHIBIT A**

**TIME WARNER COMMUNICATIONS ENTITIES COVERED BY AGREEMENT**

**Digital Media Partners**

**Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida**

**Time Warner Communications of North Carolina, L.P.**

**\*Time Warner Communications of the Mid-South, L.P. (formerly known as Time Warner AxS of Tennessee, L.P.)**

**\*Name change approved by Tennessee Regulatory Authority**

Recommended UNE Provision , Targets

	Quantity	Targeted Installation Interval (in business days)
<b>UNBUNDLED LOOPS</b>		
2 Wire analog voice grade loop	1 - 5	5
	6 - 14	7
4 Wire analog voice grade loop	15 +	ICB
	1 - 5	5
	6 - 14	7
4 Wire DS1 & PRI digital loop	15 +	ICB
	1 - 5	5
	6 - 14	7
2 Wire ISDN digital loop	15 +	ICB
	1 - 5	4
	6 - 14	5
ADSL - 2 Wire asymmetrical digital subscriber line loop	15 +	ICB
	1 - 14	30
HDSL - 2 wire & 4 wire high bit rate digital subscriber line loop	15 +	ICB
	1 - 14	30
	15 +	ICB
<b>LOOP CONCENTRATION (Inside Plant)</b>		
Loop channelization system	1	90
Central Office Channel Interfaces 2 Wire voice	1	30
Central Office Channel Interfaces 4 Wire voice	1	30
<b>SUB LOOPS (Outside Plant)</b>		
Loop Feeder		
Loop Concentration (dependent on equipment and right of way)	1	30
	1	30-90
<b>NETWORK INTERFACE DEVICE (NID)</b>		
NID TO NID Cross Connect 2 wire	1 - 14	5
	15 +	ICB
NID To NID Cross Connect 4 wire	1 - 14	5
	15 +	ICB
NID Spare Capacity	1 - 14	5
	15 +	ICB
<b>OPEN AIN (OAIN)</b>		
OAIN tool kit		
OAIN service management system	1	45
	1	45
<b>CCS7 SIGNALING TRANSPORT SERVICE</b>		
A-Link Signaling		
O-Link Signaling	1	60
STP - Signaling Transfer Point	1	60
	1	60

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
<b>UNBUNDLED INTEROFFICE TRANSPORT</b>		
Interoffice Transport Analog line grade		
Interoffice Transport DSO	1	30
Interoffice Transport DS1	1	30
Interoffice Transport DS3	1	30
	1	30
<b>O/S AND DA UNES</b>		
Operator Call Processing - OPCH, FACH, BLV, EI, ECT		
Operator Call Processing - Facility Based OPCH, FACH, ECT	1	30
Operator Call Processing - Facility Based BLV, EI	1	30
Directory Assistance Access Service (DAAS)	1	30
Directory Assistance Call Completion (DACC)	1	30
Directory Assistance Number Services Intercept (DANSI)	1	30
Directory Assistance Transport	1	30
Directory Assistance Database Service (DADS)	1	30
Direct Access to DA service (DADAS)	1	30
	1	30
<b>DIGITAL CROSS CONNECT</b>		
DCS 1/0		
DCS 3/1	1	7
DCS 3/0	1	7
	1	7
<b>CUSTOMIZED CALL ROUTING (Selective Routing - LCC)</b>		
1 - 5 LCC		
6 - 25 LCC	1 - 5	30
> 25 LCC	6 - 25	60
	25 +	ICB
<b>UNBUNDLED LOCAL SWITCHING</b>		
<b>2 Wire analog line port</b>		
	1 - 10	3
	11 - 25	4
Hunting	25 +	ICB
<b>2 Wire analog DID trunk port</b>		
	1	5
	1 - 10	5
	11 - 25	6
<b>2 Wire ISDN digital line side port</b>		
	25 +	ICB
	1 - 10	5
	11 - 25	6
<b>4 Wire ISDN DSI digital trunk port</b>		
	25 +	ICB
	1 - 10	5
	11 - 25	6
Switching functionality	25 +	ICB
Unbundled Local Usage (entire local calling area)	1	5
	1	5

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (In business days)
<b>UNBUNDLED ACCESS TO OSS</b>		
Preorder		
Order/Provisioning	1	30
Maintenance/repair	1	30
	1	30
<b>ACCESS TO DATABASES</b>		
<b>800 Database</b>		
Line Information Database (LIDB)	1	7
	1	30
<b>NUMBER PORTABILITY</b>		
<b>RCF - Remote Call Forwarding</b>		
	1 - 25	2
	26 - 50	3
	51 +	ICB
<b>DID - Direct Inward Dial</b>		
Initial request - trunk group to be established	Initial	30
Subsequent request - trunk group in place	1 - 100	5
	100+	ICB

- NOTES:
1. The assigned provisioning date assumes the availability of facilities and equipment.
  2. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.

Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq plus Installation Interval
Area Plus	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Call Waiting	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Call Waiting Debit	per account	<3pm=0 >3pm=1	NA	2	NA
Caller ID	per account	<3pm=0 >3pm=1	NA	2	NA
Custom Calling - Speed Calling; 3-Way Calling; Call Forwarding Variable; Remote Access to CF	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Enhanced Caller ID	per account	<3pm=0 >3pm=1	NA	2	NA
Georgia Community Calling	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Hunting	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Independent Payphone Provider (per location)	1-25 lines 28+	3	NA	3 KCB	NA
Integrated Package - Area Plus, Area Plus and Computer Choice & Computer Choice	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Local Exchange Line (if feature(s) requested) - Residence	1 line	<3pm=0 >3pm=1	NA	No dispatch = 0; Dispatch = 1	NA
	2 lines	<3pm=0 >3pm=1		2	
	3-5 lines	1		3	
	6-14 lines	2		4	
	15+	4		KCB	
Local Exchange Line (if feature(s) requested) - Business	1 line	<3pm=0 >3pm=1	NA	No dispatch = 0; Dispatch = 1	NA
	2 lines	<3pm=0 >3pm=1		2	
	3-5 lines	1		3	
	6-14 lines	2		4	
	15+	4		KCB	
Message Call	per account	<3pm=0 >3pm=1	NA	2	NA
Message Telephone Service (MIS)	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
Optional Calling Plan	per account	<3pm=0 >3pm=1	NA	<3pm=0 : >3pm=1	NA
PBX Trunks (if feature(s) requested)	1-5 6-10 11+	3 4 5	NA	5 7 KCB	NA
Remote Call Forwarding (RCF)	per account	<3pm=0 >3pm=1	NA	1	NA
RingMaster Services	per account	<3pm=0 >3pm=1	NA	1	NA
TouchStar - Call Tracing; Call Block; Repeat Calling; Call Selector; Call Return; Preferred Call Forwarding	per account	<3pm=0 >3pm=1	NA	1	NA

Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq plus Installation Interval
Touchtone	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Visual Director	per account	<3pm=0;>3pm=1	NA	2	NA
AccuPulse	1-4 circuits	3	5	7	12
	5 or more	3 + 1/add'l ckt	5	7 + 1 per add'l circuit	12 + 1/add'l ckt
Centrex/ESSX (Additions only)	1 - 10 lines	NA	NA	7	NA
	11 - 25 lines	NA	NA	12	NA
	Over 25 lines	NA	5	ICB	ICB
DID	1 - 8 trunks	4	5	7	12
	9 - 16 trunks	5	5	10	15
	17 - 24	6	5	13	18
	25 +	6 + 1/add'l trk	5	13 + 1 per add'l trunk	18 + 1/add'l trk
E911/SALI (Approximately 12-18 months)	NA	NA	10	ICB	ICB
FlexServ - Digital	1 - 8 circuits	4	5	15	20
	9 +	4 + 1/ add'l ckt	5	15 + 2 per add'l 4 circuits	20 + 1/add'l 4 ckt
FlexServ - Analog	1 - 8 circuits	4	5	7	12
	9 - 16 circuits	5	5	10	15
	17 - 24 circuits	6	5	13	18
	25 +	6 + 1/add'l 4 ckt	7	13 + 1 per add'l 4 circuits	20 + 1/add'l 4 ckt
FlexServ - 1544	1 - 4 circuits	4	7	7	14
	5 +	4 + 1 per add'l ckt	7	7 + 1 per add'l circuit	14 + 1/add'l ckt
Frame Relay & CDS	1 - 8 circuits	3	2	10	12
	9 +	4	5	10	15
ISDN - Basic	1 - 4 circuits	3	3	10	11
	5 +	3 + 1 per add'l ckt	3	10 + 1 per add'l circuit	13 + 1/add'l ckt
ISDN - Primary Rate	1 - 4 circuits	5	5	15	20
	5 +	5 + 1 per add'l ckt	5	15 + 1 per add'l circuit	20 + 1/add'l ckt
Lightgate - New Additions	per account	ICB	5	ICB	ICB
	1 - 4 Megalink	3	5	7	12
	5 + Megalink	3 + 1/add'l 4 ckt	5	7 + 1 per add'l 4 Megalinks	12 + 1/add'l 4 ckt
Megalink - Non-Channelized	1 - 4 circuits	3	NA	7	NA
	5 +	3 + 1 per add'l ckt	5	7 + 1 per add'l circuit	12 + 1/add'l ckt
Megalink - Channel Service	1 - 4 circuits	5	5	7	12
	5 +	5 + 1/add'l 4 ckt	5	7 + 1 per add'l 4 circuits	12 + 1/add'l 4 ckt
Megalink Plus	1 - 4 circuits	3	5	7	12
	5 +	3 + 1 per add'l ckt	5	7 + 1 per add'l 4 circuits	12 + 1/add'l 4 ckt
Megalink ISDN	1 - 4 circuits	5	5	15	20
	5 +	5 + 1 per add'l ckt	5	15 + 1 per add'l circuit	20 + 1/add'l ckt

**Recommended Retail/Resale Provisioning Targets**

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq plus Installation Interval
MultiServ/MultiServ PLUS - New - Additional Lines	per account	ICB	5	ICB	ICB
	1 - 10 lines	ICB	NA	3	NA
	11 - 25 lines	ICB	NA	6	NA
	25 +	ICB	5	ICB	ICB
NMLI	1 - 8 circuits	3	7	10	17
	9 +	5	7	10 + 1 per add'l 4 circuits	17 + 1/add'l 4 chl
On Premise Stations (OPS)	1 - 8 circuits	3	NA	7	NA
	9 - 16 circuits	4	NA	10	NA
	17 - 25 circuits	5	NA	13	NA
	25+	5 + 1/add'l 10 chl	NA	13 + 1 per add'l 4 circuits	NA
SMARTPath DS-1	per account	5	7	ICB	ICB
SMARTRing	per account	5	7	ICB	ICB
Synchronous - Point-To-Point	1 - 8 circuits	3	NA	15	NA
	9 +	3 + 1/add'l 4 chl	5	15 + 2 per add'l 4 circuits	20 + 2/add'l 4 chl
Synchronous - MultiPoint (1 circuit)	3 - 5 points	3	NA	14	NA
	6 - 8 points	4	NA	16	NA
	9 +	5	5	16 + 2 per add'l 3 points	21 + 2/add'l 3 pt

NOTES: 1 The assigned provisioning date assumes the availability of facilities and equipment  
 2 ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval