

**BellSouth Interconnection Services  
9-1-1 PinPoint® for Resale CLEC  
Information Package**

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## **Introduction and Scope**

This Product Information Package is intended to provide Resale CLECs a product description and general ordering information specific to the product described herein.

Detailed ordering guidelines are provided in documents located on the BellSouth Interconnection Web site.

The information contained in this document is subject to change. BellSouth will provide notification of changes to the document through the CLEC Notification Process.

Please contact your BellSouth Account Manager, if you have any questions about the information contained herein.

## Revisions

Version 1 - DATE

## Product Name

BellSouth Interconnection Services is offering the following service for wholesale customers:

### **9-1-1 PinPoint® for Resale CLECs**

9-1-1 PinPoint® is provided to CLECs that resell BellSouth services. The CLEC customer will purchase 9-1-1 PinPoint® from the BellSouth General Services Subscriber Tariff, therefore, having the ability to offer to their PBX customers, the same service as BellSouth's 9-1-1 PinPoint® Service.

Note: N/A for resale in LA

## Service Description

The BellSouth 9-1-1 PinPoint® Service allows a Private Branch Exchange (PBX) switch located on a customer's premises direct trunking into an E9-1-1 tandem office, delivering the telephone number and location of the PBX end user's station number to the appropriate E9-1-1 Public Safety Answering Point (PSAP). The resale CLEC or the PBX customer, via a web-based application or through batch updates, will maintain individual PBX station telephone numbers and corresponding address/location data in the Automatic Location Information data base.

BellSouth Interconnection Services will offer this service to provide wholesale customers the ability to offer full E9-1-1 service to their PBX customers station users. Full E9-1-1 service means the actual physical location of the PBX 9-1-1 caller and the station telephone number will be identified to the Public Safety Answering Point (PSAP) when a 9-1-1 call is made.

There are two components to this service:

1. 9-1-1 PinPoint® Service, Access to the Automatic Location Identification (ALI) database, which is the database service component of this product.
  - The PBX station information is initiated and maintained by the resale CLEC or the CLEC's PBX end user in the ALI database.
  - The resale CLEC or the PBX end user is responsible for updates to PBX station location records as they are added, moved, changed and/or deleted
  - BellSouth's 9-1-1 Database Management Service (DBMS) Company Intrado, will provide application support to the resale CLEC and the CLEC's PBX end user.

2. 9-1-1 PinPoint® Service Local Channel, which is the transport service component of this product.
  - Wholesale customers can also purchase private dedicated trunks installed between the BellSouth E9-1-1 Tandem and their Point of Interface (POI), usually an adjunct box located at the PBX).
  - If purchasing trunks a minimum of 2 private, dedicated 9-1-1 trunks are required between the PBX and E9-1-1 tandem as described in TR73576.
  - In all cases, the PBX must be capable of sending the calling station's Direct Inward Dial telephone number to the BellSouth E9-1-1 network in a specified Multi-frequency (MF) Address Signaling Protocol. The PBX equipment must be capable of transmitting ANI.

(DID is required)

If the PBX supports Primary Rate ISDN (PRI) and the calling stations are DID numbers, then the 9-1-1 call can be transmitted using PRI without 9-1-1 PinPoint® Service Local Channels.

## Features and Benefits

Database Service – Sold as 9-1-1 PBX Locate® Service provides the capability for the CLEC end user to add PBX station address information to the Automatic Location Identification (ALI) database with the intent of providing faster emergency response in the event of a 911 call.

- Offered as an aid in handling assistance calls in connection with fire, police and other emergencies
- BellSouth purchased Intrado's PS-ALI service application. This application allows the CLEC or the CLEC's PBX customer to manage station address and telephone number data on an as needed basis. The CLEC and his PBX end user have direct control over their station information and are responsible for making sure the database is accurate and up to date.
- The CLEC is in control of and responsible for any error conditions resulting from the submission of invalid telephone number and address/location data submitted by the CLEC or the CLEC's PBX customer for the CLEC end users.
- The CLEC is in control of and responsible for coordinating updates to its E9-1-1 profile through BellSouth as telephone number ranges are added, changed or deleted.

E9-1-1 Call Transport – Sold as 9-1-1 PinPoint® Local Channel provides direct communication path between PBX location and the E9-1-1 tandem

- Dedicated trunk transports the E9-1-1 call to the PSAP via Automatic Number Identification (ANI)
- Provides a dedicated alternative to sending critical 9-1-1 calls across the network

## Technical Specifications

### General

The general technical requirements for this service can be found in TR 73576  
The TR is available in total at:

<http://www.interconnection.bellsouth.com/products/>

The reference describes network interface specifications, transmission channel provided, transmission performance parameters supported, interface available and signaling protocol requirements.

## **Pre-Ordering Checklist Provisioning Availability**

Offered to all BellSouth Wholesale customers where facilities are available, and pursuant to the rates, terms and conditions in the applicable interconnection agreement.

CLEC should contact their Account Team representative regarding any pre-ordering questions applicable to this service.

## **Billing Information**

Charges associated with this product appear on the CLEC's monthly bill. Recurring monthly charges will be based on the number of PBX station telephone records requested in the arrangement and shown on the CLEC PBX end user billing account and the number of 9-1-1 PinPoint® local channels. Nonrecurring monthly charges will be based on per end user site installation and number of 9-1-1 PinPoint® local channels.

## **Ordering Information**

### **General**

Ordering and purchasing of this product is offered through the GSST. Customers wishing to order this product may request it by completing the required service request forms and submitting to the Complex Resale Support Group (CRSG). Additional information about interfacing with the CRSG may be found on BellSouth's web site at [ww.interconnection.bellsouth.com/centers/html/crsg.html](http://ww.interconnection.bellsouth.com/centers/html/crsg.html). CLECs will order this product manually until such time as it is mechanized.

9-1-1 PinPoint® Service is available through the GSST:  
A24.2 - Florida, Georgia, South Carolina, North Carolina  
A13.27.8 – Alabama, Louisiana, Mississippi, Kentucky, Tennessee

### **Required/Valid Forms**

The following forms are required for 9-1-1 PinPoint® Resale CLEC requests:

- LSR
- EU
- PRI Ordering Document, (IA)
- PinPoint® for Resale CLEC Ordering Document with Customer Profile Attachment (This is the only form required when making database only changes. If changes are required that affect USOCs or billing, entire LSR package must accompany the request.)

All forms can be found on the Interconnection website  
[http://tools.interconnection.bellsouth.com/bbrlo/jsps/BBR\\_General/pinpoint.jsp](http://tools.interconnection.bellsouth.com/bbrlo/jsps/BBR_General/pinpoint.jsp)

The following scenarios are applicable for a Resale CLEC requesting PinPoint® Service.

**Option 1.** Request change to CLEC reseller from existing retail BellSouth PinPoint® Service account.

**Option 2.** Request PinPoint® Service with new PRI (no LCs involved)

**Option 3.** Request PinPoint® Service with PinPoint® Local Channels

**Option 4A.** Add end user to existing CLEC PinPoint® Service

**Option 4B.** Change database only (No service order involved)

**Option 5.** Request PinPoint® Service disconnect

### Required Fields by Form

All LSR, EU, and Ordering Documents required fields should be populated as required for ordering. Refer to the BellSouth Local Ordering Handbook (LOH) for details on ordering documentation. The next sections of this document detail the critical fields and entries for the service request proprietary form.

### Critical Fields and Entries

Option for 9-1-1 PinPoint® for Resale CLEC:

- Req Type E (RESALE)

Refer to the LOH for valid Account Activities.

CLECs must provide both Default ESN Name and Number on page 1 of the Resale CLEC Ordering Document for 9-1-1 PinPoint® Service (with Customer Profile Attachment). Please contact the county or city 9-1-1 Coordinator for this information.

### Ordering Process Description

1. CLEC obtains Project ID from Project Manager (PM) **OPTIONS 2,3,4A**
2. CLEC completes REQTYP E LSR, End User Form, PRI (IA) and PinPoint Order Docs and emails to the CRSG. **OPTIONS 1,2,3,4A,4B,5**
3. CRSG distributes Service Inquiry (SI) and gets responses back **OPTIONS 2,3,4A?**
4. CRSG sends PinPoint® Ordering Packet to LCSC **OPTIONS 1,2,3,4A,5**
5. LCSC issues service orders for PRI, PinPoint® Local Channel and/or PinPoint® Service and sends all order numbers with Project ID to the Project Manager. **OPTIONS 1,2,3,4A,5**
  - a. Service orders for PRI (transport) will have due dates as per BellSouth interval guidelines.
  - b. PinPoint® Local Channel (transport) Service orders do not have standard intervals and will be negotiated and put in Hold for Negotiation (HN) status

- c. PRI (transport) and PinPoint® Local Channel (transport) service orders must be completed prior to the completion of PinPoint® Service (database) orders.
- d. Service orders for PinPoint® Service (database capability) will be placed in HN status until a due date is negotiated however, expected due date interval is 30 days after PRI and PinPoint® Local Channel service orders are complete.
6. Project Mgmt assigns due date to the 9-1-1 PinPoint® Local Channel **OPTIONS 3**
7. CRSG emails FOC for PRI and or 9-1-1 PinPoint® Local Channel to customer **OPTIONS 2,3**
8. CWINS tests and completes facilities orders (PRI or PinPoint® Local Channels) and contacts Project Mgmt upon completion **OPTIONS 2,3**
9. Project Mgmt assigns due date to the 9-1-1 PinPoint® Service (database capability) order 30 days out. **OPTIONS 2,3,4A**
10. LCSC releases C service order for 9-1-1 PinPoint® Service from HN status and sends FOC to CRSG. **OPTIONS 2,3,4A**
11. CRSG receives FOC from LCSC for 9-1-1 PinPoint® Service and emails to customer. If customer needs more than 30 days, then they can sup the original LSR to move due date out. **OPTIONS 2, 3, 4A**
12. CRSG emails PinPoint® Ordering Document to Intrado **OPTIONS 1,2,3,4A,4B,5**
13. Intrado acknowledges receipt and contacts CLEC or PBX customer to begin **OPTIONS 1,2,3,4A,4B,5**

Estimated time to build an initial profile and load the initial 9-1-1 data file is **30 days**, depending on how expeditiously the CLEC or the PBX customer provides the valid initial file data on the individual telephone numbers. The estimated time to update an existing profile and load the individual data is **12 business days**. To ensure that no end-user is left void of E9-1-1 coverage, sufficient time must be allowed for loading the initial profile or implementing changes in an existing profile and the loading of individual telephone number 9-1-1 data before any end-user orders can be processed. It should be noted that the installation interval for any accompanying and/or associated PRI or Local Channel (transport) could be different from the intervals for PinPoint® (database). The longest interval is the determining factor of the two intervals. The CLEC is responsible for working with BellSouth and Intrado to assure that the timing of order completion and the database load are coordinated.

14. Intrado receives notification from BellSouth that a new resale CLEC PinPoint® is coming on line.
  - BellSouth CRSG will send the Intrado Analyst a form (Resale CLEC PinPoint® Customer Profile Document) containing all of the specific information. The form is sent via email to Intrado upon receipt of the ordering document completed by the CLEC and forwarded to BellSouth.
15. The Intrado Analyst verifies all appropriate information is captured on the form for the CLEC and PBX end user.

16. The Intrado Analyst contacts the CLEC or the CLEC's PBX end user identified on the form to introduce herself/himself and Intrado. During the call the Analyst will verify the physical address for FedEx purposes and obtain their email address. The Analyst will also explain the process for building and submitting an ILF (initial load file) of telephone number/address data for the CLEC's end users.
17. The Analyst will explain the two methods of ongoing data maintenance available: via a web interface or via batch update.
18. After the phone call with the CLEC or the CLEC's PBX end user, the Analyst performs the following tasks  
Via email:
  - Sends an introduction that outlines Intrado processes and expectations.
  - Sends the PinPoint Reference Guide to the verified address.
  - Sends a sample ILF, the ILF format, and instructions on how to build an ILF.Via telephone:
  - Re-initiates contact three days after the guide is sent to confirm receipt of the guide.
19. The Analyst awaits receipt of the Initial Load File from the customer. CLEC or the CLEC's PBX end user submits Initial Load File to Intrado.
  - Typically the ILF is sent via email in an EXCEL spreadsheet in a format specified by Intrado
20. Analyst completes the CLEC user profile based on the information submitted by BellSouth on the CLEC Customer Profile Document. This includes the CLEC customer address and contact information as well as the CLEC's end user TN ranges.
21. The Intrado operations group creates the user specific account on the PS/ALI server so that the user can access the application. The PS/ALI server is the repository for the PinPoint® data and CLEC account information.
22. Upon receipt of the initial load file the Analyst reviews the load file for the following:
  - Correct formatting; verifies that all data is in the correct fields,
  - Verifies that all TNs shown for the TN range are included (even unassigned TNs),
  - Verifies that the address information shown for each TN is MSAG valid.
  - Verifies the NENA Company ID [For resale CLEC accounts, the NENA ID is BELSO]
  - The Analyst will apply the appropriate class of service, type of service, and exchange information to supplement the data on the ILF.
  - If any data is not valid, the Analyst will contact the customer to request correction.

- Once validated, the data file will be sent to Intrado's Operations group for loading into the server.
23. Intrado Operations loads the file and notifies the Analyst via email when the file has been loaded.
24. After the load is complete, the Analyst will log on to the customer's account to verify customer data has been accurately uploaded into the PSALI server as a 9-1-1 PinPoint® for Resale CLEC account.
- Verify no TN's are in error status.
  - If any TN's are found in error, the Analyst investigates further.
  - Verify the TN record count matches the expected record count.
  - If the count doesn't match, the Analyst investigates further.
25. The Intrado Analyst will notify the CRSG that the CLEC's end user has been successfully loaded; CRSG notifies PM and CWINS to post final order completion date. The CWINS will contact the CLEC on due date to find out if he is ready and to offer assistance with testing. **OPTIONS 1,2,3,4A,,5**
- For OPTION 4B, the CRSG will notify CLEC the telephone numbers have been loaded.
26. The CLEC and his End User should begin preparing for testing. See section on provisioning and testing.
27. Six weeks after completion of the ILF, the Analyst will call the customer to answer questions and address any new concerns/problems.

## Areas of Responsibility

### BellSouth

- Notifies Intrado when a CLEC requests E9-1-1 Resale CLEC PinPoint® Service or changes in Initial Profile contained in the CLEC Ordering Document 9-1-1 Resale PinPoint® Service, Intrado attachment.
- Assist CLEC if requested in turn-up testing
- Works with CLEC to ensure provisioning and maintenance of service.

### CLEC

- Submits LSR, EU, and Ordering Documents to BellSouth to establish or change a Profile, including changes to station ranges or request PinPoint® Local Channels
- Coordinates with county or municipality E9-1-1 Coordinator to establish default (backup) PSAP location for routing 9-1-1 calls if the normal PSAP is unable to receive call.
- Provides default PSAP name and Emergency Service Number (ESN) to BellSouth to establish default routing

- If not providing PBX station data on behalf of the CLEC PBX Customer, assists the PBX End User in completing initial database loads and updates.
- Become familiar with specific network interfaces required and other information in GSST and TR73576
- Contacts BellSouth CWINS and coordinates testing, provisioning and maintenance of service.

### **CLEC End User**

- Ensures all station telephone numbers have valid MSAG addresses
- Submits individual PBX station telephone number data to Intrado and ensures periodic updates are sent (if data is not provided by resale CLEC)
- Maintain data pertaining to each extension operating under the PBX system
- Works directly with Intrado to ensure database is loaded, correct and up to date
- Ensure terminal equipment is compatible with local channel specifications as described in TR73576
- Ensure the PBX switch is capable of out-pulsing the number or an adjunct box has been installed
- Become familiar with specific network interfaces required and other information in GSST tariff and TR73576
- To upload station information to the E911 database, have available for use a personal computer with the following:
  - Windows 95, Windows 98 or Windows NT
  - Internet Explorer version 4.01, service pack 1 or above
  - Modem
- Perform operational tests at initial turn-up and thereafter as required to determine whether the service is functioning properly for its use

### **Intrado**

- Sets up new account or changes in existing Profile
- Notifies appropriate BellSouth representative when CLEC is successfully provided with and using PinPoint® Service
- Coordinates logons, IDs, and passwords for the CLEC or the CLEC's PBX end user
- Responsible for building user accounts and loading the initial load file
- Provides follow up and a single point of contact for new customer's problems and/or concerns.

## P Flags

The “P” flag, known by several names, the PSALI flag, the Protection flag, is assigned to all 9-1-1 PinPoint® for Resale CLEC records when they are written to the E9-1-1 database management system. The purpose of the P flag is to protect the telephone number record from being overwritten by the standard service order process. While PBX data should not (and generally is not) sent to Intrado as service order updates, the P flag is an added layer of protection for the 9-1-1 PinPoint® for Resale CLEC customer.

Once a Telephone number record within the E9-1-1 database is assigned a P flag there is no automated mechanism for removing the flag from the record.

## Account Maintenance

Once the telephone records have passed all data validations, the 9-1-1 PinPoint® for Resale CLEC records post to the E9-1-1 database. Record postings to the E9-1-1 database are transmitted to the regional ALI Nodes on a regular basis throughout the day, seven days a week.

## Rate Elements

The following rate elements apply as described:

### Non-Recurring

#### 9-1-1 PinPoint® Service and Local Channels

Nonrecurring Installation Charge per Customer

Nonrecurring – First Local Channel -

Nonrecurring – Additional Local Channels -

Disconnect Charge (Cancellation)

### Recurring

#### 9-1-1 PinPoint® Service and Local Channels

Monthly Rate – per 1000 records

Monthly Rate – Each channel

## Provisioning and Maintenance

### Installation Intervals

The current installation interval for PRI is in the Interval Guide located on the BellSouth Interconnection Services Web Page and can be found on World Wide Web at:

<http://www.interconnection.bellsouth.com/guides/html/usoc.html>

The installation intervals for 9-1-1 PinPoint® Service (database) are negotiated. These due date intervals must be coordinated with BellSouth and Intrado. Contact your CLEC Customer Care Project Manager. Intrado expected intervals are as follows:

- ✓ New CLEC request: 30 DAYS
- ✓ Add CLEC end user: 30 DAYS
- ✓ Migrate LBS to CLEC: 12 days

The installation intervals for 9-1-1 PinPoint® Service Local Channels are negotiated. These due date intervals must be coordinated with BellSouth. Contact your CLEC Customer Care Project Manager.

The targeted installation timeframes include Firm Order Commitment (FOC). Intervals are based on receipt of an error free manual LSR.

## Provisioning and Testing

Once the order has been originated, it will route to the CWINS Center. The CWINS will be the operations center support for this product. The center will provide Screening and Turn-up of the Order. The CWINS will also be the point of contact for the CLEC regarding the provisioning of this product. The number to contact CWINS Provisioning is 1-888-385-1350, option 2, and option 7. Please, utilize the BellSouth Web Based Reporting Systems for getting a status of PF or MA orders.

9-1-1 PinPoint® Local Channels are tested and the order completed before load file is effective

- Installation and testing of local channels must be completed prior to effective date shown on Intrado customer profile.

Resale CLEC and CLEC end user are responsible for testing of 9-1-1 PinPoint® data across PRI /local channels/with PSAP

- Resale CLEC and CLEC end user must contact PSAP and give notice before initial load file is sent.
- Once initial load is complete, the database is live
- CWINS involved in test if CLEC requests assistance
- CWINS will ask the following questions. Is CLEC ready? Has CLEC talked with Intrado? Has CLEC coordinated test with PSAP? CLEC is expected to coordinate test with Intrado and PSAP.
- If no action on PinPoint® Service order, CWINS will contact Project Management
- If PinPoint® Service order is over 30 days old, a supplement is required for order to remain in the system. If supplement not issued, system will cancel order, LCSC will notify CRSG, and the CRSG will submit notification to Intrado to stop activity and remove account information.

## Maintenance

The CWINS will be the operations center support for this product when maintenance is required. When the CLEC determines a trouble with the facilities or any phone numbers associated with the facilities, they will contact the Resale Maintenance with the following information ready to be provided.

1. DS1 Circuit Identification Code (CKT ID), if applicable
2. Special Service Circuit Code
3. Phone numbers associated with the Circuits
4. Description of trouble

The number to contact CWINS Maintenance is 1-888-385-1350 option 1, 1, 1. Standard intervals for Designed Resale Maintenance Circuits apply.

When the CLEC determines an error with the database information associated with the telephone number, they must contact Intrado, BellSouth's database vendor. Intrado's contact number will be provided in the customer guide provided to the CLEC or the PBX end user by Intrado.

## Appendix A – USOCs

### USOCs

<b>DESCRIPTION</b>	<b>USOC</b>
Installation Charge Per Customer up to 1000 station records, per customer	E8YN1
Installation Charge Per Customer, 1001-4000 station records, per customer	E8YN2
Installation Charge Per Customer, 4001 or more station records, per customer	E8YN3
Monthly Charges Per 1000 records, up to 1000 station records, per 1000 records	E8Y61
Monthly Charges Per 1000 records, 1001-4000 station records, per 1000 records	E8Y62
Monthly Charges Per 1000 records, 4001 or more station records, per 1000 records	E8Y63
9-1-1 PinPoint® Service Local Channels per channel, first channel, each	E8YCT
9-1-1 PinPoint® Service Local Channels per channel, additional channels, each	E8YCU
9-1-1 PinPoint® Service Local Channels per channel, each channel	E8YCV
If Applicable, Cancellation Charges, per system disconnect	E8YDX

### Other Applicable USOCs

<b>Explanation</b>	<b>USOC</b>
Nonrecurring, incremental manual service order charge	SOMAN
Recurring, Local Number Portability cost recovery charge (per port)	LNPCN

## Appendix B – Acronyms

### ACRONYMS

Acronyms	Definition
2W	2-wire
4W	4-wire
ACAC	Access Customer Advocacy Center
ACAT	Additional Cooperative Acceptance Testing
ACD	Call Distributor
ACD	Automatic Call Distributor
ACNA	Access Carrier Name
ADSL	Asymmetric Digital Subscriber Line
ADUF	Access Daily Usage File
AFIG	Address and Facility Inventory Group
ALI	Automatic Location Identification
AMI/SF	Alternate Mark Inversion/Superframe
ANI	Automatic Number Identification
ANSA	Alternate Network Serving Arrangement
ASR	Access Service Request
B8ZS/ESF	Bipolar 8 Zero Substitution/Extended Superframe
B8ZS/SF	Bipolar 8 Zero Substitution/Superframe
BFR	Bona Fide Request
BMRC	Residence and Business Repair Centers
CCC	Collocation Cross-Connect
CCM	Circuit Capacity Management
CDD	Customer Designated Date
CI	Customer installation
CIC	Carrier Identification Code
CLEC	Competitive Local Exchange Carrier
CLUB	Customized Large User Bill
COCI	Central Office Channel Interface
Collo	Collocation
COWG	Central Office Work Group
CPE	Customer Premises Equipment
CPG	Circuit Provisioning Group
CRSG	Complex Resale Support Group
CSD	Circuit Switched Data
CSV	Circuit Switched Voice
CWINS	Customer Wholesale Interconnection Network Services
DBMS	Data Base Management Service
DID	Direct Inward Dialing
DLC	Digital Loop Carrier
DLR	Directory Listing Request Form
DN	Directory Number

## ACRONYMS

Acronyms	Definition
DNTD	Do Not Tear Down
DOV	Data Over Voice
DP	Dial Pulse
DSLAM	Digital Subscriber Line Access Multiplexer
DTMF	Dual Tone Multi-frequency
ECD	Estimated Completion Date
EE	Enhanced Electronic
EEL	Enhanced Extended Link
EI	Engineering Information
ERS	Extended Reach Service
EU	End User
EU	End User Information (Form)
F2	The loop distribution of BellSouth's network
FAS	Facility Associated Signaling
FCO	Foreign Central Office
FDf	Fiber Distributing Frame
FDT	Frame Due Time
FISO	Full Image Service Order
FOC	Firm Order Confirmation
FT	Facility Termination
FX	Foreign Exchange
GSST	General Subscriber Services Tsriff
GT	Garden Terminal
HDSL	High-bit rate Digital Subscriber Line
IBS	Integrated Billing Solution (Tapestry)
ICE	Incoming Call Extension
IDLC	Integrated Digital Loop Carrier
ILF	Initial Load File
IOC	Interoffice Channel
ISDN	Integrated Services Digital Network
ISUP	ISDN User Part
LCSC	Local Customer Service Center
LMU	Loop Make Up
LOH	Local Ordering Handbook
LS	Loop Service (Form)
LS-INP	Loop Service with Number Portability
LSP	Local Service Provider
LSR	Local Service Request Form
MDF	Main Distribution Frame
MDUs	Multi-Dwelling Units
MF	Multi-frequency
MLT	Mechanized Loop Test
MOU	Minute of use
MSA	Metropolitan Service Area

## ACRONYMS

Acronyms	Definition
MSAG	Master Street Address Guide
MTUs	Multi-Tenant Units
NFAS	Non-Facility Associated Signaling
NI	Network Interface
NID	Network Interface Device
OC	Order Coordination
OC/TS	Order Coordination – Time Specific
ODUF	Optional Daily Usage File
OSPC	Outside Plant Construction
OSPE	Outside Plant Engineering
OSS	Operational Support Systems
PCS	Prestige® Communications Service
PIU	Percent Interstate Usage
PLF	Percent Local Facility
PLU	Percent Local Usage
POP	Point of Presence
PRI	Primary Rate Interface
PSAP	Public Safety Answering Point
PTD	Plant Test Date
RD	Resistance Design
RSOS	Regional Service Order Standards
RT	Remote terminal
SAC	Service Advocacy Center
SAW	Service Assurance Warranty
SI	Service Inquiry
SIG	Service Installation Guarantee
SL1	Service Level One
SL2	Service Level Two
SMAS	Special Access Maintenance Service
SONET	Synchronous Optical Network
SPID	Service Profile Identifier
SS7	Signaling System 7
SWC	Serving Wire Center
T&M	Time and Materials
TCAP	Transaction Capabilities Application Part
TELRIC	Total Element Long Run Incremental Cost
TOS	Type of Service
UC	Channelization
UCL	Unbundled Copper Loop
UCL/L	Unbundled Copper Loop - Long
UCL/S	Unbundled Copper Loop – Short
UDL	Unbundled Digital loop
UIT	Unbundled Interoffice Transport
ULC	Local Channel

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**ACRONYMS**

<b>Acronyms</b>	<b>Definition</b>
ULL	Local Loop
ULM	Unbundled Loop Modification
ULS	Unbundled Local Switching
UNEC	Unbundled Network Elements Center
UNTW	Unbundled Network Terminating Wire
UPS	Unbundled Packet Switching
USL	Unbundled Sub-Loop
USL-D	Unbundled Sub-Loop-Distribution
USL-R / USL-INC (riser cable)	Unbundled Sub-Loop Intra-Building Network (Riser) Cable
UT-D	Unbundled Transport – Dedicated
WFA	Work Force Administration