

EFFECTIVE: OCTOBER 15, 2002

ACCESS SERVICE
 CHECK SHEET

The Title Page and Pages 1 to 22-27 and Supplement No. 112 inclusive of this tariff are effective as of the date shown.

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BELLSOUTH TELECOMMUNICATIONS, INC.
 BY: Operations Manager - Pricing
 29G57, 675 W. Peachtree St., N.E.
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6 - BellSouth SWA Service (Cont'd)

6.3 Local Switching Optional Features (Cont'd)

6.3.3 Basic Service Elements (BellSouth SWA Basic Serving Arrangement Customers Only) (Cont'd)

(A) (Cont'd)

(13) BellSouth Remote Access Service (Cont'd)

BellSouth will not have the ability to remotely access, for provisioning or management purposes, the remote access server. BellSouth will only provide remote hands operations support. Remote hands means that the customer identifies the problem and reports the trouble to BellSouth. BellSouth will resolve the problem as directed by the customer. Resolution of the problem may include providing hardware, central office switching maintenance, and deployment of human resources necessary to repair hardware failures and restore network service outages.

In addition, the Company will provide a single point of contact (SPOC) for customer service calls regarding provisioning and maintenance to all BellSouth[®] Remote Access Service customers that order a minimum port quantity of 75,000 ports within the BellSouth region.

(N)
(N)
(N)
(N)
(N)

The customer will also be responsible for providing the egress circuit(s), as set forth in Sections 7 and 21 following, connecting BellSouth Remote Access Service to the hub location designated by the customer. These circuits will be required to deliver the BellSouth Remote Access Service traffic to the customer's designated location. These circuits can be ordered from BellSouth or other telecommunications providers with the execution of appropriate collocation agreements.

The technical specifications and standard network interfaces for BellSouth Remote Access Service are in conformance with the technical specifications set forth in Technical Publications STD001 and RFC2138.

In order to maintain the quality of BellSouth Remote Access Service, the Telephone Company reserves the right to perform preventive maintenance and software updates to the network. This could result in BellSouth Remote Access Service being unavailable during the time period between 2:00 A.M. and 4:00 A.M. Eastern Time on any given Wednesday or Sunday morning. The Telephone Company only expects to utilize this maintenance window for any given remote access server on the average of once a quarter. However, the Telephone Company reserves the right to perform maintenance at any time at its discretion that it believes such maintenance is necessary. The Telephone Company will make every reasonable effort to provide notice to those customers likely to be affected by such maintenance work.

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6 - BellSouth SWA Service (Cont'd)

6.7 Rate Regulations (Cont'd)

6.7.21 BellSouth Managed Shared Ring Service (Cont'd)

The Telephone Company's monitoring and service performance guarantees for Off-Net BellSouth Managed Shared Ring service DS1s will be as follows:

- For Off-Net BellSouth Managed Shared Ring service DS1s, the Telephone Company will credit the customer 100% of the monthly charges for the affected BellSouth Managed Shared Ring service in the event of a service outage of greater than 10 minutes. No Credit for service outage shall apply unless the customer reports the service outage to the Company. This credit will apply only once per monthly billing period. The credit for the service connecting to the Off-Net BellSouth Managed Shared Ring service DS1 will be credited based upon the regulations in the respective services' tariff section.

The Telephone Company's monitoring and guarantees of the performance of the DS3 BellSouth Managed Shared Ring service will be as follows:

- For Off-Net BellSouth Managed Shared Ring service DS3s the Telephone Company will credit the customer 100% of the monthly charges for the affected BellSouth Managed Shared Ring services in the event of a service outage of greater than 10 minutes. No Credit for service outage shall apply unless the customer reports the service outage to the Company. This credit will apply only once per monthly billing period. The credit for the service connecting to the Off-Net DS3 will be credited based upon the regulations in the respective services' tariff section.

6.7.22 BellSouth Remote Access Service

Rates and charges as specified in 6.8.2(E) following apply for BellSouth Remote Access Service.

- On or after October 15, 2002, BellSouth[®] Remote Access Service initial requests to establish service provide a minimum capacity of 644 one-way ports per dial tone office. Customers in service prior to October 15, 2002, may continue their service with a minimum capacity of 276 one-way ports. (C)
- BellSouth[®] Remote Access Service subsequent request provides a capacity of 23 one-way ports per dial tone office (where capacity allows). (C)

The customer is responsible for all interface support for clients and/or employees.

BellSouth Remote Access Service, available with BellSouth SWA LSBSA, is provided from suitably equipped Telephone Company offices. These offices are identified in the National Exchange Carrier Association FCC No. 4 tariff.

BellSouth Remote Access Service, available with BellSouth SWA LSBSA, is available on a one to one basis, i.e., one LSBSA, one Remote Access Service port.

Service intervals for BellSouth Remote Access Service, available with BellSouth SWA LSBSA, will be negotiated.
