

T. Michael Twomey  
Senior Regulatory Counsel

BellSouth Telecommunications, Inc.  
150 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(404) 335-0750

October 8, 2001

Mrs. Blanca S. Bayó  
Director, Division of the Commission  
Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Docket No. 001305-TP (Supra-BellSouth Arbitration)**

Dear Ms. Bayó:

Enclosed are BellSouth Telecommunications, Inc.'s Late Filed Hearing Exhibits Nos. 8 (proprietary), 13, 15 (proprietary), 17 (proprietary), and 36, which we ask that you file in the above-captioned docket. A Notice of Intent to Request Specified Confidential Classification will be filed for the confidential exhibits today.

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

Sincerely,

*T. Michael Twomey*  
T. Michael Twomey (KA)

cc: All Parties of Record  
Marshall M. Criser III  
R. Douglas Lackey  
Nancy B. White

DOCUMENT NUMBER-DATE  
12806 OCT-8 5  
FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE  
Docket No. 001305-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via  
Federal Express this 8th day of October, 2001 to the following:

Wayne Knight  
Staff Counsel  
Division of Legal Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
Tel. No. (850) 413-6232  
Fax. No. (850) 413-6250

Supra Telecommunications and  
Information Systems, Inc.  
1311 Executive Center Drive  
Kroger Center - Ellis Building  
Suite 200  
Tallahassee, FL 32301-5027  
Tel. No. (850) 402-0510  
Fax. No. (850) 402-0522  
[mbuechele@stis.com](mailto:mbuechele@stis.com)

Brian Chaiken  
Paul Turner (+)  
Supra Telecommunications and  
Information Systems, Inc.  
2620 S. W. 27<sup>th</sup> Avenue  
Miami, FL 33133  
Tel. No. (305) 476-4248  
Fax. No. (305) 443-1078  
[bchaiken@stis.com](mailto:bchaiken@stis.com)

  
T. Michael Twomey (KA)

**(+) Signed Protective Agreement**

BellSouth Telecommunications, Inc.  
FPSC Docket No. 001305-TP  
Late-Filed Hearing Exhibit No. 13  
October 8, 2001

**REQUEST:** What is the length of time that BellSouth keeps usage records?

**RESPONSE:** BellSouth's policy is to retain usage records for sixty calendar days, however, this retention period may be extended for special circumstances. Currently for Florida records, the retention period has been increased to 90 days to accommodate KPMG testing in Florida and has been further increased to an indefinite retention to accommodate a recent Florida audit.

**BellSouth Telecommunications, Inc.**

**FPSC Docket No. -001305-TP**

**Late-Filed Hearing EXHIBIT No. 36**

**Transmittal Cover Sheet for Late-Filed Hearing EXHIBIT No. 36**

This sheet transmits the

**RNS and ROS Mechanized Fallout Exhibit**

Consists of 4 pages

REQUEST: PLEASE DESCRIBE HOW BELLSOUTH EMPLOYEES PROCESS PRE-ORDERING AND ORDERING REQUESTS WHEN MANUAL INTERVENTION IS REQUIRED. IN OTHER WORDS, HOW DOES A BELLSOUTH SERVICE REPRESENTATIVE USING RNS OR ROS HANDLE "MECHANIZED FALLOUT"?

RESPONSE: The short answer is – "mechanized fallout" does not occur when service representatives submit requests via RNS or ROS. However, to place mechanized fallout in proper perspective, a more detailed explanation is provided.

Mechanized fallout actually occurs when an ALEC submits a local service request via LENS, TAG, RobTAG, or EDI and the local service request falls out of BellSouth's mechanized systems either by design or because an error has occurred which requires manual intervention. As a result of the mechanized fallout, the Local Carrier Service Center ("LCSC") representative inputs the local service request via the Direct Order Entry ("DOE") system. DOE is the direct order entry systems which is designed to allow direct order input without mechanized fallout. The mechanized fallout process described above does not occur when the LCSC representative processes the request via DOE. The same can be said for BellSouth retail representatives' process of submitting requests via RNS and ROS. DOE, RNS, and ROS all use a service order format for submitting service requests.

### RNS

The Regional Navigation System ("RNS") is the primary interface used by BellSouth's consumer service representatives for pre-ordering and ordering. RNS is a graphical, point-and-click system that incorporates BellSouth's marketing information within the ordering functionality. When using RNS, the service representatives see product information in an english language format rather than in Universal Service Order Codes ("USOC"). RNS is used to

negotiate a service request with a customer to add, delete, or change service for residential accounts. RNS can only be used to enter residential service requests. RNS is used to negotiate most, but not all, products and services for residential customer orders. If a customer makes a request for a product or service which requires manual submission, the service representative will submit the request via Direct Order Entry ("DOE"). Therefore, when an order is negotiated through RNS, there are no manual activities required of the service representative to transmit the request into a format acceptable to SOCS.

BellSouth's consumer service representatives process the following service requests in DOE rather than RNS:

- Call Forwarding Multi-path
- Caller ID Multi-Line Flat Rate
- Change Business Class of Service to Residence Class of Service
- Correction orders
- Deny Service For Non-payment
- Foreign Central Office
- Foreign Exchange Service
- Foreign Directory for Optional Calling Plans
- General Adjustments and Vouchers
- Integrated Services Digital Network (ISDN)
- Hot Line Warm Line
- Local Number Portability (LNP)
- Multiple Dwelling Units (MDU)
- New and Disconnect orders for Bankruptcy
- On and Off Premise extensions
- On Line Treatment
- Open 800/888 Service
- Paging Miscellaneous Orders
- Partial Suspend and Restore - Suspend Service
- Prestige Communications (Grand-fathered)
- Prestige Communications Multi-Line
- Pre-wire
- Remote Call Forwarding
- Restore Denied Service
- Reusing Suspended Facilities
- Surrogate Client – MemoryCall

## ROS

For its business retail customers, BellSouth customer service representatives submits requests for products and services via the Regional Ordering System ("ROS") sales and negotiation system. ROS is a graphical user interface ("GUI") support that is comprised of windows, folders, widgets, pull downs, and/or input fields; which takes the user data and constructs an order. When manual entry of data is required for requests submitted via ROS, the representative must input the request via ROS' service order editor. The service order editor is a free form window which allows a service representative to manually enter service order data. For those situations requiring manual input, the manual entry could be considered "partially electronic."

A list of products and services, which require manual entry of data in the ROS service order editor by the service representative, is listed below:

- QuikComplete (Directory Assistance Call Completion)
- Off-Prem Extension (OPX)
- Tie Lines
- Telegraph Service
- Telephone Answering Service
- Alarm Control Ckt
- Local Area Data Service (LADS)
- TSP (Telecommunications Service Priority)
- Multi-Serv, ESSX, ESSX Message Service
- BellSouth Centrex
- Commercial Quality Video
- DataReach
- Digital Video
- Digital Data Service
- ISMDI
- ADSL
- LightGate
- Channelized MegaLink
- BellSouth Channelized Trunks
- MegaLink ISDN - N
- Modular Video Transport Service - N
- Uncompressed Digital Video Service - N
- DataReach - N
- 70MHz Transport Service - N
- Flexserv Service - N
- SmartPath Service DS3 - N
- AIN/SMS Access - N

BellSouth Video Conferencing - N  
AIN Virtual Number Call Detail - N  
Narrow Band Packet Services - N  
ZipConnect Service - N  
Commercial Quality Video - N  
PulseLink - N  
Accupulse - N  
UniServ - N  
Custom Dial Package (CDP) - N  
Broadband ATM - N  
Electronic Commerce (Dial Access Web Hosting) - N  
DCS (Digital Communication Service) - N  
SmartRing Services - N  
Native Mode LAN (NMLI) - N  
Connectionless Data Service (CDS) - N  
E911 - N  
Deregulated E911 Services - N  
911 PinPoint Services - N  
Electronic Tandem Switching - N  
976 Service – N (ROS does support 976 Toll Block)  
CrisisLink - N  
Bill Management Services (BMS) - N  
SmartRing Intrastate - N