

Adjustments to the BellSouth PIC Cost Study

In order to remove the expenses associated with Telemarketing Vendors and Authorized Agents, the following adjustments were made to the PIC Cost Study and associated documentation:

Lines Removed From Attachment A (PIC.xls) INPUT Sheet:

Telemarketing Vendor Charge:

1. Removed from INPUT, Line 31 Column A: SBS - % of PIC Changes Via Telemktg. Vendor
2. Removed from INPUT, Line 31 Column E: 10%
3. Removed from INPUT, Line 85 Column A: SBS Telemktg. Vendor Charge per PIC Change
4. Removed from INPUT, Line 85 Column E: Proprietary Contract Charge

Authorized Agent Charge:

5. Removed from INPUT, Line 42 Column A: Authorized Agent Contract Charge
6. Removed from INPUT, Line 42 Column E: Proprietary Contract Charge
7. Removed from INPUT, Line 43 Column A: BBS-% of PIC Changes Via Telephone/FAX/Elec.- Vendor Svc. Ctr.
8. Removed from INPUT, Line 43 Column E: 10%

Attachment A (PIC.xls) Workpaper Changes:

Telemarketing Vendor Charge:

9. Removed from WP-SBS, Line 42 Column A: Miscellaneous Other Costs:
10. Removed from WP-SBS, Line 43 Column A: SBS Telemktg. Vendor Charge Per PIC Change
11. Removed from WP-SBS, Line 43 Column C: INPUT L85 * INPUT L31
12. Removed from WP-SBS, Line 43 Column D: the formula INPUT E85 * INPUT E31 which derived \$0.09300
13. Removed from WP-SBS, Line 55 Column A: Miscellaneous Other Cost
14. Removed from WP-SBS, Line 55 Column C: L43
15. Removed from WP-SBS, Line 55 Column D: the formula D43 which produced \$0.09300
16. Changed WP-SBS, Line 56 Column C:
From: L51+L52+L53+L54+L55
To: L51+L52+L53+L54
17. Changed WP-SBS, Line 56 Column D formula:
From: =SUM (D51:D55), which produced \$5.13454
To: =SUM (D51:D54), which produced \$5.04154
18. WP-SBS, L58 Column D results changed:
From: \$5.13945
To: \$5.04645

Authorized Agent Charge:

19. Removed from WP-BBS, Line 44 Column A: Miscellaneous Other Costs:
20. Removed from WP-BBS, Line 45 Column A: Authorized Agent Charge Per PIC Change
21. Removed from WP-BBS, Line 45 Column C: INPUT L42 * INPUT L43
22. Removed from WP-BBS, Line 45 Column D: the formula INPUT E42 * INPUT E43 that derived \$0.09300
23. Removed from WP-BBS, Line 56 Column A: Miscellaneous Other Cost
24. Removed from WP-BBS, Line 56 Column C: L45
25. Removed from WP-BBS, Line 56 Column D: the formula D45 which produced \$0.09300
26. Changed WP-BBS, Line 57 Column C:
From: L53+L54+L55+L56
To: L53+L54+L55
27. Changed WP-BBS, Line 57 Column D formula:
From: =SUM (D53:D56), which produced \$2.52572
To: =SUM (D53:D55), which produced \$2.43272
28. WP-BBS, L58 Column D results changed:
From: \$2.54953
To: \$2.45653
29. The Proprietary Statement was removed from WP-BBS.

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Attachment A (PIC.xls) Results Changed:

Telemarketing Vendor Charge:

- 30. SUM sheet, Line 10 Column C results changed and
Unweighted Costs-Detail sheet, Line 10 Column B results changed:
From: \$5.1394
To: \$5.0464
- 31. SUM sheet, Line 10 Column F results changed and
Weighted Costs-Detail sheet, Line 10 Column B results changed:
From: \$0.5215
To: \$0.5120
- 32. Unweighted Costs-Detail sheet, Line 10 Column G results changed:
From: \$0.0979
To: \$0.0049
- 33. Unweighted Costs-Detail sheet, Line 11 Columns C, D, F and G resulting
percentages changed due to the change in the results in Line10 Columns B and
G of the same Unweighted Costs-Detail sheet.
- 34. Weighted Costs-Detail sheet, Line 10 Column G results changed:
From: \$0.0099
To: \$0.0005

Authorized Agent Charge:

- 35. SUM sheet, Line 13 Column C results changed and
Unweighted Costs-Detail sheet, Line 13 Column B results changed:
From: \$2.5495
To: \$2.4565
- 36. SUM sheet, Line 13 Column F results changed and
Weighted Costs-Detail sheet, Line 13 Column B results changed:
From: \$0.4267
To: \$0.4111
- 37. Unweighted Costs-Detail sheet, Line 13 Column G results changed:
From: \$0.1168
To: \$0.0238
- 38. Unweighted Costs-Detail sheet, Line 14 Columns C and G resulting
percentages changed due to the change in the results in Line13 Columns B and
G of the same Unweighted Costs-Detail sheet.
- 39. Weighted Costs-Detail sheet, Line 13 Column G results changed:
From: \$0.0196
To: \$0.0040

Results Changed for Telemarketing Vendor and Authorized Agent Charges:

- 40. SUM sheet, Line 23 Total Manual in Column F results changed:
From: \$2.4746
To: \$2.4496
- 41. SUM sheet, Line 39 Total PIC Weighted Costs in Column F results changed:
From: \$2.9532
To: \$2.9282
- 42. SUM sheet, Line 43 Grand Total PIC Weighted Costs in Column F results changed:
From: \$3.1000
To: \$3.0738
- 43. In the Weighted Costs-Detail sheet Column B results changed for:
Line 8 from 38% to 39%
Line 11 from 18% to 17%

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44. In the Weighted Costs-Detail sheet Column C results changed for:
Line 40 from 40% to 41%
45. In the Weighted Costs-Detail sheet Column G results changed for:
Line 8 from 7% to 25%
Line 11 from 28% to 5%
Line 14 from 55% to 37%
Line 17 from 3% to 9%
Line 20 from 6% to 19%
Line 23 from 1% to 5%
Line 40 from 1% to 0%
Line 39 from \$0.0357 to \$0.0107
46. In the Weighted Costs-Detail sheet Grand Total PIC Weighted Cost in Line 39 Column B results changed:
From: \$2.9532
To: \$2.9282

Information Removed From Attachment F (SBSChart.xls):

47. Removed the "Telemarketing Vendor" under the Supporting Office heading, "Contract Charge" under the Support Position heading and "Proprietary Contract Charge Amount" under the Work ID heading in the Telemarketing Vendor to SBS Web Center section.

Information Removed From Attachment G (BBSChart.xls):

48. Removed the "Authorized Agent" under the Supporting Office heading, "Contract Charge" under the Support Position heading and "Proprietary Contract Charge Amount" under the Work ID heading in the first section of the process chart.
49. Removed the Proprietary Statement from Pages 1 and 2.