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Guy M. Hicks
General Counsel

BELLSOUTH

May 4, 2000

VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Third Party Testing of BellSouth OSS*
Docket No. 99-00347

Dear Mr. Waddell:

Enclosed please find fourteen copies of the following documents which have been filed with the Georgia Public Service Commission ("GPSC").

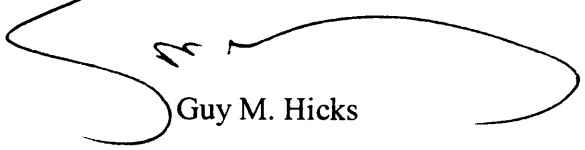
Date Filed	Description of Document(s)
March 6, 2000	KPMG's Exceptions and BellSouth's Response to Exceptions 23-26
March 17, 2000	BellSouth's Trouble Analysis Facilitation Interface User Guide and Local Exchange Ordering-Implementation Guide (including KPMG's findings and recommendations)
March 21, 2000	KPMG's Exception 7 Closure Report
March 21, 2000	BellSouth's Amended Responses to KPMG's Exceptions 13, 16, 19, 25, and 27
March 22, 2000	BellSouth's Proposed Set of Standards and Benchmarks
March 24, 2000	BellSouth's Amended Response to KPMG's Exception 18
March 24, 2000	BellSouth's Amended Response to KPMG's Exception 26
March 24, 2000	KPMG's Exception and BellSouth's Response to Exception 30

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Date Filed	Description of Document(s)
March 27, 2000	KPMG's Exception 20 Closure Report
March 28, 2000	GPSC's Letter postponing filing of comments on Standards and Benchmarks until April 5, 2000
March 30, 2000	KPMG's Exception and BellSouth's Amended Response to Exception 28
March 30, 2000	KPMG's Exceptions and BellSouth's Responses to Exceptions 31, 32, and 33
March 31, 2000	BellSouth's Georgia OSS Evaluation Master Test Plan, Version 4.1 (updates versions filed October 18, 1999; October 26, 1999; December, 16, 1999 and February 27, 2000)
April 5, 2000	BellSouth's Comments in Support of Proposed Standards and Benchmarks

Copies of the enclosed are being provided to counsel of record for all parties.

Very truly yours,



Guy M. Hicks

GMH:ch
Enclosure

CERTIFICATE OF SERVICE

I hereby certify that on May 4, 2000, a copy of the foregoing document was served on counsel for the petitioner and the entities seeking intervention, via the method indicated, addressed as follows:

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RECEIVED
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EXECUTIVE SECRETARY
G.P.S.C.

March 6, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG Consulting LLC's Exceptions 23, 24, 25 and 26 along with BellSouth's responses for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG LLP a U.S. limited liability partnership is a member of KPMG International a Swiss association

February 11, 2000

EXCEPTION REPORT

An exception has been identified as a result of the Performance Measurement testing activities associated with the validation of Service Quality Measurement (SQM) calculations and reporting.

Exception:

KPMG cannot replicate five of BellSouth's reported Service Quality Measurements.

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's operational support system performance. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes various performance measurement reports for each SQM, and the raw data used to create these reports, for every CLEC engaged in business activity with BellSouth in the state of Georgia[1].

As part of the BellSouth-Georgia OSS Evaluation, KPMG is attempting to replicate these reports (i.e., achieve exactly the results recorded by BellSouth). To complete replication, KPMG has relied on BellSouth's published *PMAP Raw Data User Manual*, where applicable, (which includes instructions to calculate SQM values for certain reports), the corresponding raw data[2] and technical assistance from BellSouth.

KPMG has been unable to replicate the following five SQMs:

1. *Average Answer Time - Repair Centers* for October 1999 for the CLEC Aggregate.[3]

2. *Speed of Answer in Ordering Center* for October 1999 and December 1999 for the CLEC Aggregate and BellSouth Retail. (The affected service center components are the BellSouth Residence Service Center, October 1999, and the Local Carrier Service Center, December 1999.)[3]

3. *Mean Held Order Interval and Distribution Intervals* for December 1999 for the KPMG CLEC.[4]

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[1] These reports and raw data may be delivered in hard copy or via a secured Internet site, the Performance Measurement and Analysis Platform (PMAP).

[2] BellSouth publishes the *PMAP Raw Data User Manual* and corresponding raw data in order to provide the CLEC community the ability to calculate SQM values independently and thus verify their reports. The Manual is posted, and regularly updated, on the PMAP Internet site.

[3] BellSouth provided KPMG with the raw data and technical instruction necessary to validate the calculations for this SQM report, since the information is not otherwise available via PMAP.

4. *Percent Provisioning Troubles within 30 Days of Service Order Activity* for November 1999 for an individual CLEC. (The affected reports are *Percent Provisioning Troubles within 30 Days CLEC* and the *Percent Provisioning Troubles within 30 Days POTS CLEC.*)[4]

5. *Firm Order Confirmation Timeliness* for December 1999 for the KPMG CLEC. (The affected reports are *FOC Timeliness Fully Mechanized CLEC, FOC Timeliness Non-Mechanized CLEC, FOC Timeliness Partially Mechanized CLEC*, and *FOC Timeliness Total Mechanized CLEC.*)[4]

Impact

CLECs rely on BellSouth's performance measurement reports to assess the quality of service provided by BellSouth as well as to plan future business activities. KPMG's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the five applicable SQMs may be in question. Without accurate SQMs, CLECs are unable to reliably assess the quality of service received or plan for future business activities.

[4] KPMG used the latest available *PMAP Raw Data User Manual (Version 2, 12/15/99)* to validate the calculations for this SQM report.

BELLSOUTH

February 25, 2000

EXCEPTION REPORT

An exception has been identified as a result of the Performance Measurement testing activities associated with the validation of Service Quality Measurement (SQM) calculations and reporting.

Exception:

KPMG cannot replicate five of BellSouth's reported Service Quality Measurements.

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's operational support system performance. Each month, as mandated by the Georgia Public Service Commission, BellSouth publishes various performance measurement reports for each SQM, and the raw data used to create these reports, for every CLEC engaged in business activity with BellSouth in the state of Georgia[1].

As part of the BellSouth-Georgia OSS Evaluation, KPMG is attempting to replicate these reports (i.e., achieve exactly the results recorded by BellSouth). To complete replication, KPMG has relied on BellSouth's published *PMAP Raw Data User Manual*, where applicable, (which includes instructions to calculate SQM values for certain reports), the corresponding raw data[2] and technical assistance from BellSouth.

KPMG has been unable to replicate the following five SQMs:

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[2] BellSouth publishes the *PMAP Raw Data User Manual* and corresponding raw data in order to provide the CLEC community the ability to calculate SQM values independently and thus verify their reports. The Manual is posted, and regularly updated, on the PMAP Internet site.

[3] BellSouth provided KPMG with the raw data and technical instruction necessary to validate the calculations for this SQM report, since the information is not otherwise available via PMAP.

4. *Percent Provisioning Troubles within 30 Days of Service Order Activity* for November 1999 for an individual CLEC. (The affected reports are *Percent Provisioning Troubles within 30 Days CLEC* and the *Percent Provisioning Troubles within 30 Days POTS CLEC*).[4]

5. *Firm Order Confirmation Timeliness* for December 1999 for the KPMG CLEC. (The affected reports are *FOC Timeliness Fully Mechanized CLEC, FOC Timeliness Non-Mechanized CLEC, FOC Timeliness Partially Mechanized CLEC*, and *FOC Timeliness Total Mechanized CLEC.*)[4]

Impact

CLECs rely on BellSouth's performance measurement reports to assess the quality of service provided by BellSouth as well as to plan future business activities. KPMG's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the five applicable SQMs may be in question. Without accurate SQMs, CLECs are unable to reliably assess the quality of service received or plan for future business activities.

BellSouth Response

Average Answer Time - Repair Centers for October 1999 for the CLEC Aggregate

Business - KPMG is correct in using B and C customers in replicating this measurement. BellSouth classifies Large Business Customers in four categories - A, B, C and SPOC. A, B and C Customers are Large Business Customers which are routed to specific call-in numbers. SPOC (Single Point of Contact) Customers are also Large Business Customers which have several locations and are routed to one Business Repair Center. BellSouth is currently reporting B and C customers only. In March, BellSouth will begin reporting all Large Business Customers which will include all categories: A, B, C and SPOC. Also, beginning in April, BellSouth will begin reporting small business customers, as well.

Residence – BellSouth has requested and received KPMG's spreadsheets and calculations for this measurement. While BellSouth is verifying KPMG's calculations, BellSouth has also forwarded a corrected copy of the instructions provided to KPMG in their auditing role. However, BellSouth believes this may also be a rounding issue. BellSouth will continue to work with KPMG to resolve this discrepancy.

BRMC – BellSouth has requested KPMG's spreadsheets and calculations and would like to review the formula KPMG is using for replication. BellSouth will continue to work with KPMG to resolve this discrepancy.

[4] KPMG used the latest available *PMAP Raw Data User Manual (Version 2, 12/15/99)* to validate the calculations for this SQM report.

UNE – BellSouth has requested KPMG's spreadsheets and calculations and would like to review the formula KPMG is using for replication. BellSouth will continue to work with KPMG to resolve this discrepancy.

Speed of Answer in Ordering Center for October 1999 and December 1999 for the CLEC Aggregate and BellSouth Retail.

BellSouth Residence Service Center – KPMG received paper printouts from BellSouth. The field that BellSouth suggested using (DTH) is on the paper printout under a different heading. It also appears that further information and explanation may need to be provided to KPMG for replication of this measurement. BellSouth is forwarding a corrected copy of instructions provided to KPMG in their auditing role. BellSouth has requested KPMG's spreadsheets and calculations in order to continue to work with KPMG to resolve this discrepancy.

Local Carrier Service Center – BellSouth believes the discrepancy may be a rounding issue. BellSouth has requested KPMG's spreadsheets and calculations in order to continue to work with KPMG to resolve this discrepancy.

Mean Held Order Interval and Distribution Intervals for December 1999 for the KPMG CLEC

The Raw Data User Guide (RDUG) has been corrected to consecutively number the steps. The new RDUG is dated February 15, 2000 and is posted on the PMAP website.

Percent Provisioning Troubles within 30 Days of Service Order Activity for November 1999 for an individual CLEC.

The Percent Provisioning within 30 days measure has been corrected as of the January reports. This problem occurred only when an end user customer moved from one CLEC/BST to another CLEC/BST. If for example the end user changed to a different provider during the report period and issued a trouble report on that line, the data would show that the telephone number belonged to two different companies during the period and would incorrectly assign the trouble to the one with the lowest OCN. This resulted in the outcome discussed above. In addition, the report was not matching dates on the order to trouble or cust. Id's (CLEC identifiers). The issue has been resolved by matching dates to the CLEC order with the dates for the trouble reports in addition to matching telephone number and cust. Id.

Firm Order Confirmation Timeliness for December 1999 for the KPMG CLEC.

The product "Combos" is included in UNE Other. BellSouth is currently in the process of disaggregating Combos (Loop + Port) into a separate product category. However, there have been no significant sales of this product at this time.

Date: February 12, 2000

EXCEPTION REPORT

An exception has been identified as a result of the TAG Pre-Order Functional Test (PRE-1).

Exception:

BellSouth's TAG interface does not deliver timely responses to pre-order transactions.

Through February 4, 2000, KPMG has submitted 366 pre-order transactions that have received a response from the BellSouth OSS[1]. On aggregate, twenty-nine percent (29%) of responses from TAG API took longer than 15 seconds to arrive[2].
For pre-order test transactions, KPMG's experience indicates that pre-order responses from BellSouth's TAG API are not timely (i.e., took longer than 15 seconds) for the following query types[3]:

- **Customer Service Record Query (CSRQ):** 7% of API responses (1 of 14) were received in greater than 15 seconds.
- **Telephone Number Selection Query (TNSQ):** 8% of API responses (3 of 40) were received in greater than 15 seconds.
- **Telephone Number Assignment Query (TNAQ):** 10% of API responses (6 of 60) were received in greater than 15 seconds.
- **Address Validation Query by Telephone Number (AVQ_TN):** 28% of API responses (11 of 39) were received in greater than 15 seconds.
- **Appointment Availability Query (AAQ):** 24% of API responses (31 of 129) were received in greater than 15 seconds.
- **Address Validation Query (AVQ):** 61% of API responses (28 of 46) were received in greater than 15 seconds.
- **Telephone Number Assignment Query for Multi-Line Hunting Numbers (TNAQ_MLH):** 67% of API responses (2 of 3) were received in greater than 15 seconds.
- **Service Availability Query (SAQ):** 74% of API responses (25 of 34) were received in greater than 15 seconds.

[1] An additional 158 "Invalid Data Exception" responses were also received. Since this response type is delivered from the TAG Client residing on the CLEC's premises, timeliness data for these responses is not included in this report.
[2] Because pre-ordering information is often accessed while the customer is on the line, 15 seconds is used as a benchmark timeframe to allow for reasonably efficient customer interaction, for purposes of this exception.
[3] Transaction sample sizes are based on interim results and do not represent significant sample sizes in some cases.

The following tables provide a detailed breakdown of pre-order response timeliness data, broken down by pre-order query type, for BellSouth TAG pre-order responses.

CSRQ

6350b88b00000005	01/10/00 16:48:25	01/10/00 16:48:43	18

TNSQ

476cc81700000001	01/27/00 12:06:06	01/27/00 12:06:23	17
1eb7fb6000000001	01/21/00 11:38:24	01/21/00 11:38:48	24
5adc57a400000001	01/27/00 09:58:09	01/27/00 09:58:35	26

TNAQ

266d261300000001	01/14/00 12:48:13	01/14/00 12:48:34	21
33df943300000001	01/10/00 13:48:26	01/10/00 13:48:47	21
3ebd981800000001	01/19/00 15:22:36	01/19/00 15:23:01	25
360e45b200000001	01/17/00 09:20:31	01/17/00 09:20:58	27
489415ab00000001	02/02/00 14:53:01	02/02/00 14:53:28	27
226b34e900000001	01/25/00 10:11:53	01/25/00 10:12:22	29

AVQ_TN

6bd289220000001	01/19/00 15:52:00	01/19/00 15:52:16	16
42b4f92600000001	01/24/00 11:44:27	01/24/00 11:44:43	16
59c89a7d00000001	01/27/00 16:28:48	01/27/00 16:29:05	17
0970bb8b00000005	01/10/00 15:16:43	01/10/00 15:17:00	17
5e12451a0000000l	12/22/99 13:26:18	12/22/99 13:26:36	18
127e824b00000001	01/18/00 11:30:32	01/18/00 11:30:51	19
3eccc43e00000001	01/20/00 14:12:36	01/20/00 14:12:55	19
0970bb8b00000006	01/10/00 15:17:00	01/10/00 15:17:19	19
0511a32700000002	01/14/00 11:16:42	01/14/00 11:17:02	20
2e637dc400000001	01/19/00 13:46:26	01/19/00 13:46:48	22
0511a32700000001	01/14/00 11:11:54	01/14/00 11:12:44	50

AAQ

6b6f6cd300000001	01/19/00 12:01:23	01/19/00 12:01:40	17
1681716800000001	01/20/00 13:47:48	01/20/00 13:48:05	17
1681716800000007	01/20/00 17:40:13	01/20/00 17:40:30	17
0a23f0b800000005	01/14/00 19:25:09	01/14/00 19:25:26	17
1681716800000005	01/20/00 17:39:07	01/20/00 17:39:24	17
1681716800000008	01/20/00 17:40:34	01/20/00 17:40:51	17
6b6f6cd300000002	01/19/00 13:41:30	01/19/00 13:41:48	18
6b6f6cd300000005	01/19/00 13:43:02	01/19/00 13:43:21	19
375f0cb500000003	01/11/00 14:29:12	01/11/00 14:29:31	19
375f0cb500000004	01/11/00 14:29:31	01/11/00 14:29:50	19
375f0cb500000005	01/11/00 14:29:50	01/11/00 14:30:10	20
6b6f6cd300000007	01/19/00 13:43:53	01/19/00 13:44:13	20

6b6f6cd300000003	01/19/00 13:41:48	01/19/00 13:42:08	20
328b9f7c00000002	01/18/00 11:30:51	01/18/00 11:31:11	20
7b36a40c0000000A	01/19/00 16:16:09	01/19/00 16:16:29	20
674a9f2c00000001	12/16/99 17:35:41	12/16/99 17:36:01	20
489d9f6500000001	01/12/00 08:48:25	01/12/00 08:48:46	21
6b6f6cd300000004	01/19/00 13:42:23	01/19/00 13:42:44	21
375f0cb500000008	01/11/00 14:37:26	01/11/00 14:37:47	21
293f1fec00000004	01/19/00 15:25:12	01/19/00 15:25:36	24
5b21d97b00000001	12/21/99 14:05:26	12/21/99 14:05:50	24
0a23f0b800000004	01/14/00 18:41:09	01/14/00 18:41:35	26
375f0cb500000006	01/11/00 14:30:11	01/11/00 14:30:38	27
0a23f0b800000002	01/14/00 18:19:50	01/14/00 18:20:19	29
504bb3f700000001	01/14/00 10:57:16	01/14/00 10:57:45	29
6b6f6cd300000006	01/19/00 13:43:21	01/19/00 13:43:53	32
375f0cb500000001	01/11/00 14:28:02	01/11/00 14:28:34	32
375f0cb500000002	01/11/00 14:28:34	01/11/00 14:29:12	38
0a23f0b800000003	01/14/00 18:21:55	01/14/00 18:22:33	38
1681716800000002	01/20/00 13:48:05	01/20/00 13:48:44	39
375f0cb500000007	01/11/00 14:30:38	01/11/00 14:31:18	40

AVQ

028327420000001	01/20/00 11:54:48	01/20/00 11:55:04	16
09f2a6d600000001	01/27/00 13:38:09	01/27/00 13:38:26	17
29729afa00000001	02/01/00 15:38:34	02/01/00 15:38:51	17
08cd1b0f00000003	12/17/99 14:00:31	12/17/99 14:00:48	17
6c5721be00000001	01/14/00 09:59:01	01/14/00 09:59:19	18
7e7e99f500000001	01/25/00 12:01:30	01/25/00 12:01:49	19
48cf235d00000001	01/19/00 09:40:47	01/19/00 09:41:07	20
6c5721be00000003	01/14/00 10:25:22	01/14/00 10:25:43	21
08cd1b0f00000001	12/17/99 12:32:36	12/17/99 12:33:00	24
719f344800000002	01/12/00 13:35:22	01/12/00 13:35:48	26
719f344800000001	01/12/00 11:22:00	01/12/00 11:22:26	26
0627219300000001	01/03/00 16:27:28	01/03/00 16:27:54	26
29729afa00000002	02/01/00 17:07:38	02/01/00 17:08:05	27
29729afa00000002	02/01/00 16:08:19	02/01/00 16:08:47	28
2349fe3a00000001	02/02/00 14:26:25	02/02/00 14:26:53	28
4aef970400000001	01/19/00 13:41:01	01/19/00 13:41:29	28
6c5721be00000007	01/14/00 10:51:36	01/14/00 10:52:05	29
3b1ec9e700000001	02/03/00 16:53:19	02/03/00 16:53:49	30
29729afa00000002	02/01/00 16:47:29	02/01/00 16:48:01	32
465e924100000002	01/13/00 12:58:43	01/13/00 12:59:15	32
465e924100000001	01/13/00 12:28:12	01/13/00 12:28:44	32
3b1ec9e700000002	02/03/00 17:03:22	02/03/00 17:03:55	33
2349fe3a00000001	02/02/00 14:11:44	02/02/00 14:12:18	34
6c5721be00000009	01/14/00 11:00:16	01/14/00 11:00:50	34
026eb23300000001	12/17/99 17:51:42	12/17/99 17:52:16	34
6c5721be00000008	01/14/00 10:56:41	01/14/00 10:57:16	35
08cd1b0f00000002	12/17/99 12:47:18	12/17/99 12:47:55	37
6c5721be00000006	01/14/00 10:41:44	01/14/00 10:42:39	55

TNAQ MLH

1c6f810300000001	12/17/99 09:55:02	12/17/99 09:55:21	19
747015d000000001	01/11/00 13:29:21	01/11/00 13:29:48	27

SAQ

5de5320e00000001	01/10/00 13:09:27	01/10/00 13:09:51	24
544d062100000001	01/11/00 14:43:30	01/11/00 14:43:55	25
5de5320e00000009	01/10/00 13:45:33	01/10/00 13:46:29	56
5de5320e0000000M	01/10/00 14:11:14	01/10/00 14:12:10	56
03ad03af00000002	01/25/00 11:55:41	01/25/00 11:56:38	57
777c560b00000003	01/19/00 17:12:36	01/19/00 17:13:33	57
23c06a5e00000003	01/19/00 09:39:27	01/19/00 09:40:24	57
777c560b00000002	01/19/00 16:17:17	01/19/00 16:18:14	57
26c3f1a500000002	01/27/00 14:07:54	01/27/00 14:08:51	57
3666980400000002	01/18/00 14:02:25	01/18/00 14:03:23	58
061bc28f00000001	01/24/00 11:44:46	01/24/00 11:45:44	58
3275334f00000001	01/25/00 12:06:20	01/25/00 12:07:18	58
0646afbd00000001	01/20/00 12:12:37	01/20/00 12:13:36	59
26c3f1a500000001	01/27/00 13:59:52	01/27/00 14:00:51	59
0646afbd00000002	01/20/00 13:48:44	01/20/00 13:49:44	60
3666980400000001	01/18/00 13:50:02	01/18/00 13:51:02	60
23cbda9100000001	01/14/00 17:17:10	01/14/00 17:18:10	60
03ad03af00000001	01/25/00 11:53:37	01/25/00 11:54:38	61
5b21ce5800000001	01/19/00 13:34:32	01/19/00 13:35:33	61
0646afbd00000003	01/20/00 14:12:55	01/20/00 14:13:58	63
5de8bdab00000002	01/14/00 10:25:55	01/14/00 10:26:59	64
23c06a5e00000002	01/19/00 09:38:20	01/19/00 09:39:25	65
7b35ddf800000001	01/17/00 13:48:37	01/17/00 13:49:44	67
2ff15c3600000001	01/12/00 08:46:36	01/12/00 08:47:43	67
23c06a5e00000001	01/19/00 09:37:07	01/19/00 09:38:18	71

Impact

The inability of a CLEC to receive timely pre-order responses from BellSouth will have the following impact on CLECs:

Decreased Customer Satisfaction: Delays in receiving pre-order responses will prevent a CLEC from obtaining information necessary to efficiently process a customer's service request. As a result, customer satisfaction with the CLEC will likely decrease.

BELLSOUTH

February 25, 2000

EXCEPTION REPORT

An exception has been identified as a result of the TAG Pre-Order Functional Test (PRE-1).

Exception:

BellSouth's TAG interface does not deliver timely responses to pre-order transactions.

Through February 4, 2000, KPMG has submitted 366 pre-order transactions that have received a response from the BellSouth OSS[1]. On aggregate, twenty-nine percent (29%) of responses from TAG API took longer than 15 seconds to arrive[2].
For pre-order test transactions, KPMG's experience indicates that pre-order responses from BellSouth's TAG API are not timely (i.e., took longer than 15 seconds) for the following query types[3]:

- **Customer Service Record Query (CSRQ):** 7% of API responses (1 of 14) were received in greater than 15 seconds.
- **Telephone Number Selection Query (TNSQ):** 8% of API responses (3 of 40) were received in greater than 15 seconds.
- **Telephone Number Assignment Query (TNAQ):** 10% of API responses (6 of 60) were received in greater than 15 seconds.
- **Address Validation Query by Telephone Number (AVQ_TN):** 28% of API responses (11 of 39) were received in greater than 15 seconds.
- **Appointment Availability Query (AAQ):** 24% of API responses (31 of 129) were received in greater than 15 seconds.
- **Address Validation Query (AVQ):** 61% of API responses (28 of 46) were received in greater than 15 seconds.
- **Telephone Number Assignment Query for Multi-Line Hunting Numbers (TNAQ_MLH):** 67% of API responses (2 of 3) were received in greater than 15 seconds.

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[1] An additional 158 "Invalid Data Exception" responses were also received. Since this response type is delivered from the TAG Client residing on the CLEC's premises, timeliness data for these responses is not included in this report.

[2] Because pre-ordering information is often accessed while the customer is on the line, 15 seconds is used as a benchmark timeframe to allow for reasonably efficient customer interaction, for purposes of this exception.

[3] Transaction sample sizes are based on interim results and do not represent significant sample sizes in some cases.

- **Service Availability Query (SAQ):** 74% of API responses (25 of 34) were received in greater than 15 seconds.

The following tables provide a detailed breakdown of pre-order response timeliness data, broken down by pre-order query type, for BellSouth TAG pre-order responses.

CSRQ

[illegible]			
6350b88b00000005	01/10/00 16:48:25	01/10/00 16:48:43	18

TNSQ

[illegible]			
476cc81700000001	01/27/00 12:06:06	01/27/00 12:06:23	17
1eb7fb6000000001	01/21/00 11:38:24	01/21/00 11:38:48	24
5adc57a400000001	01/27/00 09:58:09	01/27/00 09:58:35	26

TNAQ

[illegible]			
266d261300000001	01/14/00 12:48:13	01/14/00 12:48:34	21
33df943300000001	01/10/00 13:48:26	01/10/00 13:48:47	21
3ebd981800000001	01/19/00 15:22:36	01/19/00 15:23:01	25
360e45b200000001	01/17/00 09:20:31	01/17/00 09:20:58	27
489415ab00000001	02/02/00 14:53:01	02/02/00 14:53:28	27
226b34e900000001	01/25/00 10:11:53	01/25/00 10:12:22	29

AVQ_TN

[illegible]			
6bd2892200000001	01/19/00 15:52:00	01/19/00 15:52:16	16
42b4f92600000001	01/24/00 11:44:27	01/24/00 11:44:43	16
59c89a7d00000001	01/27/00 16:28:48	01/27/00 16:29:05	17
0970bb8b00000005	01/10/00 15:16:43	01/10/00 15:17:00	17
5e12451a0000000I	12/22/99 13:26:18	12/22/99 13:26:36	18
127e824b00000001	01/18/00 11:30:32	01/18/00 11:30:51	19
3eccc43e00000001	01/20/00 14:12:36	01/20/00 14:12:55	19
0970bb8b00000006	01/10/00 15:17:00	01/10/00 15:17:19	19
0511a32700000002	01/14/00 11:16:42	01/14/00 11:17:02	20
2e637dc400000001	01/19/00 13:46:26	01/19/00 13:46:48	22
0511a32700000001	01/14/00 11:11:54	01/14/00 11:12:44	50

AAQ

[illegible]			
6b6f6cd300000001	01/19/00 12:01:23	01/19/00 12:01:40	17
1681716800000001	01/20/00 13:47:48	01/20/00 13:48:05	17
1681716800000007	01/20/00 17:40:13	01/20/00 17:40:30	17
0a23f0b800000005	01/14/00 19:25:09	01/14/00 19:25:26	17
1681716800000005	01/20/00 17:39:07	01/20/00 17:39:24	17
1681716800000008	01/20/00 17:40:34	01/20/00 17:40:51	17
6b6f6cd300000002	01/19/00 13:41:30	01/19/00 13:41:48	18
6b6f6cd300000005	01/19/00 13:43:02	01/19/00 13:43:21	19
375f0cb500000003	01/11/00 14:29:12	01/11/00 14:29:31	19
375f0cb500000004	01/11/00 14:29:31	01/11/00 14:29:50	19
375f0cb500000005	01/11/00 14:29:50	01/11/00 14:30:10	20

6b6f6cd300000007	01/19/00 13:43:53	01/19/00 13:44:13	20
6b6f6cd300000003	01/19/00 13:41:48	01/19/00 13:42:08	20
328b9f7c00000002	01/18/00 11:30:51	01/18/00 11:31:11	20
7b36a40c0000000A	01/19/00 16:16:09	01/19/00 16:16:29	20
674a9f2c00000001	12/16/99 17:35:41	12/16/99 17:36:01	20
489d9f6500000001	01/12/00 08:48:25	01/12/00 08:48:46	21
6b6f6cd300000004	01/19/00 13:42:23	01/19/00 13:42:44	21
375f0cb500000008	01/11/00 14:37:26	01/11/00 14:37:47	21
293f1fec00000004	01/19/00 15:25:12	01/19/00 15:25:36	24
5b21d97b00000001	12/21/99 14:05:26	12/21/99 14:05:50	24
0a23f0b800000004	01/14/00 18:41:09	01/14/00 18:41:35	26
375f0cb500000006	01/11/00 14:30:11	01/11/00 14:30:38	27
0a23f0b800000002	01/14/00 18:19:50	01/14/00 18:20:19	29
504bb3f700000001	01/14/00 10:57:16	01/14/00 10:57:45	29
6b6f6cd300000006	01/19/00 13:43:21	01/19/00 13:43:53	32
375f0cb500000001	01/11/00 14:28:02	01/11/00 14:28:34	32
375f0cb500000002	01/11/00 14:28:34	01/11/00 14:29:12	38
0a23f0b800000003	01/14/00 18:21:55	01/14/00 18:22:33	38
1681716800000002	01/20/00 13:48:05	01/20/00 13:48:44	39
375f0cb500000007	01/11/00 14:30:38	01/11/00 14:31:18	40

AVQ

0283274200000001	01/20/00 11:54:48	01/20/00 11:55:04	16
09f2a6d600000001	01/27/00 13:38:09	01/27/00 13:38:26	17
29729afa00000001	02/01/00 15:38:34	02/01/00 15:38:51	17
08cd1b0f00000003	12/17/99 14:00:31	12/17/99 14:00:48	17
6c5721be00000001	01/14/00 09:59:01	01/14/00 09:59:19	18
7e7e99f500000001	01/25/00 12:01:30	01/25/00 12:01:49	19
48cf235d00000001	01/19/00 09:40:47	01/19/00 09:41:07	20
6c5721be00000003	01/14/00 10:25:22	01/14/00 10:25:43	21
08cd1b0f00000001	12/17/99 12:32:36	12/17/99 12:33:00	24
719f344800000002	01/12/00 13:35:22	01/12/00 13:35:48	26
719f344800000001	01/12/00 11:22:00	01/12/00 11:22:26	26
0627219300000001	01/03/00 16:27:28	01/03/00 16:27:54	26
29729afa00000002	02/01/00 17:07:38	02/01/00 17:08:05	27
29729afa00000002	02/01/00 16:08:19	02/01/00 16:08:47	28
2349fe3a00000001	02/02/00 14:26:25	02/02/00 14:26:53	28
4aef970400000001	01/19/00 13:41:01	01/19/00 13:41:29	28
6c5721be00000007	01/14/00 10:51:36	01/14/00 10:52:05	29
3b1ec9e700000001	02/03/00 16:53:19	02/03/00 16:53:49	30
29729afa00000002	02/01/00 16:47:29	02/01/00 16:48:01	32
465e924100000002	01/13/00 12:58:43	01/13/00 12:59:15	32
465e924100000001	01/13/00 12:28:12	01/13/00 12:28:44	32
3b1ec9e700000002	02/03/00 17:03:22	02/03/00 17:03:55	33
2349fe3a00000001	02/02/00 14:11:44	02/02/00 14:12:18	34
6c5721be00000009	01/14/00 11:00:16	01/14/00 11:00:50	34
026eb23300000001	12/17/99 17:51:42	12/17/99 17:52:16	34
6c5721be00000008	01/14/00 10:56:41	01/14/00 10:57:16	35
08cd1b0f00000002	12/17/99 12:47:18	12/17/99 12:47:55	37
6c5721be00000006	01/14/00 10:41:44	01/14/00 10:42:39	55

TNAQ_MLH

1c6f810300000001	12/17/99 09:55:02	12/17/99 09:55:21	19
747015d000000001	01/11/00 13:29:21	01/11/00 13:29:48	27

SAQ

5de5320e00000001	01/10/00 13:09:27	01/10/00 13:09:51	24
544d062100000001	01/11/00 14:43:30	01/11/00 14:43:55	25
5de5320e00000009	01/10/00 13:45:33	01/10/00 13:46:29	56
5de5320e0000000M	01/10/00 14:11:14	01/10/00 14:12:10	56
03ad03af00000002	01/25/00 11:55:41	01/25/00 11:56:38	57
777c560b00000003	01/19/00 17:12:36	01/19/00 17:13:33	57
23c06a5e00000003	01/19/00 09:39:27	01/19/00 09:40:24	57
777c560b00000002	01/19/00 16:17:17	01/19/00 16:18:14	57
26c3f1a500000002	01/27/00 14:07:54	01/27/00 14:08:51	57
3666980400000002	01/18/00 14:02:25	01/18/00 14:03:23	58
061bc28f00000001	01/24/00 11:44:46	01/24/00 11:45:44	58
3275334f00000001	01/25/00 12:06:20	01/25/00 12:07:18	58
0646afbd00000001	01/20/00 12:12:37	01/20/00 12:13:36	59
26c3f1a500000001	01/27/00 13:59:52	01/27/00 14:00:51	59
0646afbd00000002	01/20/00 13:48:44	01/20/00 13:49:44	60
3666980400000001	01/18/00 13:50:02	01/18/00 13:51:02	60
23cbda9100000001	01/14/00 17:17:10	01/14/00 17:18:10	60
03ad03af00000001	01/25/00 11:53:37	01/25/00 11:54:38	61
5b21ce5800000001	01/19/00 13:34:32	01/19/00 13:35:33	61
0646afbd00000003	01/20/00 14:12:55	01/20/00 14:13:58	63
5de8bdab00000002	01/14/00 10:25:55	01/14/00 10:26:59	64
23c06a5e00000002	01/19/00 09:38:20	01/19/00 09:39:25	65
7b35ddf800000001	01/17/00 13:48:37	01/17/00 13:49:44	67
2ff15c3600000001	01/12/00 08:46:36	01/12/00 08:47:43	67
23c06a5e00000001	01/19/00 09:37:07	01/19/00 09:38:18	71

Impact

The inability of a CLEC to receive timely pre-order responses from BellSouth will have the following impact on CLECs:

Decreased Customer Satisfaction: Delays in receiving pre-order responses will prevent a CLEC from obtaining information necessary to efficiently process a customer's service request. As a result, customer satisfaction with the CLEC will likely decrease.

BellSouth Response

The turnaround time in the TAG gateway averages 2 seconds. The slow response time is occurring in the Business Logic Processor, BLP. Updates, to improve all pre-order transaction response times in the BLP, will be implemented March 13, 2000 with TAG Release 2.2.0.7.

Date: February 14, 2000

EXCEPTION REPORT

An exception has been identified as a result of the ongoing Systems Capacity Management Evaluations (PRE-6, O&P-6, BLG-3, M&R-5, M&R-6).

Exception:

BellSouth's systems capacity management process does not include established ongoing procedures for forecasting business volumes and transactions.

Based on interview sessions and documentation reviews conducted as part of the PRE-6, O&P-6, BLG-3, M&R-5, and M&R-6 Tests, KPMG has observed that BellSouth's systems capacity management process does not include established, ongoing procedures for forecasting business volumes and transactions for its mainframe (EDI, LEO, SOCS, CRIS, CABS, ADUF, ODUF) and mid-range (TAG, LESOG, LNP, TAFI, ECTA) electronic interfaces. BellSouth's capacity management process should contain safeguards and procedures to plan for and manage projected growth in the use of these interfaces.

Key elements of a comprehensive capacity management process include:

- Collection, reporting, analysis, and verification of 1) system performance, 2) system resource utilization, and 3) business and transaction volume data
- Forecasting of business volumes and transactions
- Consideration of business requirements and existing system capacity, usage, and performance data during the capacity planning process

Impact:

The absence of a business volume and transaction forecasting process, which is directly linked to the capacity management of the aforementioned interfaces, could result in unexpected system capacity constraints. These constraints could adversely affect CLEC business operations in the following ways:

- **Decrease in customer satisfaction.** The inability to obtain customer records, provide service availability dates, assign telephone numbers, etc. will affect a CLEC's ability to deliver timely service to its end-user customers. This will result in a decrease in CLEC customer satisfaction.

- **Decrease in revenue.** The inability to perform timely, accurate, and automated ordering and billing functions will prevent a CLEC from properly delivering and collecting for services provided to end-user customers. This will result in a decrease in CLEC revenue.

BELLSOUTH

February 24, 2000

EXCEPTION REPORT

An exception has been identified as a result of the ongoing Systems Capacity Management Evaluations (PRE-6, O&P-6, BLG-3, M&R-5, M&R-6).

Exception:

BellSouth's systems capacity management process does not include established ongoing procedures for forecasting business volumes and transactions.

Based on interview sessions and documentation reviews conducted as part of the PRE-6, O&P-6, BLG-3, M&R-5, and M&R-6 Tests, KPMG has observed that BellSouth's systems capacity management process does not include established, ongoing procedures for forecasting business volumes and transactions for its mainframe (EDI, LEO, SOCS, CRIS, CABS, ADUF, ODUF) and mid-range (TAG, LESOG, LNP, TAFI, ECTA) electronic interfaces. BellSouth's capacity management process should contain safeguards and procedures to plan for and manage projected growth in the use of these interfaces.

Key elements of a comprehensive capacity management process include:

- Collection, reporting, analysis, and verification of 1) system performance, 2) system resource utilization, and 3) business and transaction volume data
- Forecasting of business volumes and transactions
- Consideration of business requirements and existing system capacity, usage, and performance data during the capacity planning process

Impact:

The absence of a business volume and transaction forecasting process, which is directly linked to the capacity management of the aforementioned interfaces, could result in unexpected system capacity constraints. These constraints could adversely affect CLEC business operations in the following ways:

- **Decrease in customer satisfaction.** The inability to obtain customer records, provide service availability dates, assign telephone numbers, etc. will affect a CLEC's ability to deliver timely service to its end-user customers. This will result in a decrease in CLEC customer satisfaction.

- **Decrease in revenue.** The inability to perform timely, accurate, and automated ordering and billing functions will prevent a CLEC from properly delivering and collecting for services provided to end-user customers. This will result in a decrease in CLEC revenue.

BellSouth Response

BellSouth has implemented a Capacity Management Group within the Asset Management District of the Engineering and Design Organization. This group, formed in late 1999, has established several processes designed to move toward a comprehensive capacity management process. The following specific actions are underway:

A. Collection, reporting and analysis of capacity trends for system resources are being tracked for a majority of the systems managed by IT within the Midrange Services Model (MSM). All systems that do not have technical problems will have reporting by the end of the second quarter. Of the systems mentioned above, TAG and LNP generate reports on a monthly basis. The LESOG application was initially designated as a stable system and reporting was instituted on an annual basis; a decision on frequency of reporting intervals will be reviewed with the user community by the end of February. The TAFI system utilized the SAR reporting capabilities which are more difficult to trend, but processes will be in place to handle this by June 30, 2000. The Capacity Management Group reviews these reports and is responsible for investigating systems whose trended growth will rise above the system engineering levels within the next 18 months. Recommendations are then forwarded to specific asset planners, as well as the solutions designers, who work with the application contacts to implement detailed plans involving methods to reduce growth; funding for new systems, if required; detailed system solutions; and timing of acquisitions.

B. Specific personnel handle all day-to-day performance analysis for both Mid-Range and Main Frame systems. Exception reports are generated to the BellSouth capacity planning personnel when these problems are viewed as capacity related. These resources assist with the analysis of normal, trended growth patterns that are input into the functions performed by the capacity planning organization. This is another check in the process to ensure these systems are not "out of capacity".

C. IT personnel are also responsible for developing the capacity plan for all the mainframe assets. They provide a quarterly asset plan for review by BellSouth planners to ensure that overall capacity needs are met. Specific application growth for all mainframe applications are captured monthly and the top growth applications are identified and managed such that capacity will not become a problem.

D. Through the implementation of new corporate-wide IT engagement processes, the requirement for adequate forecast data is assigned to the prime project manager. This data can be gathered according to defined templates based on the level of project detail known at the time. Training for implementation of this process is currently underway, with full operation planned prior to March 31, 2000.

Date: February 15, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth does not deliver timely Completion Notices (CNs).

According to BellSouth ordering documentation, a CN is delivered to a CLEC when the service order is completed and error free[1]. KPMG's Customer Service Manager (CSM) indicated that for electronically-submitted Local Service Requests (LSRs), CNs will be delivered within one business day of the completion of actual service provisioning.

Through February 5, KPMG had received CNs on 44 service orders. Sixteen percent (16%) of these CNs were received later than one business day after the completion of provisioning[2].

Date of CN Receipt (CN) versus CN Due Date (DD)

CN = DD	CN = DD+1	CN = DD+2	CN = DD+3-5	CN = DD+ >5	TOTAL
33	4	2	0	5	44
75%	10%	5%	0%	11%	100%
		Total Late Responses = 16%			

The following table provides a detailed breakdown of timeliness data for CNs that took longer than one business day.

PON	Ver	Company Code	CN Time			
405A312PEM001002	05	9994	12/27/99 03:54 PM	1/7/00	01/05/00	2
419A223PTM100003	00	9991	01/12/00 08:57 AM	1/20/00	01/18/00	2
305A112PTH100001	18	9994	12/16/99 05:35 PM	1/7/00	12/27/99	9
428A124PTJ100006	01	9994	12/20/99 09:08 AM	1/18/00	01/05/00	9
603A224PTJ100002	00	9991	11/16/99 11:25 AM	12/3/99	11/20/99	10
307A122PEK100001	04	9994	12/08/99 05:23 PM	1/6/00	12/21/99	12
373A215PEG100002	02	9992	12/20/99 02:39 PM	1/18/00	12/27/99	16

[1] *Local Exchange Ordering Guide, Volume 1, Issue 7N*, January 2000, Section 13.1.
[2] Service provisioning date is identified as the Due Date (DD) value within the CN.

Impact

Receipt of a timely Completion Notice is essential for CLECs to: (1) confirm that service has been established; and (2) initiate billing activities. Delayed CN responses could impact a CLEC's ability to fully inform customers of service provisioning status, thereby decreasing CLEC customer satisfaction, and to maintain accurate billing records, potentially reducing CLEC revenue.

BELLSOUTH

February 18, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth does not deliver timely Completion Notices (CNs).

According to BellSouth ordering documentation, a CN is delivered to a CLEC when the service order is completed and error free[1]. KPMG's Customer Service Manager (CSM) indicated that for electronically-submitted Local Service Requests (LSRs), CNs will be delivered within one business day of the completion of actual service provisioning.

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33	4	2	0	5	44
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		Total Late Responses = 16%			

The following table provides a detailed breakdown of timeliness data for CNs that took longer than one business day.

PON						
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419A223PTM100003	00	9991	01/12/00 08:57 AM	1/20/00	01/18/00	2
305A112PTH100001	18	9994	12/16/99 05:35 PM	1/7/00	12/27/99	9
428A124PTJ100006	01	9994	12/20/99 09:08 AM	1/18/00	01/05/00	9
603A224PTJ100002	00	9991	11/16/99 11:25 AM	12/3/99	11/20/99	10
307A122PEK100001	04	9994	12/08/99 05:23 PM	1/6/00	12/21/99	12
373A215PEG100002	02	9992	12/20/99 02:39 PM	1/18/00	12/27/99	16

[1] *Local Exchange Ordering Guide, Volume 1, Issue 7N*, January 2000, Section 13.1.
[2] Service provisioning date is identified as the Due Date (DD) value within the CN.

Impact

Receipt of a timely Completion Notice is essential for CLECs to: (1) confirm that service has been established; and (2) initiate billing activities. Delayed CN responses could impact a CLEC's ability to fully inform customers of service provisioning status, thereby decreasing CLEC customer satisfaction, and to maintain accurate billing records, potentially reducing CLEC revenue.

BellSouth Response:

For electronically submitted Local Service Requests LSRs, Completion Notices are transmitted when the service order is completed, error free and obtains a status of CPX or PCX. There are error conditions which occur after the service is provisioned which will delay receipt of a CN until resolved. For example, if a listing error is encountered after service is provisioned, the CN would be delayed until the error is cleared by a service representative in the Local Carrier Service Center. Since the requests above are completed and have been purged, BellSouth cannot provide any further details on why the CNs were delayed. BellSouth will modify the LEO IG, Vol. 1 by March 20, 2000 to clarify when a CN should be expected.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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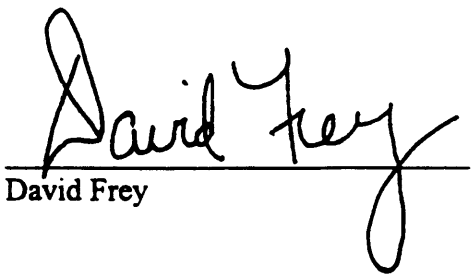
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March 17, 2000

DELIVERED BY HAND

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue, S.W., Room 520
Atlanta, Georgia 30334-5701

Re: In re: Investigation Into Development of Electronic Interfaces for BellSouth's Operations Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-eight (28) copies of the Trouble Analysis Facilitation Interface (TAFI) User Guide and the Local Exchange Ordering-Implementation Guide (LEO-IG) filed by BellSouth Telecommunications, Inc. in the above-referenced docket. Findings and recommendations arising from third-party testing by KPMG are included in these updated guides.

Although these guides are unavailable in the type of software specified by the Commission in its Official Filing Schedule and cannot be filed electronically, they will be uploaded onto the BellSouth Interconnection Services website[1] during the week of March 20, 2000. I would appreciate your filing same and returning the extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your assistance in this regard.

Very truly yours,

Fred McCallum Jr.

FJM:nvd
Enclosures

cc: Parties of Record

201678

[1] www.interconnection.bellsouth.com

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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107983

GPSC
DOCKET NO. 8354-U

- **3/1/00 Trouble Analysis Facilitation Interface (TAFI) User Guide**

- **3/17/00 Local Exchange Ordering-Implementation Guide (LEO-IG) Vol. 1**[1]

[1] This LEO-IG is an advanced copy of the version that is to be posted on the BellSouth website during the week of March 20, 2000.



CLEC TAFI User Guide

Issue 1 – March, 2000

CLEC TAFI User Guide
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1 REVISION HISTORY

This document will be updated periodically to reflect changes in the TAFI system that impacts the CLEC user. This section will summarize these changes.

Table 1 – Document Revisions

Date	Issue	Changes
3/00	1	Divided the original CLEC TAFI End-User Training and User Guide into two separate documents: the CLEC TAFI User Guide and the CLEC TAFI End-User Training Manual. Updated sections to reflect Release 2000.1

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2 ABOUT THIS GUIDE

2.1 DESCRIPTION

This document provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the user to the various functions available to process a customer's trouble report. Although the system is intuitive by design, the user's proficiency will increase with its continued application in the day to day operation of the CLEC's repair center.

2.2 INTENDED AUDIENCE

This guide is written to support the CLEC user as the 'text book' during the initial training course and then as a reference guide throughout the user's day-to-day operation.

2.3 ASSUMPTIONS

This guide is limited to the mechanics of using the CLEC TAFI system. The following are assumed:

1. The user has a working knowledge of the telecommunications industry and is familiar with the operation of the various products and services obtained from BellSouth.
2. The user is authorized to use the CLEC TAFI system and has been established as a user in the system (i.e., profiles, access and passwords have been established).
3. The user is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system.
4. The user is familiar with his company's M&Ps for processing his customer's trouble reports and can differentiate what information available through the CLEC TAFI system apply.

2.4 HOW TO READ

This guide is organized in sections that describe the various aspects of using the CLEC TAFI system. Sections are built on the assumption that the user is familiar with the information provided in the previous sections prior to reading subsequent sections. Once the user has completed the CLEC TAFI End-User Training course, this guide will become a reference asset (if needed) in their day-to-day operation of the system.

CLEC TAFI screen shots, using the TAFI training database, are provided to amplify the text.

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The CLEC TAFI system is functionally identical to the TAFI system used by BellSouth (as discussed in Section 3) and the terms "CLEC TAFI" and "TAFI" may be used interchangeably.

⇒ Note: Emphasizes important information

Information in a shaded box indicates critical operational information.

2.5 ORGANIZATION

This manual is organized as described below:

1. **Revision History** provides a listing of changes between versions of the document.
2. **About This Guide** provides an overview of this document, its audience, assumptions, style, and organization.
3. **Introduction** provides a brief introduction to the CLEC TAFI system. It also discusses the types of reports that can be processed via TAFI as well as specific examples of what can not be processed via TAFI.
4. The **System Overview** outlines information about TAFI 'windows' and how to navigate through them. How to access the system, passwords, user management and the back-up system are discussed.
5. **Getting Started** begins the mechanics of actually using the system including logging on and off the system, screen layout, functions keys and on-line job aids.
6. The **Taking Trouble Reports** section provides detailed discussion on the various trouble categories supported by TAFI along with the proper population of the various fields available.
7. **Sample Troubles** are provided in this section to demonstrate TAFI's functionality.
8. The **TAFI User Queue** provides instructions on how the user could work on several customer reports simultaneously.
9. **Additional Data Window** lists the various data resources available to the user in processing a customer's trouble report.
10. The **Override Function** is detailed in this section showing the various alternative paths for processing a customer's report.
11. **Error Messages / Informational Status** are presented in this section.
12. How to process **Subsequent Trouble Reports** is discussed in this section.
13. **Supervisor Functions** are described in this section.
14. **Attachments** provide useful supplemental information.

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2.6 DEFINITIONS

The following table provides a listing of definitions, abbreviations and acronyms used in BellSouth's maintenance and repair process:

Table 2 - Definitions

Term	Meaning	Notes
ACAC	Access Customer Advocacy Center	BellSouth Work Center set up specifically to handle trouble maintenance for long-distance provider companies (such as AT&T, MCI, etc.) serving local end users in BellSouth territory
Agent	In the OSI arena, it is the role played by an individual, organization, or company that is responsible for resolving trouble and any corresponding trouble reports that have been raised or submitted by the Manager.	
AIS	Alarm Indication Signal	Indication that an alarm has occurred at the far end in a point-to-point architecture
AML	Added Main Line	An MLT testing procedure
ANSI	American National Standards Institute	Committee that produces US national standards. T1 is that part of ANSI that deals with national standards in the area of telecommunications
AVC	Attribute Value Change	In OSI, an automatic notification from the agent's system to the manager's system that provides the last new value of a given attribute as it changes
BAL	Abbreviation for the term *balance*	
BAT	BellSouth Applied Technologies	Group within BellSouth that is responsible for the actual development (coding) of specific software application systems.
Busy speech	Commonly used term for *busy line*	
BSY	Abbreviation for the term *busy*	
BSG	BellSouth Gateway	BellSouth Electronic Communications Gateway
BOSIP	BellSouth Open System Interconnect Platform	BellSouth's corporate Transport Control Protocol/Internet Protocol (TCP/IP) network, which provides local area network (LAN) interconnectivity
BRMC	BellSouth Resale Maintenance Center	The repair center dedicated to CLEC customers (i.e., where CLECs call to report their customer's troubles). Provides the initial trouble receipt and screening functions.
BST	BellSouth Telecommunications, Inc.	Local Exchange Carrier serving a nine state area in the southeastern portion of the USA
BSW	Buried Service Wire	Physical facility used to serve a local end user from a serving terminal
CBDT	Can not Break Dial Tone	Expression for an abnormal condition in the customer's line in which a dial tone still exists in the line after the receiver goes off hook and the user tries to dial
CCC	Routing code to send a trouble report to the After Hours Call Out Center	

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Term	Meaning	Notes
CCS	Customer Calling Service	A CRIS term used to signify the services that the local customer is subscribed to
CHNL	Abbreviation for the term *channel*	
CGW	CLEC Gateway	CLEC's Electronic Communications Gateway
CKT	Commonly used abbreviation for the term *circuit*	
CLD	Abbreviation for the term *called*	
CLEC	Competitive Local Exchange Carrier	A Local Exchange Carrier (LEC) competing with BellSouth for local services within the nine-state region of BellSouth territory
CLG	Abbreviation for the term *calling*	
CNMAC	Customer Network MAintenance Center	Operations system that administers several optional or vertical services (such as Memory Call, Caller ID, etc.)
CO	Central Office	Switching equipment used to route local end user telephone calls.
COS	Class of Service is a category that represents one of the following types of service that a local customer has: • Residential customer (1FR) - RES • Business customer (1FB) - BUS	Class of Service is represented as COS
CPE	Customer Premises Equipment	Privately owned terminal equipment inside the local end customer's premises (such as a PBX, telephone sets, and key sets)
CPNI	Customer Proprietary Network Information	Specific data regarding the features and services that the customer has on his line.
CX	Customer eXcluded report (subsequent report)	An indicator on a trouble report.
CRIS	Customer Record Information Services	Computer system used by the BellSouth Business Office to access customer information profile and billing system
DAML	Digital Added Main Line	An MLT testing procedure
DISP	Abbreviation for the term *dispatch*	
DSL	Digital Subscriber Line	An outside-plant piece of equipment where many analog signals are digitized and division multiplexed when placed into a digital facility to be transported jointly downstream
EB	Electronic Bonding	Synonymous to EC (Electronic Communications)
EC	Electronic Communications	Commonly used term for the Object Oriented Electronic Communications Gateway-to-Gateway services (TA being the first service) used by the three major IXCs (AT&T, MCI and Sprint) and the Regional Bell Operating Companies (RBOCs) and General Telephone (GTE) – also available to CLECs
EC	Employee Code	Abbreviation used in LMOS to identify a user

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Term	Meaning	Notes
ERR	Abbreviation for the term *error*	
EST	Enter Status Transaction	A function in LMOS that allows the user (e.g., HAL) to status a given trouble report.
FECO	Front End Close Out	A term to state that the trouble report was closed after a recommended solution was implemented by HAL
FEMF	Foreign voltage (electromotive force)	A DC or AC voltage that appears in the customer line by a crossed cable pair or by induction from power company cables
FITL	Fiber In The Loop	A special BST project for trailing fiber facilities services to the customer premises or the curb
HAL	"Hands-Off" Assignment Logic	System that provides access to and resolves errors from a multitude of back-end legacy systems (LMOS, CRIS, MLT, SOCS, and others) for some front-end systems.
IPP	Independent Pay-phone Provider	Call receipt center for processing trouble reports from the Independent Pay-phone Providers
ISDN	Integrated Services Digital Network	A network architecture that, through standardization of user and network interfaces, allows customer access to multiple communication services. The basic interface structure consists of two 64 kb/s (kilobits per second) B channels (for voice or data) and one 16 kb/s D channel (primarily for signaling). This basic service is called 2B+D.
IST	Intermediate Status Transaction	LMOS TTR status codes
IXC	IntereXchange Carrier	Provider of long-distance services (between LATAs) regulated by the Federal Communications Commission (FCC)
IW	Inside Wire	Wiring facilities owned by the end customer
LAN	Local Area Network	A group of computer systems (i.e., work stations, PCs, printers, minicomputers, etc.) dispersed over a limited area and connected by a communications link that enables any device to interact with any other device within the network
LCC	Line Class Code	Code used and maintained in CRIS that signifies the end-customer class of service
LMOS	Loop Maintenance Operations System	BellSouth Operations Support System used for non-designed (POTS) trouble report management
LXD	Abbreviation for the term *lines crossed*	
Manager	In the OSI arena, it is the role played by an individual, organization, or company that manages troubles and any corresponding trouble reports that have been raised or submitted to the Agent for resolution.	
M&P	Methods and Procedures	A set of established guidelines that an organization follows to satisfy a given situation
MA	Maintenance Administrator	BST employee in the Maintenance Center (MC) who screens and routes trouble reports that are beyond current BSG or HAL capabilities

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Term	Meaning	Notes
MARCH	Computer system that implements CO translations changes	
MAPPER	Utility in LMOS that routes technicians	
MDF	Main Distributing Frame	Frame where cross-connections are made between the outside plant and the CO equipment
MLT	Mechanized Loop Testing	Computerized system that performs analog tests on local end-customer lines (also called a customer loop)
MOI	Managed Object Instance	In object-oriented theory, refers to a particular managed object of a managed object class. For example, a specific 1990 Chevy Camaro is an instance of the 1990 Chevy Camaro Managed Object Class
MR	Message Report	Documentation that initiates a trouble report when a TN (Telephone Number) is not available (for example, the customer reported a broken terminal)
NIW	Network Information Warehouse	System used to store switch blockage data used by TAFI for trouble analysis.
OCN	Operating Company Number	A four-digit, numeric, line-of-business representation for an operating company. A given CLEC company may have more than one OCN value.
OPN	Abbreviation for the term *open*	
OSI	Open System Interconnection	Open interconnection computer mechanism that exchanges information between two arbitrary systems
OSS	Operations Support System	Internal computer system of a telecommunications company that manages a given service or network. For example, LMOS is the BellSouth's OSS for POTS.
Predictor		Computer system used to query CO switch translations
Priority Messaging		Expression used for a messaging service application that allows messages to be sent and displayed from a remote host machine
PBX	Private Branch Exchange	Customer-owned premise telephone equipment
PDB	Pending Dispatch Business	LMOS status indication meaning that a report is waiting for the next available business technician
PDI	Pending Dispatch In	LMOS status indication meaning that a report is waiting for the next available "inside" (CO) technician
PDO	Pending Dispatch Out	LMOS status indication meaning that a report is waiting for the next available "outside" technician
Ported In	A former CLEC customer, with a CLEC telephone number, who becomes a BellSouth customer, and who was brought from the CLEC switch to a BellSouth switch	PSTAT = I in LMOS TR Mask
Ported Out	A former BellSouth customer, with a BellSouth telephone number, who becomes a CLEC customer, and who moved from its original BellSouth switch to the CLEC switch	PSTAT = O in LMOS TR Mask
POTS	Plain Old Telephone Service	For example, a 1FR (residential flat rate) or a 1FB (business flat rate) telephone service

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Term	Meaning	Notes
PREM	Abbreviation for the term *premises* (normally for customer's premises)	
PSTAT	Ported Status	An LMOS single-letter field designation in several LMOS mask screens (DLR, TR, and others) that depicts the nature of the customer's local service from a BellSouth reference point. For example, an I depicts a service ported-in to BellSouth, an O depicts a service ported-out from BellSouth, and an R depicts a service reclaimed back into BellSouth.
RCF	Remote Call Forwarding (C.O. Feature)	The C.O. is programmed to forward calls from the customer's line to another (defined) line. Commonly used to support interim number portability. The BSG will route reports on this feature to the "UNE" Center for manual processing.
RCMAG	Recent Changes Maintenance Activity Group	BellSouth's Work Center for administering vertical services translations in COs
Resale	A BellSouth customer who is physically connected to the BellSouth network for both originating and terminating call processing capabilities. The CLEC's customer has a normal BellSouth TN.	This type is not in the PSTAT field because it is not an LNP case.
RFC	Abbreviation for the term *referenced*	
ROH	Receiver Off hook	The customer's line is busy.
ROL	Recording On Line	Testing-results condition of a recording on a customer's line after dialing. Is checked in CRIS for a possible non-payment condition.
RST	Recent Status Transaction	A function in LMOS that allow the user (e.g., HAL) to view the current status of a given trouble report.
RTE	Abbreviation for the term *route*	Also an LMOS code that sends a given trouble report to an LMOS location to be picked-up by a technician and resolve this trouble
RTOC	Real Time Operations Center	BellSouth's Work Center for internal network problem resolution
SME	Subject Matter Expert	Individual with a specific field of expertise
SO	Service Order	Document used by BST to initiate/modify a local end-user service
SOCS	Service Order Control System	Computer system used by BST to keep track of the local service-order process
SNECS	Secured Network Element Contract Server	Peer-to-peer computer interface between HAL and the Predictor and MARCH back-end systems
SPOC	Single Point Of Contact	Individual who is responsible for a complete Work Center unit to assist outside companies and customers in recording and following up on reported problems in a given service or network facility
TA	Trouble Administration	ANSI T1.227 & T1.228 Object Oriented (OO) Gateway-to-Gateway service to administer telecommunications trouble reports

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Term	Meaning	Notes
TOK	Tested OK	MLT test result signifying that the local customer's line is in good working condition after a full test was completed and verified
TRBL	Abbreviation for the term *trouble*	
TTR	Telecommunications Trouble Report	Object in the ANSI T1.227 & T1.228 standards that contains the information to be shared at the gateway-to-gateway interface through the trouble resolution process
T1	Telecommunications	ANSI nationally accredited organization to create interconnection and interoperability standards for the United States telecommunications networks
VRG	Video Repair Group	BellSouth's specialized repair center for video services
VLTG	Abbreviation for the term *voltage*	
WATS	Wide Area Telephone Service	Special BST service for customers (mostly business) desiring a wider local calling area
WFA	Work Force Administration	BellSouth's Special Services OSS
Win Back	A BellSouth customer, with a BellSouth telephone number, who was ported out to a CLEC and now has returned to BellSouth with the same telephone number, and who was returned to the BellSouth switch of origin	PSTAT = W in LMOS TR Mask
WMC	Work Management Center	LMOS center that manages (load and control) the dispatch forces according to the daily workload for a given geographic area

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3 INTRODUCTION

The Trouble Analysis Facilitation Interface (TAFI) system is a rules-based computer system providing automated trouble receipt and screening functionality initially developed for BellSouth internal users. TAFI is a powerful application that guides its users through a series of questions and instructions to resolve or route "Plain Old Telephone Service" (POTS) customer service problems. These questions and instructions, called flows, trigger the gathering of the relevant data from the customer as well as from BellSouth's downstream applications/systems. TAFI processes the data to provide rapid, consistent, and efficient problem analysis and generates a recommendation for resolving the problem. Reports leaving TAFI fall into one of three categories, they are either: (1) resolved/closed, (2) routed to the appropriate entity for resolution, or (3) canceled.

A special version of TAFI has been developed for use by the Competitive Local Exchange Carriers (CLECs) to process their customers' POTS trouble reports. This CLEC TAFI system is identical to the BellSouth TAFI system in trouble processing functionality and presentation to the user. The only differences are:

⇒ The CLEC TAFI system 'knows' who the user is and limits their access to only customer records that they are allowed to view.

⇒ The CLEC TAFI system process trouble reports for both Residence and Business class of service customers on the same processor. BellSouth users must log into different processors to accommodate the different class of service customers.

⇒ The "Supervisor Function" is limited to the given CLEC's user community.

Since the CLEC TAFI system, with the differences noted above, is identical to the BellSouth internal TAFI systems, the CLEC user has access to information that may or may not apply to how his company supports their customers.

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3.1 BACKGROUND

To better appreciate what TAFI does, let's take a minute to review the trouble resolution process before the introduction of this new system.

Customers reported their problems to the (old) Centralized Repair Service Attendants Bureau (CRSAB) at BellSouth where a Repair Service Attendant (RSA) input the customer's information into the LMOS system. The RSA then informed the customer that the problem would be resolved by the commitment date/time and that someone else would be contacting them.

The trouble report would then flow to the LMOS "auto-screener" (software package) to see if the system could determine where to send the report. This auto-screener had limited capabilities and could identify only obvious situations. (For example, if the MLT test indicated that the line was open and the customer was reporting "No Dial Tone," the auto-screener package would route the report for a field technician to be dispatched.)

Reports that could not be handled by the auto-screener program were then routed to the "screener" position in the Installation Maintenance Center (IMC). The screener (a Maintenance Administrator - MA) accessed a number of downstream systems to manually analyze the situation and correct the problem (if it could be "remotely" repaired) or determined where the report needed to go for resolution.

This MA needed to (1) know which downstream system to use (i.e., there are many LMOS, Predictor, MARCH, etc. systems in BellSouth), (2) possess the experience to analyze the information gathered and (3) provide consistent resolutions and/or recommendations as to where to send the problem.

With the introduction of a system called StarRep (1992), the RSA was provided the capability to perform some very basic trouble resolution functions. The TAFI system was built on these early initiatives to become the system used today in BellSouth.

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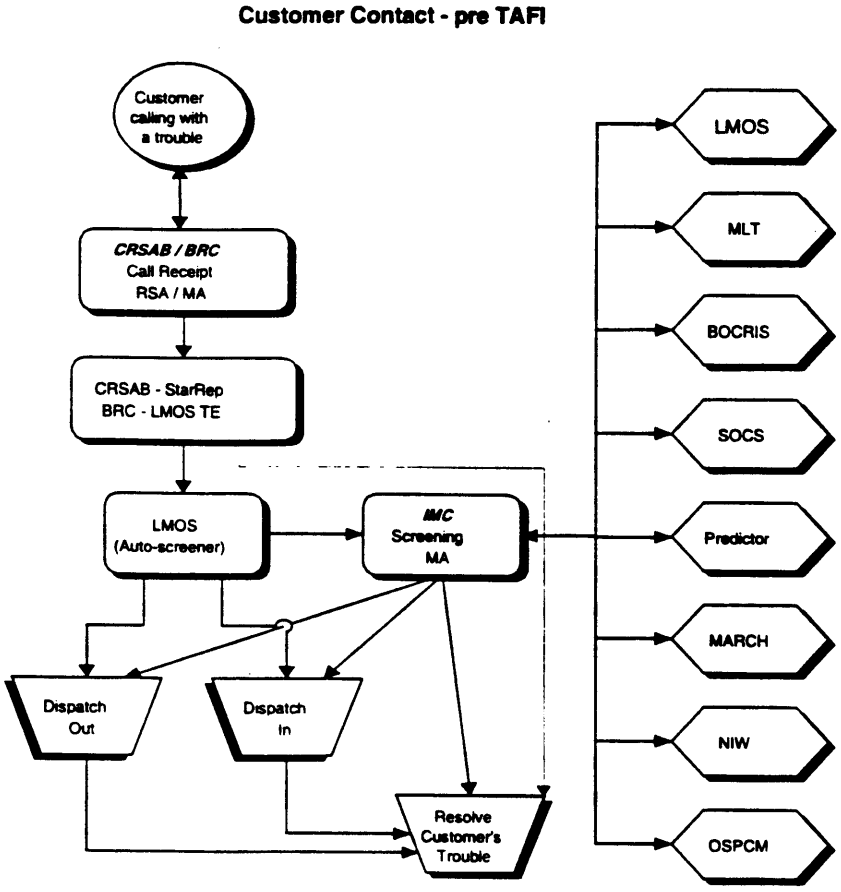


Figure 1 – Trouble Processing pre-TAFI

With the introduction of TAFI, the person handling the initial customer contact will resolve all POTS trouble conditions (for those troubles that can be cleared remotely) or route the trouble report to the correct entity for resolution. In other words, the functions performed by the MA in the IMC are now completed by the TAFI user on the initial contact.

This task was accomplished by developing a 'tool' that performs the mechanics of accurately processing the customers' trouble situations. TAFI actually accesses all of the downstream systems, gathers appropriate data, performs specific Central Office translation changes and provides the user with a recommendation / resolution to the problem condition.

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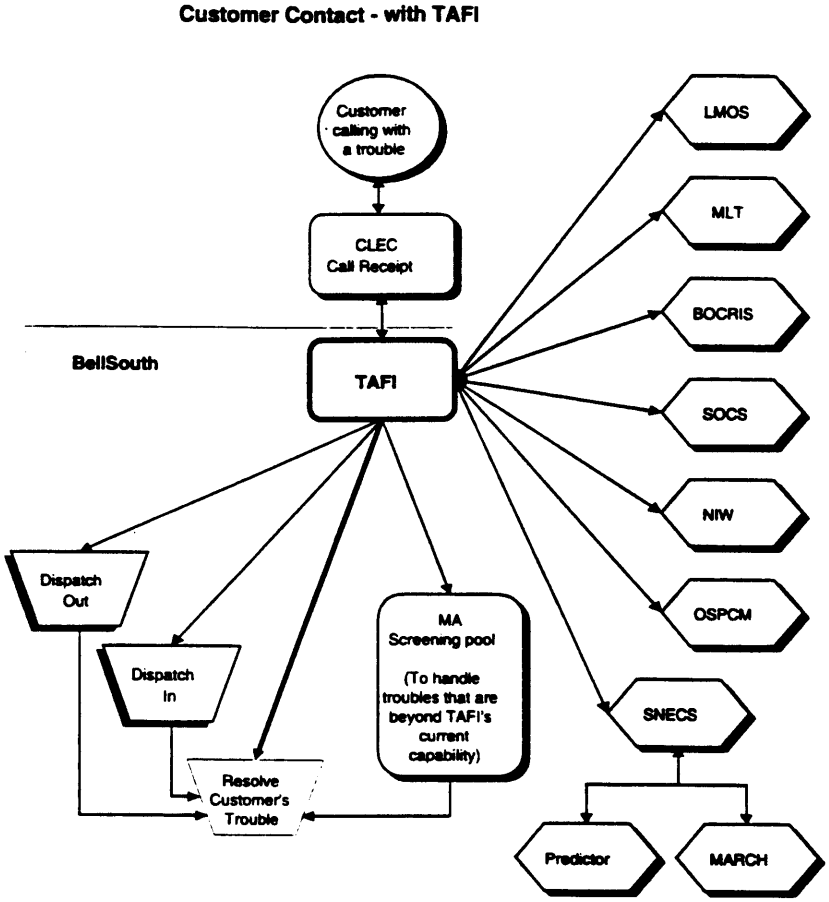


Figure 2 – Trouble Processing with TAFI

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3.2 LIMITATIONS

TAFI supports the trouble processing function for most of the telephone number based non-designed services (POTS) supported in the LMOS system. This includes resale and combined (port/loop) UNEs.

For some of the more complex POTS offerings (i.e., Hunting) the user can still use TAFI to input the trouble report, even though the screening and analysis function will not be available.

> **These reports are easily identifiable because TAFI does not provide an appropriate menu option. Proceed by populating all of the required fields and provide the customer with the repair commitment. Then the user will: (1) depress the Override key; (2) select the "Technical Assistance" option followed by (3) "MA - needs further analysis". Be sure to provide detailed information about the trouble on the Narrative line.**

3.2.1 SPECIFIC EXCLUSIONS

Although **ISDN** service provides two telephone numbers for its user, it is provisioned using a circuit ID. Therefor CLEC users wishing to report a problem on their customer's ISDN service must call the BRMC and report the problem manually.

Stand-alone UNE ports are assigned a telephone number but they are provisioned as designed services supported in WFA (Work Force Administration – the BST OSS for complex service management). Therefore the user can not process trouble reports on stand-alone UNE ports using CLEC TAFI.

SL1 UNE loops are non-designed services supported in LMOS. However, these are provisioned using circuit IDs and the CLEC TAFI system (today) does not process trouble reports using the circuit ID.

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4 SYSTEM OVERVIEW

The CLEC TAFI system supports two modes of communication with the user:

⇒ LAN to LAN communications using Telnet protocol

⇒ Dial in access using Telnet protocol

Each user has access to a 'production' and 'back-up' CLEC TAFI system. The back-up system is configured exactly the same as the production system and is made available should problems occur with the production system.

Once logged into the CLEC TAFI system, the system will guide the user through the trouble entry and resolution process by:

- prompting the user to ask the customer for specific information,
- prompting the user to enter information in the appropriate fields
- gathering data from downstream systems
- performing analysis on the gathered data, and
- makes a recommendation to resolve the customer's problem.

4.1 A WORD ABOUT TAFI 'WINDOWS'

The user should be familiar with the characteristics of 'traditional' windows as seen in Microsoft Windows on a PC and on an X-Window LAN terminal. All of these windows include a title bar, the user can move them around the screen, the user can jump from one window to another, change their size, shrink them into icons, etc.

The term "window" has a different meaning in the TAFI application. TAFI was designed to be accessible from a number of different terminal types - everything from a sophisticated X-Window terminal to a simple ASCII terminal like a VT220. Therefore, the TAFI application does not support a Graphical User Interface (GUI). In other words, once you log into TAFI and use your mouse to move the TAFI screen to where you like it to be *you will not use the mouse to use TAFI.*

In TAFI, the term "window" refers to a section of real estate on the screen, usually surrounded by a line, that contains information. These windows often overlap information presented previously

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and will have the 'look' of traditional windows. *The user can tell which window is the 'active' window by locating the TAFI cursor* (typically a red block the size of a character).

TAFI windows are divided into three types:

- The Main Menu
- Sub Menus
- Pop-Up Windows

The user can select an item from a menu by positioning the highlighted area (reverse video) over the selection and depressing the Enter Key. This is done by using the cursor positioning arrow keys on your keyboard. When the user selects an item from the 'Main Menu', TAFI will display a 'Sub Menu' of additional items. Selecting one of these items may generate another 'Sub Menu' or start the 'flow' of resolving the particular trouble situation.

4.1.1 FUNCTION KEYS

The CLEC TAFI system utilizes twelve (12) function keys (F1 – F12) to execute specific tasks. The actual function that a given key performs often depends upon what TAFI window the user is working on. The *Function Key Map* on page 203 displays all of the possible functions available at a given CLEC TAFI window.

4.1.2 SCROLLING THROUGH A TAFI WINDOW

In some cases, all of the information in a window can not be displayed at the same time (the TAFI screen is fixed in size). When this happens, TAFI displays a row of v's at the bottom of the window to alert the user that there is more information below.

vvvvvvvvvvvvvvvvvvvvvvvv

To access (see) this information you must scroll down the visible information to uncover the hidden information. In some cases this is done this by simply using the down arrow key to move the highlighted area to the bottom of the window and 'keep going' to reveal more information. In other cases, the arrow keys do not work and the user has to use the function keys to move the highlighted selection bar - F3 to move it down and F2 to move it up.

In windows requiring the function keys to move the selection bar, the selection bar can move down past the bottom of the window and 'disappear'. To 'see' where it went, depress the PAGE DOWN key on your keyboard. This will display the next window full of information. When you

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page down on one of these windows, TAFI displays a row or 'up arrows' to remind the user that there is additional information 'above' where you are in the window.

^^^^^^^^^^^^^^^^^^^^^^^^^^

To return to the previous page of information, depress the PAGE UP key on the keyboard.

How can the user tell which technique to use, arrow keys or function keys? TAFI tells you. If, at the bottom of the pop-up window, TAFI says:

F2 up F3 down ENTER accept

then use the function keys. If TAFI doesn't provide this prompt, then use the arrow keys.

Just remember to look for the prompt at the bottom of a pop-up window and then take the appropriate action to move around the window.

4.2 ACCESSING TAFI

The first step in accessing TAFI is to establish the connection path[1].

- For LAN-LAN users, log into the LAN server and double click the appropriate TAFI icon (i.e., TAFI Production).

- For DIALS users, activate the terminal emulation software, call the DIALS telephone number via the modem, and log into the Network Access Controller (NAC). Use your Common User ID for the 'login'. The 'Passcode' is a combination of your PIN code plus the six digits that appear on your SecurID card. Establish your connection to the "Production" CLEC TAFI processor by entering the correct IP Address in the Telnet connection window.

When the user is connected to the TAFI application, the following log on screen is presented:

[1] The CLEC's systems administrator will provide site specific instructions.

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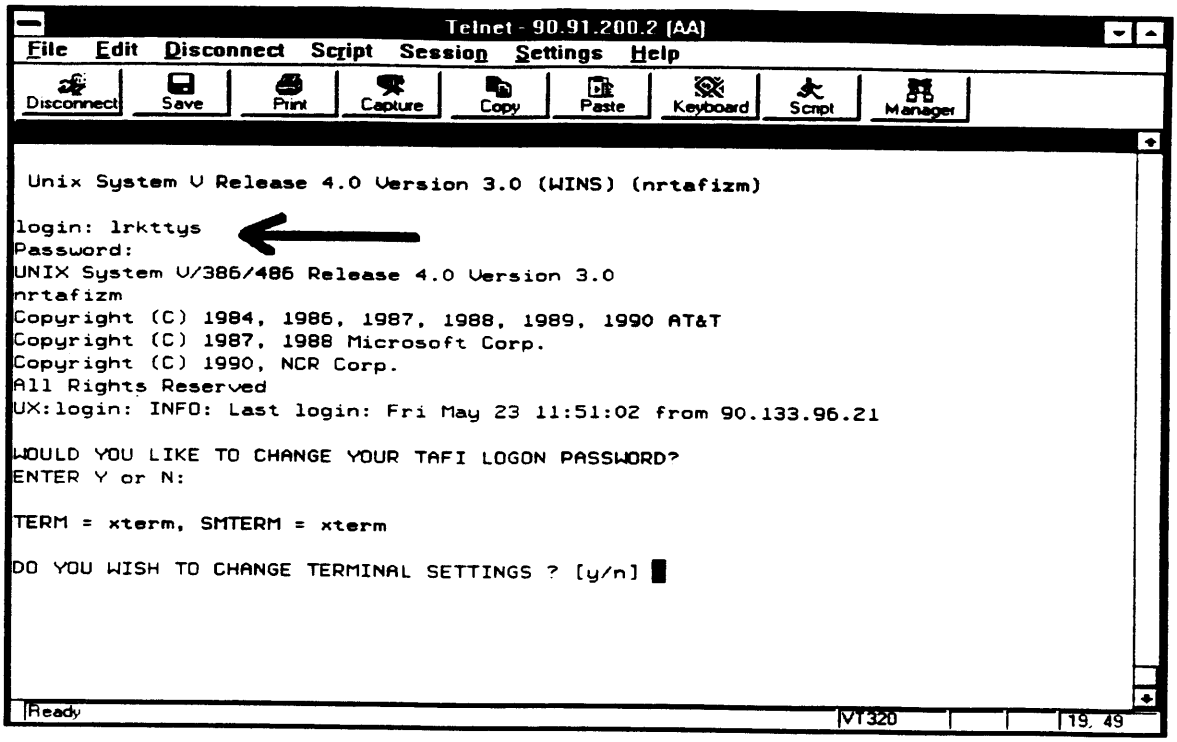


Figure 3 – Log-on Screen

The "Login:" is the user's Common User ID (CUID), often referred to as the **User ID.** It is a seven-character string that uniquely identifies the user to the computer system (i.e., "lrkttys" shown above). The user's personal password tells the system that you are who you claim to be and allows you access to the application. You must type your **User ID** and **Password** (*using lower case*) in the fields provided and then press the ↵ **Enter Key.**

⇒ **Note:** When entering the password, the system does NOT display what was typed. This is a security measure to prevent others, who may be watching you, from learning your password. *Passwords are 'private' and should never be shared with anyone.*

⇒ **Note:** If you enter an incorrect value and backspace to correct it before depressing the Enter Key, CLEC TAFI will fail the attempt. The User ID and Password must be entered correctly the first time. The CLEC TAFI system will allow three attempts and, failing all three, the user will be disconnected.

Once the user successfully enters their UserID and Password, the system automatically places the user into the CLEC TAFI application.

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⇒ **Note:** As part of TAFI's flexibility, the system wants to know what kind of terminal is being used. The system asks: "Do you wish to change terminal settings Y/N?" The system default terminal is a VT220 and the user's terminal matches this profile. When this question appears, **depress the Enter key to accept the default value of "NO".**

⇒ **Note:** The system also provides the opportunity for the user to change their TAFI password. **Depress Enter to accept the default answer of "NO"** (unless you want to change your password).

4.2.1 NOTES ON PASSWORDS

Logging on to any BellSouth computer systems requires the use of a User ID and password for security reasons. They prevent unauthorized persons from accessing confidential records. To ensure security, *the user is required to manage their personal passwords*. **You will choose your password and keep it private**.

Your CLEC TAFI password must contain seven characters. They must be alpha numeric and have at least two numeric or special character (&, $, #, etc.). Instead of randomly selecting numbers, letters, and special characters (that you will need to memorize), it is better to devise a scheme. For example, family names, pets' names, friends' names, etc. You can be very creative and choose a sequence, such as, ages, when you got the pet, when you met a special person, etc. In the name, change the letters that look like numbers and characters, e.g., 5 for S or $ for S, ! for I or 1 for i, etc.

CLEC TAFI passwords 'age' (expire) in 45 days. When your password is about to expire, CLEC TAFI will provide you with a warning message several days in advance. If you let your CLEC TAFI password expire, the system will allow you one opportunity to log in with the old password and will then guide you through the process of changing it.

⇒ **Note:** Each time you log into a CLEC TAFI system, the system gives you the opportunity to change your password. The prudent user will set up a schedule to pro-actively change their passwords on a monthly schedule (i.e., pick the day of each month that corresponds to you birthday date).

BellSouth provides each CLEC with access to two CLEC TAFI processors; (1) a Production processor for normal day-to-day activity and (2) the Back-Up processor for use when the production system is not available.[2] These systems are configured in such a way that the user login information is copied every evening from the Back-Up system to the appropriate Production systems.

[2] For example, the production processor may be down for weekly backups (typically on Saturday night between the hours of 11PM and 2 AM) or there may be some connectivity problems to the production system.

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⇒ **Note: When changing your CLEC TAFI password, you must change it on the Back-Up system (IP address = 97.10.1.77 from the DIALS Telnet window)[3] as well. Failure to do so will cause your production system password to change back to its old value (the one active on the Back-Up system) the day after you changed it.**

4.2.2 FIRST TIME LOGIN

The first time you log into the CLEC TAFI system with your assigned UserID and Password, CLEC TAFI will force you to change your password. The system will tell you that your old password has 'expired' and to reenter that old (initial) value. Then you will be prompted to enter a new password twice. Your new password is good for 45 days (before the CLEC TAFI system forces you to change it).

Every time you log into the system, TAFI will give you the opportunity to change your password. The default answer to the 'change password' question is "no" and all you do is depress the enter key.

4.2.3 USER MANAGEMENT

Individual users change over time. They move to new assignments, leave the company, etc. When a given user no longer needs access to the CLEC TAFI system, the CLEC's SME should notify his BellSouth account team to have the user removed from the system. Unfortunately this process does not always work as well as it should. Therefore, the CLEC TAFI system (as well as all internal BST TAFI systems) has implemented an automated 'user clean-up' routine.

If a given user has not logged into the CLEC TAFI system for a period of 60 days, the system will assume that the user no longer needs access to the system and will automatically delete the user from the system.

If the given user has been deleted but access to the CLEC TAFI system is still required (i.e., the user was on an extended absents, etc.), they can be reestablished by contacting your BellSouth account team.

[3] For LAN-LAN users, click on the TAFI Back-Up icon

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4.3 WHEN TO ACCESS THE BACK-UP SYSTEM

As stated earlier, each CLEC user has access to two CLEC TAFI processors; (1) a Production system for normal day-to-day operation and (2) the Back-Up system for use when access to the production system is not available.

During normal operation, the CLEC TAFI application on the Back-Up system will be disabled. Users can still log in and manage their TAFI password but will receive an error message stating:

" ... UNABLE TO START NEW USER AT THIS TIME"

This procedure was initiated to ensure all activity takes place on the production systems.

CLEC users should follow the procedures provided in Section 14.4 for managing their system access problems. Since a given user can experience several different types of problems, the local SME is best suited to coordinate and resolve the problem.

Should a failure condition exist on a production CLEC TAFI system, the BellSouth SPOC will activate the TAFI application on the Back-Up processor. Therefore, if you can not access your designated production system[4], and you can access the CLEC TAFI application on the Back-Up processor, then you know that BellSouth is aware of the trouble and is actively working to correct it.

⇒ **Note: If you can not access the CLEC TAFI application on either the Production or Back-Up system, your SME must report the problem to the BellSouth SPOC for immediate action.**

Until you have access to a CLEC TAFI system, you will follow the emergency procedures developed by your company. (i.e., manually report your customer trouble reports to the BellSouth Resale Maintenance Center or take 'paper tickets' and process them when access to TAFI is restored.)

When the problem with the production system is corrected, a broadcast message will be sent to all active users on the Back-Up system. This message will also announce that the Back-Up system will be turned off in some period of time (i.e., 15 minutes) thus giving users time to finish their existing activity and move to the production system for ongoing work.

[4] When you connect to TAFI via the Telnet window and you get the message "trying" and do not connect, DO NOT CONTINUE repeating the attempts. Continuing the process could only aggravate a communications problem. Have your SME report the condition and then access the Back-Up system to process your customer's reports.

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5 GETTING STARTED

To begin using the CLEC TAFI system, the user will follow his local procedures and access the CLEC TAFI login window as shown in Figure 3.

5.1 LOG-ON TO THE CLEC TAFI SYSTEM

After entering the User ID and password, the user will be logged into the CLEC TAFI system. The following screen will be presented and the reader's attention should focus on the Initial Trouble Entry Window:

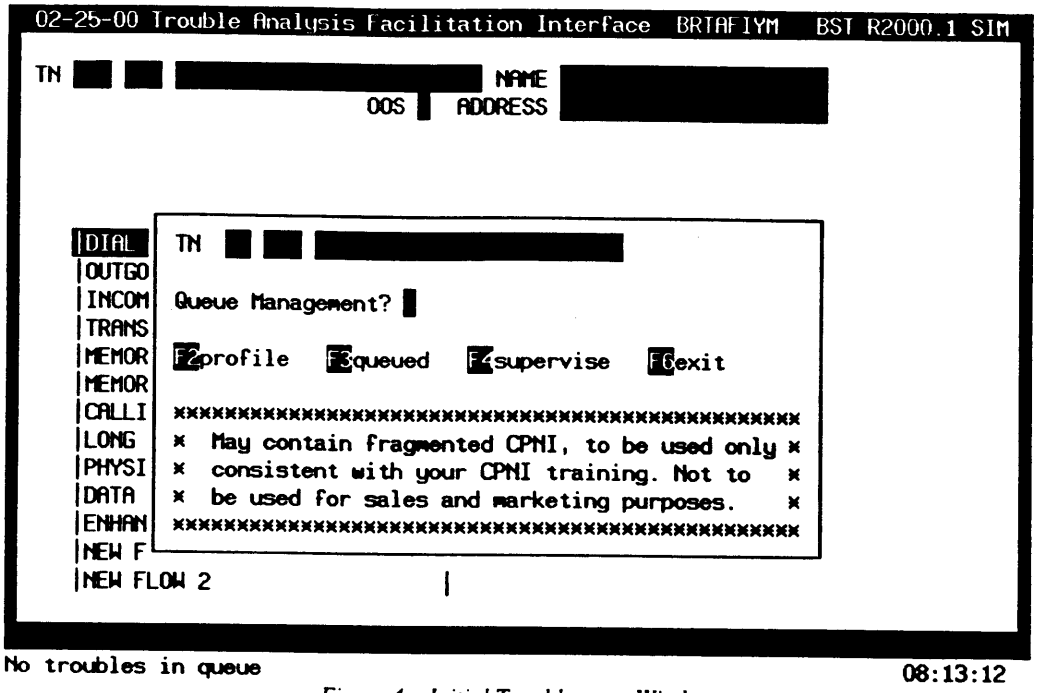


Figure 4 – Initial Trouble entry Window

As mentioned earlier, the term 'windows' in the CLEC TAFI system represent areas of the screen, typically surrounded by a line, that contains specific information needed to resolve a customer's trouble and/or enter a quality trouble report in LMOS. The Initial Trouble Entry Window is that section in the center of the screen that provides the initial questions required initiating a trouble report.

Every time the user completes a trouble report, the CLEC TAFI system will return to this Initial Trouble Entry Window to begin processing the next customer report or allows the user to log off.

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5.2 LOGGING OFF TAFI

To log off (exit) the CLEC TAFI system, the user must depress the F6 function key *while at the Initial Trouble Entry Window*. (Obviously, the CLEC TAFI system will not allow a user to log off in the middle of processing a customer's trouble report.)

⇒ **Note:** Some of the function keys in the TAFI application can take on different characteristics depending upon which TAFI 'window' is active. The best advice is to look at the bottom of a given window and take note of the functions performed by the "F" keys. For example, at the Initial Trouble Entry Window, F3 displays the status of the user's queue while in a 'look-up' window F3 moves the selection bar down a position.

Depressing the F6 function key produces the following Message Window asking the user to confirm that exiting the system is the requested function:

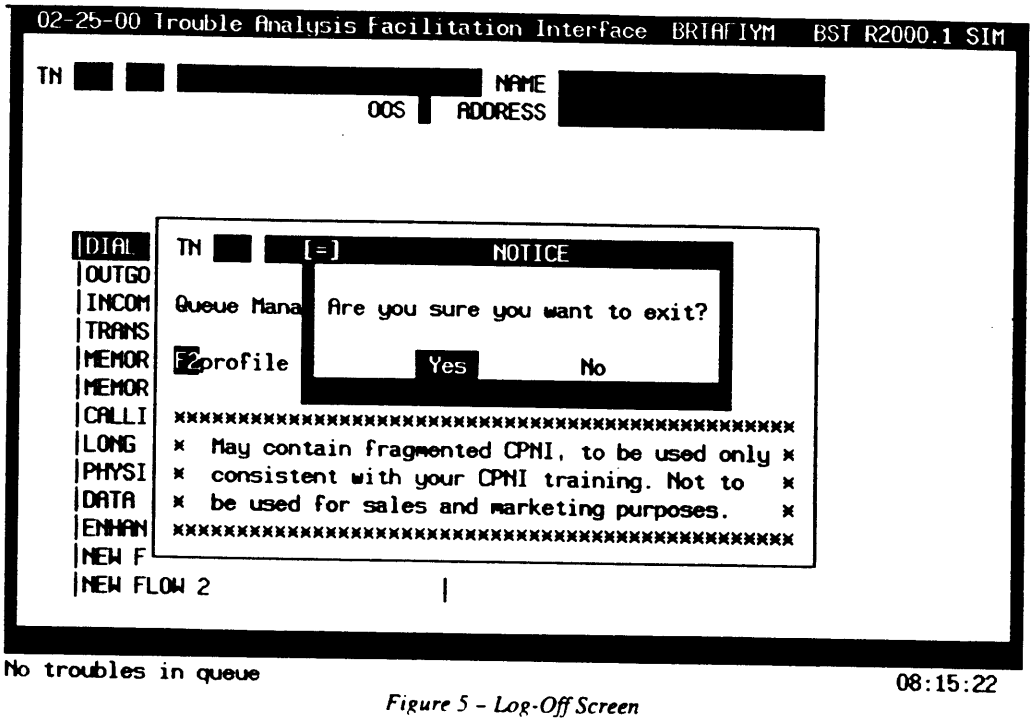


Figure 5 - Log-Off Screen

Depressing the Enter key (to accept the default value of Yes) causes the CLEC TAFI system to log the user off and disconnects the connection. The LAN-LAN user will be returned to their desktop. The DIALS user will be returned to a blank Telnet screen. (Follow your company's procedure to gracefully drop the telephone connection.)

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5.3 THE TAFI SCREEN

Once logged back into the CLEC TAFI system, the user will see the initial screen as shown below:

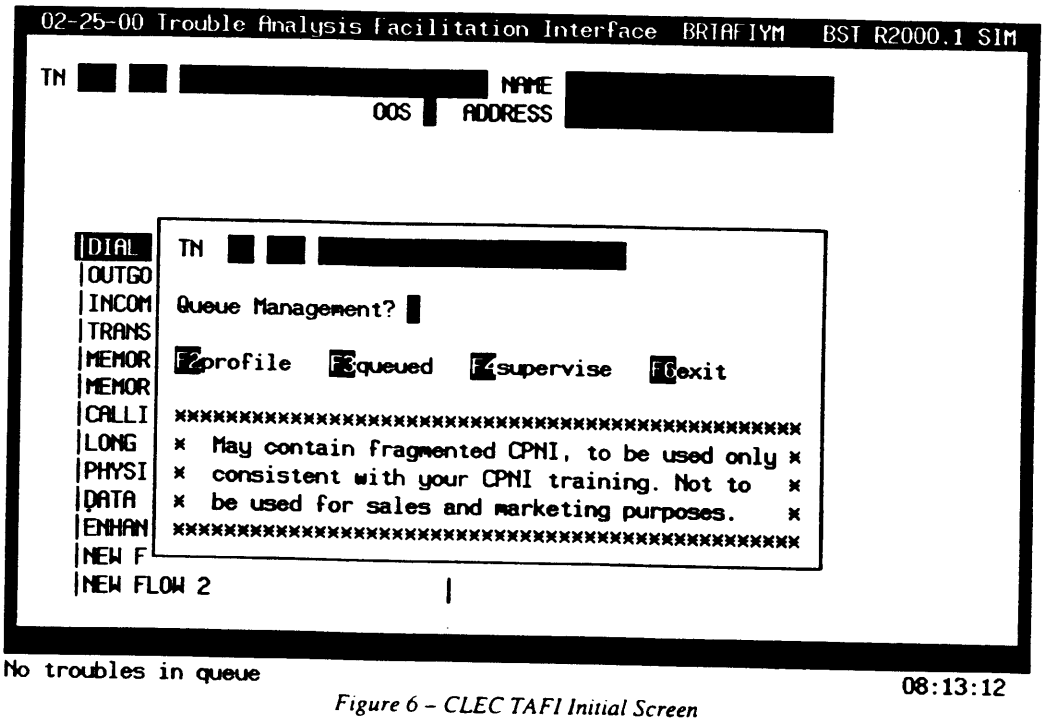


Figure 6 – CLEC TAFI Initial Screen

5.3.1 BASIC SCREEN LAYOUT

Take a moment to look at the TAFI screen and learn a little more about how it's laid out:

5.3.1.1 TITLE BAR

Across the top of every TAFI screen is the "Title Bar". It verifies that you are using the TAFI application - because in the middle of this title bar is the application name:

Trouble Analysis Facilitation Interface

At the left side of the title bar is **today's date** (i.e., 02-25-00) and the current **software level** is identified on the right side of the title bar. The current software level (at this writing) is:

- BST (indicating that BellSouth owns and maintains this product)
- R2000.1 (indicates that this is the first major release in the year 2000)
- SIM (indicates that you are using the training or Simulated database)

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To the left of the software level information is an indicator which identifies which CLEC TAFI processor is being accessed (i.e., BRTAFTYM is the CLEC TAFI back-up system located in the Birmingham data center). This assists the support personnel in identifying which physical machine was being used when system problems are reported.

5.3.1.2 STATUS LINE

The Status Line is located at the very bottom of the CLEC TAFI screen (under the border) and provides information about what CLEC TAFI system is doing. At the extreme right side of this line is a clock display. This clock shows you what time it is at the CLEC TAFI processor location.

⇒ **Note:** The CLEC TAFI production system is located in Charlotte, NC and the clock displays Eastern Time while the back-up system is located in Birmingham and that clock displays Central Time.

To the left of the clock TAFI displays a report "timer" that starts once the information on the Initial Trouble Entry Window is entered. It displays the number of minutes and seconds since the report was initiated. The intent of this timer is to provide feedback as to how long the user has been actively working on a given report.

The left side of the Status line provides you with information about what the CLEC TAFI system is doing. Think of these status messages as CLEC TAFI talking to you, telling you what it's doing and any problems (i.e., error messages encountered with downstream systems) that were encountered. If the user makes an error, TAFI will let the user know about it in this status message area. (For example, if you forget to enter a value in a required field, CLEC TAFI will not let you proceed until that field is satisfied. CLEC TAFI will move the cursor to the required field and politely tell you (in this status line area) "Field must be entered".)

5.3.1.3 ACTIVE WINDOW

The term 'windows' in the CLEC TAFI system refers to areas of the screen, usually surrounded by a line, that displays or requests information. These windows may overlap other information on the screen. You can tell which TAFI window is the 'active' window by locating the TAFI cursor (typically a red square the size of a character).

Look at your screen. The cursor (typically a red square) is in the first position of the TN field on the Initial Trouble Entry Window. Coincidentally, this is the starting point for processing a customer's trouble report.

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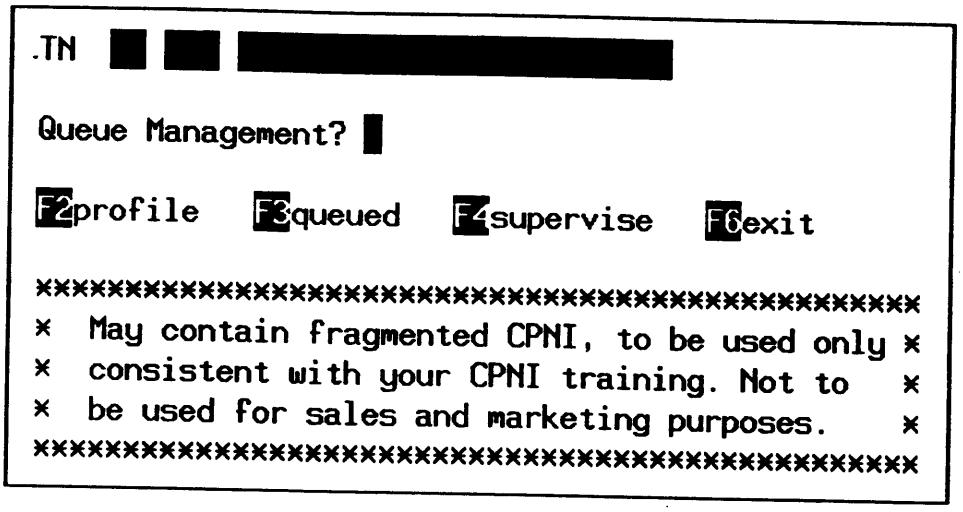
⇒ **Note:** Notice that the Initial Trouble Entry Window is presented over other information that's on the screen - specifically the Customer Information Window and the Main Menu.

5.3.2 INITIAL TROUBLE ENTRY WINDOW

The Initial Trouble Entry window is displayed when:

- The user initially logs on to the CLEC TAFI system
- The user finishes processing a trouble report (and TAFI is ready for the next report)
- The current trouble report is placed in the TAFI trouble processing queue

Let's take a closer look at the Initial Trouble Entry Window.



The first thing the user will notice is the warning message regarding Customer Proprietary Network Information (CPNI). Since the CLEC TAFI system allows the user to view certain items on the customer's record, the user has access to CPNI data. BellSouth can not control how the CLEC user applies this information. However, BellSouth does put up this warning message as a reminder. (This message appears on all internal TAFI systems as well.)

Only one item of information is required to start the trouble processing activity:

- The Telephone Number (TN) of the line in trouble.

This TN field is provided in three sections: (1) three characters for the NPA (or 'Area Code'), (2) three characters for the NXX (or office code) and (3) 'XXXX' field for the actual number. This last field has been expanded to 24 characters to accommodate PBX Terminal or DID numbers (i.e., 999 555 1234TER00001).

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The "Queue Management" option is located on the Initial Trouble Entry window. The default value for this field in NO (N) when not populated by the user. In the normal course of processing a trouble report, the user only populates the TN field and then depresses the ↵ **Enter** key. To populate the Queue Management field, the user must use the Down Arrow key after entering the telephone number.

What is Queue Management? In the larger maintenance centers (high volume of trouble reports) a supervisor monitoring the queue activity (Section 13.1) may notice that a large number of reports are in queue. He will typically designate an individual to stop taking customer calls and provides them with a list of queued reports to work on. Since these queued reports were generated by many different users, TAFI will generate a subsequent report in LMOS when someone else (i.e., the user processing queued reports) provides information. The "Queue Management" option was introduced to avoid generating an unnecessary subsequent report. In other words, when a user is processing reports queued by someone else, he/she will down arrow to the Queue Management option and enter "Y". TAFI will then treat the report as if the original user processed the queued report and not generate the LMOS subsequent report.

> ⇒ **Note: A user processing their own queued reports (Section 8) would not use this Queue Management option.**

Along the bottom of the Initial Trouble Entry Window the user will notice prompts indicating which function a given function key will perform.

5.3.2.1 F2 PROFILE

BellSouth maintains all CLEC profiles and this function is not available to the CLEC user.

5.3.2.2 F3 QUEUE

During the process of handling customer troubles the user may periodically put a report in queue (so TAFI can continue to work on the trouble while the user talks to another customer). To view the status of these queued reports, depress the F3 key while you are at the Initial Trouble Entry Window.

5.3.2.3 F4 SUPERVISE

This function key allows CLEC users with the 'supervisor' authority to access the user queue management function (see Section 13).

5.3.2.4 F6 EXIT

From this window, depressing F6 will terminate the CLEC TAFI session.

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5.3.2.5 ENTERING THE DATA

Once the TN field is populated, (and the user is not processing Queue Management reports) the user depresses the ↵ **Enter** key to begin the process. Based upon the telephone number entered, TAFI knows which:

- LMOS system to access to retrieve the customer's name and address information (along with many other pieces of information). There are three different LMOS systems in BellSouth each with multiple Front-End processors.
- Which CRIS database to access to retrieve the customer's CSR.
- Which Predictor system to use should line translations need verification. There are sixteen Predictor systems.
- Which MARCH system to use should reprogramming the switch be required to repair the customer's features problem. There is four MARCH systems.

⇒ **Note:** Make sure the information is correct on the Initial Trouble Entry Window before depressing the Enter Key. Once the user depresses the Enter Key, a TAFI report is generated. If the user determines that an input error was made, they will have to "cancel" this report (see Section 10.1) and initiate a new one. (*The user can not depress F6 and 'backup' to the Initial Trouble Entry Window*).

5.4 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (F1).

⇒ **Note:** The 'Help Key' (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered in the Initial Trouble Entry Window. The user should access this resource and become familiar with all of the information available.

To review the on-line job aid capabilities, the user should log into the CLEC TAFI system:

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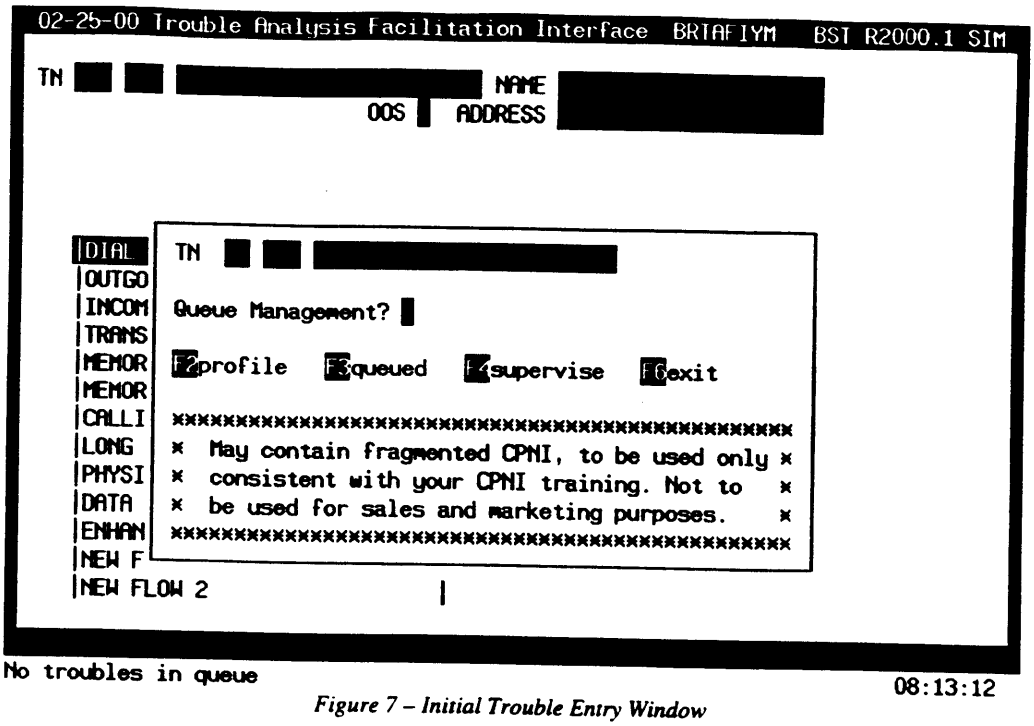


Figure 7 – Initial Trouble Entry Window

Depressing the F1 Help function key will result in obtaining the "TAFI Master Help Menu":

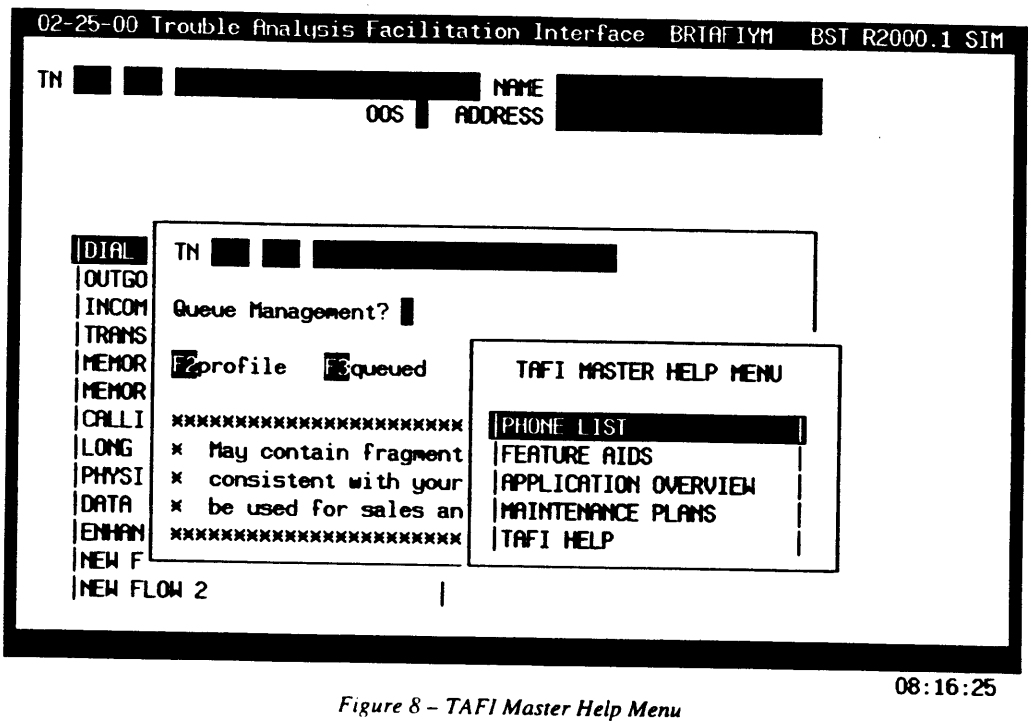


Figure 8 – TAFI Master Help Menu

The user would select the specific Job Aid from this menu,

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5.4.1 PHONE LIST

As a resource for the TAFI user, the system maintains a list of referral telephone numbers that may be used during the resolution of a customer's trouble report. Although many of these numbers are intended for BellSouth's repair attendants, the CLEC user will find a number of them useful as well.

Selecting the Phone List option produces the following sub-menu of options:

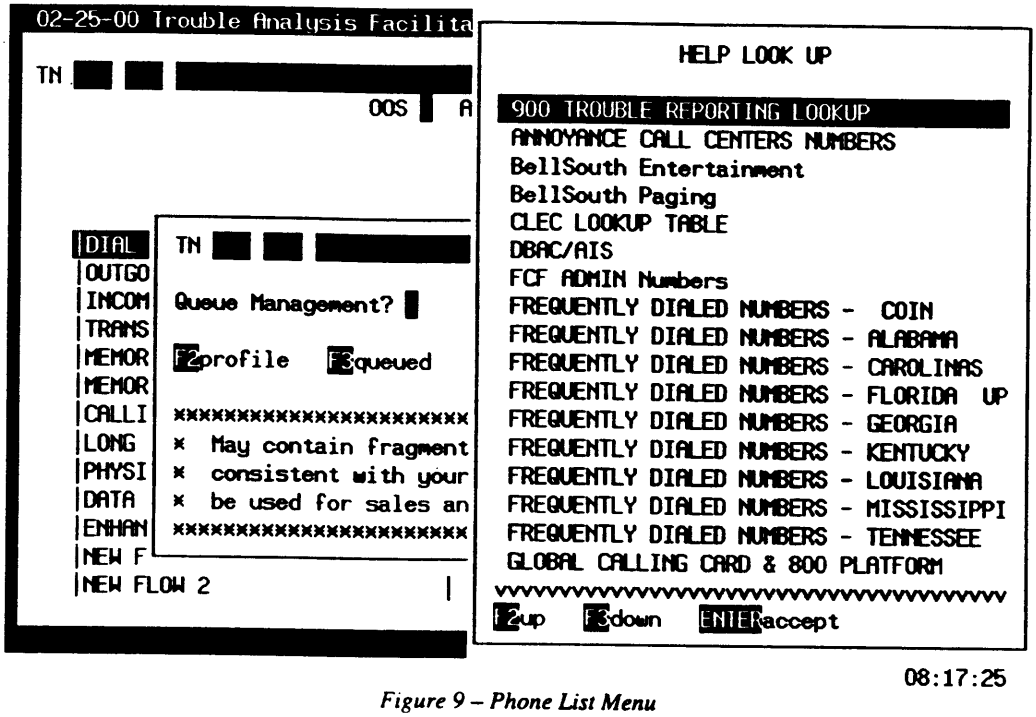


Figure 9 – Phone List Menu

Notice the function key instructions located at the bottom of this Phone List menu? To select an item on this menu the user must use the function keys F3 (for down) and F2 (for up) to move the highlight area. Once the desired option is highlighted, depress the ↵ **Enter** key.

Also notice the row of down arrows at the bottom of this menu. This indicates that more options are available. To view these additional selections, the user must depress the "**Page Down**" key.

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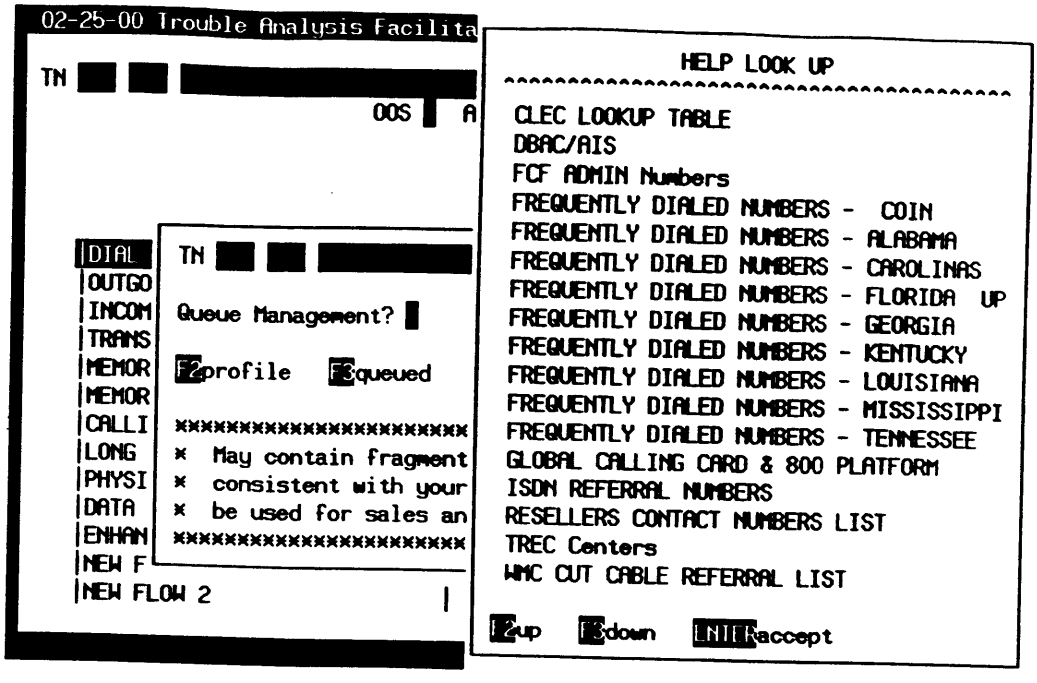


Figure 10 – Additional Phone List Options

Selecting the CLEC Lookup Table (by depressing F3 until this option is highlighted and then depressing the ↵ **Enter** key) produces the following outcome:

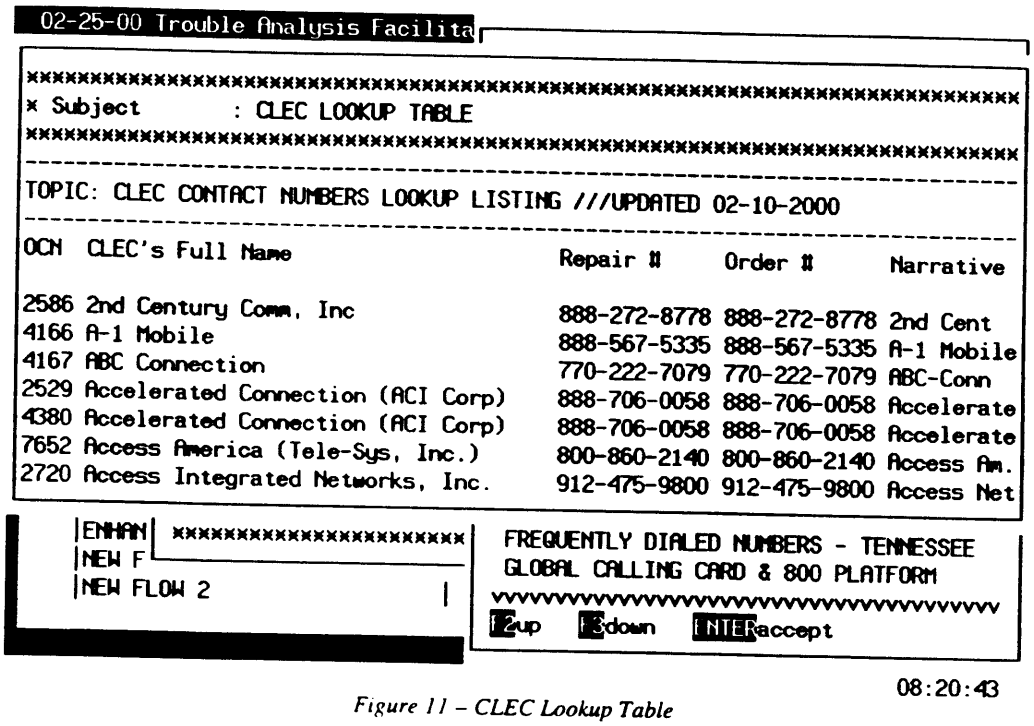


Figure 11 – CLEC Lookup Table

The TAFI Help system is displaying the text of a file that is longer than the number of lines available in this window. You know this *because* the word **'end'** does not appear as the last line of information. The word 'end' is called the End of File mark or EOF.

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To view the additional information, depress the **"Page Down"** key on your keyboard. If the EOF is still not displayed, depress the Page Down key again to view the next 'window' of information. Also, if you have 'scrolled' down too far, you can move back up the file by depressing the **"Page Up"** key.

Depressing the Page Down key from Figure 11 produces the next 'page' of test information:

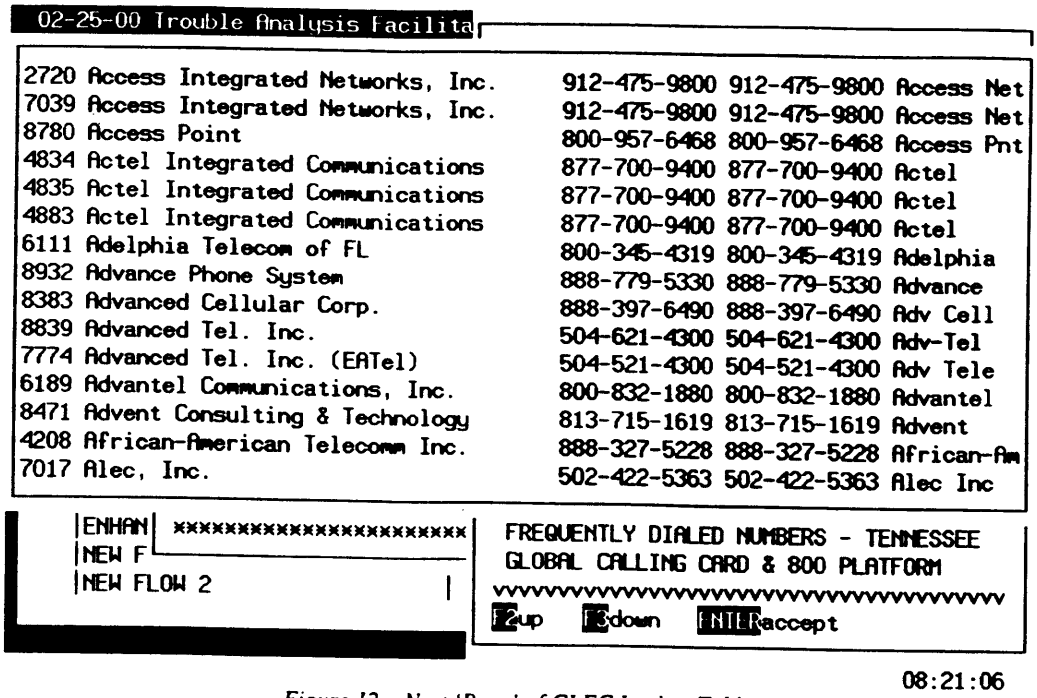


Figure 12 – Next 'Page' of CLEC Lookup Table

Notice that as the user scrolls down a window, the last item on the first page becomes the first item on the second page, etc. This designed overlap provides a measure of confidence that items were not skipped over.

The primary user for this CLEC Lookup Table is the BST employee. Should your (CLEC's) end-user customer call BST in error to report a problem, this table will provide the correct referral number. The **Repair #** routes callers to your maintenance operation while the **Order #** provides access to your Business Office (sales).

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5.4.2 CLOSING THE HELP WINDOWS

When you have finished viewing the selected information, depress the **F6** function key to 'retrace your steps'. For example, depressing the F6 key one time will return you to the Phone List menu. Depressing it a second time will return you to the TAFI Help menu and depressing F6 a third time will return you to the Initial Trouble Entry Window (or where you were when you depressed the Help Key (F1)).

5.4.3 FEATURE AIDS

Suppose the customer calls and advises that he has forgotten how to activate his Call Forwarding feature. After entering the customer's telephone number in TAFI, the user can quickly verify if the customer is paying for Call Forwarding by depressing the F7 function key. Doing so produces Figure 13:

⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. (Obviously, without a telephone number, it's impossible to locate the customer in the database).

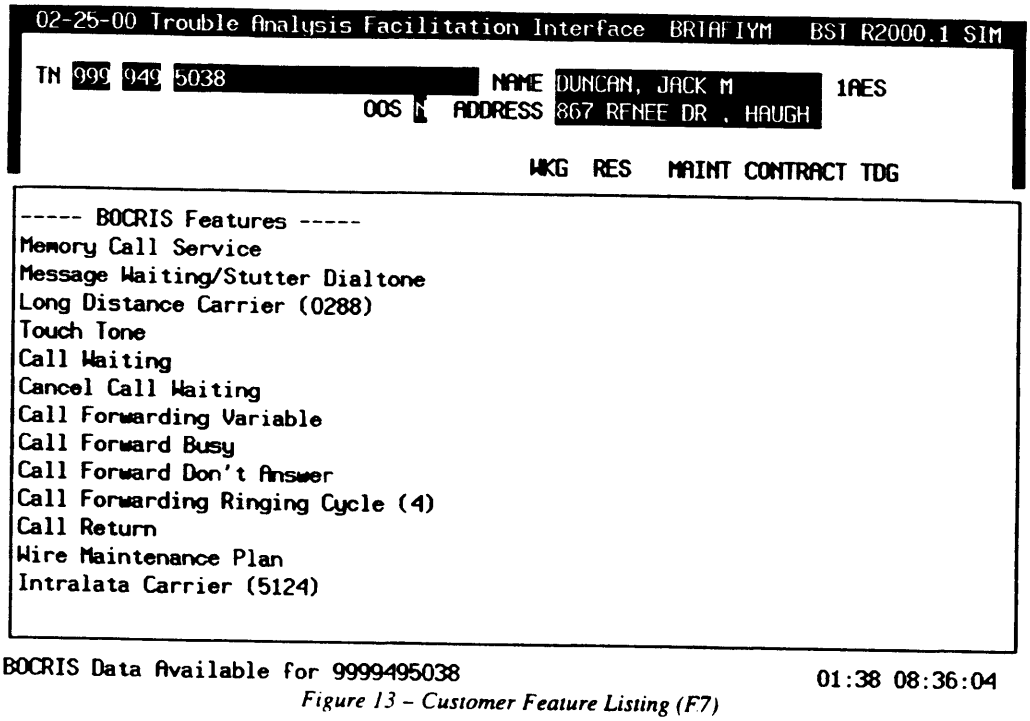


Figure 13 – Customer Feature Listing (F7)

Assume for the moment that the user is not familiar with how to activate the Call Forwarding feature. The user can obtain instructions on the operation of a vast number of features from the TAFI Help utility. Depressing F1 produced Figure 8 – TAFI Master Help Menu. From this

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menu, selecting the Feature Aids option will produce a listing of available features documented as shown in Figure 14 – (Help) Feature Aid Listing:

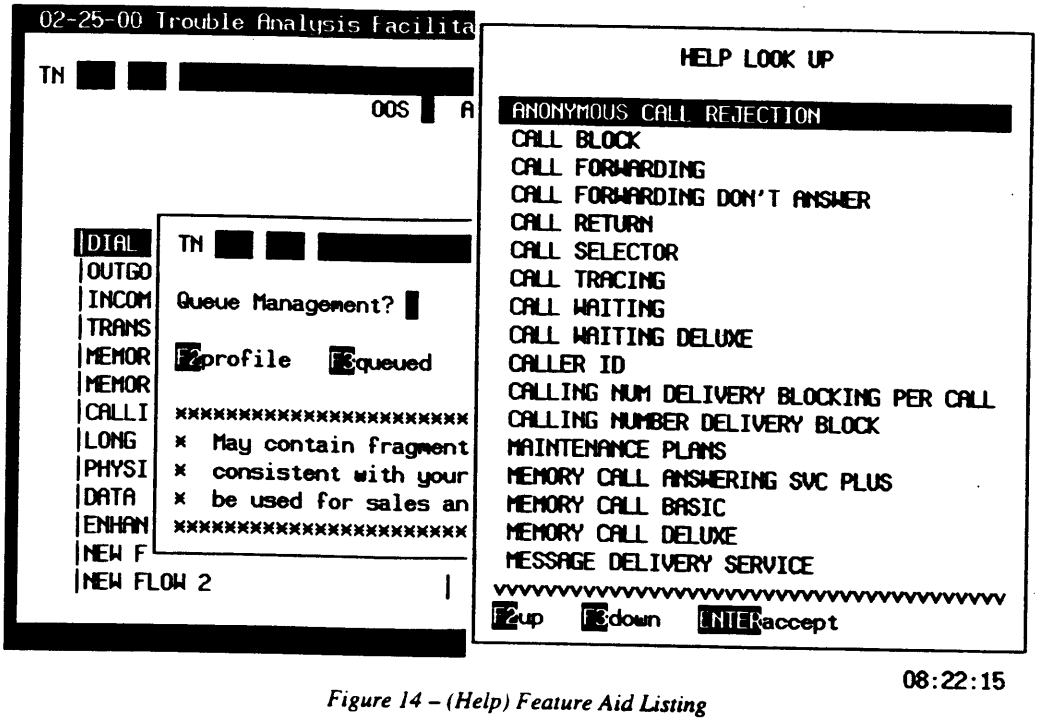


Figure 14 – (Help) Feature Aid Listing

⇒ **Note:** As demonstrated in Figure 9, this option has more entries than can be displayed on a single screen. To view these additional options, depress the 'Page Down' key.

Selecting the Call Forwarding option will produce a text file describing how to use this feature as shown in Figure 15.

Notice that the word 'end' does not appear at the bottom of this window. Therefore the user knows there is more information on this subject available. To access this additional information, depress the Page Down key. Read the information provided and then depress the Page Down key sequentially until reaching the EOF mark.

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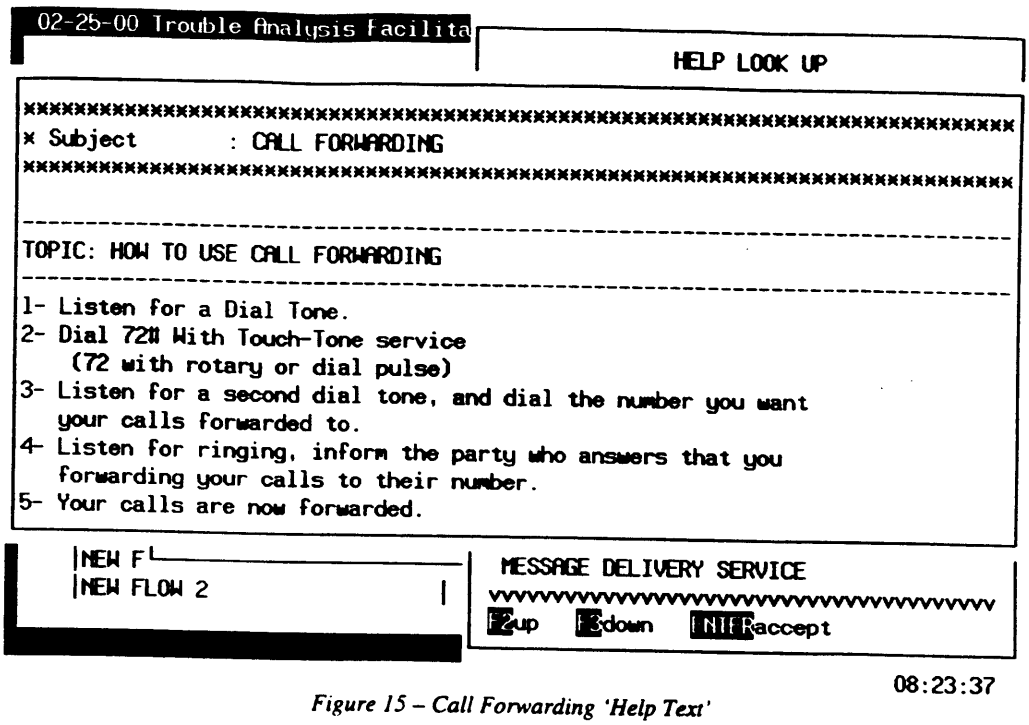


Figure 15 – Call Forwarding 'Help Text'

5.4.4 APPLICATION OVERVIEW

This option provides a brief, high level, overview of how the TAFI system operates:

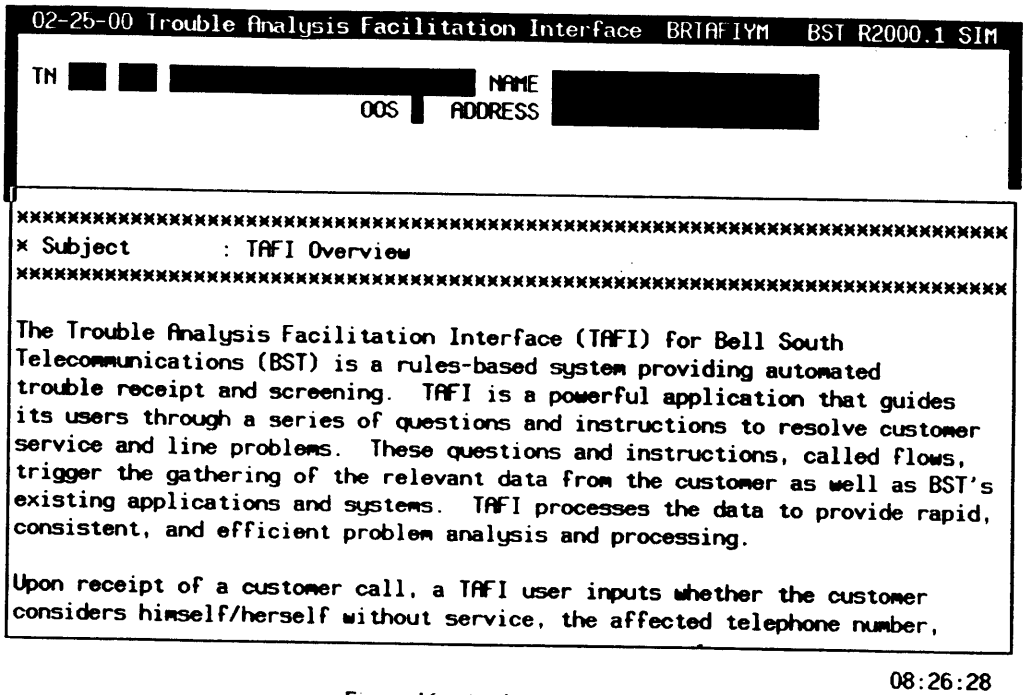


Figure 16 – Application Overview

5.4.5 MAINTENANCE PLANS

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This section provides information on the various BST maintenance coverage options.

⇒ **Note:** Many CLECs have opted not to purchase BST's maintenance plans and this data may not be of any benefit to them ... other have.

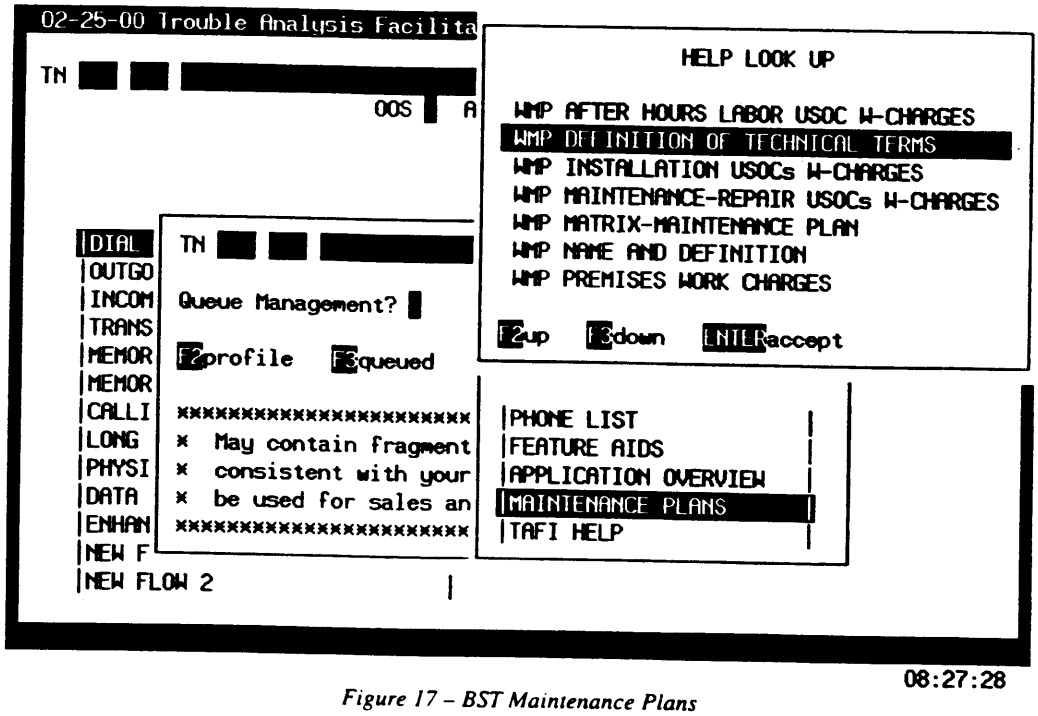


Figure 17 – BST Maintenance Plans

Selecting one of these options will provide specific details about the individual plan.

5.4.6 TAFI HELP

The last entry on the TAFI Master Help Menu is called "TAFI Help". It contains a number of reference options as well as providing some additional 'look up' functions. Selecting this menu choice produces the options found in Figure 18 – 'TAFI Help' Option, located on page 37.

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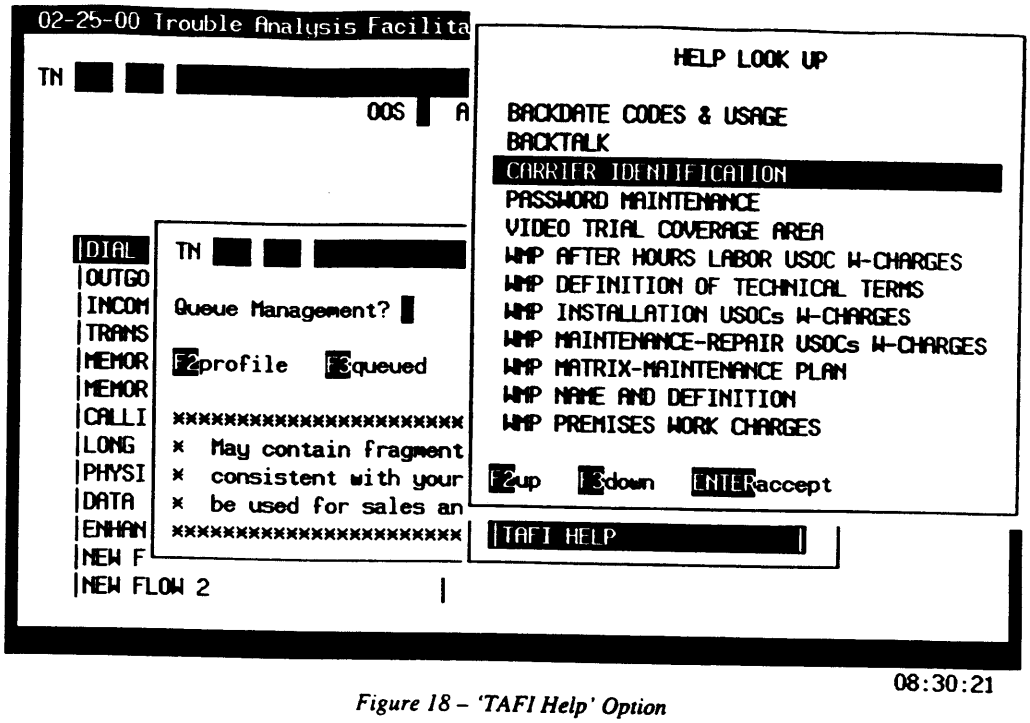


Figure 18 – 'TAFI Help' Option

A useful 'look up' option is the Carrier Identification entry. Reviewing this file will show the Preferred Interexchange Carrier (PIC) code for every long distance carrier in the BellSouth region. The list is sorted by PIC code.

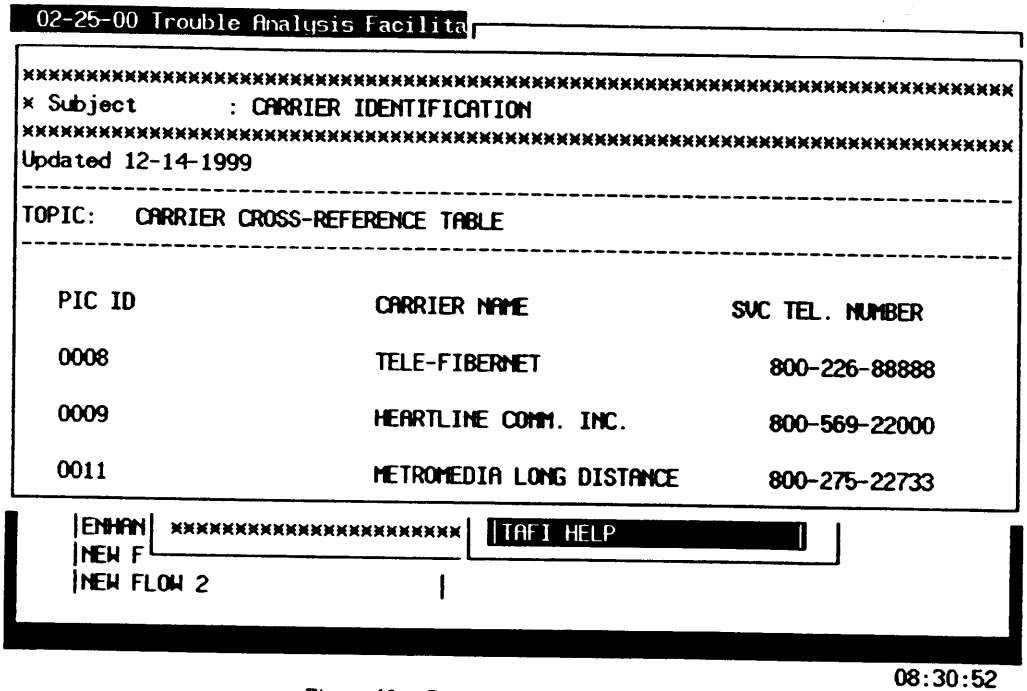


Figure 19 – Carrier Cross-Reference Table

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⇒ **Note:** The BACKTALK system referenced in the TAFI Help Menu is an internal BellSouth interactive voice response system used to communicate with the Residential end-user. Since all dialogue regarding a CLEC trouble report is between BellSouth and the CLEC, this BACKTALK system that is not used for processing CLEC trouble reports.

5.4.7 OTHER RESOURCES

In addition to the on-line resources, the call guide pages of the BellSouth telephone directory make a wonderful job aid for instructing customers' on the proper utilization of their service.

5.5 TROUBLE ENTRY SCREEN

Upon receipt of a customer call, the user will obtain and enter the area code and telephone number of the line in trouble and then depress the ↵ **Enter** Key.

Based on the telephone number entered, the CLEC TAFI system gathers and displays the following information from the downstream or "legacy" systems:

- The customer's *Name and Address* from LMOS
- *Line Features* from the CRIS Customer Service Records (CSR)

⇒ **Note:** TAFI also obtains the customer's name and address from the CRIS CSR. However, the name and address found on the LMOS record is displayed on the TAFI screen and is used to generate the trouble report. In almost all cases the name and address values are the same. However, in some cases, the LMOS record may have incorrect data and you must then enter the correct values in the Narrative field of the trouble report (discussed later). This ensures that the field technician is dispatched to the correct location (if a dispatch is necessary to correct the problem).

⇒ **Note:** *The CLEC TAFI system validates that the number entered belongs to the CLEC processing the report. If the entered number does not belong to the CLEC (as defined by the OCN in the user's TAFI profile), TAFI will generate an error message for 5 seconds and will then return the user to the Initial Trouble Entry Window.*

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⇒ ***Note: TAFI depends upon the availability of CRIS and LMOS to validate a user prior to processing a report. For approximately one hour per day (between 1 AM and 4 AM) these legacy systems are down for backup. Should the CLEC need to process a report during this period, the user can either wait for the legacy systems to return or manually report the***

For illustration, a trouble report for 999-949-5038 is entered as follows:

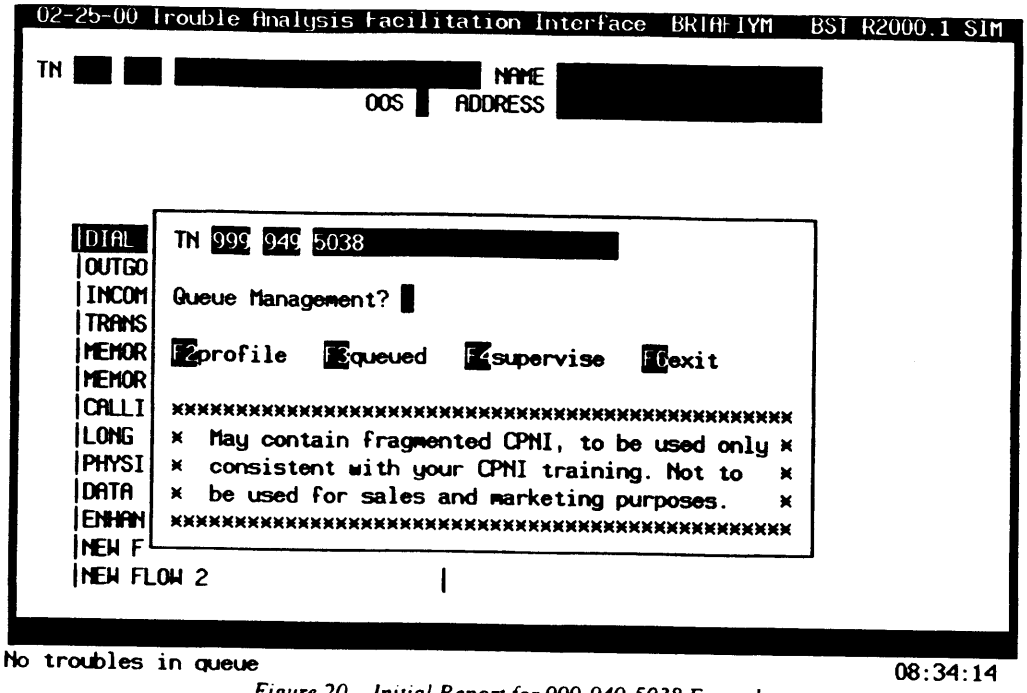


Figure 20 – Initial Report for 999-949-5038 Example

Depressing the ↵ **Enter** key results in the following:

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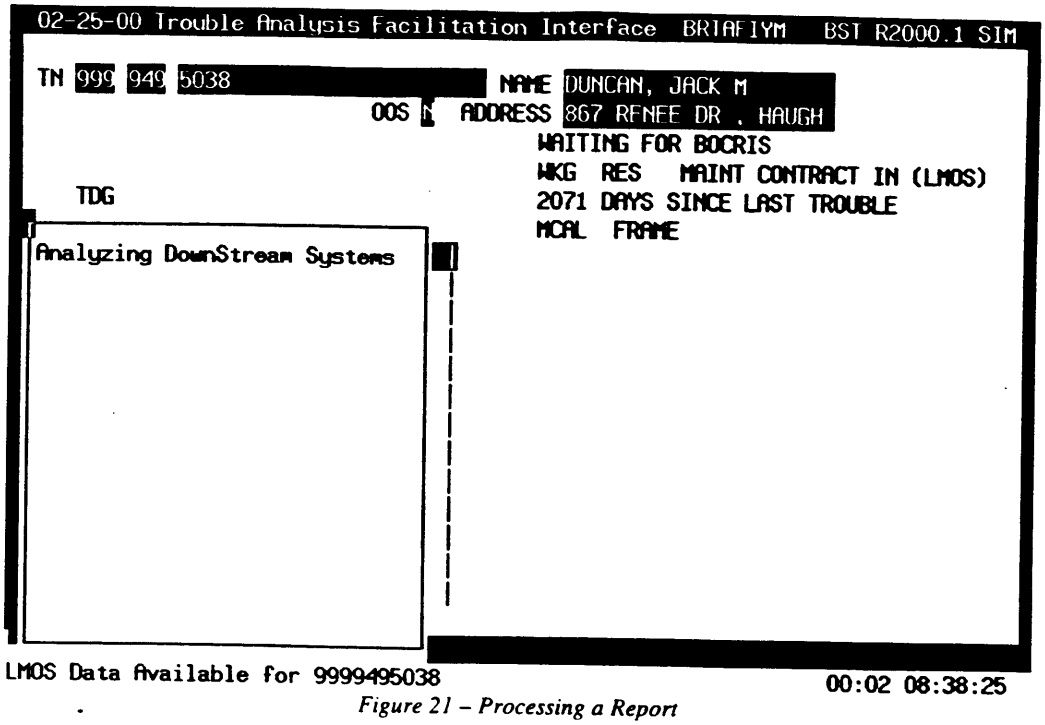


Figure 21 – Processing a Report

TAFI gathers data from LMOS and BOCRIS (CRIS) in order to process a customer trouble report. Once the user enters the initial information on the Initial Trouble Entry Window, TAFI forces the user to wait until the downstream data is collected. The message "Analyzing DownStream Systems" is displayed.

Notice that the message in the Status Line tells you that the LMOS data has been collected and the message under the Name and Address fields tells you that TAFI is still waiting for BOCRIS information.

⇒ **Note:** Earlier versions of TAFI obtained the customer's feature data (CSR) by logging into BOCRIS. TAFI now gathers this data directly from CRIS using a new communications technique called Navigator. However, the screen messages (i.e., "waiting for BOCRIS") did not change.

⇒ **Note:** The current message in the Status Line will remain on the screen until the next Status Line message appears. Sometimes this is only a few seconds.

Once TAFI has collected data from the downstream systems, the following screen is provided:

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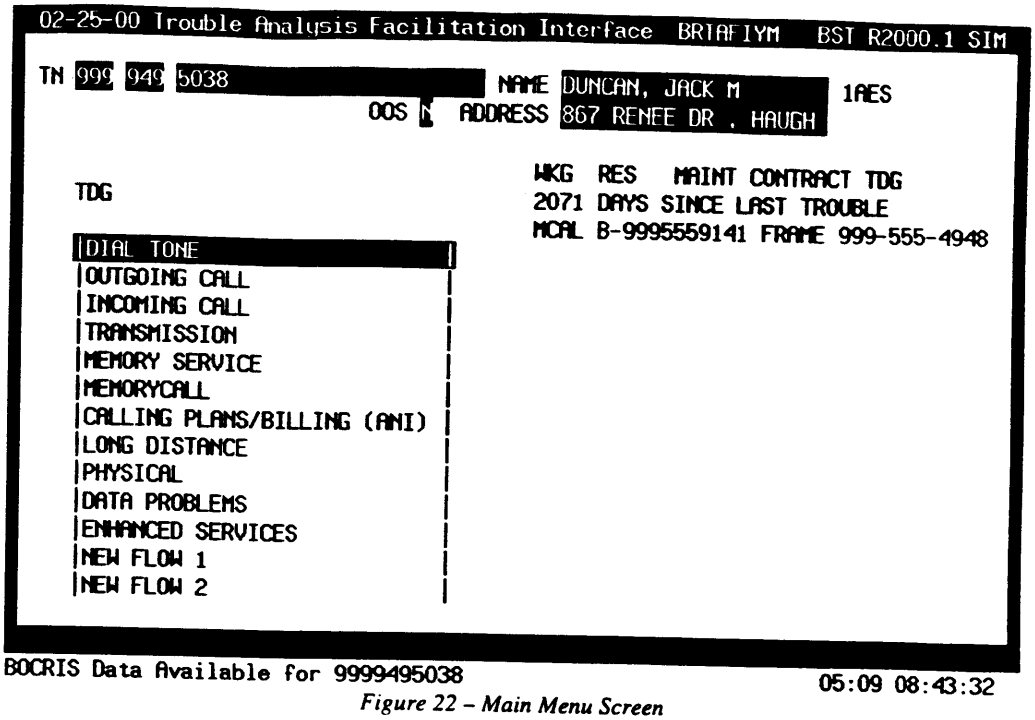


Figure 22 – Main Menu Screen

The Trouble Entry screen is used to initiate the report processing flows.

⇒ **Note:** TAFI is just an interface to many BellSouth systems. LMOS is the official trouble reporting system for non-designed services. When the user processes customer reports using TAFI, TAFI does all of the work of generating the appropriate LMOS entries.

The Trouble Entry screen consists of the following:

Title Bar

Customer Information Window

Query and Message Window

Base Window Area

Sub-Menu Windows

Pop-Up Window Area

Status Line

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5.5.1 TITLE BAR

The Title Bar is located on line one and displays the current date, application name (Trouble Analysis Facilitation Interface), the name of the physical processor (BRTAFTYM) and the application version (BST R2000.1 SIM).

5.5.2 CUSTOMER INFORMATION WINDOW

The fields in this window are populated with information from LMOS about the customer's account. TAFI uses the telephone number you entered in the Initial Trouble Entry window to retrieve the following customer information:

- Name
- Address
- Maintenance agreement indicator
- New installation flag

The first section of the Customer Information Window identifies your customer's line record. This information is automatically provided by LMOS.

- **TN:** The area code and telephone number of the line in trouble is displayed here.
- **OOS:** Out Of Service indicator flag (Y/N)
- **Name:** The customer's name as listed in the LMOS database
- **Address:** The street address where the service is located (according to LMOS)

The next block of information contains information about the service. It is located under the Name and Address block.

(1) **The Working Condition (e.g., WKG).**

Any of the following could be shown in this field.

WKG (Working) Calls can be made or received from this number.

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UNAS (Unassigned) The telephone number is not yet assigned to a customer. It is possible that new telephone service information is not available yet in LMOS. (The TAFI screen would show 'Not Found" in the name and address field.)

User action: Obtain the Name, Address and Location information and type it in the Narrative **field** on the TAFI Trouble Report screen. Remember to precede the name with LN ____ (for listed name) and SA _____ (for serving address).

DISC (Disconnected) Calls cannot be made or received from this number. It is possible that new telephone service has recently been installed and the computer records are in the process of being updated.

User action: Ask the customer if the service was recently installed. If yes, obtain the Name, Address and Location information and enter it in the Narrative field. Remember to precede each entry with __ ? (see above)

NWKG (Non-working) Line is temporarily not working either at the customer's request or because of an overdue bill. Calls cannot be made or received from this number.

User action: Do Not discuss NWKG with the customer. Say something like: "Mr./Ms. (Customer's Name) my records indicate that you will need to talk with our Business Service Center" (i.e., **follow the procedures established by your company for this condition**).

(2) The Class of Service (e.g., RES)

Identifies the Class of Service (CS) - Residence, Business, Coin, Data, etc.

RES for residence service should be shown on your screen. (Although many of the examples in the TAFI training database carry the RES Class of Service, the CLEC TAFI system will properly support both Residence and Business POTS trouble reports.)

5.5.3 VERIFYING NAME AND ADDRESS

The recommended procedure is for the user to verify the customer's name and address information shown on the screen.

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VERIFICATION OF CUSTOMER INFORMATION IS A CRITICAL STEP. THIS ENSURES THE REPORT WILL BE GENERATED ON THE RIGHT TELEPHONE NUMBER.

This information is confidential and **must always come from the customer**. Repeat the name and address only after the customer has given it to you. If the customer fails to give you location information, and the screen shows location data, ask the customer if there is an apartment, building, or floor, etc., whichever pertains to the location data shown by LMOS.

If the name and address do not match the information the customer has provided to you, VERIFY THE AREA CODE AND TELEPHONE NUMBER AGAIN.

If the area code and telephone number are both correct, but the name, address and/or location is incorrect, the correct information will have to be entered in the narrative. Remember to precede the name with LN ____ (for listed name) and SA _____ (for serving address)

⇒ **Note: It is very important to correct the name and address in the narrative field. Without this correction, the technician will be going to the wrong location!**

If the area code or telephone number is incorrect, abandon this CLEC TAFI transaction by depressing the cancel function key (as discussed in Section 10.1). This will give the user a new Trouble Entry Screen. Type the correct area code and telephone number and proceed with the contact.

Next to the class of service is **maintenance plan information.** This will tell you if the customer subscribes to one of BellSouth's maintenance plans or not. In addition, TAFI displays which maintenance plan the customer is subscribing to.

Next to Maintenance Plan indicator is the Reseller Field - if this account is handled by a 'reseller'.

⇒ **Note:** When TAFI is used by a BellSouth repair attendant, TAFI automatically recognizes that a reseller is involved with the account and notifies the user so appropriate actions can be taken.

The next line is used to display **Trouble History** (summary) information. If the customer has reported trouble in the last 30 days, it will be noted here as a **REPEAT Report** or you may see **NO TROUBLE HISTORY.**

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The last line of the Customer Information Window displays begins with MCAL (for MemoryCall) followed by an O (for Octel) or B (for BTI) to indicate which MemoryCall system is provided in the serving central office followed by the **MemoryCall Access Number.** Should the TAFI flow indicate that you should contact the 'frame' and have a technician perform a specific function, the **Frame telephone number** for the central office is also provided.

5.5.4 THE BASE WINDOW AREA

The base window area is displayed within the lower left corner of the main screen. The base window area is a display area only.

This window area displays the **Main Menu** window or the **Trouble Entry Summary** window. These windows are never displayed at the same time.

5.5.5 QUERY WINDOW

This window is used to display questions that TAFI needs answered to properly process the trouble report. The user may have to ask the customer (using your own words) about the reported trouble to get TAFI an answer or you may know the answer without asking the customer. When a question appears in this window, you should enter the answer at the cursor prompt. The question can usually be answered with "Y" for yes or "N" for no.

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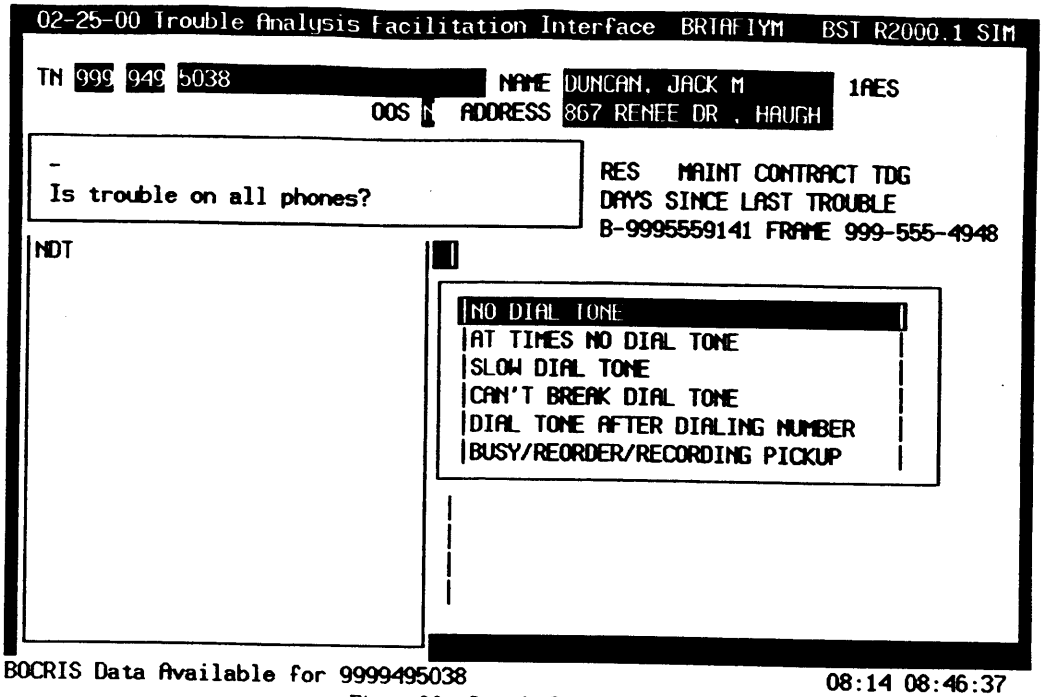


Figure 23 – Sample Query Window

5.5.6 MESSAGE WINDOW

Message windows are used by TAFI to provide the user with instructions or to give information about the processing of the trouble report.

TAFI is not very 'polite' when it comes to telling something. When TAFI presents a message window (it has a very thick boarder so you can't miss it), the message window takes over complete control of the system. You could be in the middle of filling in some required data when a message window appears on the screen and all of your keyboard entries are lost from the instant the message window appeared.

TAFI needs to know that the user has read the information before it will resume processing the report. The user tells TAFI that you have read the information by depressing the ↵ **Enter** key. To respond to a message window, the user should:

- Read the information TAFI is telling
- Understand what TAFI is telling (and the user might want to make a note)
- Depress the Enter key to clear the Message Window

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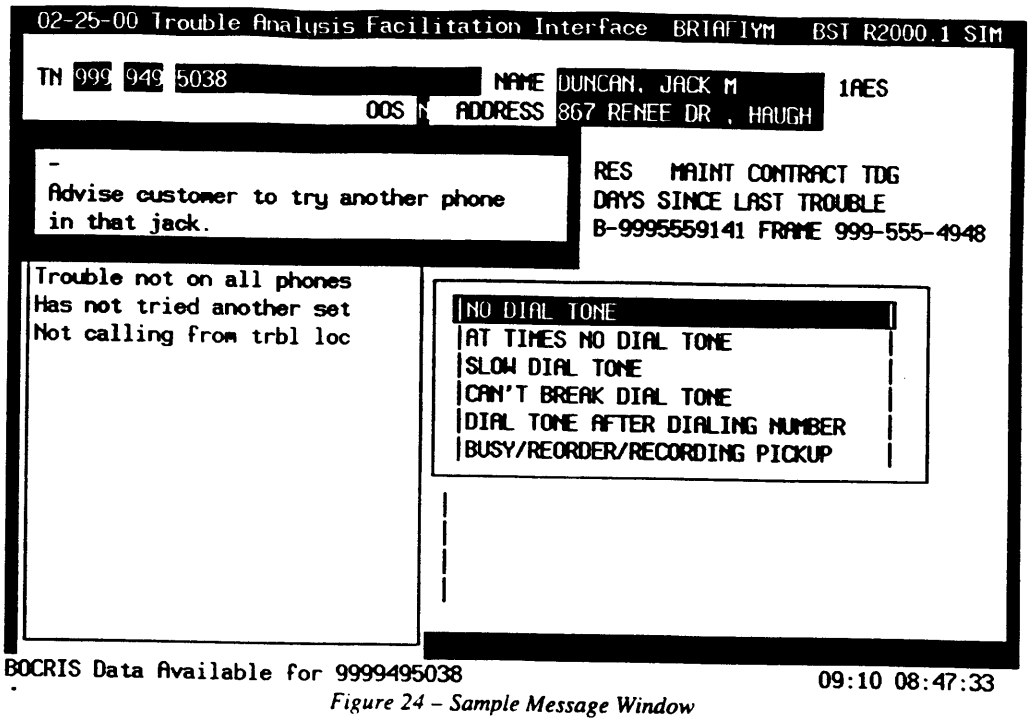


Figure 24 – Sample Message Window

5.5.7 THE MAIN MENU WINDOW

This window lists a series of options representing the first level of trouble determination selections. The Main Menu is a list of trouble category options. These options are:

- DIAL TONE
- OUTGOING CALL
- INCOMING CALL
- TRANSMISSION
- MEMORY SERVICE
- MEMORY CALL
- CALLING PLANS/BILLING (ANI)
- LONG DISTANCE
- PHYSICAL
- DATA PROBLEMS
- ENHANCED SERVICES
- NEW FLOW 1
- NEW FLOW 2

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The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

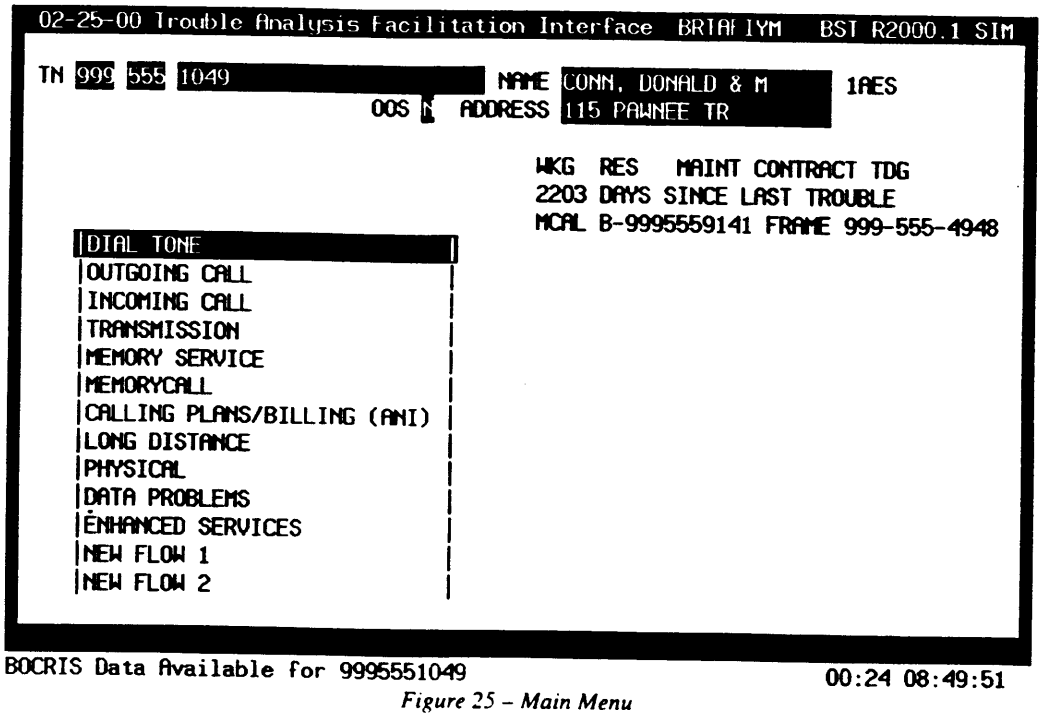


Figure 25 – Main Menu

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push - then depress the ↵ **Enter** key to select your choice.
- Use the Up and Down Arrow keys to select your option - then depress the ↵ **Enter** key to select your choice.
- Use the "Hot Key" selection method.

Each menu selection has one letter highlighted (bolded, a different color or reversed video depending upon the user's terminal type). For illustration, the Main Menu listing on the previous page has these letters bolded and underlined. Just type one of these letters to select the corresponding option.

For example, to select 'Physical' as the desired trouble category, just type the letter 'P'. TAFI will jump the cursor (highlight area) to the Physical entry and automatically depress the ↵ **Enter** key for you.

When an option from the Main Menu is selected, a **Sub-Menu** window is opened. For example:

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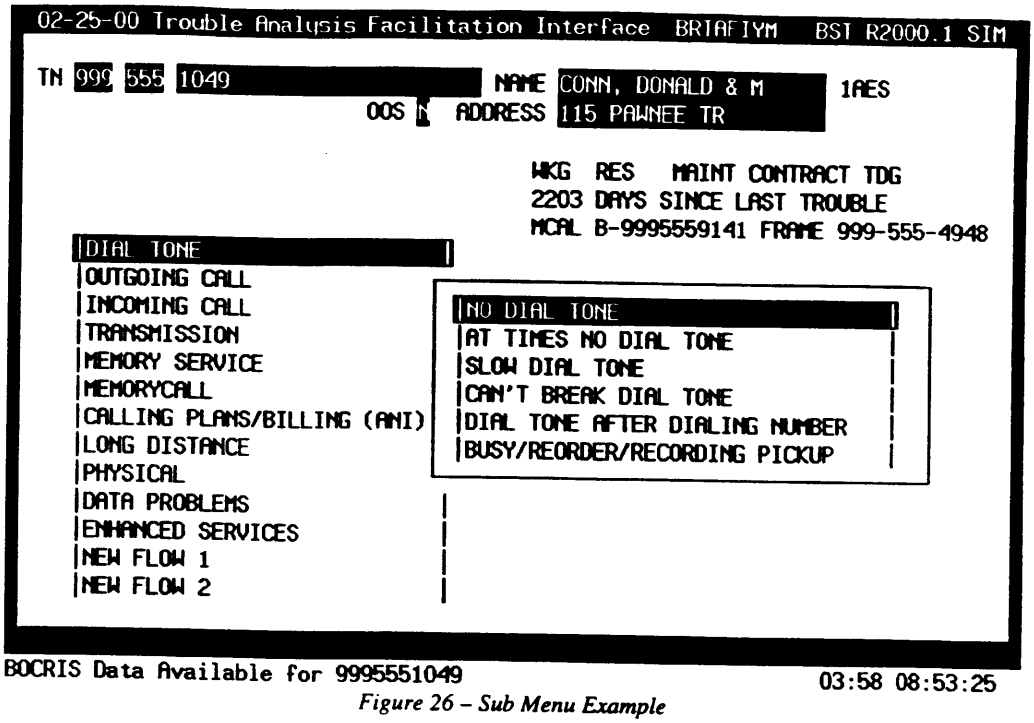


Figure 26 – Sub Menu Example

Based on the trouble described by the customer, the user selected an option from the Main Menu (i.e., Dial Tone) which generated the corresponding Sub Menu. Making a selection from the Sub Menu will initiate the actual dialogue between the user and TAFI. (Notice that the Hot Key works for sub-menus too.)

This selection will determine the flow of the customer contact. Based on the selection, TAFI will begin to ask the user questions, direct the user to ask the customer questions, and/or instruct the user on what actions to take. Therefore, the user must make sure that he selected the appropriate category to represent the customer's problem.

This interaction with TAFI will take place in the Query and Message window area.

Once the user leaves the menu selection and begin the actual 'flow' process (TAFI asking questions, etc.), TAFI will overlay the Main Menu with the Trouble Entry Summary.

The top half of the Trouble Entry Summary summarizes the flow of the contact. For example: Suppose the user selected Dial Tone, then No Dial Tone from the sub-menu. Then TAFI tells the user to ask the customer if the trouble is on all phones. If the customer answers "yes", the user would enter Y. The Trouble Entry Summary window will display each step in the process as a real-time audit.

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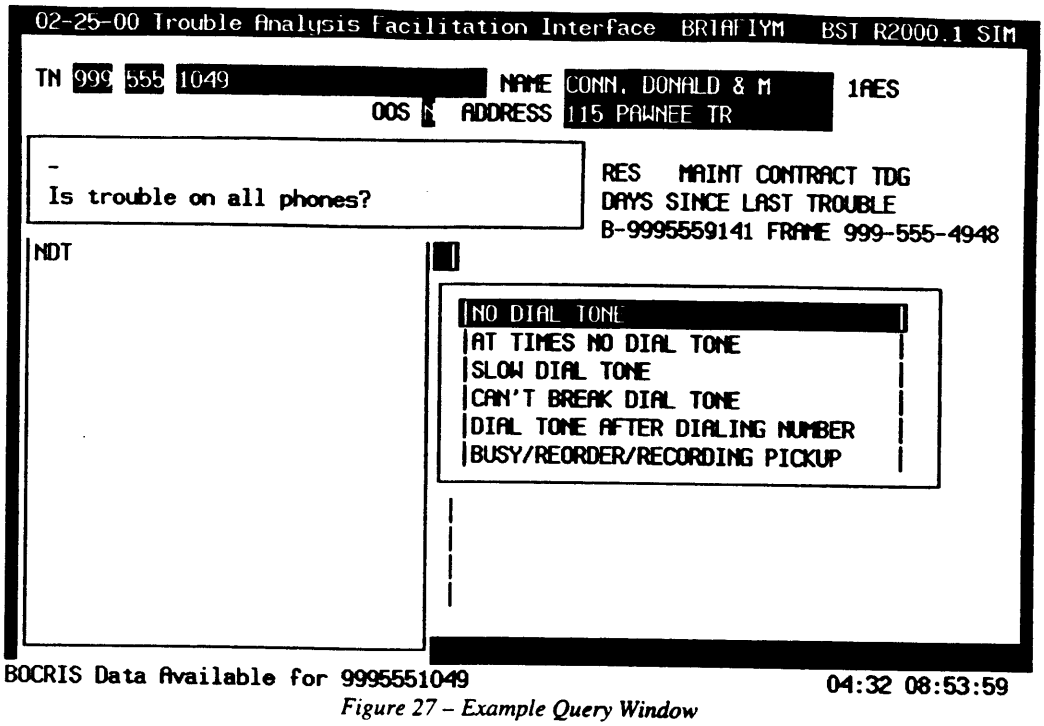


Figure 27 – Example Query Window

If you find yourself taking 'the wrong path', you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

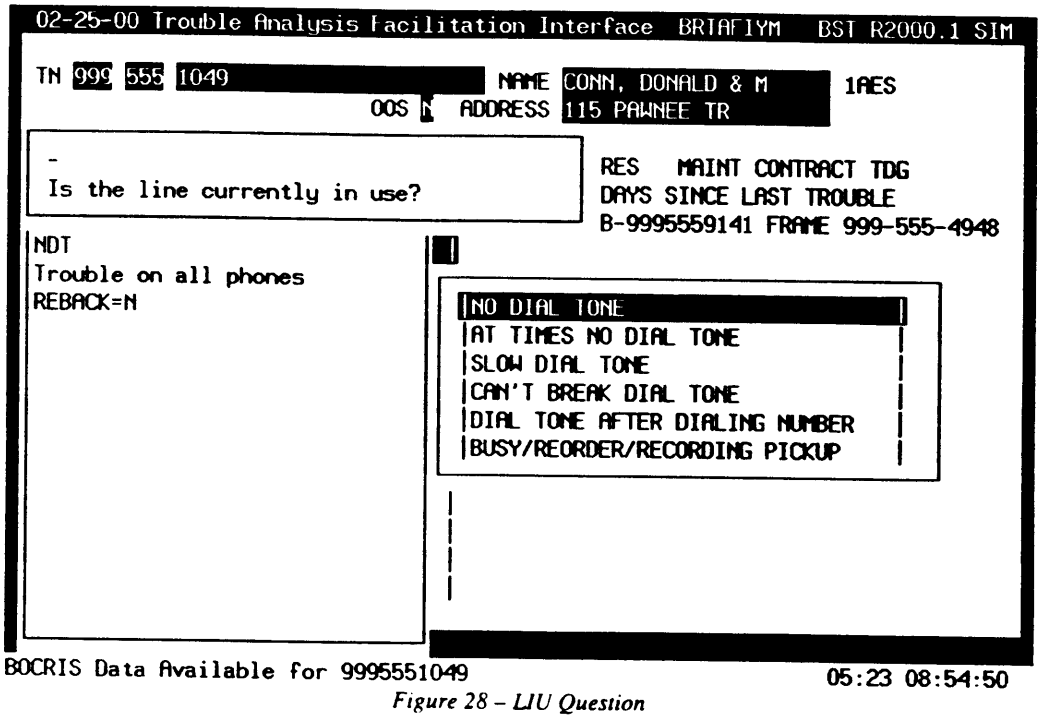


Figure 28 – LIU Question

This question controls when MLT testing can be accomplished. If "Yes", TAFI will instruct the customer to hang up so a meaningful test can be run.

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Depending on the trouble being reported, you may receive more sub-menus or the Pop-Up Area window will be activated for more data entry

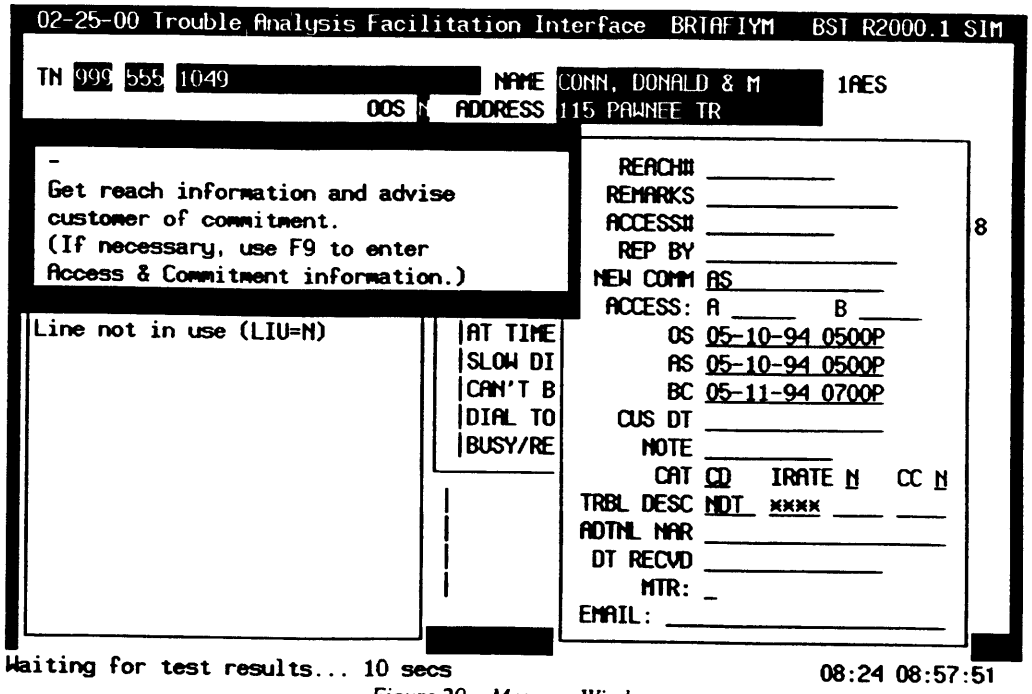


Figure 29 – Message Window

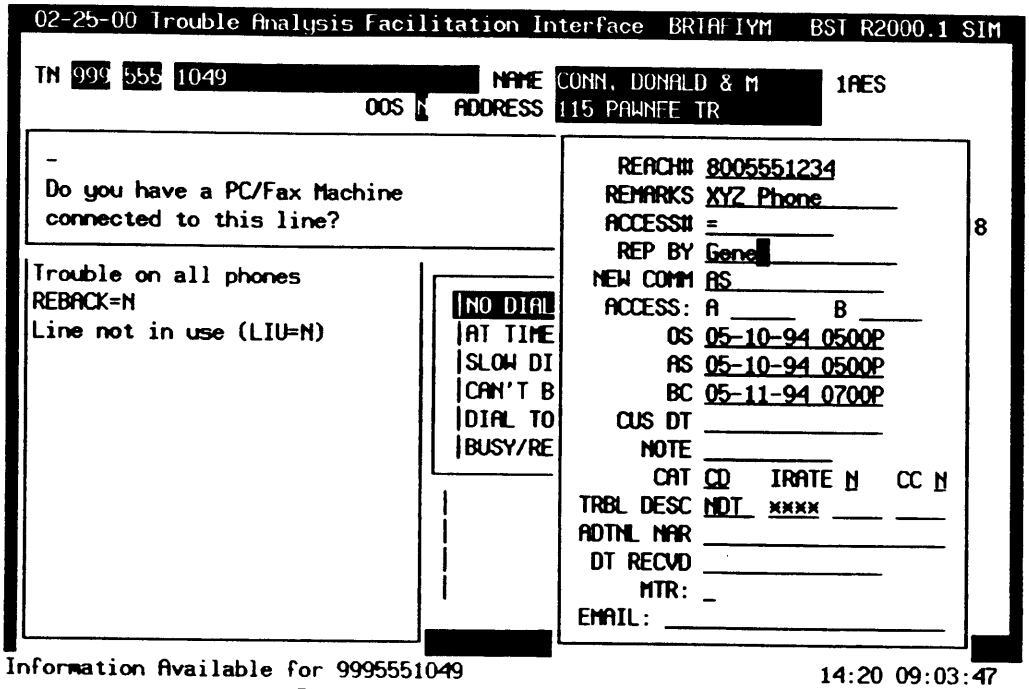


Figure 30 – Access and Commitment Window

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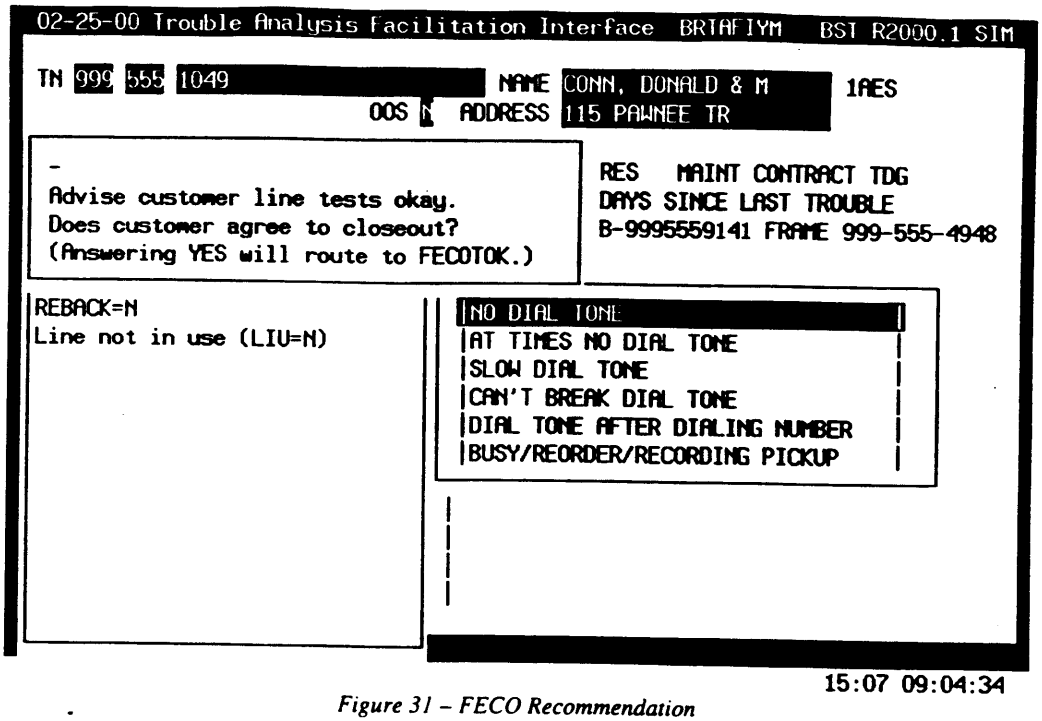


Figure 31 – FECO Recommendation

The bottom half of the Trouble Entry Summary window displays supplemental data, facility trouble indicators and special handling flags.

Multiple windows can be layered in the Pop-Up Area. As the flow continues and additional information or actions are initiated, activated windows are layered over the inactive ones. The activated window is always in front (and has the square cursor on it).

In this example trouble report, the customer did not agree to test results and the user answered "N" to the 'Does customer agree to closeout' question (above screen). TAFI then routes the report to the screener MA position in the BRMC for additional analysis.

⇒ Note: In this example, the test results indicated a Test OK outcome. TAFI then examined the NIW database to see if there is a history of CO blockage (which could cause a temporary NDT situation). No blockage data was found and, since the customer disagreed to close the report, the report is routed to the MA with the outcome of the NIW query.

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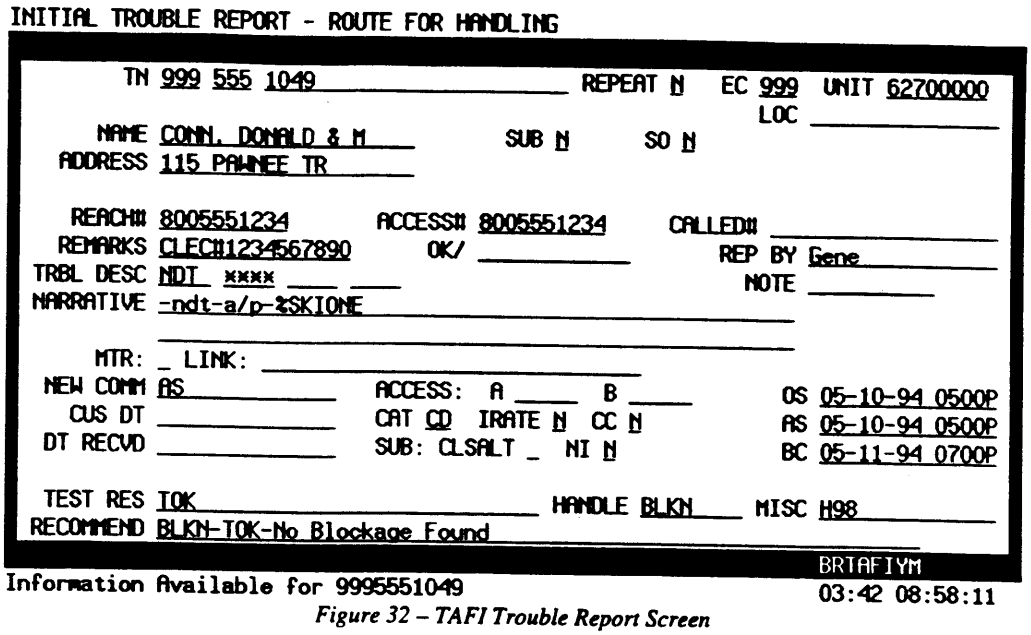


Figure 32 – TAFI Trouble Report Screen

5.5.8 STATUS LINE

The bottom of the Trouble Entry screen is reserved for the status line. The status line is used to display error and status messages. It also displays, in the bottom right hand corner, the time elapsed since you began taking the trouble report and the current 'system' clock time, in that order.

The status line is a display window only. You cannot enter data in this area.

When all entries have been made on the Trouble Entry screens, the ↵ **ENTER** key is pressed to initiate the LMOS Trouble Report. The screen disappears and the Initial Trouble Entry Screen is displayed to begin processing the next report. When the user completes the TAFI transaction, on of three possible outcomes occur:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the "Technical Support" (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

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6 TAKING TROUBLE REPORTS

The procedure for processing trouble reports is quite simple:

1. Listen to what the customer is saying and then translate it into the appropriate trouble category.
2. Select the appropriate trouble category from the TAFI Main Menu.
3. Respond to TAFI's questions and do what TAFI says.

Being able to identify what the customer's trouble is (i.e., filtering what the customer tells you to determine the nature of the trouble) will enable you to select the appropriate starting point in TAFI. Once you have the correct starting point, TAFI takes care of the rest.

⇒ **Note: Every time the CLEC enters a trouble report, TAFI validates that the number entered belongs to the CLEC. This is done by checking the OCN[5] value in the CRIS record against the user's OCN stored in TAFI. If CRIS is not available (i.e., down time at night), the validation can not be made and the user can not enter the trouble report. The user can enter basic information and queue the report until CRIS returns or just wait to enter the report. For an emergency situation, the CLEC can call the BRMC and manually report the problem.**

6.1 TROUBLE CATEGORIES

Each trouble category on the Main Menu is a broad description that corresponds to a 'family' of possible trouble situations - the Sub-Menu items. In some cases, the Sub-Menu items have a further breakdown of possible trouble conditions in additional Sub-Menus. Using this approach, TAFI is zeroing in on the actual cause of the problem.

Following is a review of each Main Menu trouble category and a discussion on the various sub-menu options. The initial trouble categories were first discussed in "The Main Menu Window", section 5.5.7.

A key to learning these descriptions is to always remember that the customer will be reporting trouble that affects the making or receiving of telephone calls.

[5] OCN is the Operating Company Number assigned to the local competition carrier during the certification process of becoming a CLEC.

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The sub-menu options will further define the trouble condition and then lead you through the appropriate TAFI flow to process (resolve or refer to the appropriate entity for resolution) the report. We'll begin by reviewing each of these trouble categories and discuss what TAFI is looking for in each of the sub-menu items.

⇒ **Note:** LMOS requires a specific "Trouble Description Code" (TDC) be entered for each report. These TDC's are automatically entered on the report by TAFI based upon the sub-menu option selected to process the report.

6.1.1 DIAL TONE

The central office equipment supplies the dial tone to a customer's line. Usually, you hear it the instant you pick up the phone. When this doesn't happen, the customer has a problem. Trouble reports of this nature are sent to LMOS with "NDT" as the trouble description code. There are several trouble conditions associated with Dial Tone problems. They are:

6.1.1.1 NO DIAL TONE - NDT

This trouble happens when there is a problem with the Central Office dial tone reaching the customer. The customer picks up the phone and hears either nothing or some other sound, but the dial tone does not come on, no matter how long the person waits. The problem could be with the CO, the network delivering the dial tone or the customer's wiring and/or equipment. TAFI will isolate where the problem is and recommend a course of action to 'fix' it.

NDT is the trouble abbreviation for "no dial tone".

Examples of NDT trouble reports are:

"When I pick up the phone to place a call, I don't get the dialing tone."

"My phone is dead."

6.1.1.2 AT TIMES NO DIAL TONE - ATNDT

This is a trouble abbreviation for a dial tone problem. Sometimes the customer will pick up his phone and get dial tone. Other times there will be no dial tone. Usually this trouble is related to a central office overload condition but it can also be caused by trouble on the customer's line. NDTAT is the abbreviation for this trouble description. The customer might report to you:

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"Every night around 7 o'clock, our phone goes dead for about 15 minutes."

6.1.1.3 SLOW DIAL TONE - SDT

Usually, you hear dial tone as soon as you pick up the telephone to call out. But with Slow Dial Tone trouble, the dial tone isn't there for a few seconds (sometimes even minutes). Meanwhile, the customer can't dial a number. This is a temporary problem. but a very irritating one. It might be reported like this:

"I have to wait several seconds before I get a dial tone."

6.1.1.4 CAN'T BREAK DIAL TONE - CBDT

After the first digit of a number is dialed, the dial tone normally disappears. When this happens, it is referred to as "breaking" the dial tone. A CBDT trouble means that the customer dialing can't get rid of the dial tone after dialing the first digit in the number. In fact, the dial tone stays, no matter how many digits are dialed. This means trouble because if the dial tone doesn't clear, customers can't get through to their number.

Your customer might say:

"The dial tone on my phone won't go away."

6.1.1.5 DIAL TONE AFTER DIALING - DTAD

In this case, the customer can start dialing the number as usual, and the dial tone disappears after dialing the first digit. The dial tone returns after dialing the second or third digit. Sometimes, the dial tone returns after you've dialed the seventh digit. You customer may report this trouble like this:

"My dial tone goes away, but it comes back and my call doesn't go through."

⇒ **Note:** It is very important that you recognize the difference between CBDT and DTAD. In Can't Break Dial Tone (CBDT) you can hear the dial tone after each digit you dial. In Dial Tone After Dialing (DTAD), the dial tone clears for one or more digits, but returns toward the end of the dialing or after you've finished dialing.

6.1.1.6 BUSY/REORDER/RECORDING ON PICKUP - BSY/ROL

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This trouble description is used when the calling customer reports a busy signal, a fast busy (reorder), or a recording on the line after the customer dials several numbers. The trouble report might sound like this.

"I've been trying to call several 555 numbers all day and I get a busy signal every time."

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6.1.2 OUTGOING CALL

When customers experience trouble with outgoing calls, the trouble is referred to as a CAN'T CALL - OTHER type trouble. The trouble description code "CCO" is entered in LMOS to describe Can't Call - Other troubles. These types of troubles are usually central office dialing problems. There are several type troubles that fall under this trouble description.

One example of a CCO trouble report is:

"I can't dial out on my telephone. I get a busy every time I call someone."

6.1.2.1 BUSY/REORDER AFTER DIALING - BSY

This description is used when the calling customer reports a busy signal after dialing a number. The trouble report might sound like this.

"I've been trying to call 555-1234 all *day and all I get is a busy signal.*

When the customers get impatient with the busy signal, they might call and ask you:

"Will you check to see if the parties are really talking?"

"Will you check the line to see if there is trouble?"

"I've been trying to reach this number for over an hour. Will you check it?"

⇒ **Note:** If the customer asks you to only check the line to find out if there is a conversation, tell the customer:

"I'm sorry, I am unable to verify the line for you. However, I can check for trouble on the line if you wish."

If the customer feels that the busy signal is abnormal and feels there is trouble on the line, process the trouble report. This is a Calling/Called report (i.e., the party initiating the report (*the calling party*) is reporting a problem on the number he *called* and he is *not the owner* of the line in trouble). If the customer does not want to place a report, cancel the transaction in TAFI.

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6.1.2.2 ROL AFTER DIALING - ROL

The calling customer gets a recording instead of the person that's being called. When the phone is "answered" (actually routed to a recording by the CO) there is a recorded message. For example:

"I'm sorry, the number you have reached is not in service at this time."

Or, maybe like this:

"I'm sorry, your call did not go through. Will you please check the number and try your call again?"

A call like this is called an "intercept," because the recording cuts in instead of the call being completed to the dialed number. Select the appropriate sub-menu option to process these reports.

6.1.2.3 DIAL TONE AFTER DIALING - DTAD

The description of this trouble condition is the same as the one under the Dial Tone trouble category. The difference here is that the customer experiences this trouble *only when dialing certain numbers.*

6.1.2.4 GETS WRONG NUMBER - GWN

This trouble is just what it says. The customer gets a number that is not the one he dialed. When the calling customer gets the same wrong number time after time, you can be pretty sure there's something wrong.

6.1.2.5 NO RING, NO ANSWER - NRNA

The calling customer dials a number, hears the clicks or tones indicating the call went through, but does not hear a ring. After the number is dialed, nothing happens.

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6.1.2.6 GETS CUTS OFF - GCO

This type of trouble can happen to either the calling or called customer. During conversation or even when on hold, the customer is "cut off" from the connection. The trouble can occur at times during the conversation, cutting off a few words at a time, or can be a complete cut off with dial tone returning to the line.

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6.1.3 INCOMING CALL

Now you will learn about problems customers have with receiving calls. These are referred to as CAN'T BE CALLED troubles and the "CBC" trouble description code is sent to LMOS. You will use these trouble descriptions when the person reporting trouble has a problem receiving calls at all, or perhaps only a few people can't call the customer. There are also several different troubles associated with this category.

6.1.3.1 BELLS DON'T RING - BDR

A CBC situation where the customer's phone does not ring when people call. This happens on all calls. Take this example:

"Mr. Brown tells me that the phone rings when he calls, but I don't answer. Now I've been home, and the phone certainly hasn't rung.

6.1.3.2 BUSY WHEN DIALED - BSY

This busy occurs when the called person is reporting trouble. The report would be something like this:

"People have been complaining that every time they call me they get a busy signal. "

6.1.3.3 BELL RINGS AFTER ANSWERING - BRAA

This is another incoming call problem. The phone rings and the customer picks up the receiver but the phone continues to ring. The ringing will usually stop in a few minutes, but there are times when the bell continues to ring for some time.

⇒ **Note:** The customer would hear a loud ringing noise in the handset each time the CO sent an additional ringing signal. Depending upon the type of telephone sets the customers has will determine if the set actually rings or not. If the customer has a contemporary set with a "tone ringer", it may make a noise. If the set is equipped with a "bell", it may not actually ring.

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6.1.3.4 BELLS RING CAN'T ANSWER – RINGS & TRIPS

In this situation, the customer answers the ringing telephone but he does not get connected to the calling party - nothing happens. Sometimes the phone just stops ringing in the middle of a ring.

⇒ Note: This situation is a little different from the CO shown below. In this case, nothing happens when the customer answers the phone. In the CO option, the customer answers the call OK and then gets cut off shortly after.

6.1.3.5 GETS CALLS FOR WRONG NUMBER - CFWN

Customer constantly receives calls for wrong numbers.

⇒ **Note:** If the customer reports that they received a call for a wrong number and it only happened one time (or very infrequently) then the caller may have just misdialed and there is no real trouble. On the other hand, if the caller tells the customer that they dialed a specific number and got them every time in error, then we do have a problem.

6.1.3.6 CUT OFF - CO

You just learned that this trouble can occur on outgoing calls. It can also happen on incoming calls. The customer answers a call but loses connection during the conversation. Therefore, the Gets Cut Off trouble category is selected either under the Outgoing or Incoming Main Menu selection, depending upon when it happened for the customer.

6.1.3.7 GETS ROL / INTERCEPT WHEN CALLED - ROL

Customers may report that when people try to reach them, they get a recording instead of being connected.

6.1.3.8 GETS NO ROL

In this situation, people tell the customer that when they tried to dial their number, nothing happened (no ringing, no recording - nothing).

6.1.3.9 GETS WRONG ROL

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Again, when people try to dial this customer's telephone number they get a recording that's not appropriate. For example, if the caller is in the same area (city, etc.) as the customer and they get a recording saying "... you must dial a 1 or 0 before dialing this number."

6.1.3.10 RING / NO ANSWER - RNA

The calling customer dials the number of someone he is sure is there, but instead of getting an answer, the customer keeps hearing the sound of the phone ringing. It may be reported like this:

> *"I've been trying to reach John Doe for two days. I hear the phone ring, but no one answers."*

Therefore, this trouble report would be entered as an 'Incoming' problem on John Doe's telephone number. This case would also be considered a Calling/Called situation.

6.1.3.11 CALLING/CALLED

We have talked about 'calling/called' troubles earlier. Remember this is the situation where the person reporting a problem (the 'calling party') is reporting a problem on the number that they are trying to reach (the 'called party').

For example:

"I have been trying to reach my mother for over an hour and I keep getting a busy signal and I know that she never stays on the phone for more than 5 minutes."

When you recognize that your customer is reporting a calling/called situation, you *always* take the trouble report information on the called party's telephone number. Also, you always answer the 'Is the line currently in use?" question as "NO" so TAFI can initiate a MLT test.

⇒ **Note:** If you take the report on the calling customer's number and answer all of TAFI's questions correctly, TAFI will tell you to cancel the report and issue a new report on the called party's number. By recognizing the calling/called situation, you will save a lot of time and appear 'professional' to your customer.

⇒ **Note:** If the called number belongs to another vendor, TAFI will not allow you to enter the report and you must follow your company's procedure for handling these reports. (i.e., Either refer the caller to BellSouth or take the information and report the trouble to BellSouth.)

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At critical thing to remember about a calling/called report is that the customer reporting the trouble IS NOT the customer who owns the line. Therefore, they can not make decisions for the customer who owns the service.

If the test results are not conclusive (i.e., TOK, ROH, etc.) we inform the caller that **"Our test indicates there is activity on the line and you should try your call again later"**. TAFI will walk you through handling this kind of report.

⇒ **Note:** You **NEVER, NEVER** tell a 'calling/called' caller what the test results indicate. Remember that the MLT results are a good indication of the problem but they are not always 100% correct - or they may be misinterpreted.

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6.1.4 TRANSMISSION

The trouble description code "TRAN" is used to describe transmission / noise trouble reports to LMOS. This trouble occurs when customers experience transmission problems (i.e., poor sound quality or some kind of interference) while making or receiving calls. The customer can make and receive calls but the service is affected by some type of interference.

TRAN troubles can be described in several different ways.

An example of a TRAN trouble report is:

"Every time I make a call, there is a lot of static on the line."

6.1.4.1 ROARING/BUZZING/STATIC/HUMMING

Any of these sounds can interfere with the customer's service. *Have the customer describe the kind of noise that they are experiencing* and select the appropriate selection in the Transmission sub-menu.

⇒ **Note:** Different trouble conditions can cause the customer to hear different kind of noises. For example: a defective power supply in a cordless telephone set will generate a 'humming' noise while a loose connection in a jack (or an intermittent break in a wire) can cause the customer to hear a 'static/scratchy' noise.

6.1.4.2 CROSSED/HEARS OTHER CONVERSATIONS ON LINE

This trouble occurs when the customer reports hearing others on the line (HOOL). In some cases the customer is unable to talk with the other party on his line, they just hears parts of their conversation (HOOL). Other times the two parties can actually talk to each other (crossed).

6.1.4.3 HEARS RADIO (MUSIC) ON LINE

Customers also sometimes experience noise in this way -- a radio playing in the background of their phone conversations.

6.1.4.4 HEARS CB / HAM RADIO ON LINE

You might have experienced this one at some point. When a CB user or HAM (Amateur Radio Operator) is using their equipment, it sometimes cuts in on phone conversations.

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6.1.4.5 CAN'T HEAR - CH

A Can't Hear trouble is exactly that. The customer reports that he cannot hear his party very well - the volume is much, much lower than normal.

6.1.4.6 CAN'T BE HEARD - CBH

A Can't Be Heard trouble is just the opposite. This time the customer reports he cannot be heard very well by the called number.

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6.1.5 MEMORY SERVICE

Selecting this trouble category from the main menu will display a sub-menu with the following services:

TouchStar
Call Forwarding
Flexible Call Forwarding
Call Waiting
Call Waiting Deluxe
Internet Call Waiting
Caller ID
Visual Director
Ringmaster
Three-Way Calling
Speed Calling
Anonymous Call Rejection
Call Park
Call Retrieve
Call Pickup
Call Hold
Automatic Callback
Distinctive Ring
Privacy Director

From the sub-menu, you would select the service with which your customer is reporting trouble. TAFI will then display another sub-menu just for that service. For example, when Caller ID is selected, the following sub-menu appears:

Caller ID Regular
Caller ID Deluxe

Based on what your customer has told you, you will choose the correct service or feature and TAFI will direct you through a trouble call flow for that feature.

If you need help with the description of a feature, or you need to know how to use the feature, each feature can be found in the TAFI Master HELP Menu (F1) under the Feature Aids option.

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6.1.6 MEMORYCALL

Selecting the MemoryCall option will produce a sub-menu of three options:

Wireline
Wireless
Wireline and Wireless

The last two options require that the caller have an integrated wireline/wireless mailbox (i.e., both the cell phone calls and the land line calls go to the same mailbox). The CLEC user will most likely be reporting problems on the Wireline (traditional) service.

Selecting this trouble category from the main menu will display a sub-menu with the trouble situations:

Call Will Not Go MemoryCall
No Stutter Dial Tone
Stutter With No Messages
Too Few/Too Many Rings
Password Won't Work
Forgot Password
Gets Generic Message
Cannot Retrieve Messages
Cannot Delete Messages
Surrogate MemoryCall Doesn't Work
Won't Work With RingMaster
MemoryCall Plus Pager Doesn't Work
MemoryCall Plus Doesn't Transfer On 'O'
Message Delivery Service
Business Delivery Service
Business Community Messaging Service

Selecting one of these trouble situations will prompt TAFI to direct you through the trouble flow for this situation.

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6.1.7 CALLING PLANS/BILLING (ANI)

Select the Main Menu option for Calling Plans/Billing (ANI).
The sub-menu should display the following options:

- Area Calling Plan
- Incorrect Billing (ANI)
- Measured Service
- PIC verification

6.1.7.1 AREA CALLING PLAN

Some customers subscribe to different calling plans offered by the local company (the old South Central or Southern Bell - remember we are BellSouth now). These plans are offered to customers as alternatives to basic local service. The plans offer ways to reduce and/or control the cost of monthly local service. Area Calling Plans and Measured Service are usually subscribed to by customers who want to reduce their basic monthly rate and/or the cost of intra-LATA long distance calls. The monthly rates for these plans vary according to the type plan subscribed to. These plans offer lower monthly telephone bills because customers pay for the amount of the monthly usage, some even are charged on a per call basis.

When customers call with a problem for this service, TAFI will check the CRIS CSR and PREDICTOR to verify customer is paying for the plan and guide you through the proper flow of the contact.

6.1.7.2 INCORRECT BILLING (ANI)

Remember that we are not resolving "billing problems", rather determining if there is a trouble in the customer's translations that would cause unexpected billing. For resolving any billing discrepancies, transfer the customer to your Business office after resolving any trouble situation. TAFI will guide you through a trouble flow for each of these situations.

6.1.7.3 MEASURED SERVICE

Again, TAFI compares what the customer is paying for (as shown in the CRIS CSR) against what is programmed in the central office for this customer.

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6.1.7.4 PIC VERIFICATION

At times the customer may request verification as to which Long Distance carrier is assigned in our records. TAFI compares the entry on the CRIS CSR to what is programmed in the switch (CO).

6.1.8 LONG DISTANCE

Select the Long distance option on the Main Menu and press Enter. TAFI will respond with the following options:

- Outgoing
- Incoming

From time to time, customers call regarding their ability to place or receive long distance calls. With the introduction of Local Number Portability (LNP) the ability to receive calls (either LD or local) could be impacted by the customer's migration to another switch. TAFI's flows now check LNP status (and associated translations) for incoming trouble reports.

Once the user has determined that the customer's trouble is limited to long distance calls (i.e., the customer can make and receive local calls OK) the user will refer the customer to his long distance provider to resolve the problem.

Selecting either menu option above will provide a sub-menu of applicable choices to complete taking the LD trouble report.

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6.1.9 PHYSICAL TROUBLES

The next trouble category is Physical. When this category is selected, the sub-menu for these trouble reports is displayed:

- Inside wire or jack trouble
- Defective CPE
- Outside plant
- Shock
- Wire tap
- Yard trouble
- Property Damage
- (BRC) Locate and Tag line
- (BRC) Vendor Meet

Physical troubles, as the name implies, relate to things that are physically broken/damaged according to the customer.

6.1.9.1 INSIDE WIRE OR JACK TROUBLE

Jack trouble:

The jack is a small box usually found mounted on the wall, for the purpose of connecting the telephone to the line. The customer might report:

"My jack is broken. I can't call out."

Inside Wire Troubles:

The inside wire is the connection between the jack and the protector. The customer might report:

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"The wire along the baseboard was cut. My line is dead."

If a customer inquires about charges for the repair of Inside Wire/Jack troubles (because they do not have a maintenance contract), follow your company's procedure on this issue.

6.1.9.2 DEFECTIVE CPE

Flows for this option are under development.

6.1.9.3 OUTSIDE PLANT

These reports include trouble with the service wire, terminal, cable, pole or guy wires (wires that brace poles placed on corners). Here are some typical reports.

- *"That box on the pole is open. I see all kinds of wires in there."*
- *"The wire that goes from my house to the pole is hanging very low."*
- *"My company was digging a hole for a pool and we accidentally cut the cable."*

After the user has selected the appropriate option from the Outside plant sub-menu, determine if the reported trouble condition is hazardous.

What is considered hazardous?

- Poles down, especially blocking traffic.
- Any wire that is hanging low.
- Any trouble condition that can cause harm to the public is considered dangerous.

If no telephone number is available, the information must be entered using the Message Report (MR) screen.

⇒ **Note: CLECs will always be reporting troubles on telephone numbers and therefore they will not be entering Message Reports. Should your customer call with this type of information either refer them to BellSouth or call BellSouth to report these conditions.**

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6.1.9.4 SHOCK

ACOUSTICAL AND ELECTRICAL SHOCK REPORTS

Let's talk about acoustical and electrical shock reports. What are they and what are the appropriate contact handling procedures for them?

An acoustical shock report is an expression of discomfort from the customer. An example is terrible noise on the line/phone. The customer might say:

"It hurt my ear."

"Made me dizzy."

or

"The top of my head almost came off."

HOW TO HANDLE ALLEGED ACOUSTICAL/ELECTRICAL SHOCK REPORTS

- **Do not discuss the possible cause or responsibility**
- **Do not express regret**. This implies responsibility for the cause of possible shock.
- **Do not arrange for a call back.**
- **Do not make a commitment**.
- Tell the customer, ***"I will have an investigation made at once."***
- **Enter the trouble report and then *call the appropriate BellSouth center and notify a Management person***.

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When a customer indicates a possible shock situation **you MUST immediately recognize what the customer is telling you and strictly adhere to the guidelines listed above**. It is critical that you follow these guidelines because not following them could lead to serious (and potentially legal) consequences.

When the customer reports a shock trouble, you MUST never discuss the possible cause of the situation - you would be guessing and may guess wrong. A team of experts in the Network organization investigate these reports and take appropriate actions. Enter *"possible acoustical shock"* in the narrative.

Although you typically express regret and apologize for the customer's inconvenience when they report 'normal' trouble conditions, you MUST NEVER say *" I'm sorry ..."* when handling a shock report. Since you don't know what really happened, FOLLOW THE GUIDELINES and let the 'experts' handle the situation.

The good news is that you will not get many 'shock' reports - but you MUST be prepared if you should happen to get one.

6.1.9.5 WIRE TAP

Another kind of unusual report you may get is from a customer who thinks his line is tapped. There are two ways the customer may give this report to you.

- The customer might tell you his line is being tapped because the line is "noisy," "clicking," "making funny noises," etc. Since this customer is reporting noise on the line, we take a "Transmission" report and offer the customer the commitment shown in the AS Field.

  In the Narrative field enter *"customer thinks line is tapped"* and make sure to provide your reach number.

- The customer does not describe any trouble on the line but tells you of a suspicion that the line is tapped, make the following entries: (Check with your Assistant Manager and follow local procedures.)

  Select the Main Menu option of Physical - Wire tap
  In the narrative field be sure to report any details provided by the customer.
  Be sure to provide your Reach number.

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6.1.10 DATA PROBLEMS

This sub-menu for data problems should display the following:

- Can't Send
- Can't Receive
- Garbled

6.1.10.1 DATA TROUBLE REPORTS

As technology expands, more and more residential customers are using their telephone lines to send and receive data either with modems and/or FAX machines. Not too many years ago, the telephone company offered "special data lines" (at a premium cost) for data transmission. And these were required for transmission speeds over 2400 baud. However, with today's improved error correction modems (a very common item), transmission speeds of 28,800 baud is typical.

BellSouth has committed to ensure data transmission at 9600 baud over all 1FR circuits.

There may be times when you will have to handle trouble reports involving data service when the customer says that they:

- Can't send data.
- Can't receive data.
- Sends garbled data.
- Receives garbled data.

6.1.10.2 DATA TROUBLE DESCRIPTION

When customers have trouble transmitting data, for example, they can't send or receive data, or the data is garbled (i.e., they receive random characters instead of anticipated data), this is called data failure.

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For sophisticated data users, we have a special group within the Business Repair Center (BRC) that handles these kind of reports. However, with so many homes having fax machines and PC's talking to information providers, customers may call you and you must be able to handle the report.

6.1.10.3 DATA FAILURE TROUBLES

To handle data reports, you must find out if the data is not being sent at all, or whether it is being sent incorrectly (garbled data). When data is not sent at all, there are three ways to describe the trouble, depending on who is reporting the trouble.

CAN'T RECEIVE DATA

- The customer can't receive data from a sender.

CAN'T SEND DATA

- The customer reports that data is not received at the other (receiving) end.

SENDS/RECEIVES GARBLED DATA

- The customer reports data is showing up at the other (receiving) end, but with words missing, mixed-up numbers, or other errors.

TAFI will guide you through the Data trouble flow. In most cases, if the customer can use the line for voice calls without any problem (no noise / interference) the problem is usually with the customer's equipment or misuse of the equipment.

There is only one basic question to ask the customer:

"Have you had your data equipment checked?"

Remember, terminal equipment problems must be handled by the customer.

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6.1.11 ENHANCED SERVICES

As we discussed at the beginning of this course, BellSouth is constantly expanding its products and services to become the Consumer's best choice for telecommunications, information and entertainment. As of this writing, BellSouth is working to introduce three new products.

- Video
- Internet
- Wireless

BellSouth has trials in selected areas for home video service and internet access (provided by BellSouth (dot) Net) is available in a number of major cities. PCS service is just around the corner. Once these products get out of the "trial" mode, customer with these new services may be calling you to report their troubles (if these offerings are 'resold').

With this in mind, TAFI flows are currently under development to assist you in handling these customer calls. As they become available, your SME will provide you with specific instructions.

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6.2 ACCESS AND COMMITMENT WINDOW

Once the user has selected the correct trouble category from the Main Menu and correct option on the subsequent sub-menu(s), TAFI begins the actual 'flow' (internally programmed logic to resolve the described problem). Depending upon the answers to the questions that TAFI asks (using the Query Window - remember?), TAFI will run test, check translations, etc. etc.

To complete the trouble report, a number of additional pieces of information must be secured and entered into the system. The user may have obtained some of this information already from the customer or the customer volunteered it.

TAFI provides a pop-up window to capture this data. During the process of entering the report, the Access and Commitment window will appear when TAFI is ready for the information. The user can cause this Access and Commitment window to appear by depressing F9. Let's take a look at a completed Access and Commitment window:

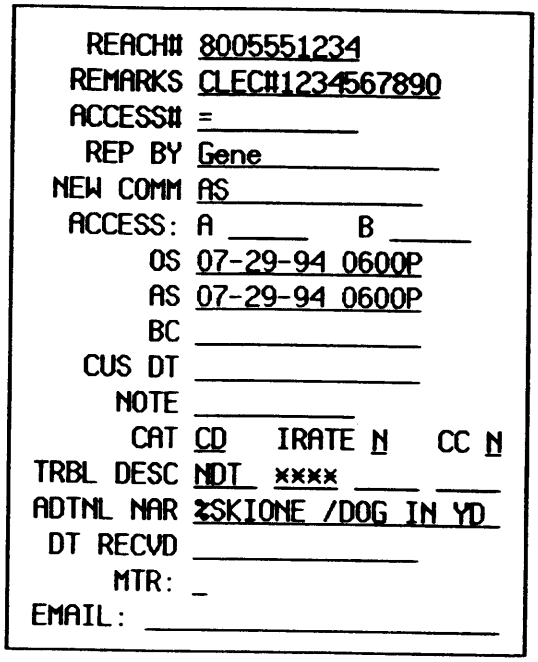


Figure 33 – Access & Commitment Window

In this particular trouble, the CLEC's customer reported a problem with No Dial Tone. Let's look at each field and explain what's expected (and what's required):

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6.2.1 REACH *(Telephone Number) (REQUIRED)*

This field is used to enter the area code and telephone number where the customer can be reached should a BellSouth technician need to contact them about this trouble report. Why would BellSouth want to call the customer back? Several reasons:

1. To let him know when the problem is resolved (if you don't clear the trouble while the customer is on the initial call).

2. In case an MA (if the trouble was sent to the TECH group) or field Technician (if the trouble was dispatched) has some additional questions, or needs some clarification about the trouble condition, to resolve the trouble.

Ten digits are required in this field. If **no** Reach number is available (i.e., there is no way to contact the customer), you may enter a 0 zero (and TAFI will populate the LMOS record with ten 0's). This is a positive confirmation that you asked for a number and none was available.

> ⇒ **Note:** For CLEC trouble reports, **the CLEC's contact number is always entered in the REACH number field. This should be a toll free number** (800/888/877) which will allow easy access for the BellSouth field technician to call.

6.2.2 REMARKS

Information that is pertinent to the Reach number is placed in this field. This information helps the person calling the customer back to recognize any special condition. In our example, Mr. Duncan is a customer of SKIONE Communications and the BellSouth technician would immediately recognize that the Reach number is the CLEC's telephone number.

Since the CLECs will always enter their contact number in the REACH field, the REMARKS field is available for other data. Since the CLEC's company name goes in the NARRATIVE field (see Section 6.2.14), a number of CLECs who track troubles in their own system would like to cross reference their internal tracking number on the LMOS report. We have adopted the REMARKS field as the standard place for this information. The entry should begin with "CLEC#' followed by their systems reference number (i.e., CLEC# 12345). For CLECs who do not wish to cross-reference their internal system's number, this field should be left blank on CLEC reports.

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6.2.3 ACCESS *(Telephone Number) (REQUIRED)*

In a number of situations, the technician would go to the customer's home to repair a trouble and could not get in (i.e., the customer wasn't home). This delayed the repair process ... and made for some very unhappy customers.

Since the LMOS trouble report does not have a field for Access number (a number the technician can call to arrange access to the property in the event the customer is not home) we require the TAFI user to enter the ten digit Access Number information as the first entry in the narrative field. If the Access Number is in the same area code as the number reported in trouble, you may enter just the seven digit Access Number to save narrative space. (We'll talk about the narrative field in just a little while). If you were processing trouble reports using LMOS, you would have to make the following entry in the LMOS narrative field:

ACN=5551212 or NOACN (if no access number is available)

Fortunately you are using TAFI and TAFI does this work for you. When you enter a value in the Access field, TAFI takes the appropriate steps to translate your input to the LMOS narrative line. The values you can enter are:

1. A 7 or 10 digit telephone number - TAFI enters "ACN=XXXXXXXxxx"
2. A single '0' meaning no access number available - TAFI enters "NOACN"
3. If the Access number is the same as the Reach number, enter an equal sign (=) TAFI enters "ACN=S" (meaning it's the Same as the Reach number)

All trouble reports not cleared by you on the initial contact must have an Access number. Since you will typically be at this Access and Commitment window prior to knowing if you can resolve the problem, it's a good idea to just get the Access number in all cases.

⇒ **Note:** CLECs want BellSouth to contact them for all customer interactions and they in turn will arrange for access. Therefore, for CLEC trouble reports, the CLEC's contact number should be entered. **Since the CLEC's contact number is already populated in the REACH field, the CLEC user only has to enter the equal sign (=) and TAFI will automatically populate the number in LMOS.** (Actually, TAFI will place "ACN=S" in the narrative telling the technician that the access number is the Same as the Reach telephone number.)

6.2.4 REP BY *(Reported By) (ALWAYS REQUIRED)*

For audit purposes, we must know the name of the person reporting the trouble. This name should be entered here. **The name must be specific!**

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⇒ For CLEC generated trouble reports (and for reports taken by BST employees for a CLEC) ***the name of the CLEC employee entering or reporting his customer's trouble report must be entered in the REP BY field.*** This ensures that if the BellSouth technician needs additional information about the particular report, he/she will call the CLEC's REACH number and ask for the person listed in this field.

6.2.5 NEW COMM *(New Commitment)*

The "New Commitment" field is where you indicate what the commitment date and time is to repair this customer's trouble. TAFI will default the "established value" based on its internal rules for Out of Service (OS) or Affecting Service (AS) conditions (see OS, AS, BC below for established values).

"Commitment" (sometimes referred to as "Appointment") is the date and time that we expect to have the customer's trouble condition repaired. This commitment time is our best estimate of how long it will take to resolve a given type of problem in the customer's geography. For example, when we tell a customer that *"we will have your problem fixed by 5 PM tomorrow"*, we mean that we expect to have it fixed no later than 5 PM tomorrow.

⇒ **Note:** The key word in the commitment statement to the customer is "by". A commitment of 5 PM tomorrow doesn't mean that the trouble will not be fixed until 5 PM. To the contrary, we often repair troubles much sooner than the stated commitment time. Most people feel better with a specific repair time and our commitment time sets the outside edge of the repair window.

You should always "sell" your customer on the established commitment time. Should you negotiate a different value (more on negotiating commitments will come later), just over-type the "OS" or "AS" with the new values. Commitments MUST be stated in a specific format:

MM-DD-YY NNNNA (or **P**)

For example, if you establish a commitment time of July 30 at 4:00 PM, the entry on the New Commitment field would be "07-30-00 0400P".

How would you specify a "noon" commitment? _____ A midnight commitment? _____

Once you determine the appropriate commitment date and time you MUST ask the customer to agree to that time. This establishes the proper expectations in the customer's mind as to when their trouble will be resolved.

6.2.6 ACCESS ("A __" "B__")

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Depending upon the type of trouble reported, our technicians may need access to the customer's home to repair a problem. To ensure that access to the property is available you will verify with your customer that someone will be available to let the technician in. This step ensures that we can repair the trouble on the first visit, and avoid a "No-Access" situation. (i.e., Either the customer will be home all day or they have made arrangements with a neighbor, etc. ... see why the Access number is so important?)

Sometimes the customer may limit the hours of the day that we can access their property. For example, the customer might say: *"I have to take my wife to the airport in the morning and I will not be home until 10 AM."* This information will cause you to populate the "A" field with 1000A (our standard format for 10 AM) which tells the technician that access to the property is available After 10 AM. Another example might be: *"I have to leave at 4 PM to get to work."* With this information, you would populate the "B" field with 0400P which tells the technician that access is available Before 4 PM.

⇒ **Note:** When populated, the "B" field MUST match the commitment time. Either you negotiate with the customer to provide access up to the established commitment time (i.e., have a neighbor or relative at the property) or you change the commitment time to match the "B" field value. In other words, we can not tell the customer that we will have their trouble repaired by 6 PM when the customer tells us that access to the home stops at 4 PM.

TAFI now evaluates the information provided for a report and determines if there is a high probability for a premises visit (where access is required). For example, if we take a 'Physical" trouble report or the test results indicate a ROH, either of which is a candidates for a premises visit. **If any of these conditions exists, TAFI will require you to enter values in both the "A" and "B" fields.**

- If the customer indicates that they will be home all day, enter "A" = 0800A and "B" = established commitment time.

- If the customer limits our access to a smaller window, your first approach would be to negotiate for access all day (i.e., key with a neighbor, etc.). If that is not acceptable then populate both the "A" and "B" fields with the specified time.

So, for the examples stated earlier, the complete answer would be "A" = 1000A, "B" = 0600P (assuming a 6 PM established commitment) and "A" = 0800A, "B" = 0400P.

6.2.7 OS, AS, BC

Our repair response time is prioritized to address the needs of those customers who do not have service first (Out of Service - OS) and then to work on those troubles that only affect service

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(Affecting Service - AS). A third classification used in the Eastern states is the Bulk Commitment (BC). We will address each of these type of commitments later in this lesson.

Commitments are established, for each unique geography, by the Work Management Center (WMC) and these are loaded into LMOS. Each geographic area is served by a team of technicians who are responsible for all of the installation and maintenance activities in their area. A "unit number" is assigned for each class of customer (i.e., residence, business, coin, complex, etc.) in each geography. This "unit number" is part of the customer's line record in LMOS and is the key for routing work to the correct location.

The commitment time is based upon a number of factors. Some of these factors include: type of trouble (i.e., translation problems may take less time than repairing an open cable pair), the available work force in the geography, the number of pending troubles for the geography, technician productivity (number of troubles handled per day), etc.

6.2.8 CUST DT

The "Customer Date & Time" field will be used to indicate **the commitment time desired by the customer.** This field is intended for use once we initiate the "Service When You Want It" program and you will be informed when that occurs. When this program is operational, TAFI will require an entry in this field for "PRIority Customers" located in the "Top 10" metropolitan areas.

6.2.9 NOTE

This "Note" field allows you to enter a 'reminder' which will be displayed on the Queued Reports display should you have to queue a report. The use of this field is optional, but recommended when you negotiate some arrangement with the customer to resolve the trouble. We will talk more about 'queuing' reports later in this lesson.

For example, if the customer tells you that they will not be home until 2 PM and you have to complete some tasks to resolve the problem, you would enter "CB > 2P" in this note field. Then when you see this report in your 'queue', you will be reminded to call back after 2 PM. This note field information is also presented to your Assistant Managers when they monitor the status of queued reports.

6.2.10 CAT

This "Category" field displays the category of report taken. The values include

- "CD" for Customer Direct,

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- "CX" for Customer eXcluded and
- "EO" for Employee Originated.

We will discuss these categories in detail in the next section.

6.2.11 IRATE

The default value for this field is N (no). If the customer appeared angry or highly upset during your conversation, change the value of this field to "Y". This flag helps the technician take the appropriate steps while dealing with this customer.

6.2.12 CC

The "Customer Comments" flag (Y/N value) indicates if the customer had some specific comment about how we handled a given situation and you made a notation of this comment in the narrative line on the trouble report. For example, if the customer told you that technician Jones did a great job fixing the phone but he left his test set on the back porch, you would want to enter something like "Tech Jones did grt jb" in the narrative (along with "nds 2 get test set") and change the "CC" field to "Y."

6.2.13 TRBL DESC *(Display Only)*

As we mentioned earlier, LMOS has a family of trouble description codes (TDC) that define the type of problem reported. For basic line troubles, this set includes NDT, CCO, CBC, MEM, MCAL, TRAN, PHYS, MISC and DATA. The good news is that TAFI automatically selects these for you based upon the information you provide.

Notice that LMOS has provisions for up to four TDC's per trouble. In our environment, the first TDC is the trouble we are reporting and the additional codes act as "modifiers". The second TDC position is always the Out Of Service status code (OOSY / OOSN). (In the past we asked for the customer's perception of whether he is out of service or not. Today TAFI determines the OOS status based on the nature of the problem and test results.) Also, once TAFI determines the value for this field, you cannot change it so TAFI displays four asterisks (****).

Another TDC you may see displayed is "BKDT" which is the "Back Date" code. The Date and Time that the customer calls in a trouble report MUST be included as part of our official record. Since it typically takes only three minutes (+/-) to process a customer's trouble report, we have agreements with the regulators (PSC's) that the time we send the report to LMOS is the official Date and Time received. However, if we place a report in queue, there could be a considerable length of time delayed prior to sending it to LMOS (10 - 30 minutes, or more). Therefore, every time we place a trouble report in queue, TAFI will automatically generate the BKDT code and

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place a backdate "reason" in the narrative. In the narrative (on the final or Trouble Report screen) you will see BK05 which means the reason for this backdated report was because it was placed in the TAFI queue.

Again, TAFI automatically places these LMOS TDC's on the screen for you. However, isn't it more comforting to know what they mean?

6.2.14 ADTNL NAR

The narrative line is part of the LMOS record and it gives you the opportunity to add descriptive information for the technician (or document what you did.). This narrative line is limited to 99 spaces

Good News / Bad News ...

Should you place a report in queue and then the results of the analysis indicate that the report should be dispatched (in or out), TAFI will automatically make that decision for you and send the report. So, the good news is that we do not delay dispatching troubles that TAFI cannot fix.

⇒ **Note:** You may have several reports in queue and suddenly the number you have is less than what you expected. There are a number of reasons why this happens and the "Automatic Queue Processing" option is just one.

The bad news with this arrangement is that the narrative line is only accessible on the Trouble Report screen and this screen is not presented to you until after TAFI has determined the course of action. Then, if you had narrative information to add to the report, it was lost. The solution to this situations was to add this "Additional Narrative" line on the Access and Commitment window. Any information you enter on this line will be added to the end of the narrative line.

⇒ **Note: For CLEC trouble reports, always enter the abbreviated name of the CLEC Company in the NARRATIVE field preceded by the percent (%) sign. This will alert the BellSouth technician that the REACH number will be the CLEC's location and not the end user. (See Section 14.7 for a current list of abbreviated CLEC names.)**

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In our example we entered "%SKIONE" to indicate the CLEC company name. Additional information, up to 19 characters total, could be entered. For example, the customer was alerting the technician of a dog in the back yard so the Adtnl Nar entry was "%SKIONE /DOG IN YD".

6.2.15 DT RECVD

The Date / Time Received field is the last entry on the Access and Commitment window. Normally this field is blank because the official "time stamp" (for when we received a trouble report from the customer) is applied when TAFI sends the report to LMOS. Should we place a report in queue, then the time the report was initially taken in TAFI becomes the official DT Recvd time. TAFI automatically populates this field when a report is placed in queue.

6.2.16 MTR

This field is used when processing Multiple Trouble Reports (see Section 6.9). If this report is the "Parent", enter the letter "P" and/or if this report is a "Child" report, enter the letter "C".

6.2.17 EMAIL

This field is only used by BST employees.

6.3 CATEGORY OF REPORT

As mentioned earlier, every time a customer calls regarding their telephone service, a record of that call must be entered into LMOS (the 'official' trouble tracking system).

> ⇒ **Note:** Remember that TAFI is just an 'interface' between you and LMOS (and all the other downstream systems used to manage/facilitate the repair of trouble conditions). TAFI does maintain some statistics on all of your activities but LMOS is the official record used by PSC's, the FCC and others to measure our quality of service.

Periodically, BellSouth must provide the regulating bodies with detailed reports describing how well we provide service. Since these regulators are representing the customers' interest, we provide reports specifically detailing work we do when responding to the customers' call for assistance.

And, since ALL trouble reports are entered into LMOS, we must have a way to distinguish between them. Hence we have developed the "Category" of report ... and each trouble report entered into LMOS must have a category assigned to it.

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There are three categories of trouble reports that you will use. They are:

- "CD" (Customer Direct)
- "CX" (Customer Excluded)
- "EO" (Employee Originated)

6.3.1 CUSTOMER DIRECT (CD) REPORTS

A CD report is any trouble report received directly from a customer, the customer's representative, or a member of the general public. This includes any trouble reports from a Service Center, Marketing, Special Service Center, BellSouth Communications Service or any other employee **who has received a trouble report directly from a customer or the customer's representative**.

Most of the initial trouble reports you will receive will be CD. TAFI will automatically populate the correct category field for you.

6.3.2 CUSTOMER EXCLUDED (CX) REPORTS

Customer excluded reports ... excluded from what?

Consider that every time a customer calls regarding trouble with his service, there is a record of that call in LMOS. The first time a customer calls to report a trouble, that ***initial*** report is categorized CD. Should that customer call again about the same trouble condition, we take a "subsequent" report and "attach" it to the initial (or pending report). (Remember that LMOS will only allow one active trouble report on a telephone number at a time.)

Well, when we received the second (or third ...) report, is the phone broke twice? NO! The customer is calling about a previously reported problem and it's the *number of problems (not the number of calls)* that we report to the regulators.

⇒ **Note:** Actually the number of trouble reports is just one element of the reports used to measure our quality of service. Other factors include things like Receipt to Clear Times (for each kind of trouble description), overall duration, percentage of Repeat Reports, and others are included.

Therefore, subsequent reports are excluded, for analysis and measurement purposes, from the count of customer reports. The only CX category that you will enter is a subsequent report on an

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existing trouble report. (There may be other CX category reports but they do not apply to the work you do.)

6.3.3 EMPLOYEE ORIGINATED (EO) REPORTS

An Employee Originated (EO) report is any trouble report received from a BellSouth employee who detected a trouble-causing condition ***while performing his/her regular duties, independent of any conversation with the customer regarding the trouble.***

> ⇒ **Note: CLEC users will never process EO reports and this information is provided only for completeness.**

6.4 THE TROUBLE REPORT SCREEN

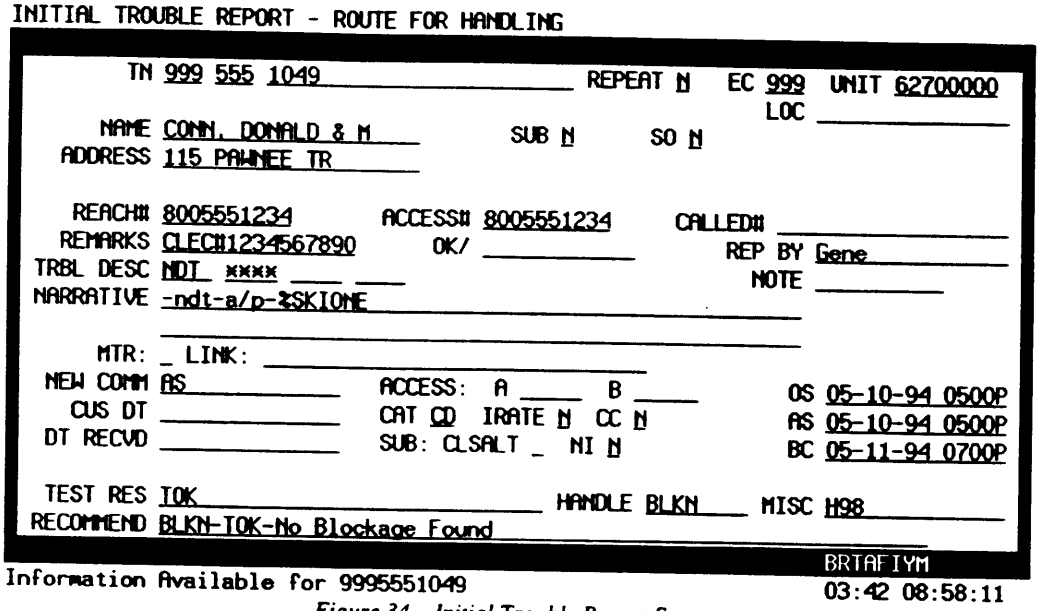


Figure 34 – Initial Trouble Report Screen

This is the screen you will use to complete your customers' trouble reports. It summarizes all of the entries made, displays any test results, recaps TAFI's recommendation and provides the opportunity for the user to add additional "narrative" information. This screen is your last chance to make any changes prior to sending the report to LMOS.

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When you depress the ↵ **Enter** key at this screen, you will send the report to LMOS and TAFI will return the Initial Trouble Entry window. Depending upon TAFI's "recommendation", the report will be routed to the appropriate location for downstream resolution or TAFI will re-enter LMOS and close the report.

The TAFI Trouble Report screen will assist you in completing the gathering customer information required to resolve a trouble. In some cases, TAFI will 'skip over' the Access and Commitment window during the flow of a trouble and you will enter the required fields directly on this screen. You can also update values previously entered.

At the Trouble Report Screen, TAFI provides:

- Formatted screen for completing / reviewing trouble information
- System prompts (to ensure proper entries are made)
- Messages to facilitate trouble reporting
- Job Aids for available services (via F1 - Help)
- Last chance to make any changes (i.e., add narrative, etc.) prior to sending report

6.4.1 SCREEN NAME

The name of the screen appears in the top left hand corner of the screen, i.e., Initial Trouble Report - Route for Handling, etc. This screen name summarizes the action TAFI recommends.

6.4.2 CUSTOMER INFORMATION SECTION

The Customer Information section is found in the top four lines of the Trouble Report screen. These fields are populated with information from LMOS about the customer's account.

6.4.2.1 TN (NPA-NXX-XXXXXXXXXXXXXXXXXXXXXXXX)

The area code and telephone number of the line in trouble is displayed here (along with any Terminal or Hunting attributes)

6.4.2.2 REPEAT

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The Repeat report flag (value = Y/N) indicates that this customer has reported a trouble within the past 30 days. The repeat indicator is intended to measure of customer satisfaction. If a trouble condition was not corrected properly on the original report, and the customer calls to report it again, we consider it to be a repeat report. To simplify capturing data, a repeat report is defined as any initial report generated within 30 days of a previous report. TAFI automatically detects repeat reports and sets this flag to a Y (yes).

6.4.2.3 EC

Your three digit employee code will be displayed here. TAFI reads your 'EC' from your profile.

⇒ **Note:** The EC value for all CLEC TAFI accounts are managed and maintained by the BellSouth Systems manager.

6.4.2.4 UNIT

Remember that the unit number defines the geographic location, and the type of technician (i.e., Residence, Business, etc.), that maintains this customer's telephone service. Each telephone number in the LMOS database has a Unit Number assigned to it.

6.4.2.5 LOC

The LOCation field further defines geographical information by identifying the central office (by name) providing dial tone to this customer (e.g., SHPT-MAIN).

6.4.2.6 NAME (Listed Name)

The customer's name, as listed in the telephone directory, appears in this field. If the customer has a non-published number, LMOS displays "NON-PUB" before the customer's name. Other 'flags' will also appear in the Name field (e.g., *R * indicates that the customer is a retired Residential customer).

6.4.2.7 ADDRESS (Service Address)

The street address for where the service is located is presented in this field. In a number of situations, the "bill to" address may be different from the 'service' address. (e.g., You may be paying for your daughter's apartment telephone - the "bill to" address would be your home address while the "service" address would be your daughter's apartment

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address.) We must be able to direct our technicians to 'where' the service is located in order to repair it.

⇒ **Note:** The first step in your customer contact after obtaining the telephone number of the line in trouble is to **verify the name and address on the account**. If the customer tells you information that doesn't match the LMOS record data, you confirm that you entered the correct telephone number.

Given the telephone number is correct, then the data in LMOS is not correct and you MUST enter the correct information in the Narrative line. You would enter for example: LN - Mr. Jones, SA - 123 Main St., where **LN** indicates Listed Name and **SA** indicates Service Address. This ensures that our technician goes to the correct location (and uses the correct name when addressing the customer) to repair the problem.

In addition, you will take steps to correct the LMOS database by noting the discrepancy and providing the information to the Service Quality Desk (SQD).

6.4.2.8 SUB

This 'flag' (Y / N value) indicates if this report is a Subsequent report (Y value) or an initial report (N value).

6.4.2.9 SO

The SO flag indicates if there is Service Order activity pending for this account (telephone number).

⇒ **Note:** This indicator just means that Service Order activity is present. It DOES NOT mean that the trouble reported is related to the Service Order.

6.4.3 TROUBLE SUMMARY SECTION

The next five lines of data on the Trouble Report screen summarize information about the trouble being reported:

6.4.3.1 REACH

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As discussed earlier, this is the telephone number where the customer can be 'reached' should BellSouth need to discuss this trouble after the initial contact. This reach number must be populated on all reports sent to 'route for handling'. The Reach number may be the same as the reported number (and you enter '='), a 10 digit telephone number or a '0' indicating that no Reach number is available.

⇒ **Note: For all CLEC reports, enter the CLEC's contact number in this field.**

6.4.3.2 ACCESS

The access number is the telephone number the technician can call to obtain access to the property if the customer is not home. **For CLEC reports the user entered = on the Access and Commitment window and TAFI automatically populates the CLEC's reach number in this field.**

6.4.3.3 CALLED

The called number field is used to record either the telephone number of the party reporting a problem in a Calling-Called situation (sometimes referred to as a 'Third Party' report) or the specific telephone number that the caller is having trouble reaching.

For example: Mr. Jones called indicating that he has been trying to reach his mother for the past two hours and keeps getting a busy signal. We learned that we take the report on Mr. Jones' mother's telephone (Incoming - Busy when dialed). On that report, you enter Mr. Jones' telephone in the "Called #' field.

6.4.3.4 REMARKS

As indicated earlier, the Remarks field is reserved for providing additional information pertaining to the Reach number (e.g., ofc, cel phn, nbr, etc.)

⇒ **Note:** Additional information about the Access number is entered in the Narrative field.

⇒ **Note: For all CLEC trouble reports, the CLEC user may enter their internal trouble ticket number for cross-reference or leave this field blank.**

6.4.3.5 OK /

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Whenever you close a trouble report (either a Front End Close Out (discussed later) or you close a report because the customer can confirm that the problem is cleared while on the contact), you MUST enter the name of the person who told you that it's 'OK' to close the report in this field. This (audit trail) information is automatically entered on the close out status line of the report when the report is closed.

⇒ **Note:** TAFI recognizes that the report will be closed and *requires* you to enter a value in this 'OK /' field. The name you enter must be a unique identifiable name (e.g., Mr. Jones) and NOT a generic 'Mr.' If the name of the person telling you that it is OK to close the report is the same as the REPorted By name, you may avoid re-typing the name by entering the equal sign (=). When TAFI sees the '=' in this field, it automatically takes the name entered in the Reported By field and places it in the close out record.

6.4.3.6 REP BY (Reported By)

The name the CLEC employee processing the report (or calling it into the BRMC) will be entered in this field.

6.4.3.7 TRBL (Trouble Description)

As discussed earlier, TAFI will automatically enter the correct LMOS Trouble Description Codes (TDC) based upon the information you provide. The first field is the actual TDC that describes the trouble that the customer is reporting (e.g., NDT). The second field contains the Out of Service indicator (OOSY / OOSN) and TAFI just displays **** (since TAFI determines this value based upon its internal rules). The remaining two fields may have additional 'modifiers'. For example, if you queued a report, TAFI enters 'BKDT' in the third field signifying that the report is being 'back dated'.

⇒ **Note:** A 'back dated' report means that the report is being entered with a Date Time Received field populated with a value 'earlier' than the time that the report is actually entered. TAFI automatically enters the back date 'reason' in the narrative field (e.g., BK05 is the code indicating that the report was placed in the TAFI queue).

6.4.3.8 NOTE

During the flow of processing a trouble report, you may have elected to queue the report (more on queuing later). On the Access and Commitment window, you may have entered a 'reminder to yourself' in the Note field. This reminder message is just displayed on the Trouble Report screen. Should you need to queue the report, and you have already

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reached the Trouble Report screen, you can enter a new Note value on this screen. (i.e., You have just tried to re-contact the customer to close a report but the customer was not available. You may re-queue the report and try calling the customer later.)

⇒ **Note:** Your center will provide the local procedures on how many times you try to re-contact a customer before you take alternate actions.

6.4.3.9 NARRATIVE

We have discussed the Additional Narrative field on the Access and Commitment window. Now you see the entire Narrative field that will be sent to LMOS. Notice that TAFI populates information in this field for you, based upon the nature of the trouble.

You will enter any additional information, provided by the customer, that will assist the downstream technicians in repairing the problem. Although TAFI provides two lines for Narrative data, move the cursor to the end of the data pre-populated by TAFI to enter your new information. As you type in information, TAFI will automatically jump to the second line if needed.

LMOS has a limit of 99 characters (data and spaces combined) in the narrative field so you will learn how to abbreviate words in order to convey meaning with the minimum space used. Our technicians use a Craft Access Terminal (CAT) to obtain their trouble reports. The CAT displays one line of narrative data which is 40 characters in length (i.e., displays just the first 40 characters). If the amount of narrative information exceeds 40 characters, TAFI automatically inserts a dollar sign ($) as the first character in the narrative field. This '$' signals the technician that more narrative data is available on the report. The technician then knows that he must perform an additional transaction to see the rest of the narrative data.

⇒ **Note:** The data displayed on the Trouble Report screen does not display all the information TAFI places on the LMOS narrative field. For example, if the narrative exceeds 40 characters, TAFI inserts a '$' as the first character. TAFI also inserts the Access # data as the first entry in this field (just after the '$' if it is required). We discussed the format of this Access # information earlier. If the Access # field contains a unique number (other than the Reach #), TAFI inserts "ACN=NXXXXXX" or "ACN=NPANXXXXXX" - which could be up to 14 characters in length. If your displayed narrative approaches 99 characters, the last characters will be lost (TAFI inserts the ACN data and pushes off what ever does not fit in 99 spaces).

6.4.3.10 MTR

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Indicates that the report is part of a Multiple Report situation and that it is either the "Parent" (P entered in this field) or a "Child" report (C entered in this field).

6.4.3.11 LINK

Displays the LMOS link assignment (typically the 10 digit telephone number of the Parent report) that tied the Multiple Trouble Reports together.

6.4.4 ACCESS AND COMMITMENT SECTION

The next four lines on Trouble Report screen summarize the access and commitment data entered earlier in the report. Again, this screen allows you to make any appropriate last minute changes prior to sending the report to LMOS.

The two fields not discussed earlier are:

6.4.4.1 SUB-CLSALT

If a customer has more than one line, and he has a trouble on more than one line, then we enter a MTR report, these multiple reports are 'linked' together in LMOS to ensure that only one technician gets dispatched to repair all the troubles at the customer's location.

Should a customer call back to indicate that everything is OK now on their multiple trouble reports (and we will discuss subsequent reports later), we want to **close all linked trouble reports in one transaction**. You do this by entering a 'Y' in the "CLoSe All Linked Troubles" field on this screen. (The default value for this field is 'blank') When TAFI sends your subsequent report to LMOS (and if this Sub-CLSALT field has a 'Y'), TAFI will automatically cause all of the linked reports to be closed.

6.4.4.2 NI

This New Information flag indicates that there is new data provided by the customer when a subsequent report is processed. This flag is critical because it allows the technician to view the new information from his Craft Access Terminal (CAT). This field has a default value of NO. While processing a subsequent report, the TAFI flow determines if there is new information and automatically enters the correct value.

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⇒ **Note:** In the non-TAFI environment you could update a pending report and not set the NI flag to "Y". If this happens, the technician may not see the new information just obtained - which may be critical to an efficient repair of the customer's trouble.

6.4.5 DISPOSITION SECTION

The last two lines on the Trouble Report screen tell you what TAFI will do with this report:

6.4.5.1 TEST RESULTS

As information, TAFI displays the results of the MLT test (given that a test was performed). This information was used by TAFI in determining its recommendation.

6.4.5.2 HANDLE

When an *initial trouble report* is sent to LMOS, the LMOS "Auto-Screener" program looks at the report in order to make a determination as to where to send it. The auto-screener rules look at the initial report for a handle code. If one is present, the auto-screener executes the rules for that handle code (i.e., dispatch out - PD4). If the report does not contain a handle code, then the auto-screener try's to evaluate the report and send the report to the correct entity.

TAFI determines where the report must go prior to sending the report to LMOS in the first place. Then, for every trouble report that is not closed on the initial contact, TAFI applies a handle code which tells the LMOS auto-screener where to 'send' the report for final processing. We utilize the LMOS auto-screener as a "traffic cop" directing traffic.

The handle code is automatically applied to the report based upon TAFI's recommendation. *You can not overwrite this field manually!* In some situations you may have additional information, that TAFI does not have, that could impact where the report should be sent. In those rare situations you can redirect where the report is sent by utilizing the 'Override' function (F12). When you override TAFI's recommendation, you will notice that the new recommendation will mirror your override selection and the appropriate handle code will be automatically entered.

6.4.5.3 MISC

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The Miscellaneous field is a 'read only' field that displays the internal TAFI code that corresponds to how TAFI developed its recommendation. This data is captured within TAFI for ongoing analysis and is not transmitted to LMOS as part of the trouble report. **For all practical purposes, you can ignore the information presented in this field.**

6.4.5.4 RECOMMEND

This field displays the recommendation that TAFI has developed to resolve this customer's trouble condition. This recommendation is based upon all of the values you entered (your responses to TAFI's questions), downstream systems data, internal rules, etc. **In most cases, the TAFI recommendation is the correct course of action to resolve the trouble condition.**

Should you have additional information about the report, you can "Override" TAFI's recommendation and select an alternative action path. However, experience indicates that you should only use the override function on rare occasions.

6.5 MAKING COMMITMENTS

The commitment on a trouble report is a definite day and clock hour by which BellSouth will fix the customer's reported trouble.

Along with the responsibility of setting 'correct' commitments comes the responsibility of ensuring that you have captured all of the necessary information to help others meet the commitment to the customer. You must enter all pertinent information in the narrative, obtain reach and access numbers, provide appropriate remarks, etc. In other words, process a quality trouble report. And TAFI helps you ...

The commitment is entered in the New Comm field. TAFI displays the 'established' commitment intervals for the basic trouble conditions (OS, AS, and BC) and automatically selects the correct choice based upon the analysis of the situation.

⇒ **Note:** Review 'OS, AS and BC' (Section 6.2.7) regarding 'established' commitments

TAFI automatically enters 'OS' for an out of service commitment and 'AS' for an affecting service commitment.

The established commitments won't always be the same from one day to the next. Bad weather may cause the commitments to go to a later time as more troubles are reported. If a storm knocks down some cables, commitments may be made in days instead of hours. You should always

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explain unusual conditions (when you are aware of them) to customers so they will understand that the delayed commitment is not a normal practice.

BellSouth makes every effort to provide commitments that meet the customers' needs while maintaining a balance between the volume of work and the available work force. Often the customer's needs and wishes are for faster service than the company can give. Yet offering a satisfactory (and realistic) commitment gives real rewards.

1. The customer feels that his or her needs are understood, and an attempt is being made to satisfy them.

2. The load on the repair service is evenly distributed, everyone is busy but no one is overloaded.

3. A good commitment will normally be met.

Now, let's talk about the basic trouble conditions that determine the type of commitment you will offer:

6.5.1 OUT OF SERVICE

Out of service will be given if it has been determined that the customer is without telephone service (**can not make or receive calls**) after questioning the customer. It can be any of the following:

- NDT, BDR
- CBDT, DTAD
- ROL, GWN, RNA, NRNA, BSY, NSY
- A broken jack (and the customer has only one jack)

6.5.2 AFFECTED SERVICE

This is a trouble that interferes with, **but does not stop service**. The customer can make and receive calls. This includes reports of the following trouble on all phones.

- SDT

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- HOOL, Crossed
- CBH, CH

6.5.3 BULK

The Bulk commitment is no longer used in BellSouth.

⇒ **Note:** TAFI only recommends OS and AS commitments.

6.6 COMMITMENT INTERVALS

There are two basic commitment field values pre-populated by the WMC. The times in these commitment fields will be offered under normal conditions. These fields are:

6.6.1 OS - OUT OF SERVICE

This commitment should be offered in cases where the customer cannot make or receive any calls from his location.

6.6.2 AS - AFFECTED SERVICE

This is the time interval in which a trouble condition can be repaired under normal circumstances. This commitment should be offered to all customers who report an Affected Service type trouble condition.

⇒ **Note: You should always 'sell' your customer on accepting the established (TAFI recommended) commitment value for their particular trouble condition.**

TAFI will provide automatic population of commitment times based on specific information. It will always match the commitment time to the Access Before time when the Access Before field is populated. Remember that although the populated commitment times can be overwritten, and **we strongly recommend that you let TAFI set this value, you may change the commitment time in only specific situations (see Section 6.8)**.

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The table below shows the rules that TAFI follows to pre-populate commitment times.

Table 3 – Commitment Rules

IF:	THEN TAFI WILL:
Commitment time does not match Access Before	Advise you that the commitment does not match Access Before and you should resolve discrepancy and re-send the trouble (i.e., try to get the customer to provide access up to the established commitment time)
Failure Flag indicates a failure	Populate commitment with failure completion date and time. (see Section 6.7.1)
Customer is a PRIORITY customer	Populate commitment with 4 business hour commitment
Trouble is NDT, CCO, or CBC and All Phones = Y	Populate with OS commitment
Trouble is NDT, CCO, or CBC and All Phones = N	Populate commitment with AS commitment
Trouble Report is Pending with a Missed Commitment and status other than NAS, BKO, ROP, HLD, HSO, NAO +	Populate commitment with 5 minutes from current clock time, populate ASAP MA (Missed Appointment) in the Narrative and advise you to inform customer "the trouble will be cleared as soon as possible".
Trouble description code is MCAL	Populate commitment as AS commitment.

* The system does not do any weekend or holiday processing when determining 4 business hour commitment times. You must validate special weekend/holiday commitments along with ensuring the proper time zone.

+ You will learn about these codes later ... See Section 14.8 for a complete listing of IST code translations.

6.6.3 ADDITIONAL COMMITMENT INTERVALS

There are unusual situations that require different commitment intervals to be offered to the customer.

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6.6.3.1 EMERGENCY COMMITMENT

Following are some special emergency cases:

Dangerous conditions that may seriously affect life or property, such as poles or cables blocking street, are emergency cases. Also, cases of serious illness, deaths, doctors on call or customers that are handicapped may be considered as emergency conditions.

⇒ **Note:** The Emergency Commitment is three clock hours from the time you receive the report and you tell your customer that *"we will have this problem resolved as soon as possible."*

6.6.3.2 TAFI UNAVAILABLE

There may be times when TAFI will not be available (i.e., problems with your LAN or the communications path to TAFI).

⇒ **Note: During these times, you have the option of calling a BellSouth center and manually reporting your customer's trouble or waiting until access to TAFI is restored.**

6.6.3.3 LMOS DOWN

When the LMOS system is down, there are no 'established' commitments available and you should either manually report your customer's trouble to a BellSouth center or wait until LMOS access is restored.

6.6.3.4 MISSED COMMITMENT

As we discussed earlier, if we missed our original promise to the customer (and the status of the report is not one of the six IST values shown in the table on page 100) TAFI will enter the '+5' (Missed Appointment) commitment which is five minutes from the time you enter the subsequent report in LMOS.

Remember, in these situations you apologize to your customer for missing the appointment and tell them that *"the trouble will be cleared as soon as possible"*.

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When TAFI automatically sets the commitment time to five minutes from 'now', the effect is to place this trouble report on the top of the stack of reports so it will be the next one dispatched.

6.6.3.5 SPECIAL COMMITMENT

Priority Customer (those customers who's LMOS record is marked with the "PRI" flag) automatically receive a special commitment of four business hours.

6.7 PRE-POPULATED HANDLE CODES

In certain situations LMOS may pre-populate the Handle code field based upon a 'pre-existing condition'.

6.7.1 KNOWN FAILURES

If the WMC is aware of a cable failure or office failure for specific telephone numbers, the LMOS TR mask will be populated with an appropriate handle code (i.e., CABFAIL, OFCXXX, etc.) For these conditions, the LMOS record will contain a commitment time to clear the known failure. Trouble reports with this handle code are automatically tracked by LMOS and grouped together on dispatch.

IMPORTANT: If the trouble report is flagged with a known failure Handle code but the customer is reporting a totally unrelated trouble, the failure Handle code must be removed. The TAFI flows address this event and, providing TAFI with correct responses, will cause the correct handle code be applied.

For Example: A customer calls to report a defective jack in the kitchen and there happens to be a cable failure on his line. TAFI will ask:

"Is the customer reporting a problem related to the failure? Y/N"

If you answer YES, TAFI will enter the failure commitment in the New Comm field and retain the failure Handle code.

If you answer NO, TAFI will ignore the LMOS failure indication and process this as a normal report. In this example, TAFI will enter the "JACK-IW" handle code to correctly route the field technician.

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6.7.2 PENDING SERVICE ORDERS

LMOS will automatically populate the Handle field with PENDSO if there is a pending service order on the line. TAFI will recognize this condition and ask:

"Is the trouble related to the pending SO? Y/N"

If you answer this question as NO (the trouble is not related to the pending service order), TAFI will remove the PENDSO handle code and process this as a normal report

If you answer YES, TAFI will guide you the proper steps to resolve the customer's problem.

6.8 NEGOTIATING COMMITMENTS

The commitment intervals provided by LMOS are established to provide the best estimate of repair time in a given geography at the particular time.

There are only three situations where the TAFI provided commitment may be altered:

1. The customer is reporting an Emergency situation that warrants special treatment (i.e., a doctor on call, death in the family, etc.). When these reports are taken, you can provide the 3 clock hour emergency commitment time. You must indicate in the narrative field why the commitment changed. Also, you tell your customer that *"we will have your trouble corrected As Soon As Possible"* (and not the time 3 hours from now).

2. If the customer limits access to the property (and there is a good probability that a premises visit is required ... i.e., defective jack), the commitment time must match the "B" window time. For example, if the offered commitment is 0600P but the customer indicates that access is limited to 5PM, then the commitment time must match this "B" value or 0500P.

Note: Do not set a commitment time greater than the last offered commitment in that geography. In most cases this is 0700P (some 0500P). For example, if the offered commitment is 0700P, do not set an access window ("B" time) greater than 0700P. If the customer is not available during the hours that technicians work, they must provide 'access' to the property. (See 'Determining Access', Section 6.11)

3. If the customer is 'irate' and insists upon a better commitment time, follow the chart in Section 6.8.1.

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6.8.1 IRATE CUSTOMER

Most customers calling to report telephone troubles are not happy about the situation. However, with a positive attitude, understanding their needs, assuring them that trouble will be taken care of, you can often 'defuse' an upset customer.

In some rare cases you customer will still be upset and insist upon receiving special treatment. After exhausting you best 'selling skills' and the customer is still not satisfied, you may adjust the commitment time as follows:

IF THE CUSTOMER	THEN
OBJECTS TO AN "AS" COMMITMENT (normal priority)	Assure the customer that the appointment will be met and provide a positive indication that we will have the trouble resolved by the "AS" commitment For example: *"In many situations we can repair the problem quicker than anticipated and I'm sure we will have your problem corrected by ____"* If appropriate, remind the customer of some unusual circumstance (i.e., storm) and indicate that *"... we are working as fast as possible to restore all service in your area"*
STILL OBJECTS	Offer an out of service commitment only if it is realistic or customer now indicates being without telephone service.
OBJECTS TO OUT OF SERVICE COMMITMENT	Assure the customer that the appointment will be kept. Say something like: *"I know how difficult it is to be without service and I know that we will have your problem taken care of by ____"*
STILL OBJECTS	**Residence Customer:** If the report is taken before noon, offer 5PM today If the report is taken after noon, offer noon the next day **Business Customer:** If the report is taken before 3PM, offer 4 business hours If the report is taken after 3PM, offer noon the next day
STILL OBJECTS	Contact the BellSouth Center for assistance

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Note: Never provide a commitment time shorter than four hours (except for emergency situations which is three hours). Doing so will most likely result in a missed appointment and only further upset your customer.

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6.9 MULTIPLE TROUBLE REPORTS

TAFI can process multiple trouble reports by giving the user the ability to create a "Parent" ticket on initial reports. The user will also have to the ability to create "Child" tickets that can be linked to the "Parent"

⇒ **Note:** Subsequent reports cannot be made a Parent nor can they be linked to a Parent via this process.

The Access and Commitment screen has a one-character field called MTR to the bottom of the screen (see Figure 30 – Access and Commitment Window on page 51). This field contains edits that only allow the input of a "P" (for Parent) or a "C" (for Child). No other characters are allowed in this field. If "P" or "C" is populated in this field, TAFI will exclude the report from the auto queue process logic. *(Without this ability if the user queued the report and it auto processed, the user could no longer make it a Parent or a Child.)*

If "P" or "C" is populated on the F9 screen, TAFI will pass this information to the final screen to prevent the user from having to or forgetting to repopulate this data.

The – Initial Trouble Report Screen (see page 88) has two MTR related fields:

The first field is entitled **MTR** which can hold 1 character.

The second field is entitled **LINK** which can hold up to 18 characters.

TAFI will check to see if the MTR field is populated.

If populated TAFI will check the listed name field to see if the account is not found, unassigned or disconnected in LMOS. If the account is not found, unassigned, or disconnected in LMOS and the MTR field is populated, TAFI will give the user the message:

"Cannot enter LINK when account is disconnected, unassigned, or not found".

Next TAFI will then check to see if the telephone number is already linked. If it is already linked, TAFI will display "TN already Linked".

The user can then view the LINK data via F11 as shown below:

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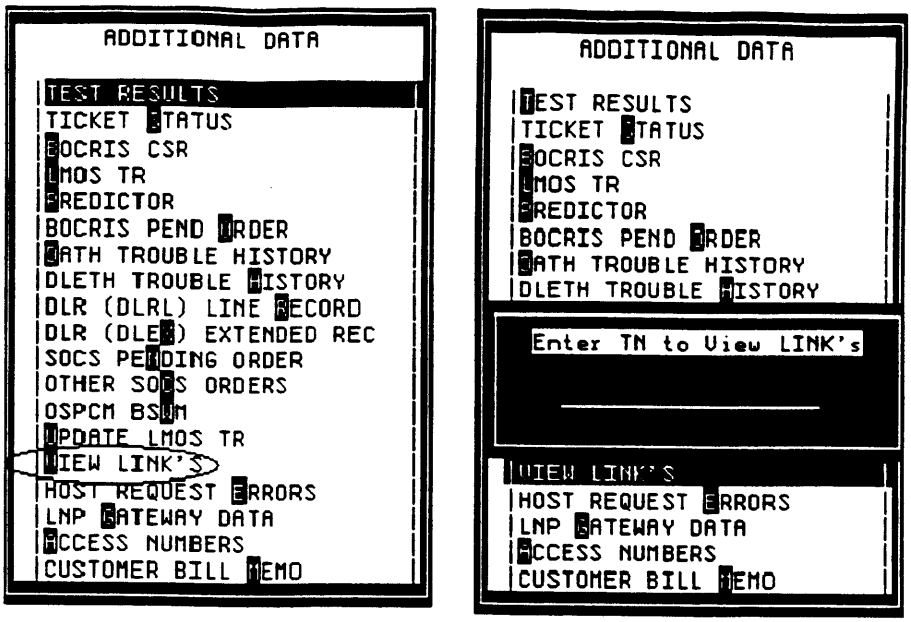


Figure 35 – Additional Data – View Links

The user will have the ability to retry the transaction with a different telephone number if needed.

Rules:

TAFI performs several checks to see if the report is a sub, closed or if some type of office/cable failure exists.

TAFI will not allow linking of sub reports and will display ***"LINKs not allowed on subs"***, in a message box and put the cursor in the MTR field.

TAFI will not allow linking of closed reports and will display ***"LINKs not allowed on close troubles"*** in a message box and put the cursor in the MTR field.

TAFI will not allow linking of CABFAILs or OEFFAILs and will display ***"A known failure exists. Not eligible for MTR process"***, in a message box and put the cursor in the MTR field.

TAFI will not allow linking trouble reports with a handle code of FECO. If FECO is found TAFI will display the message: ***"Handle Code for this report does not allow a LINK"***.

If the MTR field is a "C", TAFI will check the LINK field to see if it is populated.
If not populated, TAFI will display the **message *"LINK data must be entered when MTR is a Child".***

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If the LINK field is populated, TAFI will check to see if the value entered is at least 10 characters. If the value is not at least 10 characters, TAFI will display the message ***"LINK field must contain at least 10 characters".***

If the LINK field is populated and is at least 10 characters, TAFI will compare it with the reported number. If the LINK number is the same as the reported telephone number, TAFI will display the message: ***"Link field cannot be the same as the reporting TN when creating a Child Link".***

If the MTR field is a "P" TAFI will check the LINK field to see if it is populated. If the field is *not* populated the reported TN will be sent as the LINK number when the report is transmitted.

If the LINK field is populated, TAFI will check to see if it matches the reported TN. If it does not match the reported TN, TAFI will give the user the error message ***"LINK number must match reported TN when creating a Parent Link".***

Recap:

If the TAFI user has multiple troubles for a common location they may now LINK the trouble reports via TAFI.

The TAFI user will enter the telephone numbers one at a time choosing each applicable flow. It is not necessary for the TAFI user to wait for test results on each number. The reports may be "queued" but it is imperative that the TAFI user place a "P" or a "C" in the "MTR" field on the F9 access and commitments window. This will stop auto-processing for these numbers. (The "P" and "C" is the indicator of which number will be the parent or the child)

Once MLT testing is complete the TAFI user will pull the Parent report out of queue and if it meets the requirements necessary for creating a Parent they may send the report to LMOS by hitting enter on the final TAFI screen.

If the chosen number is found to **not** be a candidate for becoming a Parent, the user may take one of the other queued reports and change the MTR field from a "C" to a "P" and thus making it the Parent.

When creating a child the TAFI user will verify that the MTR field is populated with a "C" and the LINK field must contain the Parent number they are linking to.

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6.10 PRIORITY INDICATOR (PRI)

This is a pre-populated LMOS flag, maintained by the WMC. to identify a unique set of customers that are considered "Priority Customers." Customers with special needs for service, and these needs have been communicated, are identified as PRI customers. Some examples would include government officials, police and firemen, etc.

The PRI indicator is automatically displayed in the Handle code field when a new trouble report is being entered for a priority customer account in the Western states. It is only displayed on the Trouble Report screen when the line has a PRIORITY setting.

The system will also automatically select the four-hour commitment for PRI accounts. This commitment is based upon the internal TAFI clock.

CAUTION: **The system selects the four hour commitment based upon its internal clock. The CLEC TAFI clock is "Central Time". If you take a PRI report for a customer in the "Eastern Time" zone, you must correct the pre-populated commitment time.**

When you see a priority indicator, use some special, sensitive customer handling procedures.

- Be sure to express verbal interest, helpfulness and offer an apology regarding the customers problem.
- Be extremely polite and courteous throughout the entire contact.
- Enter in the Narrative field any important comments made by the customer.
- Initially offer the established commitments shown on the Trouble Report (AS, OS) as appropriate.

When dealing with Priority customers pay extra attention to details.

If the customer shows ANY dissatisfaction about the stated commitment, offer the PRI commitment and reference 'PRI' in the narrative. The **PRI commitment is 4 business hours** from the time you take the report.

⇒ **Note:** For Consumer customers, the standard business day is 8:00 AM to 6:00 PM.

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For example, if a PRI customer reports a trouble at 1:00 PM, the PRI commitment will be 5 PM that afternoon. If the PRI customer reports the problem at 3 PM, the commitment will be 12 noon the next day. (Since we can not satisfy the interval by 6 PM (3 PM to 6 PM is only 3 hours), we begin counting 4 hours at 8 AM the next day.)

6.11 DETERMINING ACCESS

The majority of trouble reports are resolved without entering the customer's home. However, sometimes the customer will provide a clear indication that the problem is definitely inside the home (i.e., the customer reports a defective jack or broken inside wiring). Another indicator for you is processing a subsequent report where the pending report is in the "No Access" status. This tells you that the technician has isolated the problem to the home but could not gain access to repair it.

TAFI now determines if there is a high probability that access is required. If the MLT results generate one of the following handle codes: PD4, PHYSICAL, PD4TRAN or ROH, **TAFI will require that the Access "A" and "B" fields are populated** before the report can be sent to LMOS. You will have to find out from the customer if someone will be available to the technician during the given commitment hours.

Access is something that you will always have to determine and most times negotiate with the customer. You will be surprised to learn how often the customer will want the troubled cleared by 5 p.m., but won't be home for the tester to call or to let the technician into the premises.

Basically, you're trying to find out:

- What time can the technician get into the business?
- Whom should the technician contact?
- At what number can the MA or Technician contact the customer?

You can't give a firm commitment until you make sure access to the customer's location is possible.

MAKE SURE THAT YOU ALWAYS CONFIRM ACCESS. CONFIRMING ACCESS IS VERY SIMPLE, BUT ALSO VERY IMPORTANT.

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6.11.1 ACCESS HOURS

Access arrangements for business customers must match the commitment date you provide. If the customer limits the number of hours available for access on the commitment date, these hours must be indicated in the Access After and Before fields on the screen.

The "Access After" field must contain a time entry that is earlier than the time entered in the "Before" field. If this requirement is not met, the system will reject the input and display a message on how to correctly make the entry.

There are three situations which determine how you populate the Access After and Before input fields.

1. Access After and Before can be used together such as access available after 0800A and before 0500P.

   Access After 0800A Before 0500P

2. Access After and Before can be used one at a time such as access available before 0500P leaving "A" blank.

   Access After: Before 0500P

3. Access After and Before can be left blank if the customer accepts the out-of- service or affecting service commitment and there are no access restrictions,

   Access After: Before:

⇒ **Note:** Remember that if TAFI determines that there is a high probability that access to the property is required, you must fill in both the "A" and "B" fields. *If the customer indicates that they will be home all day, enter "A" = 0800A and* ***"B" = the commitment time.***

⇒ **Note:** Remember that you should always get an Access telephone number - even if the customer indicates that they will be home all day. In this case, you might say *"... just in case you step out for a few minutes, is there another telephone number our technician can call to obtain access to your home? A neighbor or relative?"* **For CLEC trouble reports, the BellSouth technician will be calling you to obtain access to your customer's location. Therefore, you should note the access number your customer gives you in your records in the event that the technician calls you.**

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6.12 REPEAT REPORTS

You will receive calls from customers who will say, "I called and reported this trouble two weeks ago. The trouble was cleared, but now it's happening again", or "I've told you this several times, but my phones goes out every time it rains. Can't you people fix it?". These calls generate repeat reports if they have been reported before within the last thirty (30) days.

⇒ **Note:** Any report taken on a customer's line within 30 days of a previous report is considered a "Repeat Report" - even if the current trouble is not related to the previous trouble.

As with all trouble reports, you will begin the reporting process with the Main Menu. A repeat report is *identical* to an initial report except we know that this customer has experienced a problem in the past 30 days.

The **Trouble History Indication** is populated by the system with data from the customer's LMOS record.

6.13 FRONT END CLOSE OUT (FECO)

Being able to diagnose and resolve a customer's trouble condition while they are on the initial contact often times 'exceeds' the customer's expectations and thereby insures their satisfaction.

6.13.1 WHAT IS A FECO?

During the resolution process several possible scenarios require the customer's participation to affect a prompt fix to their problem. For example, the MLT test results may indicate that there might be a receiver off hook (ROH). This ROH test result is an indication that there may be some difficulty with the customer's hardware that's causing an off-hook condition (either a true ROH or some fault inside the set that's causing the line to be seized). Given that the customer is not at home when reporting the problem, we would suggest that the customer "check their equipment" when they get home.

Why would the customer agree to do this? Because it will most likely repair the problem quicker than if we sent a technician to find a phone off-hook. Also, with a proper explanation of how to repair the problem, most customers are willing to take a few minutes to fix the problem.

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When we provide the customer with a recommendation on how to repair their problem (or maybe the problem is now testing OK and we ask the customer to verify that the original problem is now fixed), **we anticipate that when the customer follows our instructions, the problem will be fixed**. These reports are considered to be Front End Close Outs because we will close the report if the customer **does not call us back** indicating that our recommendation was incorrect.

All FECO reports are sent to LMOS and placed in the LMOS FECO hold queue. If the customer calls back indicating that the problem still exists, we generate a subsequent report on the one that's already in the LMOS queue. If the customer does not call back within 18 hours, we assume that the problem is fixed and LMOS automatically closes the report with the correct Cause and Disposition codes and proper narrative.

There are other situations where you will actually "fix" the problem and **the customer can verify the "fix" while on the contact**. For example, you provided instructions on how to use a feature. This "fixed" the customer's problem because he can now use the feature. You will actually CLOSE these reports at the conclusion of your customer contact.

⇒ **Note: See the difference?**

A report that is closed on the initial contact (because the customer confirms that the problem is now resolved) is referred to as just a Close Out.

When the customer agrees to participate in the repair process and will follow our recommendations, we call that a FECO (because we don't know for sure that the problem is fixed unless the customer calls back).

The system makes recommendations based upon the information it receives (e.g., trouble description code, all phones, MLT test results, etc.). In certain cases, TAFI prompts you for additional information in order to make a proper recommendation. Remember that TAFI only recommends a course of action and you have total control of the trouble report process.

6.13.2 TAFI RECOMMENDED FECO

Built into the TAFI system are many criteria that allows the system to analyze each Initial Trouble Report. If the trouble meets all the criteria, the system prompts your interaction with the

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customer to close the trouble and solicit the customer's agreement. If the customer agrees, the system will perform the close out automatically.

When TAFI recommends that a report be closed, and the customer accepts the recommendation, you answer TAFI's prompt "Does customer agree to close out? Y/N" with a Y (for yes) and TAFI displays the Trouble Report screen. After making sure that all required fields are properly completed, press the Enter key and the system:

- Send the report to LMOS (just as it would if you did not close the report),
- The report has the Handle code FECOCPE (for suspected equipment problems) or FECOTOK (for Test OK MLT results)
- LMOS places the report in the FECO Hold File. The correct close out narrative is determined by the CPE or TOK indicator in the Handle code. The LMOS FECO hold file also captures who said that it's OK to close the report (remember the "OK/ field"?)
- If the customer does not call back within 18 hours, LMOS automatically closes these FECO reports with the appropriate close-out information.
- TAFI returns to the Initial Trouble Entry window.

⇒ **Note: Depending upon your company's methods and procedures, you may not enter every one of your customer's trouble reports via TAFI.**

For example, you may provide instructions on how to use a feature independently of TAFI and therefore never enter the report to be 'excluded and closed'. On the other hand, if your company uses TAFI to process every customer call (as BST does), then the FECO process has significance. Check with your SME on the procedures to follow for your company

6.13.3 REMEMBER

In all cases, the customer must agree with your recommendation before you can FECO a report. **You must enter the name of the person who accepted your FECO recommendation in the**

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OK/ field on the Trouble Report screen, (i.e., OK/ MS JONES), before closing out the report.

The narrative line must be populated with an appropriate description of why the report is being closed (i.e., "cust will chk sets")

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7 SAMPLE TROUBLES

7.1 MEMORY SERVICES EXAMPLE

(1) Your customer reports a problem with his Call Waiting service and you select Memory Services from the Main Menu.

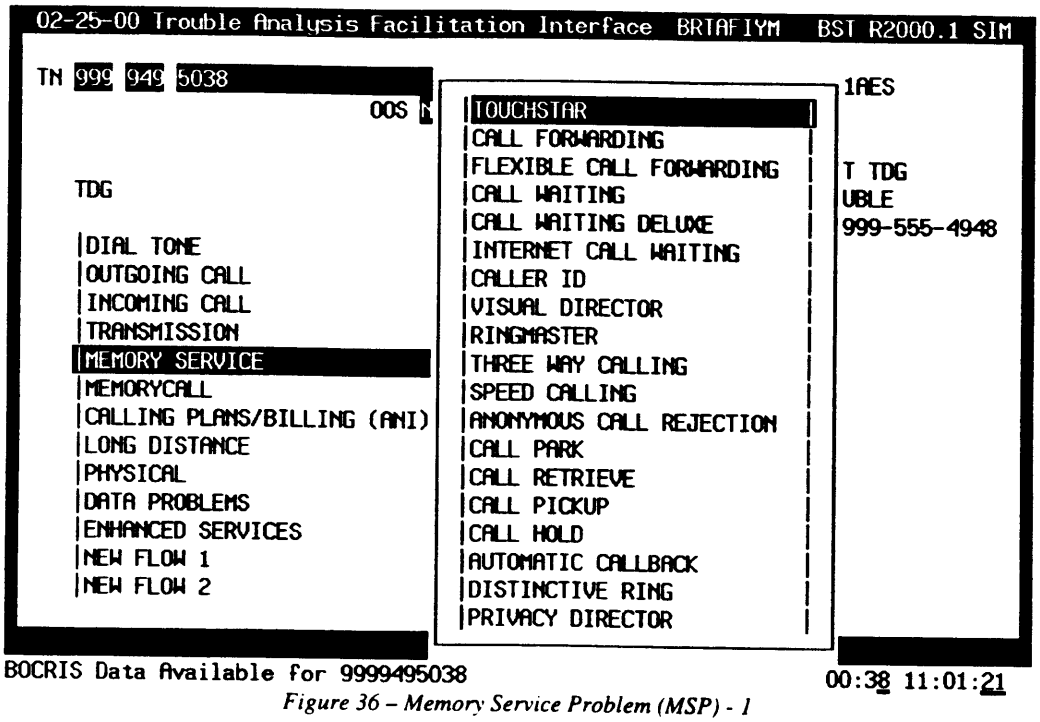


Figure 36 – Memory Service Problem (MSP) - 1

From the sub-menu, select Call Waiting

⇒ **Note:** Remember that you can use the 'hot key' method of selecting sub-menu items as well.

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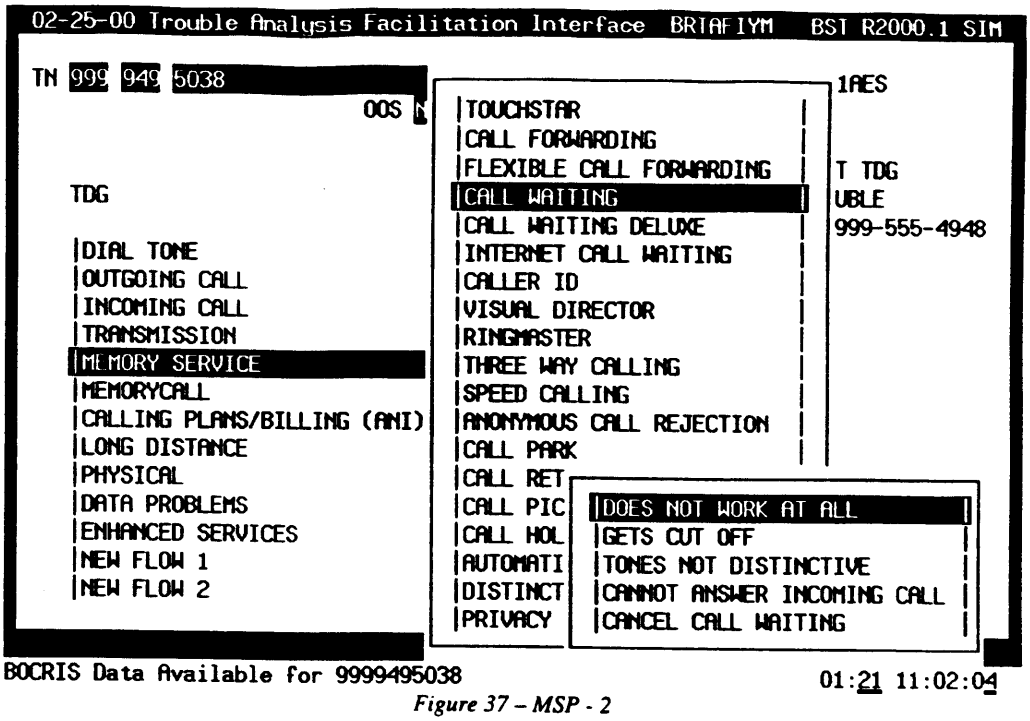


Figure 37 – MSP - 2

Notice that as soon as you selected 'Call Waiting -> Does not work at all' on the second sub-menu, TAFI went to the customer's CSR and verified that the customer is in fact paying for the feature. You can verify this by looking at the trouble status summary (in the base window area).

Take a minute and look at this trouble summary information. So far on this report, you told TAFI that the customer's Call Waiting doesn't work at all and then TAFI verified that: (1) there are no pending service orders for this line (i.e., just in case the feature (CW) was due to be added to the line and perhaps the order has not completed yet) and (2) the customer was paying for Call Waiting. At that point in time, TAFI initiated a CO translation verification via Predictor to confirm that Call Waiting was programmed on this customer's line.

⇒ **Note:** Look at the status line and notice that TAFI is telling you what it's doing. Also, just under the customer's Name and Address fields, TAFI tells you that it's "Waiting for Predictor". (Other status messages may overwrite the one captured on this screen but you'll know that TAFI is waiting for a predictor verification by seeing this message.)

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Remember that TAFI will make a recommendation based upon the information you provide and the data that TAFI collects from downstream systems. If, for one reason or another, TAFI does not get good data from a downstream system, TAFI will try again (i.e., in the case of a MLT test and Predictor verifications, TAFI will re-try one time to get a good results.)

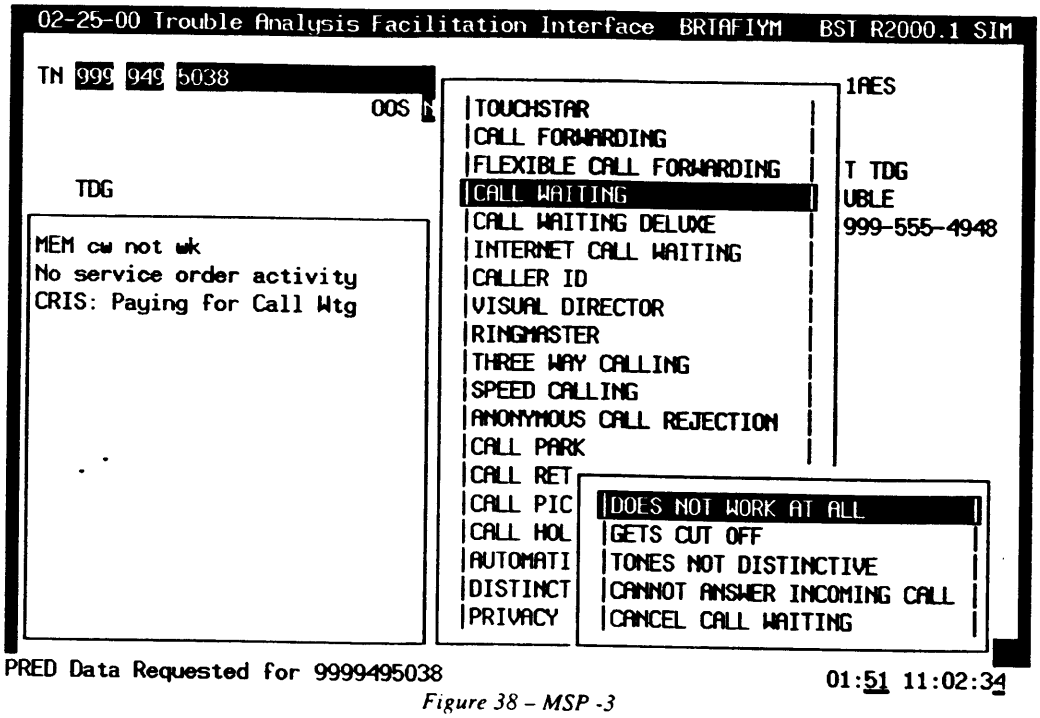


Figure 38 - MSP -3

If TAFI does not get a valid response from a downstream system, the recommendation will route the report to the MA "screening pool" (often referred to as the Technical Support group) for manual intervention. The report is routed by the Handle code "TECH" or "MEMSERV", depending upon which system failed to provide adequate data.

In addition to resolving the customer's problem, or routing the report to the correct location, the MA will identify and correct the cause of the problem which prevented TAFI from obtaining the information.

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In our example problem, TAFI could not verify the translations via Predictor. Therefore, TAFI did not have enough data to make the correct diagnosis and the report was routed to the MA screening pool via the MEMSERV handle code:

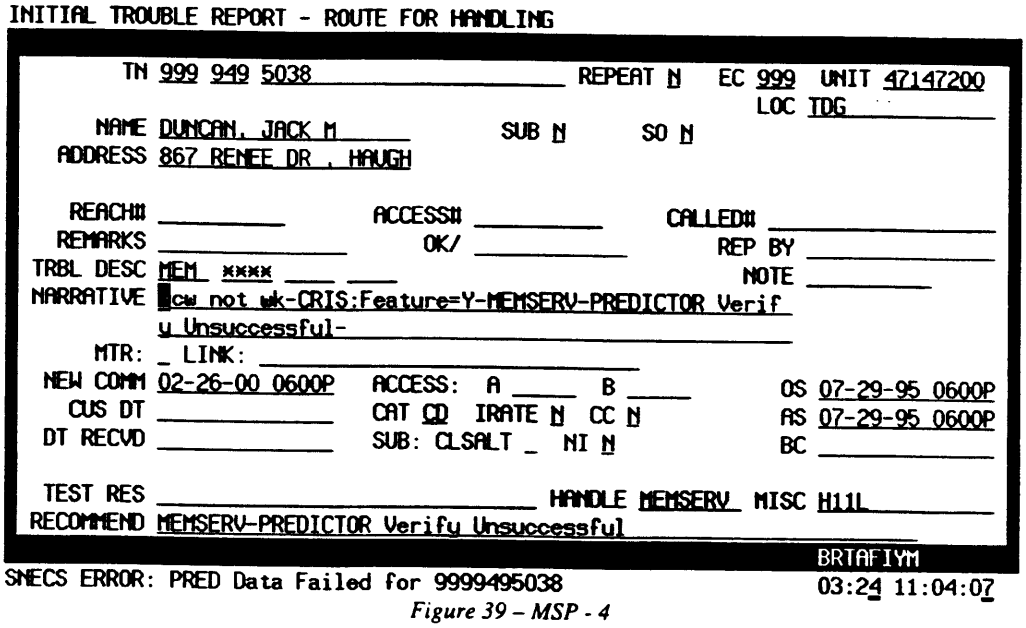


Figure 39 – MSP - 4

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7.2 MEMORYCALL EXAMPLE

Let's walk through another example problem and see how TAFI leads the user to the correct solution.

Let's assume your customer tells you that he has a problem with his "call answering feature" and he can't delete his messages. You recognize that he's reporting a problem with his MemoryCall service and you make the appropriate Main Menu selection:

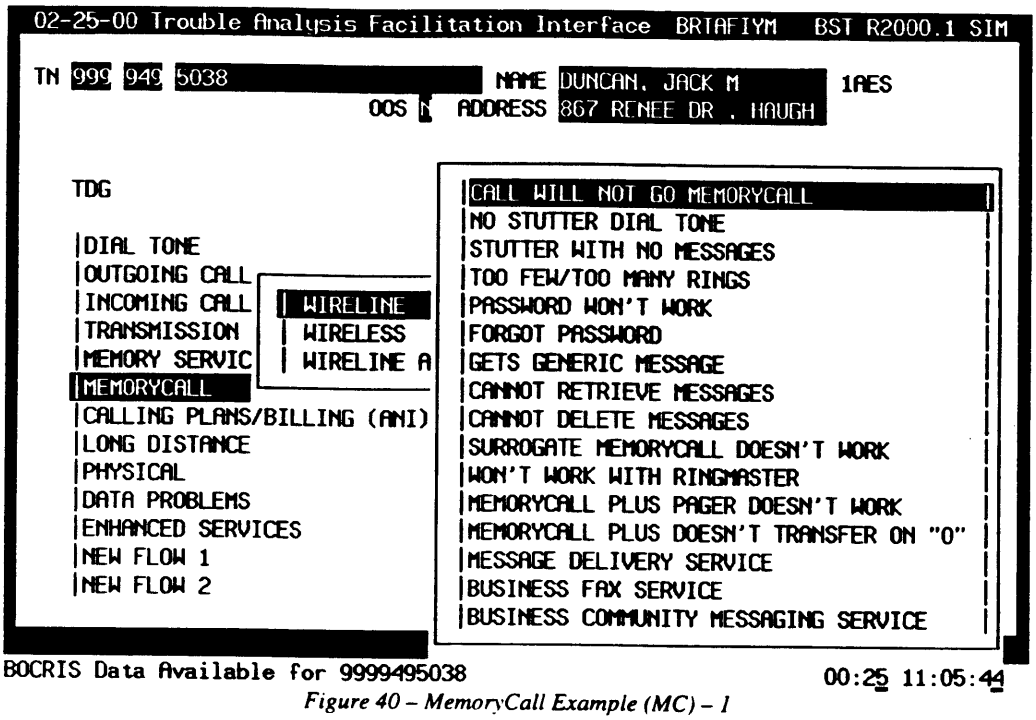


Figure 40 – MemoryCall Example (MC) – 1

After you select the 'Cannot Delete messages' option on the sub-menu, TAFI will prompt you to answer "Does MemoryCall accept password?"

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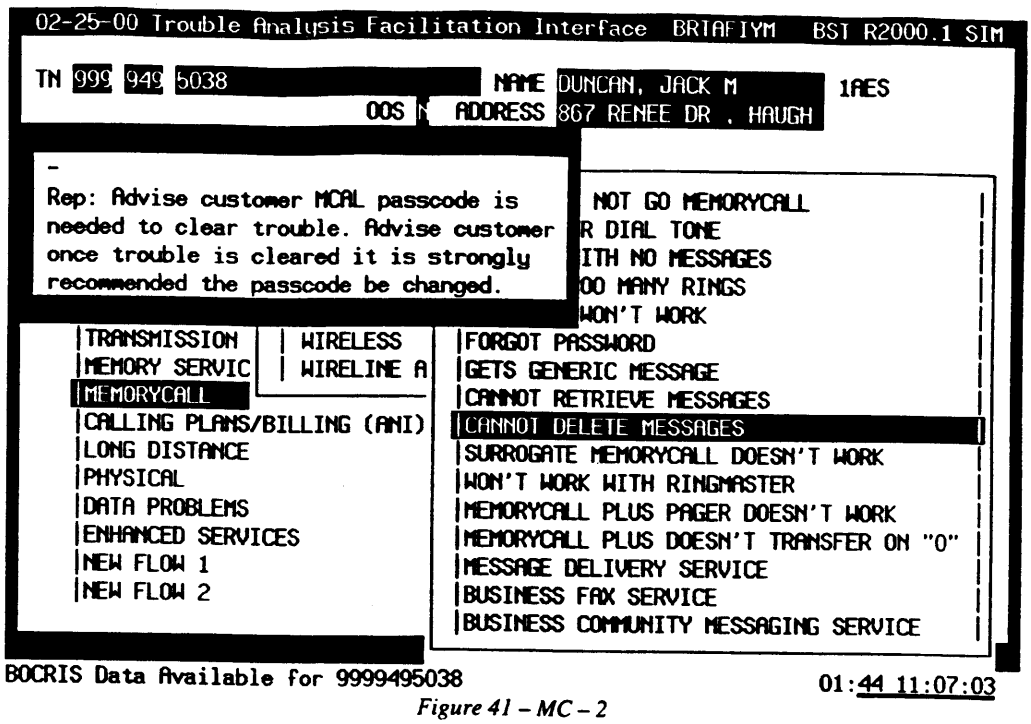


Figure 41 – MC – 2

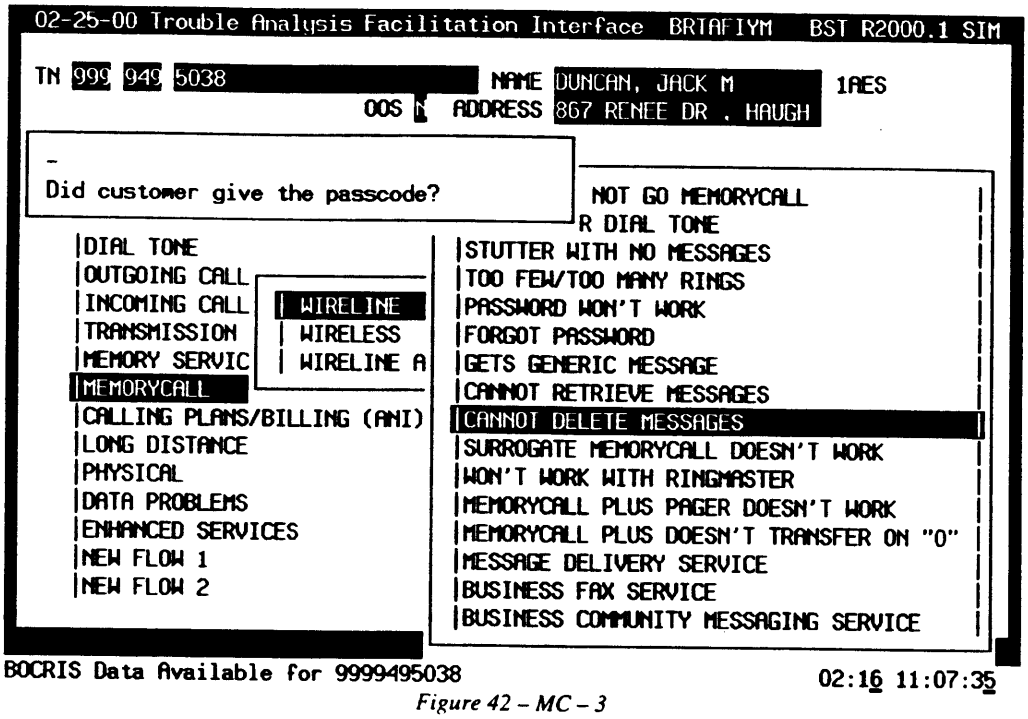


Figure 42 – MC – 3

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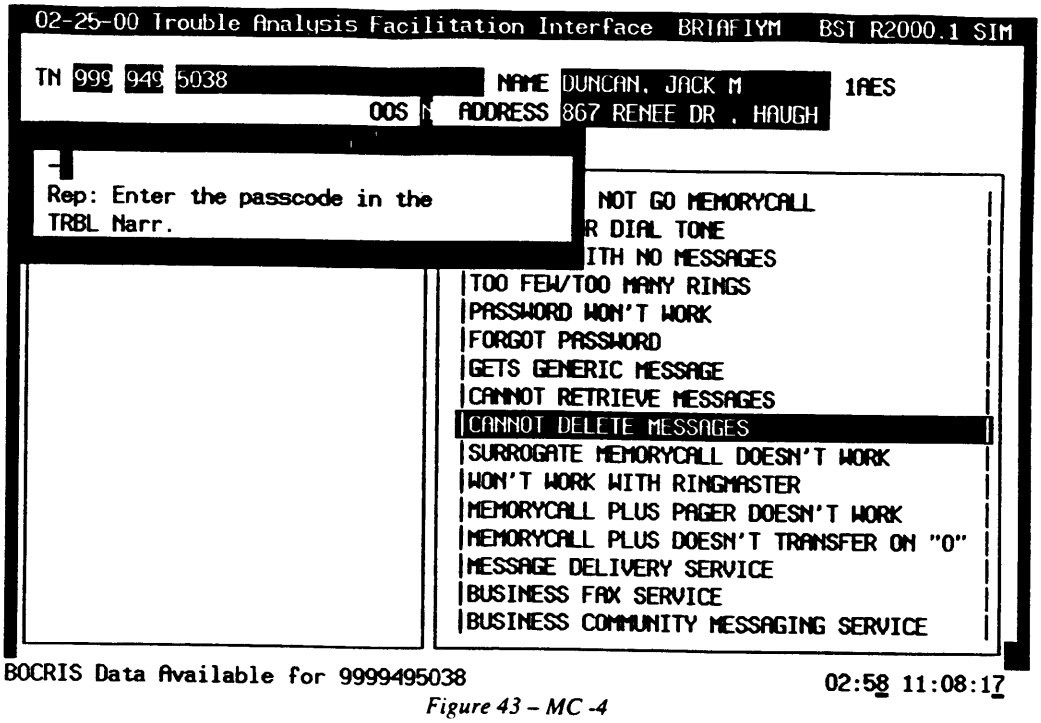


Figure 43 – MC -4

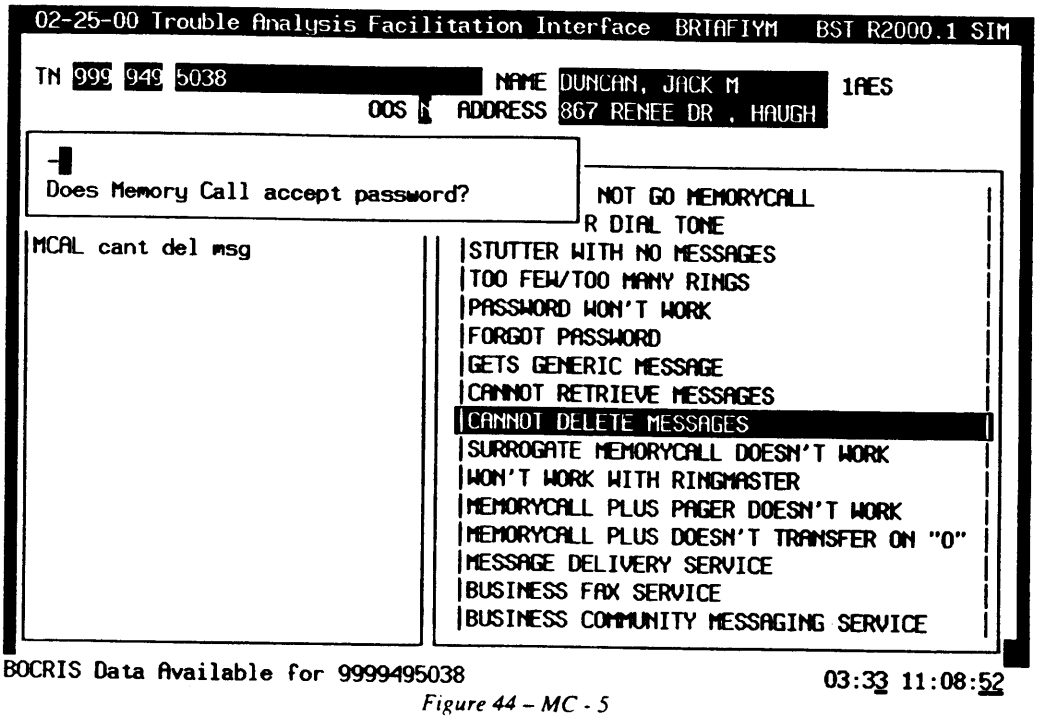


Figure 44 – MC - 5

Think about this question and compare it with what the customer may have told you so far. If the customer tells you that he can access his system and hear the message, then you know that the MemoryCall system accepted the password (passcode) that he entered. Do you have to ask the

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customer this question? ... NO, not if you KNOW the answer. On the other hand, if the customer said " ... *I cannot access my system to delete an old message*", then you don't know if his password worked or not. What do you do in this situation? ... You ask the customer!

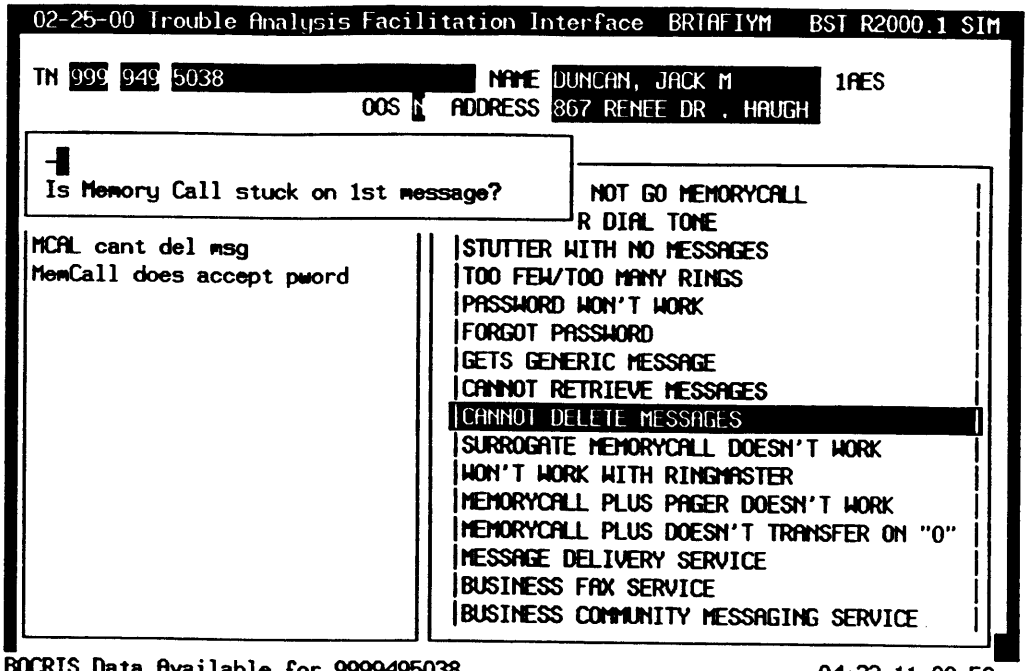


Figure 45 – MC – 6

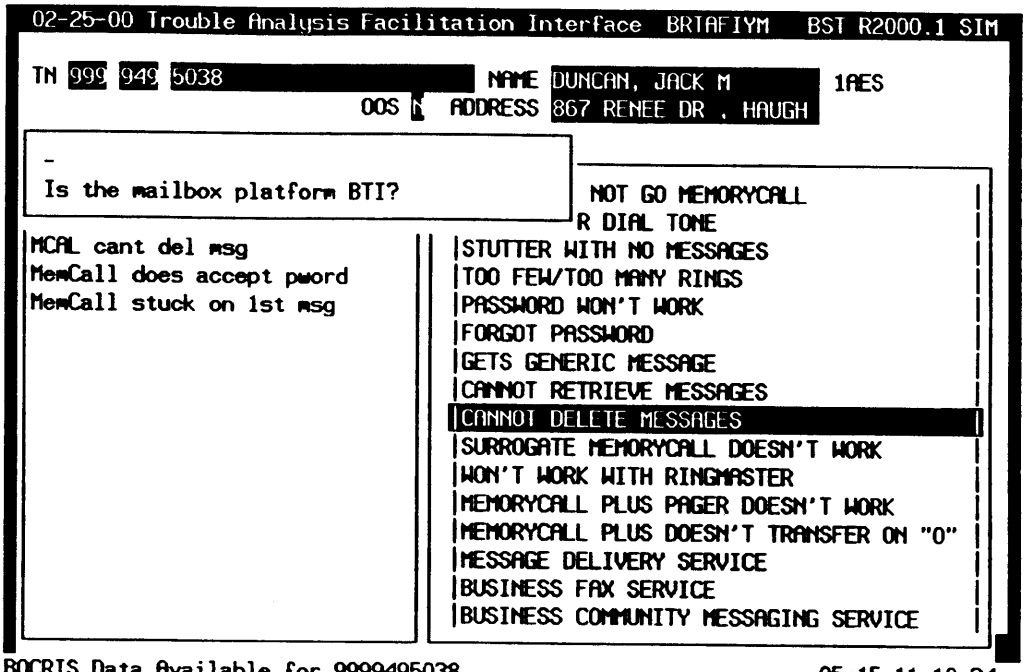


Figure 46 – MC – 7

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In this case, your customer cannot get past the first message. He has tried to delete it but it's still there. So how do you answer TAFI's question? Entering "Y" causes TAFI to ask you which MemoryCall system does the customer have (BTI or Octel)? How do you know? Remember that in the customer information area, TAFI displays the MemoryCall access telephone number beginning with either a "B" for BTI or a "O" for Octel. In this case, the customer is served by a BTI system so you answer TAFI's question with a "Y". This causes TAFI to provide the correct 'fix' for this trouble:

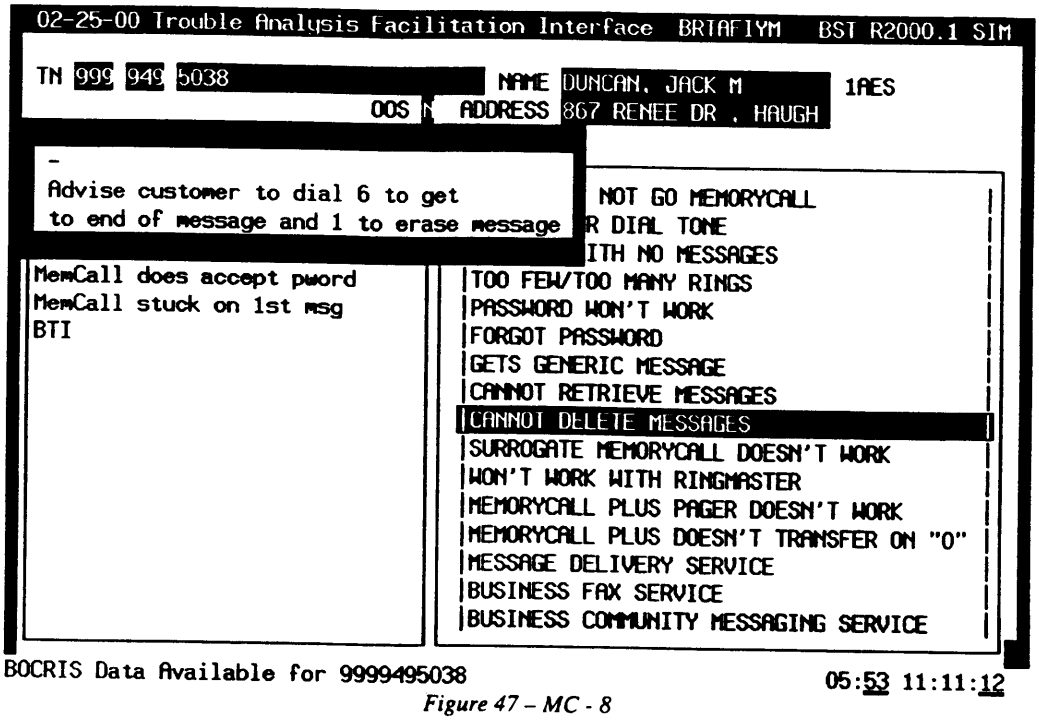


Figure 47 – MC - 8

The MemoryCall system is just a computer and, like any other computer, it has a specific program to follow. In order to delete a message stored in the MemoryCall computer, you must be at the end of the message before you enter the "delete" code. The system will prompt you once you get to the end of the message as to what your options are. i.e., *" ...end of message. To erase this message press 7, to save it press 9".*

If someone leaves you a message and then stops talking for a period of time before hanging up, the MemoryCall system will continue recording the "dead time". In our customer's case, he heard the message OK and then he was listening to the dead time (before the caller hung up). Thinking that he was at the end of the message, he pressed 1 and then hung up. The stutter dial tone remained on his line because the message wasn't deleted and the system still considers it to be an 'unread' message. He probably repeated his steps and then called in the trouble report.

MemoryCall has the ability to "skip to the end" of a message by entering the code "5" while listening to a message. You provide this "training" to your customer and explain *" I'm sure that*

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if you access your mailbox and depress 5 after the message starts, the system will jump to the end of the message. You will then be able to delete it by dialing 1. Would you like to try it before we take any further action?"

You clear this TAFI Message Window (remember how?) and then the system responds with:

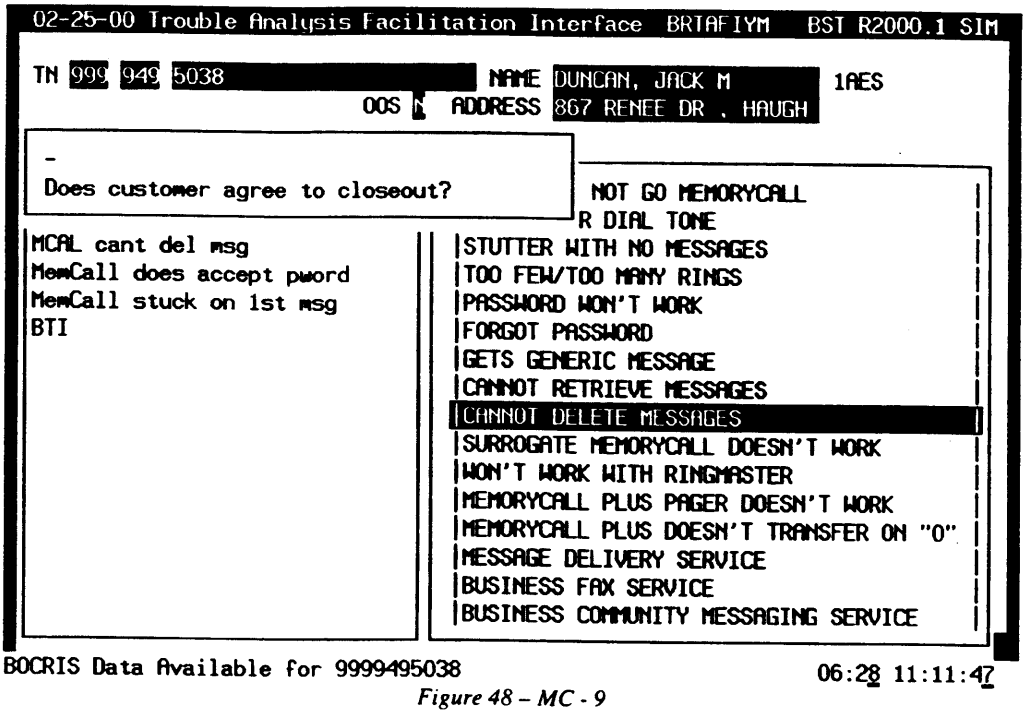


Figure 48 – MC - 9

Your customer agreed to try your advice so you enter "Y" to the query above. TAFI then presents you with the "Close" Trouble Report screen for you to complete. Since you are closing this report (and not doing a FECO), all you have to enter is the name of the person who told you it is OK to close the report ... and, in this case, it's the same person who reported the problem.

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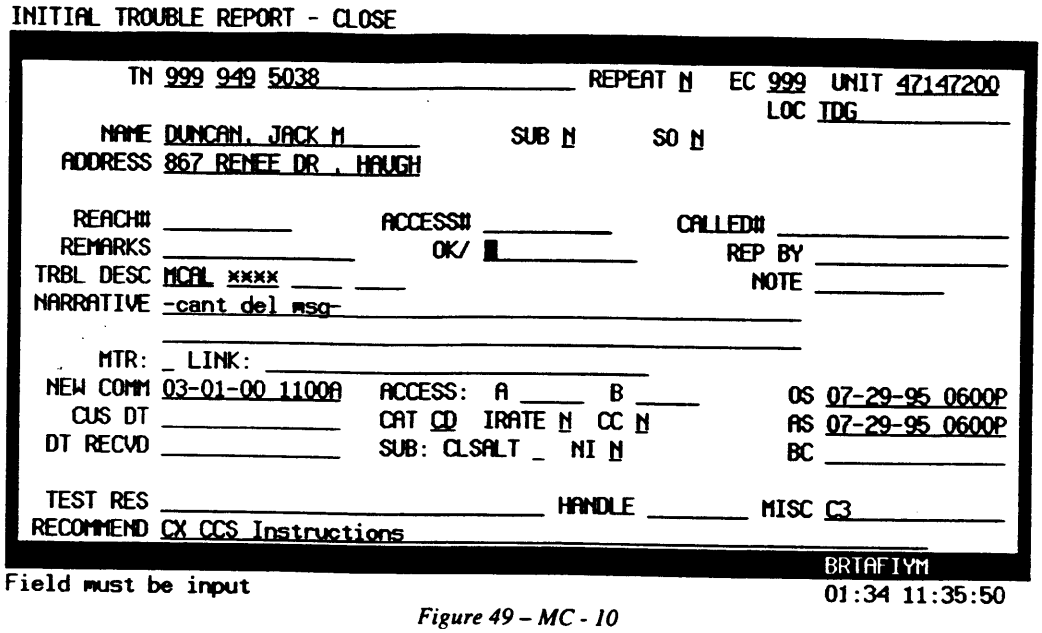


Figure 49 – MC - 10

⇒ **Note:** In the screen above, the user attempted to send the report without entering the OK/ field. TAFI caught the error (see the status line message) and placed the cursor in the field that needs information.

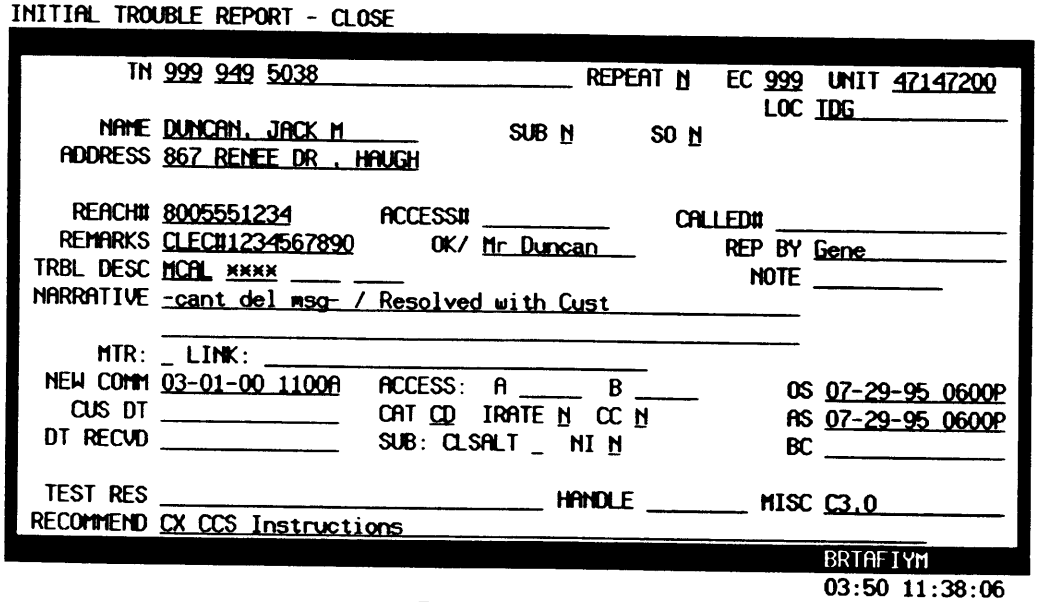


Figure 50 – MC – 11

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8 TAFI USER QUEUE

Some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Using TAFI, the user is performing the traditional screening function and a quality recommendation can not be made without valid downstream data. When finished with a report, it will either be closed or sent it to the correct location for resolution. However, at the same time, more customers are calling to report their troubles. So what do you do?

Queue the report!

TAFI has the ability to keep working on the customer's trouble report in the background thus freeing the user to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to "handle" all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the "User Queue" report. This report is displayed every time you complete a trouble report so you "don't forget" about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call. We will talk about these options in a few minutes.

8.1 QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).
- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

To manually queue a report, depress the queue function key (F8).

TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.

EXAMPLE: Mr. Jamison called to report that he does not have any dial tone. However while processing his report the first MLT test was not conclusive ...

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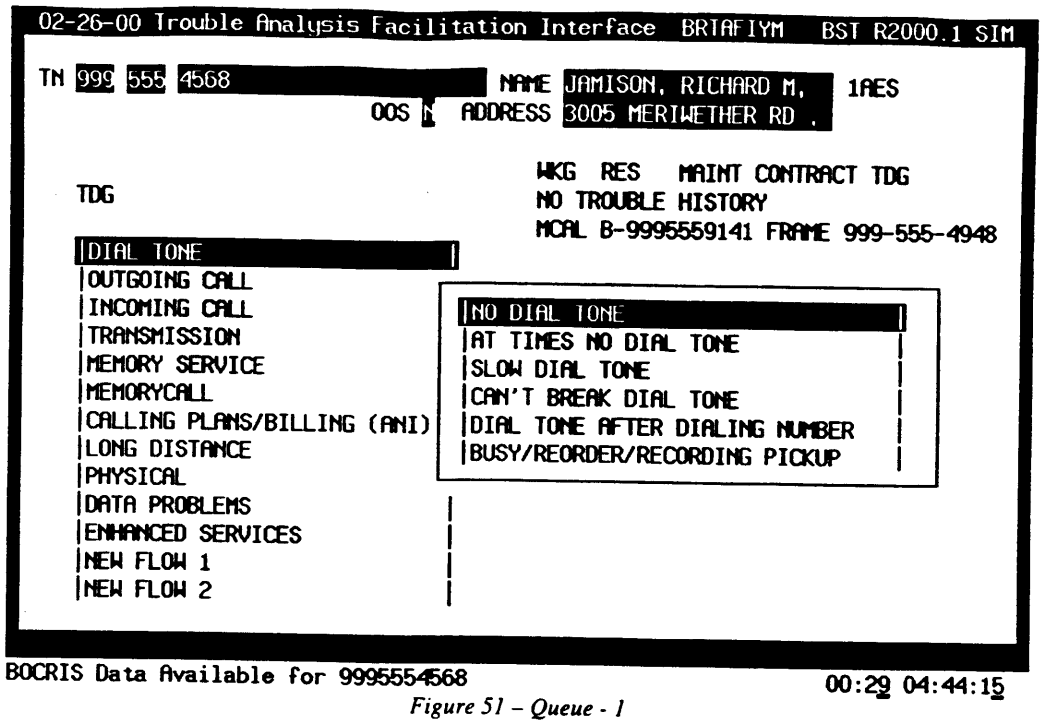


Figure 51 – Queue - 1

He indicates that the problem was on all of his phones:

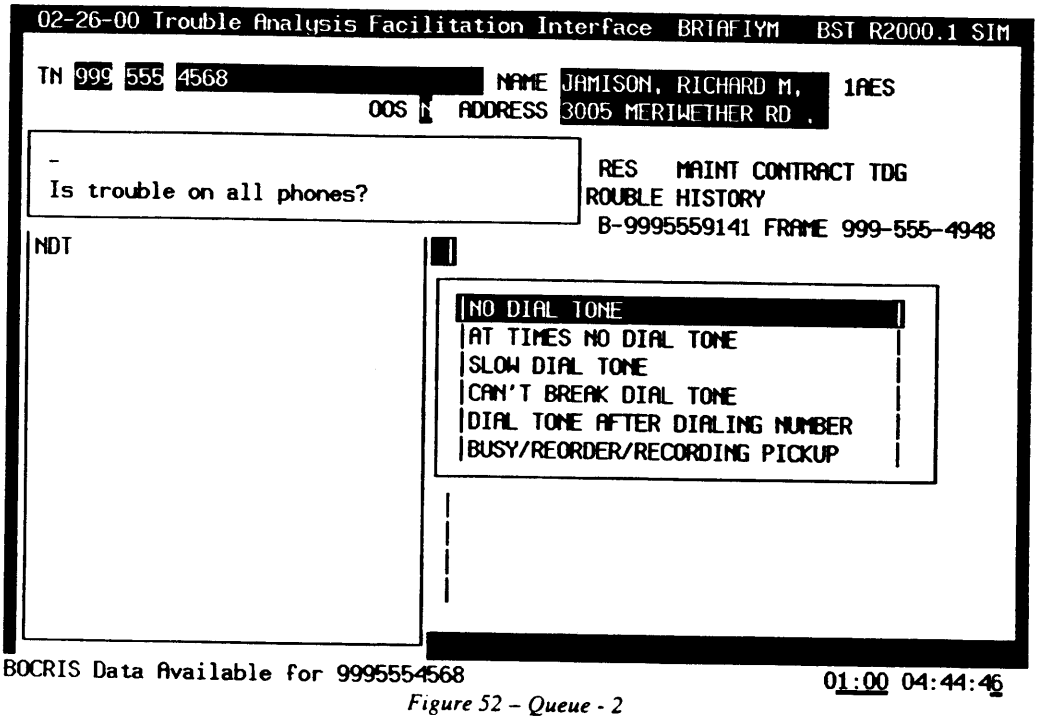


Figure 52 – Queue - 2

The customer was calling from another location:

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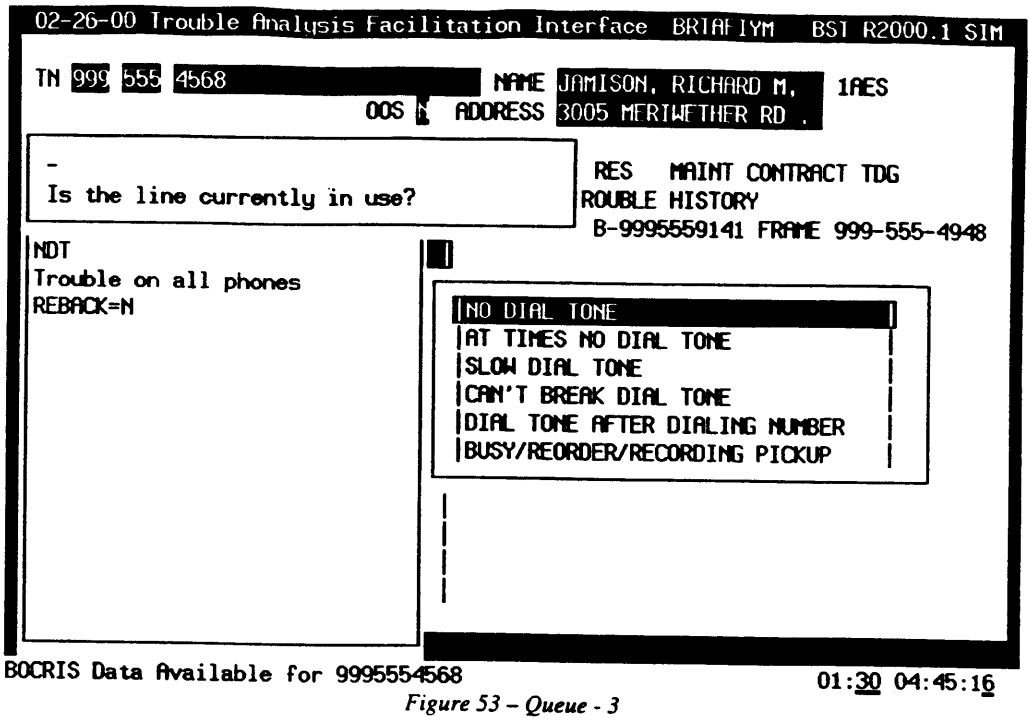


Figure 53 – Queue - 3

Then TAFI asks that you complete the Access and Commitment Window:

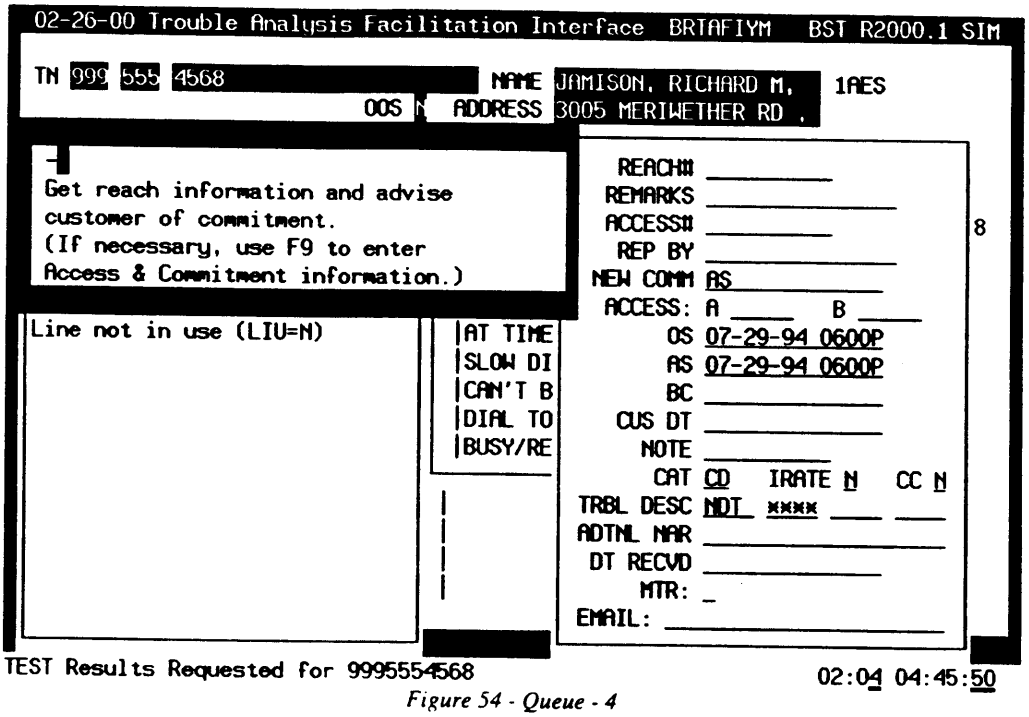


Figure 54 - Queue - 4

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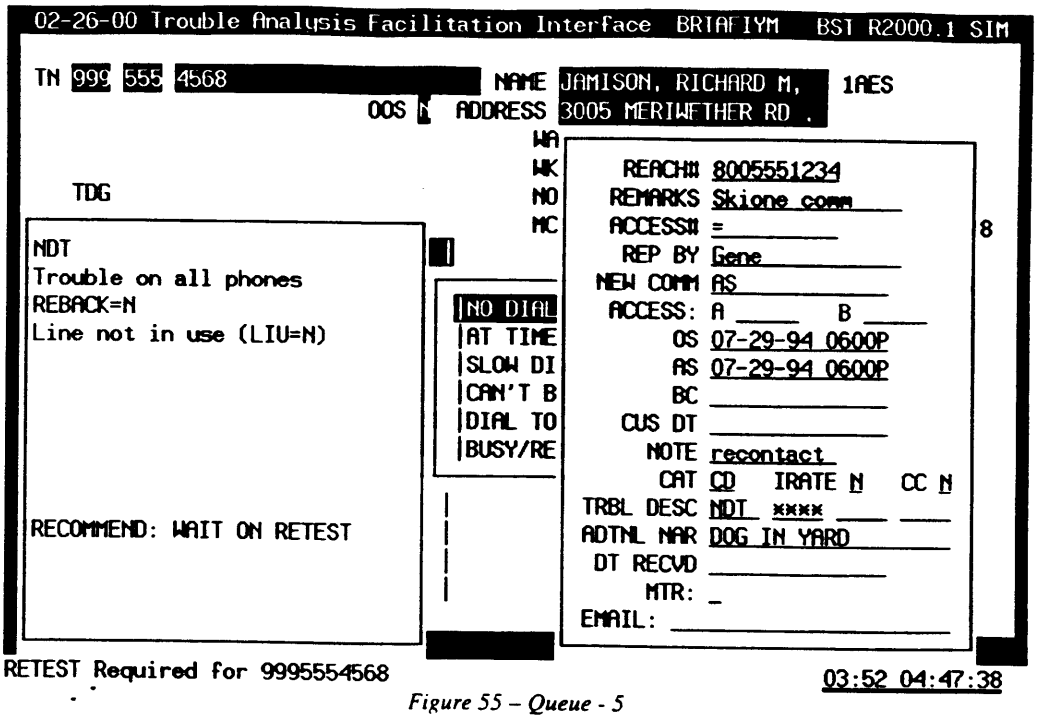


Figure 55 – Queue - 5

While you were populating the Access and Commitment (A&C) Window, TAFI initiated a MLT test. However, the test did not produce a "valid" result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. **You must add two pieces of information in the A&C window:**

- Make yourself a reminder note to re-contact this customer using the 'Note' field.
- Since TAFI may execute the "Automatic Queue Processing" function (more on this in a minute), you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the 'Additional Narrative' field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using BellSouth - your standard contact closure. The only difference between this close and others you have done so far is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

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Depress the ↵ **Enter** key to register all of the data gathered in the A&C window for this report and then depress F8 to queue the report:

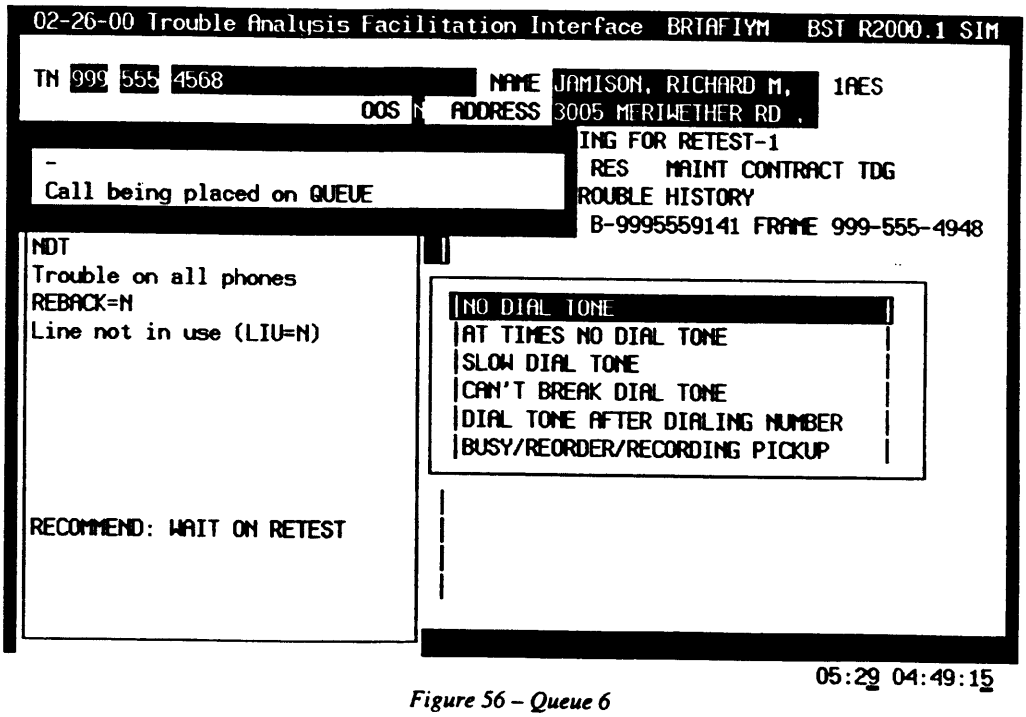


Figure 56 – Queue 6

TAFI queued the report and provides a Message Window acknowledging the request.

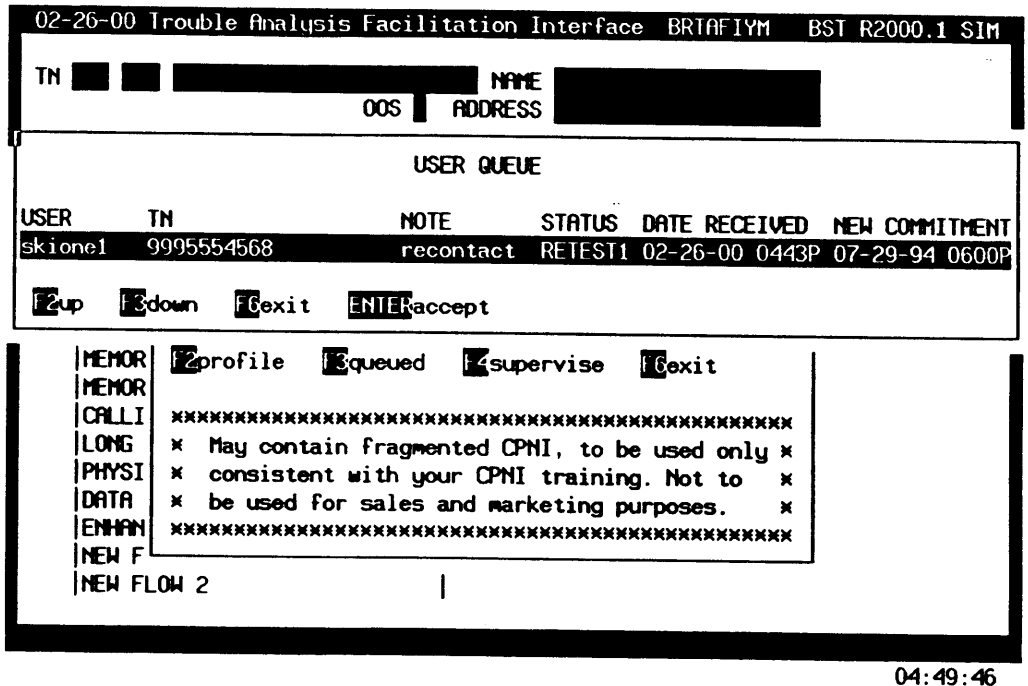


Figure 57 – Queue 7

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Take a minute to look at the User Queue window. Notice that your 'note' (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is "re-testing" the line with the first re-test request.

⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word "SYSTEM" in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer's call), depress F6.

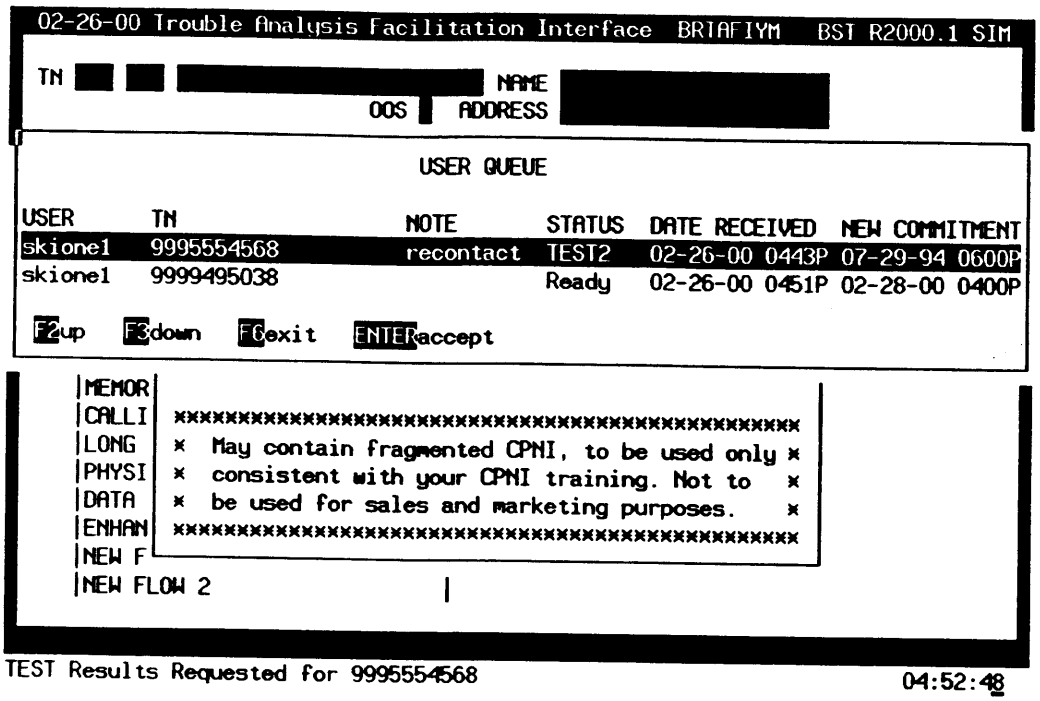


Figure 58 – Queue - 8

As TAFI continues to work on your report in the background, it displays status information in the Status Line, even if you are working on a different report. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what's going on. Look at the screen above. What's the current status of the queued report?

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When the Status field indicates "READY", you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:

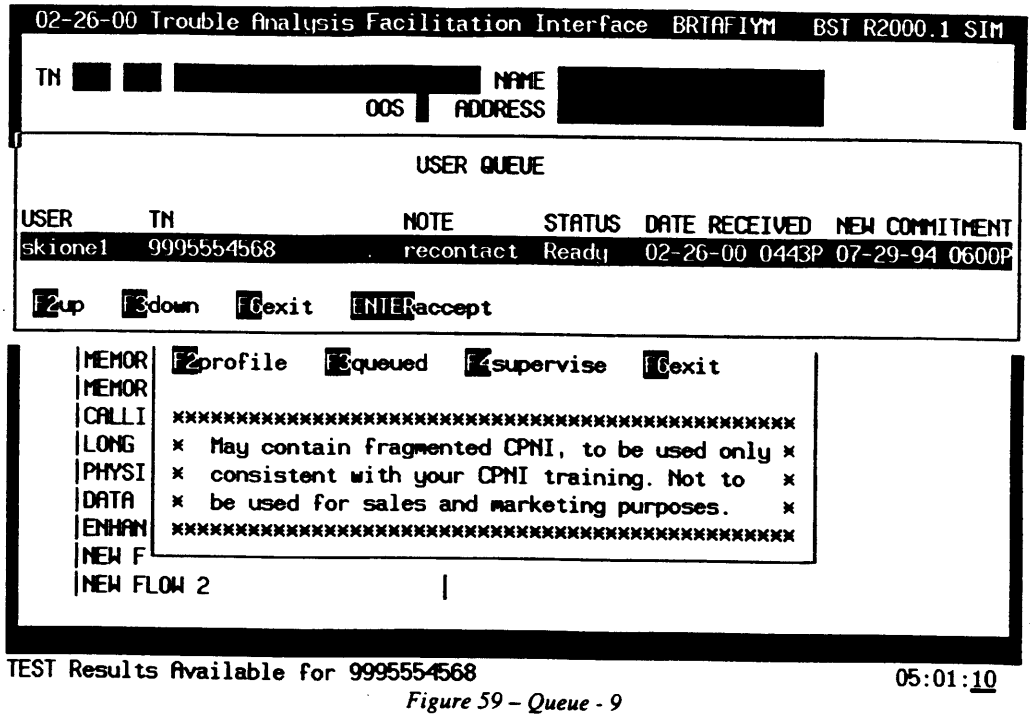


Figure 59 – Queue - 9

8.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

1. Use the highlight bar to select which report to retrieve from the User Queue (use F2 and F3 to move the bar) and depress Enter. This action places the telephone number into the Initial Trouble Entry window:

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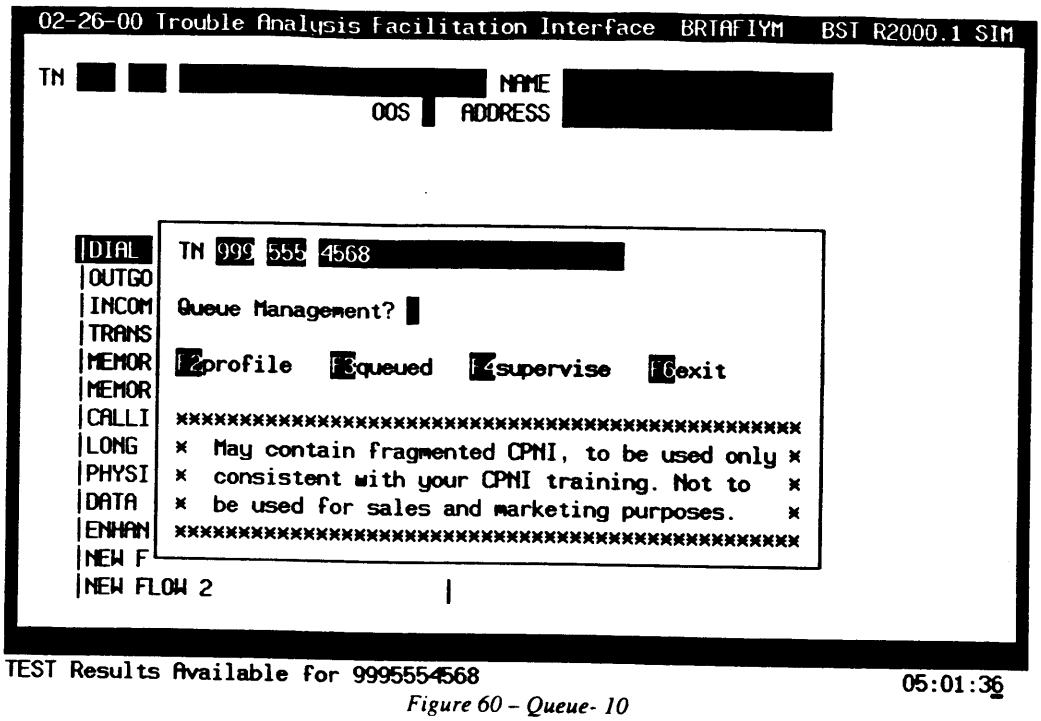


Figure 60 – Queue- 10

2. Depress the Enter key a second time and TAFI will typically return you back to the point you were at when you queued the report. In our example, TAFI is recommending a dispatch out based upon the information the customer provided.

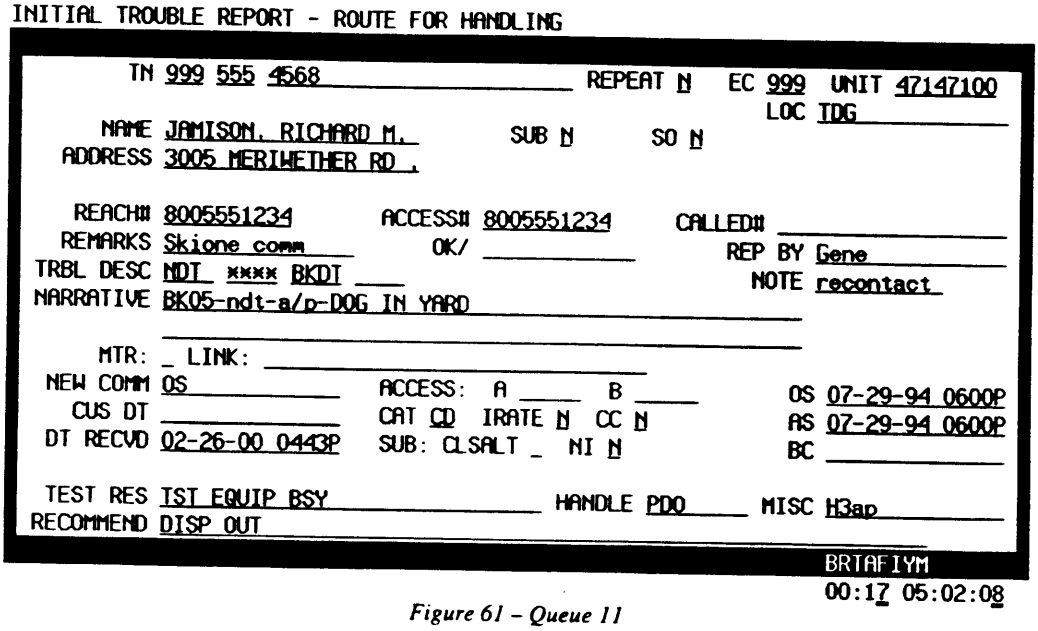


Figure 61 – Queue 11

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In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the "Test Results" field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the "test equipment busy" result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Our history with running multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Therefore, in Release 97.3, the MLT retry was reduced to one (from the previous 3). Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

8.3 TIPS ON QUEUING

(1) In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line (assuming that LIU=N), you can provide your customer with a more definite response by saying something like: *" ... while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM"*

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A&C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

(2) The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner. ***The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time***!

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(3) When you place a report in queue, a report is also sent to LMOS indicating that a report for this telephone number is in a TAFI queue. This LMOS report is placed in a special 'hold' file awaiting further action. Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:

A: If the user is working on the same TAFI processor (i.e., CRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)

B: If the user is working on a different TAFI processor, LMOS will provide the second user with all of the information provided so far about the report (i.e., trouble description code, established commitment time, etc.) The second user then completes the report and routes it for proper handling.

⇒ **Note:** In this situation, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

⇒ **Note: All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option "A" would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option "B" could occur.**

(4) During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you ***must inform your supervisor so he/she can reassign your queued reports to another user***.

⇒ **Note: Users should budget their time to process all queued reports prior to leaving for the day.**

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(5) **IMPORTANT !**

If while processing the queued report, the user elects to cancel the TAFI transaction, the LMOS report is still active. This should not happen often. On scenario might be after waiting for an MLT test the user calls the customer to say the line tested OK. The customer then realizes that he really didn't want to report a trouble but needed to speak with someone in the business office. The first reaction would be to "cancel" the report (Referred to Business Office) ... but doing so would leave an active report in LMOS (since the report was queued in TAFI).

In situations where the user would have canceled the TAFI transaction AFTER placing the report in queue, ***the correct steps now is to use the CLOSE Report Override option and select the appropriate Close transaction (i.e., CX Customer Canceling Original Report)*** to close the existing LMOS report.

8.4 AUTOMATIC QUEUE PROCESSING

We just discussed the importance of processing your queued reports in a timely manner so our field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to automatically send reports to LMOS if the recommendation is to dispatch a technician.

Since TAFI may 'take this report from you', **it is critical that you enter any information that needs to go on the narrative line using the 'additional narrative' field on the Access and Commitment window before you queue the report** (see page 85).

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9 ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report and holds it while it is processing the report. TAFI uses this information to develop its recommendation. As shown below, information from many downstream systems could be accessed (and viewed) but the data actually gathered depends upon the nature of the trouble report. For example, it the customer was reporting NDT, TAFI would not go to Predictor and verify switch translations. Therefore, accessing the 'Predictor' option on this window will not provide any information.

To successfully process customer trouble reports does not require the user to view any information available in the Additional Data Window. TAFI does this automatically and with consistent interpretation.

Some users may want to view this information to gain a better insight to a specific problem. The "Additional Data Window" and is accessible by depressing F11.

The Additional Data Window displays the following menu of options:

Test Results	Displays the MLT results obtained by TAFI
Ticket Status	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
BOCRIS CSR	CRIS Customer Service Record - displays the products and services that are programmed on the line
LMOS TR	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
Predictor	Predictor - the results of TAFI's inquire to Predictor
BOCRIS Pend Order	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
DATH Trouble History	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
DLETH Trouble History	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports stored in LMOS

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DLR (DLRL)	LMOS Display Line Record - displays the customer's Line Record (DLRL) in LMOS
DLR (DLEX)	LMOS Display Line Record – displays the customer's extended line record (DLEX) stored in LMOS
SOCS Pending Order	Service Order Communications System - displays pending service orders (if any)
Other SOCS Orders	If the customer has more than one pending service order, this option lets you select which service order to view
SOCS Deny/Restore	Displays any pending Service Orders Denying or Restoring Service
OSPCM BSWM	OSPCM Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
LMOS TR Update	If the trouble report is updating an existing LMOS report, you can view this update here
Host Request Errors	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), the user can attempt to re-send the transaction with this option
LNP Gateway Data	If TAFI queried LNP for information to process the trouble report, then this data can be viewed here.
Access Numbers	Provides additonal access numbers
Customer Bill Memo	If available, TAFI will display all entries made in the past seven days on the customer's Bill section
View CPNI Data	TAFI Displays the customer's desired CPNI handling procedures

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

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With an active trouble report on your screen, depressing F11 produces the "Additional Data Window"

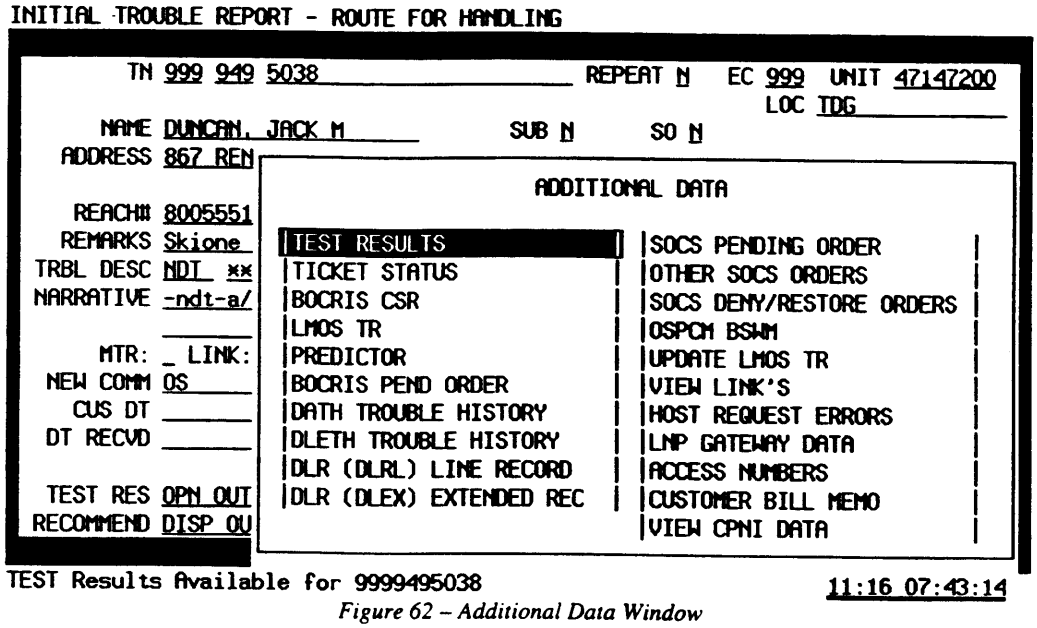


Figure 62 – Additional Data Window

Let's take a closer look at some of these options:

9.1 TEST RESULTS

Selecting the TEST RESULTS option displays full MLT test data.

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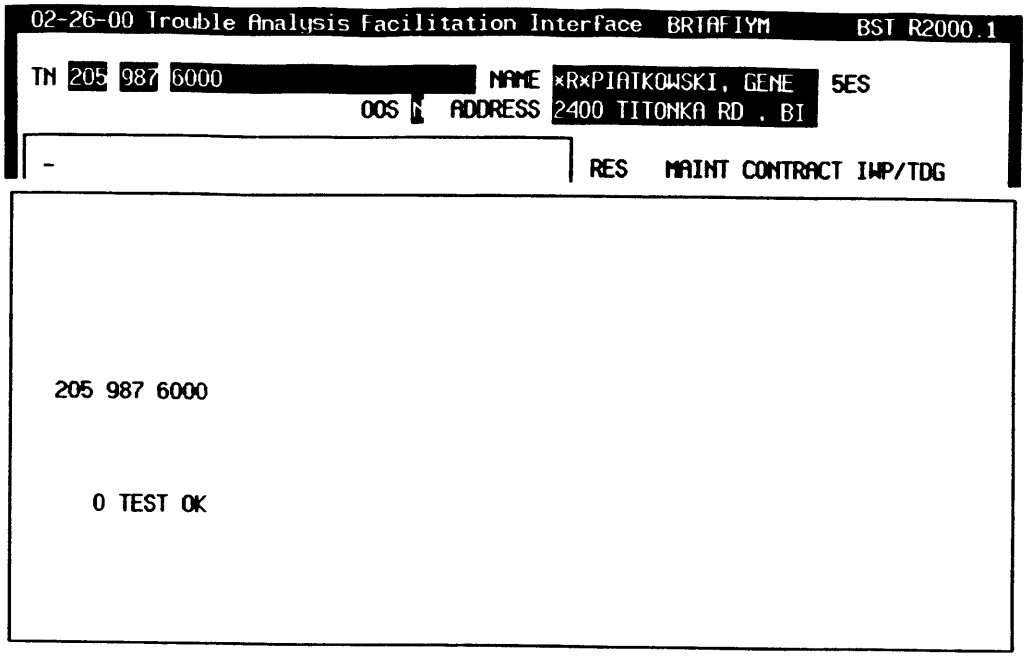


Figure 63 - MLT Screen – 1

Scroll down (page down key) to view rest of MLT data:

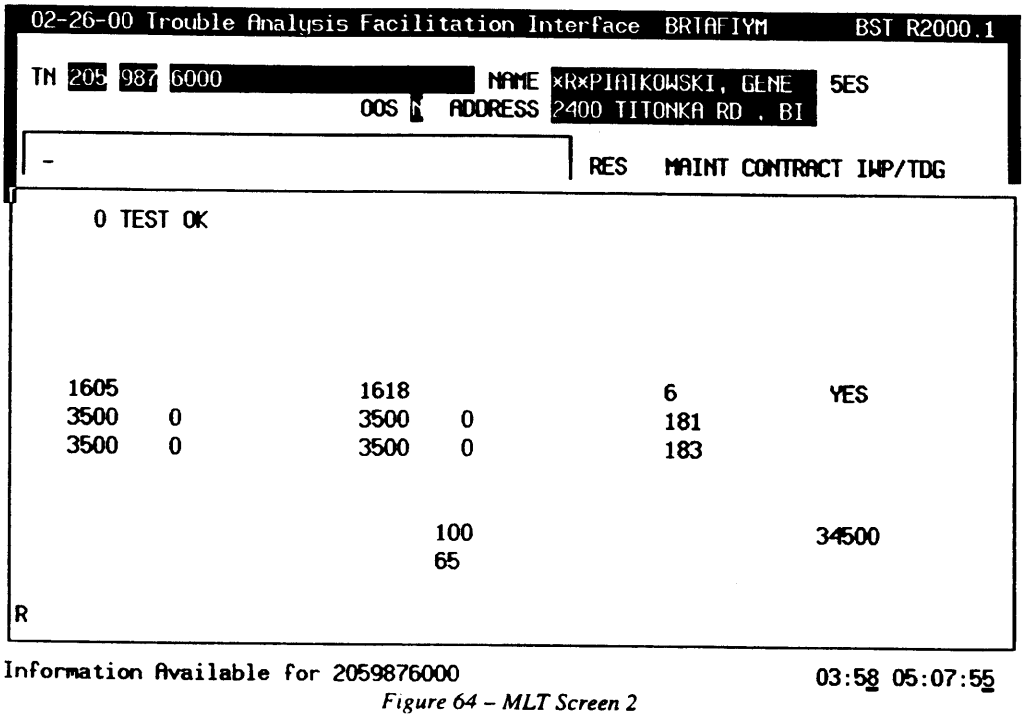


Figure 64 – MLT Screen 2

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9.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

9.3 BOCRIS CSR

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI 'lookup' capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you *"customer not paying for feature"*, look at the CSR manually. If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 949 5038                  REPEAT N   EC 999  UNIT 47147200

 999 949 5038 196 *CSR*                          HGTN 1FR
   DUPL CUST EXISTS (3)                                          NO
LN   DUNCAN, JACK M
LA   867 RENEE DR
SA   867 RENEE DR
     , HAUGHTON
DZIP 71037

---DIR
DDA  BA
DEL  A1, B0, C0, D0, E0, F0, G0

---BILL
BN1  JACK M DUNCAN
BA2  867 RENEE DR

TEST Results Available for 9999495038                  12:13 07:44:11
```

Figure 65 – BOCRIS CSR Screen - 1

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Scroll down (page down key):

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
      TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200
BA2  867 RENEE DR
PO   HAUGHTON   LA  71037
TAR  000,707
PACI XXXX
SS   540-58-8611;X

---S&E

          (OTHER)
NOTE:
 999 949 5038 196 *CSR*                              HGTN 1FR
    DUPL CUST EXISTS (3)                                        NO
 QTY USOC   S&E                          J   REV    IDENT NUMBER BTC EFF DT T

  1  NW101 NETWORK INTERFACE-OUTSIDE+        NR                  072294 N

TEST Results Available for 9999495038                    12:52 07:44:50
```

Figure 66 – BOCRIS CSR Screen - 2

Scroll down again:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
      TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200
  1  NW101 NETWORK INTERFACE-OUTSIDE+        NR                  072294 N
        /SED 07-22-94

        (LINES & STATIONS)

  1  MBBRX MEMORYCALL  ANSWERING SER+        395      9495038    072294 0
        /TN 949-5038/MBTN 949-5038
        /DLNM 2-JACK DUNCAN
        /IC 09-16-94/SED 07-22-94
  1  MWW   MESSAGE WAITING - STUTTER+        50       9495038    072294 N
        /TN 949-5038/IC 09-16-94
        /SED 07-22-94
  1  1FR   RESIDENTIAL LINE                  1327                072294 N
        /PIC 288/PCA BO, 07-15-94
        /SED 07-22-94

TEST Results Available for 9999495038                    13:21 07:45:19
```

Figure 67 – BOCRIS CSR Screen – 3

Continuing to 'page down' will display the entire CSR segment

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9.4 LMOS TR

Selecting this option, you will see what TAFI is 'seeing' while it generates the LMOS Trouble Report mask:

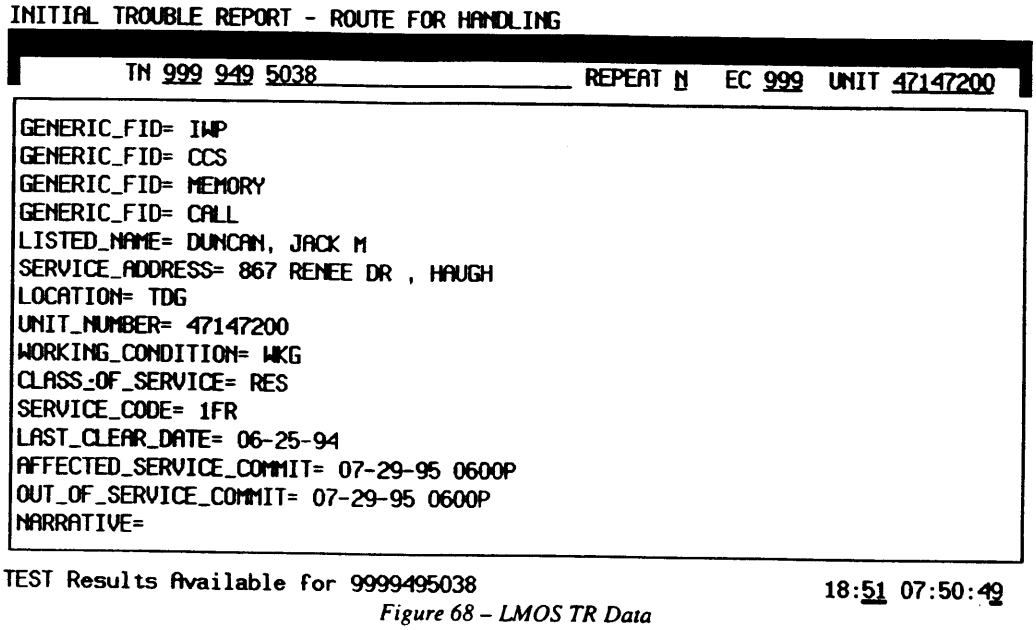


Figure 68 – LMOS TR Data

The scrolling down will display the remainder of the TR (LMOS Trouble Report) Screen data elements. All of this data is displayed in the TAFI Trouble Report Screen (see page 53).

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9.5 PREDICTOR

When TAFI is processing a feature problem, it will verify the switch translations using Predictor. The raw data is available for view with this option:

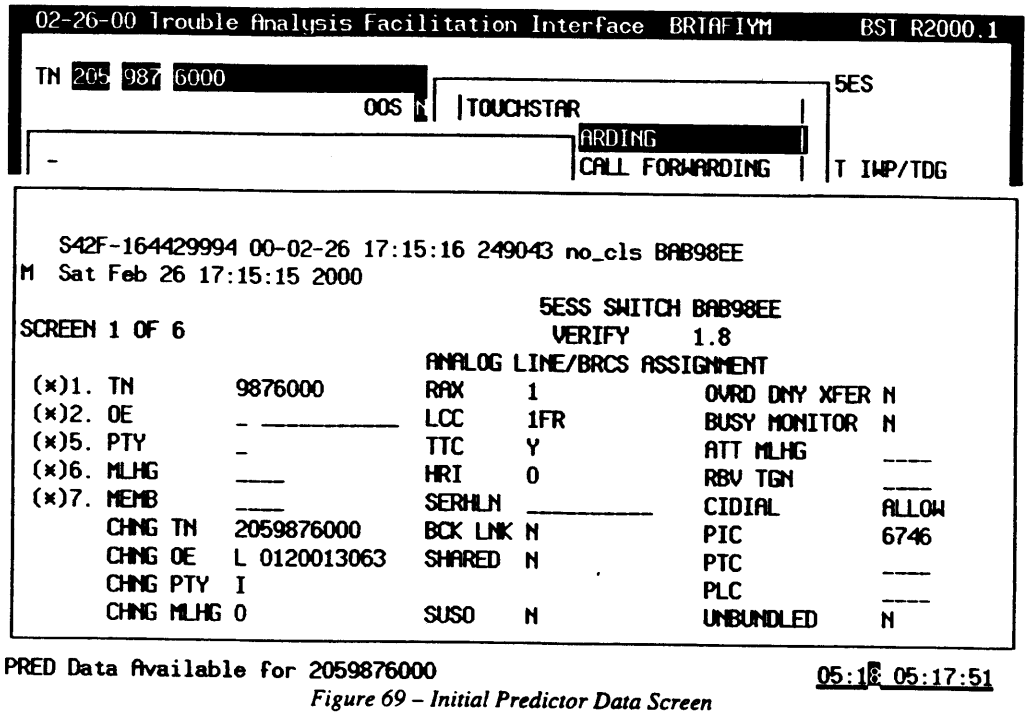


Figure 69 – Initial Predictor Data Screen

Depending upon the number of features that the customer has, this report could be many pages long. In the example above, there are six pages of data (and there is not reason to clutter this document with them).

Again, since TAFI has collected this data to handle a feature related trouble report, the results are available for inspection. In the 'real world', you will most likely never look at this data ... *because TAFI does the work for you.*

If you want to see what features are programmed in the switch (in English), depress the F7 key after TAFI tells you that "PRED Data Available" (as shown in the status line in Figure 69). Using this feature the user will see both the English translation of the various USOC codes from the CSR as well as the English translation of the Switch programming.

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9.6 DATH - TROUBLE HISTORY

Let's suppose you are taking a trouble report from a customer who says the trouble has been reoccurring every two months. Normally reoccurring troubles are indicated on the screen as Repeat Reports, however, since the customer's problem did not reoccur in the past 30 days, you will need to look at the customer's trouble history to determine a common thread. Selecting the Trouble History option will access the LMOS DATH (Display Abbreviated Trouble History) screen.

When you select this option, TAFI asks you if you want the LMOS report sent to a local printer for a hard copy:

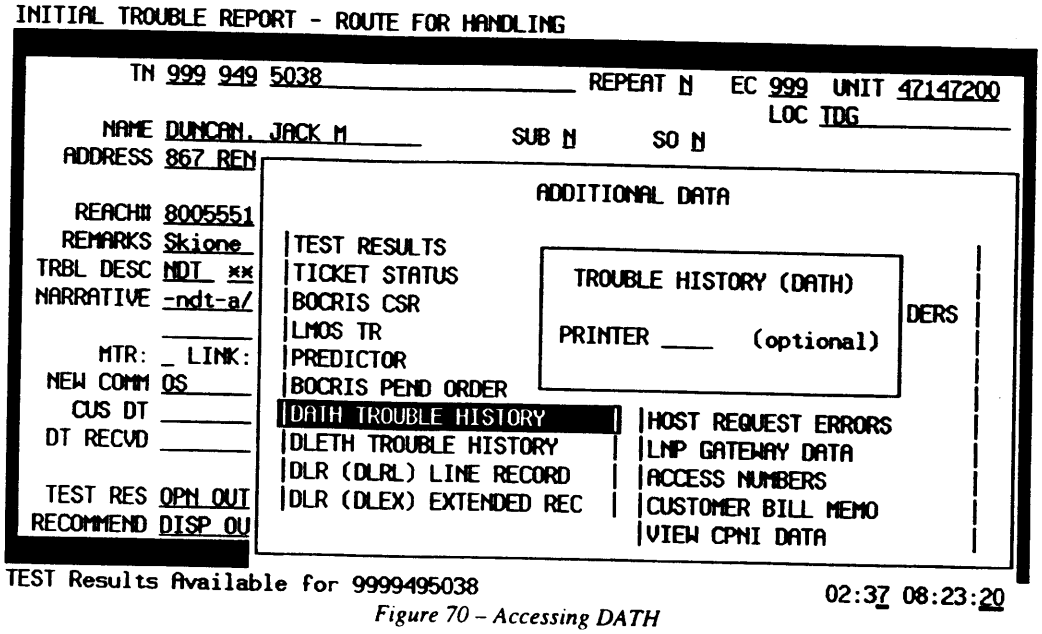


Figure 70 – Accessing DATH

Since TAFI allows you to scroll a multi-page DATH (and other) report, the need for sending the report to a printer is no longer necessary. To view the report on your screen (the typical approach), depress Enter without inputting a printer address.

Look at the bottom of the next screen. Obtaining LMOS reports (DATH, DLETH and DLR) is a two step process. First you tell TAFI to get the report. Then, once TAFI indicates that the report is available, you ask TAFI to display the report by selecting the option a second time. Let's see how this works:

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Select the DATH option and press Enter:

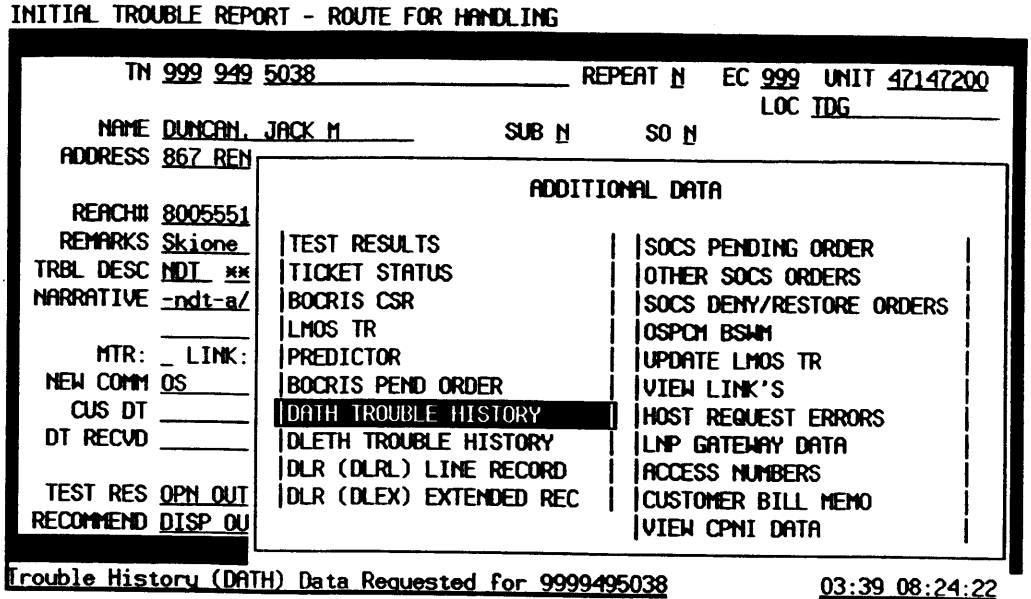


Figure 71 – Requesting DATH Data

Depress Enter a second time after TAFI tells you that the data is available (see status below):

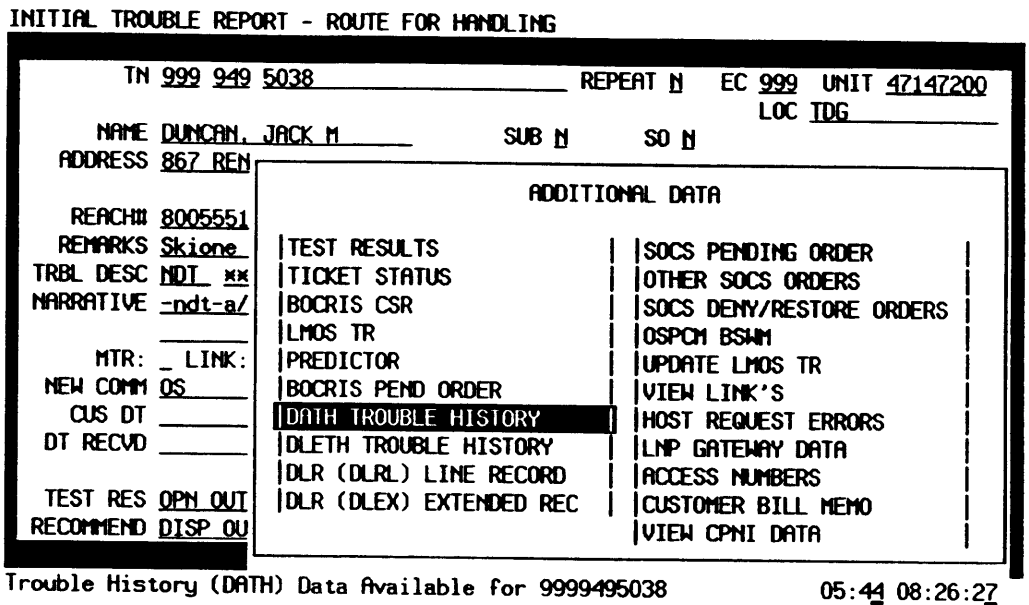


Figure 72 – DATH Data 'Available'

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Depress the Enter key again to view the data:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200

DATH  TN                                      PRTR      EC
*LN ANY NAME
*SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y
*LOC TDG
---HIST---
REPORTED        S CLEARED        TH_KEY          TST RPM SWM OS CAT  T    D
06-18-94  315P  0 07-19-94  600P 07-19-94  617P 600 181 181 *  CD  100 0900 6
:BM CAME CLEAR/PNW101/RPD AD/ADV MRS .
.

06-16-94  107P  0 07-18-94 1010A 07-18-94 1016A 603 179 179 *  CD  100 1210 3
:  ZC300 AV MRS RPD IW RJ11C .
.

05-20-94  452P  0 06-21-94  231P 06-21-94  238P 299 299 299 *  CD  100 0700 6

Trouble History (DATH) Data Available for 9999495038          06:14 08:26:57
```

Figure 73 – DATA Data Displayed

Sequential depressions of the 'page down' key will scroll the user through the entire DATA report.

9.7 DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

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9.8 DISPLAY LINE RECORD - DLR

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
      TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200
DLR  DLRL EC 010 TN 999 949 5038              SEC     DPA     PRTR      PG
SLID   SLID#
  ORD F5L6R284       CD 03-01-94 CUS 116 UNIT 39539600          08-03-94 0959
  NSTA UNKN PUB PUB  SP                  PRI              EN        CPE N NMC
  MAIN            KS    0 RT 1223  TSOP     0 CS RES   SC L1R
  OE  007-322-015        EXK 999 341 OT   VT      PTY   BRG N NSV N
  SWC WKG              SSN  ? HSID N HSEC N HDPA N TAS N TAC N
  LCD 03-02-94 LCT  72632587 HLEX N
  LN  ANYNAME,
  SA  ANY ADDRESS              Y/LA 810 5TH AV , HARVEY/ZAC Y
  LOC TDG APT 2-H
  RMK 0000 MTN HAS BEEN CHANGED
  RMK 0001 NEW MTN IS 999 3404192
  RMK 0300 /ZTN 04 347-9358/LPS
  S&E QTY    1 USOC L1R   KS    0 LTD    REF
DLR Data Available for 9999495038                          10:56 08:31:39
```

Figure 74 – DLR Screen

To view the next screen, depress the page down key, etc.

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9.9 JMOS BSWM

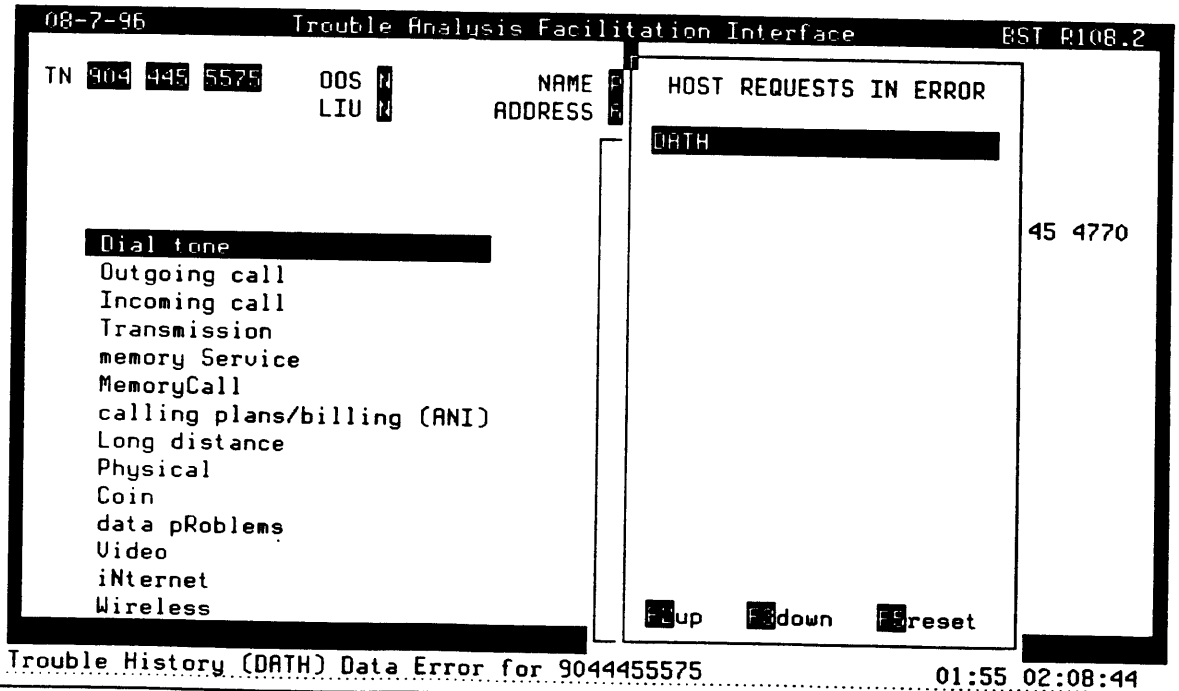
When a request exists for drop wire to be buried, TAFI will access JMOS to verify the request. If a request exists, TAFI will provide the status and due date on your screen.. You can view the Buried Service Wire request information under the Additional Data Window and selecting JMOS BSWM option.

9.10 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a downstream system, and the access to that system is 'blocked' for some reason, TAFI generates a "Host Request Error".

For example, you are working the late shift and wanted to see the DATH report for a customer. However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request Error

Should this happen, queue your report until connections to the downstream system are available. At that time, recall your report from the queue and go to the Host Request Errors option on the Additional Data Window.



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TAFI displays all of the host request errors for this report (in this case, just one). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys (if there was more than on error) and then depress F5 to reset (actually re-send) the transaction.

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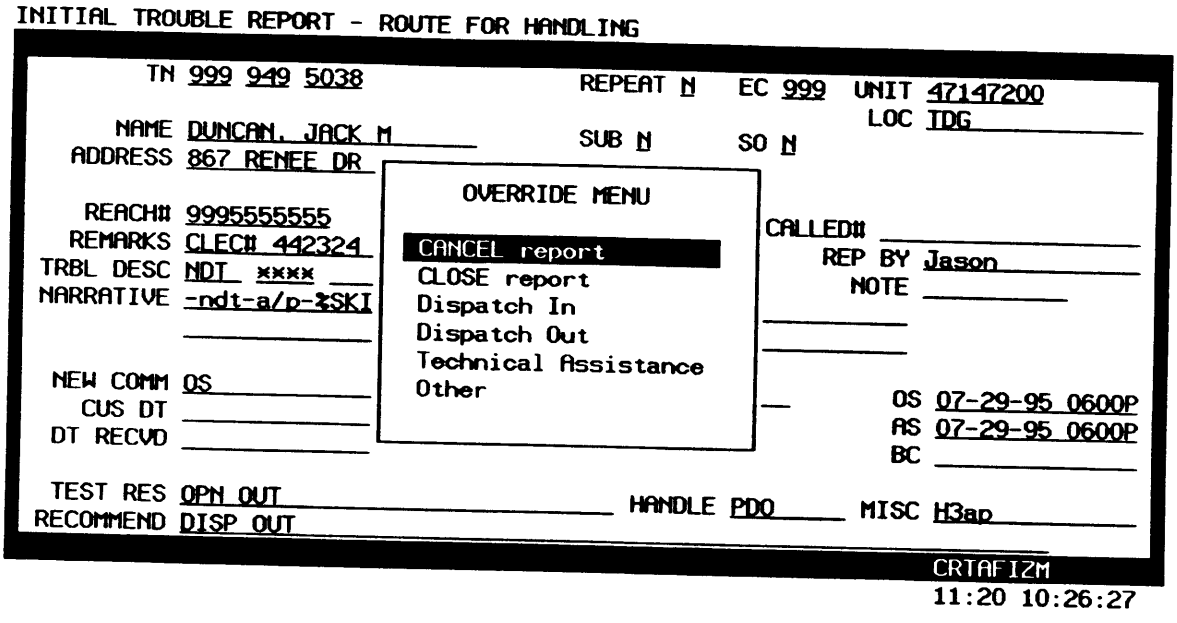
10 OVERRIDE FUNCTION

The last TAFI function to discuss is the "Override" function. As you have learned, TAFI makes a recommendation on how to resolve a customer's trouble report based upon the various inputs it receives. On occasion, you may have some additional information about the situation that TAFI doesn't know about which justifies a different approach to solving the problem.

Once TAFI has developed its recommendation, the final Trouble Report screen is presented to you. At this point, TAFI is finished doing its analysis and will only ensure that you populate all of the required fields with valid entries before sending the report to LMOS. To change the recommendation, you utilize one of the options on the Override window.

⇒ **Note:** Given that you have provided TAFI with accurate information, the TAFI recommendation will be the best choice in 98% of the reports. Therefore, before you elect to override TAFI, be very comfortable that you are doing the right thing. This will come with practice. If you are not sure what to do in a given situation, as your Assistant Manager for guidance.

To access the "Override" Window, depress F12:



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Look at these options and you will see that you either Cancel the report, Close the report or re-direct the trouble report to any location for resolution. Each option on this Override menu will generate a sub-menu of options to further define why the report is being handled the way you want it to be handled.

When you select an item from one of the sub-menus and depress Enter, you will notice that the TAFI recommendation has been changed to the value you selected and TAFI automatically populates the Handle Code field with the appropriate value to match the new recommendation.

Let's look at these "Override" options:

10.1 CANCEL

Remember that you cancel a report when the customer is not calling to report a service related problem (i.e., the customer wants to discuss his bill and called the RRC in error).

In order to maintain good records, you should always enter the customer's telephone number prior to canceling a transaction. In some situations it is obvious during the initial conversation that a report is not required in LMOS, i.e., the customer says "... can you transfer me to the Business Office". Use a phrase like *"may I have your area code and telephone number so I can transfer you to the correct location"*. You should then input this information and then press PF12 for the cancel option. Following this procedure generates an accurate history of your activities.

The Cancel transaction is selected in two ways.

1. In certain situations, TAFI automatically recommends that the report be canceled. If you agree with the recommendation and depress the Enter key, the system will automatically select the correct cancel reason and returns you to the Trouble Entry screen.

2. In other situations, you may determine that the report should be manually canceled and depress the F12 key for the Cancel Report option. When you do, TAFI displays a menu of the eleven (11) cancel reasons and you must choose one of the cancel reasons that best reflects the situation in order to complete the transaction.

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Selecting the Cancel Report option from the Override menu generates the following options:

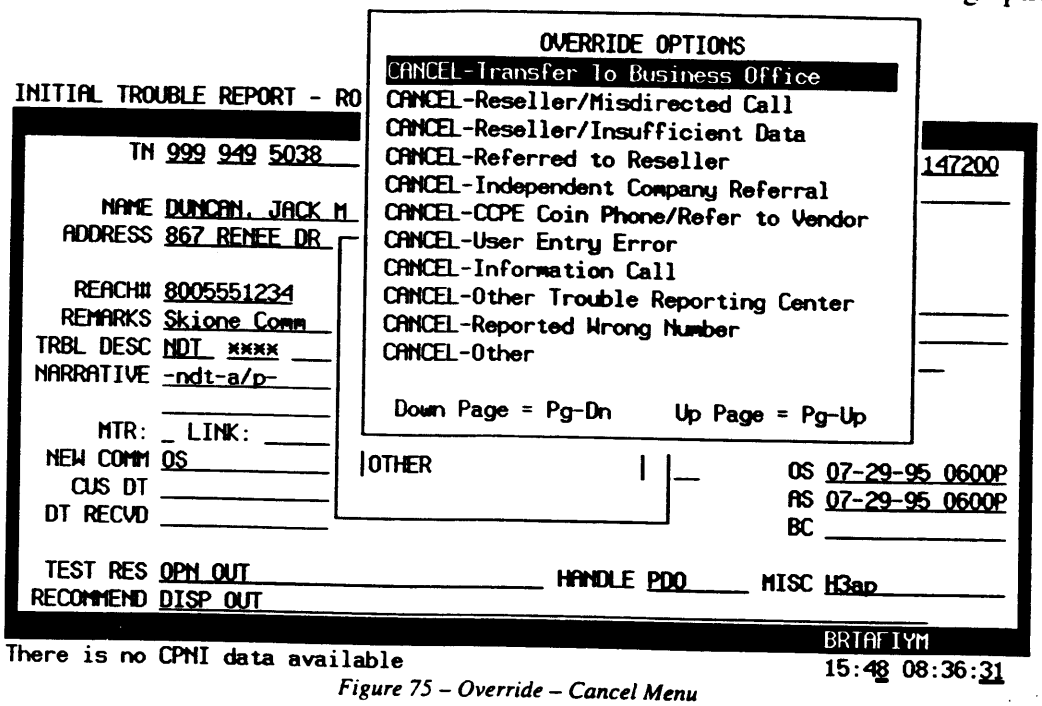


Figure 75 – Override – Cancel Menu

⇒ **Note:** The F6 function allows you to return to the trouble report if you have depressed F12 in error.

In order to track why reports are being canceled, eleven cancel reasons have been developed for your use. By understanding why customers call us in error, we may be able to develop procedures to minimize this activity and get the customer where he needs to be on the first call. Whenever you cancel a report, select the reason that best matches the situation;

Let's review these cancel reasons:

10.1.1 TRANSFER TO BUSINESS OFFICE

During your conversation with the customer you or TAFI determines that the customer needs to be transferred to your company's Business Office in order to resolve the problem. Depress F12 and select the Cancel Report option, then select the "Transfer to Business Office" cancel reason.

Let's see how this would look:

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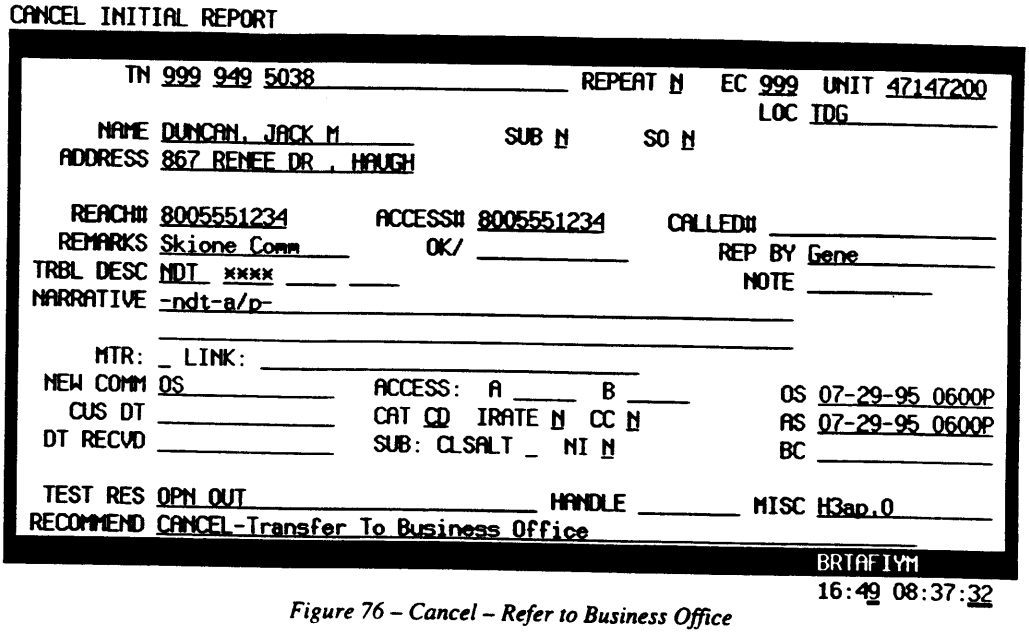


Figure 76 – Cancel – Refer to Business Office

Notice that the TAFI Recommend field is now populated with the "Transfer to Business Office" cancel reason. Even though these canceled reports do not go to LMOS, it's recommended that you enter the name of the person you were talking to in the "Reported By" field and why the report was canceled in the narrative.

This identical format will hold true for all canceled reports.

10.1.2 RESELLER / MISDIRECTED CALL

When a customer signs up with a reseller, that reseller is responsible for maintaining that account and managing all trouble reports.

If a reseller's customer calls BellSouth to report a problem, and they thought they were calling their vendor, the BST representative would politely let them know that they have dialed the wrong number and they must call their vendor for help. They would cancel these reports to "Reseller/Misdirected Call".

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10.1.3 RESELLER / INSUFFICIENT DATA

Remember that the reseller (i.e., XY&Z phone company) is the BellSouth customer and when they report a problem on one of their lines, they handle it just like any other customer call. However, the reseller must be able to provide BellSouth with all of the required information before they can process the report (i.e., Reach #, Access #, etc. - see page **Error! Bookmark not defined.**). If the reseller does not have all of the required information, BST will tell the reseller *"I'm sorry but you haven't provided me with all of the information I need to resolve this problem. Please contact your customer and obtain the missing data and then call us back ... "*. They would then cancel this TAFI transaction to "Reseller/Insufficient Data".

10.1.4 REFERRED TO RESELLER

In this situation, the end user calls to report a problem and TAFI identifies this user as being a reseller's customer. BST will politely tell the customer *"I'm sorry but my records indicate that you are not a BellSouth customer. You must contact your vendor to have this trouble repaired"*. Once they have completed the contact with this customer, they will cancel the TAFI transaction to "Referred to Reseller".

10.1.5 INDEPENDENT COMPANY REFERRAL

This situation is very much like the "Refer to Reseller" case discussed above. A customer served by a different telephone company calls BellSouth in error to have his telephone problem resolved. Once the BST representative explains that the caller must contact their vendor for repair, they will cancel the TAFI transaction to "Independent Company Referral".

Let's talk for a moment about **Independent Company Referrals**. These reports are not very common, but can usually be noticed right away because of the trouble reporting screen that is received from LMOS. On rare occasions, you may receive a referral (RAC or RX) screen. This screen displays when there is no line record in LMOS for the telephone number entered on the Trouble Entry screen.

⇒ **Note: CLEC users will always be entering a report in TAFI for a telephone number assigned to their customers and will never get the referral screen mentioned above. This section is provided to explain the utilization to the "Independent Company Referral" cancel option used by BST TAFI users.**

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You may receive the Referral Screen if:

- You transposed the customer's number
- You failed to change or entered the wrong area code
- Your customer has given you a telephone number which is handled by an independent company.
- You entered the number correctly, but the NXX is new and not yet loaded into LMOS.

On the rare occasion that you receive this screen, you should follow the recommendations provided by TAFI. TAFI will recommend that you:

- Verify the area code and telephone number, and:

If Independent Company Report:	-->	Cancel to Independent Company Referral
If number incorrect	-->	Cancel and re-enter on correct number
If number correct	-->	Take Report as MR Add in Narrative that NXX has not been loaded in LMOS

10.1.6 CCPE COIN PHONE / REFER TO VENDOR

All coin telephone trouble reports are now handled by the Public Telephone group. However, if a customer calls BST to report a problem on a CPE Coin Phone (i.e., the telephone is owned by a vendor (other than BellSouth)) and the caller is not the vendor, BST will inform the caller that they must report their problem to their vendor. This TAFI transaction would be canceled to "CCPE Coin Phone/Refer to Vendor".

10.1.7 USER ENTRY ERROR

If in taking the report, you input the wrong telephone number or answer one of the TAFI initial screening questions incorrectly, (i.e., you entered All Phones = N and it should have been Y), you need to cancel the transaction and regenerate the report with the correct information. Cancel the original transaction to "User Entry Error".

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10.1.8 INFORMATION CALL (NON-TROUBLE)

When the customer calls and requests information about something that is NOT RELATED to a trouble condition or other cancel reason, cancel the transaction to "Information Call". Some specific examples would be:

"What time is it?"

"How do I contact the Public Relations department?"

If a customer calls and says for example: "... I don't have a trouble. I just need to know how to recover my MemoryCall messages". You must generate a trouble report and close it once you have resolved the customer's problem. Why? The customer recognized that the network feature is OK and they forgot how to use it. We treat these cases as opportunities to help the customer -- you are providing assistance and resolving the customer's problem of not knowing how to use the feature. Therefore, you must enter the report in TAFI and perform the close out. TAFI will recommend that the closed report be "excluded" (since the problem was not with our product).

10.1.9 OTHER TROUBLE REPORTING CENTER

Working with the customer you determine that the report should be taken by an alternate BellSouth trouble reporting center (i.e., BRC) The BST representative will transfer the customer to the appropriate location and then cancel the transaction to "Other Trouble Reporting Center".

10.1.10 REPORTED WRONG NUMBER

While processing a trouble report, you determine that the real problem is on the called number, not the caller's number. In this situation you would cancel the TAFI transaction to "Reported Wrong Number" and enter a new report on the correct telephone number.

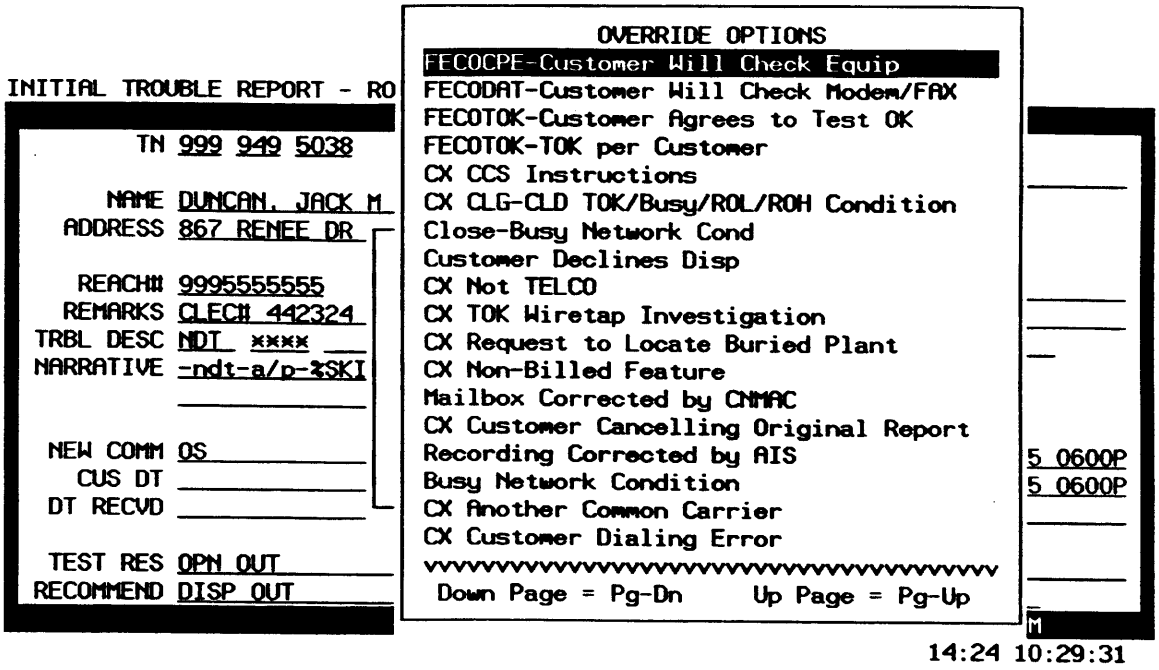
10.1.11 OTHER

If the reason you are canceling the transaction does not fit one of the other cancel reasons, use the "Other" cancel reason category.

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10.2 CLOSE

Selecting the close option on the Override Window produces the following options:



In most cases TAFI will recommend a close and automatically select the correct reason. However, there may be times when you recognize a close report opportunity (i.e., providing instructions) and will jump to these override/close options.

Cancel or Close ?

We mentioned earlier that if a customer was calling about a situation that was not related to a problem with our products or services, you would cancel the report. And that's almost true. Over time, situations that would have been canceled in the past are now entered into LMOS as a CX closed report. (i.e., A referral to another common carrier is now a CX report.) Remember that LMOS is the "official" corporate record and as our environment changes, different things must be tracked.

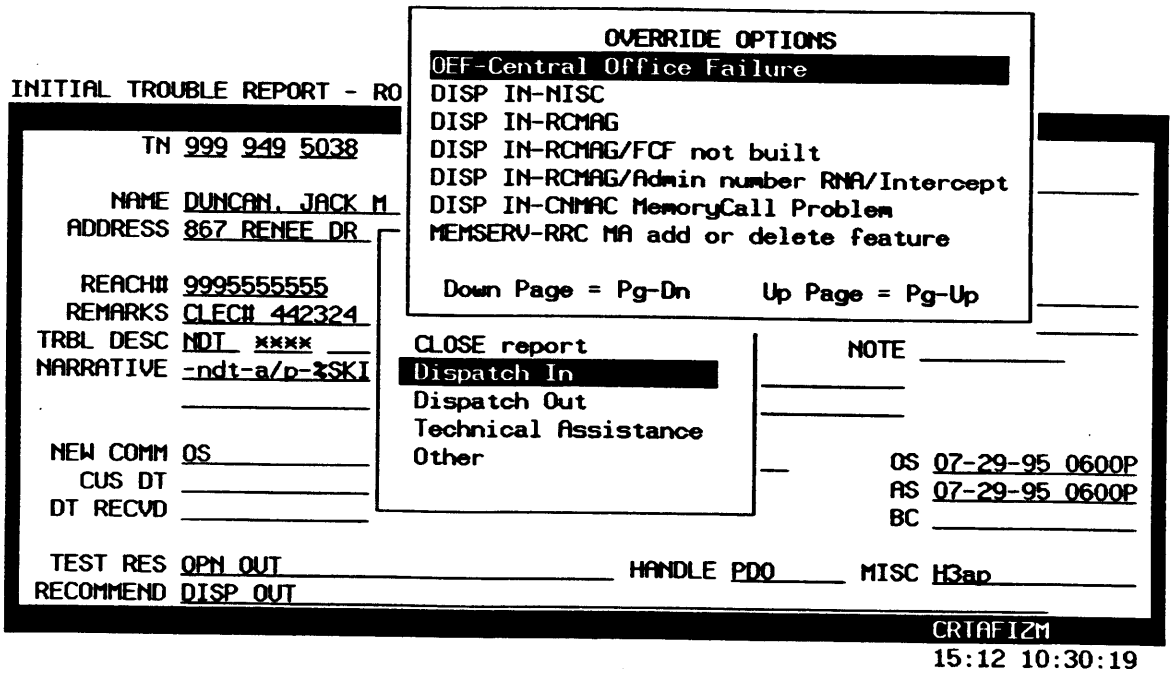
Rule of Thumb

If you are not sure if the report should be Canceled or Closed, select the CLOSE option first and look at the various options. If there is an option that fits your situation, Close the report. If none of the Close options fit, then Cancel the report.

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10.3 DISPATCH IN

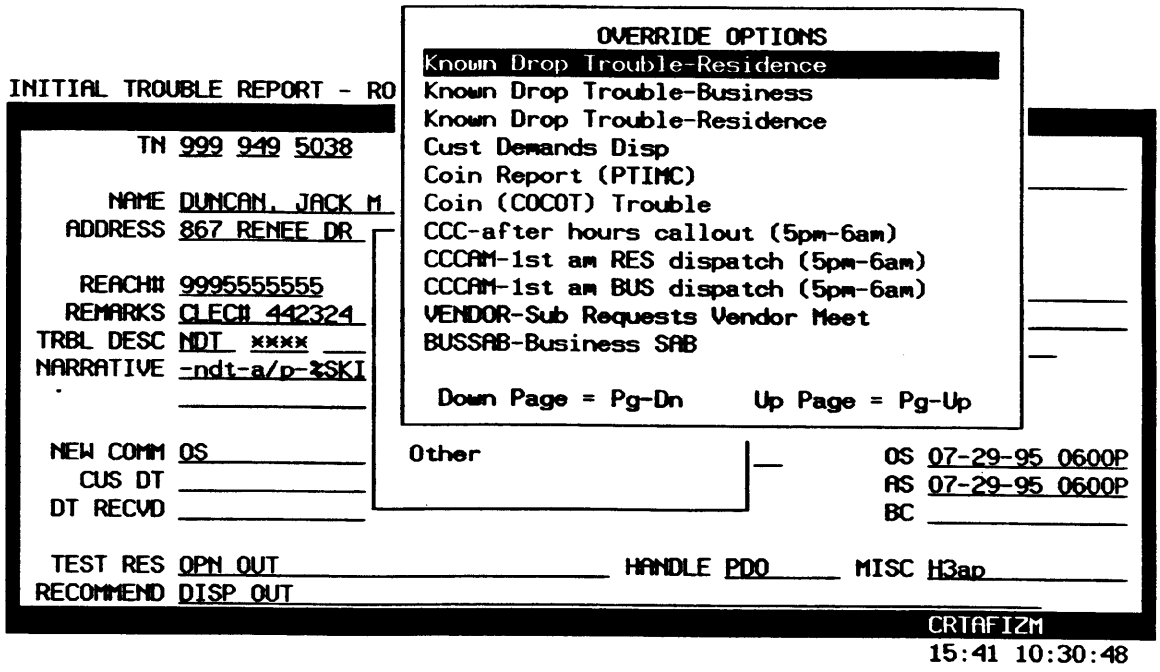
Sometimes you will recognize that a report should be dispatched "in". Select the appropriate option from the "Dispatch In" Override menu:



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10.4 DISPATCH OUT

The following options are available on the "Dispatch Out" option:



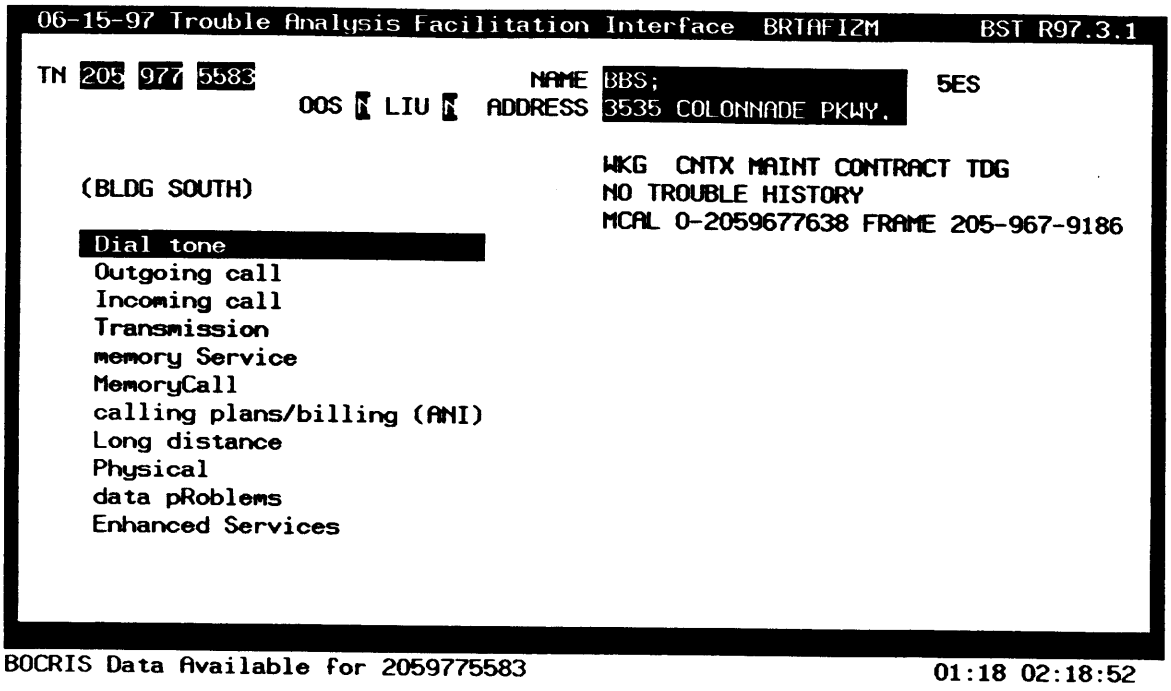
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10.5 TECHNICAL SUPPORT

To illustrate the function of manually sending a trouble report to the BellSouth Technical Assistance group (pool of MA's manually screening trouble reports), lets pick a situation where TAFI can not process the trouble report (at this time).

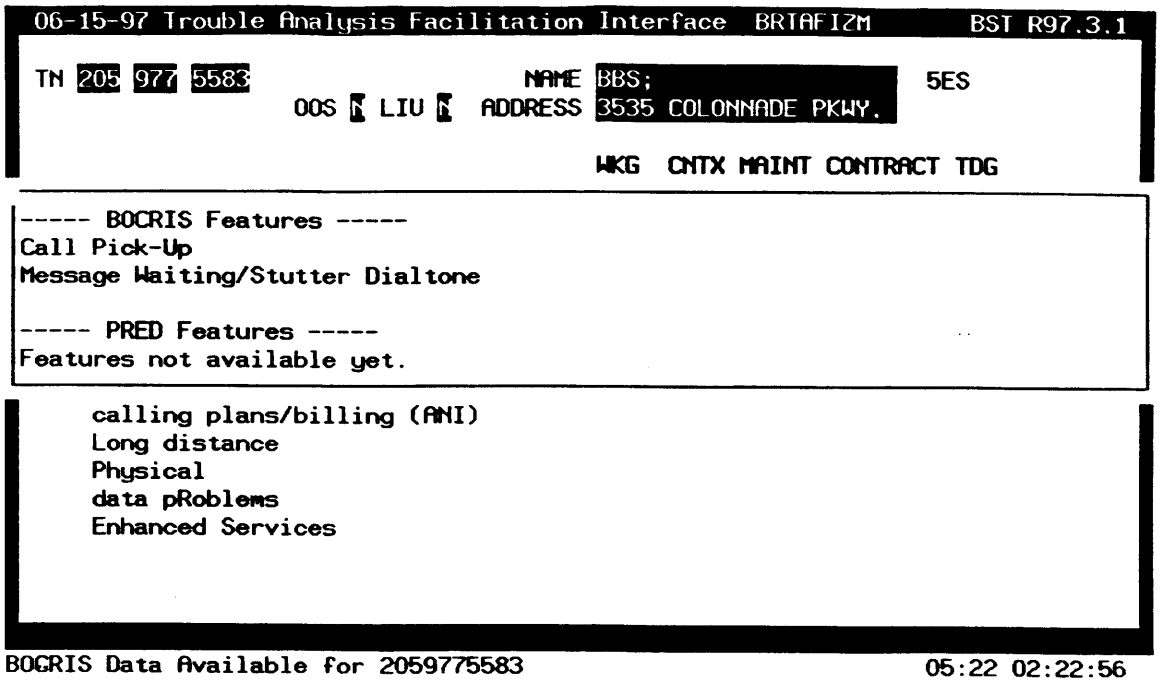
The telephone number in the following example is a Centrex line to a business location (the author's BellSouth office in this case). You can identify this a being a Centrex line with the Class of Service indicator of CNTX (to the right of the Working Condition - WKG).

⇒ **Note:** This example is not in the Training Database so you will not be able to duplicate the following screens in class.

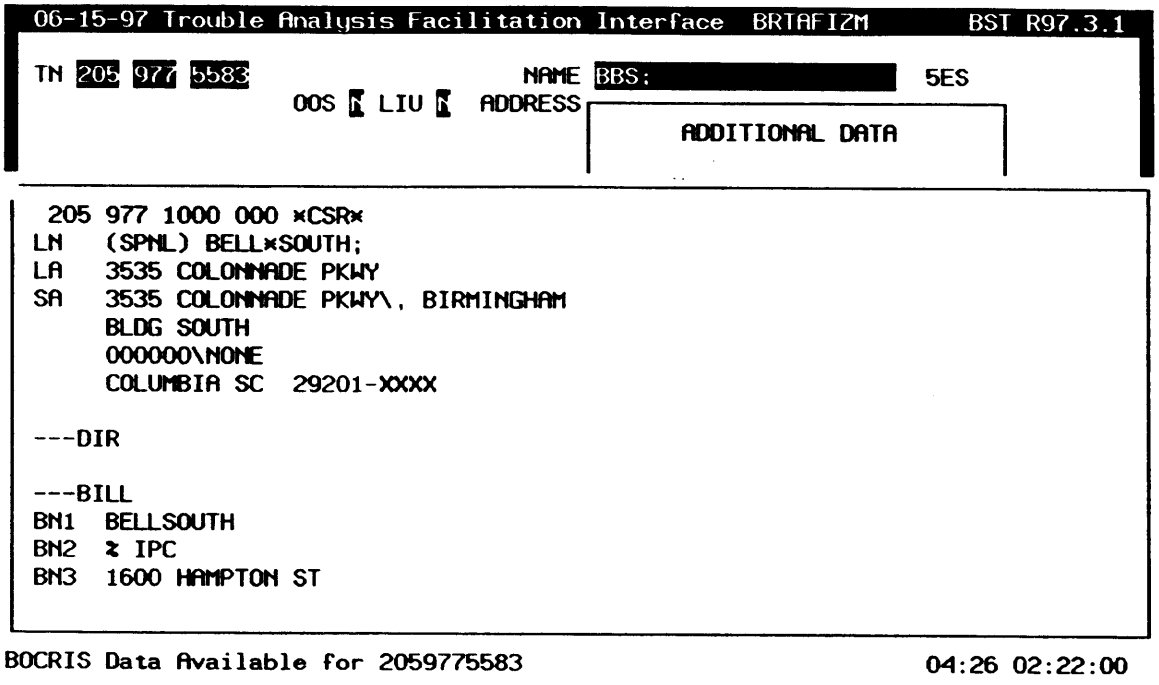


By selecting "Features" (F-7), you will get a list of features that TAFI has been taught to translate from the CSR record.

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Please note that since this is a sophisticated business line (not simple POTS), there may be more features on the line that TAFI does not translate. You can verify the presence of additional features by going to the Additional Data option (F-11) and selecting BOCRIS CSR.



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Notice that TAFI recognized that the number input (205-977-5583) was not the master billing number (where CRIS stores feature data) and it automatically found the master number (205-987-1000) and then retrieved the data for the number in trouble.

```
06-15-97 Trouble Analysis Facilitation Interface  BRIAFIZM      BST R97.3.1

TN 205 977 5583                    NAME BBS:                    5ES
                        OOS N LIU N  ADDRESS
                                          ADDITIONAL DATA

---S&E
  1  XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC
           /PIC 0222/PCA CM
  1  LTQ8X
           /TN 977-5583/PN 977-5583/ZBC 10044/DSNA 1F.IBSD.83381..SC/DPG BSSC
LOC FLR 2
  1  AAQ6X
           /TN 977-5583/DSNA 1F.IBSD.83381..SC/LCC DSI/DPG BSSCOLAL/ARS ARSBS
  1  D08
           /TN 977-5583/FNM PDN 977-5583, CA1,NUMCA2,MXLN, RNPNOR, CAPR/ZBC 1
  1  DS1FC
           /TN 977-5583/FNM LICNDP, LICLXP/ANR ALL/ZBC 10044-W4A0A000
  1  EATBR
           /TN 977-5583/ANR ALL/ZBC 10044

BOCRIS Data Available for 2059775583                    04:50 02:22:24
```

Scrolling down through this CSR data, the user can identify the various features on the line.

For our trouble situation, assume your customer is telling you that the 'Hunting' feature does not work. If the customer is on the line and a second call comes in, the new call should be directed to 977-5899 (sometimes referred to as extension 5899).

However, when you look at the various Memory Service option on the TAFI menus, you find that Hunting is not currently supported. To resolve your customer's trouble situation, you have to manually send this trouble to the Technical Support group at BellSouth for manual intervention.

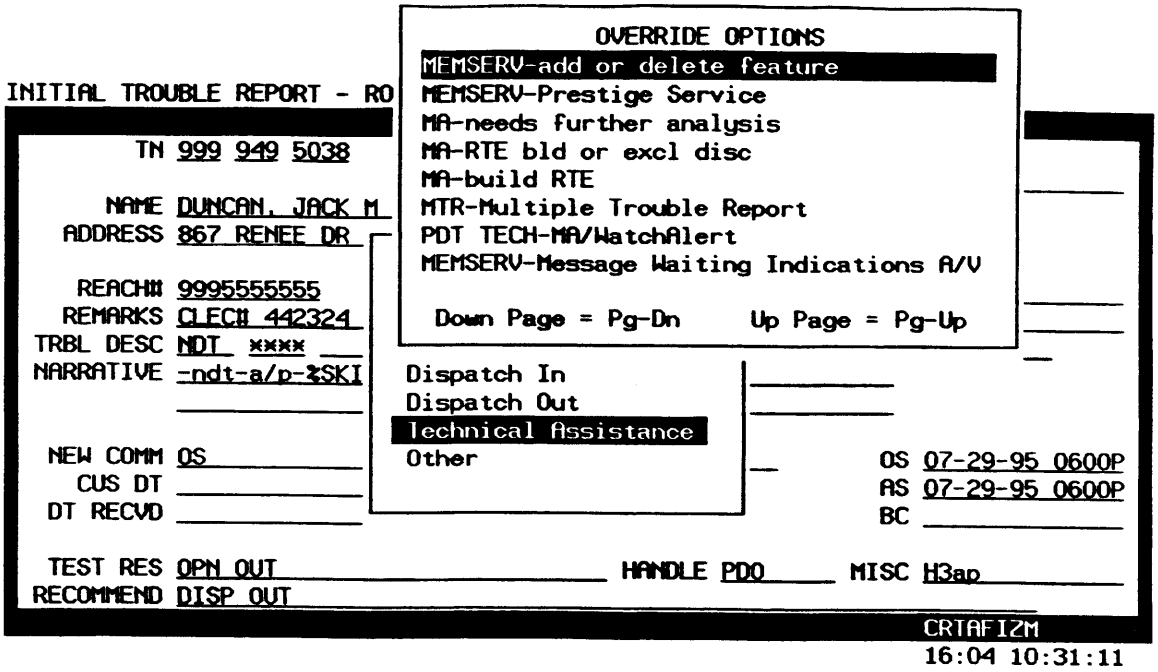
You do this by:

(1) Depressing F-12 to obtain the Override menu

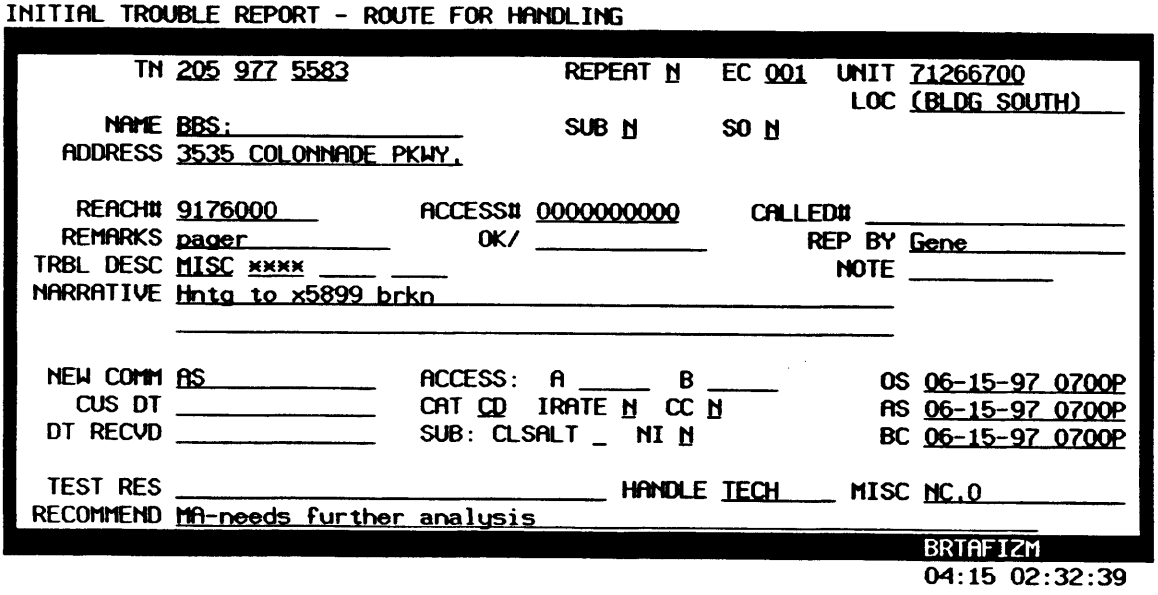
(2) Select the "Technical Assistance" option

(3) Select "MA - Needs Further Analysis"

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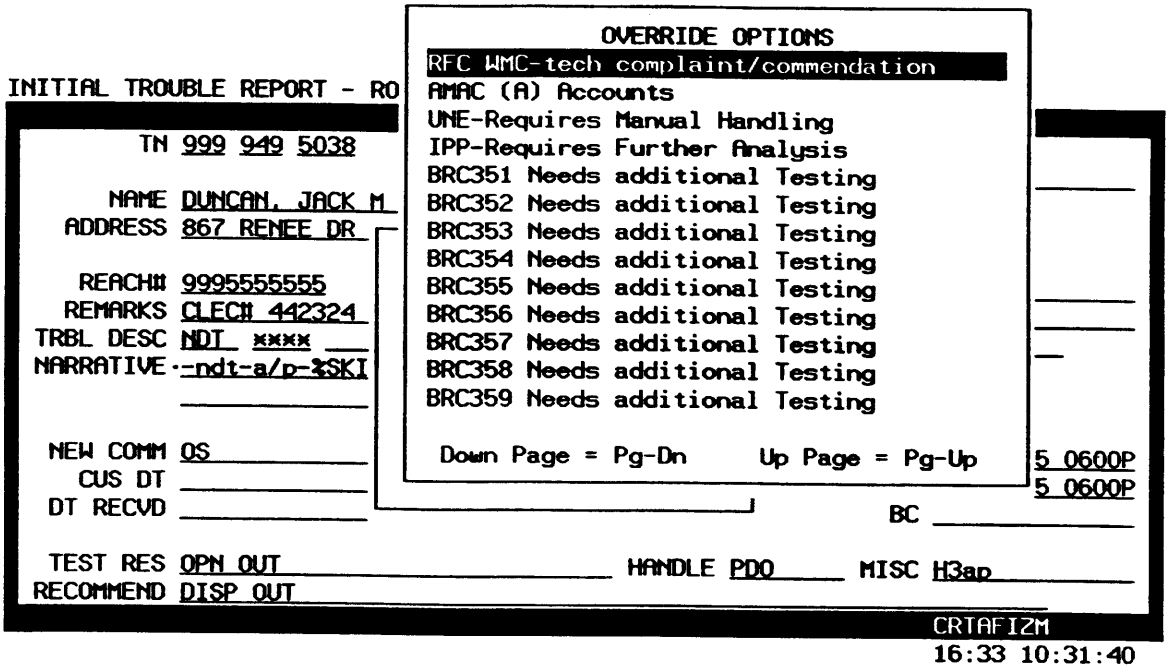
The TAFI final 'send to LMOS' screen is displayed with 'your' recommendation and proper Handle code populated. Complete the remaining required fields (Reach, Access, Rep By) and indicate in the Narrative what's wrong - in this case, Hunting to extension 5899 does not work. Depress enter to send this report.



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10.6 OTHER

The final Override menu option is the "Other" option. Reports needing special handling in the WMC are found in this location:



The options beginning with BRCxxx are unique for the BST Business Repair Center. In this center, Maintenance Administrators provide the initial call receipt function using TAFI. Should TAFI recommend 'manual screening' then these MAs use one of the BRCxxx override options to route the report back to themselves for processing.

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11 ERROR MESSAGES / INFORMATIONAL STATUS

The following error messages may be displayed on your terminal.

"ERROR" This status indicates a host request failure. When this message is displayed (and you know your login is okay and LMOS is not down), you should bring up the Additional Information window (Fl 1) and select "Host Request Errors". This will display the system with the error. After the error is identified, depress the F5 key to re-send the transaction. This alleviates having to cancel and reenter the trouble report.

"WAIT 5" This message indicates that a problem has been encountered and you should wait 5 minutes before re-entering the trouble. That is, wait 5 minutes, take the report out of queue, and re-submit the trouble report from the close-out screen.

"NO LMOS" This message displays when LMOS is not available or an error has been encountered while updating the LMOS screen. (NOTE: This is a catch-all error condition for LMOS updates.)

"READY" This is the base status value; it indicates there are no error or outstanding requests and that TAFI has completed its analysis and has developed a recommendation.

"TESTn" This indicates that a test is currently in progress. On a re-test, "n" indicates what test is executing, i.e., TEST2 for the first re-test, etc.

"RETESTn" This status is displayed during the wait time between re-tests.

"WAITING" This is a generic status indicating one or more outstanding host requests.

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12 SUBSEQUENT TROUBLE REPORTS

Once a trouble report in entered into LMOS and routed for someone to continue the resolution process, the report is called a "Pending Report" (because it is pending resolution). Sometimes the customer may call us back before the pending reported trouble is cleared for a number of reasons. Some typical reasons include:

- Ask for information about the status of the report.
- Provide some new information about the pending report
- Express dissatisfaction with the appointment given previously.
- Complain that we have missed the appointment or express concern that the appointment will be missed.
- Ask about a "no access" notice left by a repair technician.
- Change access or appointment times.
- State intentions to appeal to higher management, Public Service Commission, etc.

When this happens, we enter a "Subsequent Report"?

When you receive a customer call related to a pending trouble report, you should handle the customers with the same courtesy and concern, and use all of your problem solving skills to exceed your customers' expectations. Every time a customer calls about a trouble condition, a record of the call must be entered in LMOS.

The LMOS system will accommodate only one active trouble report for a given telephone number at a time. Therefore, all subsequent customer interactions are entered as a Subsequent Reports appended to the existing (pending) report. Every time someone performs a task on the pending report, there is a line of status information entered on the report. This status line indicates the date/time of the activity, who performed the activity, what was done and a line of narrative information. By viewing the LMOS Recent Status Transaction (RST), you can see the complete history of the pending report.

The status code that you see on your pending trouble will determine the action you will take with your customer. Although each code has a different meaning, your actions will be the same:

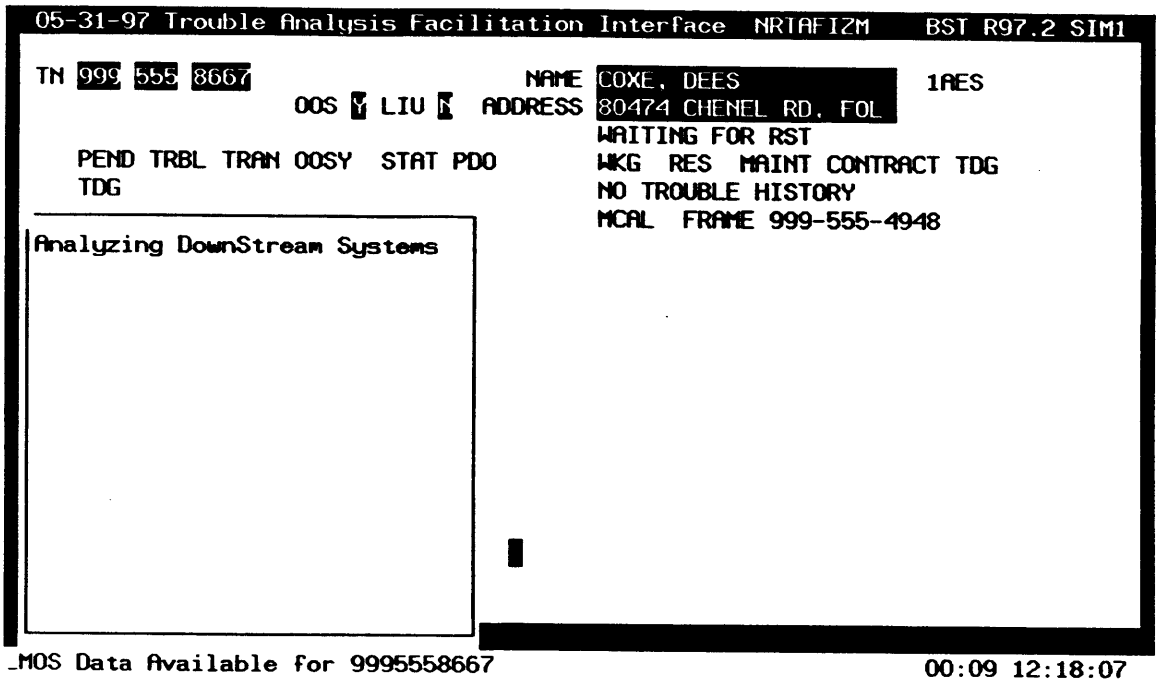
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- You will convey information in a clear and acceptable way,
- make any appropriate changes to the report, and
- demonstrate that you are a valuable resource to your customers.

This section will help you learn how to process Subsequent reports and how to convey status information to your customer in such a way that he can understand and accept.

When you answer the phone and begin processing a customer trouble report, you may not realize that an existing (pending) trouble report already exists in LMOS. Sometimes the caller may not know that a report already exists. For example, one member of the household called and reported the problem; sometime later, another member of the household calls to report the same problem.

When a pending trouble exists, TAFI does not return the Main Menu after you complete the Initial Trouble Entry window. As soon as TAFI receives the initial data from LMOS, you will get an indication that a pending trouble report exists:



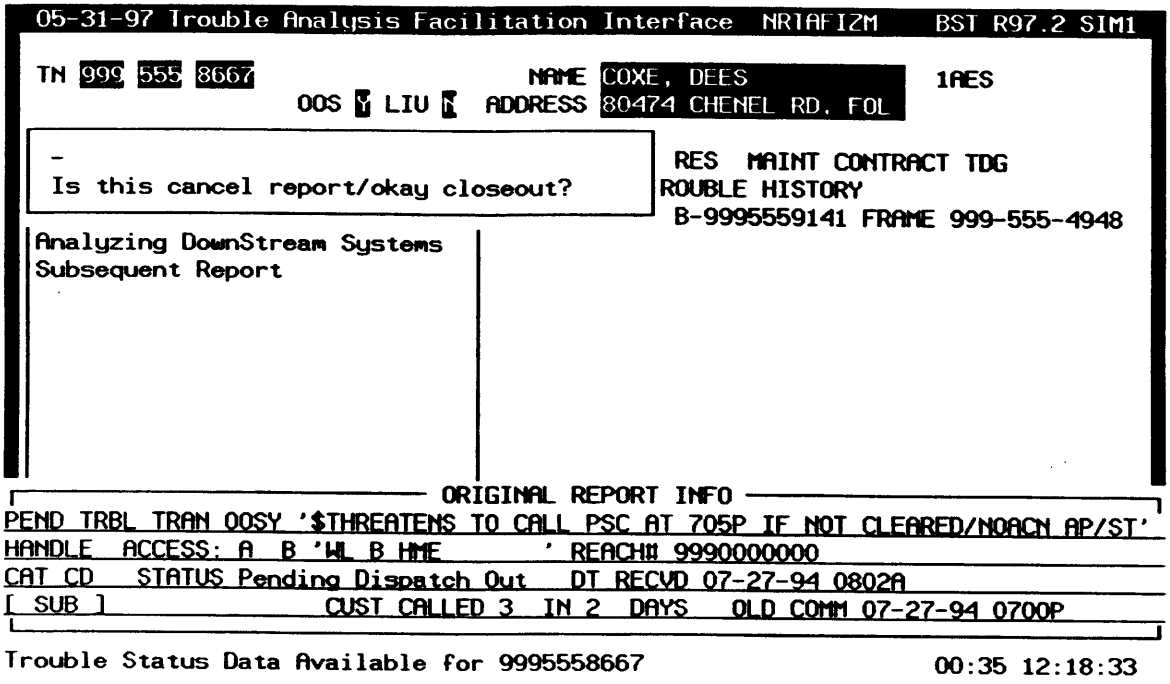
Look at the line just above the "Analyzing DownStream Systems". This example tells you that a pending trouble is in LMOS (PEND); the original Trouble Description (TRBL) is Transmission (TRAN); it was an out of service condition (OOSY) and the current status of the report is Pending Dispatch Out (PDO).

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The best way to "digest" the information you are about to read is to actually push the buttons and see what happens on your screen while something new is being discussed.

DO THIS NOW: **IF YOU ARE NOT LOGGED INTO TAFI, LOG IN**
ENTER THE TELEPHONE NUMBER 9995558667
ENTER LIU = N

TAFI automatically pulls the RST transaction (so that data will be available to you) and then displays the Subsequent Trouble Report Screen:



Notice that at the bottom of this screen is the Original Report Information window.

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12.1 ORIGINAL REPORT INFORMATION WINDOW

This window will display automatically when a customer reports a number that has already been reported. As you can see, this window displays the pending trouble (initial trouble) description, followed by the current narrative field (the text between the single quotes) on the first line. The initial Handle Code, Access time limitations (A and B fields), the information entered in the Remarks field (i.e., 'wl b hme') and Reach number information is shown on the second line. The category of the report, the current status of the report (TAFI translates PDO) and the date and time that this report was given this status (note: 'DT Recvd' is misleading, the label should say 'DT Statused') is displayed on the third line. The number of times the customer has called and the current commitment information is presented on the last line.

⇒ **Note:** When you provide the customer a commitment on an initial trouble report, we call it the New Commitment. When processing a Subsequent report, that original commitment is called the "Old Commitment" ... because you have the opportunity to change it with another "New Commitment".

To 'unclutter' your screen, you may remove the Original Report Information window after you have provided the status information to your customer. Notice that the 'active' window on this screen is the query window ("Is this cancel report/Okay close-out") ... because that's where the red TAFI cursor is located.

DO THIS NOW:

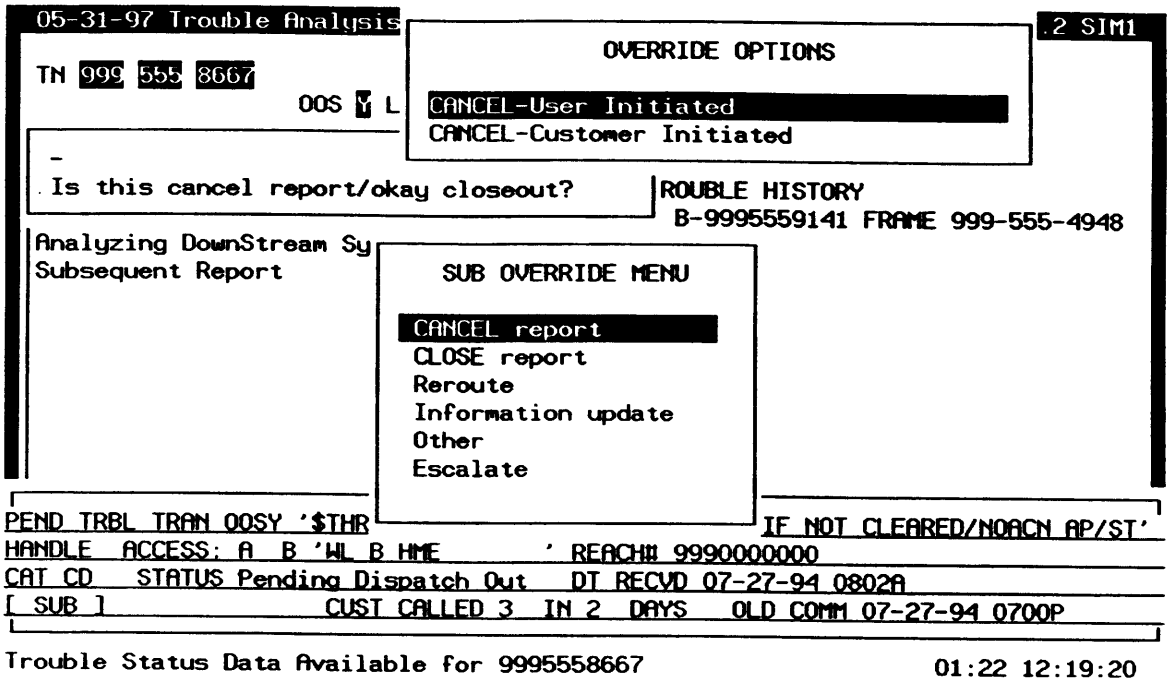
- **TO MOVE THE CURSOR TO THE ORIGINAL REPORT INFO WINDOW, DEPRESS F2.**
- **NOW RETURN TO THE QUERY WINDOW SO YOU CAN PROCESS THIS REPORT, DEPRESS F6**
- **NOTICE THAT THE ORIGINAL REPORT INFO WINDOW HAS BEEN REMOVED**
- **TO RE-DISPLAY THIS WINDOW, DEPRESS F2 AGAIN**
- **HOW WOULD YOU GO BACK TO PROCESSING THE REPORT? ... RIGHT, DEPRESS F6**

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12.2 PENDING TROUBLE REPORT PROCEDURES

When you receive a trouble call and the telephone number reported by the customer has been reported, you will receive the Subsequent Report screen with the Original Report Info window. This window displays with all the pertinent information relative to the initial report. **Remember to check the Customer Information window on the screen to verify that you do have the correct area code and telephone number.**

If you have entered the wrong telephone number (or the customer gave you the wrong number and corrects it when you "**verify the customer's name and address**"), cancel this TAFI report and initiate a new one with the correct information.



⇒ **Note:** Notice that on subsequent reports the Override Menu is now called the "Sub Override Menu" and your options have changed. If you have progressed through the subsequent report flow and arrived at the Trouble Report Screen (the final view prior to sending the report to LMOS), the Override Menu becomes the "Limited Sub Override Menu". You lose the option of Escalating the report (having TAFI select the correct routing codes) because the disposition of this report has been determined when you get to the Trouble Report Screen.

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After you have determined that you have the correct customer account, tell the customer:

"We have your original report."

Next, provide your customer with a status report using the information provided in the Original Report Info window:

- Confirm the existing commitment time
- Tell the customer the current status
- Verify that we have a Reach and Access number (ACN=XXXXXXX)

Using our example, you might say (and let's assume today is July 27)

"Mr. Coxe, according to my records, we have identified the cause of your problem and your report will be assigned to the next available technician. That determination was made at 8:02 this morning and I'm confident that we will have your trouble resolved by 7 PM Should we need to contact you, can you still be reached at 9990000000? (pause for a response) *And, should our technician need to enter your home to resolve this problem and you are not there, is there a number he can call to get access to your property?* (pause for a response)"

⇒ **Note:** Always verify the reach number since things could have changed since the initial report was taken. In this example, the customer did not provide an access number (NOACN in the narrative) initially so try and get one now.

At this point, the customer will identify one of the reasons mentioned earlier and you follow TAFI's flow to process the report.

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12.3 TAFI SUBSEQUENT REPORT FLOW

As with your trouble report handling for initial trouble reports, TAFI will prompt you to obtain certain information from the customer. TAFI prompts you to determine if the call is to

CANCEL REPORT/OK CLOSEOUT?,

IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?,

CUSTOMER IRATE?,

IS THIS AN INFORMATION CALL ONLY?,

etc.

You will make a decision as to whether the customer is requesting information, adding new information, or if the customer is satisfied with our service or commitment. When the customer is not satisfied with our service or commitment, you must answer "yes" to the customer irate prompt. However, when the customer is satisfied or becomes satisfied by the end of your contact, you must make the indication by entering an "N" in the 'irate' field prior to sending the report.

REMEMBER: FOLLOW THE FLOW OF TAFI

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12.3.1 MISSED APPOINTMENT

If the customer calls about a pending trouble report and the current commitment time is missed (i.e., it's now later than when we promised the customer that the trouble would be repaired), we institute the 'Missed Appointment' procedures. TAFI will automatically recognize this condition and follow the procedure. If the status code (IST or Intermediate Status Transaction) is one of the following, we have effectively "stopped the clock" and have not missed the commitment. (This is because something prevented the technician from completing the work on time.)

BKO, HLD, HSO, NAS, ROP, NAO

⇒ **Note:** TAFI translates the IST values to English terms for you when the pending report information is presented. See the sample screen in Section 12.2. The "Status" field. located in the Original Report Info section, translated the IST value of PDO to 'Pending Dispatch Out'.

All other IST values are considered MISSED COMMITMENTS and we must follow the procedures listed below:

1) Tell the customer: *"I'm sorry that we missed the established appointment to correct your problem. We will have your trouble cleared As Soon As Possible."*

2) TAFI will enter a **commitment time of 5 minutes (+5)** from the time trouble is received in the New Commitment field.

⇒ **Note:** Since trouble reports are sequenced by commitment time in the WMC, entering a commitment time of 5 minutes from "now" will place this report on the top of the stack. DO NOT TELL the customer the new commitment time you entered since you know that there is no way of meeting it. It just gets the report on top of the WMC queue. Tell the customer the ASAP commitment.

3) The system will enter ASAP MA (missed appointment) in the Narrative field.

4) If the customer does not accept the ASAP commitment, offer the following commitments.

Received before 12 Noon - Offer 7 P.M. Same Day
Received after 12 Noon - Offer 12 Noon Next Day

5) Type "customer refused ASAP commitment" in the Narrative field .

6) TAFI enters Y in New Info field and CX for the category value.

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Let's explore your options with several examples:

⇒ **Note:** Our training database only has one 'subsequent' report and the commitment is July 27, 1994. We obviously missed that commitment by more than 2 years so TAFI will automatically enter the +5 (missed commitment) value in the new commitment field. For our examples, we will pretend that today is July 27, 1994.

12.3.2 CUSTOMER CALLS TO CANCEL REPORT

In this example, the customer reported a problem in the morning and then discovered the cause of the problem was due to having a defective mounting cord on the set. The customer calls you back to tell you that everything is OK now with their service and wants you to cancel their report.

⇒ **Note:** In this context, when the customer says "cancel the report", what they are telling you is that no further action is required to resolve their problem. When they initially called, they did have a problem and a report was entered into LMOS. Now that they are calling back, a subsequent report must be entered (documenting the second customer call) and then TAFI will take the appropriate steps to CLOSE the existing LMOS report.

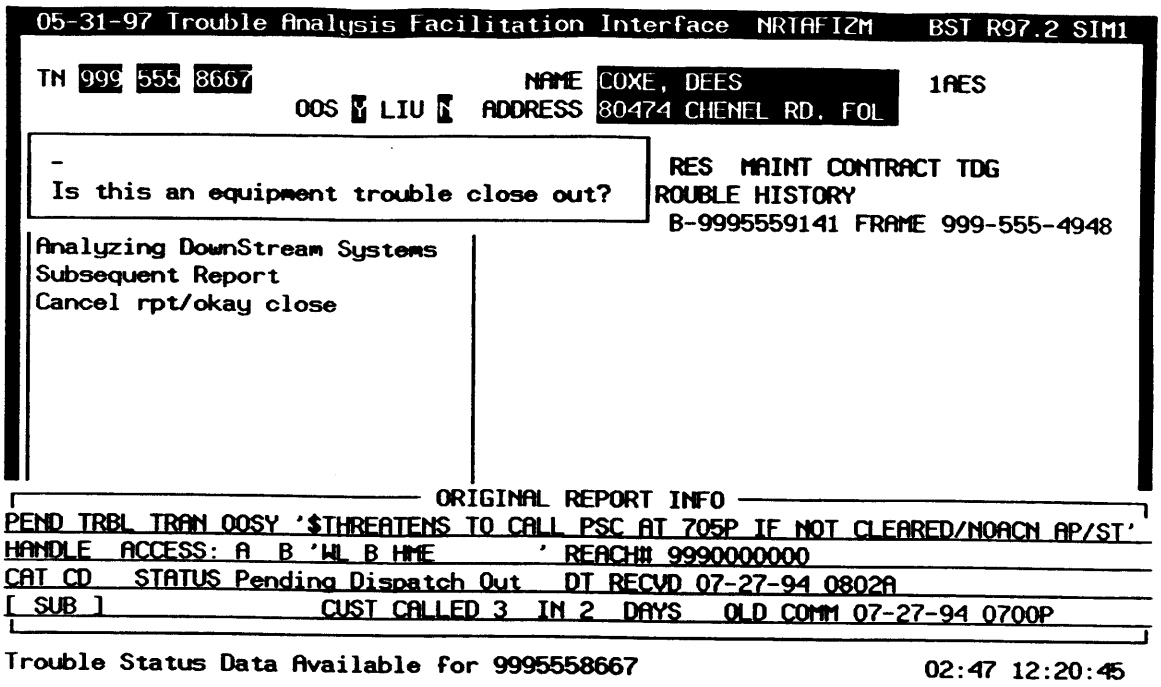
On your screen you should have the pending trouble information displayed for Mr. Coxe (see page 170).

DO THIS NOW: **ANSWER YES "Y" TO THE 'IS THIS CANCEL REPORT/OKAY CLOSEOUT?' QUESTION.**

⇒ **Note:** This question is really asking you 'is the customer calling to cancel (close) the existing report?'

TAFI responds to your answer and produces the following screen:

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The answer to the next question *'Is this an equipment trouble close out?'* will tell TAFI the appropriate codes to use when closing this report. When customers call and say everything is OK now, one of two things happened:

1. The customer found some defective hardware and 'fixed' it, or

2. The trouble condition just 'went away' all by itself (i.e. TOK now)

DO THIS NOW: ANSWER THIS QUESTION WITH A "Y" (SINCE OUR EXAMPLE SAYS THAT THE CUSTOMER FOUND A DEFECTIVE MOUNTING CORD).

TAFI responds by bringing up the Trouble Report screen as shown on the next page:

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```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME       ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB CLOSE ]          CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

       TN 999 555 8667                REPEAT N   EC 999  UNIT 38538602
                                                        LOC TDG
     NAME COXE, DEES                  SUB Y      SO N
  ADDRESS 80474 CHENEL RD, FOL

   REACH# 9990000000       ACCESS# _____        CALLED# _____
  REMARKS WL B HME _____     OK/ Bob Coxe ___      REP BY _____
TRBL DESC TRAN OOSY ____ ____                      NOTE _____
NARRATIVE $THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA
          CN AP/ST-

 NEW COMM +5 _____        ACCESS:  A _____  B _____      OS 07-28-95 0700P
   CUS DT _____           CAT CX  IRATE N  CC N          AS 07-28-95 0700P
 DT RECVD _____           SUB: CLSALT _  NI Y            BC _____

 TEST RES _____________________________ HANDLE _____ MISC SC5 _____
RECOMMEND CUST ISOLATED TO CPE/SUB REPORT
                                                        NRTAFIZM
Field must be input                                  04:36 12:22:34
```

Notice that just above the top heavy boarder, the title of this trouble report screen is "SUB CLOSE" which indicates that TAFI will close this trouble report in LMOS as soon as you enter this subsequent report.

Notice that the 'Original Report Info' data is now displayed at the top of your TAFI screen. This occurs for all subsequent reports. Even though you are at the last stage of completing the subsequent report, there may be a need to see something from the original report.

Lets look at some of the fields on the Trouble Report screen:

12.3.2.1 New Commitment

Since TAFI recognized this report is a 'missed appointment', it entered the +5 New Commitment value. If this was a current report, the New Commitment field would be blank (since the existing report would have a valid commitment) and provides a place for you to change the existing commitment to a re-negotiated value (if appropriate).

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12.3.2.2 Reported By

This field is always BLANK on a subsequent report. Since LMOS doesn't have a 'reported by' field, this information is not recovered. (TAFI enters the 'reported by' data at the end of the narrative line on an initial report.) If you enter a value in this field and try to send the report, TAFI will 'yell at you' and indicate that this field must be blank.

12.3.2.3 OK/

If you are closing a subsequent report you must enter the unique name of the person who told you that it was OK to close this report.

⇒ Note: Do NOT use the equal sign (=) in this field on a subsequent report. This is not appropriate since you do not have a 'reported by' field with data in it. Also you MUST use an identifiable name - not just the title Mr. or Mrs.

12.3.2.4 Reach

If this were not an OK to close report, and the pending report did not have a current reach number, you should ask the customer for the number and enter it in this field.

12.3.2.5 Access

The 'access #' field on a subsequent report is always BLANK (for the same reason given for the 'reported by' field). You should always verify the access number stated on the narrative line of the pending report (ACN= ___) with the customer during your contact. If the narrative indicates NOACN, then always try to obtain one. Place the new access number in the narrative (i.e., ACN=9995555555).

12.3.2.6 Category

TAFI automatically entered the correct (CX) trouble category for the report

12.3.2.7 New Info (NI)

Since there were changes on this report, TAFI automatically entered a "Y".

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12.3.2.8 Narrative

If the customer offers any information related to this subsequent report, you MUST enter the NEW information IN FRONT of the OLD information, separated by a slash (/).

To efficiently do this, you want to "insert" the new information (so you don't wind up re-typing the old information). To accomplish this you must switch your keyboard to the insert mode.

Turn Insert "ON" -

- Position the cursor one space to the right of the dollar sign (if present) otherwise at the beginning of the narrative line.
- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter 'i'.

As you begin typing, notice that all of the existing narrative characters move to the right one letter at a time. At the end of your new information, type the slash character (i.e., "fnd def mtg crd /"). As soon as you finish 'inserting' new information, you want to turn off the insert mode. (If you don't, you may experience problems later when you try to change a value in a full field.)

⇒ **Note:** If you have your keyboard set with CAPS Lock 'ON', switching to the insert mode may not work! Be sure that caps lock is off before switching modes.

Turn Insert "OFF"

To turn off the insert mode, repeat the same steps as you did to turn it on:

- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter 'i'.

12.3.2.9 Recommend

This 'read only' field displays what TAFI will do with this report. In this example, TAFI will enter the subsequent report and then immediately go into LMOS and close it. The close out narrative will indicate "Cust Isolated to CPE/Sub Report" and TAFI will select the correct disposition and cause codes to match a found CPE problem.

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DO THIS NOW: TAKE A FEW MINUTES AND PRACTICE CHANGING THE NARRATIVE INFORMATION. DON'T FORGET TO TURN OFF THE INSERT MODE.

DO THIS NOW: DEPRESS THE ENTER KEY AND SEND THIS SUBSEQUENT REPORT.

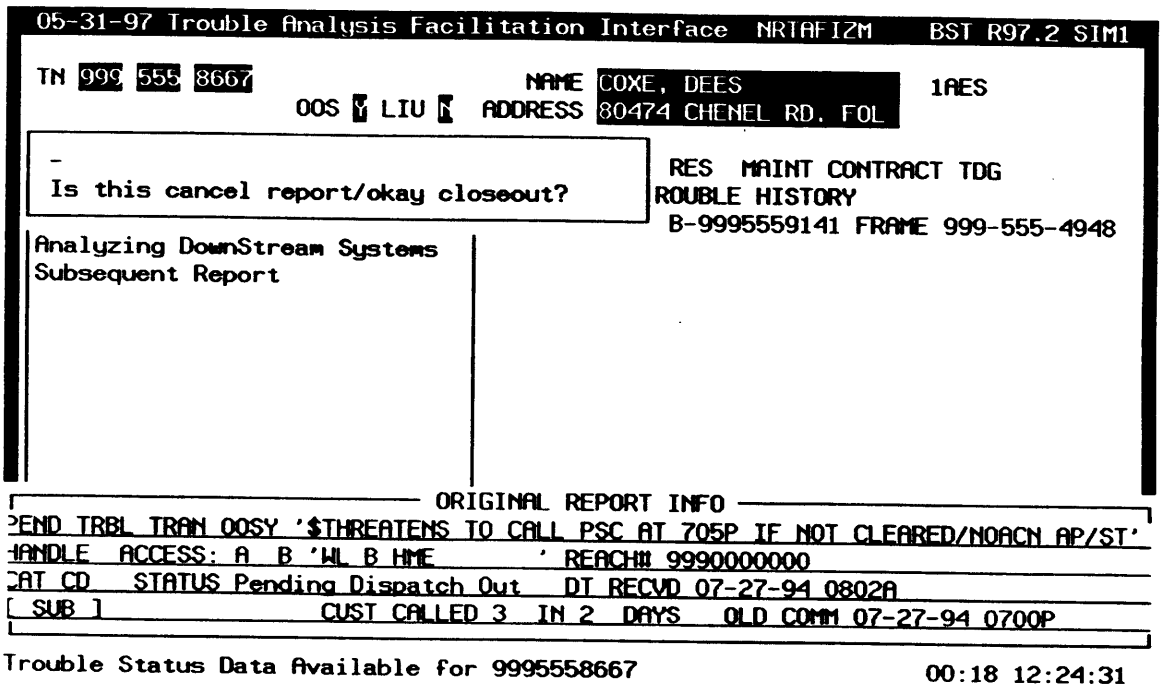
Now that wasn't so bad ... was it? If you had any problems walking through this example, call your instructor for assistance.

Let's do another one ...

12.3.3 CUSTOMER CALLING FOR STATUS

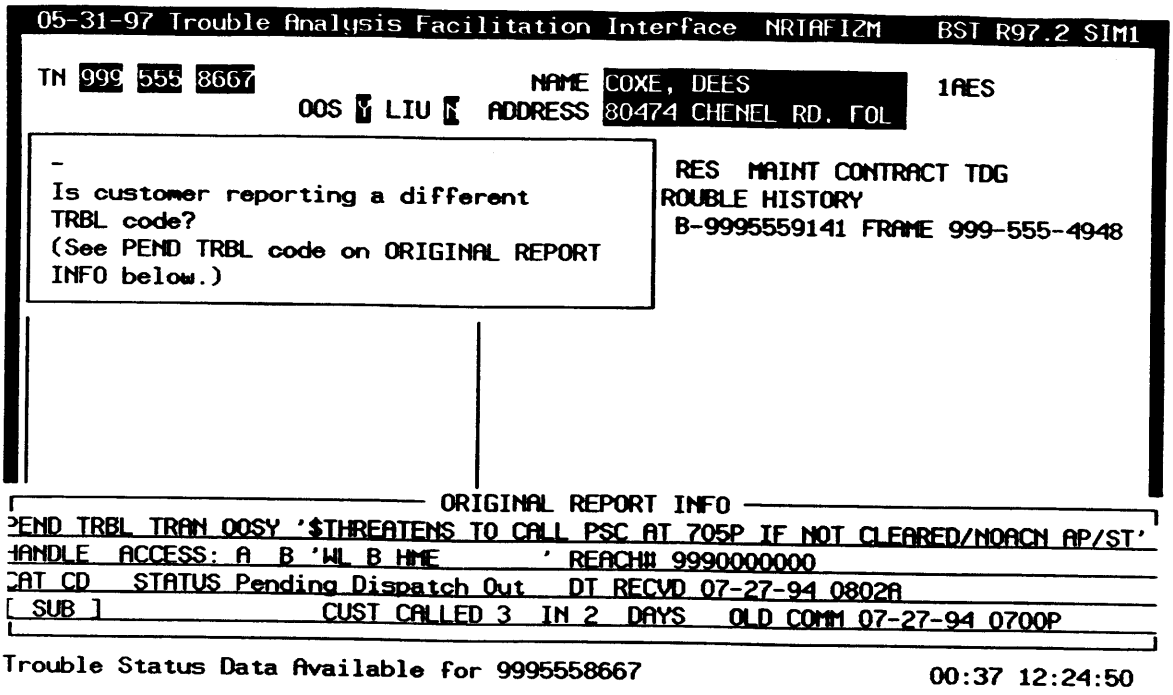
In this example, the customer called in a trouble report and just wants to confirm that the problem will be resolved by the commitment time. (Remember that today is 7/27/94.)

DO THIS NOW: RE-ENTER THE SAME TELEPHONE NUMBER (9995558667, LIU=N) AND TAFI BRINGS YOU TO THE SUBSEQUENT TROUBLE REPORT SCREEN:



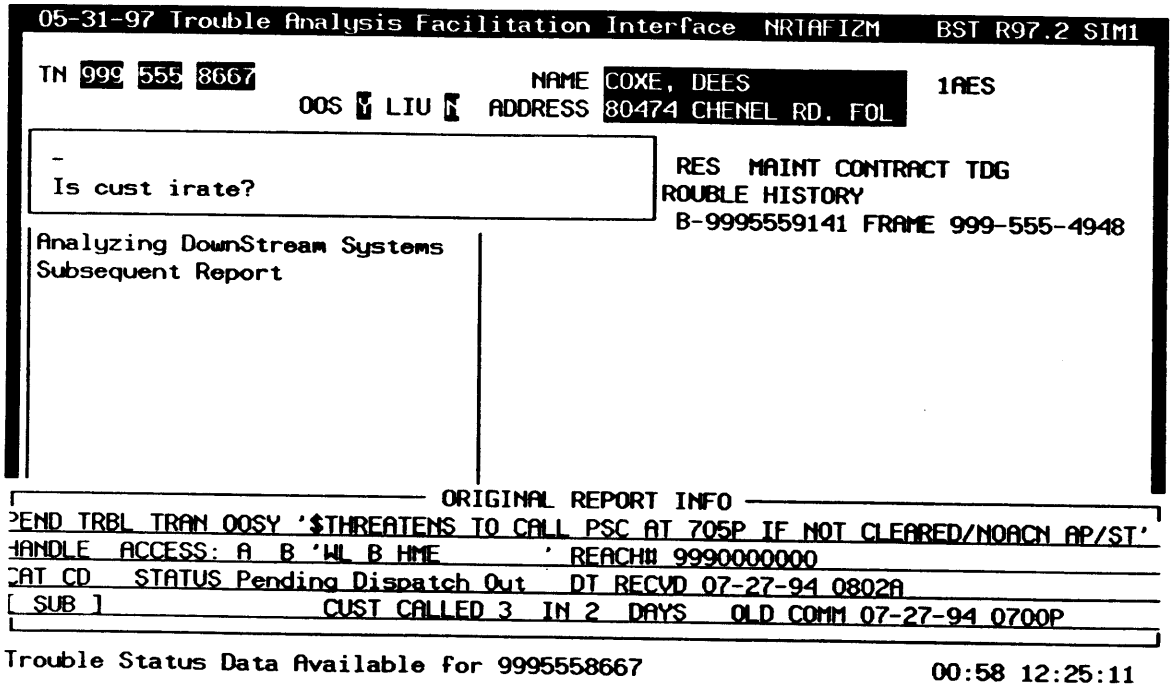
DO THIS NOW: ANSWER THE QUERY WINDOW QUESTION "N" (THE CUSTOMER IS NOT CALLING TO CLOSE THE PENDING REPORT) AND TAFI WILL ASK YOU:

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DO THIS NOW: **ANSWER THIS QUESTION "N" (SINCE OUR CUSTOMER JUST WANTS A STATUS REPORT).**

Next, TAFI wants to know if the customer is "irate" (because of the missed appointment) and brings you the screen below:



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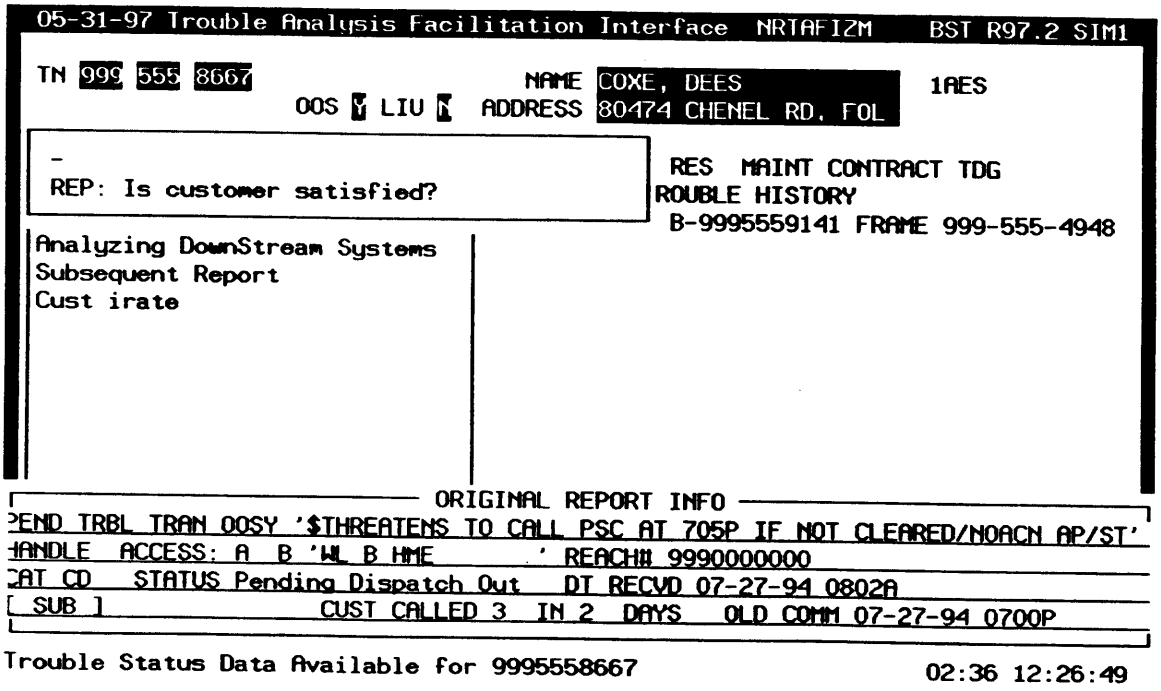
During your dialog with the customer you effectively reassure the customer that we will have their trouble resolved by 7 PM. You would have provided the status information just as we did in the first example.

DO THIS NOW: **ANSWER "Y" TO THIS QUESTION. (ALTHOUGH OUR CUSTOMER JUST WANTS TO CHECK STATUS AT THIS TIME, HE IS STILL UPSET WITH US AND STILL THREATENS TO GO TO THE PSC IF THE PROBLEM IS NOT FIXED BY 7:05 PM.)**

Next, TAFI will put up a Message Window telling you to advise the customer of the trouble report status. If you haven't done so, TAFI reminds you. ... And how do you move on past a Message Window? ... right,

1. You read the information presented in the Message Window
2. You understand and act upon this information
3. You depress the Enter key telling TAFI that you have done steps 1 & 2.

In our example (because it is a missed appointment), TAFI puts up another Message Window telling you to advise the customer that you will 'expedite' the resolution of his trouble. (This is done by TAFI entering the +5 New Commitment and, depending upon the nature of the problem and customer, you may also call the BST and alert them of the situation.) TAFI then asks:



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DO THIS NOW: ANSWER THIS QUESTION "Y", OUR CUSTOMER WAS SATISFIED AND TAFI RETURNS THE TROUBLE REPORT SCREEN FOR YOUR FINAL REVIEW:

```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB INFO UPDATE ]   CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

      TN 999 555 8667                 REPEAT N   EC 999  UNIT 38538602
                                                         LOC TDG
    NAME COXE, DEES                   SUB Y      SO N
 ADDRESS 80474 CHENEL RD, FOL

  REACH# 9990000000      ACCESS# _____        CALLED# _____
 REMARKS WL B HME        OK/ _____          REP BY _____
TRBL DESC TRAN OOSY ____ ____                NOTE _____
NARRATIVE $THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA
          CN AP/ST-

 NEW COMM +5             ACCESS:  A _____  B _____      OS 07-28-95 0700P
   CUS DT _____          CAT CX  IRATE Y  CC N          AS 07-28-95 0700P
 DT RECVD _____          SUB: CLSALT _  NI Y            BC _____

  TEST RES _____                        HANDLE _____  MISC SL1
RECOMMEND Updating Narrative/Status Information
                                                              NRTAFIZM
Trouble Status Data Available for 9995558667                  03:11 12:27:24
```

Notice that TAFI's recommendation is to Update Narrative/Status Information. Since this training database example is always a missed appointment, TAFI entered "Y" in the NI field (because the commitment changed to +5).

DO THIS NOW: DEPRESS THE ENTER KEY TO SEND THIS UPDATE TO LMOS.

Nothing to it - right? Just talk to the customer (using all of your customer contact skills) and follow TAFI's prompts.

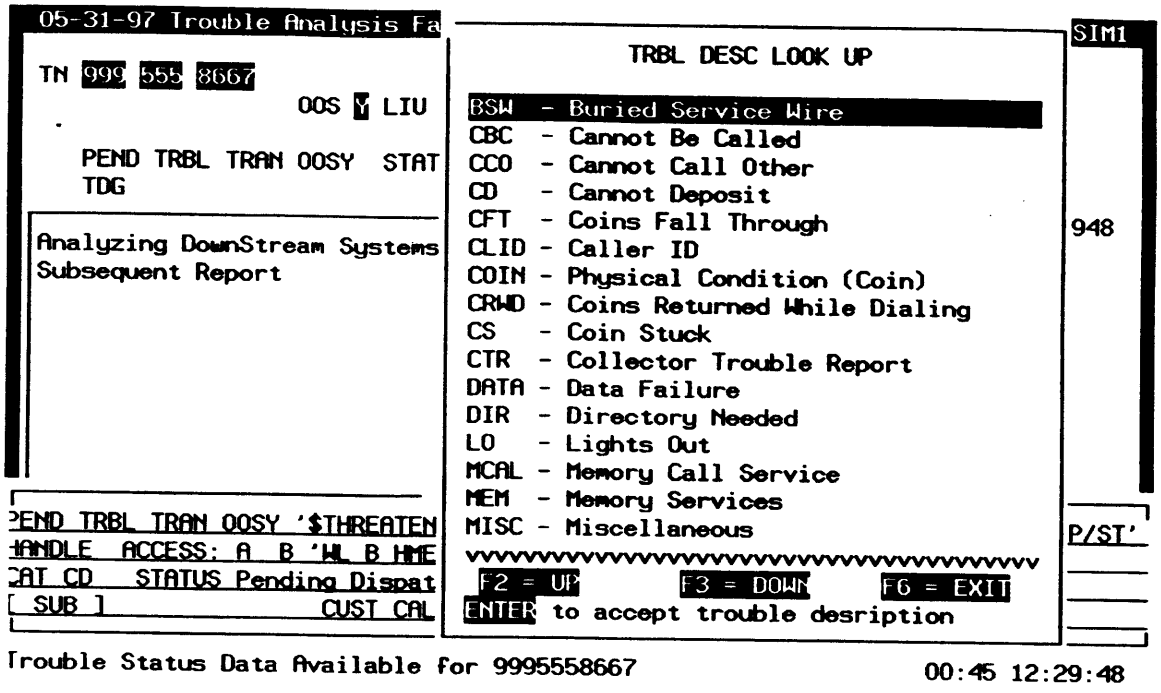
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12.3.4 CUSTOMER CALLS TO CHANGE TROUBLE DESCRIPTION

In this example, the customer originally called to report noise on the line (TRAN) and after a while they call back to let us know that now they don't have any Dial Tone!

DO THIS NOW: RE-ENTER OUR TEST NUMBER WITH LIU=N AND ANSWER TAFI'S QUESTIONS JUST AS YOU DID BEFORE - EXCEPT ANSWER "Y" TO THE "IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?" QUESTION.

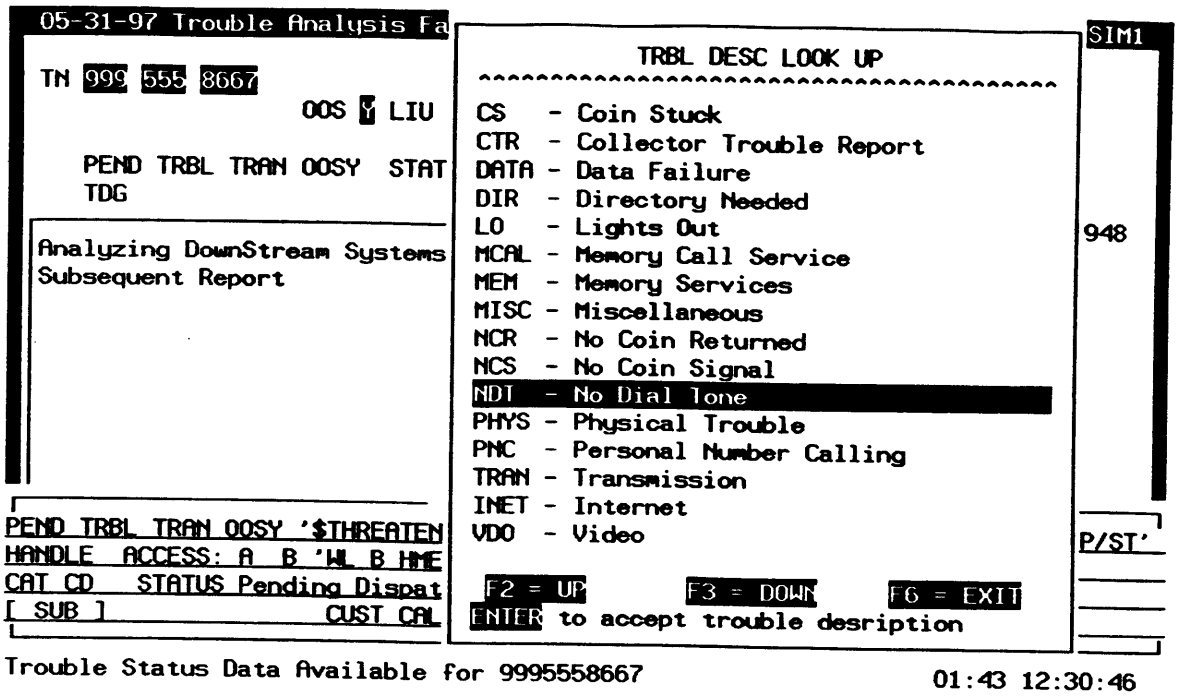
Again, using your excellent customer contact skills, you reassure the customer that our initial commitment will be met and you identified that the nature of the trouble has changed.



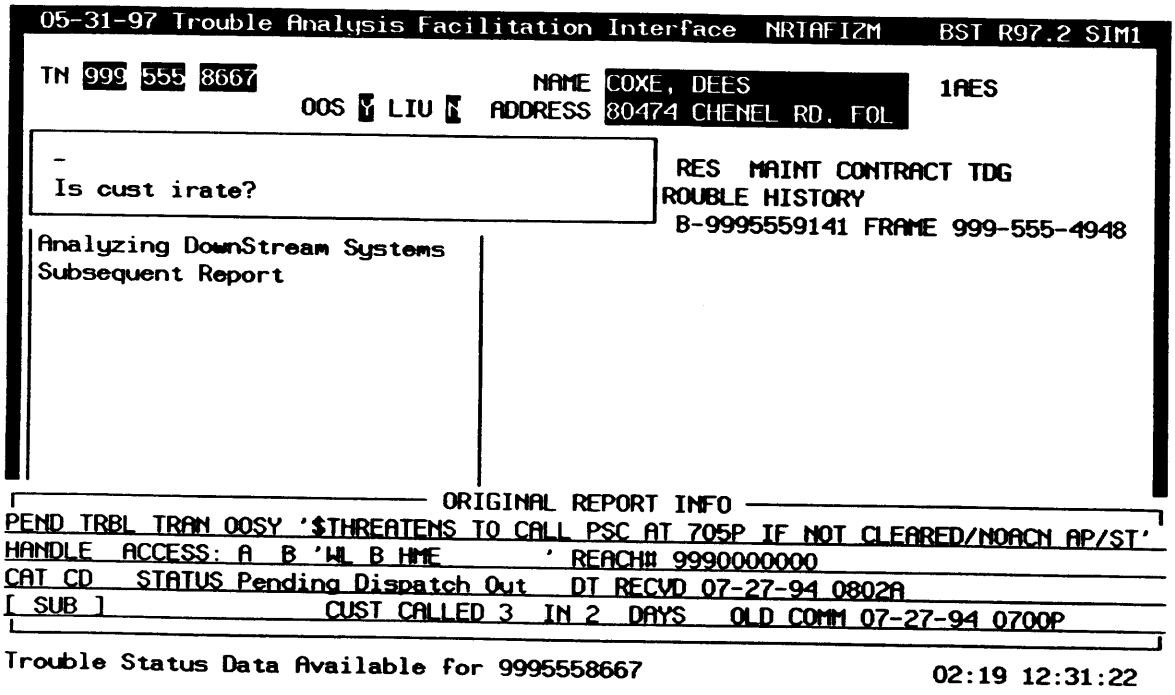
TAFI displays the Trouble Description Look Up Menu. Find the new trouble description that the customer related to you and depress enter. Oh, you can't find NDT? Remember what the row of lower case v' mean at the bottom of the menu? ... Right, depress the Page Down key.

DO THIS NOW: DEPRESS THE PAGE DOWN KEY.

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DO THIS NOW: **MOVE THE CURSOR (HIGHLIGHT BAR WITH THE UP/DOWN ARROWS) TO NDT AND DEPRESS THE ENTER KEY. THE SYSTEM WILL DISPLAY THE NEXT STEP IN PROCESSING THIS REPORT:**



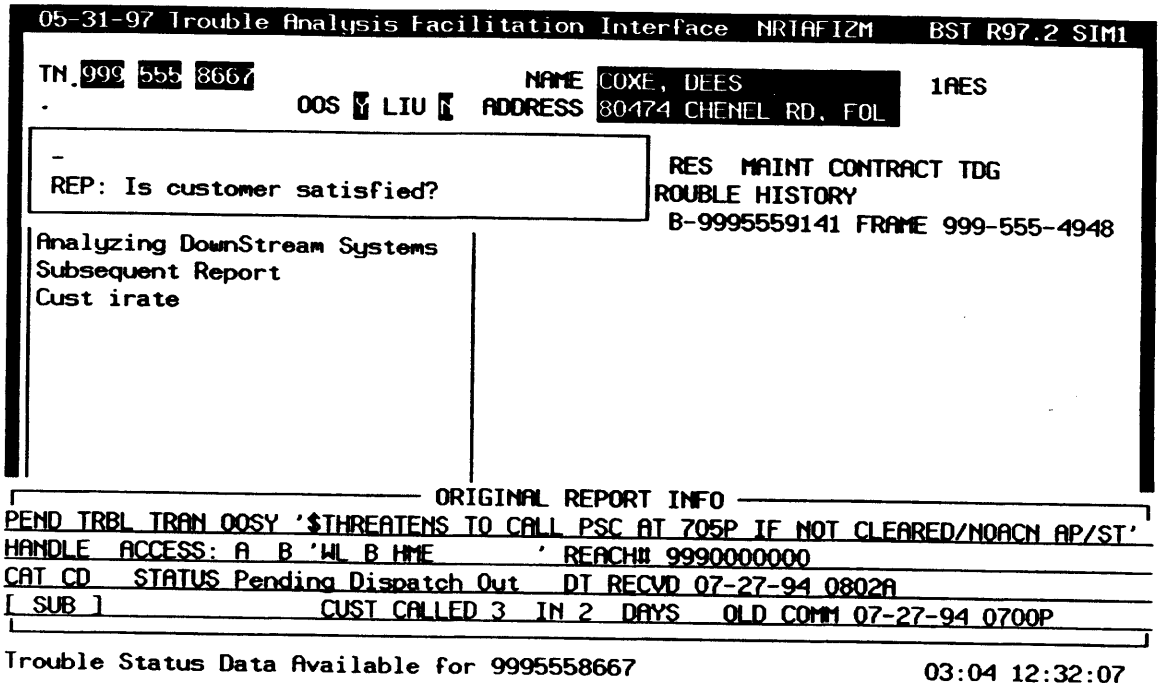
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DO THIS NOW: ANSWER THIS QUESTION "N" (BECAUSE WE HAVE CHANGED THE TROUBLE DESCRIPTION AND TAFI IS GOING TO REEVALUATE AND MAKE APPROPRIATE RECOMMENDATIONS.)

TAFI will follow this with two Message windows, (1) to remind you to provide the customer of the status of their existing (pending) report and (2) ask you to advise the customer that you will expedite the resolution of this trouble (because of the missed appointment). At this point, TAFI will execute any testing, etc. needed to analyze the new trouble description.

DO THIS NOW: RESPOND TO THE TWO TAFI MESSAGE WINDOWS

Next TAFI wants to know if the customer is satisfied with the arrangements?



DO THIS NOW: ANSWER "Y", THE CUSTOMER IS SATISFIED.

TAFI then displays the Sub Info Update window showing that the Trouble Description has now changed to NDT (from the original TRAN).

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```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB INFO UPDATE ]   CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

      TN 999 555 8667                 REPEAT N   EC 999  UNIT 38538602
                                                          LOC TDG
    NAME COXE, DEES                   SUB Y      SO N
 ADDRESS 80474 CHENEL RD, FOL

  REACH# 9990000000      ACCESS# _____        CALLED# _____
 REMARKS WL B HME        OK/ _____              REP BY _____
TRBL DESC NDT  OOSY ____ ____                   NOTE _____
NARRATIVE $now NDT / HREATENS TO CALL PSC AT 705P IF NOT ___
          CLEARED/NOA CN AP/ST-

 NEW COMM +5             ACCESS:  A _____  B _____      OS 07-28-95 0700P
   CUS DT _____          CAT CX  IRATE Y  CC N          AS 07-28-95 0700P
  DT RECVD _____         SUB: CLSALT _  NI Y            BC _____

 TEST RES _____________________________ HANDLE _____  MISC SL1
RECOMMEND Updating Narrative/Status Information
                                                       NRTAFI2M
Trouble Status Data Available for 9995558667           02:04 12:38:25
```

If the original problem no longer exists, the old narrative may no longer be valid, therefore you can over-type the new information in the narrative field. If the original problem still exists and a new trouble description is selected, add the new narrative to the existing narrative. You may modify the original report to allow for space for the new.

DO THIS NOW: DEPRESS THE ENTER KEY TO SEND THIS REPORT.

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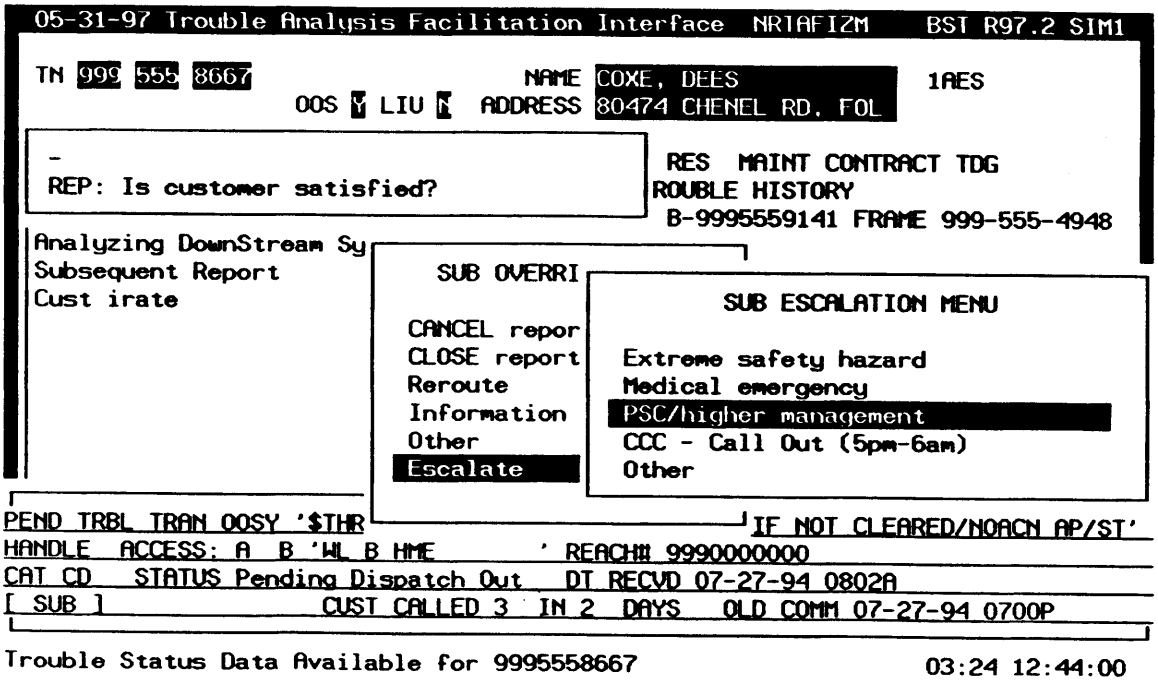
12.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

12.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been "No Accessed", TAFI will prompt for an answer to the question "Is Access Available?". This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another 'no access' situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

12.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.



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Selecting the ESCALATE option on the SUB OVERRIDE menu will display the SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message to the narrative on the final trouble report screen.

12.4.3 IRATE

In customer irate and emergency situations, handle the contact as you have been trained and then notify your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills training and pay particular attention to 'irate' customers.

12.4.4 CATEGORY OF REPORT

On a subsequent report, the "category of report" is coded CX with one exception.
When the pending report is coded "EO" and the customer is now reporting the trouble, the report must be coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was an employee originated report (EO), TAFI will process the subsequent as though it was an original and should be discussed with the customer likewise. (i.e., The customer most likely does not know that an employee has already reported the problem for him.)

12.4.5 OTHER SUBSEQUENT TIPS

- TAFI will recognize cable and central office failures for special handling. If the subsequent is not related to the cable failure, you will be requested to refer the trouble to the local WMC.

- Denials and suspension of service occurring after the original report has been routed, depending on the status of the report, must be on-line transferred to the Business Office. You may either leave the report in its original status or exclude the report.

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- SUB ERROR MESSAGES:

"**SUB NOW**" - Trouble was taken as an initial, but became a sub before you could enter it. (i.e., While you were processing the initial report, someone else generated an initial report on the same number.) You should take the report out of queue and process it as a sub.

"**NOT SUB**" - Trouble was taken as a SUB, but became an initial before you could enter the sub. (i.e., While you were working on the subsequent report, someone else closed the pending report.) You should take the report out of queue and process it as an initial.

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12.4.6 EXERCISE

Answer the questions below. Choose the correct field from the answer column. Write the letter in the space given. Each field can be used once.

1. What field allows the user to enter a re-negotiated commitment?

   Answer_____

2. On a subsequent trouble report, where is the pending trouble description located?

   Answer_____

3. You can give the customer an update of the trouble report using which section?

   Answer_____

4. What is the category of most pending trouble reports?

   Answer_____

5. Which field indicates new information is being reported?

   Answer_____

Answers

A. New Info
B. New comm
C. CX
D. Original Report Info window
E. Trouble Status Summary.

(Check your answers on the next page.)

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ANSWERS

1. B - New comm
2. D - Original Report Info window
3. E - Trouble Status Summary
4. C - CX
5. A - New Info

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13 SUPERVISOR FUNCTIONS

Individuals with "supervisor" authority in their TAFI profile are given certain tools to help them manage the business.

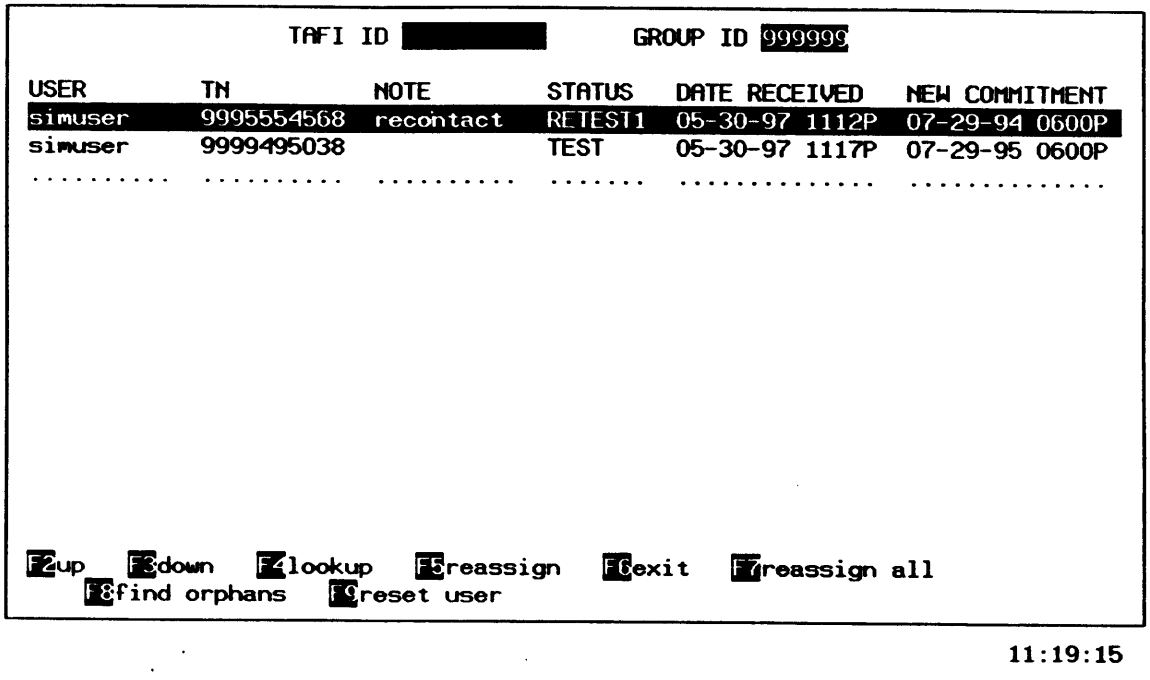
13.1 MANAGING TAFI QUEUES

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer's trouble(s) while the user is attending to another customer's needs. Reports that require this background activity are placed in the user's work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user's queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

*** ***Failing to MANAGE the TAFI queued reports will result in inefficient operation*** ***

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4[6].



[6] Note: each CLEC will get one training ID that has supervisor privilege and seven 'user' ID's. In the current arrangement, the Supervisor ID is 'simuser'; password = train1.

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The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, all users with group id = 999999).

> ⇒ **Note: The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).**

13.1.1 THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:

1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)
2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.
3. Does a specific user have and inordinate number of reports in queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.
4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

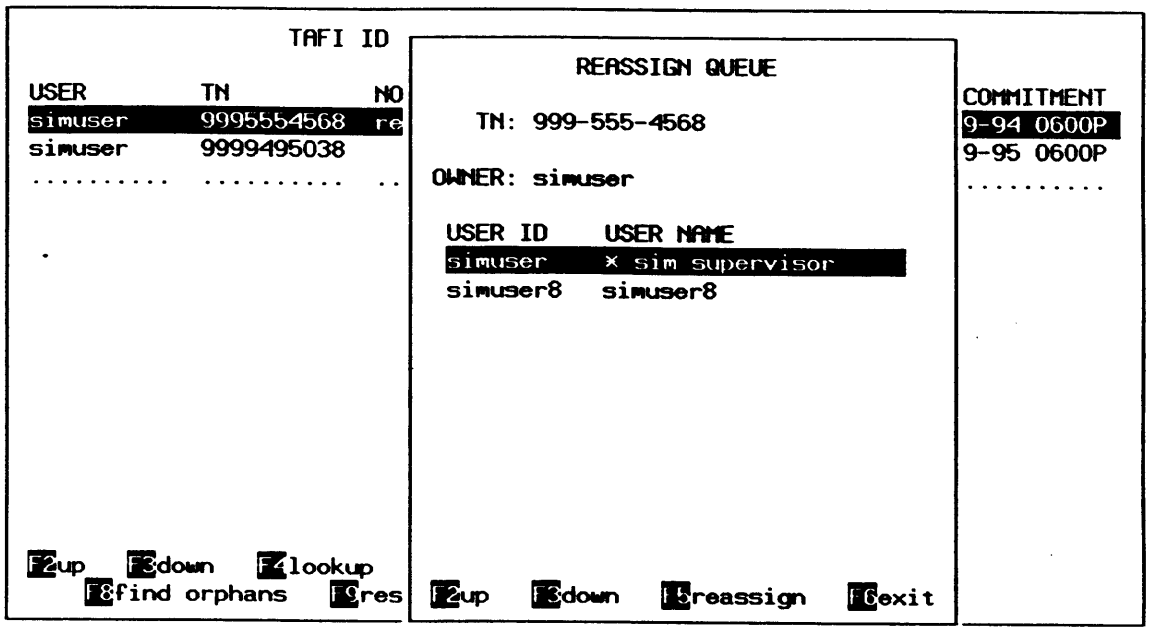
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13.1.2 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).

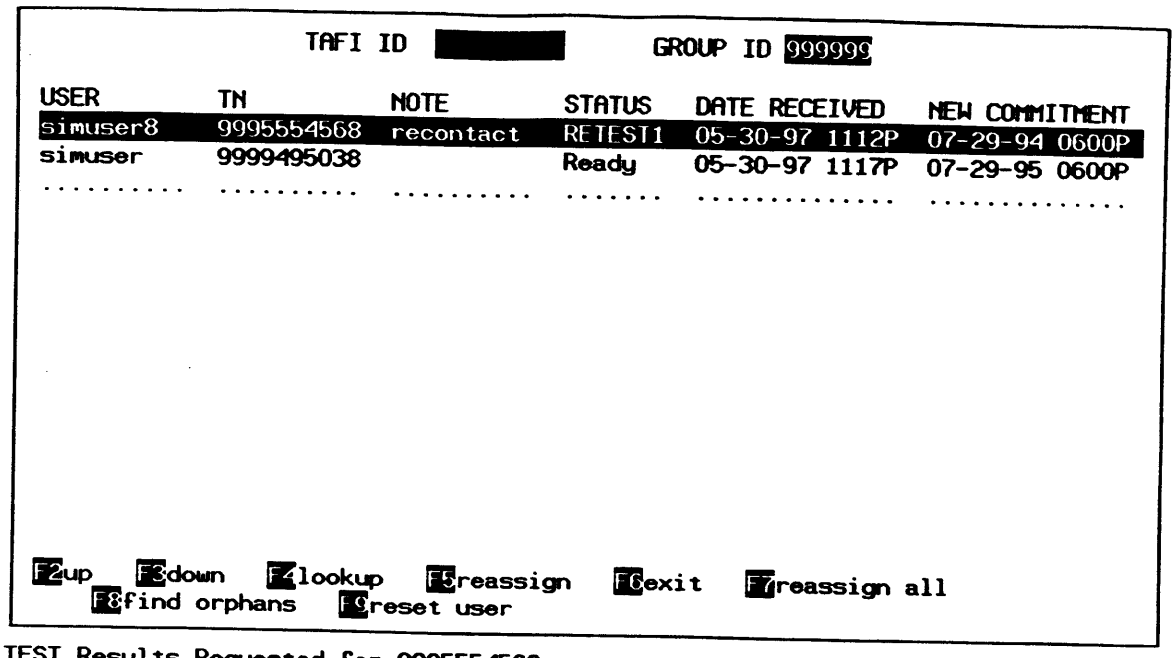
2. The system responds by displaying a list of active users on the processor (for his/her company).



3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).

4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

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In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.

   - If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.

   - If the target group is all queue reports enter the appropriate GROUP ID value (blank out the TAFI ID field) and depress function key F-4.

2. Depress function key F-7 (reassign all)

3. Follow steps 2 through 4 listed above.

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13.2 FIND ORPHANS

As indicated in Section 8, if TAFI has not produced a recommendation prior to you completing the contact with the customer, you (1) provide your customer with the appropriate commitment, (2) queue trouble reports so TAFI can continue the analysis and (3) you are free to process the next customer call.

TAFI maintains internal records indicating which queued report belongs to which user. If a user logs off with trouble reports in their queue[7], the association between the queued report and its owner is lost - the report becomes an orphan. When the user logs back into the system, TAFI automatically reunites the orphan with its parent (the user) and is displayed in the users queue window.

Should a user fail to log back into the system, the customer's report is not being processed (not sent to LMOS) and delays in providing problem resolution occur. To recover these reports, the Supervisor will depress F8. The system will reply with "x reports found and reassigned" or "no orphans found". With users properly managing their queued reports, there is little need to 'find orphans'.

12.3 Reset Users

In the early days of TAFI, if a user experienced an ungraceful disconnect (i.e., dropped line connection while processing a report), the system considered the user still logged in and would prohibit reconnection by the user. This problem has been corrected over time (i.e., now when the user logs in, and the system has an existing user process running, the system automatically kills off the existing process and allows the user to log in). Therefore this option is obsolete.

[7] TAFI allows users to log off with trouble reports in their queue and the assumption is that this log off period is for a short interval (i.e., lunch break, between reports on a slow day, etc.). If the user is going to log off for an extended period (i.e., end of the tour), the user must inform their supervisor to reassign the queued reports to another active user. Remember, a trouble report is not sent to LMOS (and therefore not being handled by BellSouth) until TAFI makes a recommendation and the user handles it.

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14 ATTACHMENTS

Attachment I ..... Function Key Map

Attachment II ..... Process For Establishing CLEC TAFI Access

Attachment III ..... Process For Testing CLEC TAFI Access

Attachment IV ..... Process For CLEC TAFI User To Report System Troubles

Attachment V ..... Standard Trouble Reporting Abbreviations

Attachment VI ..... Job Aid - Trouble Shooting CPE Problems

Attachment VII ..... CLEC Lookup Table

Attachment VIII .... LMOS Intermediate Status Codes

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14.1 FUNCTION KEY MAP

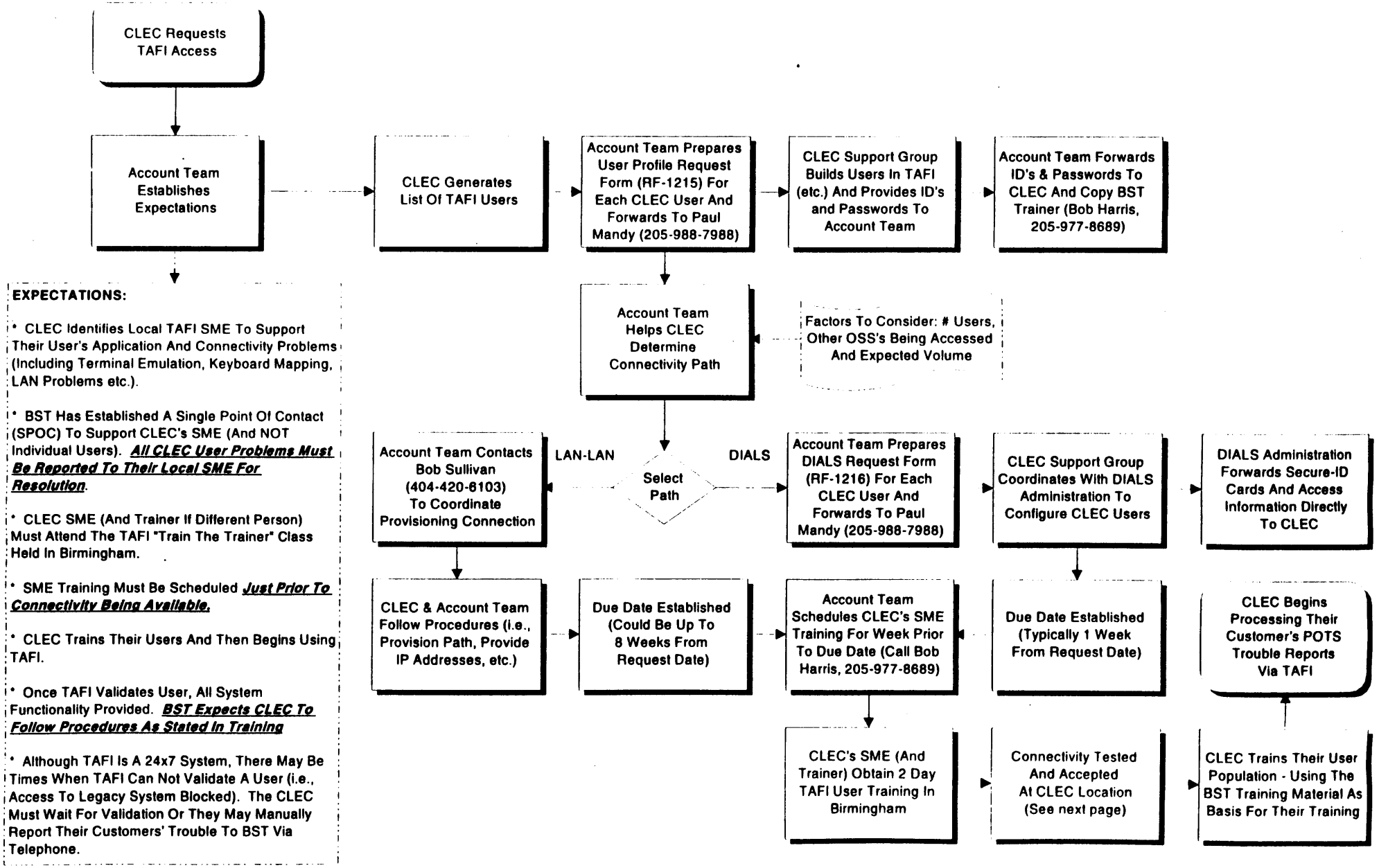
Function Keys -->	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Screen / Window:	User Functions:											
Initial	Help	Profile	Queued Troubles	Supv Function		Exit (backup						
Main	Help		Queued Troubles			Exit (backup)	Feature List	Queue Report	Access / Commit	Refresh	Add'l Data	OverRide
Trouble Report (Close-out)	Help		Unit #'s MR Only			Exit (backup)	Feature List	Queue Report		Refresh	Add'l Data	OverRide
Queued Troubles	Help	Up	Down			Exit (backup)						
Look-Up (Help, Unit#)	Help	Up	Down	Look-Up		Exit (backup)						
Supervisor Features:												
Queued Troubles	Help	Up	Down	Look-Up	Reassign	Exit (backup)						

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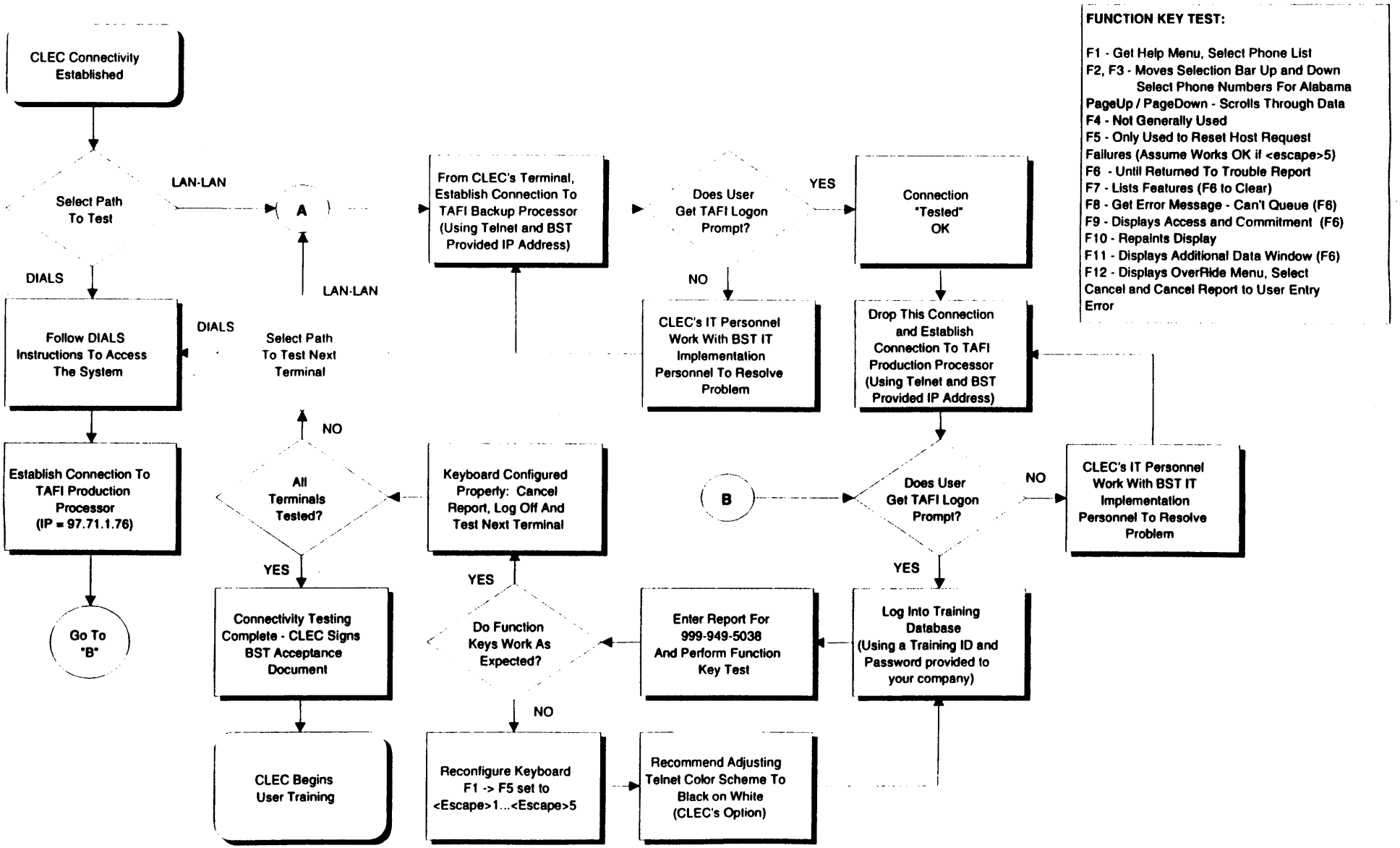
14.2 PROCESS FOR ESTABLISHING CLEC TAFI ACCESS



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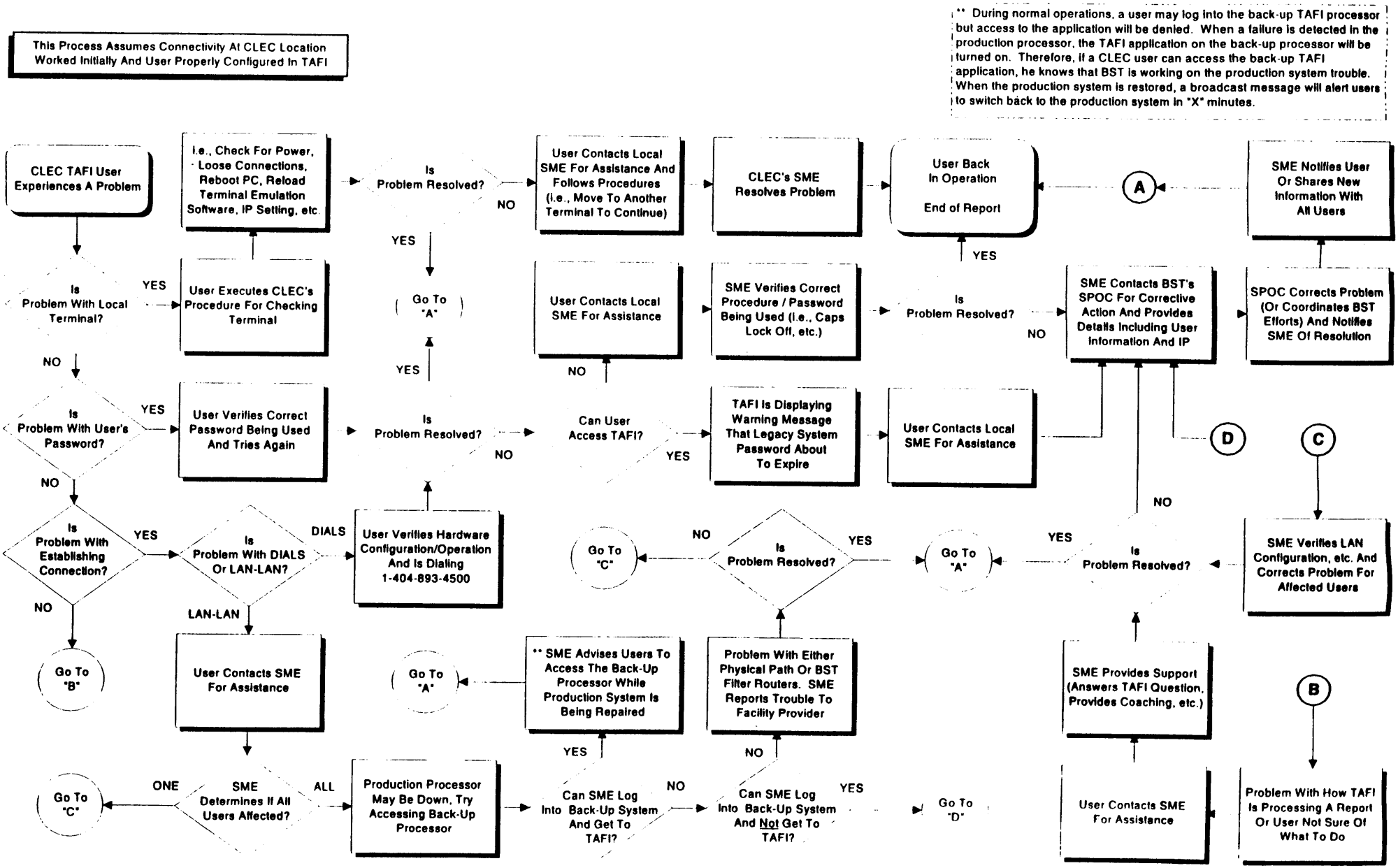
14.3 PROCESS FOR TESTING CLEC TAFI ACCESS

Attachment III



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14.4 PROCESS FOR CLEC TAFI USER TO REPORT SYSTEM TROUBLES



Attachment IV

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14.5 STANDARD TROUBLE REPORT ABBREVIATIONS

General Rules:

1. Write the consonants and drop the vowels.
2. Write the vowels that come at the beginning of a word.
3. When a word has a double consonant, write only one.
4. Common suffixes are abbreviated
5. Other frequently used abbreviations are also acceptable

Table 4 – Standard Trouble Report Abbreviations

Abandoned	ABN	Afternoon	PM
Able	ABL	Again	AGN
About	ABT	Agency	AGCY
Access	ACC	Agree	AGR
Account	ACCT	Agreed	AGRD
Account Classification	AC	All Calls	ALL CLS
Account Group	AG	Add Day	AD
Accurate	ACRT	All Phones	A/P
Across	X	All Right	OK
Acknowledge	ACK	Already	ALRDY
Additional	ADL	Amount	AMT
Additional Listing	ADLST	And	&
Address	ADDR	Annoying/Anonymous	A/A
Adjust	ADJ	Another	ANO
Advance Payment	AP	Answer	ANSWR
Advertising	ADVT	Answering Service	TAS
Advise/Advised	ADV	Apartment	APT
After	AFT	Application	APPL

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Apply	APLY	Both	BTH
Appointment	APPT	Broken	BKN
Are/Or/Our	R	Button	BTN
Around	ARND	Building	BLDG
Arrangements	ARR	Business Office	BO
As Soon As Possible	ASAP	Business Office Suprvsr	BOS
Ask For	ASK4	Business Service Center	BSC
Assign	ASGN	Busy	BY
Assignment	ASGNMT	Cable	CA
Assistant Manager	AM	Call	CL
At	@	Call Back	CLBK
Attention	ATTN	Call Forwarding	CF
Available	AVL	Call Waiting	CW
Automatic Telephone	AUTO-TEL	Called	CLD
Balance	BAL	Called In	CI
Baseboard	BSBD	Calling	CLG
Basement	BSMT	Can Be Reached	CBR
Be	B	Cancel	CANC
Because	BEC	Can Not	CN'T
Bedroom	BR	Cent	¢
Been	BN	Central Office	CO
Before	B4	Centrex	CNTX
Bell Rings While Dialing	BRWD	Change	CHN
Bell System Credit Card	BSCC	Changed	CHGD
Better	BTR	Charge	CHG
Between	BET / BTWN	Check	CHK
Bill	BL	Checked	CKD
Bill Date	BD	Circuit	CKT / CRT
Billed	BLD	City	CY
Billing Address	BA	Claim	CLM

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Cleared	CLRD	Deduct	DED
Coin Phone	C PH	Delay	DLY
Collect	COL	Deliver	DEL
Color	CLR	Denies All Knowledge	DAK
Commitment	CMT	Deny	DY
Company	CO	Department	DEPT
Complete	COMPT	Deposit	DEP
Comptrollers	CMPT	Desk	DSK
Condition	COND	Dialed Directed	DDD
Concession	CSN	Different	DIFF
Confirming Notice	CN	Difficult	DFCLT
Connect	CONN	Dinning Room	DR
Connected	CONN	Directory	DA
Console	CNSL	Directory Asst. Charge	DAC
Contact	CT	Disconnect	DISC
Cord	CD	Does	DZ
Correct	CORR	Doesn't Answer	DA
Cost	CST	Dollar	$
Could	CD	Don't	DNT
County	CTY	Down	DWN
Credit	CR	Downstairs	DWNSTRS
Credit Card Holder	CCR	Drop Wire	DW
Credit Class	CC	Due	DU
Credit Information	CI	Due Date	DD
Customer	CUS	Duke Power	D.PWR
Customer Will Advise	CWA	Duplicate	DUP
Customer Will Call	CWC	Each	EA
Cut Off	CTO	Effective	EFF
Day	DA	Else	ELS
Debit	DBT	Emergency	EMRG

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Equal	=	Half	1/2
Equipment	EQPT	Happen	HPN
Error	ERR	Have	HV
Ever	EVR	High	HI
Exchange	EXC	Highway	HWY
Explained	EXP	Held / Hold	HLD
Exposed	EXPSD	Home	HM
Extension	EXT	Husband	MR
Face Plate	F-PLT	In	N
Facilities/Facility	FAC	In Care Of	%
Final Account	FA	In Full	IF
Final Acc. Collection Ctr	FACC	Including	INC
Final Bill	FB	Information	INFO
First	1ST	Initial	INIT
Fix	FX	In Regards To	RE
Fixed	FXD	Inside	INS
Floor	FLR	Install	INSTL
Follow-Up	FU	Installation Charge	INSTL CHG
For	4	Installment Billing	IB
Foreman	FRMN	Intercom Lines	COM-LN
Forward	FWD	Investigate	INV
From	FR / FM	Issue	IS
Full Amount	FA	Itemized Call	IC
Gave Information	GV INFO	Jack	JK
Georgia Power	GA.PWR	Junction	JCT
Get	GT	Just	JST
Give / Gave	GV	Kitchen	KIT
Given	GVN	Knew	NU
Ground	GRD	Leave	LV
Guarantee	GUAR	Leave City	LC

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Leave Word	LW	Missed Appointment	MA
Leave/Left Word To Call	LWTC	Mileage	MI
Leaving	LVG	Minute	MIN
Left In	LI	Mistake	MSTK
Letter	LTR	Money	$
Light	LITE	Money Order	MO
Like	LK	Month / Monthly	MO
Line	LN	Monthly Charge	MO CHG
Line In Use	LIU	More	MR
List	LST	Morning	AM
Listed	LSTD	Move	MV
Listing	LSTG	Moved	MVD
Live	LV	Moving	MVG
Living Room	LR	Much	MCH
Local Service	LS	Name	NA
Local Usage	LU	Necessary	NEC
Located / Location	LOC	Need / Needs	ND / NDS
Long	LNG	Neighbor	NBR
Long Distance	LD	Neighborhood	NBRHD
Made	MD	Never	NVR
Mail	ML	Next	NXT
Mailing	MLG	New	NW
Major Credit Card	MCC	New Connect	NC
Major Oil Credit Card	MOCC	No Access Required	NAR
Make	MK	No Charge	NC
Making	MKG	No Further Use	NFU
Manager	MGR	Non Hazardous	NHAZ
Message	MSG	Non-Listed	NLST
MSG Investigation Ctr.	MIC	Non-Payment	NP
Message Units	MU	Non-Published	NPU

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No One	NO 1	Phone Company	TELCO
No Reach Number	NRN	Please	PLS
Notice	NFY	Plus	+
Not In	NI	Pocket Coder	PKT CDR
Not In file	NIF	Pole	PL
Notice	NTC	Police Department	PD
Not Working	NWKG	Previous	PRVS
Number	#	Promise	PROM
Observe	OBSRV	Promise To Pay	PP
Offer	OFR	Protector	PROT
Offered	OFRD	Public Office	PO
Office	OFC	Pulled	PLD
Okay	OK	Question	?
Operator	OPR	Rates	RT
Order	ORD	Reach	RCH
Other	OTH	Reason	RSN
Out Of Order	OD	Receipt	RCPT
Out Of Service	OOS	Receive	RCV
Out Of Town	OT	Receiver	RCVR
Outside	OS	Receiving	RCVG
Over	OVR	Reconnect	RCONN
Owe	O	Record	RCD
Page	PG	Recording	RCDG
Paid	PD	Record Not In file	RNIF
Party	PTY	Refer	REFR
Party Line Complaint	PLC	Refund	RFND
Past	PST	Regarding	RE
Pay	PA	Regrade	RGR
Payment	PMT	Remove	RMV
Person To Person	PP	Repair	RPR

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Repair Service Bureau	RSB	Some	SM
Repairman	RPMN	Someone	SM-1
Replaced	RPLCD	Speaker Phone	SPK PH
Reported	RPTD	Speed Calling	SP CLG
Representative	REP	Station	STA
Require / Request	REQ	Still	STL
Residence	RSD	Street	ST
Residence Service Center	RSC	Supervisor	SUPV
Restore	RST	Suspend	SUS
Restore No Charge	RSTN	Suspend For Non Paymt.	SNP
Return	RET	Suspend Service	SS
Returned Check	RCK	Suspension Notice	SN
Room	RM	Switchboard	SWBD
Rotary	ROT	Take	TK
Said	SD	Taking	TKG
Same	SM	Talk	TLK
Satisfy	SAT	Talking	TLKG
Satisfactory	SATF	Telegram	TGM
Second	2ND	Telephone	TEL
Security	SEC.	Telephone Number	TN
See	C	Teller	TLR
See Anyone	C-ANY-1	Temporary	TEMP
Send	SND	Temporary Disconnect	TD
Sent	SNT	Temporary Suspend	TS
Service	SVC	Terminal	TERM
Service & Equipment	S&E	That	THT
Service Order	SO	Them	THM
Several	SEV	Then	THN
Should	SHD	This	THS
Since	SNC	Third	3ED

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Three-Way Calling	3-WY-CLG	Verify	VFY
Through	THRU	Wants	WTS
Ticket	TKT	Week	WK
Time	TM	When	WHN
To Be	2-B	Wife	MRS
Today	TD / TDY	Will	WL
To / Too	2	Will Mail Check	WL ML CHK
Together	TGTHR	Will Pay	WL PA
Told	TLD	Wiring	WRG
Toll Library	TOLL LIB	With	W/
Tomorrow	TOM / TMO	Without	W/O
Total	TOT	Work	WRK
Touch-Tone	TT	Working	WKG
Transfer	TRNS	Would	WLD
Trimline	TRM	Write Off	WO
Trouble	TBL	Wrong	WRG
Trunk	TRK	Wrong Number	WRG#
Underground	UG	Yellow Pages	YPG
Until	TIL	Yesterday	YDA
Upstairs	UPSTRS	You	U
Vacation	VAC	Your	UR

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14.6 JOB AID - TROUBLE SHOOTING CPE PROBLEMS

Many telephone service troubles are generated by faulty or improperly used Customer Premises Equipment (CPE). Customers can often isolate and resolve their own problem with a little guidance from you. By helping your customer 'fix' his/her problem quickly, you restore their service and have a satisfied customer at the same time. The following steps will help isolate where the problem is ... and the customer replacing the defective set will fix the problem:

1. If your customer has more than one plug-in telephone, ask them to unplug the one they were using when they noticed the problem. Ask the customer to plug another phone into the same outlet to see if the problem still exists. If it does not, the problem is probably with the first phone.

   ⇒ If your customer's telephones are not plug-in (and there are still some hard wired sets in service), and your customer has more than one, ask them to try using another phone to determine whether problem is in the line or equipment. If the telephone service works from another set location, the first set is most likely defective and your customer will have to contact his CPE provider for assistance. If the service does not work from another set location, a premises visit may be required.

2. If the problem still exists with a different phone plugged into the outlet, ask your customer to unplug all of the telephones and any other devices connected to the telephone line. Next, ask your customer to replace one telephone set and see if the problem is still there. If the problem is gone, advise your customer to replace another telephone set or device and see if the problem has returned. When the problem comes back, the last item connected to the line is the cause of the problem.

   ⇒ Cordless telephones, modems, FAX machines and/or answering machines are often the cause of trouble with telephone service (anything from no dial tone to noise on the line). Ask the customer to unplug the mounting cord from the wall and also unplug the electrical cords from the AC outlets. Advise your customer to wait about five minutes and then plug each phone in one at a time and check for dial tone to isolate the trouble.

3. A quicker way to determine if the problem is inside the property or in the network is to ask your customer to take a known working telephone set to the Network Interface box (typically located outside of the building). Tell your customer to unplug the short modular cord from the jack inside of the Network Interface box and plug in his/her telephone set. This action isolates the house wiring from the line and connects the set directly to the drop wire. If the problem is not observed at this point, the source of the problem is definitely inside the home - either defective equipment or wiring problems.

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14.7 CLEC LOOKUP TABLE

The following information is found in the TAFI 'Help' menu under phone numbers. CLEC users should populate the NARRATIVE field of the trouble report with their company's abbriviated name (found in the Narrative column below) preceded by the percent (%) sign.

⇒ **Note:** This data is current as of February 1, 2000. The data is updated as new information becomes available. Therefore, please check the TAFI Help file for the most recent data.

Table 5 – CLEC "Lookup" Table

OCN	CLEC's Full Name	Repair #	Order #	Narrative
2586	2nd Century Comm, Inc	888-272-8778	888-272-8778	2nd Cent
4166	A-1 Mobile	888-567-5335	888-567-5335	A-1 Mobile
4167	ABC Connection	770-222-7079	770-222-7079	ABC-Conn
2529	Accelerated Connection (ACI Corp)	888-706-0058	888-706-0058	Accelerate
4380	Accelerated Connection (ACI Corp)	888-706-0058	888-706-0058	Accelerate
7652	Access America (Tele-Sys, Inc.)	800-860-2140	800-860-2140	Access Am.
2720	Access Integrated Networks, Inc.	912-476-9800	912-476-9800	Access Net
7039	Access Integrated Networks, Inc.	912-476-9800	912-476-9800	Access Net
4892	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
7062	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
7452	Access One (The Other Phone Co.)	800-547-7101	800-547-7101	Access-1
8780	Access Point	800-957-6468	800-957-6468	Access Pnt
4834	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4835	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
4883	Actel Integrated Communications	877-700-9400	877-700-9400	Actel
6111	Adelphia Telecom of FL	800-345-4319	800-345-4319	Adelphia
8932	Advance Phone System	888-779-5330	888-779-5330	Advance
8383	Advanced Cellular Corp.	888-397-6490	888-397-6490	Adv Cell
8839	Advanced Tel. Inc.	504-621-4300	504-621-4300	Adv-Tel
7774	Advanced Tel. Inc. (EATel)	504-521-4300	504-521-4300	Adv Tele
6189	Advantel Communications, Inc.	800-832-1880	800-832-1880	Advantel
8471	Advent Consulting & Technology	813-715-1619	813-715-1619	Advent
4208	African-American Telecomm Inc.	888-327-5228	888-327-5228	African-Am
7017	Alec, Inc.	502-422-5363	502-422-5363	Alec Inc
8378	Allegiance Telecom, Inc.	800-553-1989	800-553-1989	Allegiance
8646	Allegiance Telecom, Inc.	800-553-1989	800-553-1989	Allegiance
8472	Alliance Telecom, Inc.	800-844-1440	800-844-1440	Alliance
7656	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
7969	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
7970	Alltel Communications	800-800-6609	800-800-6609	Alltel Com
8681	Alternative Access (AA-Tele-Com)	877-841-8020	877-841-8020	AA-TeleCom
7007	Alternative Phone Service, Inc.	800-930-4290	800-930-4290	Alt Phn Sv
8776	Alternative Telecomm Services, Inc.	800-944-9250	800-944-9250	Alt Telcom
7562	AlterNet (Media One Fiber Tech)	904-619-4800	904-619-4800	AlterNet
7566	AlterNet (Media One Fiber Tech)	904-619-4800	904-619-4800	AlterNet
7841	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro

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7842	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
7843	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8330	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8486	AMC - American Metro Comm, Inc.	800-363-8763	800-363-8763	Am Metro
8674	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8676	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8677	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8679	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
8680	AMC - American Metro Comm, Inc.	800-363-8763	888-357-3783	Am Metro
4770	American Communications Inc.	800-720-4243	800-720-4243	AmericanCm
8836	American Telecommunications	615-726-1037	615-726-1037	AmTelecom
4927	Amerimex Communications Corp.	888-224-2922	888-224-2922	Amerimex
7008	Ameritech Comm International, Inc.	888-334-7641	888-334-7641	Ameritech
7675	Annox, Inc	800-770-7785	800-770-7785	Annox
8611	A-Plus Connect	334-478-5279	334-478-5279	A-Plus
4698	Appliance & TV Rentals, Inc	888-990-9902	888-990-9902	Appl-Rent
7710	Arrow Communications	888-255-0212	888-255-0212	Arrow Comm
7421	AT&T	800-362-9689	800-362-9689	AT&T
7883	Atlantic Telecommunications	888-744-4287	888-744-4287	Atlantic
4076	Atrio Enterprises, Inc.	504-368-3006	504-368-3006	Atrio
7971	Award Enterprises /Jerry LaQuiere	615-941-1639	615-941-1639	Award Entp
7090	AXSYS, Inc.	800-347-4272	800-347-4272	AXSYS Inc
7818	Basicphone Inc.	888-503-3663	888-503-3663	Basicphone
4846	Bluestar Networks, Inc.	877-375-2500	877-375-2500	Bluestar
4847	Bluestar Networks, Inc.	877-375-2500	877-375-2500	Bluestar
8321	Broward Business Services	954-973-7300	954-973-7300	Broward-BS
7793	BTI Communications	800-477-7130	800-849-2111	BTI
7795	BTI Communications	800-477-7130	800-849-2111	BTI
7796	BTI Communications	800-477-7130	800-849-2111	BTI
7797	BTI Communications	800-477-7130	800-849-2111	BTI
8688	BTI Communications	800-477-7130	800-849-2111	BTI
8689	BTI Communications	800-477-7130	800-849-2111	BTI
8360	BTS - Business Telephone Systems Inc	888-383-2483	888-383-2483	Bus Tel
8494	Budget Phone, Inc.	318-869-3878	318-869-3878	Budget Phn
8412	Budgetel Systems, Inc.	305-899-1155	305-899-1155	Budgetel
8657	Burno, Inc.	407-521-6050	407-521-6050	Burno
8626	BUY-TEL, Inc.	800-583-8493	800-583-8493	Buy-Tel
8397	C&M Total Communications	888-264-9445	888-264-9445	C&M Total
4296	Capital Exploration (Kexa Corp)	561-498-3903	561-498-3903	Capital
8841	Cellular Concepts & Paging, Inc	901-272-2553	901-272-2553	CelConcept
8435	Cellular X L Associates	601-361-9300	601-361-9300	Cell-XL
2560	Chapel Services, Inc	888-747-4949	888-747-4949	Chapel Svs
8504	Cincinnati Bell Long Distance	800-480-7915	800-480-7915	CinnBellLD
4336	Citizens Telecommunications Co.	800-831-6652	800-831-6652	Citizens
6049	City of Marietta (Marietta Fibernet)	770-794-5197	770-794-5197	Marietta
7732	City of Marietta (Marietta Fibernet)	770-794-5197	770-794-5197	Marietta
2661	Classic Telephone Co	888-812-9042	888-812-9042	Classic
6244	Columbia Telecomm Inc.	877-966-9666	877-966-9666	Columbia
8668	Columbia Telecomm Inc.	877-966-9666	877-966-9666	Columbia
4995	Columbus Local Communications	800-672-4232	800-672-4232	Columbus
7905	COM USA, Inc.	904-672-1027	904-672-1027	COM USA
7739	Comcast MH Telephny Comm of FL	800-207-2909	800-207-2909	Comcast
7740	Comcast Telephony Comm of FL	800-207-2909	800-207-2909	Comcast
7446	Comm South Companies	800-936-5223	800-936-5223	Comm South

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7450	Comm South Companies	800-936-5223	800-936-5223	Comm South
7286	Communications Network Services	888-590-2677	888-590-2677	CommNetSvs
7013	Communications Options, Inc.	800-333-9967	800-333-9967	Comm Opt
4252	Communications Services Integrated	888-396-0080	888-396-0080	CommSrvcs
4381	Comtel Inc.	864-281-1300	864-281-1300	Comtel
7001	Concord Telephone Co-CTC Exchange	800-650-8007	800-650-8007	CTC
6197	Connect LLC	888-848-4418	888-848-4418	Connect
4740	Connect Telecommunications, Inc.	800-828-1801	800-828-1801	Conect-Tel
8649	Connect-A-Phone	800-570-0734	800-570-0734	Conn-A-Phn
4771	Coral Bay Financial Inc.	850-453-9399	850-453-9399	Coral Bay
8424	Covad Communications (Dieca Comm)	877-770-9400	877-770-9400	Covad
7987	COX Louisiana Telecom II, LLC	888-326-9266	888-326-9266	COX Telcom
4220	DataCom (RIG Telephones, Inc.)	800-946-4700	800-946-4700	DataCom
8255	DAVCO, Inc.	601-494-2469	601-494-2469	DAVCO
4824	Daytona Telephone Co	800-637-1945	800-637-1945	Daytona
7727	DeltaCom, Inc.	800-239-3000	800-239-3000	DeltaCom
7029	Dial Tone & More, Inc.	888-494-9440	888-494-9440	DT & More
2558	Dialogica Communications	404-898-0715	404-898-0715	Dialogica
7038	Dialtone, Inc.	800-860-9114	800-860-9114	DialTone
7030	Diamond Communications, Inc	888-873-1474	888-873-1474	DiamondCom
8317	Diamond Telephone Services, Inc.	800-280-8080	800-280-8080	Diamond
7647	Digital Communications Technology	800-381-3518	800-381-3518	DigitalCom
8547	Direct-Tel, Inc	888-299-2499	888-299-2499	Direct-Tel
8844	Discount Communications, Inc.	901-868-9955	901-868-9955	DiscountCm
7082	Don-Mar Telcom (Louisiana Local)	318-989-8579	318-989-8579	Don-Mar
4728	DPI Teleconnect Inc.	800-265-7673	800-265-7673	DPI-Tel
4665	DSLNET Communications	800-466-5546	800-466-5546	DSLNET
7789	East Florida Communications	800-881-4118	800-881-4118	E Fla Comm
7081	Eastland of Orlando Tel Corp	888-909-7283	888-909-7283	Eastland
4645	Electric Power Board of Chattanooga	423-648-4357	423-648-4357	ElecPwr
4646	Electric Power Board of Chattanooga	423-648-4357	423-648-4357	ElecPwr
6042	Empire Comm. (Cellular Rental)	504-529-7770	504-529-7770	Empire
4003	Empire Communiciations, Inc	877-544-4448	877-544-4448	EmpireCom
8478	Entergy Hyperion Telecomm (of LA)	877-321-5465	225-612-1700	Entergy
8479	Entergy Hyperion Telecomm (of MS)	877-321-5465	610-914-1241	Entergy
7260	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7273	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7280	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7327	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7488	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7489	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7490	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7592	E-SPIRE	888-424-2274	888-424-2274	E-Spire
7635	E-SPIRE	888-424-2274	888-424-2274	E-Spire
6328	ET Home Phone (EZ Telephone, Inc.)	843-747-4166	843-747-4166	ET Home
4101	Express Connection Telephone Service	615-331-8255	615-331-8255	ExpressCon
6133	Express Tel (Express Title Financl)	800-867-1695	800-867-1695	ExpressTel
4759	Express Telecommunications Inc.	800-770-6323	800-770-6323	Express
4703	E-Z Access USA Inc.	706-796-0509	706-796-0509	E-Z Access
4641	EZ Communications, Inc	770-431-9190	770-431-9190	EZ-Comm
8324	E-Z Phone, Inc.	888-732-0277	888-732-0277	E-Z Phone
7667	E-Z Talk Communications	800-804-6880	800-804-6880	E-Z Talk
4254	E-Z Talk Communications LA LLC	800-804-6880	800-804-6880	E-Z Talk
8339	E-Z TEL, Inc.	800-936-5223	800-936-5223	E-Z Tel

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6085	EZ-Tel Comm. Corp.	800-440-3123	800-440-3123	EZ-Tel
7657	Fast Connections	999-999-9999	999-999-9999	Fast Conn
4086	Fast Phones (Green's Jewelers)	888-270-7296	888-270-7296	Fast-Phn
4083	Fast Phones, Inc	800-583-3481	800-583-3481	FastPhone
7904	First Tel (Georgia National)	706-823-7000	706-823-7000	First Tel
6040	First Touch, Inc.	904-224-7404	904-224-7404	FirstTouch
4085	Florida Digital Network Inc.	407-895-8240	407-895-8240	FL-Digital
6983	Florida Tel Co	561-844-0220	561-844-0220	FL Tel Co
8312	Florida Telephone Services, LLC	407-331-9170	407-331-9170	FL Tel Svc
8765	Frontier Local Services, Inc.	800-414-1973	800-414-1973	FrntrLocal
7731	Frontier Telemanagement, Inc.	800-414-1973	800-414-1973	Frontier
6156	Gage Telephone Systems, Inc.	800-960-0032	800-960-0032	Gage Tel
4110	Global Connection Inc. of America	770-457-7174	770-457-7174	GlobalConn
7755	Globe Naps Inc.	516-858-0052	516-858-0052	Globe Naps
6962	Globe National Telecomm, Inc.	305-949-1919	305-949-1919	Globe Ntl
8332	Globe Telecom, Inc.	888-683-4833	888-683-4833	Globe Tel
4246	Golden Financial & Communications	888-815-4223	888-815-4223	Golden
8505	Golden Harbor (of GA)	800-834-7191	800-834-7191	GoldenHarb
8337	GO-TEL, Inc.	800-569-2234	800-569-2234	GO-Tel
4033	Greenville Telephone Services Inc.	601-355-8858	601-355-8858	GrnvlleTel
8849	Grucom (Gainsville Regional Util)	352-334-3000	352-334-3000	Grucom
7646	GTE Communications	888-483-7999	888-483-7999	GTE
8291	Guarantel, Inc.	888-400-4835	888-400-4835	Guarantel
8362	GulfTel Comm. (Gulf Long Distance)	800-500-6765	800-500-6765	GulfTel
7877	Hart Communications (HTR&L)	888-651-1233	888-651-1233	Hart Comm
4610	Home Phone Service, Inc	888-301-0844	888-301-0844	HomePhone
7129	Hyperion	877-321-5465	954-835-2860	Hyperion
7131	Hyperion Communications (of FL)	877-321-5465	954-835-2860	Hyperion
8617	Hyperion Communications (of FL)	877-321-5465	954-835-2860	Hyperion
4636	Hyperion Communications (of GA)	877-321-5465	770-379-8235	Hyperion
7100	Hyperion Communications (of LA)	877-321-5465	225-612-1700	Hyperion
7098	Hyperion Communications (of MS)	877-321-5465	610-914-1241	Hyperion
4983	Hyperion Communications (of NC)	877-321-5465	888-515-6700	Hyperion
4984	Hyperion Communications (of NC)	877-321-5465	888-515-6700	Hyperion
7235	Hyperion Communications (of SC)	877-321-5465	803-933-9566	Hyperion
7236	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
8318	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
8401	Hyperion Communications (of TN)	877-321-5465	615-263-1140	Hyperion
7150	ICG Telecom Svcs	888-424-4440	888-424-4440	ICG-Tele
7149	ICI - Intermedia Communications, Inc	800-250-9999	800-250-9999	Intermedia
8368	IDS Long Distance	800-335-4437	800-335-4437	IDS LD
6043	Image Access, Inc	877-801-3131	877-801-3131	ImageAccss
7242	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7243	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7244	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7404	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
8619	Intel Com Group (ICG)	888-424-4611	888-424-4611	Intel Com
7574	Interlink Telecommunications	800-903-5266	800-903-5266	Interlink
7896	International Telephone Group	800-768-2852	800-768-2852	Intl-Tel
8837	Interpath Communications, Inc	800-890-6305	800-890-6305	Interpath
8842	Interpath Communications, Inc	800-890-6305	800-890-6305	Interpath
7580	Intetech	904-296-2149	904-296-2149	Intetech
7983	IWL Connect	888-238-0006	888-238-0006	IWL
4277	J T C Communications, Inc.	800-288-0414	800-288-0414	JTC-Comm

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7855	JetCom, Inc	888-538-2669	888-538-2669	JetCom
8840	KMC Telecom II	800-850-9048	800-850-9048	KMC-II
7581	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7582	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7637	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
8335	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7451	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7583	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
7585	KMC Telecom Inc.	800-850-9048	800-850-9048	KMC
8951	Knology	706-563-0075	706-563-0075	Knology
8952	Knology	850-215-1000	850-215-1000	Knology
8390	Knology (of Columbus)	706-563-0075	706-563-0075	Knology
7779	Knology (of Montgomery)	334-356-1000	334-356-1000	Knology
7065	LA Unwired, Inc.	800-673-2200	800-673-2200	LA Unwired
7560	LCI International Telecom Corp.	888-524-0011	888-524-0011	LCI
8768	LDD Inc.	800-550-9363	800-550-9363	LDD
8994	LEC Unwired, LLC	800-673-3133	800-673-3133	LEC Unwire
8824	Level 3 Communications	303-926-3420	303-926-3420	Level-3
6143	Lightning Communications, Inc.	888-391-9292	888-391-9292	Lightning
7875	Local Line America	800-255-9943	800-255-9943	Local Line
4138	Louisiana Competitive Telecom, Inc.	318-643-3636	318-643-3636	LA-CompTel
7234	Louisville Lightwave (Hyperion)	877-321-5465	502-515-1000	Lsvl Light
8400	Louisville Lightwave (Hyperion)	877-321-5465	502-515-1000	Lsvl Light
7828	MAX-TEL Communications	800-583-2289	800-583-2289	MAX-TEL
7278	MCI-WorldCom (Brooks Fiber)	800-755-8963	800-755-8963	MCI-World
7463	MCI-WorldCom (Brooks Fiber)	800-755-8963	800-755-8963	MCI-World
7229	MCI-WorldCom (MCI Metro)	800-374-6400	800-374-6400	MCI-World
7132	MCI-Worldcom (MFS Intelenet)	800-755-8963	800-755-8963	MCI-World
7448	MCI-WorldCom (MFS of FL)	800-755-8963	800-755-8963	MCI-World
7435	MCI-WorldCom (MFS of GA)	800-755-8963	800-755-8963	MCI-World
7221	MCI-WorldCom (WorldCom)	800-755-8963	800-755-8963	MCI-World
7228	MCI-WorldCom (WorldCom)	800-755-8963	800-755-8963	MCI-World
4807	Mebtel Integrated Comm Solution LLC	919-563-8169	919-563-8169	Mebtel
4809	Mebtel Integrated Comm Solution LLC	919-563-8169	919-563-8169	Mebtel
7170	Media One, Inc.	770-613-2004	770-613-2004	Media One
7057	MET Communications, Inc.	888-893-3663	888-893-3663	MET Comm
4191	Metrolink Internet Services, Inc.	407-253-9300	407-253-9300	Metrolink
7050	MGC Communications, Inc.	888-777-5802	888-777-5802	MGC Comm
7089	MGC Communications, Inc.	888-777-5802	888-777-5802	MGC Comm
8846	MicroSun Telecomm, Inc.	800-675-0707	800-675-0707	MicroSun
6582	Mississippi Cellular Telephone Co	800-264-2355	800-264-2355	MS CellTel
8358	Momentum Telecom Inc.	800-269-9900	800-269-9900	Momentum
8647	National Comm Link, LLC	877-202-3687	877-202-3687	Nat'l Comm
4763	National Phone Corp	941-954-7706	941-954-7706	Natl-Phone
7318	National Telephone	800-881-9300	800-881-9300	Nat'l Tel
7208	Network One (CRG International Inc.)	800-296-7030	800-296-7030	Network-1
7648	Network Plus, Inc.	800-225-5089	800-225-5089	NetworkPls
8772	Network Telephone, Inc.	888-432-4855	888-432-4855	Network
8774	New Millennium Comm.	877-243-6965	877-243-6965	Millennium
8659	NewSouth Communications	800-600-5050	800-600-5050	NewSouth
6100	NextLink (of FL)	888-639-8836	888-639-8836	Nextlnk
8758	NextLink (of GA)	888-285-6398	888-285-6398	Nextlnk
7344	NextLink (of TN)	888-639-8836	888-639-8836	Nextlnk
7753	Nextlink, LLC	888-639-8836	888-639-8836	Nextlnk

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7206	North American Telecomm Corp.	516-719-7816	516-719-7816	N-American
8560	North Point Comm, Inc.	888-900-0672	888-900-0672	N-PointCom
7771	NOW Communications, Inc.	601-969-5000	601-969-5000	NOW Comm
8706	Nu'Star Communications	800-465-0120	800-465-0120	Nu'Star
7761	Omniplex Comm Group, LLC	888-462-4782	888-462-4782	Omniplex
7892	One Point Communications	877-672-6736	877-672-6736	One Point
4262	Optilink Communications Inc.	800-368-9884	800-368-9884	Optilink
7857	Orlando Business Tele Systems	407-996-9000	407-996-9000	Orlando-BT
8613	P V Tel, LLC	423-578-1961	423-578-1961	P V Tel
4227	Paetec Communications	877-340-2600	877-340-2600	Paetec
7676	PCS - Preferred Carrier Services	800-477-1992	800-477-1992	Preferd CS
8485	Philacom, Inc.	561-278-2947	561-278-2947	Philacom
8601	PhoneLink, Inc.	800-220-1377	800-220-1377	PhoneLink
8476	Pre-Cell Solutions, Inc.	407-799-9372	407-799-9372	Pre-Cell
7864	Preferred Payphones, Inc. (PPI)	318-494-1396	318-494-1396	Pref-PayPh
8928	Protecall Services, Inc.	800-746-6318	800-746-6318	Protecall
8750	Push Button Paging	800-821-2515	800-821-2515	PushButton
4188	Pyramid Prod (Pyramid Comm. Svc.)	770-461-4031	770-461-4031	Pyramid
4070	Quantum Phone Communications	888-662-8372	888-662-8372	Quantum
2631	Quick Connect Telecommunications	888-250-4112	888-250-4112	Quick Conn
8648	Quick Tel Communications	800-583-9782	800-583-9782	Quick Tel
2617	Reed Communications, Inc	877-733-3266	877-733-3266	Reed Comm
4226	Rehook 1, Inc.	877-734-6651	877-734-6651	Rehook
4997	Rei Comm (Rebound Enterprises Inc.)	941-519-0555	941-519-0555	Rei-Comm
8298	Reserve Long Distance Company	888-611-6111	888-611-6111	Reserve LD
4239	Ruddata Corporation	800-755-1239	800-755-1239	Ruddata
4384	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9990	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9991	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9992	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9993	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
9994	RWH Enterprises	404-979-2250	404-979-2250	RWH-Entp
7023	Shell Off Shore Services Co	800-600-9610	800-600-9610	Shell Srvs
4726	Smart-Tel	502-846-1349	502-846-1349	Smart-Tel
7668	Smoke Signal Communications(Choctaw)	800-597-4130	800-597-4130	Smoke-Sig
7514	Southeast Telephone, Ltd.	888-364-9000	888-364-9000	SE Tel Ltd
7862	Southern Phone Reconnek	800-597-9733	800-597-9733	S Reconnek
4764	Southern Reconnect Inc.	334-470-0684	334-470-0684	S Reconect
4729	Southern State Telephone Inc.	800-550-5960	800-550-5960	SouthState
6233	Southern Telecomm Co.	877-476-8843	877-476-8843	Southern
8781	Southern Telemanagement Group	888-417-2455	888-417-2455	S-Telmgmnt
8962	Speedy Reconnect, Inc	800-618-0512	800-618-0512	Speedy
7483	Sprint Communications Company	800-488-2201	800-339-1811	Sprint
7391	Sprint Metropolitan Networks, Inc	407-889-6061	407-889-6061	Sprint Net
2505	State Communications	864-271-6335	864-271-6335	State Comm
8672	State Communications	800-800-9681	800-800-9681	State Comm
7602	Sterling (1-800-RECONNEX, Inc.)	800-275-8223	800-275-8223	Sterling
4398	Sun-Tel USA Inc.	888-301-0844	888-301-0844	Sun-Tel
7011	Supra Telecomm & Info Systems	888-317-8772	888-317-8772	Supra Tele
4377	Talk America	904-766-7769	904-766-7769	TalkAmer
7006	Talk Solutions	800-823-9134	800-823-9134	Talk Solu
2597	Talk Too Communications	800-242-1943	800-242-1943	TalkToo
7125	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
7658	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport

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8271	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
8392	TCG - Teleport Communications Group	800-383-4824	800-383-4824	Teleport
8977	Tel3 (Netel, Inc.)	800-519-3408	800-519-3408	Tel3
7086	TelAmerica	800-324-1500	800-324-1500	TelAmerica
7672	Telcom Plus	888-332-4033	888-332-4033	TelcomPlus
7518	TeleCo of Central FL (TCCF)	800-660-1640	800-660-1640	TCCF
8507	Telecommunications Services, Inc.	800-398-0151	800-398-0151	TelecomSvs
7884	Teleconex, Inc.	800-523-2215	888-831-4300	Teleconex
6581	Telepak Inc	800-264-2355	800-264-2355	Telepak
4879	Teleplus (Webtel, Inc.)	888-622-8255	888-622-8255	Teleplus
8701	Tele-Source (of TN)	615-441-6555	615-441-6555	TeleSource
6192	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8038	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8387	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8388	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
8550	Teligent, Inc.	888-411-1175	888-411-1175	Teligent
7845	Tel-Link, LLC (Securetel)	800-641-2522	800-641-2522	Tel-Link
8272	TelStar International, Inc.	800-959-9964	800-959-9964	TelStar
4080	TempTel (Temporary Telephone Svc.)	864-978-8384	864-978-8384	TempTel
7069	Tennessee Phone Services	615-463-8488	615-463-8488	TN Phn Svs
8510	The Bayou Telephone Co, Inc.	504-384-0339	504-384-0339	Bayou Tel
8787	The Inside Edge Communications, Inc.	800-588-8940	800-588-8940	InsideEdge
4225	The Mobile Phone Company	561-241-7776	561-241-7776	MobilePhn
4856	The MoneyPlace, LLC	877-227-4490	877-227-4490	MoneyPlace
6152	The Telephone Connection	901-278-6667	901-278-6667	Tele Conn
7178	Time Warner Axs	407-875-1499	407-875-1499	TimeWarner
7750	Time Warner Connect	888-892-0534	888-892-0534	TWarnerCon
4211	TouchTone Comm Inc.	606-864-4429	606-864-4429	TT-Comm
7997	Transtar Communications	888-600-7002	888-600-7002	Transtar
7645	TriComm, Inc.	770-541-6400	770-541-6400	TriComm
4203	TriStar Communications Corp.	888-681-5335	888-681-5335	TriStar
4928	Trusted Net, Inc.	800-347-2447	800-347-2447	Trusted
7850	TTE of Charleston, Inc.	800-774-1000	800-774-1000	TTE
6104	Unidial Communications, Inc.	877-295-4200	877-295-4200	Unidial
7814	Unique Communications (UNICOM)	888-714-9444	888-714-9444	Unicom
8631	United States Telecommunications	800-300-9204	800-300-9204	US Telecom
7598	Universal Com Inc.	800-279-0077	800-279-0077	Universal
4985	Universal Telecom, Inc.	888-788-7978	888-788-7978	UnivTele
7972	US Dial Tone, Inc.	800-810-9870	800-810-9870	US D-Tone
8692	US LEC (of Florida)	704-319-1013	704-319-1013	US LEC
8355	US LEC (of Georgia)	704-319-1013	704-319-1013	US LEC
8863	US LEC (of Georgia)	678-781-1500	678-781-1500	US LEC
7674	US LEC (of North Carolina)	704-335-3928	704-335-3928	US LEC
8356	US LEC (of Tennessee)	901-312-1000	901-312-1000	US LEC
8354	US LEC, LLC	999-999-9999	999-999-9999	US LEC
7946	US Long Distance, Inc.	800-782-8995	800-782-8995	U.S. LD
7509	US Telco, Inc.	888-535-6225	888-535-6225	US Telco
7093	USA Telecom (IDG)	800-327-8310	800-327-8310	USA Telcom
6110	USA Telephone, Inc.	305-944-6505	305-944-6505	USA Telphn
8558	Utilcore Corp.	941-957-0173	941-957-0173	Utilcore
6160	Vast-Tel Comm., Inc.	940-627-6142	940-627-6142	Vast-Tel
7542	WinStar Communications	888-984-6622	888-984-6622	WinStar
7571	WinStar Communications	888-984-6622	888-984-6622	WinStar
7833	World Access Communications Corp.	305-577-9700	305-577-9700	World Accs

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7938	World Link Communications, Inc.	770-986-8558	770-986-8558	World Link
8997	WorldLink Long Distance Corp.	888-463-5960	888-463-5960	WorldlnkLD
7848	Wright Business Systems (LDM Inc)	800-599-1000	800-599-1000	Wright-LDM
8934	Wright Business Systems (LDM Inc)	800-599-1000	800-599-1000	Wright-LDM

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14.8 LMOS INTERMEDIATE STATUS CODES

Table 6 – LMOS Intermediate Status Code List

DESCRIPTION	ABBR
AUTOMATED CALLBACK	ACB
AUTOMATIC JOB REJECT	AJR
PREMISE ARRIVAL TIME	ARV
BUSINESS CALL BACK	BCB
BULKED DISPATCHED OUT	BDO
RESERVED	BKO
BELLSOUTH LONG DISTANCE	BLD
BURIED SERVICE WIRE	BSW
CABLE FAILURE	CAF
CLEARED CUST ADVISED	CCA
CENTRALIZED CALLOUT CENTER	CCC
CLOSED	CLO
CLEARED CUST NOT ADVISED	CNA
CENTRAL OFFICE FAILURE	COF
DELAY DISPATCH OUT	DDO
DEFECTIVE CONDUCTOR	DFC
DELAYED FIRST JOB	DFJ
DISPATCHED IN	DPI
DISPATCHED OUT	DPO
FRONT END CLOSE OUT	FEC
BRSC SCREENING POOL	GEN
HOLD	HLD
HELD SERVICE ORDER CFD	HSO
SVC ORD (PD status) CLOSE REPORT	ICC
INDEPENDENT PAY PHONE	IPP
ISDN	ISD
LOCAL EXCHANGE CARRIER	LEC
MEMORYCALL SERVICE	MCS
MEMORY SERVICES	MMS
MULTIPLE TROUBLE REPORTS	MTR
NO ACCESS OTHER	NAO
NO ACCESS SUBSCRIBER	NAS
OFFICE EQUIPMENT FAILURE	OEF
PENDING ALTERNATE BUREAU	PAB
PREASSIGNED OUT	PAO
SERVICE ORDER - BUSINESS	PD1
SPECIAL SERVICES - WFA/DO	PD2
CABLE - BUSINESS	PD3
INSIDE WIRE/JACK TRBL - RES	PD4
CLEAR DEFECTIVE PAIR	PD5
INSIDE WIRE/JACK TRBL - BUSN	PD6
CABLE LOCATION	PD7
CUTOVER BURIED DROP	PD8
DISCRETIONARY ROUTINES	PD9

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DESCRIPTION	ABBR
PENDING DISPATCH - BUSINESS	PDB
RESERVED	PDC
PENDING DISPATCH FACILITY	PDF
PENDING DISP PAIR GAIN / ALARM	PDG
PENDING DISPATCH IN	PDI
PENDING DISPATCH MULTIPLE	PDM
PENDING DISPATCH OUT	PDO
SERVICE ORDER - RESIDENCE	PDS
PENDING TEST	PDT
MAC/SPEC SERVICES (STATION)	PDX
PMA	PDY
PAYPHONE PROVIDER	PDZ
PREASSIGNED FIRST JOB	PFJ
PLUS 3 REPEATS	PL3
PREDICTOR	PRD
PENDING SCREEN	PS
PENDING SCREEN HUMAN	PSH
PENDING SCREEN MLT	PSM
PICKUP TIME	PUT
PROGRAMMABLE WORK FACILITY	PWF
PROGRAMMABLE WORK SERVICE	PWS
TAFI	QUE
SAB-BUSINESS CENTER	RBC
SAB-CONTROL CENTER	RCC
REFD TO SUPERVISOR	RFC
REPAIRMAN RETURNED	RMR
SAB-OUTSIDE PLANT	ROP
SAB-RMAT	RRC
SAB-SWITCHING CONTROL	RSC
SAB-SPECIAL SERVICES	RSS
TOK-DON'T ANSWER	TDA
TEMPORARILY OK	TMK
PENDING DISPATCH FACTA	TPA
PENDING DISPATCH FACTA	TPL
PENDING DISPATCH FACTA	TPM
RADS	TSA
RADS	TSM
TESTED	TST
WORK MANAGEMENT CENTER	WMC

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Local Exchange Ordering (LEO) Implementation Guide — Volume 1

Network & Carrier Services

toc

Introduction

This is Volume 1 document version 7O, Mid March, 2000 edition , of the BellSouth Local Exchange Ordering-Implementation Guide (LEO-IG). The purpose of this IG is to provide a common point of reference to simplify the electronic ordering process for CLECs that conduct business with BellSouth and have converted to TCIF Issue 7.

It is highly recommended that CLECs have access to the Internet and the World Wide Web because BellSouth provides a wealth of information to its customers in this format and much of this document is used in conjunction with other documents that are posted on the Internet for CLEC convenience.

The following is a listing of documents that may be utilized by CLECs in ordering with BellSouth:

LEO-IG, Volume 1 — Provides the basic "collective" Business rules for processing Local Service Requests (LSRs) via Electronic Data Interface (EDI).

LEO-IG, Volume 4 — Provides programming instructions for EDI users.

Telecommunications Access Gateway (TAG) API Reference Guide — Serves as a programmer's guide for the BellSouth Telecommunications Access Gateway (TAG) Client Application Program Interface (API).

Local Exchange Navigation System (LENS) User Guide— Provides user requirements for LENS users.

CLEC USOC Manual (Product Catalog) — Provides USOCs (Universal Service Order Codes) and FIDs (Field Identifiers), by state.

This document is intended to reflect, in as accurate a manner as possible, current electronic system programming. BellSouth Telecommunications, Inc., and its subsidiaries, affiliates, officers, directors, and employees are not liable nor responsible for inaccuracies which may be present in this documentation. Please report any discrepancies you may find to your account team.

This information is based upon the Ordering & Billing Forum (OBF) industry consensus approved guidelines, found in the Local Service Ordering Guidelines (LSOG) document. The LSOG may be obtained by contacting the Alliance for Telecommunications Industry Solutions (ATIS) at 202/628-6380, website: www.atis.org .

Mid March, 2000

4.3.2.3	BI2	break	break	break	Deleted valid entries of A,U, V, W, and Z.Also added note in Valid Entries section "Note: On REQTYP A (non-designed), ACT=V, the BI2 field ="L" and BAN2=CRIS Q account number."
4.3.2.7	EBD	M	A, C, D, M, T, V, SS, and RS	O	Changed REQTYP M/ACT of A, C, D, M, T, V, SS, and RS to "O".
4.3.3.10	IMPCON	break	break	break	Added a clarifying note to explain what happens when IMPCON field is left blank.
4.3.3.11	IMPCON -TEL NO.	A	A, C, D, M, T, and V	C	Changed REQTYP A/ACT of A, C, D, M, T, and V to "C".
		B	V and W	C	Changed REQTYP B/ACT of V and W to "C".
		C	C, D, V, and W	C	Changed REQTYP C/ACT of C, D, V, and W to "C".
		D	D	C	Changed REQTYP D/ACT of D to "C".
		E	A, C, D, M, T, V, SS, RS, and W	C	Changed REQTYP E/ACT of A, C, D, M, T, V, SS, RS, and W to "C".
		F	A, C, D, V, SS, and W	C	Changed REQTYP F/ACT of A, C, D, V, SS, and W to "C".
		J	A, D, and R	C	Changed REQTYP J/ACT of A, C, D, M, T, V, SS, and RS to "C".
		M	A, C, D, M, T, V, SS, and RS	C	Changed REQTYP M/ACT of A, C, D, M, T, V, SS, and RS to "C".
5.5.3.1	LOCBAN	break	break	break	Modified verbiage to Notes 1, 2, and 3 for clarity. Also added "Note 4: For RETQTYP A/ACt V, the LOCBAN must be the 10 digit dialable telephone number being converted."
5.5.3.2	EAN	break	break	break	Modified Note 1 to clarify that EAN is not an appropriate field to be populated for REQTYP A.

9.3.25	LNA	break	break	break	Removed "C=Change" from valid entries list.
9.3.26	LRN	break	break	break	Deleted field from Loop section. It is not in TCIF 7.
9.3.27	TDT	break	break	break	Deleted field from Loop section. It is not in TCIF 7.
10.3.1	REFNUM	break	break	break	Added Note 3: Refnum reflects the number of activities regardless of number of features. Also provided an example.
10.3.3	ECCKT	A	C	R	Removed "Note 6: For designed loops, an entry in the ECCKT field is disallowed when LNA is A or V."
10.3.20	LNA	break	break	break	Removed "M=Inside Move" and "T=Outside Move" from valid entries list.
10.3.21	TN	break	break	break	Enhanced definition to be more specific on TN as it relates to conversion on loops.
11.3.2.1	Hunt Group ID	break	break	break	Removed note on Feature Activity, Feature, and Feature Detail. Also corected reference for Service Order Feature Code (SOFC) information.
11.3.3	REFNUM	break	break	break	Added Note 3: Refnum reflects the number of activities regardless of number of features. Also provided an example.
11.3.30	LNECLS SVC	break	break	break	Added note to explain how to appropriately populate this field.
11.3.21	TN	break	break	break	Eliminate ill placed TN field. Section 11.3.5 shows correctly.

PREVIOUS RELEASES

January Update

This update primarily clarifies fields that can not be altered for supplental requests that are generated by CLECs.

Update Effective 1-31-00					
SECTION	**FIELD NAME**	**REQTYP**	**ACT**	**USAGE CHG TO**	**NOTES**

4.3.1.8 break 4.3.1.10 break 4.3.1.12 break 4.3.1.27 break 4.3.1.46 break 4.3.2.6 break 6.3.1.16 break 7.3.17 break 8.3.14 break 9.3.23 break 10.3.18 break 11.3.16 break	D/SENT-CC break DDD-CC break DDDO-CC break DATED-CC break LSPA UTHDAT E-CC break EBD-CC break TC PER-CC break DIRDATE-CC break TC PER-CC break TC PER DATE-CC break TC PER-CC break TC PER-CC	break	break	break	Changes were made in 7L to reflect the differences between TAG and EDI. These fields are for EDI Only, and have been noted as such.

4.3.2.19	VTA	break	break	break	Change valid entries to show only 'Y' as valid. 'N' will return an error message.
4.3.3.21	DSGCON-STREET	A	A,C,D,M,T,V	C	Add note: Required when DSGCON is populated
break	break	B	V,W	C	For conditional usage, see note above
4.3.3.24	DSGCON-CITY	A	A,C,D,M,T,V	C	Add note: Required when DSGCON is populated
break	break	B	V,W	C	For conditional usage, see note above
4.3.3.25	DSGCON-STATE	A	A,C,D,M,T,V	C	Add note: Required when DSGCON is populated
break	break	B	V,W	C	For conditional usage, see note above
4.3.3.26	DSGCON-ZIP	A	A,C,D,M,T,V	C	Add note: Required when DSGCON is populated
break	break	B	V,W	C	For conditional usage, see note above
6.3.1.1	REFNUM	E	A,C,D,M,T,R,V,W,SS,RS	break	Change from the line level acts to activity type account level 'R'
6.3.1.2	LNA	E	break	break	Remove Note 3 referring to Designed Loops
6.3.1.8	FPI	E	W	P	break
6.3.1.9	PIC	E	Y,L	P	break
6.3.1.10	LPIC	E	Y,L	P	break
6.3.1.23	TBE	E	W,Y	P	break
6.3.1.25	FA	E	W,Y,L	P	break
break	break	E	P9	N	break
6.3.1.26	FEATURE	E	W,Y,L	P	break
break	break	E	P9	N	break
6.3.1.27	FEATURE DETAIL	E	A,C,D,V	C	break
break	break	E	W,Y,L	P	break
break	break	E	P9	N	break
break	break	break	break	break	Add Note 3: When Feature and Feature Activity are populated, Feature Detail may be required.

7.3.16	SIC CODE	C,E,F	D	N	break
break	break	M	C	C	break
7.3.17	DIRDATE-CC	A	D,M	N	break
break	break	M	M	P	break
break	break	E	W	P	break
7.3.18	DIRDATE	E	D,M,SS, RS	N	break
break	break	A	D,M	N	break
break	break	E	W	P	break
7.3.20	LNA	J	R	R	break
8.3.9	TC OPT	C	C,V	N	Remove Note 3
8.3.14	TC PER-CC	C	C,M,T,SS, RS	N	break
break	break	C	D	O	Remove Note 1
8.3.15	TC PER-DATE	C	C	N	Remove Note 1
9.3.6	CABLE ID	B	break	break	Remove Note 2
9.3.10	CHAN/PAIR	B	break	break	Remove Note 2
9.3.18	TC OPT	B	break	break	Remove Note 3
10.2.1	Field Arrangement Section	break	break	break	TN added to field arrangement
11.3.1	ORD	F,M	A,C,D,M,T ,V,RS,SS	O	The ORD field was updated in 7K, but the update was not captured in the revisions section. The current update, to 'optional' is accurate and the changes in 7K should be disregarded.
11.3.4	LNA	F,M	break	break	Notes 1 and 4 were removed in 7K. This change was not captured in the Revisions table for that update.
11.3.28	FEATURE	F,M	break	break	Add to Note 3: "...if ACT is A or V, or ACT is C with LNA=A, otherwise prohibited."
All	Various fields	break	break	break	Examples are being added to fields as they become available. Please see disclaimer above.

5.3.1.37	NC	C	C,D,V,W	N	break
5.3.1.38	NCI	C	C,D,V,W	N	break
5.3.1.38	NCI (con't)	break	break	break	Removed "NCI Network Channel Interface Code (continued)" as a title and labeled the chart with an appropriate heading that will not show up as a duplicate field
5.3.1.40	SECNCI	B	V,W	C	break
break	break	C	C,D,V,W	N	break
5.3.2.1	BAN1	break	break	break	Changed note "...identified in the CC field"
5.3.2.4	BAN2	break	break	break	Changed note "...identified in the CC field"
5.3.2.8	BILLNM	break	break	break	Removed notes 1 and 2 break Added note: Required when BAN entry is populated with 'N' and NPT=D (LNP), otherwise optional break Changed data characteristics to 20AN
break	break	A,E,M	A,T	O	break
break	break	F,J	A	O	break
break	break	A,E,F,M	V	O	break
break	break	E	W	O	break
5.3.2.9	SBILLNM	break	break	break	Removed notes 1 and 2 break Changed data characteristics to 20 AN
5.3.2.11	BILLNM-STREET	break	break	break	Removed notes 1 and 2 break Changed data characteristics to 20 AN
5.3.2.14	BILLNM-CITY	break	break	break	Removed notes 1 and 2
5.3.1.15	BILLNM-STATE	break	break	break	Removed notes 1 and 2
5.3.1.16	BILLNM-ZIP CODE	break	break	break	Removed notes 1 and 2
5.3.2.19	VTA	break	break	break	Updated valid entries to show this is TAG only and data characteristics to show 1A in TAG and 17 AN in EDI
5.3.2.20	VTA DESC	break	break	break	Updated field to show this is TAG only
5.3.3.2	INIT-TEL NO	break	break	break	Added note 2: Hyphens are prohibited
5.3.3.16	DSGCON	B	V,W	C	Added note: This field is only required when NC field is LY, LY+

10.3.26	LNA	B	break	break	Changed data characteristics from 1A break Added valid entries break Added note: If NPT=D and ACT=W then LNA may not =W break Added note: LNA may be 'V' or 'W' when AN, ATN, EAN, or EATN are populated (NPT=D) break Changed note: LNA must be 'V' when AN, ATN, EAN, or EATN are populated (NPT=A,B,C)
New - 10.3.27	LRN	break	break	break	LRN field added to IG to match TAG fields
New - 10.3.28	TDT	break	break	break	TDT field added to IG to match TAG fields
11.3.1	REFNUM	break	break	break	Changed note 2 to read "...values must be ascending and must be unique"
11.3.20	LNA	break	break	break	Added valid entries: A,C,D,M,T,V break Changed data characteristics to 1A
12.3.3	REFNUM	break	break	break	Changed note 2 to read "...values must be ascending and must be unique..."
12.3.29	FEATURE DETAIL	break	break	break	Added note 2: When Feature Detail is populated, Feature and Feature Activity are required
New	VER	break	break	break	Added VER field to Completion section
break	Ordering Matrix and Directory Section	break	break	break	The Directory related fields are not required for LNP (NPT=D) requests. If the request is a Full Migration and no directory change is desired, the CLEC can use ACT=W for LNP (NPT=D). The ACT=W will denote no listing changes on the Full Migration LNP (NPT=D) request and the directory fields are not to be populated. However, if the ACT=V for LNP (NPT=D) and the directory fields are not completed, then no directory listings or directory delivery will be established.

October/November Update

The corrections in this version are based on validation tests for REQTYP A, F, and M. They do not require programming changes to existing customers. The updates are for documentation purposes only.

This Interim update reflects the following changes:

NCI	LSR	5.3.1.38	Updated the option entries in the NCI field table to reflect current electronic processing parameters.
OPTIONAL LISTING/LISTING NAME	Directory	8.3.2	Updated the option entries in the field table to reflect current electronic processing parameters. Removed note: For REQTYP = A, this information is required.
OTN, TC OPT, TCTO-PRIMARY ,TCTO-SEC, TC NAME-PRIMARY, TC NAME-SECONDARY, TC PER-CC, TC PER-DATE	LOOP	____	Updated the option entries in the field tables to reflect current electronic processing parameters.
REFNUM	Directory	8.3.1	Removed field 8.3.19
REFNUM	Port Service	12.3.3	Changed grid from line level to account level with entries reflecting current electronic processing parameters.
SECNCI	LSR	5.3.1.40	Updated the option entries in the SECNCI field table to reflect current electronic processing parameters. Changed Note 1: Required when NCI is populated.Removed Note 2.
SIC CODE	Directory	8.3.16	Updated the option entries in the SIC CODE field table to reflect current electronic processing parameters.
TN	Directory	8.3.21	Removed the note referring to the General Section and application of REFNUM...
TN	Loop Service	11.3.21	Added field to end of section.
VTA	LSR	5.3.2.19	VTA field definition and data characteristic modified.
VTA DESC	LSR	5.3.2.20	Added VTA Description field.
YPH	Directory	8.3.6	Updated the option entries in the YPH field table to reflect current electronic processing parameters. Removed Note: For REQTYP = A, this information is required.

date should be noted.

Requests for service cannot be processed until a complete and accurate LSR has been received. CLEC delays in providing the required information will negatively impact the timely provisioning of service.

For LSR errors info see website: www.interconnection.bellsouth.com/guides/lens_i7a/indexf.htm .

Electronic System Downtime

Occasionally, BellSouth may experience brief periods outside of normal maintenaince downtime where a specific system(s) is unavailable for CLECs to transmit mechanized LSRs. If a CLEC has a need to submit a particular LSR manually before the electronic system(s) is restored to service, BellSouth will apply the mechanized LSR charge instead of the manual LSR charge for that LSR. This applies only for those CLECs who normally utilize that electronic system(s) if it had been available.

The CLEC must follow the procedure below for each LSR in order to be billed the mechanized LSR charge:

Populate the **LSR NO.** (LSR Number) field in the Administrative Section on the first page of the LSR form with the code " **SOMEC** ", and
Complete all required pages of the LSR form that pertain to the service being ordered.

If this procedure is not followed, the manual LSR charge will be applied as required for manual LSRs in compliance with current CLEC Interconnection and Resale agreements.

When completing the LSR forms, please use the Ordering Guide (OG) for Business Rules, plus the SOMEC reference in LSR No. (LSR Number) field information.

Local Service Requests Requirements

Request Types/Service Types

The following table illustrates the ordering requirements for provisioning different types of service requests.

Each request type requires:

Screens per REQUEST TYPEs / SERVICE TYPEs Table									
REQTYP	**SERVICE TYPE**	**LSR**	**EU**	**RESALE**	**DIR**	**NP**	**LOOP**	**LOOP w/NP**	**PORT**
A	LOOP	X	X	break	brea	brea	X	break	break
B	LOOP w/ NUMBER PORTABILITY (L w/ NP)	X	X	break	X*	brea	break	X	break
C	NUMBER PORTABILITY(NP)	X	X	break	X*	X	break	break	break
D**	RETAIL / BUNDLED	brea	bre	break	brea	brea	break	break	break

Blank = Not Valid

break

* Only valid for NPT=D (LNP)

** To be developed

*** NPT must =A,B, or C; Prohibited for NPT=D (LNP)

Use of ADL (FID)

When ordering a new installation for all types of residential service, **and an address is validated as working** (using LENS or any future adrress validation system); then *one of the following actions* must occur:

(1) The FID ADL (ie: /ADL), additional line, must be added to the Feature Detail data element if a new line is being added to an existing line at the same address. *or*

(2) If the condition is an Abandoned Station , answer the error/clarification with "abandon station" noted in the Remarks of the LSR. (The Abandon Station remarks will not be read on the original pon, it will be read only on the SUPP request). *or*

(3) A conversion order must be issued.

Failure to properly process this request utilizing one of the above options will result in an error /clarification message.

Data Element Layout

Each data element has distinctive sections, which include:

Data element abbreviated name and definition

A detailed definition of the data element

Specific notes or business rules that apply to the usage of the data element

A usage bar which indicates the activity for the data element

The top line of the usage bar indicates the activity type allowed for that particular section of the local service request. There are three distinctive activity types.

The first is account level activity:

A = New installation

D = Disconnect

M = Inside move of the physical termination within a building

T = Outside move of an end user location

C = Change or modification to an existing LSP's end user

R = Record activity is for ordering administrative changes

V = Conversion to new Local Service Provider

W = Conversion as-is

SS = Suspend Service

RS = Restore Service

The second is line level activity:

A = Add

C = Change

D = Disconnect

R = Record Information Only

V = Conversion as specified

Glossary

Glossary of Data Elements

The following Glossary of Data Elements table lists the Field Abbreviation (in alphabetical order), what Form/Forms the field appears, what Section/Sections the field appears, and a descripition of the field.

Glossary of Data Elements			
FIELD ABBREV	**FORM**	**SECTION**	**FIELD DESCRIPTION**
ACC	EU	ADMINISTRATIVE	Access
ACNA	LSR	BILLING	Access Customer Name Abbreviation
ACT	LSR	ADMINISTRATIVE	Activity Type
ACTL	LSR	ADMINISTRATIVE	Access Cust Terminal Loc
ACTST	RS	SERVICE DETAILS	Number of Stations Activated
AENG	LSR	ADMINISTRATIVE	Additional Engimeering Authorization
AGAUTH	LSR	ADMINISTRATIVE	Agency Authorization Status
ALBR	LSR	ADMINISTRATIVE	Additional Labor Authorization
ALTIMPCON	LSR	CONTACT	Alternate Implementation Contact
ALTIMPCON - PAGER	LSR	CONTACT	Alternate Implementation Contact Pager Number
ALTIMPCON - TEL NO	LSR	CONTACT	Alternate Implementation Contact Tel Number
AN	LSR	ADMINISTRATIVE	Account Number
AN	CONF	ADMINISTRATIVE	Account Number
AN	COMP	ADMINISTRATIVE	Account Number
APOT	LSR	ADMINISTRATIVE	Additional Point of Termination
AUTHNM	LSR	ADMINISTRATIVE	Authorization Name
ATN	LSR	ADMINISTRATIVE	Account Telephone Number
ATN	CNF	ADMINISTRATIVE	Account Telephone Number
ATN	CMP	ADMINISTRATIVE	Account Telephone Number
BAN1	CNF	ADMINISTRATIVE	Billing Account Number 1
BAN1	CMP	ADMINISTRATIVE	Billing Account Number 1

CCNA	CMP	ADMINISTRATIVE	Customer Carrier Name Abbreviation
CD / SENT	CMP	ADMINISTRATIVE	Date Sent - Century Code
CD / SENT	CNF	ADMINISTRATIVE	Date Sent - Century Code
CFA	CMP	ADMINISTRATIVE	Connecting Facililty Assignment
CFA	CNF	ADMINISTRATIVE	Connecting Facility Assignment
CFA	LINP	SERVICE DETAILS	Connecting Facility Assignment
CFA	PORT	SERVICE DETAILS	Connecting Facility Assignment
CFA	RS	SERVICE DETAILS	Connecting Facility Assignment
CFA	LOOP	SERVICE DETAILS	Connecting Facility Assignment
CFTN	LINP	SERVICE DETAILS	Call Forward To Number
CFTN	INP	SERVICE DETAILS	Call Forward To Number
CHAN / PAIR	CMP	ADMINISTRATIVE	Channel/Pair
CHAN / PAIR	CNF	ADMINISTTRATIVE	Channel/pair
CHAN / PAIR	LINP	SERVICE DETAILS	Channel/Pair
CHAN / PAIR	LOOP	SERVICE DETAILS	Channel/Pair
CHAN / PAIR	PORT	SERVICE DETAILS	Channel/Pair
CHC	CMP	ADMINISTRATIVE	Coordinated Hot Cut
CHC	CNF	ADMINISTRATIVE	Coordinated Hot Cut
CHC	LSR	ADMINISTRATIVE	Coordinated Hot Cut
CIC	LSR	ADMINISTRATIVE	Carrier Identification Code
CKR	CMP	ADMINISTRATIVE	Customer Circuit Reference
CKR	CNF	ADMINISTRATIVE	Customer Circuit Reference
CKR	INP	SERVICE DETAILS	Customer Circuit Reference
CKR	LINP	SERVICE DETAILS	Customer Circuit Reference
CKR	LOOP	SERVICE DETAILS	Customer Circuit Reference
CKR	RS	SERVICE DETAILS	Customer Circuit Reference
CUST	LSR	ADMINISTRATIVE	Customer Name
D / SENT	LSR	ADMINISTRATIVE	Date Sent - (YYMMDD)
D / SENT - CC	LSR	ADMINISTRATIVE	Date Sent - (Century Code)

DSGCON - FAX NO	LSR	CONTACT	Design/Engineering Contact - Fax Number
DSGCON - FLOOR	LSR	CONTACT	Design/Engineering Contact - Floor
DSGCON - ROOM / MAIL STOP	LSR	CONTACT	Design/Engineering Contact - Room/Mail Stop
DSGCON - STATE	LSR	CONTACT	Design/Engineering Contact - State
DSGCON - STREET	LSR	CONTACT	Design/Engineering Contact - Street
DSGCON - TEL NO	LSR	CONTACT	Design/Engineering Contact - Telephone Number
DSGCON - ZIP CODE	LSR	CONTACT	Design/Engineering Contact - Zip Code
EAN	EU	BILLING	Existing Account Number
EATN	EU	BILLING	Existing Account Telephone Number
EBD	LSR	BILLING	Effective Bill Date
EBD	CNF	ADMINISTRATIVE	Effective Bill Date
EBD	CMP	ADMINISTRATIVE	Effective Bill Date
EBD - CC	LSR	BILLING	Effective Bill Date-Century Code
EBD - CC	CNF	ADMINISTRATIVE	Effective Bill Date-Century Code
EBD - CC	CMP	ADMINISTRATIVE	Effective Bill Date-Century Code
ECCKT	CMP	ADMINISTRATIVE	Exchange Company Circuit ID
ECCKT	CNF	ADMINISTRATIVE	Exchange Company Circuit ID
ECCKT	LINP	SERVICE DETAILS	Exchange Company Circuit ID
ECCKT	LOOP	SERVICE DETAILS	Exchange Company Circuit ID
ECCKT	RS	SERVICE DETAILS	Exchange Company Circuit ID
EU - BLDG	EU	ADMINISTRATIVE	End User - Building
EU - CITY	EU	ADMINISTRATIVE	End User - City
EU - FLOOR	EU	ADMINISTRATIVE	End User - Floor
EU - NAME	EU	ADMINISTRATIVE	End User - Name
EU - ROOM	EU	ADMINISTRATIVE	End User - Room

HUNTING	PORT	SERVICE DETAILS	Hunting
IMPCON	LSR	CONTACT	Implementation Contact Name
IMPCON - PAGER	LSR	CONTACT	Implementation Contact-Pager Number
IMPCON - TEL NO	LSR	CONTACT	Implementation Contact Telephone Number
INIT	LSR	CONTACT	Initiator-Name
INIT	CMP	ADMINISTRATIVE	Initiator-Name
INIT	CNF	ADMINISTRATIVE	Initiator-Name
INIT - CITY	LSR	CONTACT	Initiator-City
INIT - FAX NO	LSR	CONTACT	Initiator-Facsimile
INIT - FLOOR	LSR	CONTACT	Initiator-Floor
INIT - ROOM / MAIL STOP	LSR	CONTACT	Initiator-Room/Mail Stop
INIT - STATE	LSR	CONTACT	Initiator-State
INIT - STREET	LSR	CONTACT	Initiator-Street
INIT - TEL NO	LSR	CONTACT	Initiator-Telephone Number
INIT - TEL NO	CNF	ADMINISTRATIVE	Initiator-Telephone Number
INIT - TEL NO	CMP	ADMINISTRATIVE	Initiator-Telephone Number
INIT - ZIP CODE	LSR	CONTACT	Initiator-Zip Code
INPORD	CMP	ADMINISTRATIVE	Interim Number Port Order Number
INPORD	CNF	ADMINISTRAITIVE	Interim Number Port Order Number
INPT	INP	SERVICE DETAILS	Interim Number Portability Type
INPT	LINP	SERVICE DETAILS	Interim Number Portability Type
INPTG	INP	SERVICE DETAILS	Interim Number Portability Trunk Group
INPTG	LINP	SERVICE DETAILS	Interim Number Portability Trunk Group
IWBAN	EU	INSIDE WIRE	Inside Wire Billing Account Number
IWCON - NAME	EU	INSIDE WIRE	Inside Wire Contact Name

LSO	LSR	ADMINISTRATIVE	Local Serving Office
LSP AUTH	LSR	ADMINISTRATIVE	Local Service Provider Authorization
LSP AUTHNAME	LSR	ADMINISTRATIVE	Local Service Provider Authorization Name
LSPAUTH - DATE	LSR	ADMINISTRATIVE	Local Service Provider Authorization Date
LSPAUTHDATE - CC	LSR	ADMINISTRATIVE	Local Service Provider Authorization Century Code
LSR NO	LSR	ADMINISTRATIVE	Local Service Request Number
LSR NO	CNF	ADMINISTRATIVE	Local Service Request Number
LSR NO	CMP	ADMINISTRATIVE	Local Service Request Number
LST	LSR	ADMINISTRATIVE	Local Service Termination CLLI
NC	LSR	ADMINISTRATIVE	Network Channel Code
NCI	LSR	ADMINISTRATIVE	Network Channel Interface Code
NUM ST	RS	SERVICE DETAILS	Quantity of Stations Requested
ORD	CMP	ADMINISTRATIVE	Order Number
ORD	CNF	ADMINISTRATIVE	Order Number
ORD	PORT	SERVICE DETAILS	Order Number
OTN	CMP	ADMINISTRATIVE	Out/Old Telephone Number
OTN	CNF	ADMINISTRATIVE	Out/Old Telephone Number
OTN	PORT	SERVICE DETAILS	Out/Old Telephone Number
OTN	LOOP	SERVICE DETAILS	Telephone Number
OTN	RS	SERVICE DETAILS	Out Telephone Number
PIC	PORT	SERVICE DETAILS	InterLATA Presubscription Indicator Code
PIC	RS	SERVICE DETAILS	Primary Interexchange Carrier
PON	LSR	ADMINISTRATIVE	Purchase Order Number
PON	CNF	ADMINISTRATIVE	Purchase Order Number
PON	CMP	ADMINISTRATIVE	Purchase Order Number
PORTED	CMP	ADMINISTRATIVE	Ported Telephone Number
PORTED	CNF	ADMINISTRATIVE	Ported Telephone Number

RTI	INP	SERVICE DETAILS	Route Index
RTI	LINP	SERVICE DETAILS	Route Index
RTR	LSR	ADMINISTRATIVE	Response Type Requested
SAN	LSR	ADMINISTRATIVE	Subscriber Authorization Number
SBILLNM	LSR	BILLING	Secondary Bill Name
SC	LSR	ADMINISTRATIVE	Service Center
SCA	LSR	ADMINISTRATIVE	Special Construction Authorization
SECNCI	LSR	ADMINISTRATIVE	Secondary Network Channel Interface
SHELF	CMP	ADMINISTRATIVE	Shelf
SHELF	CNF	ADMINISTRATIVE	Shelf
SHELF	LINP	SERVICE DETAILS	Shelf
SHELF	LOOP	SERVICE DETAILS	Shelf
SHELF	PORT	SERVICE DETAILS	Shelf
SIC CODE	DIR	DIRECTORY	SIC Code
SGNL	PORT	SERVICE DETAILS	Signaling
SGNL	RS	SERVICE DETAILS	Signaling
SLOT	CMP	ADMINISTRATIVE	Slot
SLOT	CNF	ADMINSTRATIVE	Slot
SLOT	LINP	SERVICE DETAILS	Slot
SLOT	LOOP	SERVICE DETAILS	Slot
SLOT	PORT	SERVICE DETAILS	Slot
SPEC	LSR	ADMINISTRATIVE	Service Product Enhancement Code
STATIONS	CNF	ADMINISTRATIVE	break
STATIONS	CMP	ADMINISTRATIVE	break
SUP	LSR	ADMINISTRATIVE	Supplement Type
SYSTEM ID	LINP	SERVICE DETAILS	System Identification
SYSTEM ID	LOOP	SERVICE DETAILS	System Identification
SYSTEM ID	PORT	SERVICE DETAILS	System Indicator

TC PER - CC	PORT	SERVICE DETAILS	Transfer of Calls Period Century
TC PER - CC	RS	SERVICE DETAILS	Transfer Call Century Code
TC PER - DATE	INP	SERVICE DETAILS	Transfer of Calls Period Date
TC PER - DATE	LINP	SERVICE DETAILS	Transfer of Calls Peiod Date
TC PER - DATE	LOOP	SERVICE DETAILS	Transfer of calls Period Date
TC PER - DATE	PORT	SERVICE DETAILS	Transfer of Calls Period Date
TCTO - PRIMARY	INP	SERVICE DETAILS	Transfer of Calls To Primary Number
TCTO - PRIMARY	LINP	SERVICE DETAILS	Transfer of Calls to Primary Number
TCTO - PRIMARY	LOOP	SERVICE DETAILS	Transfer of Calls to Primary Number
TCTO - PRIMARY	RS	SERVICE DETAILS	Transfer Call to -Primary
TCTO - SECONDARY	INP	SERVICE DETAILS	Transfer of Calls To Secondary Number
TCTO - SECONDARY	LINP	SERVICE DETAILS	Transfer of Calls to Secondary Number
TCTO - SECONDARY	LOOP	SERVICE DETAILS	Transfer of Calls to Secondary Number
TCTO - SECONDARY	RS	SERVICE DETAILS	Transfer of Calls to Secondary Number
TDT	INP	SERVICE DETAILS	Ten Digit Trigger
TDT	LINP	SERVICE DETAILS	Ten Digit Trigger
TE	LSR	BILLING	Tax Exemption
TER	CMP	SERVICE DETAILS	Terminal Number
TER	CNF	SERVICE DETAILS	Terminal Number
TER	LOOP	SERVICE DETAILS	Terminal Number
TER	PORT	SERVICE DETAILS	Terminal Number
TER	RS	SERVICE DETAILS	Terminal Number
TN (Ported)	CMP	ADMINISTRATIVE	Telephone Number (Ported)
TN (Ported)	CNF	ADMINISTRATIVE	Telephone Number (Ported)
TN (Ported)	INP	SERVICE DETAILS	Telephone Number (Ported)
TN	CMP	SERVICE DETAILS	Telephone Number

LSR - Local Service Request

General

This guide describes the Local Service Request (LSR) transmission requirements. The LSR is associated with End User Information (EU) and Service specific information (ie: Resale Services, UNE - Unbunbled Network Elements, Network Combinations) is required for provisioning of the request.

This document provides current definitions used by BellSouth Telecommunications in providing service.

LSR — Local Service Request Description

Key Information

All information required for administrative, billing and contact is provided on the LSR.

The ***Administrative Section*** contains information pertaining to the service ordered such as purchase order number, desired due date, and other required fields.

The ***Bill Section*** provides billing name and address information.

The ***Contact Section*** contains initiator name, design contact name, implementation contact name and associated address telephone number information.

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.
Optional (**O**) is defined as the field *may or may not* be populated.
Prohibited (**P**) is defined as the field *may never* be populated.
Required (**R**) is defined as the field *MUST* be populated.
Not Applicable (**N**) is defined as the *field that will not be used* if populated.
Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the LSR Section are arranged as follows:

CCNA
PON
VER
LSR NO.
AN
ATN
SC
D/SENT-CC
D/SENT
DDD-CC
DDD
DDDO-CC
DDDO
DFDT

BILLNM-STATE
BILLNM-ZIP CODE
BILLCON
BILLCON-TEL NO.
VTA
VTA DESC
INIT
INIT-TEL NO.
INIT-FAX NO.
INIT-STREET
INIT-FLOOR
INIT-ROOM/MAIL STOP
INIT-CITY
INIT-STATE
INIT-ZIP CODE
IMPCON
IMPCON-TEL NO.
IMPCON-PAGER
ALTIMPCON
ALTIMPCON-TEL NO.
ALTIMPCON-PAGER
DSGCON
DRC
DSGCON-TEL NO.
DSGCON-FAX NO.
DSGCON-EMAIL
DSGCON-STREET
DSGCON-FLOOR
DSGCON-ROOM/MAIL STOP
DSGCON-CITY
DSGCON-STATE
DSGCON-ZIP CODE
REMARKS

LSR — Local Service Request Entries

Administrative Section

CCNA - Customer Carrier Name Abbreviation

This field identifies the Common Language IAC code for the customer submitting the LSR and receiving confirmation. This code is assigned and provided by Telcordia Technologies (formerly known as BellCore) prior to the submission of a Local Service Request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N

D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The PON may be reused after two years from the due date of the original request.

Note 2: Virgules (/) and Spaces [ ] are *invalid* in PON field.

Note 3: Lower case characters are *invalid* characters for PON.

Valid Entries:

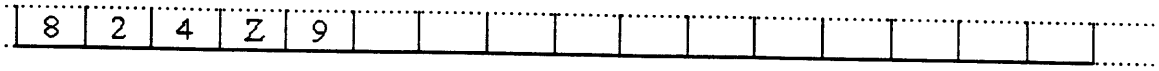
UPPER CASE alpha (**A - Z**)
numeric (**0 - 9**)
symbols, limited to:
period (.)
comma (,)
hyphen (-)
apostrophe (')

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 16 alpha/numeric characters.

Example:

graphic: id=g002 filename=gleoo001.2



VER - Version Identification

This field identifies the customer's version number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

**To be Developed.

Note: Automatically BellSouth system generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 18 alpha/numeric characters

Example:

graphic: id=g004 filename=gleoo001.4

```
Graphic file does not exist or is not permitted:
'gleoo001.4'
```

AN - Account Number

This field identifies the new *or* existing main account number for the new LSP (the number where the data will "migrate to"). It is a non-dialable, non-standard number (i.e.: miscellaneous account number).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	P
C	N	C	N	N	N	N	C	N	N	P
D**	N	N	N	N	N	N	N	N	N	N

Note 2: If this field is populated and NPT = D (LNP), this field will indicate where listings/loop is to be added or established.

Note 3: Prohibited when the AN field is populated.

Note 4: For REQTYP=B, C, if NPT=D and ACT=W then this field is prohibited. It is not rejected by the system but will cause system problems if populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

Example:

graphic: id=g006 filename=gleoo001.6

```
Graphic file does not exist or is not permitted:
'gleoo001.6'
```

SC - Service Center

This field identifies the BellSouth Service Center.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: For BellSouth, use LCSC in this field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

This field identifies the date the LSR was sent by the CLEC to BellSouth.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be a current or future date.

Valid Entries: Metric Format

TWO DIGIT CENTURY (CC) (TAG Only)	**00 - 99**
TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

Example:

graphic: id=g09 filename=gleoo001.9

Graphic file does not exist or is not permitted:
'gleoo001.9'

DDD-CC - Desired Due Date Century Code (EDI Only)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: On disconnect requests, this date represents the date billing is to stop on the involved service and can be no earlier than the date the request is received by BellSouth.

Note 2: When different due dates are required, these dates are stipulated using a separate service request for each desired due date.

Note 3: Must be a current or future date.

Valid Entries: Metric Format

TWO DIGIT CENTURY (CC) (TAG Only)	**00 - 99**
TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

Example:

graphic: id=g011 filename=gleoo001.11

```
Graphic file does not exist or is not permitted:
'gleoo001.11'
```

DDDO-CC - Desired Due Date Out Century Code (EDI Only)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	N	N	N	R	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	R	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	R	N	N	N	N	N

**To be Developed.

Note: Must be a valid date.

Valid Entries: Metric Format

TWO DIGIT CENTURY (CC) (TAG Only)	**00 - 99**
TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

Example:

graphic: id=g013 filename=gleoo001.13

```
Graphic file does not exist or is not permitted:
'gleoo001.13'
```

DFDT - Desired Frame Due Time

This field identifies the desired frame cut over time.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	C	C	C	C	C	N	C	N	N	N

D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Examples of the use would be the relating of multiple Service Requests, previously negotiated order, etc.

Note 2: BellSouth may initiate the project identification and provide this to the CLEC who will populate the field when submitting a Service Request.

Note 3: Use of this field is based on provider/customer negotiations.

Note 4: It is very important that projects are referred to the Account Team for coordination to insure a successful cutover.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 16 alpha/numeric characters

Example:

break

graphic: id=g015 filename=gleoo001.15

U	N	E														

CHC - Coordinated Hot Cut

This field identifies that the customer is requesting a near seamless cutover activity.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: For REQTYP=C, ACT=D is valid for NPT=A, B, C; it is prohibited for NPT=D.

Valid Entries: The following table shows REQTYP definitions.

break

Request Type Code — Service Type Name

REQTYP	SERVICE TYPE
A	LOOP (LS)
B	LOOP w/NUMBER PORTABILITY (Loop w/NP)
C	NUMBER PORTABILITY (NP)
D**	RETAIL / BUNDLED
E	RESALE (RS)
F	PORT (PS)
J	DIR LISTINGS AND ASSISTANCE (DLR)
M	NETWORK COMBINATIONS

**To be Developed.

A request must be issued as a Firm Order.

The *first* character of the REQTYP specifies the *type of service*.

The *second* character of the REQTYP specifies the *status of the request* and will be denoted by a "B" (B=Firm Order).

Legend: C=Conditional, P=Prohibted, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g017 filename=gleoo001.17

A	B

ACT- Activity Type

This field identifies the activity involved in this service request.

On a supplement to a request, this field carries the original activity type.

Usage:

M	INSIDE MOVE OF THE PHYSICAL TERMINATION WITHIN A BUILDING
T	OUTSIDE MOVE OF AN END USER LOCATION WHERE LSP IS NOT CHANGING.
R	RECORD ACTIVITY - ORDERING ADMINISTRATIVE CHANGES
V	CONVERSION TO NEW LSP
SS	SUSPEND SERVICE
RS	RESTORE SERVICE
W	CONVERSION "AS IS "

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 2 alpha characters

SUP - Supplement Type

A supplement is any new iteration of a Service Request. The entry in the SUP field identifies the reason for which the supplement is being issued.

Usage:

break

break	**ACTIVITY TYPE (ACCOUNT LEVEL)**									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: **Prohibited on initial request.**

J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Y = Yes (Expedite Charges) are authorized, or Blank

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g020 filename=gleoo001.20 Y

RTR - Response Type Requested

This field identifies the type of confirmation response requested by the customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entry: C = Confirmation

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Y = Yes (Additional Engineering) is authorized, or Blank

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

ALBR - Additional Labor Authorization

Indicates that additional labor is requested and charges will be accepted in conjunction with this LSR, (ie: Sunday or out of normal business hour installation) is being requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

```
Graphic file does not exist or is not permitted:
'gleoo001.25'
```

AGAUTH - Agency Authorization Status

Indicates that the customer is acting as an end user's agent and has authorization on file.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Y = Yes, or Blank

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g026 filename=gleoo001.26

```
Graphic file does not exist or is not permitted:
'gleoo001.26'
```

DATED-CC - Date of Agency Authorization Century Code (EDI Only)

Indicates the Century Code of the date appearing on the agency authorization that was previously submitted to the provider.

Usage:

break

M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when AGAUTH field is populated.

Note 2: Must be a valid date.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

AUTHNM - Authorization Name

This field identifies the person who signed the authorization.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric

Example:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	N	N	N	N
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	P	N	P	N	N	P	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required if the ACTL field is *not* populated.

Note 2: This field may be a CLLI code or any other format to identify a termination location within an ACTL.

For example, the customer may preassign cross-connect information for its service-to-service order coordination (ie: Bay 17, Panel 5, and Jack 24 as the APOT).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 11 alpha/numeric characters

Example:

graphic: id=g031 filename=gleoo001.31

```
Graphic file does not exist or is not permitted:
'gleoo001.31'
```

LST - Local ServiceTermination CLLI

This field identifies the CLLI code of the end office switch from which service is being requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

graphic: id=g033 filename=gleoo001.33

```
Graphic file does not exist or is not permitted:
'gleoo001.33'
```

TOS - Type of Service

This field identifies the Type of Service for the line ordered. The Type of Service identifies the end-user account as either business, residence or government, etc.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: For REQTYP A, on requests that are creating designed or non-designed loops; the TOS field *must* either be 1* or 3 and A or B .

1* = all other services *except* gov't
3 = gov't

Valid Entries:

Data Characteristics: 3 or 5 alpha/numeric characters

SPEC - Service Product Enhancement Code

This field identifies a specific product or service offering.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: SPEC may be applicable for circuit level features and options other than those already identified by the Network Channel (NC) and Network Channel Interface (NCI) codes.

Valid Entries:

Valid entries for UNE service: Position 1-7 = any alpha character, *except 'I'* or any numeric character, *except '0'.*

Valid entries for RESALE service:

SPEC — LSF Valid Entries (Activity Types = A, C, M, T, R, and V) valid in Florida only

ENTRY	DESCRIPITION
EU	Add Local Service Freeze (LSF) per End User request.
LP	Add Local Service Freeze (LSF) per Local Povider request.
DE	Delete Local Service Freeze (LSF).
Data Characters: 2 characters and 5 spaces	

graphic: id=g037 filename=gleoo001.37

Graphic file does not exist or is not permitted:
'gleoo001.37'

NCI - Network Channel Interface Code

Indicates the electrical conditions on the circuit at the ACTL/Primary Location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	P	N	P	N	N	P	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

break

NCI Code format:

This field consists of up to a twelve character code where the:

First two numeric characters (position 1 and 2) are required and represent the physical conductors, which describe the number of wires that traverse the point of termination (POT).

Next two alpha characters (position 3 and 4) are required and identify signaling and/or transmission characteristics.

Next alpha/numeric character (position 5) is required and describes the impedance with which the customer / end user will terminate the channel for the purpose of evaluating transmission performance or to indicate if the circuit is fiber.

Next character (position 6) is a period (used as a delimiter).

Next three alpha/numeric (position 7, 8, and 9) describe the protocol options.

Next character (position 10) is a period (used as a delimiter).

Next alpha character (position 11) describes the transmission level to be received at the customer/end user interface from the provider.

Next alpha character (position 12) describes the transmission level to be transmitted from the customer/end user interface to the provider.

Graphic file does not exist or is not permitted:
'gleo0001.43'

SECNCI - Secondary Network Channel Interface

This field identifies the electrical conditions on the circuit at the secondary ACTL or end user Location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	P	N	P	N	N	P	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

**To be Developed.

break

SECNCI Code format:

This field consists of up to a twelve character code where the:

First two numeric characters (position 1 and 2) are required and represent the physical conductors, which describe the number of wires that traverse the secondary ACTL or end user location.

Next two alpha characters (position 3 and 4) are required and identify signaling and/or transmission characteristics.

Next alpha/numeric character (position 5) is required and describes the impedance with which the customer/end user will terminate the channel for the purpose of evaluating transmission performance or to indicate if the circuit is fiber.

Next character (position 6) is a period (used as a delimiter).

Next three alpha/numeric (position 7, 8, and 9) describe the protocol options.

Next character (position 10) is a period (used as a delimiter).

Next alpha character (position 11) describes the transmission level to be received at the customer/end user interface from the provider.

Next alpha character (position 12) describes the transmission level to be transmitted from the customer/end user interface to the provider.

Note 1: Required when NCI is populated.

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The RPON field must be used for relating connect and disconnect service requests, or may be used on multiple requests for the same location and due date.

Note 2: Virgules (/) and Spaces [ ] are *invalid* in PON field.

Note 3: Lower case characters are *invalid* characters for RPON.

Valid Entries:

UPPER CASE alpha (**A - Z**)
numeric (**0 - 9**)
symbols, limited to:
- period (.)
- comma (,)
- hyphen (-)
- apostrophe (')

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 16 alpha/numeric characters

Example:

break

graphic: id=g047 filename=gleoo001.47

```
Graphic file does not exist or is not permitted:
'gleoo001.47'
```

RORD - Related Order Number

This field identifies a related provider order number.

M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: A TSP code ending in '00' indicates " revocation", the *removal* of a previously assigned TSP code.

Note 2: This field is *not applicable* when NPT field = D.

Valid Entries:

Nine character TSP Control Indentifier.
One character Provisioning Priority Level (E, 0-5).
One digit Restoration Priority Level (0-5).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 12 alpha/numeric characters (including 1 preprinted hyphen)

Example:

graphic: id=g049 filename=gleoo001.49

```
Graphic file does not exist or is not permitted:
'gleoo001.49'
```

SAN - Subscriber Authorization Number

This field identifies a number equivalent to the End User Purchase Order Number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	O***	N	N	N	O	N	N	N
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

**To be Developed.

Graphic file does not exist or is not permitted:
'gleoo001.51'

LSPAUTHDATE-CC - Local Service Provider Authorization Date Century Code (EDI Only)

Indicates the century code for the date that appears on the LSP authorization previously provided to the new service provider.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when LSP AUTH field is populated.

Note 2: Must be valid date.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

LSPAUTH-DATE - Local Service Provider Authorization Date

Indicates the date that appears on the LSP authorization previously provided to the new service provider.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when LSP AUTH field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

graphic: id=g054 filename=gleoo001.54

```
Graphic file does not exist or is not permitted:
'gleoo001.54'
```

CIC - Carrier Identification Code

This field identifies the uniform Carrier Identification Code associated with this switched service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: This code is identical to the CIC code specified on local interconnection trunks.

Note 2: This code is *separate and distinct* from the ACNA, CCNA, or CC codes.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

Example:

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when *more than one* BAN field (ie: BAN1 and BAN2) is populated, otherwise optional.

Valid Entries:

break

D = Directory Listings
L = Loop
M = Network Combinations
N = Interim Number Portability (INP)
P = Port
R = Resale

(Note: On REQTYP A (non-designed), ACT=V,the BI1 field ="L" and BAN1=miscellaneous account number.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

graphic: id=g057 filename=gleoo001.57

```
Graphic file does not exist or is not permitted:
'gleoo001.57'
```

BAN1 - Billing Account Number 1

This field identifies the billing account to which the recurring and non-recurring charges for this request will be billed.

Usage:

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when *more than one* BAN field (ie: BAN1 and BAN2) is populated, otherwise optional.

Valid Entries:

D = Directory Listings
L = Loop
M = Network Combinations
N = Interim Number Portability
P = Port
R = Resale

(Note: On REQTYP A (non-designed), ACT=V, the BI2 field ="L" and BAN2=CRIS Q account number.)

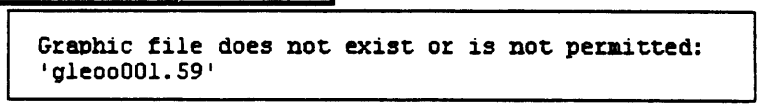
Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g059 filename=gleoo001.59



BAN2 - Billing Account Number 2

This field identifies the billing account to which the recurring and non-recurring charges for this request will be billed.

Usage:

break

	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	O***	N	N	N	R	N	N	R*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	N	N	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: This code is assigned and provided by Telcordia Technologies (formerly known as BellCore) prior to the submission of a local service request.

Note 2: For an occasional customer who has not and probably will not obtain an ACNA, enter "CUS" in this field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 3 alpha characters

Example:

break

graphic: id=g061 filename=gleoo001.61

```
Graphic file does not exist or is not permitted:
'gleoo001.61'
```

EBD-CC - Effective Bill Date Century Code (EDI Only)

This field identifies the Effective Date Century Code when billing is to cease for disconnect activity whenever the billing date is different from the due date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N

B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	N	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when EBD is populated, otherwise prohibited.

Note 2: Must be current or future century.

Valid Entries:

break

TWO DIGIT CENTURY	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

graphic: id=g062 filename=gleoo001.62

```
Graphic file does not exist or is not permitted:
'gleoo001.62'
```

EBD - Effective Bill Date

This field identifies the effective date billing is to cease for disconnect activity **whenever the billing date is *different* from the due date.**

Usage:

break

break	**ACTIVITY TYPE (ACCOUNT LEVEL)**									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*

D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be a valid date.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

Example:

break

graphic: id=g063 filename=gleoo001.63

```
Graphic file does not exist or is not permitted:
'gleoo001.63'
```

BILLNM - Billing Name

This field identifies the name of the person, office or company to whom the customer has designated that the bill be sent.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N

M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when BAN entry is populated with 'N' and NPT=D (LNP), otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

SBILLNM - Secondary Bill Name

This field identifies the name of a department or group within the designated BILLNM entry. May also be used to specify the end user customer as identified in the SAN (Subscriber Authorization Number) field entry , used by the customer in conjunction with billing its customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

TE - Tax Exemption

Indicates that the customer has submitted tax exemption certificates to BellSouth.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

**To be Developed

Note: Tax information is internally generated based on common CLEC database table.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g066 filename=gleoo001.66

```
Graphic file does not exist or is not permitted:
'gleoo001.66'
```

BILLNM-STREET - Billing Name Street

This field identifies the street of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	O	O	O	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	C	O	O	O	C	N	C	O	O	C
F	C	O	O	N	N	N	C	O	O	N

J	C	N	O	N	N	O	N	N	N	N
M	C	O	O	O	C	N	C	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if BILLNM is populated, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

BILLNM-FLOOR - Billing Name Floor

This field identifies the floor for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 alpha/numeric characters

Example:

break

graphic: id=g068 filename=gleoo001.68

Graphic file does not exist or is not permitted:
'gleoo001.68'

BILLNM-ROOM - Billing Name Room

This field identifies the room for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

BILLNM-CITY - Billing Name City

This field identifies the city for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	O	O	O	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N

E	C	O	O	O	C	N	C	O	O	C
F	C	O	O	N	N	N	C	O	O	N
J	C	N	O	N	N	O	N	N	N	N
M	C	O	O	O	C	N	C	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if BILLNM is populated, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 11 alpha characters

Example:

break

graphic: id=g0770 filename=gleoo001.70

```
Graphic file does not exist or is not permitted:
'gleoo001.70'
```

BILLNM-STATE - Billing Name State

This field identifies the State for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	O	O	O	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	C	O	O	O	C	N	C	O	O	C
F	C	O	O	N	N	N	C	O	O	N
J	C	N	O	N	N	O	N	N	N	N
M	C	O	O	O	C	N	C	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if BILLNM is populated, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g0771 filename=gleoo001.71

```
Graphic file does not exist or is not permitted:
'gleoo001.71'
```

BILLNM-ZIP CODE - Billing Name Zip Code

This field identifies the zip code or postal code of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	O	O	O	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	C	O	O	O	C	N	C	O	O	C
F	C	O	O	N	N	N	C	O	O	N
J	C	N	O	N	N	O	N	N	N	N
M	C	O	O	O	C	N	C	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if BILLNM is populated, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 5 alpha/numeric characters

Example:

break

graphic: id=g0772 filename=gleoo001.72

Graphic file does not exist or is not permitted:
'gleoo001.72'

BILLCON - Billing Contact Name

This field identifies the name of the person or office to be contacted on billing matters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when BAN entry is a NEW ACCOUNT, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g0773 filename=gleoo001.73

Graphic file does not exist or is not permitted:
'gleoo001.73'

BILLCON-TEL NO. - Billing Contact Telephone Number

This field identifies the telephone number of the billing contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when BILLCON field is populated, otherwise optional.

Note 2: BILLCON-TEL NO must be a *minimum* of 10 numerics.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric *to* 15 alpha/numeric characters

Example: NNNNNNLLLLXNNNN

VTA - Variable Term Agreement

Indicates that a variable term agreement exists.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N

M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Valid entries: (TAG Only)

Y = Yes

—

Data Characteristics:

1 alpha character in TAG
17 alpha/numeric characters in EDI

VTA DESC - Variable Term Agreement Description (TAG Only)

This field identifies the duration by contract date or contract identification number of any variable term agreement that may be offered by a provider.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 17 alpha/numeric characters

Contact Section

INIT - Initiator Name

This field identifies the Customer's employee who originated this request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: This is the person who should be contacted if there are any questions regarding this request.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g0775 filename=gleoo001.75

```
Graphic file does not exist or is not permitted:
'gleoo001.75'
```

INIT-TEL NO. - Initiator Telephone Number

This field identifies the telephone number of the initiator.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**

A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: INIT-TEL NO must be a *minimum* of 10 numerics.

Note 2: Hyphens are prohibited.

Legend: C=Conditional, P=Prohibted, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric to 15 alpha/numeric characters

INIT-FAX NO. - Initiator Facsimile Number

This field identifies the fax number of the initiator.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

INIT-STREET - Initiator Street Address

This field identifies the initiator's street address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 alpha/numeric characters

Example:

break

graphic: id=g0778 filename=gleoo001.78

```
Graphic file does not exist or is not permitted:
'gleoo001.78'
```

INIT-FLOOR - Initiator Floor

This field identifies the floor of the initiator's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 alpha/numeric characters

Example:

break

graphic: id=g0779 filename=gleoo001.79

```
Graphic file does not exist or is not permitted:
'gleoo001.79'
```

INIT-ROOM/MAIL STOP - Initiator Room/Mail Stop

This field identifies the room or mail stop of the initiator's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O

F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 alpha/numeric characters

Example:

break

graphic: id=g0780 filename=gleoo001.80

```
Graphic file does not exist or is not permitted:
'gleoo001.80'
```

INIT-CITY - Initiator City

This field identifies the city, village, township, etc. of the initiator's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha characters

INIT-STATE - Initiator State

This field identifies the two character postal code for the state of the initiator's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g0782 filename=gleoo001.82

```
Graphic file does not exist or is not permitted:
'gleoo001.82'
```

INIT-ZIP CODE - Initiator Zip Code

This field identifies the zip code or postal code of the initiator's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric characters

Example:

break

graphic: id=g0783 filename=gleoo001.83

```
Graphic file does not exist or is not permitted:
'gleoo001.83'
```

IMPCON - Implementation Contact Name

This field identifies the CLEC employee or office responsible for control of installation and completion.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Failure to populate this field will result in the information from the "INIT" field being populated here.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g0784 filename=gleoo001.84

```
Graphic file does not exist or is not permitted:
'gleoo001.84'
```

IMPCON-TEL NO. - Implementation Contact Telephone Number

This field identifies the telephone number of the implementation contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when IMPCON field is populated.

Note 2: IMPCON-TEL NO must be a *minimum* of 10 numerics

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric *to* 15 alpha/numeric characters

Example: 0000000000X0000

The number zero (0) was used in this example as to not inadvertently use a "working tel number" as the example.

IMPCON-PAGER - Implementation Contact Pager Number

This field identifies the pager number of the implementation contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 numeric characters

Example:

break

graphic: id=g0786 filename=gleoo001.86

```
Graphic file does not exist or is not permitted:
'gleoo001.86'
```

ALTIMPCON - Alternate Implementation Contact

This field identifies the alternate CLEC's employee or office responsible for control of the installation and completion.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g0787 filename=gleoo001.87

```
Graphic file does not exist or is not permitted:
'gleoo001.87'
```

ALTIMPCON-TEL NO. - Alternate Implementation Contact Telephone Number

This field identifies the telephone number of the alternate implementation contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O

F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: ALTIMPCON-TEL NO must be a *minimum* of 10 numerics.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric *to* 15 alpha/numeric characters

ALTIMPCON-PAGER - Alternate Implementation Contact Pager Number

This field identifies the pager number of the alternate implementation contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A. B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 numeric characters

Example:

break

graphic: id=g0789 filename=gleoo001.89

Graphic file does not exist or is not permitted:
'gleoo001.89'

DSGCON - Design/Engineering Contact Name

This field identifies the CLEC's employee or agent that should be contacted on design/engineering matters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	N	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required when DRC field is populated.

Note 2: This field is applicable when the service is designed.

Note 3: This field is only required when NC field is LY, and LY+.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g0790 filename=gleoo001.90

Graphic file does not exist or is not permitted:
'gleoo001.90'

DRC - DESIGN ROUTING CODE

This field identifies the CLEC location routing code for transmission of the design layout report.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	N	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when DSGCON field is populated.

Note 2: Required when the service is designed.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 alpha/numeric characters

Example:

break

graphic: id=g0791 filename=gleoo001.91

```
Graphic file does not exist or is not permitted:
'gleoo001.91'
```

DSGCON-TEL NO. - Design/Engineering Contact Telephone Number

This field identifies the telephone number of the design/engineering contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	R	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*

D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when DSGCON field is populated.

Note 2: DSGCON-TEL NO must be a *minimum* of 10 numerics

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric *to* 15 alpha/numeric characters

DSGCON-FAX NO. - Design/Engineering Contact Facsimile Number

This field identifies the fax number of the design/engineering contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

DSGCON-EMAIL - Design/engineering Electronic Mail Address

This field identifies the electronic mail address of the design/engineering contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 60 alpha/numeric characters

zname@notes.company.com

DSGCON-STREET - Design/Engineering Contact Street Address

This field identifies the street address of the design/engineering contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N

E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when DSGCON is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 alpha/numeric characters

Example:

break

graphic: id=g0795 filename=gleoo001.95

```
Graphic file does not exist or is not permitted:
'gleoo001.95'
```

DSGCON-FLOOR - Design/Engineering Contact Floor

This field identifies the floor of the design/engineering contact's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 alpha/numeric characters

Example:

break

graphic: id=g0796 filename=gleoo001.96

Graphic file does not exist or is not permitted:
'gleoo001.96'

DSGCON-ROOM/MAIL STOP - Design/Engineering Contact Room/Mail Stop

This field identifies the room or mail stop of the design/engineering contact's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

DSGCON-CITY - Design/Engineering Contact City

This field identifies the city, village, township, community, etc., of the design/engineering contact's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when DSGCON is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha characters

DSGCON-STATE - Design/Engineering Contact State

This field identifies the two character postal code for the state of the design/engineering contact's location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when DSGCON is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g0799 filename=gleoo001.99

```
Graphic file does not exist or is not permitted:
'gleoo001.99'
```

DSGCON-ZIP CODE - Design/Engineering Contact Zip Code

This field identifies the zip code or postal code of the design/engineering contact's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when DSGCON is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric

REMARKS - Remarks

This field is freeform and can be used to describe or clarify other data transmitted on the service request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Virgules (/) are not allowed.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 240 alpha/numeric characters

EU - End User Information

Introduction

This guide describes the End User (EU) information required for the provisioning of the Local Service Request (LSR). The EU information is always transmitted in conjunction with an LSR.

This document provides current definitions used by BellSouth Telecommunications in providing service.

EU — End User Description

Key Information

All information required for administrative, billing and contact is provided on the LSR.

The ***Administrative Section*** contains information pertaining to the service ordered such as purchase order number, desired due date, and other required fields.

The ***Bill Section*** provides billing name and address information.

The ***Contact Section*** contains initiator name, design contact name, implementation contact name and associated address telephone number information.

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.
Optional (**O**) is defined as the field *may or may not* be populated.
Prohibited (**P**) is defined as the field *may never* be populated.
Required (**R**) is defined as the field *MUST* be populated.
Not Applicable (**N**) is defined as the *field that will not be used* if populated.
Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the EU Section are arranged as follows:

EU-NAME
EU-STREET 1
EU-STREET 2
EU-FLOOR
EU-ROOM/UNIT
EU-BLDG
EU-CITY
EU-STATE
EU-ZIP CODE
LCON NAME
LCON TEL NO.
EUMI

ACC
IWO
IW BAN
IWCON-NAME
IWCON TEL NO.
LOCBAN
EAN
EATN
FBI
FB-BILLNM
FB-SBILLNM
FB-STREET
FB-FLOOR
FB-ROOM
FB-CITY
FB-STATE
FB-ZIP CODE
FBCON
FBCON-TEL NO.

EU — End User Entries

Administration Section (Location and Access Section)

EU-NAME - End User Name

This field identifies the name of the end user.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: This name will *not* be used for directory listing purposes.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 alpha/numeric characters

Example:

break

graphic: id=g07102 filename=gleoo001.102

```
Graphic file does not exist or is not permitted:
'gleoo001.102'
```

EU-STREET 1 - End User Street Address 1

This field identifies the street address of the end user location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Address *must* be RSAG valid.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A.

Data Characteristics: Up to 35 alpha/numeric characters

EU-STREET 2 - End User Street Address 2

This field provides additional space when EU-STREET 1 exceeds 35 characters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Address *must* be RSAG valid.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

EU-FLOOR - End User Floor

This field identifies the floor of the end user address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Address *must* be RSAG valid

Note 2: The entry in this field should not be preceded by the identifier FLR or FLOOR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 12 alpha/numeric characters

Example:

```
2          (floor)
D          (floor)
7C         (floor)
```

EU-ROOM/UNIT - End User Room/Unit

This field identifies the room for the service address location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Address *must* be RSAG valid.

Note 2: When entering room information only show the alpha and/or numeric character.

Note 3: When entering information (other than room), the identifier of apt, suit, unit, lot, slip etc.; *must* be

entered followed by a space and alpha/numeric characters.

Valid Identifiers:

break

APT	Apartment
SUIT	Suite
UNIT	Unit
LOT	Lot
SLIP	Slip

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

```
3          (room)
APT 123
SUIT 2B
UNIT 1
LOT A
SLIP 33
```

EU-BLDG - End User Building

This field identifies the specific building at the end user location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Address *must* be RSAG valid.

Note 2: When entering building information only show the alpha and/or numeric character.

Note 3: When entering information (other than building), the identifier of WNG, or PIER must be entered followed by a space and alpha/numeric characters.

Valid Identifiers:

WNG = Wing
PIER = Pier

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric characters

Example:

```
3       (building)
A       (building)
23C     (building)
WNG 8
PIER 3
```

EU-CITY - End User City

This field identifies the city, village, township, community, etc. of the end user address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Address *must* be RSAG valid.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 alpha characters

Example:

break

graphic: id=g07108 filename=gleoo001.108

```
Graphic file does not exist or is not permitted:
'gleoo001.108'
```

EU-STATE - End User State

This field identifies the two character postal code for the state of the end user's address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g07109 filename=gleoo001.109

Graphic file does not exist or is not permitted:
'gleoo001.109'

EU-ZIP CODE - End User Zip Code

This field identifies the zip code or postal code of the end-user location.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric characters

LCON-NAME - Local Contact Name

This field identifies the local contact name for access.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	O***	N	N	N	O	N	N	O*

D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g07111 filename=gleoo001.111

```
Graphic file does not exist or is not permitted:
'gleoo001.111'
```

LCON-TEL NO. - Local Contact Telephone Number

This field identifies the telephone number of the local contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when LCON-NAME field is populated.

Note 2: LCON-TEL NO must be a *minimum* of 10 numerics.

Note 3: Population of the end user premise access contact information fields of the service order will be interpreted as permission by the CLEC, even though specific CLEC contract provisions state otherwise.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

EUMI - End User Moving Indicator

Indicates when the end user location is changing.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note: This field is not currently supported by electronic processing.

Valid Entries: 01 = End User is moving or Blank

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters 2 numeric characters

ACC - Access Instructions

Indicates the access instructions for the end user location. Access instructions should be very specific.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	N	O	O	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 160 alpha/numeric characters

Inside Wire Section

IWO - Inside Wiring Options

This field identifies the requirement for inside wire services.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: (REQTYP = M) The only valid Inside Wiring Option is ' W '.

Valid Entries:

R = Referral for inside wiring (provider will negotiate with the end user).
S = Provide inside wiring repair plan and bill the customer.
U = Provide inside wiring and repair plan and bill the customer.
W = Provide inside wiring and bill the customer.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g07115 filename=gleoo001.115

```
Graphic file does not exist or is not permitted:
'gleoo001.115'
```

IW BAN - Inside Wire Billing Account Number

This field identifies the billing account number for charges associated with inside wire.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries:

Billing Account Number with Customer Code
E = Existing Customer Billing Account Number

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha **or** 13 alpha/numeric characters

Example:

break

graphic: id=g07116 filename=gleoo001.116

```
Graphic file does not exist or is not permitted:
'gleoo001.116'
```

IWCON-NAME - Inside Wire Contact Name

This field identifies the name of the person to be contacted for inside wire.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	N	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when IWO field is populated, otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 25 alpha/numeric characters

Example:

break

graphic: id=g07117 filename=gleoo001.117

```
Graphic file does not exist or is not permitted:
'gleoo001.117'
```

IWCON-TEL NO. - Inside Wire Contact Telephone Number

This field identifies the telephone number of the inside wire contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	N	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when IWCON-NAME field is populated, otherwise prohibited.

Note 2: IWCON-TEL NO must be a *minimum* of 10 numerics.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Bill Section

LOCBAN - Local Billing Account Number (Main Account Number)

This field identifies the end user's billing account number which may also be the end user local exchange telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: (REQTYP = A) For **Designed LOOPS**and ACT=A, the LOCBAN must be the CABS account number.

Note 2: (REQTYP = A) For **Designed LOOPS**and ACT=A, the BAN1 must be the same as the CABS account LOCBAN.

Note 3: (REQTYP = A) For **NON-designed LOOPS**and ACT=A, the *LOCBAN must be a CRIS miscellaneous number.*

Note 4: REQTYP A, ACT =A, the LOCBAN must be the 10 digit dialable telephone number being converted.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 **or** 13 alpha/numeric characters

EAN - Existing Account Number

This field identifies the end user's existing account number assigned by the current LSP (the number where the data will "migrate from"). It is a non-dialable, non-standard number (ie: miscellaneous account number).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N
E	N	C	N	N	N	N	C	N	N	N

F	N	C	N	N	N	N	C	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	P	C	P	P	P	N	C	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required on REQTYP B, C, E, F, and M when the EATN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration.

Note 2: Required for conversion of an End User acct. (LNA = V) when the EATN field is not populated, otherwise prohibited .

Note 3: Prohibited when the EATN field is populated.

Note 4: Whenever the EAN field is populated, the data *must match information in LOCBAN field.*

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 **or** 13 alpha/numeric characters

EATN - Existing Account Telephone Number

This field identifies the existing NUMERIC account number from the current LSP (the number where the data will "migrate from"). It is a **dialable** telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N
E	N	C	N	N	N	N	C	N	N	N
F	N	C	N	N	N	N	C	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	P	C	P	P	P	N	C	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required on REQTYP B, C, E, F, and M when the EAN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration.

Note 2: Required for conversion of an End User acct. (LNA = V) when the EAN field is not populated, otherwise prohibited .

Note 3: Prohibited when the EAN field is populated.

Note 4: Whenever the EATN field is populated, *the data must match information in LOCBAN field.*

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

FBI - Final Bill Information

Indicates whether a Final Bill should be sent to either the existing billing address *or* a different address.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	O	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: When the valid entry is ' D ', the FB-BILLNM, FB-STREET, FB-CITY, FB-STATE, and FB-ZIP CODE fields *must be populated.*

Valid Entries:

E = Existing
D = Different

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g07122 filename=gleoo001.122

Graphic file does not exist or is not permitted:
'gleoo001.122'

FB-BILLNM - Final Billing Name

This field identifies the end user final bill name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

Example:

break

graphic: id=g07123 filename=gleoo001.123

Graphic file does not exist or is not permitted:
'gleoo001.123'

FB-SBILLNM - Final Bill Secondary Bill Name

This field identifies the name of a department or group within the designated FB-BILLNM entry.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	O	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: May also be used to specify the end user customer identified by a " SAN " (Subscriber Authorization Number) used by the customer in conjunction with billing its customer.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

FB-STREET - Final Bill Street

This field identifies the street of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	O	N	N	N	N	N	N	N

M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

FB-FLOOR - Final Bill Floor

This field identifies the floor for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	O	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 alpha/numeric characters

Example:

break

graphic: id=g07126 filename=gleoo001.126

```
Graphic file does not exist or is not permitted:
'gleoo001.126'
```

FB-ROOM - Final Bill Room

This field identifies the room for the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	O	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

FB-CITY - Final Bill City

This field identifies the city, village, township, or other geographic locators of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C

F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 11 alpha characters

FB-STATE - Final Bill State

This field identifies the two character postal code for the state of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha characters

Example:

break

graphic: id=g07129 filename=gleoo001.129

```
Graphic file does not exist or is not permitted:
'gleoo001.129'
```

FB-ZIP CODE - Final Bill Zip Code

This field identifies the zip code or postal code of the billing address associated with the billing name.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric characters

FBCON - Final Billing Contact Name

This field identifies the name of the person or office to be contacted on billing matters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N

B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the FBI field is populated with a ' D ', otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

Example:

break

graphic: id=g07131 filename=gleoo001.131

```
Graphic file does not exist or is not permitted:
'gleoo001.131'
```

FBCON-TEL NO. - Final Bill Contact Telephone Number

This field identifies the telephone number of the billing contact.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	C	N	N	N	N	N	N	N

M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required if the FBI field is populated with a ' D ', otherwise optional.

Note 2: FBCON-TEL NO must be *minimum* of 10 numerics.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

RS - Resale Service

Introduction

This guide describes the Resale Service (RS) information required for provisioning of the service request for Residence and Business Services. The RS information is always transmitted in conjunction with an LSR and End User Information.

This document provides current definitions used by BellSouth Telecommunications.

RS – Resale Service Description

All hunting information and service details are provided in the fields contained within the RS. The Service Details Section provides Reference Numbers, Activity Type information, and additional data involved in Resale activity.

break

LEO guidelines incorporate the following requirements for the population of field entries.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the RS Section are arranged as follows:

REFNUM
LNA
TN
TER
OTN
CKR
ECCKT
FPI
PIC
LPIC
TC OPT
TCTO-PRIMARY
TCTO-SECONDARY
TC NAME-PRIMARY
TC NAME-SECONDARY
TC PER-CC
TC PER
SGNL

PULSE
DOP NUM
NUMST
ACTST
TBE
CFA
FA
FEATURE
FEATURE DETAIL
HUNT GROUP ID
LNECLS SVC

RS — Resale Service Entries

Service Details

REFNUM - Reference Number

This field uniquely identifies of one or more activities (ie: lines, trunks, listings, or hunting arrangements).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
E	R	R	R	R	R	R	R	R	R	R

Note 1: The REFNUM is customer assigned.

Note 2: Once REFNUM is assigned it can*not* be changed and is retained through completion of the request.

Note 3: REFNUM values must be ascending and must be unique throughout the request at TN Level

Note 4: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

Example:

break

graphic: id=g07133 filename=gleoo001.133

```
Graphic file does not exist or is not permitted:
'gleoo001.133'
```

LNA - Line Activity

This field identifies the activity involved at the line level.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	R	R	R	N	R	R	R	R	R

Note 1: Line Activity *must* be ' Y ' or ' L' when ACTIVITY TYPE (ACCOUNT LEVEL) = **SS** or **RS**

Note 2: LNA *must* be ' V ' when AN, ATN, EAN, or EATN are populated.

Valid Entries:

break
break

LINE LEVEL — Activity Entry Code - Description Name

ENTRY	DESCRIPTION
A	ADD
C	CHANGE
D	DISCONNECT
R	RECORD INFORMATION ONLY
V	CONVERSION OF SERVICE TO NEW LSP "AS SPECIFIED"
W	CONVERSION OF SERVICE TO NEW LSP "AS IS"
Y	DENY/ RESTORE (NON-PAYMENT)
L	SUSPEND/ RESTORE (Seasonal)
P9	PIC CHANGE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 2 alpha/numeric characters

TN - Telephone Number

This field identifies the telephone number for this service request.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	R	R	R	N	R	R	R	R	R

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TER - Terminal Number

This field identifies a non-lead line in a multi-line hunt group.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Note: This entry may represent the maintenance number assigned to a member of a multi-line hunt group.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/a

Data Characteristics: Up to 4 numeric characters

OTN - Out Telephone Number

This field identifies the existing telephone number that is being changed.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	P	O	P	N	O	P	P	P	P

Data Characteristics: 10 numeric characters

CKR - Customer Circuit Reference

This field identifies the circuit number used by the customer.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Data Characteristics: Up to 36 alpha/numeric characters

Legend: C=Conditional, P=Prohibted, R=Required, O=Optional, N=N/A

ECCKT - Exchange Company Circuit ID

This field identifies a provider's circuit identification.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Note 1: The format of the field is defined by the provider.

Note 2: All components within the ID **must** be delimited by periods (.) .

Note 3: The layout of the field may be defined by the Common Language Standards.

Note 4: When component of CLT, CLS, or CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces.

Note 5: If all positions in a component of CLT, CLS, or CLF are not populated, the component should be compressed to eliminate any spaces.

break

Valid Entries:

TELEPHONE NUMBER FORMAT:

Prefix.Service Code.and modifier. NPA.NXX.XXXX.Terminal Number (if applicable). This format may be up to 30 characters in length.

A2.SBFS.201.981.3500.800.123.4567

break

SERIAL NUMBER FORMAT:

Prefix.Service Code and Modifier.Serial Number.Suffix code.AP code.segment name (if applicable). This format may be up to 27 characters in length.

A2.LBFS.032719.001.NY

break

FACILITY ID FORMAT:

Facility Designation.Facility Type.office A location.office Z location. This format may be up to 36 characters in length.

101.T1.NYCMNY50.NYCMNY54W01

break

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 36 alpha/numeric characters

Examples:

break CLT (Common Language Tel. No.): 38.SBGS.404.477.3999.T22.123
break CLF (Common Language Facility): AB123 CC12 CHCGILAAMGO MOBLALBBABC
break CLS (Common Language Serial #) 12.PLNT.123456.66.SB

FPI - Freeze PIC Indicator

Indicates the customer's desired freeze option for the PIC or LPIC.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	N	N	O	P	N	N	O

Valid Entries:

A = CLEC freezes IntraLATA PIC
B = CLEC freezes Inter & Intra LATA PIC
E = CLEC freezes InterLATA PIC
J = END USER freezes InterLATA PIC
K = END USER freezes IntraLATA PIC
L = END USER freezes Inter & IntraLATA PIC
O = CLEC freezes InterLATA PIC *and* End User freezes IntraLATA PIC
P = CLEC freezes IntraLATA PIC *and* End User freezes InterLATA PIC
R = CLEC removes InterLATA Freeze
S = CLEC removes IntraLATA Freeze
T = CLEC removes Inter & IntraLATA Freeze

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

Example:

break

graphic: id=g07140 filename=gleoo001.140 B

PIC - Primary Interexchange Carrier

This field identifies the pre-subscription indicator code (PIC) for the carrier the customer has selected for InterLATA traffic.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	R	O	N	N	R	P	P	P	R

Note 1: PIC is a required per unique telephone number on A, V, & P9 Activity Types.

Valid Entries:

Valid PIC Code

NONE = Customer does not want to pre-subscribe

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

Example:

break

graphic: id=g071421 filename=gleoo001.141

D	F	L	T

LPIC - IntraLATA Pre-subscription Indicator Code

This field identifies the pre-subscription indicator code (PIC) for the carrier the customer has selected for IntraLATA traffic.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	R	O	N	N	R	P	P	P	R

Note: LPIC required per unique telephone number on A, V, & P9 Activity Types.

Valid Entries:

Valid PIC Code
NONE = Customer does not want to pre-subscribe

Legend: C=Conditional, P=Prohibted, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

Example:

break

graphic: id=g071422 filename=gleoo001.142

N	C		

TC OPT - Transfer of Call Options

This field identifies the type of transfer of call option the end user has requested.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	P	O	O	N	P	P	O	O	P

Note 1: An entry in this field indicates a request for a non-standard announcement.

Note 2: If the standard announcement is desired, this field is prohibited.

Valid Entries:

break

Code	Description
03	Disconnected
05	Changed to Non-Published Number
21	Changed to new Published Number
26	Emergency Agency Changed to 911
31	Disconnected with reference calls
51	Temporary Disconnect at the Customer's Request
81	Changed to More Than One New Number with Split Reference of Calls

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TCTO-PRIMARY - Transfer of Calls To (Primary)

This field identifies the primary telephone number to which calls are to be referred.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note: Required if the TC OPT field = 21, 31, or 81, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TCTO-SECONDARY - Transfer of Calls To (Secondary)

This field identifies the secondary telephone number to which calls are to be referred.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note: Required if the TC OPT field = 81, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters.

TC NAME-PRIMARY - Transfer of Calls to Primary Name.

This field identifies the primary name of the end user who desires transfer of calls.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note 1: This field is used when the End User requests a split reference of calls.

Note 2: When this field is populated two TC TO and TC Name fields are required.

Note 3: Required if the TC OPT field = 81, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha characters

TC NAME-SECONDARY - Transfer of Calls to Secondary Name

This field identifies the secondary name of the end user who desires transfer of calls.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note 1: This field is used when the End User requests a split reference of calls.

Note 2: When this field is populated two TC TO and TC Name fields are required.

Note 3: Required if the TC OPT field = 81, otherwise optional.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha characters

TC PER-CC - Transfer of Calls Period Century Code (EDI Only)

This field identifies the requested century of the date that the transfer of calls, specified in the TC TO field, is to be canceled and the standard recorded announcement is to be provided.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note 1: Required when TC PER-DATE field is populated, otherwise prohibited.

Note 2: Must be current of future century.

Valid Entries: Metric Format

break

TWO DIGIT YEAR	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TC PER - Transfer of Calls Period Date

This field identifies the requested century of the date that the transfer of calls, specified in the TC TO field, is to be cancelled and the standard recorded announcement is to be provided.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	N	C	C	N	N	N	C	C	N

Note 1: Required when TC TO-PRIMARY field is populated, otherwise optional.

Note 2: Must be a valid date.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	**00 - 99**
TWO DIGIT YEAR	**00 - 99**
TWO DIGIT MONTH	**01 - 12**
TWO DIGIT DAY	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

SGNL - Signaling

This field identifies the type of signaling required.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Valid Entries:

break

LS	LOOP START
GS	GROUND START
WS	WINK START
IM	IMMEDIATE START
DD	DELAY DIAL
E1	E & M 1
E2	E & M 2
E3	E & M 3
DC	DIRECT CONNECT
AT	ANSWER TONE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha/numeric characters

Example:

break

W S

graphic: id=g07150 filename=gleoo001.150

PULSE - Type of Pulsing

This field identifies the type of pulsing on the requested trunk.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Note: When DTMF is requested with DID service a DTMF USOC is required.

Valid Entries:

break

DP	DIAL PULSE
MF	MULTI FREQUENCY
DTMF	DIAL TONE MULTI FREQUENCY

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 **or** 4 alpha characters

DOP NUM - Digits Outpulsed

This field identifies the number of digits to be outpulsed on a DID.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

NUM ST - Quantity of Stations Requested

This field identifies the number of stations to being requested for DID, includes reactivated and reserved.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Note 1: Numbers requested in blocks of 20.

Note 2: Optional when:

Add new PBX trunk.
Add feature and/or hunting.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 4 numeric characters

ACTST - Number of Stations Activated

This field identifies the number of stations to be activated for DID.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

Note: When related to DID this number should be included in the Quantity of Stations requested NUM ST.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 4 numeric characters

TBE - Toll Billing Exception

This field identifies a request for installation/removal of toll blocking exception on a line or hunt group.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	P	N	O	P	P	P	P

Valid Entries:

break

A	DENY COLLECT AND THIRD NUMBER
B	DENY THIRD NUMBER
C	DENY COLLECT CALL
R	REMOVE ALL SCREENING
S	SAME, NO CHANGE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used.

break

break	ACTIVITY TYPE (LINE LEVEL)

REQTYP	A	C	D	R	V	W	Y	L	P9
E	O	O	O	N	O	O	O	O	O

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All element entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: CFA is required when customer is served from a Foreign Serving Wire Center.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 42 alpha/numeric characters

Example: 5014 T1ZF 1 ORDFLMAK99 ORLDFLMAWAG

FA - Feature Activity

Indicates the activity type for the feature.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	C	C	C	N	C	P	P	P	N

Note: Required when the FEATURE field is populated.

Valid Entries:

break

A	ADD
C	CHANGE
D	DELETE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha characters

FEATURE - Feature Codes

This field identifies the type of feature associated with the line.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	C	C	C	N	C	P	P	P	N

Note 1: Codes for feature identification may include USOCs, FIDs or TCIF (TeleCommunications Industry Forum) Service Order Feature Codes.

Note 2: TCIF (TeleCommunications Industry Forum) feature codes are based on provider/customer negotiations.

Note 3: Required when the FA field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters.

FEATURE DETAIL

This field identifies additional information for the type of feature associated with the line.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**

E	C	C	C	N	C	P	P	P	N

Note 1: Virgules (/) are used as delimiters to separate the different elements of the Feature Detail.

Note 2: When Feature Detail is populated, Feature and Feature Activity are required.

Note 3: When Feature and Feature Activity are populated, Feature Detail may be required.

FIDs must be separated by virgules (/).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 30 alpha/numeric characters

HUNTING

HUNT GROUP ID

This field uniquely identifies the hunt group sequence.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
E	O	O	N	N	O	N	O	N	N	N

Legend: C= Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1–3 alpha or 1–4 numerics

See LEO-IG, Volume 4, section entitled, "SOFC" for service order feature codes for ordering hunting services.

For additional information on Hunting see tab entitled "Hunting/Grouping/Rotary Service" in Volume 2 of the LEO-IG.

Website: www.interconnection.bellsouth.com/guides/guides.html

LNECLS SVC - Line Level Class of Service

This field identifies the class of service at the line level (i.e: measured or flat rate).

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	R	O	O	N	R	O	O	O	O

Note: The Basic Class of Service should not be put in this field.

Legend: C= Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 3 **or** 5 alpha/numeric characters

Example: UEPRL

Directory Listings Service Information

Introduction

This guide describes the Directory Listings/Services Information required for provisioning of the service request. The Directory Listings/Services information is always transmitted in conjunction with an LSR and End User Information.

This document provides current definitions used by BellSouth Telecommunications in providing service.

The Directory related fields are not required for LNP (NPT=D) requests. If the request is a Full Migration and no directory change is desired, the CLEC can use ACT=W for LNP (NPT=D). The ACT=W will denote no listing changes on the Full Migration LNP (NPT=D) request and the directory fields are not to be populated. However, if the ACT=V for LNP (NPT=D) and the directory fields are not completed, then no directory listings or directory delivery will be established.

Directory Listings / Service Description

All directory listings/service details are provided in the fields contained within this section.

LEO guidelines incorporate the following requirements for the population of field entries.

- **Conditional** (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.
  Optional (**O**) is defined as the field *may or may not* be populated.
  Prohibited (**P**) is defined as the field *may never* be populated.
  Required (**R**) is defined as the field *MUST* be populated.
  Not Applicable (**N**) is defined as the *field that will not be used* if populated.
  Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the Directory Listings Service Information Section are arranged as follows:

REFNUM
LIST
LN
LISTED NAME OVERFLOW
LA
YPH
WPQTY
YPQTY
DDA-NAME
DDA-NAME 2
DDA-ADDRESS 1
DDA-ADDRESS 2
DDA-CITY
DDA-STATE
DDA-ZIP CODE
SIC CODE
DIRDATE-CC

DIRDATE
LNA
TN

Directory Entries / Services Entries

REFNUM - Reference Number

This field uniquely identifies one or more activities (ie: lines, trunks, listings, hunting arrangements).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
J	R	N	R	N	N	R	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note 1: The REFNUM is customer assigned.

Note 2: REFNUM values must be ascending and must be unique throughout the request at the TN level.

Note 3: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

LIST - Listed Name Code

This field identifies how the end user desires the **main listed name** to appear in the telephone directory or directory assistance. This field may also reflect the end users desires that the main listed name not be published.

Usage:

break

MAIN LISTED NAME Table										
break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	P	N	N	N	R	N	N	R*
D**	N	N	P	N	N	N	N	N	N	N
E	R	O	P	P	R	N	R	P	P	P

F	R	O	P	N	N	N	R	P	P	P
J	R	N	P	N	N	R	N	N	N	N
M	R	O	N	P	R	N	R	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

Valid Entries:

break

LN	LISTED NAME
NP	NON-PUBLISHED
NL	NON-LISTED
FL	FOREIGN DIRECTORY LISTING
DB	DESIGNER BOLD
DBP	DESIGNER BOLD PLUS
DS	DESIGNER SCRIPT
DSP	DESIGNER SCRIPT PLUS
DL	DESIGNER LINE
DLS	DESIGNER LINE SCRIPT
DLB	DESIGNER LINE BOLD

break

This field identifies how the end user desires the **optional listings , listed name** to appear in the telephone directory or directory assistance. This field may also reflect the end users desires that the optional listings, listed name not be published.

Usage:

break

OPTIONAL LISTING, LISTED NAME Table										
break	**ACTIVITY TYPE (ACCOUNT LEVEL)**									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	P	N	N	N	R	N	N	R*
D**	N	N	P	N	N	N	N	N	N	N

E	R	O	P	P	R	N	R	P	P	P
F	R	O	P	N	N	N	R	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	R	O	N	P	R	N	R	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

Valid Entries:

break

NL	NON-LISTED
AML	ADDITIONAL MAIN LISTING
AL	ADDITIONAL LISTING (RESIDENCE)
XL	ADDITIONAL LISTING (BUSINESS)
FL	FOREIGN DIRECTORY LISTING
DB	DESIGNER BOLD
DBP	DESIGNER BOLD PLUS
DS	DESIGNER SCRIPT
DSP	DESIGNER SCRIPT PLUS
DL	DESIGNER LINE
DLS	DESIGNER LINE SCRIPT
DLB	DESIGNER LINE BOLD
AC	ALTERNATE CALL
ASL	ANSWERING SERVICE
CR	CROSS REFERENCE
FAC	FOREIGN ALTERNATE CALL
FCR	FOREIGN CROSS REFERENCE
FSPL	FOREIGN ADDITIONAL LISTING break (Not available electronically)
SPL	SPECIAL TEXT DIRECTORY LISTING break (Not available electronically)

CML	CLIENT MAIN LISTING break (Not available electronically)

Note: Required when *adding, changing,* or *removing* Directory Listings.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 4 alpha/numeric characters

LN - Listed Name

This field identifies how the subscriber desires the main listed name to appear in the telephone directory or on directory assistance.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	O***	N	N	N	R	N	N	R*
D**	N	N	N	N	N	N	N	N	N	N
E	R	O	N	P	R	N	R	P	P	P
F	R	O	N	N	N	N	R	P	P	N
J	R	N	N	N	N	O	N	N	N	N
M	R	O	N	P	R	N	R	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: See Volume 2 for instructions on valid data entries.

Note 2: The following are **NOT valid** characters in the LN data field:

asterisk (*)
plus (+)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

LISTED NAME OVERFLOW

This field provides additional space to overflow from the Listed Name field when it is exceeds 35 characters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	O***	N	N	N	O	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	O	O	N	P	O	N	O	P	P	P
F	O	O	N	N	N	N	O	P	P	N
J	O	N	N	N	N	O	N	N	N	N
M	O	O	N	O	O	N	O	P	P	N

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibted, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

LA - Listed Address

This field identifies the listed address the end user desires shown in the directory.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	O	P	N	N	N	R	N	N	R*
D**	N	N	P	N	N	N	N	N	N	N
E	R	O	P	P	R	N	R	P	P	P
F	R	O	P	N	N	N	R	P	P	N
J	R	N	P	N	N	O	N	N	N	N
M	R	O	N	P	R	N	R	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

Note: If the listed address contains a description such as a specific building number or apartment number, etc., refer to the END USER (EU) section of Volume 1 of the Implementation Guide (IG).

Valid Entries:

LISTED ADDRESS
(OAD) = OMIT ADDRESS

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 150 alpha/numeric characters

YPH - Yellow Page Heading Code

This field identifies the heading in the Yellow Page section of the directory an end user desires to be listed under.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	C	C	N	P	C	N	C	P	P	P
F	C	C	N	N	N	N	C	P	P	N
J	C	N	N	N	N	O	N	N	N	N
M	C	O	N	O	C	N	C	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

Note 1: Required on business requests for service.

Note 2: Prohibited on all requests for residence service.

Note 3: One YPH heading code allowed per LSR request.

Note 4: Required when the 1st character of TOS fields is 1 or 3.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 alpha/numeric characters

WPQTY - Quantity Of White Page Books

This field identifies the number of white page books desired by the end user.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	O***	N	N	N	O	N	N	N
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	N	N	P
F	O	O	O	N	N	N	O	N	N	N
J	O	N	N	N	N	O	N	N	N	N
M	O	O	N	O	O	N	O	N	N	N

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

YPQTY - Quantity of Yellow Page Books

This field identifies the number of yellow page books desired by the end user.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	O***	N	N	N	O	N	N	N
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	N	N	P
F	O	O	O	N	N	N	O	N	N	N

J	O	N	N	N	N	O	N	N	N	N
M	O	O	N	O	O	N	O	N	N	N

**To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

DDA-NAME - Directory Delivery Name

This field identifies the name (s) for delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

DDA-NAME 2 - Additional Directory Delivery Name Information

This field identifies the continuation of the DDA-NAME field for the delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N

B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

DDA-ADDRESS 1 - Directory Delivery Addresss 1

This field identifies the address for delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

DDA-ADDRESS 2 - Directory Delivery Address 2

This field identifies the continuation of the DDA-ADDRESS field for delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

** To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: 35 alpha/numeric characters

DDA-CITY - Directory Delivery City

This field identifies the city for delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed.

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: Up to 30 alpha/numeric characters

DDA-STATE - Directory Delivery State

This field identifies the state for delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: 2 alpha characters

DDA-ZIP CODE - Directory Delivery Zip Code

This field identifies the zip code for the delivery of directories.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	P	P	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: Up to 9 alpha/numeric characters

SIC CODE

This field identifies the SIC code for the end user business type.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	O	N	N	N	N	N	N	N
E	C	C	N	P	C	N	C	P	P	P
F	C	C	N	N	N	N	C	P	P	N
J	C	N	N	N	N	O	N	N	N	N
M	C	C	N	O	C	N	C	P	P	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed

Note 1: Required if YPH is populated *and* the Listed Code Name is "LN".

Note 2: Prohibited on all requests for residence service.

Note 3: One SIC heading code allowed per LSR request.

Note 4: Required when the 1st character of TOS field is 1 or 3.

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: 4 numeric characters

DIRDATE-CC - Advance Directory Listing Date Century Code (EDI Only)

Indicates that the end user's listing needs to be posted to the directory in advance of the directory closing date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	P	P	O	N	O	P	P	P
F	O	O	P	N	N	N	O	P	P	N
J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed.

Note 1: Must be current or future century.

Note 2: Required when DIRDATE is populated.

Valid Entries: Metric Format

break

TWO DIGIT YEAR	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, 0=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example: 00

DIRDATE - Advance Directory Listing Closing Date

Indicates that the end user's listing needs to be posted to the directory in advance of the directory closing date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	O	N	N	N
C	N	O	P	N	N	N	O	N	N	N
D**	N	N	P	N	N	N	N	N	N	N
E	O	O	N	N	O	N	O	N	N	P
F	O	O	P	N	N	N	O	P	P	N

J	O	N	P	N	N	O	N	N	N	N
M	O	O	P	P	O	N	O	P	P	N

**To be Developed.

Note: Must be valid date.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	**00 - 99**
TWO DIGIT YEAR	**00 - 99**
TWO DIGIT MONTH	**01 - 12**
TWO DIGIT DAY	**01 - 31**

LNA - Line Activity

Usage:

break

break	**ACTIVITY TYPE(LINE LEVEL)**								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
J	R	N	R	R	N	N	N	N	N

Valid Entries:

break

ENTRY	**DESCRIPTION**
A	ADD
D	DISCONNECT

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

TN - Telephone Number

Usage:

break

break	**ACTIVITY TYPE (LINE LEVEL)**								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
J	R	N	R	R	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

NP - Number Portability

Introduction

This guide describes the Number Portability (NP) entries. The NP information is always transmitted in conjunction with LSR, End User and Directory information.

break

This document provides current definitions used by BellSouth Telecommunications in providing service.

NP — Number Portability Description

All NP information required for ordering this service is provided for in the fields contained within the NP, LSR, EU and Directory forms. The Service Details section provides entries for the specifications of ordering options.

break

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the NP Section are arranged as follows:

REFNUM
TN
TNP
CFTN
INPT/NPT
RTI
INPTG
TBE
TC OPT
TCTO-PRIMARY
TCTO-SECONDARY
TC NAME-PRIMARY
TC NAME-SECONDARY
TC PER-CC
TC PER-DATE
CKR
LNA
LRN
TDT

NP — Number Portability Entries

REFNUM - Reference Number

This field uniquely identifies of one or more activities (ie: lines, trunks, listings, hunting arrangements).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The REFNUM is customer assigned.

Note 2: The values must be ascending and must be unique throughout the request at the TN level.

Note 3: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

TN - Telephone Number

This field identifies the telephone number to be retained or ported.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TNP - Total Number of Paths

This field identifies the total number of talk paths, including the initial path, associated with the ported number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	C	O***	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when the LNA field = C or V and INPT/NPT field = B.

Note 2: When TNP is required & field is left blank TNP will default to one (001).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 numeric characters

CFTN - Call Forward To Number

This field identifies the telephone number to which calls will be directed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	C	C***	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when the LNA field = C or V and INPT/NPT field = B.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

INPT/NPT - (Interim) Number Portability Type

Indicates the type of (interim) number portability for this request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	C	C***	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when the LNA field = C, D, or V and the REQTYP = B or C.

Note 2: If a change in INPT/NPT is being made, the original PON must be canceled and a new PON sent with the new INPT/NPT.

Valid Entries:

A = DID (Direct Inward Dial Trunk)
B = RCF (Remote Call Forwarding)
C = RTI (Route Index)
D = LNP (Local Routing Number)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

RTI - Route Index

This field identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	C	O***	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when the INPT/NPT field = A or C and the LNA field = C or V.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

INPTG - (Interim) Number Portability Trunk Group

This field identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete INP calls.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	C	O***	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when the INPT/NPT field = A or C and the LNA field = C or V.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 8 alpha/numeric characters

TBE - Toll Billing Exception

This field identifies a request for installation/removal of toll billing exception on a telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	O	P	N	N	N	O	N	N	N

Note: TBE field is *not applicable* when the INPT/NPT = D

Valid Entries:

break

A	DENY COLLECT AND THIRD
B	DENY THIRD NUMBER
C	DENY COLLECT CALL
R	REMOVE ALL SCREENING
S	SAME NO CHANGE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

TC OPT - Transfer of Calls Options

This field identifies the type of transfer of call option the end user has requested when different from the announcement that would automatically be provided.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	N	O***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: An entry in this field indicates a request for a non-standard announcement.

Note 2: If the standard announcement is desired, this field is prohibited.

Valid Entries:

break

Code	Description
03	Disconnected
05	Changed to Non-Published Number
21	Changed to new Published Number
26	Emergency Agency Changed to 911
31	Disconnected with reference calls
51	Temporary Disconnect at the Customer's Request
81	Changed to More Than One New Number with Split Reference of Calls

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TCTO-PRIMARY - Transfer of Calls To Primary Number

This field identifies the telephone number to which calls are to be referred.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	C	C***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when TC OPT = 21, 31, or 81.

Note 2: Associated with TC NAME PRIMARY when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TCTO-SECONDARY - Transfer of Calls To Secondary Number

This field identifies the telephone number associated with TC-NAME -SECONDARY to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	C	C***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TC NAME-PRIMARY - Transfer of Calls To Primary Name

This field identifies the name associated with TC TO-PRIMARY to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	C	C***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if the TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha characters

TC NAME-SECONDARY - Transfer of Calls To Secondary Name

This field identifies the name associated with TC TO-SECONDARY to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	C	C***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required if TC OPT is 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha characters

TC PER-CC - Transfer of Calls Period Century Code (EDI Only)

This field identifies the century associated with TC PER-DATE that the transfer of calls specified in the TCTO-PRIMARY field is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	N	O***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be current or future century.

Valid Entries: Metric Format

break

Two Digit Century	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TC PER-DATE - Transfer of Calls Period Date

This field identifies the requested date associated with the TC PER-CC that the transfer of calls specified in TC TO-PRIMARY is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	N	O***	N	N	N	N	N	N	N

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be valid date.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	**00 - 99**
TWO DIGIT YEAR	**00 - 99**
TWO DIGIT MONTH	**01 - 12**
TWO DIGIT DAY	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

CKR-Customer Circuit Reference

This field identifies the circuit number assigned by the customer.

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	O	O***	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: CKR is used by the customer as a cross reference to the provider circuit ID and in many cases to identify the customer's end-to-end service.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters.

LNA- Line Activity

Usage:

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: LNA *must* be ' V ' when AN, ATN, EAN, or EATN are populated (NPT = A, B, C).

Note 2: If NPT=D and ACT=W then LNA may not =W.

Note 3: LNA may be 'V' or 'W' when AN, ATN, EAN, or EATN are populated (NPT=D).

Valid Entries:

C = Change
D = Disconnect
R = Record activity only
V = Conversion of service to new LSP "as specified".
W = Conversion as-is (LNP only)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

LRN-Location Routing Number

Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.

This field is **NOT APPLICABLE**for BellSouth.

TDT-Ten Digit Trigger

Indicates the request for the activation of a ten digit trigger for local routing number portability.

This field is **NOT APPLICABLE**for BellSouth.

Loop w/NP - Loop Service with Number Portability

Introduction

This guide describes Loop Service with Number Portability (Loop w/NP) entries. The Loop w/NP information is always transmitted in conjunction with LSR, End User and Directory information as needed.

break

This document provides current definitions used by BellSouth Telecommunications in providing service.

Loop w/NP — Loop with Number Portability Description

All Loop w/NP information required for ordering this service is provided for in the fields contained within the Loop w/NP, LSR, EU and Directory forms.

break

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

The usage strips contained in this document for Loop w/NP indicates usage requirements based on the valid entries for the Activity (ACT) field on the LSR populated for the Loop w/NP requested.

For valid Date entries refer to the LSR General Section for details.

break

Field Arrangement

The fields in the Loop w/ NP Section are arranged as follows:

REFNUM
CKR
ECCKT
CFA
SYSTEM ID
CABLE ID
SHELF
SLOT
RELAY RACK
CHAN/PAIR
TN
TNP
CFTN
INPT/NPT
RTI

INPTG
TBE
TC OPT
TCTO-PRIMARY
TCTO-SECONDARY
TC NAME-PRIMARY
TC NAME-SECONDARY
TC PER DATE-CC
TC PER-DATE
LNA
LRN
TDT

Loop w/NP — Loop with Number Portability Entries

REFNUM - Reference Number

This field identifies one or more activities (ie: lines, trunks, listings, hunting arrangements, etc.).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	R	N	N	R*

Note 1: The REFNUM is customer assigned.

Note 2: The values must be ascending and must be unique throughout the current request at the TN level.

Note 3: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

CKR - Customer Circuit Reference

This field identifies the circuit number assigned by the customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: CKR is used by the customer as a cross reference to the provider circuit ID and in many cases to identify the customer's end-to-end service.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

ECCKT - Exchange Company Circuit ID

This field identifies a provider's circuit identification.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	N	N	N	N

Note 1: The format of the field is defined by the provider.

Note 2: All components within the ID **must** be delimited by periods (.) .

Note 3: The layout of the field may be defined by the COMMON LANGUAGE standards

Note 4: When a component of CLT, CLS and CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces.

Note 5: If all positions in a component of CLT, CLS and CLF are not populated, the component should be compressed to eliminate any spaces.

Valid Entries:

TELEPHONE NUMBER FORMAT:

Prefix.Service Code.and modifier. NPA.NXX.XXXX.Terminal Number (if applicable). This format may be up to 30 characters in length.

A2.SBFS.201.981.3500.800.123.4567

break

SERIAL NUMBER FORMAT:

Prefix.Service Code and Modifier.Serial Number.Suffix code.AP code.segment name (if applicable). This format may be up to 27 characters in length.

A2.LBFS.032719.001.NY

break

FACILITY ID FORMAT:

Facility Designation.Facility Type.office A location.office Z location. This format may be up to 36 characters in length.

101.T1.NYCMNY50.NYCMNY54W01

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used. The Facility Identification consists of the following elements:

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All element entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: This field is populated when Hi-Cap facilities are utilized and the customer has assigned control.

Note 4: Required when customer is served from a Foreign Serving Wire Center.

Note 5: Required when Cable ID and Chan PR are not populated.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric

CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 42 alpha/numeric characters

Example: 5014 T1ZF 1 ORLDFLMAK99 ORLDFLMAWAG

SYSTEM ID - System Identification

This field identifies the customer's system to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CABLE ID - Cable Identification

This field identifies the provider's central office cable to be connected to the customer's collocated equipment.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: Required when Chan PR is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

SHELF - Shelf

This field identifies the number assigned to the customer's shelf to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

SLOT - Slot

This field identifies the customer's specific connection slot to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

RELAY RACK - Relay Rack

This field is a code which identifies the customer's bay/cabinet in a collocation arrangement, and may also include the floor and aisle where the specific piece of equipment is located.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 10 alpha/numeric characters

CHAN/PAIR - Channel/Pair

This field identifies the specific channel or pair within the provider's cable to be used for connection in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: Required when Cable ID is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

TN - Telephone Number

This field identifies the telephone number to be retained.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TNP - Total Number of Paths

This field identifies the total number of talk paths, including the initial path, associated with the ported number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: When TNP is required and the field is blank the total number of talk paths requested will default to one (001).

Note 2: Required when the LNA field = C or V and the NPT field = B.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 3 numeric characters

CFTN - Call Forward To Number

This field identifies the telephone number to which calls will be directed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note: Required when the NPT field = B and the LNA field = C or V.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

INPT/NPT - (Interim) Number Portability Type

Indicates the type of (interim) number portability for this request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: Required when the LNA field = C, D or V and the REQTYP = B or C.

Note 2: If a change in NPT is being made, the original PON must be canceled and a new PON sent with the new NPT.

Valid Entries:

break

A	DID

B	**RCF**
C	**RTI**
D	**LNP**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

RTI - Route Index

This field identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note: Required when the NPT field = A or C and the LNA field = C or V.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric

INPTG - (Interim) Number Portability Trunk Group

This field identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note: Required when the NPT field = A or C and the LNA field = C or V.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 8 alpha/numeric characters

TBE - Toll Billing Exception

This field identifies a request for installation/removal of toll billing exception on a telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	N

Note: TBE field is *not applicable* when the NPT field = D.

Valid Entries:

break

A	Deny Collect and Third
B	Deny Third Number
C	Deny Collect Call
R	Remove All Screening
S	Same No Change

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

TC OPT - Transfer of Calls Options

This field identifies the type of transfer of call option the end user has requested when different from the announcement that would automatically be provided.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	P	N	N	N

Note 1: An entry in this field indicates a request for a non-standard announcement.

Note 2: If the standard announcements is desired, this field is prohibited.

Valid Entries:

break

Code	Description
03	Disconnected
05	Changed to Non-Published Number

21	Changed to new Published Number
26	Emergency Agency Changed to 911
31	Disconnected with reference calls
51	Temporary Disconnect at the Customer's Request
81	Changed to More Than One New Number with Split Reference of Calls

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TCTO-PRIMARY - Transfer of Calls To Primary Number

This field identifies the telephone number to which calls are to be referred

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TCTO-SECONDARY - Transfer of Calls To Secondary Number

This field identifies the telephone number associated with TC-SECONDARY-NAME to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TC NAME- PRIMARY - Transfer of Calls To Primary Name

This field identifies the name associated with TCTO-Primary to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC NAME-SECONDARY - Transfer of Calls To Secondary Name

This field identifies the name associated with TCTO-Secondary to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC PER DATE-CC - Transfer of Calls Period Century Code (EDI Only)

Indicates the century associated with TC PER-DATE that the transfer of calls specified in the TNCTO-1 field is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	N	N	N	N

Valid Entries: Metric Format

break

TWO DIGIT YEAR	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TC PER-DATE - Transfer of Calls Period Date

Indicates the requested date associated with the TC PER-CC that the transfer of calls specified in TCTO-Primary is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	N	N	N	N

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	00 - 99
TWO DIGIT YEAR	00 - 99
TWO DIGIT MONTH	01 - 12
TWO DIGIT DAY	01 - 31

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

LNA - Line Activity

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: LNA *must* be ' V ' when AN, ATN, EAN, or EATN are populated (NPT = A, B, or C).

Note 2: If NPT=D and ACT=W then LNA may not =W.

Note 3: LNA may be 'V' or 'W' when AN, ATN, EAN, or EATN are populated (NPT=D).

Valid Entries:

D = Disconnect
R = Record activity only
V = Conversion of service to new LSP "as specified".
W = Conversion as-is (LNP Only)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

LS - Loop Service

Introduction

This guide describes Loop Service entries. The Loop information is always transmitted in conjunction with LSR, End User and Directory information, as needed.

break

This document provides current definitions used by BellSouth Telecommunications in providing service.

LS — Loop Service Description

All Loop information required for ordering this service is provided for in the fields contained within the Loop, LSR, EU and Directory forms. The Service Details section provides entries for the specifications of ordering options.

break

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

The usage strips contained in this document for Loop Service indicates usage requirements based on the valid entries for the Activity (ACT) field on the LSR populated for the Loop Service requested.

For valid Date entries refer to the LSR General Section for details.

break

Field Arrangement

The fields in the LS Section are arranged as follows:

REFNUM
CKR
ECCKT
CFA
SYSTEM ID
CABLE ID
SHELF
SLOT
RELAY RACK
CHAN/PAIR
OTN
TER
TC OPT

TCTO-PRIMARY
TCTO-SECONDARY
TC NAME-PRIMARY
TC NAME-SECONDARY
TC PER-CC
TC PER-DATE
LNA
TN

LS — Loop Service Entries

REFNUM - Reference Number

This field uniquely identifies one or more activities, e.g., lines, trunks, listings, or hunting arrangements.

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N

Note 1: The REFNUM is customer assigned

Note 2: The values must be ascending and must be unique throughout the request at the TN level.

Note 3: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

CKR - Customer Circuit Reference

This field identifies the circuit number assigned by the customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: CKR is used by the customer as a cross reference to the provider circuit ID and in many cases to identify the customer's end-to-end service.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

ECCKT - Exchange Company Circuit ID

This field identifies a provider's circuit identification.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	P	R	R	R	R	N	P	N	N	N

Note 1: The format of the field is defined by the provider.

Note 2: All components within the ID must be delimited by periods (.) .

Note 3: The layout of the field is defined by the COMMON LANGUAGE standards.

Note 4: When a component of CLT, CLS and CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces.

Note 5: If all positions in a component of CLT, CLS and CLF are not populated, the component should be compressed to eliminate any spaces.

TELEPHONE NUMBER FORMAT:

Prefix.Service Code.and modifier. NPA.NXX.XXXX.Terminal Number (if applicable). This format may be up to 30 characters in length.

A2.SBFS.201.981.3500.800.123.4567

break

SERIAL NUMBER FORMAT:

Prefix.Service Code and Modifier.Serial Number.Suffix code.AP code.segment name (if applicable). This format may be up to 27 characters in length.

A2.LBFS.032719.001.NY

break

FACILITY ID FORMAT:

Facility Designation.Facility Type.office A location.office Z location. This format may be up to 36 characters in length.

101.T1.NYCMNY50.NYCMNY54W01

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	C	C	C	C	C	N	C	N	N	N

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All element entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: This field is populated when utilizing Hi-Cap facilities and the customer has assignment control.

Note 4: Required when customer is served from a Foreign Serving Wire Center.

Note 5: Required when Cable ID and Chan/Pair are not populated.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 42 alpha/numeric characters

Example: 5014 T1ZF 1 ORLDFLMAK99 ORLDFLMAWAG

SYSTEM ID - System Identification

This field identifies the customer's system to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CABLE ID - Cable Identification

This field identifies the provider's central office cable to be connected to the customer's collocated equipment.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: (REQTYP = A, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Note 3: Required when Chan/Pair is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

SHELF - Shelf

This field identifies the number assigned to the customer's shelf to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

SLOT - Slot

This field identifies the customer's specific connection slot to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

RELAY RACK - Relay Rack

This field is a code which identifies the customer's bay/cabinet in a collocation arrangement, and may also include the floor and aisle where the specific piece of equipment is located.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 10 alpha/numeric characters

CHAN/PAIR - Channel/Pair

This field identifies the specific channel or pair within the provider's cable to be used for connection in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: (REQTYP = A, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Note 3: Required when Cable ID is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

OTN - Telephone Number

This field identifies the end user telephone number to be disconnected.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N

Note: An entry in this field requests the disconnection of the telephone number of the associated bundled service.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TER - Terminal Number

This field identifies a non-lead line in a multi-line hunt group to be disconnected.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N

Note: This entry may represent the maintenance number assigned to a member of a multi-line hunt group.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 4 numeric characters

TC OPT - Transfer of Calls Options

This field identifies the type of transfer of call option the end user has requested when different from the announcement that would automatically be provided.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**

A	P	P	P	P	P	N	P	N	N	N

Note 1: An entry in this field indicates the request for a non-standard announcement.

Note 2: If the standard announcement is desired, this field is prohibited.

Valid Entries:

break

Code	Description
03	Disconnected
05	Changed to Non-Published Number
21	Changed to new Published Number
26	Emergency Agency Changed to 911
31	Disconnected with reference calls
51	Temporary Disconnect at the Customer's Request
81	Changed to More Than One New Number with Split Reference of Calls

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TCTO-PRIMARY - Transfer of Calls To Primary Number

This field identifies the telephone number to which calls are to be referred.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	P	P	N	P	N	N	N	N	N

Note 1: Required when TC OPT field = 21, 31, or 81.

Note 2: Associated with TNC-PRIMARY-NAME when TC OPT = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TCTO-SECONDARY - Transfer of Calls To Secondary Number

This field identifies the telephone number associated with TNC-SECONDARY-NAME to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	P	P	N	P	N	N	N	N	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TC NAME-PRIMARY - Transfer of Calls To Primary Name

This field identifies the name associated with TCTO-1 to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	P	P	N	P	N	N	N	N	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC NAME-SECONDARY - Transfer of Calls To Secondary Name

This field identifies the name associated with TCTO-2 to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	N	P	P	N	P	N	N	N	N	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC PER-CC - Transfer of Calls Century Code (EDI Only)

Indicates the century associated with TC PER-DATE that the transfer of calls specified in the TCTO-1 field is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	P	P	N	P	N	N	N	N	N

Note 1: Required when TC PER-DATE field is populated.

Note 2: Must be a current or future century.

Valid Entries: Metric Format

break

TWO DIGIT YEAR	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TC PER-DATE - Transfer of Calls Period Date

Indicates the requested date associated with the TC PER-CC that the transfer of calls specified in TCTO-1 is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	P	P	N	P	N	N	N	N	N

Note 1: Required when TCTO-Primary field is populated.

Note 2: Must be a valid date.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	**00 - 99**
TWO DIGIT YEAR	**00 - 99**
TWO DIGIT MONTH	**01 - 12**
TWO DIGIT DAY	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

LNA - Line Activity

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
A	R	R	R	N	R	N	N	N	N

Valid Entries:

A= Add
C= Change
D= Disconnect
V= Conversion as-is

Data Characteristics: 1 alpha character

TN — Telephone Number

This field identifies the telephone number that is being converted on this service request.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
A	N	N	N	N	R	N	N	N	N

Data Characteristics: 10 numeric characters

PS - Port Service

General

This guide describes Unbundled Local Switching (Port) Service entries. The Port information is always transmitted in conjunction with LSR, End User and Directory information as needed.

break

This document provides current definitions used by BellSouth Telecommunications in providing service.

break

PS — Port Service Description

All Port information required for ordering this service is provided for in the fields contained within the Port, LSR, EU and Directory forms. The Service Details section provides entries for the specifications of ordering options.

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

The usage strips contained in this document for Port service indicates usage requirements based on the valid entries for the Line Activity (LNA) field populated for the Port service requested.

For valid Date entries refer to the LSR General Section for details.

break

Field Arrangement

The fields in the PS Section are arranged as follows:

ORD
HUNTING
REFNUM
LNA
TN
TER
OTN
FPI
PIC
LPIC
TC OPT
TCTO-PRIMARY
TCTO-SECONDARY

TC NAME-PRIMARY
TC NAME-SECONDARY
TC PER-CC
TC PER-DATE
SYSTEM ID
CABLE ID
SHELF
SLOT
CHAN/PAIR
CFA
SGNL
PULSE
TBE
FA
FEATURE
FEATURE DETAIL
LNECLS SVC

PS — Port Service Entries

ORD - Order Number

This field identifies the provider's order number for the services requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**W**	**RS**	**SS**
F	O	O	O	O	O	N	O	N	O	O
M	O	O	O	O	O	N	O	N	O	O

Note: This number may be pre-assigned to the customer by the provider.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters

HUNTING

HUNT GROUP ID

This field uniquely identifies the hunt group sequence.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
F	O	O	N	N	O	N	O	N	N	N

M	O	O	N	N	O	N	O	N	N	N

Data Characteristics: 1–3 alphas or 1–4 numerics

break

See LEO-IG, Volume 4, section entitled, "SOFC" for service order feature codes for ordering hunting.

For additional information on Hunting see tab entitled "Hunting/Grouping/Rotary Service" in Volume 2 of the LEO-IG.

Website: www.interconnection.bellsouth com/guides/guides.html

REFNUM - Reference Number

This field uniquely identifies one or more activities, e.g. lines, trunks, listings, hunting arrangements.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	R	R	R	N	R	N	R	R	R
M	R	R	R	N	R	N	R	R	R

Note 1: The REFNUM is customer assigned.

Note 2: The values must be ascending and must be unique throughout the request at the TN level.

Note 3: REFNUM reflects the number of activities regardless of the number of features.

(e.g. 2 lines yeild REFNUM = 0001 and REFNUM = 0002.)
(e.g. 3 trunks yield REFNUM=0001, REFNUM 0002, and REFNUM 0003.)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

LNA - Line Activity

This field identifies the activity involved at the line level.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	R	R	R	N	R	N	R	R	R
M	R	R	R	N	R	N	R	R	R

Note 1: When ' L ' or ' Y ' are populated the ACCOUNT LEVEL ACT field on the LSR must be **SS** or **RS**.

Note 2: LNA *must* be ' V ' when AN, ATN, EAN, or EATN are populated.

break

LINE LEVEL — Activity Entry Code—Descripition Name

ENTRY	DESCRIPTION
A	ADD
C	CHANGE
D	DISCONNECT
R	RECORD INFORMATION ONLY
V	CONVERSION OF SERVICE TO NEW LSP "AS SPECIFIED"
W	CONVERSION OF SERVICE TO NEW LSP "AS IS"
Y	DENY/ RESTORE (NON-PAYMENT)
L	SUSPEND/ RESTORE (Seasonal)
P9	PIC CHANGE

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 2 alpha/numeric characters

TN - Telephone Number

This field identifies the telephone number for this service request. Ranging of telephone numbers is not allowed

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	R	R	R	N	R	N	R	R	R
M	R	R	R	N	R	N	R	R	R

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TER - Terminal Number

This field identifies the terminal number for this service request.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Note: When TER is used the lead telephone number is also entered in the TN field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

OTN - Out/Old Telephone Number

This field identifies the existing telephone number that is being changed.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	P	O	P	N	O	P	P	P	P
M	P	O	P	N	O	N	P	P	P

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

FPI - Freeze PIC Indicator

This field identifies the customer's requested freeze option for the PIC or LPIC.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	O	O	N	N	O	N	N	N	O
M	O	O	N	N	O	N	P	P	O

Valid Entries:

A = CLEC freezes IntraLATA PIC
B =CLEC freezes Inter & Intra LATA PIC
E = CLEC freezes LSP's InterLATA PIC
J = END USER freezes InterLATA PIC
K = END USER freezes IntraLATA PIC
L = END USER freezes Inter & IntraLATA PIC

O = CLEC freezes InterLATA PIC *and* End User freezes IntraLATA PIC
P = CLEC freezes IntraLATA PIC *and* End User freezes InterLATA PIC
R = CLEC removes InterLATA Freeze
S = CLEC removes IntraLATA Freeze
T = CLEC removes Inter & IntraLATA Freeze

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

PIC - Primary Interexchange Carrier

This field identifies the pre-subscription indicator code (PIC) for the carrier the customer has selected for InterLATA traffic.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	R	O	N	N	R	P	N	N	R
M	R	O	N	N	R	N	N	N	R

Note: Required per unique telephone number on A, V, P9 Activity Types.

Valid Entries:

Valid PIC Code
NONE = Customer does not want to pre-subscribe

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

LPIC - IntraLATA Pre-subscription Indicator Code

This field identifies the pre-subscription indicator code (PIC) for the carrier the customer has selected for IntraLATA traffic.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	R	O	N	N	R	P	N	N	R
M	R	O	N	N	R	N	N	N	R

Note: Required per unique telephone number on A, V, P9 Activity Types.

Valid Entries:

Valid PIC Code

NONE = Customer does not want to pre-subscribe

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: alpha/numeric characters

TC OPT - Transfer of Call Options

This field identifies the type of transfer of call option the end user has requested when different from the announcement that would automatically be provided.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	P	O	O	N	P	P	O	O	P
M	P	O	O	N	P	N	O	O	P

Note 1: An entry in this field indicates a request for a non-standard announcement.

Note 2: If the standard announcement is desired, this field is prohibited.

break

Valid Entries:

break

Code	Description
03	Disconnected
05	Changed to Non-Published Number
21	Changed to new Published Number
26	Emergency Agency Changed to 911
31	Disconnected with reference calls
51	Temporary Disconnect at the Customer's Request
81	Changed to More Than One New Number with Split Reference of Calls

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TCTO-PRIMARY - Transfer of Calls To Primary

This field identifies the telephone number to which calls are to be referred.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note: Required when TC OPT field = 21, 31, or 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TCTO-Secondary - Transfer of Calls To Secondary

This field identifies the telephone number associated with TC-NAME - SECONDARY to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TC NAME-PRIMARY - Transfer of Calls To Primary Name

This field identifies the name associated with TCTO-1 to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC NAME-SECONDARY - Transfer of Calls To Secondary Name

This field identifies the name associated with TCTO Secondary to which calls are to be referred when TC OPT is 81.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note: Required when TC OPT field = 81.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

TC PER-CC - Transfer of Calls Period Century (EDI Only)

Indicates the century associated with TC PER-DATE that the transfer of calls specified in the TCTO Primary field is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note 1: Required when TC PER-DATE field is populated.

Note 2: Must be current or future century.

Note 3: Must be a valid date.

Valid Entries: Metric Format

break

TWO DIGIT YEAR	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

TC PER-DATE - Transfer of Calls Period Date

Indicates the requested date associated with the TC PER-CC that the transfer of calls specified in TCTO-Primary is to be removed when different from the normal interval.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	N	C	C	N	N	N	C	C	N
M	N	C	C	N	N	N	C	C	N

Note 1: Required when TCTO-PRIMARY field is populated.

Note 2: Must be a valid date.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY (TAG Only)	**00 - 99**
TWO DIGIT YEAR	**00 - 99**
TWO DIGIT MONTH	**01 - 12**
TWO DIGIT DAY	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics:

6 numeric characters for EDI
8 numeric characters for TAG

SYSTEM ID - System Identification

This field identifies the customer's system to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CABLE ID - Cable Identification

This field identifies the provider's central office cable to be connected to the customer's collocated equipment.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

SHELF - Shelf

This field identifies the number assigned to the customer's shelf to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

SLOT - Slot

This field identifies the customer's specific connection slot to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

CHAN/PAIR - Channel/Pair

This field identifies the specific channel or pair within the provider's cable to be used for connection in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	N	N	N	N	N	N	N	N	N

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All element entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: Required when customer is served from a Foreign Serving Wire Center.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 42 alpha/numeric characters

Example: 5014 T1ZF 1 ORDFLMAK99 ORLDFLMAWAG

SGNL - Signaling

This field identifies the type of signaling requested.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	O	O	O	N	O	N	O	O	O

Valid Entries:

LS = Loop Start
GS = Ground Start
WS = Wink Start
DD = Delayed Dial
IM = Immediate
DC = Direct Connect
AT = Answer Tone
E1 = E + M1
E2 = E + M2
E3 = E + M3

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 alpha/numeric characters

PULSE - Type of Pulsing

This field identifies the type of pulsing requested for the service.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	O	N	O	N	O	O	O
M	O	O	O	N	O	N	O	O	O

Valid Entries:

DP = Dial Pulse
MF = Multi Frequency
DTMF = Dual-tone Multi Frequency

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 or 4 alpha characters

TBE - Toll Billing Exception

This field identifies a request for installation/removal of toll billing exception on a telephone number.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
F	O	O	P	N	O	N	O	P	P
M	O	O	P	N	O	N	O	P	P

Valid Entries:

A = Deny collect and third number
B = Deny third number
C = Deny collect
R = Remove all screening
S = Same, no change

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

FA - Feature Activity

Indicates the activity type for the service/feature.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	C	C	C	N	C	N	C	C	C
M	C	C	C	N	C	N	C	C	C

Note: Required when the FEATURE field is populated.

Valid Entries:

A = Add
C = Change
D = Delete

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

FEATURE - Feature Codes

This field identifies the feature associated with the line.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	C	C	C	N	C	N	C	C	C
M	C	C	C	N	C	N	C	C	C

Note 1: Codes for feature identification in BellSouth USOCs, FIDs and specific TCIF maintained EDI codes as identified by BellSouth.

Note 2: Required when the FEATURE ACTIVITY (FA) field is populated.

Note 3: (REQTYP = M) Valid PSCF (Professional Service Coordination Fee) USOC required if ACT is A or V, or ACT is C with LNA=A, otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

FEATURE DETAIL - Feature Detail

This field identifies additional information for the type of feature associated with the line.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)

REQTYP	A	C	D	R	V	W	Y	L	P9
F	O	O	O	N	O	N	O	O	O
M	O	O	O	N	O	N	O	O	O

Note 1: Virgules (/) are used as delimiters to separate the different elements of the Feature Detail.

Note 2: When Feature Detail is populated, Feature and Feature Activity are required.

FIDs must be separated by virgules (/).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 30 alpha/numeric characters

LNECLS SVC - Line Class of Service

This field identifies class of service at line leve ie: measured or flat rate.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
F	R	O	O	N	R	N	O	O	O
M	R	O	O	N	R	N	O	O	O

Note: The Basic Class of Service should not be put in this field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 3 or 5 alpha/numeric characters

Example: UEPRL

CNF - Confirmation (Firm Order Confirmation — FOC)

General

This guide describes the Confirmation (CNF), a.k.a. Firm Order Confirmation (FOC); requirements. The Confirmation is currently generated when an error free order is in the service order system.

break

This document provides current definitions used by BellSouth Telecommunications in providing the FOC notification.

CNF — Confirmation Description

The FOC notification provides the customer with the information required for control and tracking of the request(s) for the provisioning of local service.

break

BST will send 14 characters from LEO and 10 characters from LNP Gateway.

break

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the CNF Section are arranged as follows:

CCNA
PON
LSR NO.
RORD
CD/SENT-CC
CD/SENT
INIT
INIT TEL NO.
DD-CC
DD
EBD-CC
EBD
BI1
STATIONS
BAN1

LOCBAN
AN
ATN
CC
VER
ORD
REP
REP TEL NO.
FDT
BI2
BAN2
ECCKT
CFA
L-ORD
PORTED
RTI
CHC
DSGCON
CKR
INPORD
SYSTEM ID
CABLE ID
SHELF
SLOT
RELAY RACK
CHAN/PAIR
OTN
REMARKS
REFNUM
TN (Ported)
TN
TER

CNF — Confirmation Entries

Administrative Section

CCNA - Customer Carrier Name Abbreviation

This field identifies the Common Language IAC code for the customer submitting the LSR and receiving confirmation. This code is assigned and provided by Telcordia Technologies (formely known as BellCore) prior to the submission of a Local Service Request

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*

C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: For an occasional customer who has not and probably will not obtain a CCNA, enter CUS in this field and customer name (maximum 25 characters) in the CUST field.

Note 2: An entry of "CUS" requires an entry in the CC field when the customer has an industry assigned company code.

Note 3: CCNA is not necessarily the customer to be billed for the service. The billing responsibility is specified in the ACNA field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 3 alpha characters

PON - Purchase Order Number

This field identifies the customer's unique purchase order requisition number that authorized the issuance of this request or supplement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The PON may be reused after two years from the due date of the original request.

Note 2: Virgules (/) and Spaces [ ] are invalid in PON field.

Note 3: Lower case characters are invalid characters for PON.

Valid Entries:

UPPER CASE alpha (**A - Z**)
numeric (**0 - 9**)
symbols, limited to:
period (.)
comma (,)
hypen (-)
apostrophe (')

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 16 alpha/numeric characters

LSR NO. - Local Service Request Number

This field identifies the number that may be generated by the provider's mechanized systems, pre-assigned to the customer by the provider, or manually assigned by the provider to identify a customer's request for service.

Usage:

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

**To be Developed.

Note: Automatically BellSouth system generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 18 alpha/numeric characters

Examples:

break

graphic: id=g261 filename=gleoo001.261

```
Graphic file does not exist or is not permitted:
'gleoo001.261'
```

RORD - Related Order Number

This field identifies a related provider order number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

CD/SENT-CC - Confirmation Date Sent-Century

This field identifies the century of the date the FOC was sent by BellSouth to the CLEC.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N

B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Valid Entries: Metric format

TWO DIGIT YEAR (YY)	**00 - 99**

Data Characteristics: 2 numeric characters

Example:

break

graphic: id=g264 filename=gleoo001.264

```
Graphic file does not exist or is not permitted:
'gleoo001.264'
```

CD/SENT - Confirmation Date Sent

This field identifies the date the FOC was sent by BellSouth to the CLEC.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N

J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Metric Format

TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g266 filename=gleoo001.266

```
Graphic file does not exist or is not permitted:
'gleoo001.266'
```

INIT-Contact Name

This field identifies CLEC's representative who originated the request to BellSouth.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: This is the person who should be contacted if there are any questions regarding this request. Any authorizations of charges or changes are the responsibility of this person.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

INIT-TEL NO. - Telephone Number

This field identifies the telephone number of the CLEC's initiators telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: INIT-TEL NO must be a *minimum* of 10 numerics.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric *to* 15 alpha/numeric characters.

DD-CC - Due Date Century Code

This field identifies the century of the due date on the LSR.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Metric Format

TWO DIGIT YEAR (YY)	**00 - 99**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

break

graphic: id=g272 filename=gleoo001.272

```
Graphic file does not exist or is not permitted:
'gleoo001.272'
```

DD - Due Date

This field identifies the customer's due date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N

E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: On disconnect requests, this date represents the date billing is to stop on the involved service and can be no earlier than the date the request is received by BellSouth.

Valid Entries: Metric Format

TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g274 filename=gleoo001.274

```
Graphic file does not exist or is not permitted:
'gleoo001.274'
```

EBD-CC - Effective Bill Date Century Code

This field identifies the Effective Date Century Code when billing is to cease for disconnect activity whenever the billing date is different from the due date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C

F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	N	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP).

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when EBD is populated

Note 2: Must be current or future century.

Valid Entries: Metric Format

break

TWO DIGIT CENTURY	00 - 99

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

graphic: id=g280 filename=gleoo001.280

```
Graphic file does not exist or is not permitted:
'gleoo001.280'
```

EBD - Effective Bill Date

This field identifies the effective date billing is to cease for disconnect activity **whenever the billing date is *different* from the desired due date.**

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N

M	N	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be valid date.

Valid Entries: Metric Format

TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

break

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g282 filename=gleoo001.282

```
Graphic file does not exist or is not permitted:
'gleoo001.282'
```

BI1 - Billing Account Number Identifier 1

This field identifies the service type of the Billing Account Number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when more than one BAN field is populated, otherwise optional.

Valid Entries:

A = All Services on this request
D = Directory Listings
L = Loop
M = Network Combinations
N = Interim Number Portability (INP)
P = Port
R = Resale
U = Usage
V = Loop with INP and Usage
W = Loop with INP
Z = INP with Usage

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

STATIONS

This field identifies the total number of station(s) being activated and the range by using the PX Extension Identifier.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 9 alpha/numeric characters

Example:

break

graphic: id=g285 filename=gleoo001.285

```
Graphic file does not exist or is not permitted:
'gleoo001.285'
```

BAN1 - Billing Account Number 1

This field identifies the billing account to which the recurring and non-recurring charges for this request will be billed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To Be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The BAN entry appearing in this section must be for the provider identified in the SC field.

Note 2: When entering the BAN, the three digit customer code following the billing number must also be entered.

Note 3: Use of valid entry of ' E ' is based on customer negotiations.

Valid Entries:

break

Valid Billing Account Number

E = Existing

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha **or** 13 alpha/numeric characters

Example:

break

graphic: id=g287 filename=gleoo001.287

```
Graphic file does not exist or is not permitted:
'gleoo001.287'
```

LOCBAN - Local Billing Account Number (Main Account Number)

This field identifies the end user's billing account number which may also be the end user local exchange telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 **or** 13 alpha/numeric characters

AN - Account Number

This field identifies the new *or* existing main account number for the new LSP (the number where the data will "migrate to"). It is a non-dialable, non-standard number (ie: miscellaneous account number).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N
E	N	C	N	N	N	N	C	N	N	N
F	N	C	N	N	N	N	C	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	C	N	N	N	N	C	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required when the ATN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration (see Revisions Summary Release 4.2 for definitions).

Note 2: If this field is populated and NPT = D (LNP), this field will indicate where listings/loop is to be added or established.

Note 3: Prohibited when the ATN field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 **or** 13 alpha/numeric characters

ATN - Account Telephone Number

This field identifies the new *or* existing main account number for the new LSP (the number where the data will "migrate to"). It is a **dialable** telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N

E	N	C	N	N	N	N	C	N	N	N
F	N	C	N	N	N	N	C	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	C	N	N	N	N	C	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required when the AN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration (see Summary for definitions).

Note 2: If this field is populated and NPT = D (LNP), this field will indicate where listings/loop is to be added or established.

Note 3: Prohibited when the AN field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

CC - Company Code

This field identifies the Exchange Carrier requesting the service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: A *four alpha numeric character* code structure for all Exchange Carriers in North America and

certain US territories maintained by NECA (National Exchange Carrier Association).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

VER - Version Identification

This field identifies the customer's version number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: VER *must be spaces* (use spacebar key) for 850's.

Note 2: On a reissuance (supplement), this field is populated to uniquely distinguish this LSR from any other version.

Note 3: Required for SUPs.

Note 4: VER must be two numerics (01 or *greater*), for 860's.

Note 5: VER must be *greater than previous* version.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

ORD - Order Number

This field identifies the provider's order number for the service requested.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	A	C	D	R	V	W	Y	L	P9
E	O	O	O	N	O	N	O	O	O
F	O	O	O	N	O	N	O	O	N
J	O	N	O	N	N	N	N	N	N
M	O	O	O	N	O	N	O	O	O

Note 1: This number may be pre-assigned to the customer by the provider.

Data Characteristics: 7 *to* 20 alpha/numeric characters

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

REP - Provider Contact Representative

This field identifies the contact representative for the provider of service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data mechanically generated.

Valid Entries: LCSC

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha characters

REP TEL NO. - Provider Contact Representative Telephone Number

This field identifies the provider's telephone number for the service requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data mechanically generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

FDT - Frame Due Time

This field identifies the frame cutover time.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	R	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*

D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	N	N	N	N	N	N	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data will be mechanically generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

BI2 - Billing Account Number Identifier 2

This field identifies the service type of the Billing Account Number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when *more than one* BAN field (ie: BAN1 and BAN2) is populated, otherwise optional.

Valid Entries:

A = All services on this request
D = Directory Listings
L = Loop
M = Network Combinations
N = Interim Number Portability
P = Port
R = Resale
U = Usage
V = Loop with INP and Usage
W = Loop with INP
Z = INP with Usage

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

BAN2 - Billing Acount Number 2

This field identifies the billing account to which the recurring and non-recurring charges for the request will be billed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	N	N	N	N	N	N	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The BAN entry appearing in this section must be for the provider identified in the SC field.

Note 2: When entering the BAN, the three digit customer code following the billing number must also be

entered.

Note 3: Use of valid entry of ' E ' is based on customer negotiations.

Note 4: Required when the BI2 field is populated, otherwise optional.

Valid Entries:

break

Valid Account Number = New Billing Account Number Requested
E = Existing

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha **or** 13 alpha/numeric characters

ECCKT - Exchange Company Circuit ID

This field identifies the provider's circuit identification.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	R	R	R	R	N	R	N	N	R*
E	O	O	O	O	O	N	O	O	O	O

* - NPT must = D (LNP), otherwise prohibited.

Note 1: The format of the field is defined by the provider.

Note 2: All components within the ID **must** be delimited by periods (.) .

Note 3: The layout of the field is defined by the COMMON LANGUAGE standards.

Note 4: When a component of CLT, CLS, and CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces.

Note 5: If all positions in a component of CLT, CLS and CLF are not populated, the component should be compressed to eliminate any spaces.

Note 6: (REQTYP = A) For Designed Loops, an entry in the ECCKT field; is *disallowed* when the ACT = C and LNA = A, otherwise required.

Valid Entries:

TELEPHONE NUMBER FORMAT:

Prefix.Service Code.and modifier. NPA.NXX.XXXX.Terminal Number (if applicable). This format may be up to 30 characters in length.

A2.SBFS.201.981.3500.800.123.4567

break

SERIAL NUMBER FORMAT:

Prefix.Service Code and Modifier.Serial Number.Suffix code.AP code.segment name (if applicable). This format may be up to 27 characters in length.

A2.LBFS.032719.001.NY

break

FACILITY ID FORMAT:

Facility Designation.Facility Type.office A location.office Z location. This format may be up to 36 characters in length.

101.T1.NYCMNY50.NYCMNY54W01

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	O	O	O***	O	O	N	O	N	N	O*
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All elements entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: This field is populated when utilizing Hi-Cap facilities and the customer has assignment control.

Note 4: Required when customer is served from a Foreign Serving Wire Center.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

Example: 5014 T1ZF 1 ORLDFLMAK99 ORLDFLMAWAG

L-ORD - Loop Order Number

This field identifies the provider's order number for the loop service requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	R*
B	N	N	N	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This number may be preassigned by the provider.

Note 2: Data on the FOC/CN will be obtained from the ORD field on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters

PORTED - Ported Telephone Number

This field identifies the telephone number to be retained or ported..

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	R	R	R	R	N	R	N	N	R*
C	N	N	N	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

RTI - Route Index

This field identifies the routing index to be used by the provider's switching equipment to forward/port the **provider's** telephone number to the **customer's** Non-RCF trunk group.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	O	O	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

CHC - Coordinated Hot Cut

This field identifies that the customer is requesting a near seamless cutover activity.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	N	N	N	N	N	N	N	N	N
D*	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: (REQTYP A or B) For manual coordination of SL1 Non-Designed , the CHC = Y and DFDTcan be blank.

Note 2: (REQTYP C) If any data is entered in this field, it will not be acknowledged.

Note 3: Indicates the window for cut-over when CHC is populated.

Note 4: The time will reflect the local time of the end user location(s).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Valid Entry: Y = Yes

Data Characteristics: 1 alpha character

DSGCON - Design Engineering Contact

This field identifies the CLEC's employee or agent that should be contacted on Design/ Engineering matters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N

E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

CKR - Customer Circuit Reference

This field identifies the circuit number assigned by the customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
E	O	O	O	O	O	N	O	N	N	N
F	O	O	O	O	O	N	O	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

INPORD - Interim Number Port Ord Number

This field identifies the provider's order number for the INP requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)

REQTYP	A	C	D	M	T	R	V	SS	RS	W
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: This number may be preassigned by the provider.

Note 2: Data on the FOC/CN will be obtained from the ORD field on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters

SYSTEM ID - System Identification

This field identifies the customer's system to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CABLE ID - Cable Identification

This field identifies the provider's central office cable to be connected to the customer's collocated equipment.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*

M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation.

Note 2: (REQTYP = A or B, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

SHELF - Shelf

This field identifies the number assigned to the customer's shelf to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

SLOT - Slot

This field identifies the customer's specific connection slot to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	N	O	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

RELAY RACK - Relay Rack

This field identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 10 alpha/numeric characters

CHAN/PAIR - Channel Pair

This field identifies the specific channel or pair within the provider's cable to be used for connection in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: (REQTYP = A or B, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

OTN - Out Telephone Number

This field identifies the existing telephone number that is being changed.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
A	O	O	O	N	O	O	N	N	N
E	N	O	N	N	O	N	N	N	N
F	N	O	N	N	O	N	N	N	N
M	N	O	N	N	O	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

REMARKS - Remarks

This field identifies a free flowing field which can be used to expand upon and clarify other data on this order.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Virgules (/) are not allowed.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 240 alpha/numeric characters

REFNUM - Reference Number

This field uniquely identifies one or more activities (ie: lines, trunks, listings, hunting arrangements).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The REFNUM is customer assigned.

Note 2: The values are to be assigned consecutively and must be unique throughout the current request at the TN level.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

TN (Ported) - Telephone Number (Ported)

This field identifies the telephone number to be retained or ported.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TN - Telephone Number

This field identifies the telephone number for this service request. Ranging of telephone numbers is not allowed.

Usage:

break

break R	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	R	N	N	R*
F	R	R	R	R	R	N	R	R	R	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TER - Terminal Number

This field identifies the terminal number for this service request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
F	O	O	O	O	O	N	O	O	O	N
M	N	N	N	N	N	N	N	N	N	N

Note 1: When TER is used the lead telephone number is also entered in the TN field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

CMP - Completion Notice

General

This guide describes Completion notice (CMP) requirements. The CMP is currently generated when a service order is completed and is error free.

This document provides current definitions used by BellSouth in providing the CMP notifications.

CN — Completion Notice Description

The Completion notification provides the customer with the information required for control and tracking of request(s).

BST will send 14 characters from LEO and 10 characters from LNP Gateway.

break

Local Exchange Ordering (LEO) guidelines incorporate the following requirements for the population of fields.

break

Conditional (**C**) is defined as the *field is dependent upon the relationship to another entry* as specified in the usage statement and is *dependent upon the presence, absence or combination of other data entries*.

Optional (**O**) is defined as the field *may or may not* be populated.

Prohibited (**P**) is defined as the field *may never* be populated.

Required (**R**) is defined as the field *MUST* be populated.

Not Applicable (**N**) is defined as the *field that will not be used* if populated.

Alpha/numeric field is designed to describe the type of valid entries. If a numeric field is prohibited it should be left blank.

Field Arrangement

The fields in the CMP Section are arranged as follows:

CCNA
PON
VER
LSR NO.
RORD
CD/SENT-CC
CD/SENT
INIT
INIT TEL NO.
DD-CC
DD
EBD-CC
EBD
BI1
STATIONS
BAN1
LOCBAN
AN

ATN
CC
ORD
REP
REP TEL NO.
FDT
BI2
BAN2
ECCKT
CFA
L-ORD
PORTED
RTI
CHC
DSGCON
CKR
INPORD
SYSTEM ID
CABLE ID
SHELF
SLOT
RELAY RACK
CHAN/PAIR
OTN
REMARKS
REFNUM
TN (Ported)
TN
TER

CN — CompletionNotice Entries

CCNA - Customer Carrier Name Abbreviation

This field identifies the Common Language IAC code for the customer submitting the LSR and receiving confirmation. This code is assigned and provided by Telcordia Technologies (formely known as BellCore) prior to the submission of a Local Service Request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	O	N	N	N	N	N	N	N

E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: For an occasional customer who has not and probably will not obtain a CCNA, enter CUS in this field and customer name (maximum 25 characters) in the CUST field.

Note 2: An entry of "CUS" requires an entry in the CC field when the customer has an industry assigned company code. The billing responsibility is specified in the ACNA field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 3 alpha characters

PON - Purchase Order Number

This field identifies the customer's unique purchase order requisition number that authorized the issuance of this request or supplement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The PON may be reused after two years from the due date of the original request.

Note 2: Virgules (/) and Spaces [ ] are invalid in PON field.

Note 3: Lower case characters are invalid characters for PON.

Valid Entries:

UPPER CASE alpha (**A - Z**)
numeric (**0 - 9**)
symbols, limited to:
- period (.)
- comma (,)
- hypen (-)
- apostrophe (')

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 16 alpha/numeric characters

VER - Version Identification

This field identifies the customer's version number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: VER *must be spaces* (use spacebar key) for 850's.

Note 2: On a reissuance (supplement), this field is populated to uniquely distinguish this LSR from any other version.

Note 3: Required for SUPs.

Note 4: VER must be two numerics (01 or *greater*), for 860's.

Note 5: VER must be *greater than previous* version.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

LSR NO. - Local Service Request Number

This field identifies the number that may be generated by the provider's mechanized systems, pre-assigned to the customer by the provider, or manually assigned by the provider to identify a customer's request for service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	N	N	N	N
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	N	N	N	N	N	N	N	N
E	N	N	N	N	N	N	N	N	N	N
F	N	N	N	N	N	N	N	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	N	N	N	N	N	N	N	N	N

**To be Developed.

Note: Automatically BellSouth system generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 18 alpha/numeric characters

Example:

break

graphic: id=g567 filename=gleoo001.567

```
Graphic file does not exist or is not permitted:
'gleoo001.567'
```

RORD - Related Order Number

This field identifies a related provider order number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 20 alpha/numeric characters

CD/SENT-CC - Confirmation Date Sent-Century

This field identifies the century of the date the FOC was sent by BellSouth to the CLEC.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

break

graphic: id=g570 filename=gleoo001.570

Graphic file does not exist or is not permitted:
'gleoo001.570'

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

break

graphic: id=g571 filename=gleoo001.571

Graphic file does not exist or is not permitted:
'gleoo001.571'

CD/SENT - Confirmation Date Sent

This field identifies the date the FOC was sent by BellSouth to the CLEC.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: Metric Format

TWO DIGIT YEAR (YY)	**00 - 99**
TWO DIGIT MONTH (MM)	**01 - 12**
TWO DIGIT DAY (DD)	**01 - 31**

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g574 filename=gleoo001.574

```
Graphic file does not exist or is not permitted:
'gleoo001.574'
```

INIT - Contact Name

This field identifies CLEC's representative who originated the request to BellSouth.

Usage:

break

break	**ACTIVITY TYPE (ACCOUNT LEVEL)**									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: This is the person who should be contacted if there are any questions regarding this request. Any authorization of charges or changes are the responsibility of this person.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

INIT-TEL NO. - Telephone Number

This field identifies the telephone number of the CLEC's initiators telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric to 15 alpha/numeric characters

Example:

break

graphic: id=G578 filename=GLEOO001.578

```
Graphic file does not exist or is not permitted:
'GLE00001.578'
```

DD-CC - Due Date Century Code

This field identifies the century of the due date on the LSR.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*

C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

break

graphic: id=g581 filename=gleoo001.581

```
Graphic file does not exist or is not permitted:
'gleoo001.581'
```

DD - Due Date

This field identifies the customer's due date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g584 filename=gleoo001.584

```
Graphic file does not exist or is not permitted:
'gleoo001.584'
```

EBD-CC - Effective Bill Date Century Code

This field identifies the Effective Date Century Code when billing is to cease for disconnect activity whenever the billing date is different from the due date.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	N	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: Required when EBD field is populated.

Note 2: Must be current or future century.

Valid Entries:

break

graphic: id=g592 filename=gleoo001.592

Graphic file does not exist or is not permitted:
'gleoo001.592'

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 2 numeric characters

Example:

break

graphic: id=g593 filename=gleoo001.593

Graphic file does not exist or is not permitted:
'gleoo001.593'

EBD - Effective Bill Date

This field identifies the effective date billing is to cease for disconnect activity **whenever the billing date is *different* from the desired due date.**

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	N	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Must be a valid date.

Valid Entries:

break

graphic: id=g595 filename=gleoo001.595

Graphic file does not exist or is not permitted:
'gleoo001.595'

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 6 numeric characters

Example:

break

graphic: id=g596 filename=gleoo001.596

```
Graphic file does not exist or is not permitted:
'gleoo001.596'
```

BI1 - Billing Account Number Identifier 1

This field identifies the service type of the Billing Account Number.

Usage: This field is conditional.

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when more than one BAN field (i.e., BAN1 and BAN2) is populated, otherwise optional.

Valid Entries:

break

D	Directory Listings
L	Loop
M	Network Combinations
N	Interim Number Portability (INP)

P	Port
R	Resale
U	Usage

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

STATIONS

This field identifies the total number of station(s) being activated and the range by using the PX Extension Identifier.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 9 alpha/numeric

Example:

break

graphic: id=g599 filename=gleoo001.599

```
Graphic file does not exist or is not permitted:
'gleoo001.599'
```

BAN1 - Billing Account Number 1

This field identifies the billing account to which the recurring and non-recurring charges for this request will be

billed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To Be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The BAN entry appearing in this section must be for the provider identified in the SC field.

Note 2: When entering the BAN, the three digit customer code following the billing number must also be entered.

Note 3: Use of valid entry of ' E ' is based on customer negotiations.

Valid Entries:

break

Valid Billing Account Number
E = Existing

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha **or** 13 alpha/numeric characters

Example:

break

graphic: id=g601 filename=gleoo001.601

```
Graphic file does not exist or is not permitted:
'gleoo001.601'
```

LOCBAN - Local Billing Account Number (Main Account Number)

This field identifies the end user's billing account number which may also be the end user local exchange

telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 **or** 13 alpha/numeric characters

AN - Account Number

This field identifies the new *or* existing main account number for the new LSP (the number where the data will "migrate to"). It is a non-dialable, non-standard number (ie: miscellaneous account number).

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N
E	N	C	N	N	N	N	C	N	N	N
F	N	C	N	N	N	N	C	N	N	N

J	N	N	N	N	N	N	N	N	N	N
M	N	C	N	N	N	N	C	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required when the ATN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration (see Revisions Summary Release 4.2 for definitions).

Note 2: If this field is populated and NPT = D (LNP), this field will indicate where listings/loop is to be added or established.

Note 3: Prohibited when the ATN field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 or 13 alpha/numeric characters

ATN - Account Telephone Number

This field identifies the new *or* existing main account number for the new LSP (the number where the data will "migrate to"). It is a **dialable** telephone number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	N	N	N	N	N	N	N	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	N	N	N	N	C	N	N	C*
D**	N	N	N	N	N	N	N	N	N	N
E	N	C	N	N	N	N	C	N	N	N
F	N	C	N	N	N	N	C	N	N	N
J	N	N	N	N	N	N	N	N	N	N
M	N	C	N	N	N	N	C	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: Required when the AN field is *not populated* and the request is for Partial Migration, Subsequent Partial Migration, or Subsequent FULL Migration (see Summary for definitions).

Note 2: If this field is populated and NPT = D (LNP), this field will indicate where listings/loop is to be added or established.

Note 3: Prohibited when the AN field is populated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

CC - Company Code

This field identifies the Exchange Carrier requesting the service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Valid Entries: A *four alpha numeric character* code structure for all Exchange Carriers in North America and certain US territories maintained by NECA (National Exchange Carrier Association).

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha/numeric characters

ORD - Order Number

This field identifies the provider's order number for the service requested.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
E	O	O	O	N	O	O	O	O	O

F	O	O	O	N	O	N	O	O	O
J	O	N	O	N	N	N	N	N	N
M	O	O	O	N	O	N	O	O	O

Note: This number may be pre-assigned to the customer by the provider.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters.

REP - Provider Contact Representative

This field identifies the contact representative for the provider of service.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data mechanically generated.

Valid Entries: LCSC

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 alpha characters

REP TEL NO. - Provider Contact Representative Telephone Number

This field identifies the provider's telephone number for the service requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

** To be Developed

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data mechanically generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

FDT - Frame Due Time

This field identifies the frame cutover time.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N
J	N	N	N	N	N	N	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Data will be mechanically generated.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 35 alpha/numeric characters

BI2 - Billing Account Number Identifier 2

This field identifies the service type of the Billing Account Number.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note: Required when *more than one* BAN field (ie: BAN1 and BAN2) is populated, otherwise optional.

Valid Entries:

A = All services on this request
D = Directory Listings
L = Loop
M = Network Combinations
N = Interim Number Portability
P = Port
R = Resale
U = Usage

V = Loop with INP and Usage
W = Loop with INP
Z = INP with Usage

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

BAN2 - Billing Account Number 2

This field identifies the billing account to which the recurring and non-recurring charges for the request will be billed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	C	C	C	C	C	N	C	N	N	N
B	N	N	N	N	N	N	C	N	N	C*
C	N	C	C***	N	N	N	C	N	N	C*
D**	N	N	C	N	N	N	N	N	N	N
E	C	C	C	C	C	N	C	C	C	C
F	C	C	C	N	N	N	C	C	C	N
J	C	N	C	N	N	C	N	N	N	N
M	C	C	C	C	C	N	C	C	C	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The BAN entry appearing in this section must be for the provider identified in the SC field.

Note 2: When entering the BAN, the three digit customer code following the billing number must also be entered.

Note 3: Use of valid entry of ' E ' is based on customer negotiations.

Note 4: Required when the BI2 field is populated, otherwise optional.

Valid Entries:

break

Valid Account Number = New Billing Account Number Requested
E = Existing

C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha **or** 13 alpha/numeric characters

ECCKT - Exchange Company Circuit ID

This field identifies the provider's circuit identification.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
E	O	O	O	O	O	N	O	O	O	O

* - NPT must = D (LNP), otherwise prohibited.

Note 1: The format of the field is defined by the provider.

Note 2: All components within the ID **must** be delimited by periods (.).

Note 3: The layout of the field is defined by the COMMON LANGUAGE standards.

Note 4: When a component of CLT, CLS, and CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces.

Note 5: If all positions in a component of CLT, CLS and CLF are not populated, the component should be compressed to eliminate any spaces.

Note 6: (REQTYP = A) For Designed Loops, an entry in the ECCKT field; is *disallowed* when the ACT = C and LNA = A, otherwise required.

Valid Entries:

TELEPHONE NUMBER FORMAT:

Prefix.Service Code.and modifier. NPA.NXX.XXXX.Terminal Number (if applicable). This format may be up to 30 characters in length.

A2.SBFS.201.981.3500.800.123.4567

break

SERIAL NUMBER FORMAT:

Prefix.Service Code and Modifier.Serial Number.Suffix code.AP code.segment name (if applicable). This format may be up to 27 characters in length.

A2.LBFS.032719.001.NY

break

FACILITY ID FORMAT:

Facility Designation.Facility Type.office A location.office Z location. This format may be up to 36 characters in

length.

101.T1.NYCMNY50.NYCMNY54W01

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

CFA - Connecting Facility Assignment

This field identifies the provider carrier system and channel to be used.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	O	O	O	O	N	O	N	N	O*
C	O	O	O***	O	O	N	O	N	N	O*
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The range of assignments should be provided on the DLR during the provisioning of the service. The customer specifies the particular carrier system and channel or channels to be utilized.

Note 2: All elements entries of the Connecting Facility Assignment are left justified with no trailing spaces.

Note 3: This field is populated when utilizing Hi-Cap facilities and the customer has assignment control.

Note 4: CFA is required when customer is served from a Foreign Serving Wire Center.

break

Valid Entries:

The Facility Identification consists of the following elements.

The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1 - 5 characters).

If Facility Designation is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100 (variable length, 1 - 6 characters)

If Facility Type is not 6 characters, use ' space bar on keyboard ' to fill character length limit.

break

The Channel/Pair number of the facility that is being used to provide the service (variable length, 1 - 5 characters)

If FacilityChannel/Pair is not 5 characters, use ' space bar on keyboard ' to fill character length limit.

break

The "A" Location, which is the location of the facility termination that has the lower alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

The "Z" Location, which is the location of the facility termination that has the higher alpha/numeric CLLI code.

No unique 'spacing' necessary.

break

Spaces ( ) are used as delimiters to separate the different elements of the CFA.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

Example: 5014 T1ZF 1 ORLDFLMAK99 ORLDFLMAWAG

L-ORD - Loop Order Number

This field identifies the provider's order number for the loop service requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	R
B	N	N	N	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This number may be pre-assigned by the provider.

Note 2: Data on the FOC/CN will be obtained from the ORD field on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters

PORTED - Ported Telephone Number

This field identifies the telephone number to be retained or ported.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	R	N	N	R*

C	N	R	R***	R	R	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

RTI - Route Index

This field identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's Non-RCF trunk group.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

CHC - Coordinated Hot Cut

This field identifies that the customer is requesting a near seamless cutover activity.

Usage:

break

	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	N	N	N	N	N	N	N	N	N
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N

M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

Note 1: (REQTYP A or B) For manual coordination of SL1 Non-Designed , the CHC = Y and DFDTcan be blank.

Note 2: (REQTYP C) If any data is entered in this field, it will not be acknowledged.

Note 3: Indicates the window for cut-over when CHC is populated.

Note 4: The time will reflect the local time of the end user location(s).

Valid Entry: Y = Yes

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 1 alpha character

DSGCON - Design Engineering Contact

This field identifies the CLEC's employee or agent that should be contacted on Design/ Engineering matters.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	N	N	N	N	N	N	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 15 alpha/numeric characters

CKR - Customer Circuit Reference

This field identifies the circuit number assigned by the customer.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
E	O	O	O	O	O	N	O	N	N	N
F	O	O	O	O	O	N	O	N	N	N
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 36 alpha/numeric characters

INPORD - Interim Number Port Ord No

This field identifies the provider's order number for the INP requested.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 2: Data on the FOC/CN will be obtained from the "ORD" field on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 7 *to* 20 alpha/numeric characters

SYSTEM ID - System Identification

This field identifies the customer's system to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	O	O	O	O	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

CABLE ID - Cable Identification

This field identifies the provider's central office cable to be connected to the customer's collocated equipment.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation

Note 2: (REQTYP = A or B, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

SHELF - Shelf

This field identifies the number assigned to the customer's shelf to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W

A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

SLOT - Slot

This field identifies the customer's specific connection slot to be used in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 6 alpha/numeric characters

RELAY RACK - Relay Rack

This field identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	A	C	D	M	T	R	V	SS	RS	W
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	C	N	N	C*

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 10 alpha/numeric characters

CHAN/PAIR - Channel Pair

This field identifies the specific channel or pair within the provider's cable to be used for connection in a collocation arrangement.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
M	N	N	N	N	N	N	N	N	N	N

* - NPT must = D (LNP), otherwise prohibited.

Note 1: This field is populated when the customer has assignment control in a collocation arrangement.

Note 2: (REQTYP = A or B, NON-Designed Loops) Required for *at least* one REFNUM on the LSR.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 5 alpha/numeric characters

OTN - Out Telephone Number

This field identifies the existing telephone number that is being changed.

Usage:

break

break	ACTIVITY TYPE (LINE LEVEL)								
REQTYP	**A**	**C**	**D**	**R**	**V**	**W**	**Y**	**L**	**P9**
A	O	O	O	N	O	O	N	N	N
E	N	O	N	N	O	N	N	N	N
F	N	O	N	N	O	N	N	N	N
M	N	O	N	N	O	N	N	N	N

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

REMARKS - Remarks

This field freeform and may be used to describe or clarify other data on this order.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	O	O	O	O	O	N	O	N	N	N
B	N	N	N	N	N	N	O	N	N	O*
C	N	O	O***	N	N	N	O	N	N	O*
D**	N	N	O	N	N	N	N	N	N	N
E	O	O	O	O	O	N	O	O	O	O
F	O	O	O	N	N	N	O	O	O	N
J	O	N	O	N	N	O	N	N	N	N
M	O	O	O	O	O	N	O	O	O	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Virgules (/) are not allowed.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: Up to 240 alpha/numeric characters

REFNUM - Reference Number

This field uniquely identifies one or more activities, e.g. lines, trunks, listings, hunting arrangements.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
A	R	R	R	R	R	N	R	N	N	N
B	N	N	N	N	N	N	R	N	N	R*
C	N	R	R***	N	N	N	R	N	N	R*
D**	N	N	R	N	N	N	N	N	N	N
E	R	R	R	R	R	N	R	R	R	R
F	R	R	R	N	N	N	R	R	R	N

J	R	N	R	N	N	R	N	N	N	N
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

**To be Developed.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Note 1: The REFNUM is customer assigned.

Note 2: The values are to be assigned consecutively and must be unique throughout the current request at the TN level.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

TN (Ported) - Telephone Number (Ported)

This field identifies the telephone number to be retained or ported.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
C	N	R	R***	N	N	N	R	N	N	R*

* - NPT must = D (LNP), otherwise prohibited.

***NPT must = A, B, C; prohibited for NPT=D (LNP)

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TN - Telephone Number

This field identifies the telephone number for this service request. Ranging of telephone numbers is not allowed.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
B	N	R	R	N	N	N	R	N	N	R*
F	R	R	R	N	N	N	R	R	R	R
M	R	R	R	R	R	N	R	R	R	N

* - NPT must = D (LNP), otherwise prohibited.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 10 numeric characters

TER -Terminal Number

This field identifies the terminal number for this service request.

Usage:

break

break	ACTIVITY TYPE (ACCOUNT LEVEL)									
REQTYP	**A**	**C**	**D**	**M**	**T**	**R**	**V**	**SS**	**RS**	**W**
F	O	O	O	O	O	N	O	O	O	N
M	N	N	N	N	N	N	N	N	N	N

Note: When TER is used the lead telephone number is also entered in the TN field.

Legend: C=Conditional, P=Prohibited, R=Required, O=Optional, N=N/A

Data Characteristics: 4 numeric characters

KPMG

303 Peachtree Street, N.E.
Suite 2000
Atlanta, GA 30308

Telephone 404 222 3000
Fax 404 222 3050

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MAR 2 1 2000

EXECUTIVE SECRETARY
G.P.S.C.

March 21, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of BellSouth's Amended Responses to KPMG Consulting LLC's Exceptions 13, 16, 19, 25 and 27 for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG LLP, a U.S. limited liability partnership, is a member of KPMG International, a Swiss association.

BELLSOUTH

March 6, 2000

EXCEPTION REPORT

An exception has been identified as a result of the M & R-1: TAFI Functional Test.

Exception:

Numerous undocumented messages intended for BellSouth are generated by TAFI during trouble report creation and processing.

During functional testing, KPMG encountered spurious, BellSouth-specific messages generated by the TAFI application. None of the messages received was related to the data entered. Examples of the messages include:

1. A CPNI warning message stating, "CPNI data unavailable do not use this customer as a sales opportunity."
2. A message stating, "System may contain fragmented CPNI data, to be used only consistent with your CPNI training. Not to be used for sales and marketing purposes."
3. A message instructing the TAFI user to, "Take trouble in GA WFA/C[1]".
4. A message instructing the TAFI user to get their customer's email address and provide BellSouth's small business web site address.
5. A message stating, "Pending Backtalk.[2]"

Impact

Ways in which CLECs are impacted by these undocumented, BellSouth-specific messages include:

- Messages such as 1, 2 and 3 above will create confusion for a CLEC. CLEC TAFI Users will be unsure as to the proper course of action. A CLEC will likely attempt to ascertain the source for and cause of these messages. Such action will result in slower response intervals, decreased customer satisfaction, and possible changes in workforce management.

- Messages such as 4 and 5 instruct CLECs to take an action or await action, which involve a customer becoming aware of BellSouth's involvement in the CLEC

[1] GA WFA/C refers to the Georgia WFA Center which controls a BellSouth backend system intended to handle designed circuits. This message was received for a trouble ticket relating to POTS lines.
[2] Backtalk refers to a BellSouth service which calls customers with a recorded message to update the status of a trouble ticket. During playback, the recorded message makes explicit reference to BellSouth.

maintenance and repair process. For example, message 4 instructs the TAFI user to direct the customer to BellSouth's small business web site address. Message 5 involves an automated BellSouth system, which calls the customer when the trouble has been corrected. Following either of these actions will result in a CLEC inadvertently directing or exposing their customers to contact with their competitor. This could ultimately result in customer confusion and decreased customer satisfaction with the CLEC.

BST Response

The proper handling of CPNI data is a FCC requirement. Since BST cannot control how the CLEC's user uses this data, TAFI provides a warning message every time the user accesses a customer's record. The CPNI message on the initial TAFI window – *"System may contain fragmented CPNI data, to be used only consistent with your CPNI training. Not to be used for sales and marketing purposes"* – appears for all users (BST and CLEC). In release 2000.1, the CPNI error message has been modified to just state *"CPNI data is not available"* as opposed to what was observed by the tester.

The message *"Take trouble in GA WFA/C"* was appropriate since the tester entered a trouble report for a UNE Port. UNE Ports are designed services supported in WFA. TAFI allowed the user to continue processing a trouble report for the UNE Port in error. TAFI will be modified to provide this error message (should a user enter a UNE Port telephone number) and then automatically return the user to the initial trouble entry window.

References to obtaining the customer's E-mail address and directing the user to the BST website will be removed for CLEC transactions. This is an internal requirement for the BRCs.

The 'Pending BackTalk' message should never be displayed since CLEC reports are not routed to the BackTalk system. The BackTalk reference was found in a TAFI recommendation line. This is the incorrect message for the CLECs TRANSQ routed trouble and will be corrected.

The BackTalk message will be corrected in the next CLEC TAFI release tentatively scheduled for April 15, 2000. The prevention of taking a trouble report for a UNE Port (which is avoided with training) and removing the E-mail reference require significant code modification and will be implemented in release 2000.3 which is tentatively scheduled for implementation September 1, 2000.

BELLSOUTH

March 13, 2000

EXCEPTION REPORT

The following exception has been identified as a result of the CRIS/CABS Functional Test (BLG-1).

Exception:

BellSouth issued multiple bills containing erroneous information to the KPMG CLEC.

As a result of billing transaction tests, BellSouth issued bills associated with a variety of service activities to the KPMG CLEC. Multiple bills received by the KPMG CLEC contain erroneous information, such as: 1) Undocumented charges; 2) Incorrect Rates; 3) Mislabeled information.

Undocumented Charges

USOC VE1R2: During the months of October 1999 through December 1999, BellSouth billed the KPMG CLEC $0.25 each month for a UNE service component identified by the Universal Service Order Code (USOC) VE1R2 (Virtual Expanded Interconnection). USOC VE1R2 is not defined in applicable BellSouth tariffs or in rate spreadsheets created for the KPMG CLEC in lieu of an Interconnection Agreement.

Upon inquiry, BellSouth informed KPMG that the USOC VE1R2 was added to the BellSouth rate tables in 1997 and is applicable to all CLECs. The monthly-recurring rate established for this USOC is $0.30. BellSouth applied a business discount of 17.3%, resulting in a monthly-recurring charge of $0.25.

Representative occurrences of this charge are found on the following invoices:

Telephone Number	Account Number	Invoice Date
912-744-0966	706 Q97 9808 808	12/17/99
912-744-2438	706 Q97 9808 808	12/17/99
706-722-4087	706 Q85 8252 252	10/5/99
706-722-4181	706 Q85 8252 252	10/5/99
706-722-5472	706 Q85 8252 252	10/5/99
706-722-8138	706 Q85 8252 252	12/5/99
706-722-9523	706 Q85 8252 252	12/5/99
770-933-8597	770 Q85 8252 252	10/5/99
770-933-9532	770 Q85 8252 252	10/5/99
706-722-8138	706 Q85 8252 252	11/5/99
706-722-9523	706 Q85 8252 252	11/5/99

USOC SOMEC: The USOC SOMEC (a charge assessed for mechanized CLEC service order requests) was incorrectly applied for non-CABS orders. The existence of this USOC and its associated monthly charge is not documented in the BellSouth tariffs. The rate spreadsheet created for the KPMG CLEC in lieu of an Interconnection Agreement lists the charge for the USOC SOMEC as a one-time charge of $5.00 for CABS orders; no such charge appears for non-CABS orders.

Representative occurrences of errors are detailed on the following invoices:

Q-Account	Earning TN	Invoice Date
706 Q85-4226 226	912U480010	10/17/99
706 Q85-4226 226	706U579269	10/17/99

USOC UEAC2[1]***:*** BellSouth billed the KPMG CLEC for the monthly recurring charge and non-recurring charge for the USOC UEAC2 (2-Wire Cross-Connect for Provisioning) at a rate of $0.00. The non-recurring and monthly recurring rate assessed by BellSouth for the USOC UEAC2 for SL1 loops is not listed in the rate spreadsheets created for the KPMG CLEC in lieu of an Interconnection Agreement. In addition, this USOC is not defined in applicable BellSouth tariffs.

Representative occurrences of this charge can be found on the following invoices:

Q-Account	Circuit ID	Invoice Date
706 Q85-4226 226	40.TYNU.526413	10/17/99
706 Q85-4226 226	40.TYNU.526414	10/17/99

Incorrect Rates

USOC UEAL2[2]***:*** BellSouth billed the KPMG CLEC a $0.00 monthly recurring charge for the USOC UEAL2. The USOC UEAL2 is listed in the rate spreadsheet as a monthly recurring charge of $19.57 for SL2 Loops and $16.51 for SL1 Loops. This USOC is not defined in applicable BellSouth tariffs.

Representative occurrences of this error are detailed below.

Q-Account	Circuit ID	Invoice Date
706 Q85-4226 226	50.TYNU.500910	10/17/99
706 Q85-4226 226	50.TYNU.500911	10/17/99
706 Q85-4226 226	50.TYNU.501081	01/17/00
706 Q85-4226 226	50.TYNU.500896	01/17/00

[1] These errors had no net monetary effect on the KPMG CLEC bills.
[2] These errors resulted in an under-charge to the KPMG CLEC.

Mislabeled Information

Mislabeling in Detail of Adjustments Applied: The KPMG CLEC submitted several Billing Adjustment Investigation Requests to BellSouth. KPMG requested adjustments of $17.16 for USOC UEPBL and for $12.60 for USOC VE1R2. A third adjustment was requested for $125.00 for an overpayment on the account. These adjustment requests were processed and the credits were applied on the 12/17/99 invoice of Billing Account Number 770-Q97-9808-808. The three adjustments requested were aggregated and labeled as "Credit for Service Disconnected." Although BellSouth documentation does not address specifics regarding adjustment details, aggregating adjustments denies a CLEC the ability to validate specific adjustments credited against those requested.

Impact

Issuing bills containing erroneous information will have the following effect on CLECs:

- **Altering expected operating costs.** All applicable charges should appear in Interconnection Agreements or in BellSouth Intra-State or Inter-State tariff documentation. By not adhering to rate documentation, BellSouth alters a CLEC's expected operating costs, and could affect CLEC budgetary planning and related activities.

- **Increased resource usage.** Regardless of the net monetary effect of incorrect charges upon a CLEC's bills, a CLEC will be forced to regularly reconcile these bills – identifying and correcting the incorrect charges and discovering and disaggregating mislabeled charges. The necessity of an extensive validation of each bill will increase CLEC resource utilization, thereby increasing operating costs.

BellSouth Response

Undocumented Charges – USOC VE1R2

The standard agreements refer to applicable tariffs in cases where specific rates are not provided in the contracts. For Virtual Collocation, the tariff is the F.C.C. Tariff No. 1. However, no service comparable to a DS0 cross-connect is described in the F.C.C Tariff No 1. To resolve this gap, rates for this specific USOC were developed by the Virtual Interconnection Product Team. A recurring rate of $0.30 per month was established for use when this service was ordered by and provisioned for a customer. The USOC, VE1R2, was added into the applicable rating tables in advance of an approved tariff and was incorrectly set to apply the resale discount. This setting was removed on 2/23/00 and all occurrences of the discounted rate on CLEC accounts will be revised to reflect this change.

Undocumented Charges – USOC SOMEC

An Interconnection Agreement was not signed with the initial Test Manager. Rates for USOCs for individual services were updated to the appropriate billing tables only for

those services expected to be ordered during the test. A mistake was made which caused a mismatch between CRIS and CABS for the USOC SOMEC. It was decided not to include the SOMEC on the CRIS rate sheets because that USOC was already loaded with statewide rates from the Standard Interconnection Agreement (non-recurring charge of $3.50). Since a specific rate was required in CABS, a specific rate was included on the rate sheets. Absent any specific agreement, a rate of $5.00 was used. If a standard interconnection agreement been used as the authorization for the services ordered by the test manager, the contract implementation processes would have caused the appropriate rate to be loaded for this USOC in both CRIS and CABS.

Undocumented Charges – USOC UEAC2

An Interconnection Agreement was not signed with the initial Test Manager. Rates for USOCs for individual services were updated to the appropriate billing tables only for those expected to be ordered during the test. For USOC UEAC2 a mistake was made in that USOCs for cross connects were not included in the rate tables. As such, the rate defaulted to zero. This USOC is listed in the Standard Interconnection Agreement. If a standard interconnection agreement been used as the authorization for the services ordered by the test manager, the contract implementation processes would have caused the appropriate rate to be loaded for this USOC.

Incorrect Rates – USOC UEAL2

Due to an error in loading the rate tables the USOC, UEAL2, was updated to the CRIS rate tables only for residence classes of service. The accounts which contain these USOCs are defined as business accounts. As such, the rate defaulted to zero. The USOC was added to the CRIS rate file for business classes of service on 3/1/00. This will correct the rates on a going forward basis. BellSouth plans to have all occurrences of the USOC on CLEC accounts revised to reflect this charge by 3/17/00.

Mislabeled Information

The requested adjustments were labeled as credits for disconnected service due to an error in mapping these types of transactions to the OBF "J" bill phrases. The labels will be changed to match the phrases used for processing adjustments for retail customers by 04/19/00.

The aggregation of adjustments seen on the "J" bills is identical to the manner in which these types of transactions are aggregated in the billing systems for retail customers. As such, BellSouth is providing parity of service to its retail and resale customers.

The three adjustments requested by KPMG were entered as a combined adjustment; i.e. the LCSC representative added the three amounts together and entered one adjustment "voucher". The adjustment can be disaggregated upon request from either CLEC or retail customers.

BELLSOUTH

March 14, 2000

EXCEPTION REPORT

An exception has been identified as a result of the Performance Measurement Review.

Exception:

BellSouth does not adequately document changes in versions of the *BellSouth Service Quality Measurements Performance Reports*.

BellSouth describes the definitions, exclusions, levels of disaggregation, and calculation of performance measurements in the document entitled *BellSouth Service Quality Measurements Performance Report* ("the SQM manual"). BellSouth publishes the SQM manual on a secured web site called the Performance Measurement and Analysis Platform (PMAP) web site.

KPMG observed that when a new version of the SQM manual appears, it does not include a description of changes relative to the previous version. Thus, when BellSouth publishes an updated SQM manual, it is difficult to track changes in the performance measurement processes.

Impact

The Georgia PSC requires BellSouth to provide the CLECs with performance measurements regarding BellSouth's business functions (pre-ordering, ordering, provisioning, maintenance & repair, billing, and others). The SQM manual is the primary document describing how performance is measured. CLECs rely on the SQM manual as a reference document when assessing the quality of service provided by BellSouth. If BellSouth does not provide adequate documentation of changes in the SQM manual, the ability of the CLECs to monitor BellSouth's service quality is impaired.

BellSouth Response

Effective March 13, 2000, BellSouth posted an unmarked version of the SQM report to the web. Additionally, a link has been provided that allows the user to view a change log that details every change made to the document.

BELLSOUTH

March 8, 2000

EXCEPTION REPORT

An exception has been identified as a result of the ongoing Systems Capacity Management Evaluations (PRE-6, O&P-6, BLG-3, M&R-5, M&R-6).

Exception:

BellSouth's systems capacity management process does not include established ongoing procedures for forecasting business volumes and transactions.

Based on interview sessions and documentation reviews conducted as part of the PRE-6, O&P-6, BLG-3, M&R-5, and M&R-6 Tests, KPMG has observed that BellSouth's systems capacity management process does not include established, ongoing procedures for forecasting business volumes and transactions for its mainframe (EDI, LEO, SOCS, CRIS, CABS, ADUF, ODUF) and mid-range (TAG, LESOG, LNP, TAFI, ECTA) electronic interfaces. BellSouth's capacity management process should contain safeguards and procedures to plan for and manage projected growth in the use of these interfaces.

Key elements of a comprehensive capacity management process include:

- Collection, reporting, analysis, and verification of 1) system performance, 2) system resource utilization, and 3) business and transaction volume data
- Forecasting of business volumes and transactions
- Consideration of business requirements and existing system capacity, usage, and performance data during the capacity planning process

Impact:

The absence of a business volume and transaction forecasting process, which is directly linked to the capacity management of the aforementioned interfaces, could result in unexpected system capacity constraints. These constraints could adversely affect CLEC business operations in the following ways:

- **Decrease in customer satisfaction.** The inability to obtain customer records, provide service availability dates, assign telephone numbers, etc. will affect a CLEC's ability to deliver timely service to its end-user customers. This will result in a decrease in CLEC customer satisfaction.

- **Decrease in revenue.** The inability to perform timely, accurate, and automated ordering and billing functions will prevent a CLEC from properly delivering and collecting for services provided to end-user customers. This will result in a decrease in CLEC revenue.

BellSouth Response

BellSouth has implemented a Capacity Management Group within the Asset Management District of the Engineering and Design Organization. This group, formed in late 1999, has established several processes designed to move toward a comprehensive capacity management process. The following specific actions are underway:

A. Collection, reporting and analysis of capacity trends for system resources are being tracked for a majority of the systems managed by IT within the Midrange Services Model (MSM). All systems that do not have technical problems will have reporting by the end of the second quarter. Of the systems mentioned above, TAG and LNP generate reports on a monthly basis. The LESOG application was initially designated as a stable system and reporting was instituted on an annual basis; a decision on frequency of reporting intervals will be reviewed with the user community by the end of March. The TAFI system utilized the SAR reporting capabilities which are more difficult to trend, but processes will be in place to handle this by June 30, 2000. The Capacity Management Group reviews these reports and is responsible for investigating systems whose trended growth will rise above the system engineering levels within the next 18 months. Recommendations are then forwarded to specific asset planners, as well as the solutions designers, who work with the application contacts to implement detailed plans involving methods to reduce growth; funding for new systems, if required; detailed system solutions; and timing of acquisitions.

B. Specific personnel handle all day-to-day performance analysis for both Mid-Range and Main Frame systems. Exception reports are generated to the BellSouth capacity planning personnel when these problems are viewed as capacity related. These resources assist with the analysis of normal, trended growth patterns that are input into the functions performed by the capacity planning organization. This is another check in the process to ensure these systems are not "out of capacity".

C. IT personnel are also responsible for developing the capacity plan for all the mainframe assets. They provide a quarterly asset plan for review by BellSouth planners to ensure that overall capacity needs are met. Specific application growth for all mainframe applications are captured monthly and the top growth applications are identified and managed such that capacity will not become a problem.

D. Through the implementation of new corporate-wide IT engagement processes, the requirement for adequate forecast data is assigned to the prime project manager. This data can be gathered according to defined templates based on the level of project detail known at the time. Training for implementation of this process is currently underway, with full operation planned prior to March 31, 2000.

E. Overall, BellSouth's current capacity management process obtains inputs from the following sources:

- CLEC transaction forecasts, if provided
- Analysis of Business Unit Driver, BUD, reports
- Joint discussions with the Project Management groups that support our core business products and electronic interfaces and Interconnection Marketing to

ensure all systems, whether pre-ordering, ordering, billing or maintenance and repair can accommodate forecasted transactional volumes.

- Analysis from the appropriate IT organizations that support the affected applications to review if additional hardware/software is required to meet forecast levels.

BELLSOUTH

March 13, 2000

EXCEPTION REPORT

The following exception has been identified as a result of the ADUF/ODUF Functional Usage Evaluation (BLG-2)

Exception:

BellSouth provided incorrect DUF records to KPMG.

During the period of November 18-20, 1999 KPMG completed 846 test calls (for which DUF files were expected) for the ADUF/ODUF Functional Usage Evaluation[1]. As part of the evaluation, BellSouth provided DUF records for these calls. Through evaluation of these DUF records, KPMG has determined that BellSouth provided incorrect DUF records for certain test calls. Incorrect DUF records are categorized here as: 1) Misidentified DUF records; 2) Improper DUF records.

Misidentified DUF Records

KPMG received numerous ODUF records inappropriately identifying toll calls as local calls. EMI industry standards dictate that the Record Identifier 100101 is to be used to identify toll call detail transmitted from the recording entity to the rating entity. BellSouth failed to adhere to the EMI standard. Representative occurrences of errors are detailed below.

Misidentified Toll Calls

Date	Cat.	From Number	To Number	Connect Time
Nov 20	100131	770-933-8170	706-236-9787	09:44
Nov 20	100131	770-933-8526	706-236-9677	10:02
Nov 20	100131	770-933-8170	706-236-9787	13:56
Nov 20	100131	770-933-8526	706-236-9677	08:59
Nov 20	100131	706-236-9677	770-933-8170	09:42
Nov 20	100131	706-236-9787	770-933-8170	13:58
Nov 20	100131	706-236-9677	770-933-8876	10:24
Nov 20	100131	706-236-9677	770-933-8876	14:07
Nov 19	100131	706-236-9677	770-933-8170	11:47
Nov 19	100131	706-236-9677	770-933-8523	15:29

[1] Access Daily Usage Files (ADUF) provide competitive local exchange carriers with records of intraLATA/interLATA calls originated from or terminated to CLEC end user lines. Optional Daily Usage Files (ODUF) provide competitive local exchange carriers with records of billable measured intraLATA local and toll calls, per use/per activation services, directory assistance messages and WATS & 800 service calls.

Improper DUF Records

BLS submitted DUFs for zero-minus[2] calls placed by testers requesting operator assistance in placing inter-LATA calls. DUF records indicate that local BellSouth operators attempted to place these inter-LATA calls. Inter-LATA calls cannot be completed by local operators therefore no attempt should have been made to place the calls and no DUF record should have been created.

The EMI standard contains no provisions for inappropriately attempted calls. BellSouth previously stated its DUF production process conforms to the EMI standard, noting no exceptions. Details of improper DUFs are shown below.

Improper DUF Records

Date	Cat.	From Number	To Number	Connect Time
Nov 19	100101	706-722-2879	912-741-7059	15:18
Nov 19	100101	706-236-9492	706-722-2879	11:31

Impact

Incorrect DUF records impact CLECs in the following ways:

- **Decrease in revenue.** A CLEC receiving incorrect ODUF information will not be able to bill end-user customers correctly for local and toll calls. Likewise, the absence of correct ADUF information will prevent CLEC from billing an inter-exchange carrier correctly. As a result, the CLEC will lose revenue.

- **Decrease in customer satisfaction.** Providing a CLEC with incorrect DUF records will cause the CLEC to incorrectly bill a customer for usage. This will likely result in a decrease in end-user satisfaction.

- **Increase in operating costs.** . Inappropriate charges for operator services may be billed to a CLEC as a result of the creation of inappropriate DUF records. A CLEC receiving improper DUF records will be forced to engage in a protracted reconciliation of billing information This will result in an increase in labor costs. In addition,

BellSouth Response

Misidentified Toll Calls

BellSouth agrees with KPMG regarding 10-01-01 records are used for toll calls, and

[2] Zero-minus calls are those placed by dialing zero for operator assistance.

10-01-31 EMI records are used for local. The above calls that BellSouth sent to KPMG were sent as local calls due to the From and To points falling within the LOCAL measured calling area set in the Tariff. These calls were correctly sent as local records (10-01-31 EMI records) since all Unbundled Switch Ports in BellSouth are treated as a measured class of service. Therefore all calls originating from UNE Switch Ports that fall within the local measured calling area are recorded and sent to the CLECs as local calls using the 10-01-31 EMI record.

Improper DUF Records

The above two calls originated from a UNE Switch Port, and terminated to a BellSouth Operator because they both were Zero-Minus (0-) dialed. Both of the calls were not completed or answered calls, and the EMI records were marked with as an Attempt Message by setting Indicator 18 to equal 2 in the 10-01-01 records. BellSouth furnishes all Attempt/Incomplete calls that are handled by an operator for any incomplete BellSouth Operator messages using a Category 10 EMI record, and not the 11-01-01 EMI record. The purpose of these records is to notify the CLEC that their customer of record used BellSouth Operator Services, and they will be billed an Operator surcharge on their UNE bill. BellSouth believes that it correctly utilized the provisions of the EMI guidelines with respect to operator calls and the use of Indicator 18 for the two messages to KPMG as attempt messages using the 10-01-01 EMI record. This treatment of these types of calls is covered in the training that is provided to CLECs on the ODUF feed (See page from CLEC training documents sent under separate cover as Attachment A). In an attempt to clarify this treatment further, a notation will be added to the BellSouth Optional Daily Usage File (ODUF) document Attachment B ODUF EMI Call Detail Records (See document sent under separate cover as Attachment C Page from the ODUF documents).

Local calls originating or terminating between Smyrna and Rome are considered by Operator Services as toll calls. Please refer to G.S.S.T. A3.6.1 page 8.3.4, dated 6/26/98 and page 8.4.5, dated 5/30/98. These pages identify the exchanges that fall within the local calling area and the expanded service area. Section A3.7.1.C.1 references Georgia Community Calling, GCC, where based on availability, customers may choose to subscribe to an expanded service area plan. If the end user subscribes to GCC, the calls placed between Smyrna and Rome would be rated as local calls.

When a BellSouth Operator enters the NPA NXXs of the originating and terminating telephone numbers, e.g., 770 933 and 706 236 they are flagged as toll calls since they are not within the local calling area. The BellSouth directory also supports the calls as toll based on the local calling area which should answer the question why the BellSouth directory and BellSouth Operators reflect calls placed between Smyrna and Rome as tolls calls. Directories do not contain maps of area calling plans, only the standard local calling area.

In addition, the Interconnection Contracts signed by CLECs describe the charges that will be billed for Operator Handled calls. It is BellSouth's position that the contract language

along with the rate sheets for these services provide the authorization for BellSouth to bill operator surcharges for incomplete calls, whatever the reason that the call did not complete.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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EXECUTIVE SECRETARY
G.P.S.C.

March 21, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG Consulting LLC's Exception 7 Closure Report for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG LLP KPMG LLP a U.S. limited liability partnership is a member of KPMG International a Swiss association

Date: February 15, 2000

EXCEPTION CLOSURE REPORT

Exception:

The BellSouth ECTA Gateway does not allow CLECs to process trouble reports for SL1 circuits.

Summary of Exception:

BellSouth's ECTA Gateway is designed to allow CLECs to process trouble reports for all designed and non-designed circuits, including SL1 UNEs[1]. The ECTA Gateway routes all trouble tickets to one of two maintenance and repair (M&R) management systems, WFA (for designed circuits) and LMOS (for non-designed circuits). KPMG functional transaction testing identified a defect with ECTA: Entering a trouble report into ECTA for an SL1 circuit generates an error response from the ECTA Gateway, and no trouble ticket is created in either the LMOS or the WFA systems.

Summary of BLS Response:

An internal problem with properly processing SL1 reports was corrected on January 6, 2000. SL1 UNE reports have been successfully submitted since the problem was corrected.

Summary of KPMG Re-test Activities:

KPMG re-submitted several requests to create an SL1 UNE trouble report via the ECTA interface.

KPMG Re-test Results:

In response to KPMG submitted requests, BellSouth's ECTA Gateway created trouble tickets. Examination of the ECTA Gateway agent log and the back-end systems revealed that the correct information was present in the tickets. As a result, KPMG has concluded that the ECTA Gateway now allows CLECs to create trouble tickets for SL1 circuits.

[1] According to BellSouth's Interconnection Services Web site, an SL1 (Unbundled Voice Loop – Service Level 1) circuit is "a dedicated analog transmission facility from BellSouth's main distribution frame (MDF) to an end user's facility."

Based on re-testing activities, KPMG, with the concurrence of the Georgia Public Service Commission, declares Exception 7 closed.

Attachments: None.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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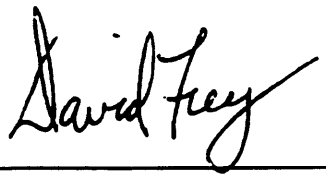
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This 21st day of March 2000.



David Frey

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RECEIVED
MAR 2 2 2000
EXECUTIVE SECRETARY
G.P.S.C.

March 22, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW
Atlanta, GA 30334

Dear Ms. O'Leary:

Re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U.

At BellSouth's request, KPMG hereby submits BellSouth's proposed set of standards and benchmarks to be used in the BellSouth - Georgia OSS Evaluation, Docket No. 8354-U. Enclosed please find twenty-eight (28) copies of the referenced document, as well as an electronic copy, for filing.

KPMG will receive comments on this proposal on behalf of the Georgia Public Service Commission (GAPSC) through Wednesday, March 29, 2000. Comments should be sent via U.S. mail to Christopher Casey, KPMG Consulting, Suite 1050, 270 Peachtree Street, Atlanta, GA 30303, or via email to christophercasey@kpmg.com.

I would appreciate your filing same and returning the extra copy stamped "filed" in the enclosed self-addressed, stamped envelope.

Thank you for your assistance in this matter.

Very truly yours,

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG Consulting ... KPMG Consulting ... a subsidiary of

BellSouth Telecommunications Inc. Georgia OSS Evaluation
Analogs and Benchmarks

BST SQM Category	MEASURES AND SUB-METRICS	Retail Analogue	Benchmark
Pre-Ordering	**Percent Response Received within "X" seconds** Average Response Time – Customer Service Record Average Response Time – Due Date Avail Average Response Time – Address Validation Average Response Time – Product and Service Availability Average Response Time – Tel. No Availability and Reservation	Parity w/ retail where applicable.	
	OSS Interface Availability		99.5%
Ordering	**Percent Flow-Through Service Request**		
	• Residence		90%
	• Business		80%
	• UNE		80%
	• Specials		0%
	Percent Rejected Service Request	Diagnostic	Diagnostic.
	Reject Interval (Mechanized)		95% in 1 hr
	• Reject Interval (Non-Mechanized and Partially Mechanized)		85% < 48 hrs
	Firm Order Confirmation Timeliness (Mechanized)		95% < 4 hrs
	(Non-Mechanized and Partially Mechanized)		85% <48 hrs
	Speed of Answer in Ordering Center	Parity with retail	
Provisioning	**Mean Held Order Interval**		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Average Jeopardy Notice Interval (Mechanized)		
	• Resale Residence		95% >=24 hrs
	• Resale Business		95% >=24 hrs
	• Resale Design		95% >=24 hrs
	• UNE Loop and Port Combos		95% >=24 hrs
	• UNE Non-Design		95% >=24 hrs
	• UNE Design		95% >=24 hrs
	• Local Interconnection Trunks		95% >=24 hrs
	% of Orders given jeopardy notice (Mechanized)		

BellSouth Telecommunications Inc. Georgia OSS Evaluation
Analogs and Benchmarks

BST SQM Category	MEASURES AND SUB-METRICS	Retail Analogue	Benchmark
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Percent Missed Installation Appointments		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Order Completion Interval		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Average Completion Notice Interval – (Mech)		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Percent Provisioning Troubles within 30 Days		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	

BellSouth Telecommunications Inc. Georgia OSS Evaluation Analogs and Benchmarks			
BST SQM Category	MEASURES AND SUB-METRICS	Retail Analogue	Benchmark
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Total Service Order Cycle Time	Diagnostic	Diagnostic
Maintenance	**Customer Trouble Report Rate**		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Percent Missed Repair Appointments		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Maintenance Average Duration		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	Percent Repeat Troubles within 30 Days		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	

BellSouth Telecommunications Inc. Georgia OSS Evaluation
Analogs and Benchmarks

BST SQM Category	MEASURES AND SUB-METRICS	Retail Analogue	Benchmark
	Out of Service > 24hrs		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business*	
	• UNE Non-Design	Retail Residence and Business*	
	• UNE Design	Retail Design*	
	• Local Interconnection Trunks	Parity with retail	
	OSS Interface Availability • All systems except ECTA	Parity with retail	
	• ECTA		99.5%
	OSS Response Interval and % • TAFI (Front End) • CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, Predictor, SOCS, LNP (Parity by Design)	Parity with retail Parity by Design	
	Average Answer Time – Repair Center	Parity with retail	
Billing	**Invoice Accuracy**	Parity with retail	
	Mean Time To Deliver Invoices	Parity with retail	
	Usage Data Delivery Accuracy	Parity with retail	
	Usage Data Delivery Timeliness	Parity with retail	
	Usage Data Delivery Completeness	Parity with retail	
	Mean Time to Deliver Usage	Parity with retail	
Operator Services (Toll)	**Average Speed to Answer**	Parity by Design	
	% Answered in "X" Seconds	Parity by Design	
Directory Assistance	**Average Speed to Answer**	Parity by Design	
	% Answered in "X" Seconds	Parity by Design	
E911	**Timeliness**	Parity by Design	
	Accuracy	Parity by Design	
	Mean Interval	Parity by Design	
Trunk Group	**Trunk Group Service Report (Percent Trunk Blockage)**	Parity with retail	

BellSouth Telecommunications Inc. Georgia OSS Evaluation Analogs and Benchmarks			
BST SQM Category	MEASURES AND SUB-METRICS	Retail Analogue	Benchmark
Performance (Blockage)	Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more than 0.5% = a miss using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BST.		
	Trunk Group Service Report (Percent Trunk Blockage)	Parity with retail	
LNP	**Average Disconnect Timeliness Interval**		UD
	Percent Missed Installation Appointments	Retail Residence and Business*	
	FOC Mechanized		95% < 4 hrs
	% Reject Service Request	Diagnostic	Diagnostic
	Average Reject Interval Mechanized		95% in 1 hr
	TSOC	Diagnostic	Diagnostic
	% Flow Through		TBD
Customer Coordinated Conversions	**Coordinated Customer Conversions – UNE Loop**		95% ≤ 15min
	Coordinated Customer Conversions – LNP		95% ≤ 15 min
Collocation +	**% of Due Dates Missed** **% of Due Dates Met**		=<10%CommitDates =>90%Commit.Dates
	Average Response Time		30 Bus Days
+A contract with each CLEC required.	**Average Arrangement Time**		90 Bus Days Ordinary; 130Bus Days Extraordinary

*** The retail analog for UNE Loop Port Combinations and UNE Non-Design is Retail Residence Dispatch and Retail Business Dispatch transactions for the particular month. The retail analog for UNE Design is Retail Design Dispatch.**

Note: Analogs and Benchmarks will be re-evaluated 6 months after implementation and periodically thereafter to validate applicability.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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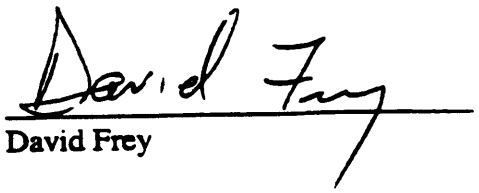
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This 22nd day of March, 2000.



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March 24, 2000

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Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
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Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of BellSouth's Amended Response to KPMG Consulting LLC's Exception 18 for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG LLP, a U.S. limited liability partnership, is a member of KPMG International, a Swiss association.

CERTIFICATE OF SERVICE
Docket No. 8354-U

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This 24th day of March 2000.

David Frey

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BELLSOUTH

March 14, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional and Documentation Tests (O&P-1, O&P-2, O&P-8, and O&P-9).

Exception

BellSouth (BLS) requirements for values entered in the Line Class of Service data element for EDI and TAG orders are not consistent, and the documentation is incomplete.

The Line Class of Service (LNECLS SVC) data element is a required input on service requests for UNE Port and UNE Loop-Port Combination migrations and new installations. According to BLS ordering guidelines, this field identifies the class of service at the customer's line level (i.e., measured or flat rate)[1].

BLS business rule documentation (*LEO Guide, Volume 1*) does not clearly specify the valid entries for the LNECLS SVC data element and provides no reference to other documentation for locating valid entries. During testing, KPMG submitted UNE Port and UNE Combo service requests via TAG and EDI populating the LNECLS SVC field with one of the following entries, found in other BLS documentation[2]:

- **UEPRX**: Basic class of service, Port – residence.
- **UEPRL**: 2-wire residence port service – measured.
- **UEPBX**: Basic class of service, Port – business.
- **UEPBL**: 2-wire business port service – measured.

These transactions received varying responses from BLS ordering systems. Response types can be placed into three categories[3]:

Category 1: UEPRX/UEPBX in LNECLS SVC field (Order received FOC). These service requests contained the residence or business Basic class of service indicator in the LNECLS SVC field. Each of these orders received a Firm Order Confirmation (FOC).

Category 2: UEPRX/UEPBX in LNECLS SVC field (Order received CLR). These service requests were formatted similarly to those in Category 1, with the residence or business Basic class of service indicator in the LNECLS SVC field. These orders

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[1] *BellSouth Local Exchange Ordering Guide – Volume 1, Issue 7N*, January 2000, Section 11.3.30.
[2] *BellSouth Local Exchange Ordering Guide – Volume 3, Issue 3a*, August 1998, Section 3.5.
[3] In compiling this information, KPMG verified that all other data elements in each of these orders were correctly populated.

received Clarifications (CLRs). A number of these service requests were re-submitted with the 2-wire measured port indicator (UEPBL/UEPRL) and received FOCs[4].

Category 3: UEPRL/UEPBL in LNECLS SVC field (Order received FOC). These service requests contained the residence or business 2-wire measured Port indicator in the LNECLS SVC field. Each of these orders received a FOC.

The following tables present a sample of KPMG service requests falling into each of the three categories.

CATEGORY 1

Purchase Order Number	Order Type	VER	LNECLS SVC on LSR	Response Rcvd	Date of Response
428A124PTJ100002 (CC = 9991)	MV	VER 01	UEPRX	FOC	12/7/99
428A224PTJ100002 (CC = 9991)	MV	VER 01	UEPRX	FOC	12/7/99
441A214PTJ000002 (CC = 9991)	MRS	VER 00	UEPBX	FOC	12/13/99
428A124PTJ100006 (CC = 9994)	MV	VER 01	UEPRX	FOC	12/20/99
625A214PTJ100001 (CC = 9991)	MC	VER 05	UEPBX	FOC	12/22/99
417X223PTM000002 (CC = 9991)	FRS	VER 00	UEPRX	FOC	1/12/00
419F223PTM101002 (CC = 9991)	FD	VER 03	UEPRX	FOC	1/18/00

CATEGORY 2

Purchase Order Number	Order Type	VER	LNECLS SVC on LSR	Response Rcvd	Date of Response
650A224PTJ000001 (CC = 9994)	MV	VER 00	UEPRX	CLR – Error Code 9755 "Missing USOCS (UEPRL, UEPLX, etc.) Please add and resubmit."	1/11/00
		VER 02	UEPRL	CLR – error unrelated to Line Class of Service field	1/26/00
428A124PTJ100008 (CC=9994) VER 00	MV	VER 00	UEPRX	CLR – Error Code 1000 "Missing USOCs (UEPLX, UEPRL, etc). Please correct and resubmit."	1/13/00
		VER 02	UEPRL	FOC	1/19/00
625A214PEJ100002 (CC=9991)	MC	VER 00	UEPBX	CLR – No Error Code "Invalid line class of Svc for requested service"	1/17/00
		VER 01	UEPBL	FOC	2/2/00

[4] One service request received an additional clarification not related to LNECLS SVC entry.

626A224PEJ100003 (CC=9991)	MC	VER 00	UEPRX	CLR – No Error Code "Invalid line class of Svc for requested service"	1/17/00

CATEGORY 3

Purchase Order Number	Order Type	VER	LNECLS SVC on LSR	Response Rcvd	Date of Response
626A224PTJ100002 (CC = 9991)	MC	VER 04	UEPRL	FOC	12/13/00
626A224PTJ101002 (CC = 9991)	MC	VER 00	UEPRL	FOC	12/30/99
395A213PTM100001 (CC = 9994)	FA	VER 00	UEPBL	FOC	1/18/00
406C213PTM100002 (CC = 9994)	FV	VER 02	UEPBL	FOC	1/18/00

Impact

The absence of complete documentation and consistent BLS responses with respect to values allowed in the LNECLS SVC field could impact CLECs in the following ways:

- **Increase in operating costs.** Without comprehensive documentation specifying valid field entries, a CLEC may be forced to submit multiple service requests to correct errors. Once confirmation responses are received on service requests, a CLEC may duplicate the format of the particular order type in an automated fashion. Identifying the cause of new errors and implementing process fixes (automated or manual) to correct the problem requires additional time, effort and expense.

- **Decrease in Customer Satisfaction.** Re-submission of additional service orders will lead to an overall delay in the provisioning of service to CLEC customers. These delays will likely result in a decrease in CLEC customer satisfaction.

BellSouth Response

In the next scheduled update of the LEO IG scheduled for March 17, 2000, Volume 1 Port Form 11.3.30 LNECLS SVC – Line Class Service Valid entries will be added as follows:

Valid Entries:
UEPRL = RES
UEPBL = BUS
UEPPL = PBX
UEPRC = RES with Caller ID
UEPBC = BUS with Caller ID

Additionally, incorrect or invalid line class of service LSRs, as referenced in Category 2, automatically clarify back to the CLEC, which was the case with the last 2 requests listed above. The first two requests were clarified due to the service either being final or

suspended, so further editing was not necessary. As mentioned in this exception there was inconsistency in how the LSRs were processed. Investigation revealed that in some instances, if the LCOS was the only error, some service reps in the LCSC processed the request and did not clarify back to KPMG. In an effort to minimize impacts to customer due dates, the LCSC personnel can use their judgement and not clarify for minor errors, as long as they are not placed in the position of making a decision for the CLEC. For example, if the LCOS was populated with UEPRX instead of UEPRC and a feature for Caller ID was present, the service rep could decide not to clarify for the Line Class of Service. The line class of service edit 8240 should help to minimize service rep inconsistencies.

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March 24, 2000

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RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of BellSouth's Amended Response to KPMG Consulting LLC's Exception 26 for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG [illegible] is a Swiss association

BELLSOUTH

March 10, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth does not deliver timely Completion Notices (CNs).

According to BellSouth ordering documentation, a CN is delivered to a CLEC when the service order is completed and error free[1]. KPMG's Customer Service Manager (CSM) indicated that for electronically-submitted Local Service Requests (LSRs), CNs will be delivered within one business day of the completion of actual service provisioning.

Through February 5, KPMG had received CNs on 44 service orders. Sixteen percent (16%) of these CNs were received later than one business day after the completion of provisioning[2].

Date of CN Receipt (CN) versus CN Due Date (DD)

CN = DD	CN = DD+1	CN = DD+2	CN = DD+3-5	CN = DD+ >5	TOTAL
33	4	2	0	5	44
75%	10%	5%	0%	11%	100%
		Total Late Responses = 16%			

The following table provides a detailed breakdown of timeliness data for CNs that took longer than one business day.

405A312PEM001002	05	9994	12/27/99 03:54 PM	1/7/00	01/05/00	2
419A223PTM100003	00	9991	01/12/00 08:57 AM	1/20/00	01/18/00	2
305A112PTH100001	18	9994	12/16/99 05:35 PM	1/7/00	12/27/99	9
428A124PTJ100006	01	9994	12/20/99 09:08 AM	1/18/00	01/05/00	9
603A224PTJ100002	00	9991	11/16/99 11:25 AM	12/3/99	11/20/99	10
307A122PEK100001	04	9994	12/08/99 05:23 PM	1/6/00	12/21/99	12
373A215PEG100002	02	9992	12/20/99 02:39 PM	1/18/00	12/27/99	16

[1] *Local Exchange Ordering Guide, Volume 1, Issue 7N*, January 2000, Section 13.1.
[2] Service provisioning date is identified as the Due Date (DD) value within the CN.

Impact

Receipt of a timely Completion Notice is essential for CLECs to: (1) confirm that service has been established; and (2) initiate billing activities. Delayed CN responses could impact a CLEC's ability to fully inform customers of service provisioning status, thereby decreasing CLEC customer satisfaction, and to maintain accurate billing records, potentially reducing CLEC revenue.

BellSouth Response:

For electronically submitted Local Service Requests LSRs, Completion Notices are transmitted when the service order is completed, error free and obtains a status of CPX or PCX. CPX is the status shown when the provisioning has been completed and PCX is the status needed to commence billing. Our internal system looks at both statuses since, depending on timing, a service order status can change from CPX to PCX while the CN is in queue to be sent to the CLEC.

There are error conditions which occur during the provisioning process which could delay receipt of a CN until resolved. For example, if a listing error is encountered after service is provisioned, the CN would be delayed until the error is cleared by a service representative in the Local Carrier Service Center. These errors re sometimes generated as a normal course of business during service order processing by downstream systems. There are now dedicated resources in the LCSC to resolve these types of errors on mechanically generated Resale or UNE orders. The dedicated resources for UNEs were implemented February 7, 2000. There have been dedicated resources to correct Resale service orders for over a year.

Since the audit history for the above requests have been purged, BellSouth cannot provide any further details on why the CNs were delayed. BellSouth will modify the LEO IG, Vol. 1 by March 20, 2000 to clarify when a CN should be expected.

CERTIFICATE OF SERVICE
Docket No. 8354-U

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This 24th day of March 2000.

David Frey

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RECEIVED
MAR 2 4 2000
EXECUTIVE SECRETARY
G.P.S.C.

March 24, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG Consulting LLC's Exception 30 along with BellSouth's response for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG LLP, a U.S. limited liability partnership, is a member of KPMG International, a Swiss association.

Date: February 18, 2000

EXCEPTION REPORT

An exception has been identified as a result of the Change Management Practices Review (CM-1).

Exception:

BellSouth's change management process does not include a comprehensive mechanism for tracking change information.

Through evaluation interviews and document reviews, KPMG has noted that BellSouth's change management process does not include adequate procedures and systems to track information related to change requests. Specifically, procedures and systems to track descriptions of proposed changes, key notification dates, and change status do not exist.

Although BellSouth maintains a *Change Request Log*, this mechanism does not adequately allow BellSouth to manage the status of change requests, or to ensure that notification intervals are met.

Impact

When adequate change information tracking mechanisms are not in place, a higher rate of BellSouth's errors associated with managing software and documentation releases may occur. This will impact CLECs in the following ways:

- Workforce management disruptions resulting from emergency allocation of CLEC personnel to address a required change(s) immediately.

- Order entry errors resulting from an inability to appropriately train CLEC order entry personnel in advance of a change. An increased frequency of errors results in higher order fallout rates that can lengthen the total interval for service installation.

- Reductions in customer satisfaction due to an inability to quickly process order types affected by a change event.

BELLSOUTH

March 13, 2000

EXCEPTION REPORT

An exception has been identified as a result of the Change Management Practices Review (CM-1).

Exception:

BellSouth's change management process does not include a comprehensive mechanism for tracking change information.

Through evaluation interviews and document reviews, KPMG has noted that BellSouth's change management process does not include adequate procedures and systems to track information related to change requests. Specifically, procedures and systems to track descriptions of proposed changes, key notification dates, and change status do not exist.

Although BellSouth maintains a *Change Request Log*, this mechanism does not adequately allow BellSouth to manage the status of change requests, or to ensure that notification intervals are met.

Impact

When adequate change information tracking mechanisms are not in place, a higher rate of BellSouth's errors associated with managing software and documentation releases may occur. This will impact CLECs in the following ways:

- Workforce management disruptions resulting from emergency allocation of CLEC personnel to address a required change(s) immediately.

- Order entry errors resulting from an inability to appropriately train CLEC order entry personnel in advance of a change. An increased frequency of errors results in higher order fallout rates that can lengthen the total interval for service installation.

- Reductions in customer satisfaction due to an inability to quickly process order types affected by a change event.

BellSouth Response

BellSouth will implement a short-term tracking solution as part of the revised Change Control Process. The Change Request Log will be expanded to include the various milestones identified in the interim process. TARGET DATE and ACTUAL DATE fields will be added to the log. The TARGET DATE will reflect the date which is based

on the documented cycle time for each milestone. The ACTUAL DATE will reflect the date that BellSouth completed the milestone.

BellSouth is currently assessing implementing a more automated method of capturing this information for tracking purposes. This capability is currently targeted for Phase 3, which is tentatively scheduled for September 30, 2000.

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This 24th day of March 2000.

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G.P.S.C.

March 27, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG Consulting LLC's Exception 20 Closure Report for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

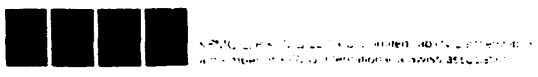
Thank you for your assistance in this regard.

Very truly yours,

David Frey
Manager

Enclosures

cc: Parties of Record



Date: March 7, 2000

EXCEPTION CLOSURE REPORT

Exception:

BellSouth technicians cannot initiate a Verify Repair Completion request.

Summary of Exception:

The ECTA Gateway is designed to allow a BellSouth maintenance center to generate a request to a CLEC to verify that a reported trouble can be closed when either repairs for a designed trouble report have been completed or testing on a non-designed ticket indicates that no trouble is currently present . During the course of functional testing, KPMG discovered that this feature is not functioning. According to BellSouth representatives, the Work Force Administration (WFA) systems are not properly defined with the authorization scripts for the General Access Customer Advocacy Center (ACAC) to allow them to initiate these authorization requests.

Summary of BLS Response:

Authorization scripts were added in WFA to correct this problem in January of 2000.

Summary of KPMG Re-test Activities:

KPMG's retest activities consisted of re-executing scenarios involving the Verify Repair Completion function.

KPMG Re-test Results:

The Verify Repair Completion function was successfully executed four times in KPMG's re-testing activities. Based on the functionality demonstrated during KPMG's retest, BellSouth appears to have adequately addressed the issue identified in Exception 20.

Based on re-testing activities, KPMG, with the concurrence of the Georgia Public Service Commission, declares Exception 20 closed.

Attachments: None.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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This 27th day of March 2000.

David Frey

David Frey

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March 28, 2000

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David Frey, Manager
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303 Peachtree Street, N.E.
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Re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems Docket No. 8354-U

Dear Mr. Frey:

On March 22, 2000, KPMG submitted BellSouth's proposed set of standards and benchmarks to be used in the above-named matter. KPMG stated in its cover letter that it would receive comments on the proposal through March 29, 2000. On March 23, 2000, AT&T, MediaOne and Sprint responded to KPMG that, at a minimum, the deadline for comments should be extended until April 12, 2000. This is to inform you that the Staff of the Georgia Public Service Commission extends the deadline for comments to be filed with KPMG and the Commission until April 05, 2000. The comments must be filed with the Executive Secretary of the Commission by 4:00 PM on April 5.

The letter filed by AT&T, MediaOne and Sprint also states that "it is unclear if the standards will be considered temporary or permanent by the Commission, or if they will be applied only as part of the BellSouth-Georgia OSS Evaluation." This is to inform you that in the opinion of the Commission Staff, these standards will be applied only as part of the BellSouth-Georgia OSS Evaluation. It would require formal Commission approval to adopt permanent standards of general applicability.

Sincerely,

Leon Bowles

Leon Bowles
Director, Telecommunications Section

cc: Helen O'Leary, Executive Secretary
All Parties of Record

KPMG

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March 30, 2000

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Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
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RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of BellSouth's Amended Response to KPMG Consulting LLC's Exception 28 for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

KPMG [illegible]

BELLSOUTH

March 16, 2000

EXCEPTION REPORT

The following exception has been identified as a result of the ODUF/ADUF Functional Evaluation (BLG-2).

Exception:

BellSouth failed to deliver 46% of expected DUF records to KPMG.

KPMG completed 1,017[1] test calls during the ODUF/ADUF Functional Usage Evaluation. BellSouth failed to deliver DUF records for forty-six percent of the test calls for which records were expected. Representative occurrences of calls with no corresponding DUF record are detailed in the tables shown below. The list include numerous call types including Calling Card Calls, Information Provider (900) Calls, Local Calls, Directory Assistance Calls, WATS Calls, Long Distance Calls, and Operator Services Calls.

[1] 1017 test calls were made resulting in an expectation that 846 calls would have corresponding DUF records. 171 of the test calls made were not billable.

Calling Card Calls

Thirteen completed Calling Card calls were found to have no corresponding DUF record.

Missing Completed Calling Card DUF Records (Representative List)

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference[2]	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 20	10:35	734 214-0024	1	706 236-9492	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	16:28	912 927-1626	1	706 236-9492	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	16:29	914 763-3670	1	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for TNP account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	16:25	914 763-3670	1	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for TNP account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access. Currently there is no process to re-guide messages from the CABS system to the UNE system (BIBS).

[2] Refer to the DUF records in the Usage Found Table (end of document) for usage examples on these TNs.

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference[2]	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	16:31	770 419-4300	2	706 722-2879	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19. This usage could have been processed during a timeframe when the first UNE account was disconnected, and the 2nd UNE was not established. We feel the usage was not delivered due to timing. This usage would have been passed to CABS billing system. Currently there is no process to re-guide messages from the CABS system to the UNE system (BIBS).
Nov 18	16:27	423 755-4880	18	706 722-6207	Not UNE until 11/19/99. No UNE record should have been expected by KPMG. This call would have been on ADUF.	11/19	1	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/19 posted 11/22. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system and billed by BellSouth. The usage sent in reference 1 could have been sent to BellSouth's Retail Usage system where it would have been sent out the ODUF process when the new N account was setup (reguide).
Nov 20	13:53	603 382-9705	1	770 933-8170	Org # Not UNE until 11/26/99. No UNE record should have been expected by KPMG. This call would have been on ADUF.	11/26	2	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system. The usage sent in reference 2 would have been sent to BellSouth's Retail Usage system. Without the detail history in the Billing System, we cannot determine why the reference 2 record was sent.
Nov 18	14:26	703 525-3367	1	770 933-8526 Not UNE until 11/26/99	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference[2]	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 20	10:26	941 454-0643	15	912 741-6728	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for UNE account eff 11/16 posted 11/17, N order for UNE eff 11/16 posted 11/17. . Without the detail history in the Billing System, we cannot determine why the call was not delivered to KPMG
Nov 18	18:16	770 719-3611	3	912 741-7059	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	13:23	770 413-9398	1	912 746-7876 Org or Term Not UNE (Org is Resale	Could not find any record of call, and switch recording records were not available due to the age of the calls. This call would have been on ADUF.	NA		Originating number is Resale. Term Number is BST customer. No ODUF or ADUF records would be passed to KPMG on this call.

Information Provider Calls

Eight completed Information Provider calls were found to have no corresponding **ADUF** record.

Missing Information Provider DUF Records (All Included)

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 20	10:40	900 786-6600	1	706 236-9492	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	15:36	900 860-0030	21	706 236-9492	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	15:26	900 656-5000	23	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 20	09:15	900 484-7000	1	706 722-4953	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/17.. . Without the detail history in the Billing System, we cannot determine why the call was not delivered to KPMG

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 20	13:19	900 680-4400	8	770 933-8170	Org # Not UNE until 11/26/99 KPMG should not have expected a record for this call.	11/26	2	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, and BellSouth would have billed the access. The usage sent in reference 2 would have been sent to BellSouth's Retail Usage system. Without the detail history in the Billing System, we cannot determine why the reference 2 record was sent.
Nov 20	13:18	900 407-1600	2	770 933-8170	Org # Not UNE until 11/26/99. KPMG should not have expected a record for this call	11/26	2	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, BellSouth would have billed the access. The usage sent in reference 2 would have been sent to BellSouth's Retail Usage system. Without the detail history in the Billing System, we cannot determine why the reference 2 record was sent.
Nov 18	15:25	900 407-1600	1	770 933-8526	Org # Not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	3	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, BellSouth would have billed the access. Currently there is no Re-guiding process between CABS and the UNE billing system. The usage sent in reference 3 would have been sent to BellSouth's Retail Usage system where it was re-guided, and sent to the BIBS (UNE) system where it was then sent to ODUF.

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	18:25	900 656-5000	21	912 741-7059	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account posted 11/17, N order for UNE eff 11/18 posted 11/19. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, and BellSouth would have billed the access.

Local Calls

Sixty-eight completed Local calls were found to have no corresponding DUF record.

Missing Local Call DUF Records (Representative List)

Date	Connect Time	To Number	Duration (minutes)	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 19	15:14	404 633-5251	2	404 633-3674	Orig # Not UNE until 11/26/99. KPMG should not have expected a DUF record for this call.	Not in File	4	D order for UNE account eff 11/26 posted 11/26, N order for UNE eff 11/26 posted 12/09.. . Without the detail history in the Billing System, we cannot determine why this call was not delivered to KPMG
Nov 20	10:44	404 633-5740	1	404 633-5809	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/17. Without the detail history in the Billing System, we cannot determine why this call was not delivered to KPMG
Nov 20	09:38	706 236-9492	1	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Without the detail history in the Billing System, we cannot determine why this call was not delivered to KPMG

Date	Connect Time	To Number	Duration (minutes)	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	10:30	706 722-4955	2	706 722-2879	Could not find any record of call, and switch Recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage should have erred as a 6M (message dated after disconnect) error code.. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation.
Nov 19	10:34	706 722-2879	4	706 722-4087	Orig # not UNE until 11/26/99. KPMG should not have expected a DUF record for this call.	11/26	5	D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. Usage should have erred as a 6M (message dated after disconnect) error code.. Without the detail history in the Billing System, we cannot determine why Usage Reference 5 call was delivered to KPMG
Nov 18	10:25	706 722-4181	1	706 722-6207	Orig # not UNE until 11/19/99. KPMG should not have expected a DUF record for this call.	11/19	1	D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/19 posted 11/22. This call was most likely processed during the timeframe when the account was not UNE (after the D order). Usage should have erred as a 6M (message dated after disconnect) error code.. The usage sent in reference 1 could have been sent to BellSouth's Retail Usage system where it would have been sent out the ODUF process when the new N account was setup (reguide).
Nov 20	10:08	770 933-8526	1	770 933-8523	SO NDNP65 in PCX Status, not posted as of 2/21/00. This call is treated as a non-UNE call since the service order is not posted.	Not in File	6	D order for UNE account eff 11/11 posted 11/17, N order for UNE eff 11/17 posted 03/03. This call was most likely processed during the timeframe when the account was not UNE (after the D order). Usage should have erred as a 6M (message dated after disconnect) error code.. The usage sent in reference 6 should not have been sent based on the above dates. Without the detail history in the Billing System, we cannot determine why Usage Reference 6 call was delivered to KPMG

Date	Connect Time	To Number	Duration (minutes)	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	11:50	770 933-8523	1	770 933-8526	Org # Not UNE until 11/26/99. KPMG should not have expected a DUF record for this call.	11/26	3	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. Usage should have erred as a 6M (message dated after disconnect) error code. The usage sent in reference 3 could have been processed on another date, and sent to the BellSouth's Retail Usage system where it was re-guided, and sent to the BIBS (UNE) system where it was then sent to ODUF.

Directory Assistance

Fifteen directory assistance ("411" and "NPA 555-1212") calls were found to have no corresponding DUF record.

Missing Directory Assistance DUF Records (Representative List)

Date	Connect Time	From Number	Local / Long Distance	Call Completion	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	15:00	706 236-9492	Local	Yes	Usage erred as a 6M (message dated after disconnect) error code. Disconnect order effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation.	11/17	7	D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage should have erred as a 6M (message dated after disconnect) error code. Usage Reference 7 call was probably not processed until 11/22 (weekend data), and order was posted by that time, and the message was delivered to KPMG
Nov 18	15:10	706 236-9492	Local	Yes	Usage erred as a 6M (message dated after disconnect) error code. Disconnect order effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation.	11/17	7	D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage should have erred as a 6M (message dated after disconnect) error code. Usage Reference 7 call was probably not processed until 11/22 (weekend data), and order was posted by that time, and the message was delivered to KPMG
Nov 18	15:25	706 236-9492	LD	Yes	Usage erred as a 6M (message dated after disconnect) error code. Disconnect order effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation.	11/17	7	D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage should have erred as a 6M (message dated after disconnect) error code. Usage Reference 7 call was probably not processed until 11/22 (weekend data), and order was posted by that time, and the message was delivered to KPMG
Nov 18	14:53	706 236-9677	Local	Yes	See Record # 4 sent 11/23/99 below			D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. See Record # 4 sent 11/23/99 below.

Date	Connect Time	From Number	Local / Long Distance	Call Completion	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	15:01	706 236-9677	LD	Yes	See Record # 5 sent 11/23/99 below			D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. See Record # 5 sent 11/23/99 below.
Nov 19	08:54	706 236-9677	Local	Yes	See Record # 10 sent 11/23/99 below			D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. See Record #10 sent 11/23/99 below.
Nov 18	13:55	912 741-5953	LD	Yes	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		N effective 11/17 posted 11/18. We feel that the timing of the message and the order posting so close together caused this call not being delivered. This usage was probably erred as a 6M (message dated after disconnect) error code and unbilled.
Nov 18	14:13	912 741-5953	Local	Yes	See Record # 7 sent 11/23/99 below			N effective 11/17 posted 11/18. See Record # 7 sent 11/23/99 below.
Nov 18	17:13	912 741-7059	Local	No	Usage erred as a 6M (message dated after disconnect) error code. Disconnect order Effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation.	8/28	8	D order for 1FB eff 09/17 posted 9/17, N order for UNE eff 11/7 posted 11/19. Usage erred as a 6M (message dated after disconnect) error code. Disconnect order Effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation. The message in usage reference 8 was dated 11/19 (the day the order posted), and should have been delivered to KPMG
Nov 18	17:27	912 741-7059	LD	Yes	Usage erred as a 6M (message dated after disconnect) error code. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation. The record that we based this reply on has a connect:time of 17:21 not 17:27	8/28	8	D order for 1FB eff 09/17 posted 9/17, N order for UNE eff 11/7 posted 11/19. Usage erred as a 6M (message dated after disconnect) error code. Disconnect order Effective on 11/17. Usage was not processed or billed because the volume of messages erring on this account was less than the threshold needed for investigation. The message in usage reference 8 was dated 11/19 (the day the order posted), and should have been delivered to KPMG

KPMG Missing DA Records

Number 4 DA Sent 11/23/99

NOTE: NO DACC, only a DA record
10013299111810706236967700006706411000000000000000000014555900003550200063000041000070001000057000000010993030007062369677ROMEG
ADA 35 00000000010000000000000000

Number 5 DACC Sent 11/23/99
10013299111810706236967700006706411000000000000000000014595600003590200063000041000070001000057000000010991420007062369677ROMEG
ADA 35 00000000010000000000000000

10011899111810706236967700010706232700000000000000000015010000000720200063000041000070001000057000000010990000007062369677ROMEG
ALOCAL CALL 35 00000000010300000000000000

10010199111810706236967700010706232700000000000000000015010000000720200063000041000070001000057000000010990000007062369677ROMEG
ALOCAL CALL 35 00000000010000000000000000

Number 7 DACC Sent on 11/23/99
NOTE: Call dated 11/19 not 11/18. Could this be a KPMG logging error?
10013299111910912741595300006912411000000000000000000014115900004530200316000041000070001000057000000011330320009127415953MACON

10011899111910912741595300010912477111000000000000000014125300023500200316000041000070001000057000000011330000009127415953MACON

10010199111910912741595300010912477111000000000000000014125300023500200316000041000070001000057000000011330000009127415953MACON

Number 10 Toll Call Sent on 11/23/99
Note: Since toll call below lasted for over 2 mins. and there were no other calls around this time, could this be a logging error at KPMG (type of call)?

10010199111910706236967700010404222313100000000000000008534400214760200063000041000070001000057000000001301300007062369677ROME

WATS Calls

Thirty-one completed WATS ("800", "877", "888") calls were found to have no corresponding DUF record.

Missing WATS DUF Records (Representative List)

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 19	11:30	800 207-4512	1	404 633-3674	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	Not in File	4	D order for UNE account eff 11/26 posted 11/26, N order for UNE eff 11/26 posted 12/09.. . Without the detail history in the Billing System, we cannot determine why this was not delivered, and the call in usage reference 4 was delivered to KPMG
Nov 20	10:42	603 382-9705	56	404 633-5251	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19. **KPMG needs to examine this call record and log since 603 is not a Wats number.**
Nov 18	12:07	888 699-2364	1	404 633-5981	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19.. . Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 19	11:40	800 888-4848	2	706 236-9042	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22.. . Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 20	10:36	800 888-8000	1	706 236-9492	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/22. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 18	15:16	888 255-7669	1	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 19	10:47	888 820-2265	3	706 722-4181	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	9	D order for TNP account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access. . Without the detail history in the Billing System, we cannot determine why the call in usage reference 9 was delivered to KPMG
Nov 19	12:06	888 624-6633	1	706 722-4955	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/17. Without the detail history in the Billing System, we cannot determine why this call was delivered to KPMG
Nov 19	14:36	877 762-2667	1	770 933-8170	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	10	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system. Without the detail history in the Billing System, we cannot determine why the reference 10 record was sent.
Nov 18	14:56	800 284-4886	2	770 933-8526	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	3	D order for UNE account eff 11/18 posted 11/18, N order for UEP eff 11/26 posted 11/26. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, BellSouth would have billed the access. Currently there is no Re-guiding process between CABS and the UNE billing system. The usage sent in reference 3 would have been sent to BellSouth's Retail Usage system where it was re-guided, and sent to the BIBS (UNE) system where it was then sent to ODUF..
Nov 18	18:29	800 207-4512	1	912 741-6758	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		N order for UNE eff 11/17 posted 11/18. This call was most likely processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, BellSouth would have billed the access. Currently there is no Re-guiding process between CABS and the UNE billing system.

Date	Connect Time	To Number	Duration (minutes)	From Number	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	13:06	800 888-8000	1	912 746-7876	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		Originating number is Resale. Term Number is BST customer. No ODUF or ADUF records would be passed to KPMG on this call.

Long Distance Calls

One hundred eighty-five completed long distance calls were found to have no corresponding DUF record.

Missing Long Distance DUF Records (Representative List)

Date	Connect	To	Duration	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	09:33	912 471-9199	1	404 633-5981	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19.. . Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 19	09:22	603 382-9705	1	706 236-9677	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for TNP account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/19. Usage would have been sent to CABS Billing system since there was no UNE guide on date of call. BellSouth would have billed the access.
Nov 19	09:21	603 382-9705	7	706 722-2879	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19. This usage could have been processed during a timeframe when the first UNE account was disconnected, and the 2nd UNE was not established. We feel the usage was not delivered due to timing. This usage would have been passed to CABS billing system. Currently there is no process to re-guide messages from the CABS system to the UNE system (BIBS).
Nov 19	15:07	415 863-8500	1	706 722-4087	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	5	D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. This usage could have been processed during a timeframe when the first UNE account was disconnected, and the 2nd UNE was not established. We feel the usage was not delivered due to timing. This usage would have been passed to CABS billing system, and the access billed by BellSouth

Date	Connect	To	Duration	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	17:00	912 741-7059	3	706 722-4181	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	1	From number: D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. This usage could have been processed during a timeframe when the first UNE account was disconnected, and the 2nd UNE was not established. This usage would have been passed to CABS billing system, and the access billed by BellSouth TO number: D order for UNE account eff 11/17 posted 11/19, N order for UNE eff 11/17 posted 11/19. This usage could have been processed during the timeframe when the account was not UNE. The usage would have been sent to CABS Billing system, and billed to a carrier. The usage sent in reference 1 could have been sent to BellSouth's Retail Usage system where it would have been sent out the ODUF process where the new N account was setup.
Nov 20	10:03	603 382-9705	1	706 722-4953	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/17.. . Without the detail history in the Billing System, we cannot determine why the call was not delivered to KPMG
Nov 18	15:45	770 933-8170	4	706 722-4955	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		From Number: D order for UNE account eff 11/17 posted 11/17, N order for UNE eff 11/17 posted 11/17. Without the detail history in the Billing system, we cannot determine why the originating access record was not delivered to KPMG To Number: D order for UNE account eff 11/18, N order for UNE eff 11/26 posted 11/26. The Terminating Access record was most likely processed during the timeframe when the account was not UNE. This usage would have been sent to CABS billing system where BellSouth would have billed the carrier

Date	Connect	To	Duration	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 18	15:57	706 722-4181	3	770 933-8523	Orig # not UNE, Term # not UNE until 11/26/99. KPMG should not have expected a record for this call.	Not in File	6	From Number: D order for UNE account eff 11/11 posted 11/16, N order for UNE eff 11/17 posted 03/03. The originating access record would have been sent to the CABS billing system, and the access billed to the carrier. To Number: D order for UNE account eff 11/18, posted 11/18, N order for UNE eff 11/26 posted 11/26. The Terminating Access record was most likely processed during the timeframe when the account was not UNE. This usage would have been sent to CABS billing system where BellSouth would have billed the carrier. The message in Usage Reference 6 was most likely sent to the Retail Billing system where it was re-guided and sent to the ODUF process. Currently there is no process to reguide message from the CABS system to the UNE system.
Nov 20	10:26	912 741-6758	1	770 933-8526	Orig # not UNE until 11/26/99. KPMG should not have expected a record for this call.	11/26	12	From Number: D order for UNE account eff 11/18 posted 11/18, N order for UNE eff 11/26 posted 11/26. The originating access record would have been sent to the CABS billing system, and the access billed to the carrier. To Number: N order for UNE eff 11/17 posted 11/18. The Terminating Access record was most likely processed during the timeframe when the account was not UNE. This usage would have been sent to CABS billing system where BellSouth would have billed the carrier. The message in Usage Reference 12 was most likely sent to the Retail Billing system where it was re-guided and sent to the ODUF process. Currently there is no process to reguide message from the CABS system to the UNE system.

Date	Connect	To	Duration	From	BellSouth Response	SED	Usage Reference	Updated BellSouth Response with our understanding of what should have happened to usage:
Nov 20	10:02	404 633-5740	1	912 741-4774	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		From Number: N order for UNE eff 11/17 posted 11/18. The originating access record would have been sent to the CABS billing system, and the access billed to the carrier. To Number: N order for UNE eff 10/15 posted 10/18. Without the detail history in the Billing System, we cannot determine why the Terminating Access record was not passed to KPMG
Nov 20	09:46	404 633-5740	1	912 741-5953	Could not find any record of call, and switch recording records were not available due to the age of the calls.	NA		From Number: N order for UNE eff 11/17 posted 11/18. Without the detail history in the Billing System, we cannot determine why the originating access record may have not been sent to KPMG To Number: N order for UNE eff 10/05 posted 10/18. Without the detail history in the Billing System, we cannot determine why the Terminating Access record was not passed to KPMG

Additional BellSouth Response

BellSouth's responses to the individual occurrences have been incorporated into the tables.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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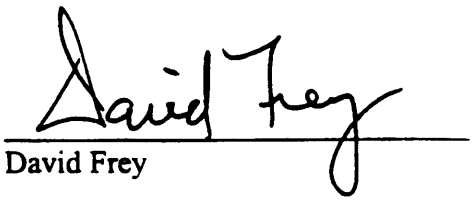
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This 30th day of March 2000.



David Frey

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EXECUTIVE SECRETARY
G.P.S.C.

March 30, 2000

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW, Room 520
Atlanta, GA 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG Consulting LLC's Exceptions 31, 32 and 33 along with BellSouth's responses for filing in the above referenced matter.

I would appreciate your filing same and returning a copy stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey
Manager

Enclosures

cc: Parties of Record

Date: March 19, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth's electronic ordering systems (TAG and EDI) do not adequately support CLEC requests for Directory Listings associated with UNE loop customers.

Background: BellSouth's ordering documentation indicates that all data elements associated with the Directory Listing (DL) form on Loop Service (LS) requests (REQ TYPE A) are "Not Applicable".[1] While DL requests associated with other service delivery types (e.g., UNE Port, UNE Loop-Port Combination) can be accommodated on the original service request, DL requests in association with UNE Loop orders are not accepted on the actual Loop transaction.

KPMG's BellSouth Customer Support Manager (CSM) informed the ordering team that two separate service requests are required for related LS and DL orders. These two service requests are:

1. Loop Service Request - REQ TYPE A
2. Directory Listing Request - REQ TYPE J

KPMG's CSM further indicated that in order to coordinate the service establishment dates, these two transactions should be linked utilizing the Related Purchase Order Number (RPON) data element on the service request. According to KPMG's CSM, all transactions submitted using the RPON functionality automatically fall out for manual handling.

Directory Listing for UNE Loop Customers: The existing BellSouth requirements for ordering LS and DL present a number of deficiencies:

- The LS with DL ordering process is not documented.
- Two separate transactions are required.
- The related transactions result in a more complicated error resolution process. When one transaction within the RPON'd order set (the LS or DL request) is clarified back to the CLEC, the related transaction is subsequently sent back as well, requiring the CLEC to submit 2 supplements.

[1] BellSouth's *Local Exchange Ordering (LEO) Guide, Volume 1, Issue 7N, January 2000, Section 7.*

- Use of the RPON field means the LS request will not flow through[2].

Impact

BellSouth's ordering process for Loop Service with Directory Listing service requests may impact a CLEC in the following ways:

Increase in operating costs. The amount of CLEC coordination required to generate multiple transactions for one customer, monitor responses on both transactions, and send supplements on both transactions adds a significant amount of time and cost to the CLEC ordering process.

Decrease in customer satisfaction. Delays associated with handling multiple purchase orders for one customer, coupled with potential delays caused by the orders' non-flow through status, will result in overall slower service delivery for a CLEC's end users. Slow service will decrease CLEC customer satisfaction.

[2] BellSouth represented to KPMG that UNE Loops with DL are flow-through transactions. However, during testing, KPMG discovered that UNE Loop with DL orders are not flow-through.

BELLSOUTH

March 27, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth's electronic ordering systems (TAG and EDI) do not adequately support CLEC requests for Directory Listings associated with UNE loop customers.

Background: BellSouth's ordering documentation indicates that all data elements associated with the Directory Listing (DL) form on Loop Service (LS) requests (REQ TYPE A) are "Not Applicable".[1] While DL requests associated with other service delivery types (e.g., UNE Port, UNE Loop-Port Combination) can be accommodated on the original service request, DL requests in association with UNE Loop orders are not accepted on the actual Loop transaction.

KPMG's BellSouth Customer Support Manager (CSM) informed the ordering team that two separate service requests are required for related LS and DL orders. These two service requests are:

1. Loop Service Request - REQ TYPE A
2. Directory Listing Request - REQ TYPE J

KPMG's CSM further indicated that in order to coordinate the service establishment dates, these two transactions should be linked utilizing the Related Purchase Order Number (RPON) data element on the service request. According to KPMG's CSM, all transactions submitted using the RPON functionality automatically fall out for manual handling.

Directory Listing for UNE Loop Customers: The existing BellSouth requirements for ordering LS and DL present a number of deficiencies:

- The LS with DL ordering process is not documented.
- Two separate transactions are required.
- The related transactions result in a more complicated error resolution process. When one transaction within the RPON'd order set (the LS or DL request) is clarified back to the CLEC, the related transaction is subsequently sent back as well, requiring the CLEC to submit 2 supplements.

---

[1] BellSouth's *Local Exchange Ordering (LEO) Guide, Volume 1, Issue 7N, January 2000, Section 7.*

- Use of the RPON field means the LS request will not flow through[2].

Impact

BellSouth's ordering process for Loop Service with Directory Listing service requests may impact a CLEC in the following ways:

Increase in operating costs. The amount of CLEC coordination required to generate multiple transactions for one customer, monitor responses on both transactions, and send supplements on both transactions adds a significant amount of time and cost to the CLEC ordering process.

Decrease in customer satisfaction. Delays associated with handling multiple purchase orders for one customer, coupled with potential delays caused by the orders' non-flow through status, will result in overall slower service delivery for a CLEC's end users. Slow service will decrease CLEC customer satisfaction.

BellSouth Response

Loop service is identified by a circuit number not a telephone number. Therefore, circuit numbers are used to provision and identify customer service records (CSRs) for Loop service. UNE Port (REQTYP F) and UNE Port-Loop Combination (REQTYP M) services are telephone number identified. BellSouth lists only dialable telephone numbers in the directory, not circuit numbers.

Section 2.6 of the LEO-IG, Volume 1, Issue 7O, which was posted March 20, 2000, provides a table that illustrates the ordering requirements for provisioning different types of service requests. The table clearly indicates only fields associated with LSR, EU and Loop forms are applicable for REQTYP A – Loop Service Requests.

If CLECs want to associate the loop and directory listing LSRs, they can do so by populating the RPON field. CLECs are not required to use the RPON field or request BellSouth to coordinate Loop and Directory Listing requests. CLECs may simply request the same due date on the Loop and Directory Listing LSRs submitted to BellSouth.

If this functionality is desired, it would need to be submitted through the normal change control process where it would be evaluated and considered for development.

[2] BellSouth represented to KPMG that UNE Loops with DL are flow-through transactions. However, during testing, KPMG discovered that UNE Loop with DL orders are not flow-through.

Date: February 16, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth delivered Firm Order Confirmations (FOCs) on transactions after issuing Clarifications (CLR).

According to BellSouth ordering documentation, a CLR is delivered to a CLEC when BellSouth receives a service order containing an error[1].

Issuance of a CLR indicates that order processing cannot continue without further error-free information. Therefore, when a CLR has been transmitted to a CLEC on a service order, BellSouth service processing should cease[2].

As of February 16, KPMG identified eight transactions that received an FOC after receiving a CLR for the same transaction

Firm Order Confirmations delivered after receipt of Clarifications

PON	VER	CC	CLR Received	FOC Received
329A212PTI100003	00	9992	12/17/99	12/20/99
415A213PTM000001	00	9991	12/09/99	12/09/99
625A214PTJ100001	05	9991	12/10/99	12/22/99
403A223PTM100003	00	9994	02/10/00	02/10/00
626A224PTJ100002	04	9991	12/13/99	12/13/99
402E223PTM000002	03	9994	01/18/00	01/18/00
441C214PEM000001	00	9991	01/14/00	01/18/00
417X223PTM000002	01	9991	01/14/00	01/14/00

Impact

By generating a second response on a transaction, BellSouth could cause significant disruption to the CLEC ordering process. For example, a CLEC is likely to submit a Supplement following receipt of a CLR on an initial transaction. Receipt of an FOC on the initial transaction subsequent to submission of a Supplement would introduce

[1] *Local Exchange Ordering (LEO) Guide Volume 1, Issue 7N*, January 2000, Section 2.4.

[2] According to the *LEO Guide, Section 2.4*: "Requests for service cannot be processed until a complete and accurate LSR has been received."

confusion into the order management process. The effort required to investigate the reason for the FOC on a transaction that already received a prior response would add additional time and cost to the CLEC's ordering process.

BELLSOUTH

March 16, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth delivered Firm Order Confirmations (FOCs) on transactions after issuing Clarifications (CLR).

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As of February 16, KPMG identified eight transactions that received an FOC after receiving a CLR for the same transaction

Firm Order Confirmations delivered after receipt of Clarifications

PON	VER	CC	CLR Received	FOC Received	BellSouth Response
329A212PTI100003	00	9992	12/17/99	12/20/99	Agree, PON clarified for invalid ACTL. The individual Service Rep was covered when the incident occurred.
415A213PTM000001	00	9991	12/09/99	12/09/99	Agree, PON clarified in error. LCSC service reps covered on 2/01/00 on proper procedures for processing suspend/restore requests.
625A214PTJ100001	05	9991	12/10/99	12/22/99	Agree, PON clarified in error. LCSC service reps covered 1/3/00 on proper procedures on hunting sequences.
403A223PTM100003	00	9994	02/10/00	02/10/00	Disagree, PON clarified for Bill Information being different from Q account. Through conversations, the correct process for changin billing info was furnished. The LCSC agreed not to continue to clarify if this was the only error on the LSR and agreed to process the clarified PON.

[1] *Local Exchange Ordering (LEO) Guide Volume 1, Issue 7N*, January 2000, Section 2.4.
[2] According to the *LEO Guide, Section 2.4*: "Requests for service cannot be processed until a complete and accurate LSR has been received."

626A224PTJ100002	04	9991	12/13/99	12/13/99	Disagree, PON clarified 12/13/99 for incorrec USOCs and on 12/29/99 automatically cancell by the system. An FOC was never sent by BellSouth.
402E223PTM000002	03	9994	01/18/00	01/18/00	Agree, PON clarified in error and was subsequently cancelled by the system. An FO was never sent by BellSouth.
441C214PEM000001	00	9991	01/14/00	01/18/00	Agree, PON clarified in error. LCSC service covered on 2/01/00 on proper procedures for processing suspend/restore requests.
417X223PTM000002	01	9991	01/14/00	01/14/00	Disagree, PON clarified for incorrect cable an pair.

Impact

By generating a second response on a transaction, BellSouth could cause significant disruption to the CLEC ordering process. For example, a CLEC is likely to submit a Supplement following receipt of a CLR on an initial transaction. Receipt of an FOC on the initial transaction subsequent to submission of a Supplement would introduce confusion into the order management process. The effort required to investigate the reason for the FOC on a transaction that already received a prior response would add additional time and cost to the CLEC's.

Additional BellSouth Response

See above table for responses to specific PONs. BellSouth agrees that 5 of the 8 transactions were clarified in error which resulted in FOCs being sent after clarifications. BellSouth Service reps were retrained on the specific issues on the indicated dates. BellSouth disagrees with 3 of the identified instances.

Date: March 14, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Documentation Evaluations (O&P-8 and O&P-9) and the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth's *Local Exchange Ordering Guide - Volume 1, Version N (LEO Guide)* does not define data element requirements and valid entries for loop service requests.

KPMG has identified a documentation defect associated with BellSouth's *LEO Guide*. The documentation does not adequately define rules for correctly populating the Billing Account Number (BI1, BAN1, BI2, BAN2) fields for SL1 and SL2 loop orders. Additionally, the stated requirements for the LOCBAN data element for loop migrations are incorrect.

Specific issues include the following:

1. **The *LEO Guide* does not discuss circumstances under which more than one BAN is required for an order type.** Bills for a particular account cannot be accurately generated if all applicable BANs are not included in cases where more than one is required. In some cases, service orders may even fail if all applicable BANs are not included. BAN requirements vary by order requisition and activity type. The *LEO Guide* does not mention any circumstances requiring more than one BAN for a particular order type.

2. **The *LEO Guide* does not state the BAN sequence when more than one BAN is to be used.** BellSouth's order validation process depends on the BAN sequence in cases where more than one BAN is required. If the sequence is not correct, in some cases a service order may receive an error.

3. **The *LEO Guide* does not state that a Carrier Access Billing System (CABS) account number should be used with an SL2 loop order, or that a Miscellaneous Account Number (MAN) should be used with an SL1 loop order.** BellSouth LCSC informed KPMG that an SL2 loop order should include a CABS account number, and that an SL1 loop order should include a MAN. If SL1 and SL2 loop orders are not submitted with the correct account numbers, a service order will receive an error. However, the *LEO Guide* does not state this fact.

4. **The *LEO Guide* does not clearly define requirements for all Activity Types for the LOCBAN data element.** The existing LOCBAN rules apply for new loop installations, but appear to create errors on loop migration orders[1].

The following table details new loop installation requests for which KPMG received Firm Order Completions (FOCs) on orders populated according to the business rules documented in the *LEO Guide.*

PON	VERSION	CC	Order Type	Loop Type	LOCBAN	Result
301A212PEH100006	03	9994	AB/A	SL1	404M382906906	FOC
303A222PEH101001	03	9994	AB/A	SL2	706N250047047	FOC

The following table details loop migration requests for which KPMG received errors on orders populated according to the business rules in the *LEO Guide.*

PON	Version	CC	Order Type	Loop Type	LOCBAN	Result
305A122PTH103001	00	9994	AB/V	SL1	912U305160160	ERROR
307A222PTH100014	02	9994	AB/V	SL2	706N250047047	ERROR

KPMG referred these errors to BellSouth. BellSouth advised KPMG that for loop migrations, the LOCBAN must be populated with a dialable TN (customer's original account number). This information conflicts with the information in the *LEO Guide.*

Following BellSouth's advice, KPMG submitted loop migration orders with dialable TNs. The following table details loop migrations (ACT TYPE V) for which KPMG received FOCs by populating the LOCBAN data field with a dialable TN.

PON	Version	CC	Order Type	Loop Type	LOCBAN	Result
305A112PTH100001	18	9994	AB/V	SL1	9127501013831	FOC
311F212PEH100002	00	9994	AB/V	SL2	7068285950025	FOC

Impact:

The absence of clearly defined data element requirements and valid entries for loop service requests will impact CLECs in the following ways:

[1] BellSouth *Local Exchange Ordering Guide, Volume 1, Issue 7N, Section 5.5.3.1 (LOCBAN data element). Note 1: (REQ TYPE = A)* - For Designed Loops the LOCBAN must be the ACCESS miscellaneous account. *Note 2: (REQ TYPE = A)* - For Designed Loops the BAN1 must be the same as the ACCESS miscellaneous account LOCBAN. *Note 3: (REQ TYPE = A)* - For non-designed loops the LOCBAN must be a CRIS miscellaneous number.

Increased operating costs. A lack of clear business rules may result in errors on CLEC loop migration orders. As a result, CLECs will be required to utilize additional resources to investigate these errors and to re-submit these service requests.

Decreased customer satisfaction. Errors on loop migration service requests may result in a CLEC experiencing delays in providing service to their customers. Additionally, if service is provided with incorrect billing information, CLECs will receive incorrect bills that will be passed along to end-users. Service delays and incorrect bills will lower CLEC customer satisfaction.

BELLSOUTH

March 23, 2000

EXCEPTION REPORT

An exception has been identified as a result of the EDI and TAG Order Documentation Evaluations (O&P-8 and O&P-9) and the EDI and TAG Order Functional Tests (O&P-1 and O&P-2).

Exception:

BellSouth's *Local Exchange Ordering Guide - Volume 1, Version N (LEO Guide)* does not define data element requirements and valid entries for loop service requests.

KPMG has identified a documentation defect associated with BellSouth's *LEO Guide*. The documentation does not adequately define rules for correctly populating the Billing Account Number (BI1, BAN1, BI2, BAN2) fields for SL1 and SL2 loop orders. Additionally, the stated requirements for the LOCBAN data element for loop migrations are incorrect.

Specific issues include the following:

1. **The *LEO Guide* does not discuss circumstances under which more than one BAN is required for an order type.** Bills for a particular account cannot be accurately generated if all applicable BANs are not included in cases where more than one is required. In some cases, service orders may even fail if all applicable BANs are not included. BAN requirements vary by order requisition and activity type. The *LEO Guide* does not mention any circumstances requiring more than one BAN for a particular order type.

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3. **The *LEO Guide* does not state that a Carrier Access Billing System (CABS) account number should be used with an SL2 loop order, or that a Miscellaneous Account Number (MAN) should be used with an SL1 loop order.** BellSouth LCSC informed KPMG that an SL2 loop order should include a CABS account number, and that an SL1 loop order should include a MAN. If SL1 and SL2 loop orders are not submitted with the correct account numbers, a service order will receive an error. However, the *LEO Guide* does not state this fact.

4. **The *LEO Guide* does not clearly define requirements for all Activity Types for the LOCBAN data element.** The existing LOCBAN rules apply for new loop installations, but appear to create errors on loop migration orders[1].

   The following table details new loop installation requests for which KPMG received Firm Order Completions (FOCs) on orders populated according to the business rules documented in the *LEO Guide.*

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The following table details loop migration requests for which KPMG received errors on orders populated according to the business rules in the *LEO Guide.*

PON	Version	CC	Order Type	Loop Type	LOCBAN	Result
305A122PTH103001	00	9994	AB/V	SL1	912U305160160	ERROR
307A222PTH100014	02	9994	AB/V	SL2	706N250047047	ERROR

KPMG referred these errors to BellSouth. BellSouth advised KPMG that for loop migrations, the LOCBAN must be populated with a dialable TN (customer's original account number). This information conflicts with the information in the *LEO Guide.*

Following BellSouth's advice, KPMG submitted loop migration orders with dialable TNs. The following table details loop migrations (ACT TYPE V) for which KPMG received FOCs by populating the LOCBAN data field with a dialable TN.

PON	Version	CC	Order Type	Loop Type	LOCBAN	Result
305A112PTH100001	18	9994	AB/V	SL1	9127501013831	FOC
311F212PEH100002	00	9994	AB/V	SL2	7068285950025	FOC

Impact:

The absence of clearly defined data element requirements and valid entries for loop service requests will impact CLECs in the following ways:

[1] BellSouth *Local Exchange Ordering Guide, Volume 1, Issue 7N, Section 5.5.3.1 (LOCBAN data element). Note 1: (REQ TYPE = A)* - For Designed Loops the LOCBAN must be the ACCESS miscellaneous account. *Note 2: (REQ TYPE = A)* - For Designed Loops the BAN1 must be the same as the ACCESS miscellaneous account LOCBAN. *Note 3: (REQ TYPE = A)* - For non-designed loops the LOCBAN must be a CRIS miscellaneous number.

Increased operating costs. A lack of clear business rules may result in errors on CLEC loop migration orders. As a result, CLECs will be required to utilize additional resources to investigate these errors and to re-submit these service requests.
Decreased customer satisfaction. Errors on loop migration service requests may result in a CLEC experiencing delays in providing service to their customers. Additionally, if service is provided with incorrect billing information, CLECs will receive incorrect bills that will be passed along to end-users. Service delays and incorrect bills will lower CLEC.

BellSouth Response

The LEO IG does not discuss circumstances under which more than one BAN is required for an order type.

BST will elaborate on the usage of the multiple BANs when requesting service. This expansion of the existing usage notes will be captured in an update of the LEO-IG, Volume 1 on April 7, 2000.

The LEO Guide does not state the BAN sequence when more than one BAN is to be used.

BST will elaborate on the sequence of the multiple BANs when requesting service. This expansion of the existing usage notes will be captured in an update of the LEO-IG, Volume 1 on April 7, 2000.

The LEO Guide does not state that a Carrier Access Billing System (CABS) account number should be used with an SL2 loop order; or that a Miscellaneous Account Number (MAN) should be used with an SL1 loop order.

Usage notes in the LOCBAN field were enhanced to communicate that the CABS account number must be populated in the LOCBAN field for SL2 loops and a CRIS miscellaneous account number must be populated in the LOCBAN field for SL1 loops. These enhancements were made in the LEO-IG, Volume 1, Issue 7O that was posted 3/20/00.

The LEO Guide does not clearly define requirements for all Activity Types for the LOCBAN data element.

Pre-existing notes on the LOCBAN field were enhanced to specify ACT types relevant to "new install". Additionally, a note was added to reflect: REQTYP A, ACT V, the LOCBAN must be the 10 digit dialable telephone number being converted. These enhancements were made in the LEO-IG, Volume 1, Issue 7O that was posted 3/20/00.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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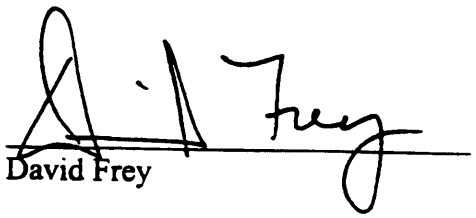
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This 30th day of March 2000.



David Frey

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March 31, 2000

RECEIVED
MAR 3 1 2000
EXECUTIVE SECRETARY
G.P.S.C.

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW
Atlanta, GA 30334

Dear Ms. O'Leary:

Re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U.

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of eight sections of the *BellSouth - Georgia OSS Evaluation Master Test Plan, Version 4.1*. These sections are intended to update the versions of the document filed with the Commission on October 18, 1999, October 26, 1999, December 16, 1999 and January 27, 2000.

The updated document contains material that is designed to provide the Commission and other interested parties with additional detail about various aspects of the evaluation.

The updated document does not constitute a change in direction with respect to the testing, nor is it in conflict with the Commission's July 2, 1999 order approving BellSouth's Third Party Testing Plan.

Please file the document and return one (1) file-stamped copy of the document to us in the enclosed envelope.

Thank you for your assistance in this matter.

Very truly yours,

KPMG Consulting LLC

David Frey
Manager

Enclosures

KPMG LLP. KPMG LLP, a U.S. limited liability partnership, is a member of KPMG International, a Swiss association.

CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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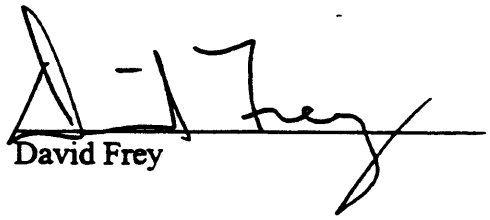
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David Frey

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EXECUTIVE SECRETARY
G.P.S.C.

BellSouth - Georgia
OSS Evaluation
Master Test Plan

~~Version 4.04.1~~

~~December 15, 1999~~March 28, 2000

BellSouth-Georgia OSS Evaluation
Master Test Plan
Document Organization Summary

I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Change Management Test Section	Describes the tests and methodologies to be applied to the Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria	Lists the process evaluation cirteria that will be collected as part of the Test.
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix F	References	Lists the references used in developing this document.
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

Section I

I. Document Control

A. Distribution

	Georgia Public Service Commission		
	David Burgess	Georgia Public Service Commissioner	3/31/2000
	Leon Bowles	Georgia Public Service Commission Staff	3/31/2000
	KPMG Consulting LLC		
	Michael Weeks	Engagement Partner	3/31/2000
	Ray Sears	Partner	3/31/2000
	David Frey	Engagement Manager	3/31/2000
	BellSouth		
	William Stacy	ICS Access Certification Program Sponsor	3/31/2000
	Bennett Ross	BellSouth Legal	3/31/2000

Figure I - I: Distribution List for Document

B. Approved By

David Burgess	Georgia Public Service Commissioner	
Leon Bowles	Georgia Public Service Commission Staff	

Figure I - II: Approval List for Document

C. Version Control

Draft 1.0	March 19, 1999	Draft version for project review.
Draft 2.0	May 21, 1999	Working draft for internal review.
Draft 2.1	May 25, 1999	Working draft for KPMG/BellSouth review.
Draft 2.2	May 27, 1999	Working draft for final review.
Final 1.0	May 29, 1999	Final copy for Georgia PSC review.
Version 2.0	Auguest 16, 1999	Revisions for corrections and clarifications.
Version 3.0	October 15, 1999	Revisions for corrections and clarifications.
Version 4.0	December 15, 1999	Revisions for corrections and clarifications.
Version 4.0	January 27, 2000	Revisions for corrections and clarifications
Version 4.1	March 28, 2000	Revisions for corrections and clarifications.

Figure I - III: Version Control

D. Revision Notes

Global Changes	
	None.
Test Plan Cover Page	
Entire Section	Date has been changed to 3/28/2000: Version has been changed to 4.1
II. Introduction	
	None.
III. Test Plan Framework	
	None.

IV. Pre-Order	
Entire Section	Date has been changed to 3/28/2000: Version has been changed to 4.1
Page IV-1	Figure IV-I: Pre-Ordering Test Cycles – Test cycle name change
Page IV-2	1.1 Description - Text and editorial changes
Pages IV-4 – IV-7	Figure IV-II: TAG Pre-Ordering Functional Test Scope – Function changes
Page IV-8	1.6 Exit Criteria - Text and editorial changes
Page IV-9	2.0 Pre-Ordering Performance Measures Evaluation – Test cycle name change
Page IV-9	2.1 Description – Text and editorial changes
Page IV-9	2.2 Objective – Text and editorial changes
Pages IV-10 – IV-11	Figure IV-III: Pre-Ordering Performance Measures Evaluation Test Scope – Test cycle name, sub-process and function changes
Pages IV-13 – IV-14	Figure IV-IV: TAG Pre-Ordering Document Review Test Scope – Sub-process and documentation changes
Page IV-14	3.4.1 Documents in Test Scope – Section added
V. Order	
Entire Section	Date has been changed to 3/28/2000: Version has been changed to 4.1
Pages V-1 – V-2	Figure V-I: Ordering and Provisioning Test Cycles – Test cycle name change
Page V-2	Figure V-I: Ordering and Provisioning Test Cycles – Product category changes
Page V-3	1.1 Description – Text and editorial changes
Pages V-4 – V-5	Figure V-II: EDI Functional Test Scope – Function changes
Pages V-7 – V-8	2.1 Description – Text and editorial changes
Pages V-9 – V-11	Figure V-III: TAG Functional Test Scope – Function changes
Page V-12	3.1 Description – Text and editorial changes
Page V-15	4.1 Description – Text and editorial changes
Page V-18	5.1 Description – Text and editorial changes
Pages V-19 – V-20	Figure V-VI: Provisioning Verification Test Scope – Sub-process and function changes
Page V-23	7.0 O&P-7: O&P Performance Measures Evaluation – Test cycle name change
Page V-23	7.1 Description – Text and editorial changes
Page V-23	7.2 Objective - Text and editorial changes
Pages V-24 – V28	Figure V-IX: O&P Performance Measures Evaluation Test Scope – Test cycle name, sub-process and function changes
Page V-29	8.0 O&P-8: EDI Documentation Evaluation – Layout change
Pages V-30 – V-31	Figure V-X: EDI Documentation Evaluation Test Scope – Sub-process and function changes
Pages V-31 – V-32	8.4.1 Documents in Test Scope – Section added
Page V-32	8.5 Test Activities – Text and editorial changes
Pages V-33 – V-35	Figure V-XI: TAG Documentation Evaluation Test Scope – Sub-process and function changes
Page V-35	9.4.1 Documents in Test Scope – Section added
Page V-36	10.1 Description – Text and editorial changes

VI. Billing	
Entire Section	Date has been changed to 3/28/2000; Version has been changed to 4.1
Page VI-1	Figure VI-I: Billing Test Cycles – Test cycle name change
Page VI-9	Figure IX-VI: Billing Systems Capacity Management Evaluation Test Scope – Text and editorial changes
Page VI-10	4.0 BLG-4: Billing Performance Measures Evaluation – Test cycle name change
Page VI-10	4.1 Description – Text and editorial changes
Page VI-10	4.2 Objective – Text and editorial changes
Pages VI-11 – VI-12	Figure VI-VIII: Billing Performance Measures Evaluation – Test cycle name, sub-process and function changes
Pages VI-13 – VI - 14	Figure VI-IX: CRIS/CABS Invoicing Document Review Test Scope – Sub-process and function changes
Page VI-16	Figure VI-X: ODUF/ADUF Usage Document Evaluation – Function changes
VII. Maintenance and Repair	
Entire Section	Date has been changed to 3/28/2000; Version has been changed to 4.1
Page VII-1	Figure VII-I: Maintenance & Repair Test Cycles – Test cycle name change
Pages VII-4 – VII-5	Figure VII-II: TAFI Functional Test Scope - Sub-process and function changes
Page VII-10	Figure VII-IV: ECTA Normal Volume Performance Test Scope – Function deletion
Page VII-12	Figure VII-V: ECTA Peak Volume Performance Test Scope – Function deletion
Page VII-16	7.0 M&R-7: M&R Performance Measures Evaluation – Test cycle name change
Page VII-16	7.1 Description – Text and editorial changes
Page VII-16	7.2 Objective – Text and editorial changes
Pages VII-17 – VII-19	Figure VII-VIII: M&R Performance Measures Evaluation Test Scope – Test cycle name, sub-process and function changes
Page VII-20	8.0 M&R-8: TAFI Documentation Evaluation – Layout changes
Page VII-21	Figure VII-IX: TAFI Documentation Evaluation Test Scope – Function changes
Page VII-22	8.4.1 Documents in Test Scope – Section added
Page VII-24	Figure VII-X: ECTA Documentation Evaluation Test Scope – Layout change
VIII. Change Management	
	None.
Appendix A: Product Selection & Description	
	None.
Appendix B1: Pre-Ordering Scenarios	

	None.
Appendix B2: Resale Ordering Scenarios	
	None.
Appendix B3: UNE Ordering Scenarios	
Entire Appendix	Date has been changed to 3/28/2000; Version has been changed to 4.1
Page 7	600 – Scenario added
Page B3-317	Scenario #600: A CLEC migrates 2 SL2 unbundled analog loops from BST – Scenario added
Appendix B4: Billing Scenarios	
	None.
Appendix B5: Maintenance & Repair Scenarios	
Entire Appendix	Date has been changed to 3/28/2000; Version has been changed to 4.1
Page 11	666 – Scenario deleted
Page B5-43	Scenario #666: CLEC reports trouble on resold Synchronet line to BST – Scenario deleted
Appendix C: Volume Analysis Methodology	
	None.
Appendix D1: Evaluation Criteria	
Entire Appendix	Date has been changed to 3/28/2000; Version has been changed to 4.1
Entire Appendix	Test Cross Reference column has been deleted
Page D1-6	Evaluation Measures – Measure and description changes
Pages D1-7 – D1-11	1.0 PRE-1: TAG Pre-Ordering Functional Test – Function and evaluation criteria changes
Pages D1-12 – D1-13	2.0 PRE-2: Pre-Ordering Performance Measures Evaluation – Test cycle name, sub-process, function and evaluation criteria changes
Pages D1-14 – D1-16	3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation – Sub-process, function and evaluation criteria changes
Page D1 - 17	4.0 PRE-4: TAG Normal Volume Performance – Layout changes
Pages D1-22 – D1-23	1.0 O&P-1: EDI Functional Test – Function and evaluation criteria changes
Pages D1-24 – D1-25	2.0 O&P-2: TAG Functional Test – Function and evaluation criteria
Pages D1-28 – D1-29	5.0 O&P-5: Provisioning Verification Test – Sub-process, function and evaluation criteria changes
Pages D1-31 – D1-36	7.0 O&P-7: O&P Performance Measures Evaluation – Test cycle name, sub-process, function and evaluation criteria changes
Pages D1-37 – D1-39	8.0 O&P-8: EDI Documentation Evaluation – Sub-process, function and evaluation criteria changes
Pages D1-40 – D1-42	9.0 O&P-9: TAG Documentation Evaluation – Sub-process, function and evaluation criteria changes

Pages D1-44 – D1-45	1.0 BLG-1: CRIS/CABS Invoicing Functional Test – Evaluation criteria changes
Page D1-46	2.0 BLG-2: ODUF/ADUF Usage Functional Test – Evaluation criteria changes
Pages D1-48 – D1-50	4.0 BLG-4: Billing Performance Measures Evaluation – Test cycle name, sub-process, function and evaluation criteria changes
Page D1-51	5.0 BLG-5: CRIS/CABS Invoicing Documentation Evaluation – Function and evaluation criteria changes
Page D1-52	6.0 BLG-6: ODUF/ADUF Documentation Evaluation – Function and evaluation criteria changes
Pages D1-53 – D1-55	1.0 M&R-1: TAFI Functional Test: Sub-process, function and evaluation criteria changes
Page D1-57	3.0 M&R-3: ECTA Normal Volume Performance Test – Function and evaluation criteria changes
Page D1-58	4.0 M&R-4: ECTA Peak Volume Performance Test – Function and evaluation criteria changes
Pages D1-61 – D1-63	7.0 M&R-7: M&R Performance Measures Evaluation – Test cycle name, sub-process, function and evaluation criteria changes
Pages D1-64 – D1-65	8.0 M&R-8: TAFI Documentation Evaluation – Sub-process, function and evaluation criteria changes
Page D1-67	10.0 M&R-10: M&R Process Evaluation – Evaluation criteria changes
Appendix D2: SQMs GA Performance Reports	
	None.
Appendix E: Test Cycles	
	None.
Appendix F: Reference Documents	
	None.
Appendix G: Glossary	
	None.
Flow-Through Evaluation	
	The scope of this work is under separate review.

Section IV

IV. Pre-Ordering Test Section

A. Overview

The purpose of this section is to define the specific pre-order tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The pre-ordering test scope is defined across the following test dimensions: interface, test objective, product category, and test technique. The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

PRE-1: TAG Pre-Ordering Functional Test	TAG	Functionality	Product Independent	Transaction Processing
PRE-2: Pre-Ordering Performance ~~Results Comparison~~ Measures Evaluation	TAG	Performance	Product Independent	Performance Comparison
PRE-3: TAG Pre-Ordering Documentation Evaluation	TAG	Documentation	Product Independent	Document Review/ Observation
PRE-4: TAG Pre-Ordering Normal Volume Test	TAG	Volume & Performance	Resale, UNE	Volume Transaction Processing
PRE-5: TAG Pre-Ordering Peak Volume Test	TAG	Volume	Resale, UNE	Volume Transaction Processing
PRE-6: Pre-Order Processing Systems Capacity Management Evaluation	TAG, Other Shared Systems	Processing Capacity	Resale, UNE	Inspection Interview

Figure IV-I: Pre-Ordering Test Cycles

Pre-order volume testing is addressed within the O&P normal and peak volume performance tests.

C. Test Cycles

1.0 PRE-1: TAG Pre-Ordering Functional Test

1.1 Description

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting pre-order transactions against BellSouth test-bed accounts. Pre-Orders will be submitted as both stand-alone transactions and as integrated pre-order/order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions.

TAG pre-ordering functionality and the documentation addressing its use will be tested in a cycle that will target customer service records, feature/service availability, telephone number assignment and cancellation, address validation, appointment availability and due date calculation. Transactions will be submitted using multiple "entry points" (e.g., circuit identifier and telephone number for CSRs, or telephone number and partial address for address validations), request types, customer types (where applicable), and central office switch locations.

This test will require BellSouth to establish a test bed of customer accounts against which the requisite pre-order service inquiries may be placed. The test scenarios to be used in the TAG Pre-Ordering Functional Test are described in **Appendix B-1: Pre-Ordering Scenarios**.

The Test Manager will coordinate efforts with BellSouth to ensure that, where appropriate and prior to beginning the test, BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance. Test cycle performance data will be collected and delivered to the Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation ~~Test~~ (PRE-2).

1.2 Objective

The objective of the TAG Functional Pre-Ordering Test is to evaluate the existence of TAG functionality for electronically ordered UNEs in accordance with the TAG documentation.

1.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- TAG documentation and training obtained.
- Test transaction tracking strategy identified.
- Target evaluation metrics identified.
- BellSouth and KPMG performance measurement tracking systems prepared to track test transactions.
- All appropriate SRT activities completed.
- Transaction submission tools installed and configured.
- BellSouth test-bed customer account data loaded and verified by the Test Manager.
- Expected results files completed.
- Integrated test management tools installed and configured.
- Test cases and test instances developed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

Validate Address	~~Create address validation request transaction.~~
	Create and ~~S~~send address request using BTN.
	Send address validation request using WTN.
	Send address validation request using partial address.
	Receive match response.
	Receive near-match response.
	Receive no-match response.
	Receive error response.
	Correct error(s).
	Resend address inquiry.
	Receive match response.
Retrieve CSR	~~Create CSR request transaction.~~
	Create and ~~S~~send CSR request using BTN.
	Send CSR request using WTN.
	Send CSR request using circuit identifier and state code.
	Send CSR request using miscellaneous account number.
	Send request for directory information only.
	Receive match response.

	Receive no-match response.
	Receive error response.
	Correct error(s).
	Resend CSR inquiry.
	Receive match response.
Determine Product / Service Availability	~~Create service availability request transaction.~~
	Create and ~~S~~send service availability (LPIC, PIC, Switch Service Availability) request transaction.
	Receive availability response.
	Receive error response.
	Correct error(s).
	Resend service availability inquiry.
	Receive availability response.
Request Available Telephone Number(s)	~~Create available telephone number request transaction.~~
	Create and ~~S~~send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc.).
	Send TN request for random number(s).
	Send TN request for a range of specific numbers.
	Send TN request for a range of random numbers.
	Receive available numbers response.
	Receive error response.
	Correct error(s).

	Resend available telephone number request.
	Receive available numbers response.
Reserve TN(s)	~~Create telephone number reservation transaction.~~
	Create and ~~S~~send reservation request for a single TN.
	Send reservation request for Multi-line Hunt.
	Send reservation request for Direct-In-Dial.
	Send reservation extension request.
	Receive confirmation response.
	Receive error response.
	Correct error(s).
	Resend TN reservation request.
	Receive confirmation response.
Cancel TN Reservation	~~Create telephone number reservation cancellation transaction.~~
	Create and ~~S~~send cancel reservation request for a single TN.
	Send cancel reservation request for Multi-line Hunt.
	Send cancel reservation request for Direct-In-Dial.
	Receive confirmation response.
	Receive error response.
	Correct error(s).
	Resend cancel TN reservation request.
	Receive confirmation response.

Determine Appointment Availability	~~Create appointment availability request transaction.~~
	Create and ~~S~~send request for appointment availability.
	Receive valid response.
	Receive error response.
	Correct error(s).
	Resend available due date request.
	Receive valid response.
Calculate Due Date	~~Create due date calculation request transaction.~~
	Create and ~~S~~send request for due date calculation.
	Receive valid response.
	Receive error response.
	Correct error(s).
	Resend due date calculation request.
	Receive valid response.
Pre-order / Order Integration	Submit pre-order transactions designated for integration test.
	Receive valid response.
	Receive error response.
	Correct error.
	Resend transaction.
	Receive valid response.

Figure IV-II: TAG Pre-Ordering Functional Test Scope

1.5 Test Activities

1. Submit pre-order test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Record pre-order response information for integration test transactions.
6. Format transaction response for comparator evaluation.
7. Match transaction response to submitted transaction.
8. Verify that transaction response contains expected results.
9. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
10. Log documentation issues uncovered during transaction creation and submission process.
11. Resubmit transactions as necessary.
12. Review comparative results and identify pending/open transactions.
13. Generate test results reports.
14. Calculate and report evaluation metrics.

1.6 Exit Criteria

- Global Exit Criteria satisfied.
- Disaggregated performance metrics report completed and delivered to Pre-Ordering Performance ~~Results Comparison Test~~Measures Evaluation.
- Expected versus actual results report completed.
- Exceptions report completed.
- Documentation issue logs delivered to Document Review Test.

- Response information from integration pre-orders delivered to O&P-1 and O&P-2.
- Test cycle results summary report completed.
- Exit review completed.

2.0 PRE-2: Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation

2.1 Description

The Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of performance results collected by KPMG test management tools and by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance results; accuracy and trends will be identified; and disparities will be analyzed for significance.

2.2 Objective

The objective of the Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

2.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Results comparison strategy defined.
- TAG Pre-Ordering Functional Tests, including disaggregated performance metrics reports, completed.
- TAG Normal and Peak Volume Performance Tests, including disaggregated performance metrics reports, completed.
- BellSouth performance measurement system reports compiled.
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.

- Test Plan and evaluation criteria defined and approved.
- Guidelines for measuring variances defined.

2.4 Test Scope

The test scope will address the following sub-processes and functions to compare performance results.

~~Average OSS Response Interval~~	~~Address validation.~~
	~~CSR retrieval.~~
	~~Switched service availability.~~
	~~PIC/LPIC availability.~~
	~~Product / Service availability.~~
	~~Telephone Number(s) availability.~~
	~~TN reservation(s).~~
	~~TN reservation cancellation(s).~~
	~~Due Date determinationation / Appointment Availability.~~
Average OSS Response Time and Response Interval	RSAG - Address RSAG - TN ATLAS COFFI DSAP HAL P/SIMS OASIS
OSS Interface Availability	Not disaggregated.

Figure IV-III: Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation Test Scope

2.5 Test Activities

1. Acquire and format BellSouth and test performance data files.
2. Compare disaggregated BellSouth performance results with test management tools performance results.
3. Flag any unexplained variance in results comparison and determine next steps in exception and resolution process.
4. Generate comparison analysis results reports.

2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Comparison analysis report completed.
- Results variance findings documented.
- Exceptions report completed.
- Test cycle results summary report completed.

3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

3.1 Description

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. This test will generate exception reports due to issues pertaining to documentation as input from the PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test. These exceptions reports will address whether system functionality matches that described in the business rules documentation.

3.2 Objective

The objective of TAG Pre-Ordering Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG pre-ordering functions available to them.

3.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- TAG and LEO documentation obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire(s) completed.
- Exception reports due to documentation from PRE-1: TAG Functional Test received.
- Exceptions reports due to documentation received from O&P-3: EDI/TAG Normal Volume Performance Test and O&P-4: EDI/TAG Peak Volume Performance Test.
- BellSouth and CLEC documentation order specialist and user contact information provided.
- Process for logging exceptions defined and accepted.

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG documentation along with additional relevant information identified during the test.

Pre-Ordering Documentation	~~LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4).~~
	~~Resale _ CLEC Starter Kit (Pre-Ordering Sections).~~
	~~Resale CLEC Activation Requirements.~~
	~~Pre-Order Business Rules.~~
	~~Pre-Order Business Rules Data Dictionary.~~
	~~TAG Programmer's Job Aid.~~
	~~TAG Training.~~
	~~TAG API Reference Guide.~~
	~~Carrier Notification.~~
	Document structure and format.
	Document content.
	Release management.
	Document accuracy.
Validate Address	Create address validation request transaction.
	Correct errors.
Retrieve CSR	Determine type of inquiry to send.
	Create CSR request transaction.
	Correct errors.
Request available telephone number(s)	Create available telephone number request transaction.
	Correct errors.

Reserve TN(s)	Create telephone number reservation transaction.
	Correct errors.
Cancel TN reservation	Create telephone number cancellation or exchange transaction.
	Correct errors.
Determine product/service availability	Create service availability request transaction.
	Correct errors.
Calculate Due Date	Create due date calculation request transaction.
	Correct errors.
Determine Appointment Availability	Create appointment availability request transaction.
	Correct errors.

Figure IV.IV: TAG Pre-Ordering Document Review Test Scope

3.4.1 Documents in Test Scope

The following is a non-exclusive list of documents to be examined:

- Pre-Order Business Rules
- Pre-Order Business Rules Data Dictionary

3.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to pre-ordering.
2. Conduct documentation evaluation using documentation evaluation checklists.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6. Compile results.
7. Flag any exceptions or mismatched responses and determine next steps in execution resolution process.
8. Generate test results reports.

3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.
- Summary evaluation report completed.
- Exit review completed.

4.0 PRE-4: TAG Normal Volume Performance Test

4.1 Description

The TAG Normal Volume Performance Test will evaluate simultaneously the behavior and performance of the TAG interfaces under "normal" YE01 projected transaction load conditions. This test cycle will be executed in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and resale and UNE service request test cases. Patterns of time within the day and patterns of

days within the month will be emulated. [See *Section VII O&P-3: EDI/TAG Normal Volume Performance Test* for the detailed requirements for this combined test.]

5.0 PRE-5: TAG Peak Volume Performance Test

5.1 Description

The TAG Peak Volume Performance Test will evaluate simultaneously the behavior and performance of the TAG interfaces under "peak" YE01 projected transaction load conditions. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE test cases, including error conditions. The peak volume forecast will be developed using the peak hourly load identified for the TAG Normal Volume Performance Test, replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. [See *Section VII O&P-4: EDI/TAG Peak Volume Performance Test* for the detailed requirements for this combined test.]

6.0 PRE-6: Pre-Order Processing Systems Capacity Management Evaluation

6.1 Description

The Pre-Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the TAG interface and the other shared systems for pre-order processing.

6.2 Objective

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in the pre-order TAG interface transaction volumes and users are being actively managed.

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
    - Technical documentation identified and obtained for Pre-Order Processing Systems
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled.

- Detailed evaluation checklists developed.

6.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate pre-order capacity management.

Pre-orderCapacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring
	Data verification and analysis of business volumes, resource utilization, and performance monitoring
	Systems and capacity planning.

Figure IV-VI: Pre-Order Processing Systems Capacity Management Evaluation Test Scope

6.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of pre-order processing. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and load increase induced upgrades.

1. Review procedural and other documentation related to pre-order capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews completed.
- Interviews completed.
- Summary findings and conclusions.
- Exit review completed.

Section V

V. Ordering and Provisioning Test Section

A. Overview

The purpose of this section is to define the specific order and provisioning tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The ordering and provisioning test scope is defined by the following test dimensions: interface, test objective, product category, and test technique. The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

O&P-1: EDI Functional Test	EDI	Functionality	UNE	Transaction Processing
O&P-2: TAG Functional Test	TAG	Functionality	UNE	Transaction Processing
O&P-3: EDI/TAG Normal Volume Performance Test	EDI TAG	Volume & Performance	Resale UNE	Transaction Processing
O&P-4: EDI/TAG Peak Volume Performance Test	EDI TAG	Volume & Performance	Resale UNE	Transaction Processing
O&P-5: Provisioning Verification Test	TAG	Performance	UNE	Transaction Processing Inspection
O&P-6: Order Processing Systems Capacity Management Evaluation	EDI, TAG, LEO, LESOG, LNP, SOCS	Processing Capacity	Resale UNE	Inspection Interview
O&P-7: O&P Performance ~~Results Comparison~~Measures Evaluation	EDI TAG	Performance	Resale UNE	Performance Comparison

O&P-8: EDI Documentation Evaluation	EDI	Documentation	~~Resale~~ UNE	Document Review Interview
O&P-9: TAG Documentation Evaluation	TAG	Documentation	~~Resale~~ UNE	Document Review Observation
O&P-10: EDI/TAG Production Volume Performance Test	EDI TAG	Volume & Performance	Resale UNE	Transaction Processing

Figure V-I: Ordering and Provisioning Test Cycles

C. Test Cycles

1.0 O&P-1: EDI Functional Test

1.1 Description

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN). This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process to be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, expedites, service order status inquiries, and jeopardy notices delivered through the EDI interface.

Orders will be submitted as both stand alone transactions and as integrated pre-order /order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions.

Additionally in preparation for the volume test, a limited number of resale scenarios will be tested to evaluate the functional elements of the ordering and provisioning process for resale orders as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for resale orders against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be

permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The EDI ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize three operating company numbers (OCNs). The test scenarios to be used in the EDI Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

Scenarios for ordering Local Number Portability (LNP) and for CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

EDI ordering and provisioning functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and reported in O&P-8: EDI Documentation review.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7).

1.2 Objective

The objective of the EDI Functional Test is to evaluate the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

1.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI documentation and training materials obtained.
- Test transaction tracking strategy identified.
- Five OCNs acquired and deployed (three for provisioning).
- Target performance metrics identified.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.

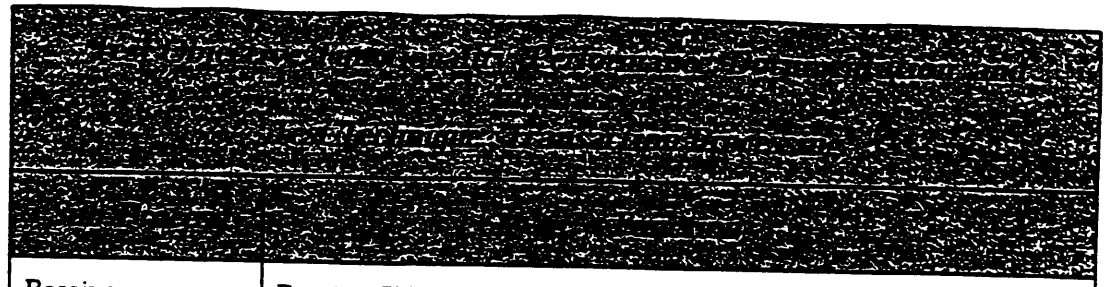
- Transaction submission tools installed and configured.
- All appropriate SRT activities completed.
- BellSouth test-bed customer account data loaded.
- CLEC data for LNP orders obtained.
- Expected results files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI functionality.

Submit an Order	~~Create order transaction(s).~~
	Create and send order in LSR format. ~~Submit integrated LSR.~~
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Send expedited order transaction.

Submit an Error	~~Create error transaction(s).~~
	Create and ~~S~~send error in LSR format.
	Receive acknowledgment.
	Receive planned error/reject notification.
	Correct error(s).
	Resend integrated LSR.
	Receive FOC.
Supplement an Order	~~Create supplement transaction(s).~~
	Create and ~~S~~send supplement transactions.
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Correct error(s).
	Resend supplement.
	Receive FOC.
Pre-order/Order Integration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.
	Receive error/reject notification.
	Correct errors.
	Resend integration order.
	Receive FOC.



Receive Completion Notice (CN)	Receive CN transaction.
Receive Jeopardy Notification	Receive jeopardy notification transaction.
Check Service Order Status	Check service order status.

Figure V-II: EDI Functional Test Scope

1.5 Test Activities

1. Submit EDI test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
9. Log documentation issues uncovered during transactions creation and submission process.
10. Resubmit transactions as necessary.
11. Review comparator results and identify pending/open transactions.
12. Generate test results reports.
13. Calculate and report performance metrics.

1.6 Exit Criteria

- Global Exit Criteria satisfied.

- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

2.0 O&P-2: TAG Functional Test

2.1 Description

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test-bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN.

This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process to be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, expedites, service order status inquiries, and jeopardy notices delivered through the TAG interface.

Orders will be submitted as both stand alone transactions and as integrated pre-order /order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions. Additionally, in preparation for the volume test, a limited number of resale scenarios will be tested to evaluate the functional elements of the ordering and provisioning process for resale orders as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting LSRs for resale orders against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The TAG interface ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed

to complete through provisioning utilize two OCNs. The test scenarios to be used in the TAG Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

Scenarios for ordering Local Number Portability (LNP) and CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

TAG ordering functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and report in O&P-9: TAG Documentation Review.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will be also be collected through test management tools and delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7).

2.2 Objective

The objective of the TAG Functional Test is to evaluate the functionality for electronically ordered UNEs in accordance with TAG documentation.

2.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- TAG documentation and training materials obtained.
- Test transaction tracking strategy identified.
- Five OCNs acquired and deployed (three for provisioning).
- Target performance metrics identified.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- All appropriate SRT activities completed.
- Transaction submission tools installed and configured.
- BellSouth test-bed customer account data loaded.
- CLEC data for LNP orders obtained.
- Expected result files completed.

- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting templates completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

2.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

[illegible]	[illegible]
Submit an Order	~~Create order transaction(s).~~
	Create and send order in LSR format. ~~Submit integrated LSR.~~
	Receive acknowledgment.
	Receive FOC/error/reject/notification.
	Send expedited order transaction.
Submit an Error	~~Create error transaction(s).~~
	Create and ~~S~~send error in LSR format.
	Receive acknowledgment.
	Receive planned error/reject notification.
	Correct error(s).

	Resend integrated LSR.
	Receive FOC.
Supplement an Order	~~Create supplement transaction(s).~~
	Create and ~~S~~send supplement transactions.
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Correct error(s).
	Resend supplement.
	Receive FOC.
Pre-order/Order Integration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.
	Receive error/reject notification.
	Correct errors.
	Resend integration order.
	Receive FOC.
Receive Completion Notice	Receive CN transaction.
Receive Jeopardy Notification	Receive jeopardy notification transaction.
Check Service Order Status	Create service order status request.
	Send transaction.
	Receive response.

Figure V-III: TAG Functional Test Scope

2.5 Test Activities

1. Submit TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
9. Review comparator results and identify pending/open transactions.
10. Generate test results reports.
11. Calculate and report performance metrics.

2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

3.1 Description

The EDI/TAG Normal Volume Performance Test will evaluate simultaneously the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. The TTGs are capable of submitting large volumes of flow-through pre-ordering (TAG only), and resale and UNE service request test cases. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire nine-state region as described in Appendix C: Volume Analysis. The test will be executed during two ten-hour periods by modeling the expected normal daily usage pattern (*e.g.*, the off-peak nighttime hour loads will be ignored for the test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or an FOC. However, a representative sample of transactions will be submitted to test BellSouth's processing capacity for electronically ordered service requests and errors that fall out for manual processing. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Normal Volume Performance Test are described in Appendix B-2: Resale Ordering Scenarios and Appendix B-3: UNE Ordering Scenarios.

TAG and EDI volume tests will be conducted in parallel, using a forecasted order split of 60% - 40% respectively. The PRE-4: TAG Pre Ordering Normal Volume Test will also be conducted in parallel. The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7) and KPMG as inputs to their respective test execution functions.

3.2 Objective

The objective of the EDI/TAG Normal Volume Performance Test is to measure the performance of the EDI and TAG interface under normal projected YE01 transaction loads.

3.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.
- O&P-1: EDI Functional Test and O&P-2: TAG Functional Test successfully completed.
- Test transaction tracking strategy identified.
- Normal volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.

- Certification testing for TTGs completed.
- Test scenarios selected (refer to Appendix B-2 & Appendix B-3).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected result files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under YE01 normal projected transaction loads.

Sub Process	Function
Submit Orders in Projected Normal Volumes	Create order transaction(s).
	Send order in LSR format.

	Receive acknowledgment.
	Receive FOC or error/reject notification.
	Send transaction response.

Figure V-IV: EDI/TAG Normal Volume Performance Test Scope

3.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Verify that transaction response contains expected results.
6. Analyze timeliness performance
7. Flag any exceptions or mismatched responses and determine next steps in exception process
8. Generate test results reports.

3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

4.1 Description

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow-through pre-ordering (TAG only) resale and UNE service request test cases, including error conditions. The PRE-5: TAG Pre Ordering Peak Volume Test will be conducted in parallel with this test.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test, replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in **Appendix C: Volume Analysis.**

The peak volume test will be executed during two eight-hour periods. LSR loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Peak Volume Performance Test are described in **Appendix B-2: Resale Ordering Scenarios** and **Appendix B-3: UNE Ordering Scenarios.**

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7) and KPMG as inputs to their respective test execution functions.

4.2 Objective

The objective of the EDI/TAG Peak Volume Performance Test is to measure the performance of the EDI and TAG interfaces under peak projected YE01 transaction loads.

4.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.

- O&P3 EDI/TAG Normal Volume Performance Test completed.
- Test transaction tracking strategy identified.
- Peak volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.
- Test scenarios selected (refer to **Appendix B-2 & Appendix B-3**).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected results files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

4.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI/TAG peak performance.

Submit Orders in Projected Peak Volumes	Create order transaction(s).
	Send order in LSR format.
	Receive acknowledgment.
	Receive FOC or error/rejection notification.
	Send transaction response.

Figure V-V: EDI/TAG Peak Volume Performance Test Scope

4.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Analyze timeliness performance.
6. Flag any exceptions or mismatched responses and determine next steps in exception process.
7. Generate test results reports.

4.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.

- Exit review completed.

5.0 O&P-5: Provisioning Verification Test

5.1 Description

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios.**

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7) as inputs to test execution functions.

5.2 Objective

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT obtained.
- Test transaction tracking strategy identified.
- BellSouth performance measurement tracking system prepared to track transactions.
- Three carrier OCNs obtained for provisioning.

- Test scenarios selected. (Refer to Appendix B-3).
- Test transaction tracking data elements identified.
- Expected result files completed.
- BellSouth test bed prepared and customer account data loaded.
- BellSouth test facilities available.
- Test management tools installed and fully configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Detailed test cycle execution checklist created.
- Test logs created and results reporting templates completed.
- Test execution team identified, trained, and scheduled.
- Test Plan and evaluation criteria defined and approved.

5.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate UNE provisioning.

Test Objective: Ensure Provisioning Activities Support Error Free Transaction Processing. Inspect Items:	
Sub-Process	Functions
~~BellSouth Provisioned Service~~	~~Receive design documents.~~
	~~Establish provisioning date and time.~~
	~~Perform provisioning activities.~~
	~~Perform testing activities.~~
	~~Turn up service.~~
Receive completion notification	Receive completion notification transaction.

	Match response to order transcation and confirmation.
	Verify timeliness of completion.
Support provisioning process	Perform provisioning activity accurately.
	Confirm provisioning on orders requiring coordination.
	Manage provisioning process.
BellSouth provisioned service	BellSouth provisioning methods and procedures.

Figure V-VI: Provisioning Verification Test Scope

5.5 Test Activities

1. Analyze FOC for provisioning information.
2. Log all provisioning notifications.
3. Verify provisioning appointment date/time.
4. Meet BellSouth provisioners for appointment.
5. Log interactions in provisioning checklist.
6. Perform testing on provisioned services.
7. Log activity completion date/time for provisioning event.
8. Record results in appropriate provisioning log.
9. Flag any exceptions or mismatched responses and determine next steps in exception process..
10. Generate test results reports.

5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.

- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

6.0 O&P-6: Order Processing Systems Capacity Management Evaluation

6.1 Description

The Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of EDI, TAG, LEO, LESOG, LNP and SOCS [Order Processing Systems].

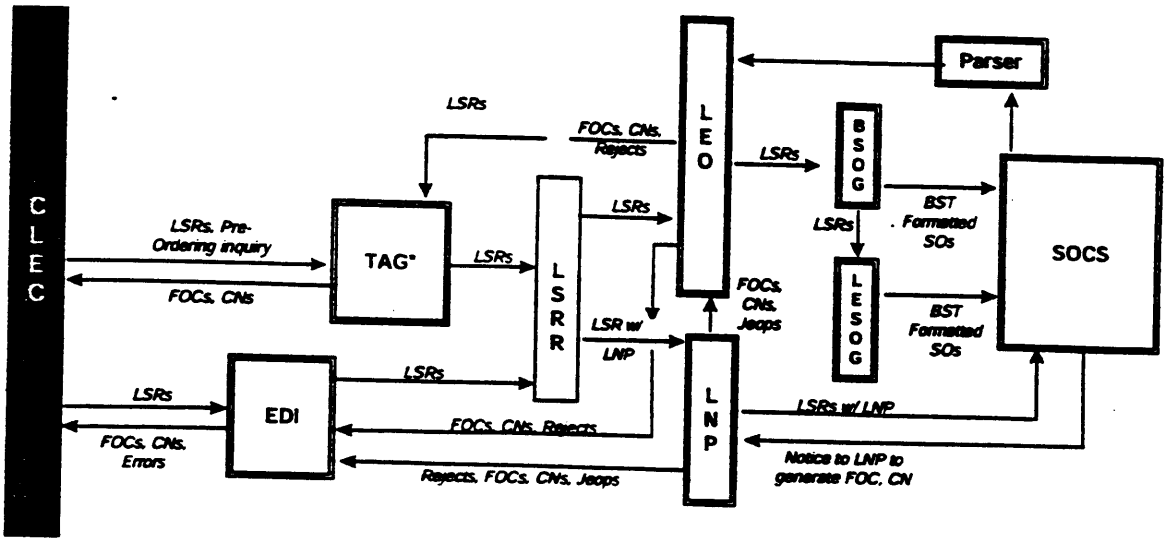


Figure VI-VII: BellSouth's Ordering Network Elements

6.2 Objective

The objective of this evaluation is to analyze the capabilities of BST capacity management functions in relation to the order processing applications and determine whether the procedures are adequate to identify and implement capacity increments to satisfy projected customer business volumes on a timely basis.

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- Technical documentation identified and obtained for Order Processing Systems.
- Test Plan and evaluation criteria defined and approved.

6.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate wholesale order processing capacity management.

[illegible]	[illegible]
Order Processing SystemsCapacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring
	Data verification and analysis of business volumes, resource utilization, and performance monitoring
	Systems and capacity planning

Figure V-VIII: Order Processing Systems Capacity Management Evaluation Test Scope

6.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of the Order Processing Systems. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as

well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and load increase induced upgrades.

1. Review procedural and other documentation related to order processing systems capacity management.
2. Conduct interviews with the key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews complete.
- Interviews completed.
- Capacity management review report completed.
- Exit review completed.

7.0 O&P-7: O&P Performance ~~Results Comparison~~Measures Evaluation

7.1 Description

The O&P Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of O&P performance results collected by the KPMG test management tools and by BellSouth's OSS performance measurement system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance results; accuracy and trends will be identified; and disparities will be analyzed for significance.

7.2 Objective

The objective of the O&P Performance ~~Results Comparison~~ is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

7.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Results comparison strategy defined.
- EDI/TAG Functional Tests completed with disaggregated performance metrics reports (including raw data in electronic form).
- EDI/TAG Normal and Peak Volume Performance Tests completed with disaggregated performance metrics reports (including raw data in electronic form)
- BellSouth performance measurement system reports compiled.
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.
- Guidelines for measuring variances defined.

7.4 Test Scope

The test scope will address the following sub-processes and functions to compare performance results.

Test Objective: Parity Technique: Statistical Comparison	
~~Percent Rejected Service Requests~~	~~Mechanized~~
~~Reject Interval~~	~~Mechanized~~
~~Firm Order Confirmation Timeliness~~	~~Mechanized~~
~~Percentage of Subsequent Reports~~	~~UNE Designed~~
	~~UNE Non-Designed~~

~~Average Completion Interval~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Order Completion Interval Distribution~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Held Order Interval Distribution and Mean Interval~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Average Jeopardy Notice Interval~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Percentage of Orders Given Jeopardy Notices~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Percent Provisioning Troubles within 30 Days~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Percent Service Order Accuracy~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
~~Average Completion Notice Interval~~	~~UNE Dispatch~~
	~~UNE Non-Dispatch~~
Percent Rejected Service Requests	Resale Residence Resale Business Resale Specials UNE UNE Loop with NP Other

Reject Interval	Resale – Residence Resale – Business Resale – Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-4 min., 4-8 min., 8-12 min., 12-60 min., 0-1 hr.,1-8 hrs., 8-24 hrs., >24 hrs.) Non-Mechanized (0-1 hr., 1-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., >24 hrs.) Average Interval in Days
Firm Order Confirmation Timeliness	Resale – Residence Resale – Business Resale – Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min.,90-120 min., 120-240 min., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Non-Mechanized (0-4 hr., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Average Interval in Days
Speed of Answer in the Ordering Center	Not disaggregated
Mean Held Order Interval & Distribution Intervals	Circuit breakout <10 >=10 POTS – Residence POTS – Business Design UNE Design UNE Non-Design

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	POTS - Residence POTS - Business Design UNE Design UNE Non-Design
Percent Missed Installation Appointments	<10 lines/circuits >10 lines/circuits Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design
Average Completion Interval / Order Completion Interval Distribution	Dispatch/No Dispatch Residence and Business reported in day intervals: 0,1,2,3,4,5,5+ UNE and Design reported in day intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 <10 lines/circuits >=10 lines/circuits POTS - Residence POTS - Business Design UNE Design UNE Non-Design
Average Completion Notice Interval	Reporting intervals in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, >24, plus overall average hour interval <10 lines/circuits >=10 lines/circuits POTS - Residence POTS - Business Design UNE Design UNE Non-Design

Coordinated Customer Conversions	Reported in intervals: <=5 min., >5 and <=15 min., >15 min., plus Overall Average Interval UNE Loops without INP UNE Loops with INP
Percent Provisioning Troubles within 30 days of Service Order Activity	<10 lines/circuits >10 lines/circuits Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design
Total Service Order Cycle Time	Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design
Service Order Accuracy	<10 lines/circuits >10 lines/circuits Dispatch/No Dispatch POTS - Residence POTS - Business Design UNE Design UNE Non-Design

Figure V-IX: O&P Performance ~~Results Comparison~~Measures Evaluation Test Scope

7.5 Test Activities

1. Acquire and format BellSouth and test management tools performance data files.
2. Compare disaggregated BellSouth performance results with test management tools performance results.

3. Flag any exceptions in results comparison and determine next steps in exception resolution process.
4. Generate comparative analysis results reports.

7.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

8.0 O&P-8: EDI Documentation Evaluation

8.1 Description

The EDI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy, and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report based on issues pertaining to documentation which addresses whether system functionality matches that described in the business rules documentation.

8.2 Objective

The objective of the EDI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the EDI ordering and provisioning functions available to them.

8.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI documentation obtained.
- Teams staffed, scheduled and trained

- Documentation evaluation checklist completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire(s) completed.
- Incident report(s) arising from documentation issues from O&P-1:EDI Functional Test obtained.
- BST and CLEC documentation Order Specialist and User contact information provided.
- Process for logging exceptions defined and accepted.

8.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI documentation along with additional relevant documentation identified for use in Ordering and Provisioning.

Test Objective: Documentation Test Evaluation: Document Completeness, Accuracy, Timeliness	
Sub-Process	Function
O&P-8 Documentation	~~LEO Implementation Guides (Volumes 1-4).~~Document structure and format.
	~~PC EDI Training Document.~~Document content.
	~~Carrier Notifications off the BellSouth website.~~Realease management.
	Document accuracy.~~Resale CLEC Activation Requirements.~~
	~~Local Number Portability Ordering Guide.~~
Submit an Order	Create and send order in LSR format.
	Receive FOC/error/reject notification.
Submit an Error	Create and send order in LSR format.
	Receive planned error/reject notification.

	Correct errors.
	Receive FOC.
Supplement an Order	Create and sned supplement transactions.
	Receive FOC/error/reject notification.
	Correct errors.
Pre-Order/Order Intergration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.
	Receive error/reject notification.
	Correct errors.
Receive Completion Notice (CN)	Receive CN transaction.
Receive Jeopardy Notification	Receive jeopardy notification transaction.
Check Service Order Status	Check service order status.

Figure V-X: EDI Documentation Evaluation Test Scope

8.4.1 Documents in Test Scope

The following is a non-exclusive list of documents to be examined:

- LEO Implementation Guide. Volumes 1-3
- Facility Based Activation Requirements
- Facility Based Advisory Guide
- Pending Service Order Job Aid

- Products and Services Interval Guide
- Carrier Notifications from the BellSouth Web site
- Local Number Portability Ordering Guide

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7. Compile results.

8.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

9.0 O&P-9: TAG Documentation Evaluation

9.1 Description

The TAG Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an incident report due to issues pertaining

to documentation which addresses whether system functionality matches that described in the business rules documentation.

9.2 Objective

The objective of TAG Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG ordering and provisioning functions available to them.

9.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- TAG documentation obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklist completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire(s) completed for BST & CLEC.
- Exception report(s) arising from documentation issues from O&P-2 TAG Functional Test obtained.
- BST and CLEC documentation Order Specialist and User contact information provided.
- Process for logging exceptions defined and accepted.

9.4 Test Scope

The scope will address the following sub-processes and functions to evaluate TAG documentation along with additional relevant documentation identified for use in Ordering and Provisioning.

~~Test Objective: Documentation~~ ~~Test Technique: Document Review and Interviews~~	
~~Sub-Process~~	~~Function~~
O&P-9 Documentation	~~LEO Implementation Guides (Volumes 1-4).~~

	~~TAG API Reference Guide.~~
	~~TAG Programmer's Job Aid.~~
	~~TAG Training for CLEC Programmer.~~
	~~Carrier Notifications off the BellSouth website.~~
	~~Resale CLEC Activation Requirements.~~
	~~Local Number Portability Ordering Guide.~~
	Document structure and format.
	Document content.
	Release management.
	Document accuracy.
Submit an Order	Create and send order in LSR format.
	Receive FOC/error/reject notification.
Submit an Error	Create and send order in LSR format.
	Receive planned error/reject notification.
	Correct errors.
	Receive FOC.
Supplement an Order	Create and sned supplement transactions.
	Receive FOC/error/reject notification.
	Correct errors.
Pre-Order/Order Intergration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.

	Receive error/reject notification.
	Correct errors.
Receive Completion Notice (CN)	Receive CN transaction.
Receive Jeopardy Notification	Receive jeopardy notification transaction.
Check Service Order Status	Check service order status.

Figure V-XI: TAG Documentation Evaluation Test Scope

9.4.1 Documents in Test Scope

The following is a non-exclusive list of documents to be examined:

- LEO Implementation Guide, Volumes 1-3
- Facility Based Activation Requirements
- Facility Based Advisory Guide
- Pending Service Order Job Aid
- Products and Services Interval Guide
- Carrier Notifications from the BellSouth Web site
- Local Number Portability Ordering Guide

9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist

3. Conduct interviews with BellSouth documentation specialists
4. Conduct interviews with CLEC documentation users
5. Log incidents noted during testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7. Compile results.

9.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

10.0 O&P-10: EDI/TAG Production Volume Performance Test

10.1 Description

The EDI/TAG Production Volume Performance Test will evaluate simultaneously the behavior and performance of both the interfaces under current capacities of the production system. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (excluding error conditions) for each interface. The TTGs are capable of submitting large volumes of flow through pre-orders (TAG only), and resale and UNE service request cases. The test will be executed during an eight-hour period. All the transactions submitted are expected to flow through BellSouth's OSS electronically and return an error or an FOC. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Production Volume Performance Test are described in Appendix B-2: Resale Ordering Scenarios and Appendix B-3: UNE Ordering Scenarios.

The Test Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement system are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected though test management tools and delivered to the O&P Performance ~~Results Comparison Test~~Measures Evaluation (O&P-7).

10.2 Objective

The objective of the EDI/TAG Production Volume Performance Test is to measure the performance of the EDI and TAG interface under current production capacity at YE01 projected mix.

10.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.
- O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test and O&P – TAG/EDI Peak Volume Performance Test successfully completed.
- Test transaction tracking strategy identified.
- Current volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.
- Certification testing for TTGs completed.
- Test scenarios selected (refer to **Appendix B-2 &Appendix B-3**).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected result files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.

- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

10.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under current transaction loads.

Submit Orders in Projected Normal Volumes	Create order transaction(s).
	Send order in LSR format.
	Receive acknowledgment.
	Receive FOC or error/reject notification.
	Send transaction response.

Figure V-IV: EDI/TAG Production Volume Performance Test Scope

10.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and critical performance responsiveness date/time stamp information.
5. Verify that transaction response contains expected results.
6. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
7. Generate test results reports.

10.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

Section VI

VI. Billing Test Section

A. Overview

The purpose of this section is to define the specific billing tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The billing domain test scope is defined in the following table: The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

BLG-1: CRIS/CABS Invoicing Functional Test	CRIS CABS	Functionality, Quality	UNE	Transaction Processing, Inspection, Interview
BLG-2: ODUF/ADUF Usage Functional Test	ODUF ADUF	Functionality, Quality	UNE	Transaction Processing, Inspections, interviews
BLG-3 Billing Systems Capacity Management Evaluation	CRIS CABS ADUF ODUF	Processing Capacity	UNE	Inspection, Interview
BLG-4: Billing Performance ~~Results Comparison~~Measures Evaluation	CRIS CABS ODUF ADUF	Performance Reporting Verification	UNE	Performance Comparison, Inspection, Interview
BLG-5: CRIS/CABS Invoicing Documentation Evaluation	CRIS CABS	Documentation	UNE	Document Review, Interview

BLG-6: ODUF/ADUF Documentation Evaluation	ODUF ADUF	Documentation	UNE	Document Review, Interview

Figure VI-I: Billing Test Cycles

C. Test Cycles

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

1.1 Description

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios.** Calls will be placed on provisioned lines to generate usage. The service orders and usage will result in invoice detail subject to evaluation by the Test Manager. The functional elements of UNE invoicing to be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, recording of account configuration changes, adjustments, and accuracy of invoice line-item details and summary level sections delivered by both the CABS/CRIS systems.

BLG-1 transaction testing activities and findings will be coordinated with the BLG-2 (Usage), BLG-5 (Performance) and BLG-6 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing customer bills are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

1.2 Objective

The objective of the CRIS/CABS Invoicing Functional Test is to validate the completeness and accuracy of the CRIS/CABS carrier billing and invoicing process in accordance with BellSouth's published specifications.

1.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Detailed Billing guidelines obtained from BellSouth.
- Billing invoice delivery mechanisms established.
- Test scenarios and cases provisioned.
- Test-bed databases, including all required previously provisioned accounts in the CRIS/CABS and other related systems loaded for Billing.
- Performance measurement tracking systems prepared to track test transactions.
- Test case execution scheduled.
- Detailed test cycle checklist created.
- Test logs and validation instructions created and results reporting template completed.
- Test execution team identified, scheduled, and trained.
- Documentation of BST bill production and distribution procedures obtained.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS functionality.

Adjustment	Enter adjustments.
	Track adjustments.
Maintain Bill Balance	Carry balance forward.
Review Bills	Verify normal recurring charges.
	Verify one-time charges.
	Verify prorated recurring charges.
	Verify usage charges.
	Verify adjustments (debits and credits).
	Verify late charges.
Balance Cycle	Define balancing and reconciliation procedures.
	Produce control reports.
	Release cycle.
Deliver Bill	Deliver bill media.
Maintain Bill History	Maintain billing information.
	Access billing information.
Request resend	Deliver bill media.

Figure VI-II: CRIS/CABS Invoicing Functional Test Scope

1.5 Test Activities

1. Review BellSouth Billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B, perform each function listed in the test scope.

3. Assess accuracy of each system function as documented.
4. After executing orders, receive and validate the bills.
5. Capture results.
6. Compare actual results with the expected results and tabulate findings.
7. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
8. Resolve exceptions.

1.6 Exit Criteria

- Global Exit Criteria satisfied.
- Expected results versus actual test case results reported.
- Confirmation steps completed.
- Test report generated.
- Exit review completed.

2.0 BLG-2: ODUF/ADUF Usage Functional Test

2.1 Description

The Daily Usage File (DUF) Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test will be executed by placing test calls on UNE port or loop port scenarios similar to those selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports to be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types.

The message/usage processing test will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the Billing functional tests. This test will capture daily usage events that can be compared to the carrier invoices delivered via the CRIS/CABS interfaces. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent

use by the Test Manager in simulation of a CLEC. The Billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in Appendix B-4: Billing Scenarios. Calls will be placed on provisioned lines to generate usage. The calls will consist of multiple call types and will be placed in multiple venues. The usage will result in DUF detail subject to evaluation by the Test Manager.

BLG-2 transaction testing activities and findings will be coordinated with the BLG-1 (Invoicing), BLG-5 (Performance) and BLG-7 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing daily usage files are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

2.2 Objective

The objective of the ODUF/ADUF Usage functional test is to assess the accuracy, completeness and timeliness of the daily usage file message processing capability as described in BellSouth's published specifications.

2.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Detailed Billing guidelines obtained from BellSouth.
- Billing usage data delivery mechanisms established.
- Test scenarios and cases provisioned.
- Testbed provisioned.
- Performance measurement tracking systems prepared to track test transactions.
- Test case execution scheduled.
- Detailed test cycle checklist created.
- Test logs created and results reporting template completed.
- Test execution team identified, trained and scheduled.

- Documentation of BST DUF production and distribution procedures available.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria defined and approved.

2.4 Test Scope

Receipt of Usage by BellSouth	Receive switch records at data center.
	Verify DUF data.
Daily Usage Feed	Create usage feed.
	Define balancing and reconciliation procedures.
	Route usage.
Deliver Usage to CLECs	Send direct connect.
	Acknowledge arrival.
Maintain Usage History	Create usage backup.
	Request backup data.
Status Tracking and Reporting	Track valid usage.
	Account for no usage.
	Account for missing usage (gaps).

Figure VI-IV: ODUF/ADUF Usage Functional Test

2.5 Test Activities

1. Review BellSouth billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B perform each function listed in the test scope.
3. Assess accuracy of each system function as documented.
4. Capture results.
5. Compare actual results with expected results and tabulate findings.
6. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
7. Resolve exceptions.

2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Expected results versus actual test case results reported.
- Confirmation steps completed.
- Call Logs completed.
- Test Report generated.
- Exit review completed.

3.0 BLG-3: Billing Systems Capacity Management Evaluation

3.1 Description

The Billing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of billing applications for bill generation and invoicing.

3.2 Objective

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in billing transaction volumes and users are being actively managed.

3.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- Test Plan and evaluation criteria defined and approved.

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate billing systems capacity management.

Objective: Capacity Management Test Technique: Inspection with Interview	
Sub-process	Function
Billing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring.
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.
	Systems and capacity planning.

Figure IX-VI: Billing Systems Capacity Management Evaluation Test Scope

3.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of the billing systems. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and, load increase induced upgrades.

1. Review procedural and other documentation related to billing systems capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.

3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews completed.
- Interviews completed.
- Summary findings and conclusions.
- Exit review completed.

4.0 BLG-4: Billing Performance ~~Results Comparison~~Measures Evaluation

4.1 Description

The Billing Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of billing performance results collected by KPMG through test management tools and by BellSouth's OSS performance measurement system. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to BellSouth's performance results, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurement system data collected
- Test Call Log.

4.2 Objective

The objective of the Billing Performance ~~Results Comparison~~Measures Evaluation is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

4.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Detailed billing guidelines received from BellSouth.
- Test execution team identified, trained, and scheduled.
- Test scenarios in BLG-1 and BLG-2 completed.
- Test Plan and evaluation criteria defined and approved.

4.4 Test Scope

The test scope will address the following sub-processes and functions to compare performance results.

~~Invoicing Accuracy~~	~~CRIS and CABS bills.~~
~~Invoice Timeliness~~	~~CRIS and CABS bills.~~
~~Usage Data Delivery Timeliness~~	~~Port Usage.~~
~~Usage Data Delivery Completeness~~	~~Port Usage.~~
~~Usage Data Delivery Accuracy~~	~~Port Usage.~~
Invoice Accuracy	Resale, UNE, and Interconnection
Mean Time to Deliver Invoices	Resale, UNE, and Interconnection
Usage Data Delivery Accuracy	Not Disaggregated.
Usage Data Delivery Completeness	Not Disaggregated.
Usage Data Delivery Timeliness	Not Disaggregated.
Mean Time to Deliver Usage	Not Disaggregated.

Figure VI-VIII: Billing Performance ~~Results Comparison~~Measures Evaluation

4.5 Test Activities

1. Acquire and format BellSouth performance data files.
2. Compare disaggregated BellSouth performance results with actual performance results.
3. Flag any unexplained variance in results comparison and determine next steps in execution and resolution process.
4. Log any unexplained variance in exceptions reporting template.
5. Resume results comparison and validation analysis.
6. Generate comparative analysis results reports.

4.6 Exit Criteria

- Global Exit Criteria satisfied.
- Comparative analysis report completed.
- Results variance findings documented.
- Exceptions report completed.
- Test cycle results summary report created.
- Work papers finalized.
- Exit review completed.

5.0 BLG-5: CRIS/CABS Invoicing Documentation Evaluation

5.1 Description

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's invoicing systems documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather invoices; delivery of invoices; and the overall format and contents of the invoices delivered.

5.2 Objective

The objective of CRIS/CABS Invoicing Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to interact with BellSouth's billing function.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Detailed billing guidelines documentation obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists completed.
- Interview guide/questionnaire(s) completed.
- Interviewees identified and scheduled.
- Process for logging incidents identified and accepted.
- Test Plan and evaluation criteria defined and approved.

5.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS documentation along with additional relevant information identified during the test.

Sub-Process	Function
Billing Invoicing Documentation	Document structure and format.~~Document change management.~~
	Document content.~~Document content management.~~
	Release management.~~Documentation distribution.~~
	Document accuracy.~~Document content.~~

Figure VI-IX: CRIS/CABS Invoicing Document Review Test Scope

5.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to billing/invoicing.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6. Compile results.
7. Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.
- Summary evaluation report completed.
- Exit review completed.

6.0 BLG-6: ODUF/ADUF Documentation Evaluation

6.1 Description

The ODUF/ADUF Documentation Evaluation is an analysis of the BellSouth documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather usage records; delivery of usage records; and the overall format and contents of the daily usage files delivered.

6.2 Objective

The objective of ODUF/ADUF Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ODUF/ADUF functions available to them.

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Detailed billing guidelines received from BellSouth.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists completed.
- Interview guide/questionnaire(s) completed.
- Interviewees identified and scheduled.
- Process for logging incidents identified and accepted.
- Test Plan and evaluation criteria defined and approved.

6.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate ODUF/ADUF documentation along with relevant information identified during the test.

Billing Usage Reporting Documentation	Document Structure and Format. ~~Document change management.~~
	Document Content. ~~Document content management.~~
	Release Management. ~~Documentation distribution.~~
	Document Accuracy. ~~Document content.~~

Figure VI-X: ODUF/ADUF Usage Document Evaluation

6.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to Billing/Usage reporting.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6. Compile results.
7. Flag any exceptions or mismatched responses and determine next steps in the execution and resolution process.

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.
- Summary evaluation report completed.
- Exit review completed.

Section VII

VII. Maintenance and Repair Test Section

A. Overview

The purpose of this section is to define the specific maintenance and repair tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's maintenance of business with CLECs.

B. Scope

The maintenance and repair test scope is defined in the following table. The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

Test Evaluation	Interface Under Test	Test Objective	Product Offering	Test Technique
M&R-1: TAFI Functional Test	TAFI	Functionality	UNE	Transaction Processing
M&R-2: ECTA Functional Test	ECTA	Functionality	UNE	Transaction Processing
M&R-3: ECTA Normal Volume Performance Test	ECTA	Volume Performance	Resale UNE	Transaction Processing
M&R-4: ECTA Peak Volume Performance Test	ECTA	Volume Performance	Resale UNE	Transaction Processing
M&R-5: TAFI Capacity Management Evaluation	TAFI	Processing Capacity	Resale UNE	Inspection Interview
M&R-6: ECTA Capacity Management Evaluation	ECTA	Processing Capacity	Resale UNE	Inspection Interview
M&R-7: M&R Performance ~~Results Comparison~~ Measures Evaluation	TAFI/ ECTA	Performance Reporting	Resale UNE	Performance Comparison, Inspection Interview
M&R-8: TAFI Documentation	TAFI	Documentation	Resale	Document

Evaluation			UNE	Review Interview
M&R-9: ECTA Documentation Evaluation	ECTA	Documentation	Resale UNE	Document Review Interview
M&R-10: M&R Process Evaluation	TAFI ECTA	Performance	Resale UNE	Document Review Inspection Interview

Note: Since TAFI is in large volume production in BellSouth's retail environment, no volume or peak tests are planned.

Figure VII-I: Maintenance & Repair Test Cycles

C. Test Cycles

1.0 M&R-1: TAFI Functional Test

1.1 Description

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs, as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts.

The functional elements of TN-based UNE trouble reporting and screening to be specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions.

TAFI functionality will be reviewed along with the documentation addressing its use. BellSouth will be required to identify or establish a test bed of TN-based UNE customer accounts for the purpose of this test.

The Test Manager will coordinate with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test.

1.2 Objective

The objective of the TAFI Functional Test is to validate the existence of TAFI trouble reporting and screening functionality for telephone number-assigned UNE customers in accordance with the CLEC TAFI End User Training and User Guide.

1.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- CLEC TAFI End-User Training and User Guide obtained.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- BellSouth's test bed customer account data loaded and verified by Test Manager.
- Expected results files and test logs completed.
- Test management tools installed and fully configured with test account data.
- TAFI account and security access tools established.
- TAFI terminal stations established and configured.
- TAFI connectivity established.
- Test execution team identified, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAFI functionality.

Sub-Process	Function
Trouble Reports	Create trouble report.

	Modify trouble report.
	Create repeat report.
	Create subsequent report.
	Enter multiple trouble reports. ~~Retrieve LMOS recent status report.~~
	Enter and retrieve trouble reports from queues. ~~Execute manual queuing capabilities.~~
	Execute supervisor functions.
	Close trouble report.
	Cancel trouble report.
Access to Test Capability	Initiate port and loop-port test.
	View port and loop-port test results.
Downstream System Reports	Retrieve LMOS recent status report. ~~Obtain customer line record.~~
	Obtain customer line record (BOCRIS). ~~Obtain predictor results.~~
	Obtain predictor results. ~~View DLR (Display Line Record).~~
	View DLR (Display Line Record). ~~View SOCS pending order (open issue).~~
	View SOCS pending order (open issue). ~~Close trouble report.~~
	~~Close trouble report.~~
	~~Cancel trouble report.~~
Access Error Reports	~~Reset communications.~~
	Host request errors.

Trouble History	Retrieve trouble history.
~~Trouble Status~~General	~~View pending ticket status.~~TAFI Usability.

Figure VII-II: TAFI Functional Test Scope

1.5 Test Activities

1. Review detailed test cycle checklist to ensure that all activities are addressed.
2. Assign TAFI Ids and assign terminals for testing.
3. Submit TAFI test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.
5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
7. Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9. Flag any exceptions or mismatched responses and determine next steps in exception process.
10. Generate test results report.

1.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

2.0 M&R-2: ECTA Functional Test

2.1 Description

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts.

The functional elements of TN-based and circuit identified UNE trouble reporting and screening to be targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, access to trouble reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system.

ECTA functionality will be reviewed in conjunction with the documentation addressing its use.

BellSouth will be required to identify or establish a test bed of existing TN-based and circuit-identified UNE customer accounts for the purpose of this test.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the test.

2.2 Objective

The objective of the ECTA Functional Test is to validate the existence of ECTA trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

2.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- ECTA documentation obtained.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- BellSouth's test bed customer account data loaded and verified by Test Manager.
- Expected results files and test logs completed.

- Test management tools installed and fully configured with test account data.
- ECTA account and security access tools established.
- ECTA terminals established and configured.
- ECTA connectivity established.
- Test execution team identified, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

2.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate ECTA functionality.

Sub-Process	Function
Trouble Reports	Create trouble report.
	Modify trouble report.
	Add trouble information.
	Cancel trouble report.
	Request trouble ticket status.
	Verify Repair Completion.

Figure VII-III: ECTA Functional Test Scope

2.5 Test Activities

1. Review detailed test cycle checklist to ensure that all activities are addressed.
2. Assign ECTA IDs and terminals for testing.

3. Submit ECTA test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.
5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
7. Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
10. Generate test results report.

2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

3.0 M&R-3: ECTA Normal Volume Performance Test

3.1 Description

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

BellSouth's estimates of YE01 trouble reports for ECTA will be used to calculate hourly transaction levels. The test will be executed during two ten-hour periods by modeling the expected normal daily usage (*e.g.*, the off-peak nighttime hour loads will be excluded for the test). Trouble transaction loads will be distributed geographically across multiple Georgia COs to more accurately reflect a realistic operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The Test Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the test.

3.2 Objective

The objective of the ECTA Normal Volume Performance Test is to measure the performance of the ECTA interface under normal projected YE01 transaction loads.

3.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- M&R-2: ECTA Functional Test successfully completed.
- Test transaction tracking data elements identified.
- Normal volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.
- Successful certification testing for ECTA completed.
- Test Plan defined and approved.

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate ECTA normal performance.

Objective: Functionality, Volume Performance, and Interface TFS Technique: Transaction Processing	
Sub-Process	Function
Submit Trouble Transactions in Projected Normal Volumes	Create trouble report.
	Modify trouble report.
	Add trouble information.
	Cancel trouble report.

	Request trouble ticket status.
	~~Verify repair completion.~~

Figure VII-IV: ECTA Normal Volume Performance Test Scope

3.5 Test Activities

1. Submit ECTA test case transactions according to schedule.
2. Log transaction identifier(s) and critical performance responsiveness/time stamp information.
3. Verify that transaction responses meet expected results.
4. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
5. Perform volume responsiveness analysis.
6. Generate test results reports.

3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

4.0 M&R-4: ECTA Peak Volume Performance Test

4.1 Description

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test

(M&R-3) and will utilize a sample of resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an eight-hour period. Alternatively, a multiple may be applied to the non-peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis.

The peak volume test will be executed during two separate eight-hour periods. BellSouth will ensure that customer test accounts are established and configured accordingly. Trouble transaction loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the test.

4.2 Objective

The objective of the ECTA Peak Volume Performance Test is to measure the performance of the ECTA interface under peak projected YE01 transaction loads.

4.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- M&R-3: ECTA Normal Volume Test successfully completed.
- Test transaction tracking data elements identified.
- Peak level volume defined.
- BellSouth's and KPMG's performance measurements tracking systems prepared to track transactions.
- Successful certification testing for ECTA test tools completed.
- Test Plan defined and approved.

4.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate ECTA peak performance.

Submit Trouble Transactions in Projected Peak Volumes	Create trouble report.
	Modify trouble report.
	Add trouble information.
	Cancel trouble ticket.
	Request trouble ticket status.
	~~Verify repair completion.~~

Figure VII-V: ECTA Peak Volume Performance Test Scope

4.5 Test Activities

1. Submit ECTA test case transactions according to schedule.
2. Log transaction identifier(s) and critical performance responsiveness/date/time stamp information.
3. Verify that transaction responses meet expected results.
4. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
5. Perform volume responsiveness analysis
6. Generate test results report.

4.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.

- Exit review completed.

5.0 M&R-5: TAFI Capacity Management Evaluation

5.1 Description

The TAFI Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the TAFI interface.

5.2 Objective

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in TAFI system transaction volumes and users are being actively managed.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.

5.4 Test Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the TAFI process.

Sub Process	Description
TAFI Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring.
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.
	Systems and capacity planning.

Figure VI-VI: TAFI Capacity Management Test Scope

5.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate TAFI capacity management.

1. Review procedural and other documentation related to TAFI capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

6.0 M&R-6: ECTA Capacity Management Evaluation

6.1 Description

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the ECTA interface.

6.2 Objective

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.

- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled
- Detailed evaluation checklists developed.
- Test Plan and evaluation criteria defined and approved.

6.4 Test Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the ECTA process.

ECTA Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring.
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.
	System and capacity planning.

Figure VII-VII: ECTA Capacity Management Evaluation Test Scope

6.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate ECTA capacity management.

1. Review procedural and other documentation related to ECTA capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

7.0 M&R-7: M&R Performance ~~Results Comparison~~Measures Evaluation

7.1 Description

The M&R Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of M&R performance results collected by KPMG test management tools and by BellSouth's OSS performance measurement system. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance results; accuracy and trends will be identified; and disparities will be analyzed for significance.

7.2 Objective

The objective of the M&R Performance ~~Results Comparison~~Measures Evaluation is to assess the accuracy of BellSouth's wholesale performance metrics results using Build test transactions.

7.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Results comparison strategy defined.
- Target M&R performance metrics identified.
- Keys required for BellSouth to separate Build transactions identified.
- TAFI/ECTA Functional Tests completed with disaggregated performance metrics reports (including raw data in electronic form).
- Functional tests will include faults where appropriate.

- ECTA Normal and Peak Volume Performance Tests completed with disaggregated performance metrics reports (including raw data in electronic form).
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.
- Guidelines for measuring variances defined.

7.4 Test Scope

The test scope will address the following sub-processes and functions to compare performance results.

[illegible]	[illegible]
~~Missed Repair Appointment~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
~~Percentage of Subsequent Reports~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
~~Maintenance Average Duration~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
~~Out of Service > 24 Hours~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
~~Repeat Troubles within 30 Days~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
~~OSS Response Interval~~	~~UNE Designed.~~

	~~UNE Non-Designed.~~
~~Average Answer Time~~	~~UNE Designed.~~
	~~UNE Non-Designed.~~
Missed Repair Appointments	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch
Customer Trouble Report Rate	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch
Maintenance Average Duration	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch
Percent Repeat Troubles within 30 days	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design)

	Dispatch/No Dispatch
Out of Service > 24 hours	POTS – Residence, Business Design PBX, CENTREX, and ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch
OSS Interface Availability	Not Disaggregated.
OSS Response Interval and Percentages	Not Disaggregated.
Average Answer Time – Repair Centers	Not Disaggregated.

Figure VII-VIII: M&R Performance ~~Results Comparison~~Measures Evaluation Test Scope

7.5 Test Activities

1. Acquire and format BellSouth performance data files.
2. Compare disaggregated BellSouth performance results with Build performance results.
3. Flag any unexplained variance(s) in results comparison and determine next steps in exception and resolution process.
4. Generate comparative analysis results reports.

7.6 Exit Criteria

- Global Exit Criteria satisfied.
- Comparative analysis report completed.
- Results variance findings documented.
- Exception report completed.

- Test cycle results summary report completed.
- Exit review completed.

8.0 M&R-8: TAFI Documentation Evaluation

8.1 Description

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the availability, accuracy, and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test uses records of observations from M&R-1: TAFI Functional Test and CLEC TAFI End User Training Manuals to identify exceptions in documentation and functionality described in the business rules.

8.2 Objective

The objective of the TAFI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAFI functions available to them.

8.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- TAFI documentation obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Exception reports due to documentation from M&R 1: TAFI Functional Test obtained.
- BellSouth and CLEC documentation order specialist and user contact information obtained.

- Process for logging incidents defined and accepted.

8.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAFI documentation along with additional relevant information identified during the test.

M&R Documentation	Document structure and format.~~CLEC TAFI End-User Training and User Guide.~~
	Document content.~~CLEC Training Guide (M&R Sections).~~
	Release management.~~TAFI Online Help.~~
	Trouble report.~~Carrier Notifications on BellSouth's website.~~
	Access to test capability.
	Access to downstream system reports.
	Error reports.
	Trouble history.

Figure VII-IX: TAFI Documentation Evaluation Test Scope

8.4.1 Documents in Test Scope

The following is a non-exclusive list of documents to be examined:

- CLEC TAFI End-User Training and User Guide
- CLEC Training Guide
- TAFI Online Help
- Carrier Notifications from BellSouth's Web site

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during test.
6. Compile results.
7. Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

8.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.
- Summary evaluation report completed.
- Exit review completed.

9.0 M&R-9: ECTA Documentation Evaluation

9.1 Description

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the accuracy, ease of use and conformance to ANSI standards of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test will use records of observations from M&R-2: ECTA Functional Test and CLEC ECTA End User Joint Implementation Agreement (JIA) to identify issues with documentation and functionality described in the business rules.

9.2 Objective

The objective of the ECTA Documentation Evaluation is to comment on whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ECTA functions available to them.

9.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- ECTA documentation obtained.
- Teams staffed, scheduled and trained.
- Documentation evaluation checklist completed.
- Test Plan and defined and approved.
- Issues due to documentation from M&R-2: ECTA Functional Test obtained.
- Process for logging issues defined and accepted.

9.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate ECTA documentation along with additional relevant information identified during the test.

Sub-Process	Test Evaluation
M&R Documentation	Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service.
	~~Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service.~~

Figure VII-X: ECTA Documentation Evaluation Test Scope

9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Log incidents noted during testing.
4. Compile results.
5. Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

9.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Summary evaluation report completed.
- Exit review completed.

10.0 M&R-10: M&R Process Evaluation

10.1 Description

This evaluation is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

10.2 Objective

The objective of Sub-Test 1 is to evaluate the equivalence of BellSouth's end-to-end processes for retail and wholesale trouble reporting and repair. The objective of Sub-Test 2 is to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

10.3 Entrance Criteria

The entrance criteria for this test are presented by sub-test.

10.3.1 Entrance Criteria for Sub-Test 1

- Global Entrance Criteria satisfied
- Retail and Wholesale process flow documentation available.
- Retail and Wholesale Technician job aids (e.g. M&Ps) are available.

10.3.2 Entrance Criteria For Sub-Test 2

- Global Entrance Criteria satisfied.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- BellSouth test-bed and customer account data loaded and verified by Test Manager.
- Test scenarios selected and approved.
- Evaluation criteria, expected result files and test logs defined and approved.

10.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate the M&R process.

Sub-Process	Function
1. End-to-End M&R Process	Compare process flow and work support documentation for retail and wholesale.
2. End-to-End Trouble Report Processing	Observe and assess trouble report processing under various wholesale maintenance conditions using BellSouth test facilities.

Figure VII-XI: M&R Process Test Scope

10.5 Test Activities

The test activities for this test are presented by sub-test.

10.5.1 Test Activities Sub-Test 1

1. Identify and obtain all process and work support (e.g. M&Ps) documentation available for review.
2. Review documentation and identify differences between wholesale and retail processes.
3. Interview BST personnel to ascertain parity in M&R process between retail and wholesale.
4. Flag any exceptions and determine next steps in exception resolution process.
5. Document process analysis results.

10.5.2 Test Activities Sub-Test 2

1. Confirm that test bed facilities are operational and introduce faults as needed.
2. Conduct circuit test if applicable for each test scenario.
3. Log test results.
4. Create and submit trouble ticket via TAFI or ECTA.
5. Periodically monitor each trouble report throughout its life.
6. Log significant events in the trouble report life cycle (error occurrences, corrections, trouble ticket submission time, time cleared, etc.)
7. Calculate time to repair measurements for each test scenario fault repaired.
8. Document observations.
9. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
10. Generate test results report.

10.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.

- Test report generated.
- Exit review completed.

Appendix B-3

Appendix B3:
UNE Scenarios

UNE Ordering Scenarios

A. Primary Categories

UNE Ordering Scenarios were generated by applying BellSouth's OSS Electronic Ordering business rules and logical business requirements across the following primary categories:

Primary Categories	Description
1. Product and Services	The UNEs being ordered, configured, or operated upon by the CLEC.
2. Activity Types	The valid account level Activity Types (ACT) for the Requisition Type (REQTYP) of the different UNEs being ordered.[1] The Activity Type also defines the initial and final LSP for the transaction.
3. Customer Type	The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government type.
4. Flow-Through	A determination of whether or not an electronically submitted order will be processed by BellSouth's OSS without manual intervention through return of FOC.
5. Partial Migration	A determination of whether or not a customer with a multi-line account migrates some of the lines to a new LSP while at least one line remains with the RBOC.
6. UNE Type	The types of UNE that a CLEC can order are Non-Designed (SL1) and Designed (SL2) UNE loops.

Figure B3-I: UNE Scenario Coverage

1. Products and Services

Figure B3-II lists the individual UNEs covered in the Test as a result of the product selection analysis described in Appendix A of this Master Test Plan.

UNE Products
2-Wire Analog Designed Loop
2-Wire Analog Non-Designed Loop
INP
LNP
2-Wire Analog Line Port
2-Wire Analog Loop-Port Combination

Figure B3-II: UNE Products

[1] LEO Implementation Guide – Volume 1, Issue 7F, March 1999.

2. Activity Types

Figure B3-III describes the UNE Requisition Type (REQTYP) and Figure B3-IV describes the account level UNE Activity Type (ACT) codes defined by BellSouth and referenced throughout this Appendix.[2]

[illegible]	[illegible]
A	Loop
B	Loop w/ NP
C	NP
F	Port
J	Directory Listings
M	Loop-Port Combination

Figure B3-III: UNE Requisition Types

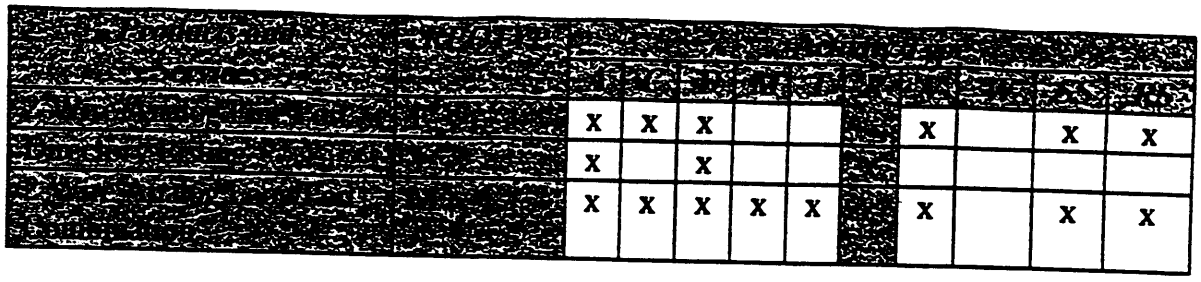
[illegible]	[illegible]
A	Add (New Install)
C	Change
D	Disconnect
M	Inside Move
T	Outside Move
R	Record (Administrative)
V	Migrate As-Specified
W	Migrate As-Is
SS	Suspend Service
RS	Restore Service

Figure B3-IV: UNE Activity Types

Figure B3-V summarizes the allowable UNE REQTYP and ACT combinations as defined by BellSouth.

[illegible]	[illegible]	[illegible]									
		A	C	D	M	T	R	V	W	SS	RS
[illegible]	[illegible]	X	X	X	X	X		X			
[illegible]	[illegible]							X			
[illegible]	[illegible]		X	X				X	X		

[2] Ibid.



		X	X	X			X		X	X
		X		X						
		X	X	X	X	X	X		X	X

Figure B3-V: UNE REQTYP and ACT Scenario Coverage

3. Customer Type

The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government.

4. Flow-Through

Flow-Through is defined as orders that have less than 25 lines. Those scenarios that will test flow-through are marked in a checklist box on the description. Since it is not feasible for a residential customer to order over 25 lines, there will only be flow-through scenarios for residential customers.

5. Partial Migration

A partial migration occurs when a customer has a multi-line account and migrates some of their lines to a new Local Service Provider (LSP) while at least one line remains with the initial LSP. Only REQTYPE B, C, and F have the option of being partially migrated. Those scenarios that will test partial migrations are marked in a checklist box on the description.

6. UNE Type

The types of UNE loops that a CLEC can order are Non-Designed (SL1) and Designed (SL2) UNE loops.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address the following:

- DLR (for 2 wire analog designed loops only)
- Coordination (for 2 wire analog non-designed loops only)
- Time-specific coordination (for 2 wire analog non-designed loops only)
- Vertical features (for UNE ports and loop-port combos)
- Directory Listing (for Activity Types A, M, T, and V)
    - e.g., change in company name or adding telephone numbers

- Order supplements (for all UNE types)
  - e.g., changes to in-process orders
- Designed errors (for all UNE types)
  - e.g., invalid entries
- Cancels (for all UNE types)

Test scenarios specify the number of lines for a given customer account. This number is subject to change on a test case level based on limitations of the BellSouth test data. The potential change in the number of customer lines will not affect the flow-through status. (Flow-through occurs on orders of up to 25 lines.) For example, when a flow-through test scenario requires a business customer account with 10 lines and BellSouth's test data only offers an account with either 2 or 26 lines, the account with 2 lines will be used as in the test scenario.

C. UNE Ordering Coverage

The following table illustrates coverage of the UNE ordering test scenarios along the six primary categories described above.

UNE Test Scenario Type	Scenario Numbers
UNE Loop Ordering Test Scenarios	301-324, 620, 630, 700, 701
UNE Loop with INP Ordering Test Scenarios	325-335
UNE Loop with LNP Ordering Test Scenarios	349-359, 800
UNE INP Ordering Test Scenarios	373-382
UNE LNP Ordering Test Scenarios	383-388, 801
UNE Port Ordering Test Scenarios	395-419
UNE Loop-Port Ordering Test Scenarios	420-445, 602, 604, 702
UNE Standalone Directory Listing Scenarios	450-458

Figure B3-VI: UNE Ordering Coverage

UNE Loop Ordering Test Scenarios

301	A CLEC orders2 new SL1 unbundled analog loops from BST in support of a customer's service request.	None	UNE Loop	N/A	CLEC	X		X										X	
302	A CLEC orders 26 new SL1 unbundled analog loops from BST in support of a new customer's service request.	None	UNE Loop	N/A	CLEC		X	X										X	
303	A CLEC orders 2 new SL2 unbundled analog loops from BST in support of a new customer's service request.	None	UNE Loop	N/A	CLEC	X		X											X
305	A CLEC orders 2 SL1 unbundled analog loops to support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X				X	
307	A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X					X
308	A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X
309	A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X				X	
311	A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X					X
312	A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC		X							X					X

315	A CLEC orders a change - (e.g., add a loop to an existing account) on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.	UNE Loop	UNE Loop	CLEC	CLEC	X			X										X
317	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X				X							X	
318	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X				X								X
319	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X					X						X	
320	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X					X							X
323	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.	UNE Loop	None	CLEC	N/A	X				X								X	
324	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.	UNE Loop	None	CLEC	N/A	X				X									X
600	Migrate 2 auxiliary lines of a BST retail 4 line customer to CLEC UNE SL2 analog loop	Simple	UNE Loop	BST	CLEC	X								X					X
620	An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.	UNE Loops	UNE Loop	CLEC	CLEC	X				X								X	

630	A CLEC migrates an existing UNE loop-port combination 2-line customer to UNE analog SL2 loops.	Loop-Port Combo	UNE Loop	CLEC	CLEC		X						X					X
700	Migrate an existing CLEC single line resale customer to another CLEC UNE SL1 analog loop.	Resale	UNE Loop	CLEC 1	CLEC 2	X							X				X	
701	Migrate an existing CLEC 1 line SL1 loop customer to another CLEC UNE SL1 analog loop.	UNE Loop	UNE Loop	CLEC 1	CLEC 2	X							X				X	

Figure B3-VII: UNE Loop Ordering Test Scenarios

325	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X						X				X		X	
326	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X							X				X			X
328	A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X						X				X			X

329	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X						X				X	X	
330	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X							X				X		X
333	A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X							X			X			
334	A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC		X						X			X			
335	A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X							X				X		

Figure B3-VIII: UNE Loop with INP Ordering Test Scenarios

349	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The	Simple	UNE Loop	BST	CLEC		X						X			X		X	

	customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.																				
350	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X				X			X
351	A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X				X		X	
353	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X	X	
354	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X					X		X
355	A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X	X	
357	A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X				X			
358	A CLEC orders 26 SL1 unbundled	Resale	UNE	CLEC	CLEC		X							X				X			

	analog loops with LNP from BST for one of its resale customers.		Loop																		

359	A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X					X		
800	Migrate 'as-is' a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP. Directory Listings remain the same.	Simple	LNP	BST	CLEC	X									X			X			

Figure B3-IX: UNE Loop with LNP Ordering Test Scenarios

373	A CLEC ports 2 of its existing 6 numbers to CLEC via INP.	Simple	INP	BST	CLEC	X								X				X			
374	A CLEC orders INP for both of its fully migrated lines from BST.	Simple	INP	BST	CLEC	X								X					X		
375	A CLEC ports 26 of its existing 31 numbers to CLEC via INP.	Simple	INP	BST	CLEC		X							X				X			
377	A CLEC orders INP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	INP	CLEC	CLEC	X								X							
382	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6	INP	None	CLEC	N/A	X				X											

	of its customer's lines.																		

Figure B3-X: UNE INP Ordering Test Scenarios

383	A CLEC ports 2 of its existing 6 numbers to CLEC via LNP.	Simple	LNP	BST	CLEC		X							X				X	
384	A CLEC orders LNP for both of itsfully migrated lines from BST.	Simple	LNP	BST	CLEC	X								X					X
385	A CLEC ports 26 of its existing 31 numbers to CLEC via LNP.	Simple	LNP	BST	CLEC		X							X				X	
386	A CLEC orders LNP for all 26 fully migrated lines from BST.	Simple	LNP	BST	CLEC		X							X					X
387	A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	LNP	CLEC	CLEC	X								X					
388	A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	LNP	CLEC	CLEC		X							X					
801	A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.	Simple	LNP	BST	CLEC	X									X				

Figure B3-XI: UNE LNP Ordering Test Scenarios

393	A CLEC orders a change from INP to LNP for 2 lines.	INP	LNP	CLEC	CLEC		X		X									

UNE Port Ordering Test Scenarios

395	A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC	X		X										X			
396	A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC		X	X										X			
397	A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC	X		X											X		
398	A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X				X		X	
399	A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC	X								X				X			X
400	A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X				X		X	

401	A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X				X			X
402	A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X					X	X	
403	A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC	X								X					X		X
404	A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.	Resale	UNE Port	CLEC	CLEC	X								X				X			
405	A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.	Resale	UNE Port	CLEC	CLEC		X							X				X			
406	A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.	Resale	UNE Port	CLEC	CLEC	X								X					X		
407	A CLEC orders a change – (e.g., add call waiting) on 2 business unbundled analog ports in response to a CLEC customer complaint.	UNE Port	UNE Port	CLEC	CLEC	X			X									X			
408	A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.	UNE Port	UNE Port	CLEC	CLEC		X		X									X			

409	A CLEC orders a change (e.g., add call waiting) on 2 residential unbundled analog ports in response to a CLEC customer complaint.	UNE Port	UNE Port	CLEC	CLEC	X			X										X		
412	A CLEC orders a suspend on 2 business unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X									X		X			
414	A CLEC orders a suspend on 2 residential unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X									X			X		
415	A CLEC orders a restore on 2 business unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X										X	X			
417	A CLEC orders a restore on 2 residential unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X										X		X		
418	An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.	UNE Port	None	CLEC	N/A	X				X								X			
419	An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.	UNE Port	None	CLEC	N/A	X				X									X		

Figure B3-XIII: UNE Port Ordering Test Scenarios

420	A CLEC orders 2 new business unbundled analog loop – port combinations from BST in support of a new business customer's service request.	None	UNE Loop – Port	N/A	CLEC	X		X											X		

422	A CLEC orders 2 new residential unbundled analog loop – port combinations from BST in support of a new residential customer's service request.	None	UNE Loop – Port	N/A	CLEC	X		X										X
423	A CLEC orders 2 business unbundled analog loop – port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC	X								X			X	
424	A CLEC orders 26 business unbundled analog loop – port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC		X							X			X	
425	A CLEC orders 2 residential unbundled analog loop – port combinations in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC	X								X				X
427	A CLEC orders 26 business unbundled analog loop – port combinations from BST for one of its resale business customers.	Resale	UNE Loop – Port	CLEC	CLEC		X							X			X	
428	A CLEC orders 2 residential unbundled analog loop – port combinations from BST for one of its resale residential customers.	Resale	UNE Loop – Port	CLEC	CLEC	X								X				X
429	A CLEC orders a change on 2 business unbundled analog loop – port combinations in response to a CLEC customer complaint.	UNE Loop – Port	UNE Loop – Port	CLEC	CLEC	X			X								X	

432	An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop - port combinations from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X				X							X	
433	An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop - port combination from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X				X								X
435	An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop - port combination from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X					X							X
438	A CLEC orders a suspend on 2 business unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X									X		X	
440	A CLEC orders a suspend on 2 residential unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X									X			X
441	A CLEC orders a restore on 2 business unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X										X	X	
443	A CLEC orders a restore on 2 residential unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X										X		X
444	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.	UNE Loop - Port	None	CLEC	N/A	X				X								X	
445	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.	UNE Loop - Port	None	CLEC	N/A	X				X									X

604	CLEC orders 1 unbundled analog loop/port combination in support of partial migration. BST customer currently has 3 lines, 2 of which stay with BST, while 1 migrates "as specified" to CLEC	Retail	UNE Loop-Port	BST	CLEC	X								X					X
602	An existing CLEC customer orders BST to disconnect 2 of 4 CLEC analog loop-port combinations.	UNE Loop-Port	UNE Loop-Port	CLEC	CELC	X				X									X	
702	Migrate an existing CLEC single line UNE Loop-Port combination customer to another CLEC UNE Loop-Port combination.	UNE Loop-Port	UNE Loop-Port	CLEC 1	CLEC 2	X								X						X

Figure B3-XIV: UNE Loop-Port Ordering Test Scenarios

452	A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.	UNE loop/port	UNE loop/port w/addl Lstgs	CLEC	CLEC	Y							X						X	
453	A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.	UNE loop/port	UNE loop/port w/addl Lstgs	CLEC	CLEC	Y							X							X

454	An existing CLEC residential loop port combination customer requests a directory listing change.	UNE loop/port	UNE loop/port w/a Chg Lstg	CLEC	CLEC	Y							X						X
455	An existing CLEC business loop port combination customer requests a directory listing change.	UNE loop/port	UNE loop/port w/a Chg Lstg	CLEC	CLEC	Y							X					X	
456	An existing CLEC multi-line business loop port combination customer requests an additional directory listing.	UNE loop/port	UNE loop/port w/addl Lstg	CLEC	CLEC	Y							X					X	
457	A CLEC customer with LNP orders a directory listing.	LNP	LNP with DL	CLEC	CLEC	Y		X											
458	A CLEC customer with LNP deletes its directory listing.	LNP	LNP with DL	CLEC	CLEC	Y				X									

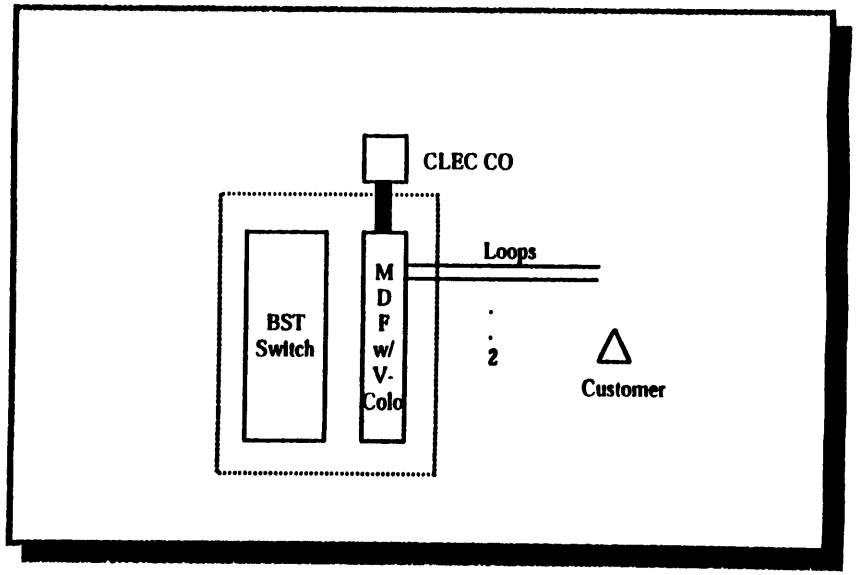
Figure B3-XV: UNE Standalone Directory Listing Test Scenario

***Scenario # 301**: A CLEC orders 2 new SL1 unbundled analog loops from BST.*

Scenario Description:

A CLEC orders 2 new SL1 unbundled analog loops from BST in support of a customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

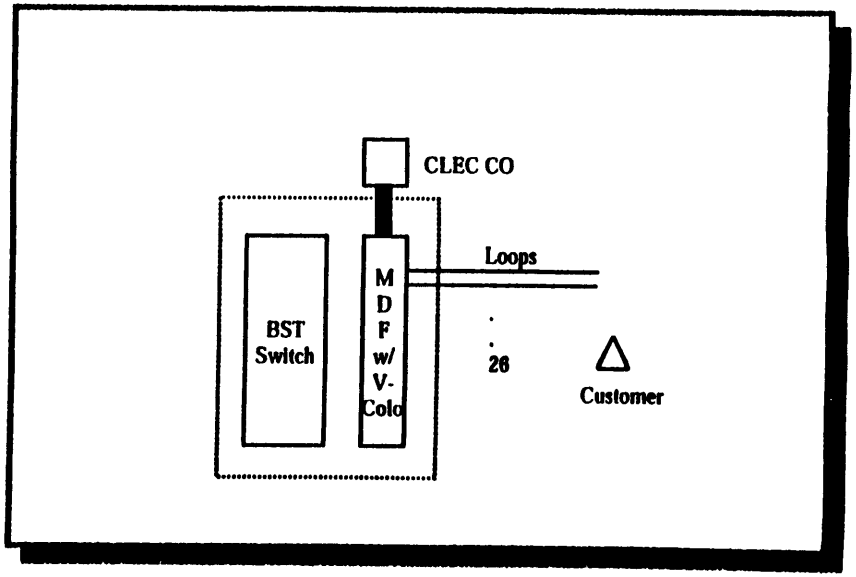
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 302: A CLEC orders 26 new SL1 unbundled analog loops from BST.

Scenario Description:

A CLEC orders 26 new SL1 unbundled analog loops from BST in support of a new customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

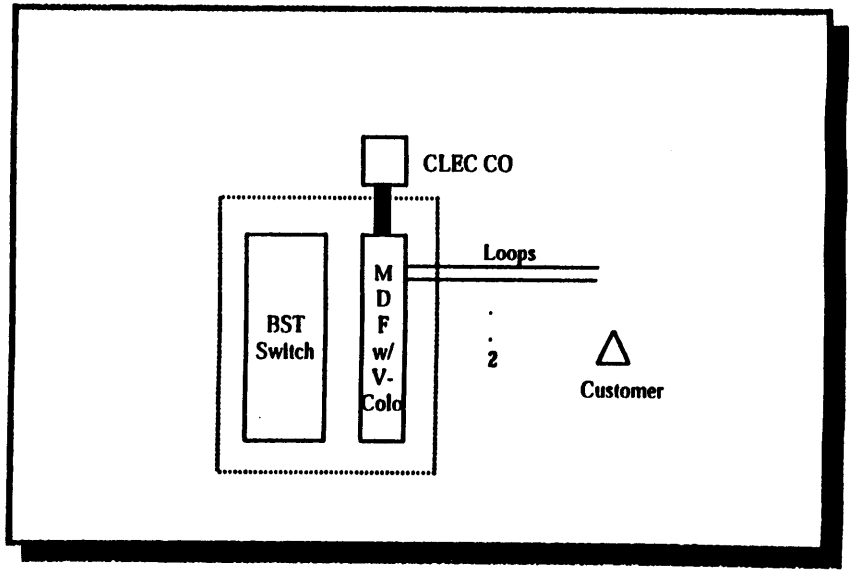
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 303**: A CLEC orders 2 new SL2 unbundled analog loops from BST.*

Scenario Description:

A CLEC orders 2 new SL2 unbundled analog loops from BST in support of a new customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

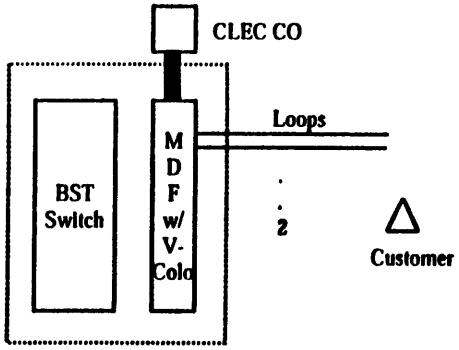
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 305**: A CLEC orders 2 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops to support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

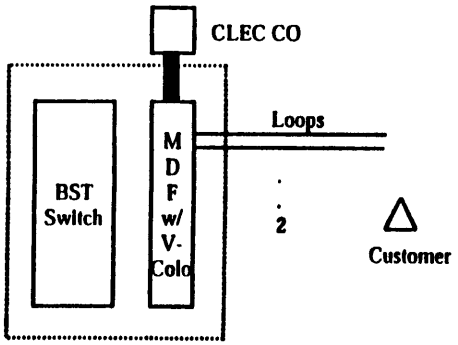
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 307**: A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

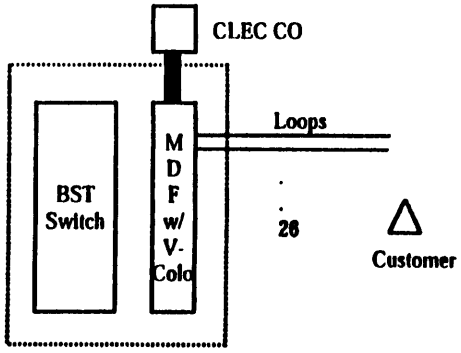
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 308**: A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

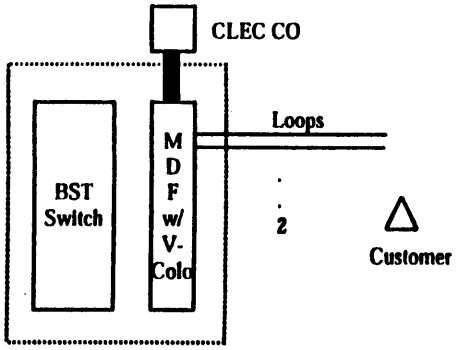
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 309**: A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

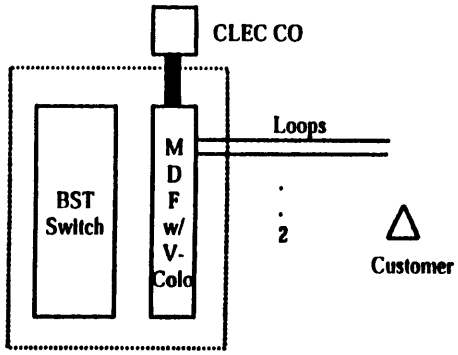
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 311**: A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

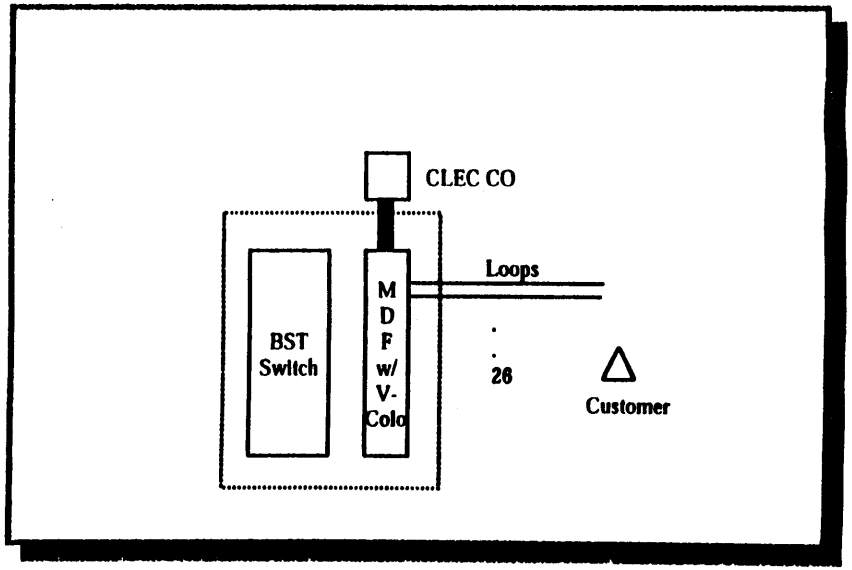
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 312: A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

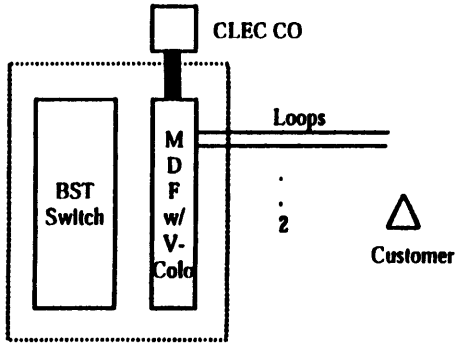
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 315**: A CLEC orders a change - add a loop to an existing account - on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change - (e.g.,add a loop to an existing account) on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

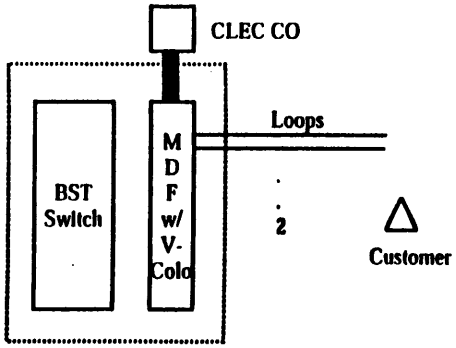
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 317**: An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

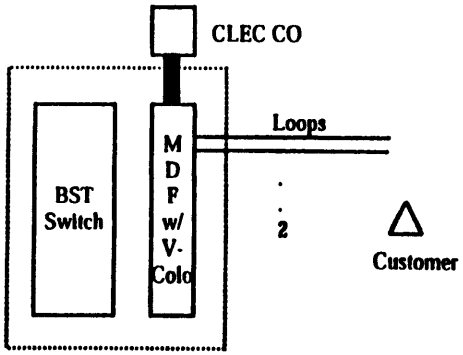
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 318**: An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

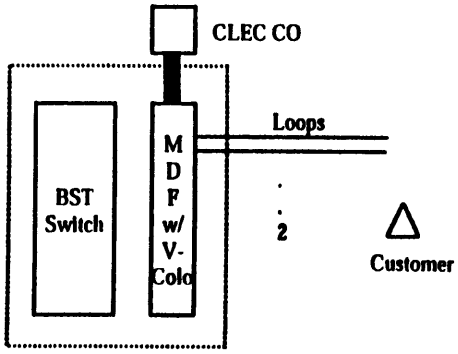
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 319**: An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

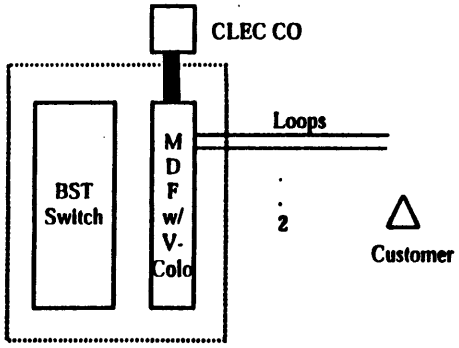
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 320: ***An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.***

Scenario Description:

An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

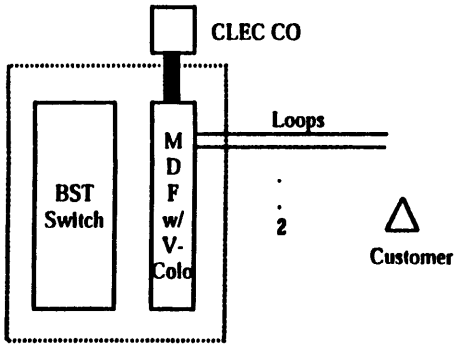
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 323**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

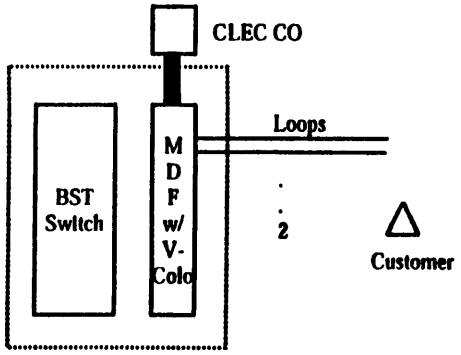
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 324**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

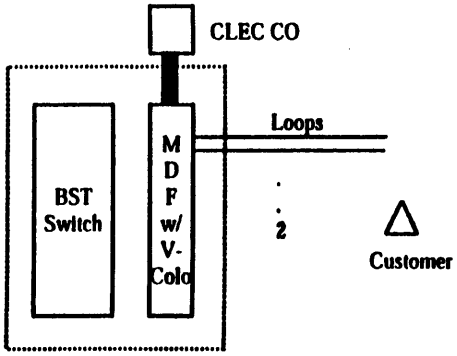
Added

***Scenario # 600**: A CLEC migrates 2 SL2 unbundled analog loops from BST.*

Scenario Description:

A CLEC migrates 2 auxiliary SL2 unbundled analog loops of a BST 4-line account in support of a customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	V
ACT TYPE	B
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

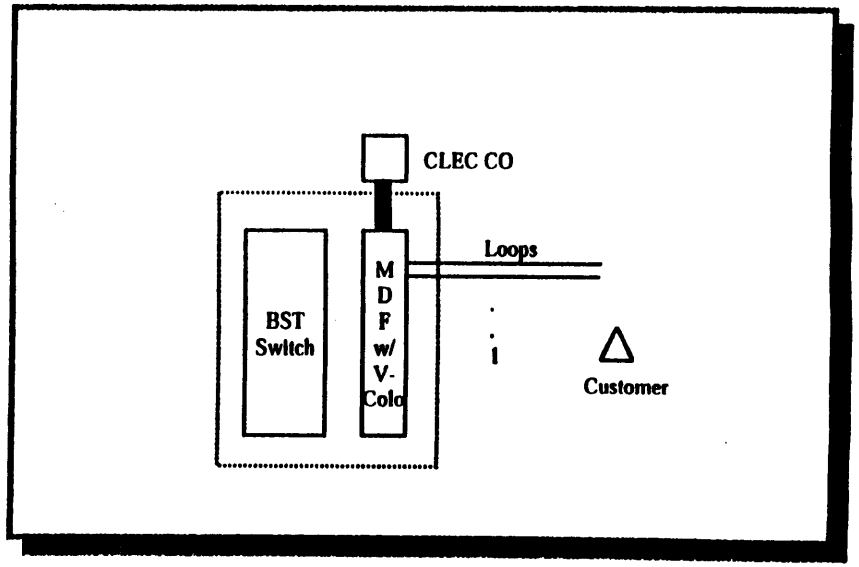
Supplement	
Errors	
Cancel	
Directory Listing	X

***Scenario # 620**: An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.*

Scenario Description:

An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

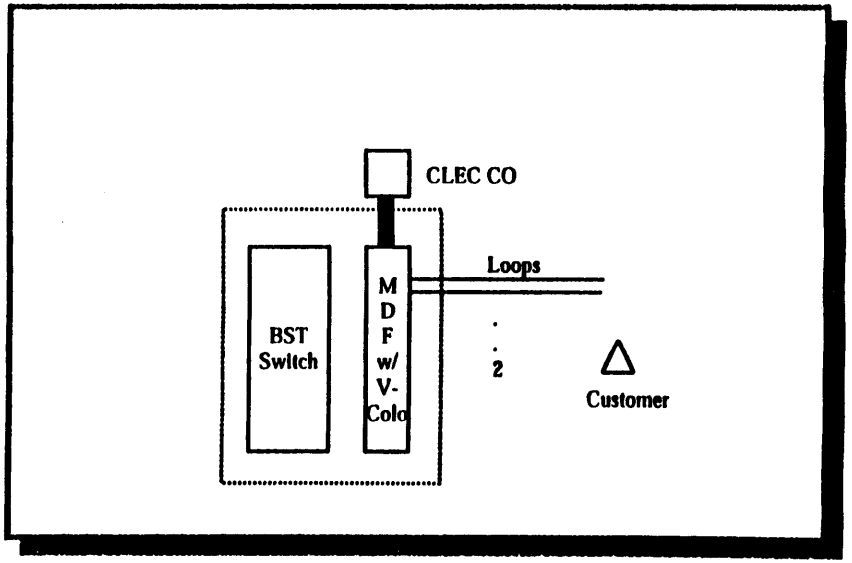
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 630**: A CLEC migrates an existing UNE loop port combination 2-line customer to UNE analog SL2 Loops.*

Scenario Description:

A CLEC migrates an existing UNE loop port combination 2-line customer to UNE analog SL2 loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 700**: Migrate an existing CLEC single line Resale customer to another CLEC UNE SL1 analog loop.*

Scenario Description:

Migrate an existing CLEC single line Resale customer to another CLEC UNE SL1 analog loop.

Network Configuration:

Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

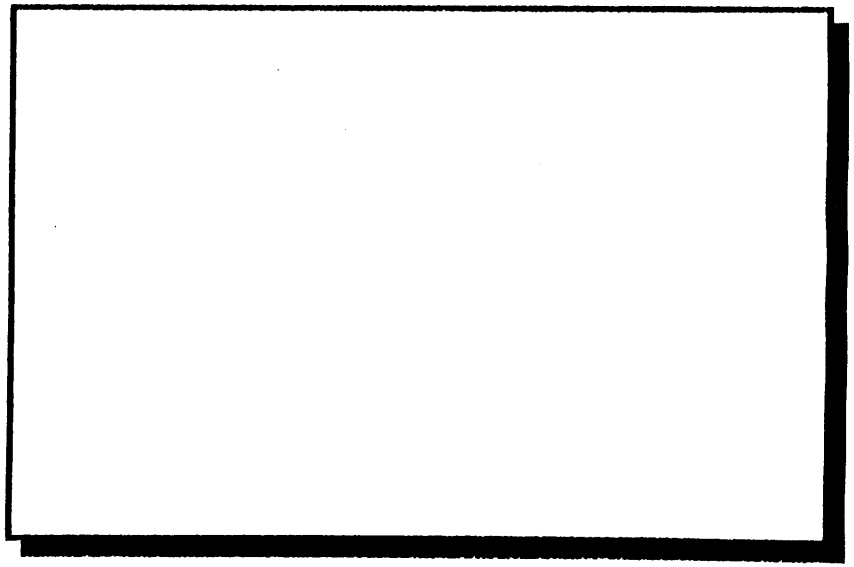
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 701**: Migrate an existing CLEC single line SL1 loop customer to another CLEC UNE SL1 analog loop.*

Scenario Description:

Migrate an existing CLEC single line SL1 loop customer to another CLEC UNE SL1 analog loop.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

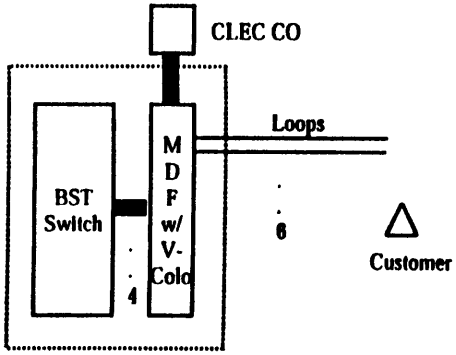
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 325**: A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

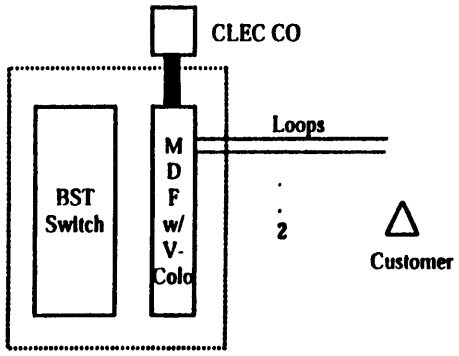
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 326**: A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

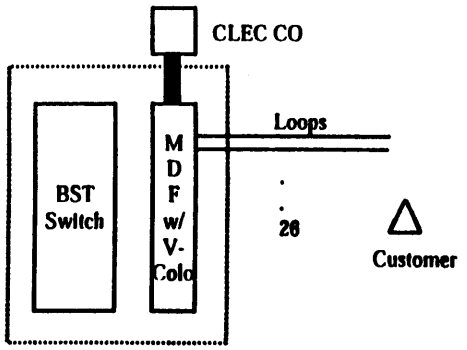
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 328**: A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

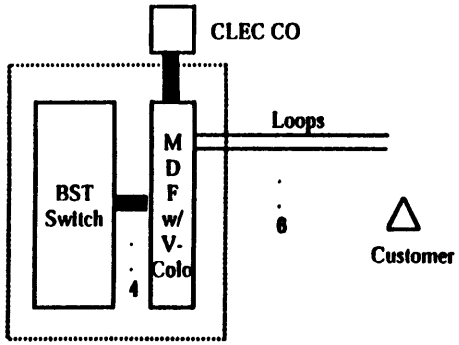
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 329**: A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

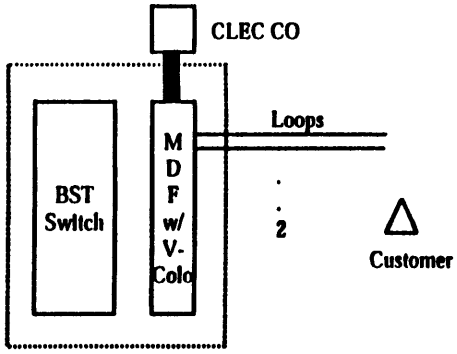
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 330**: A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

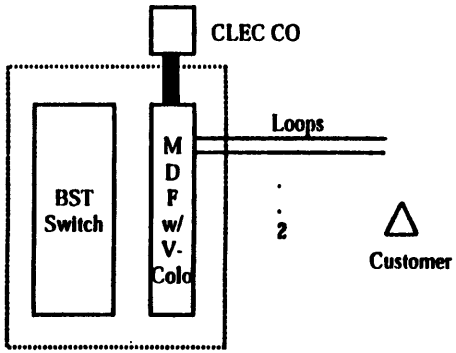
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 333**: A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

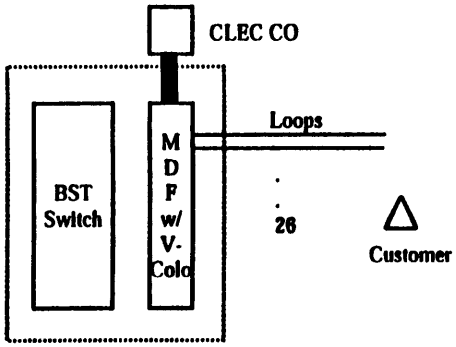
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 334**: A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

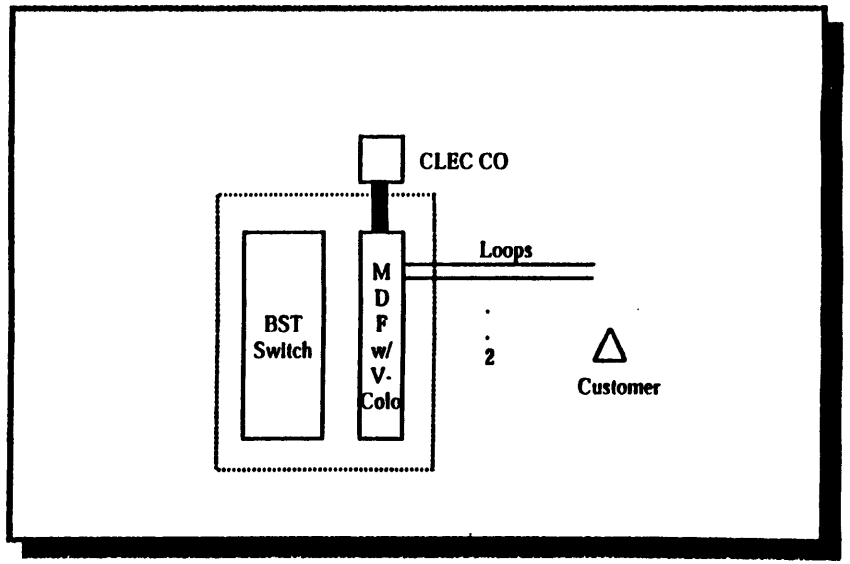
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 335**: A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

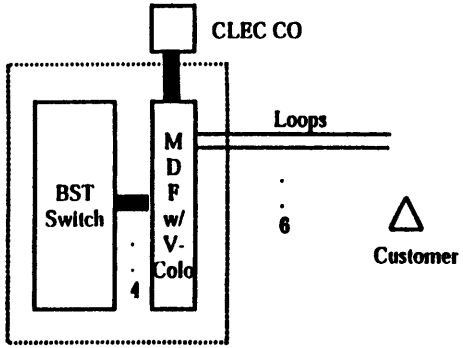
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 349**: A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

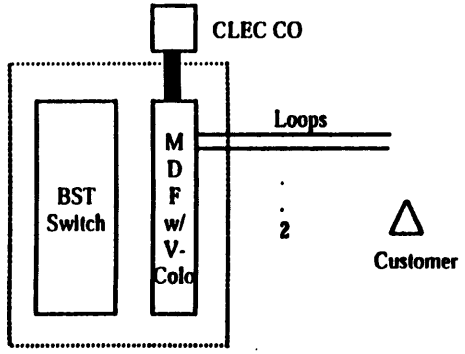
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 350**: A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

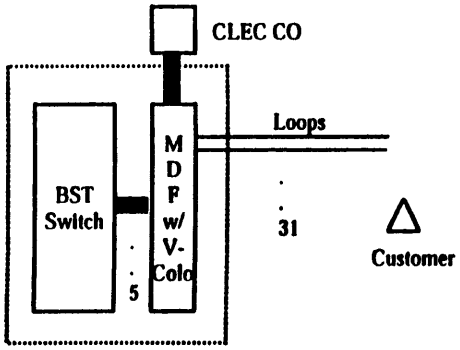
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 351**: A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

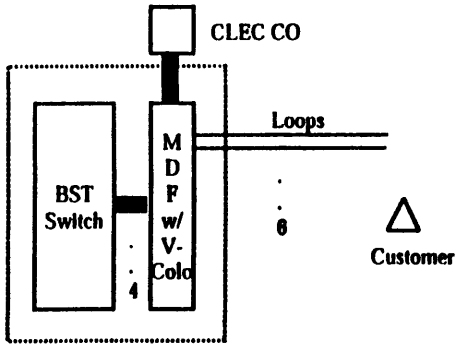
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 353**: A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

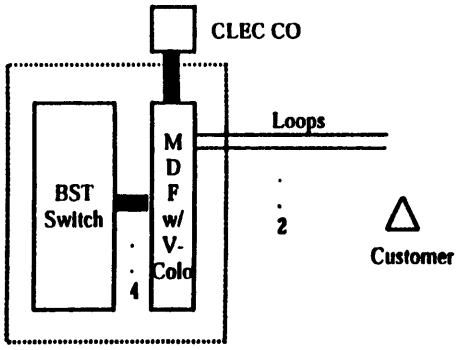
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 354**: A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a fulf migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

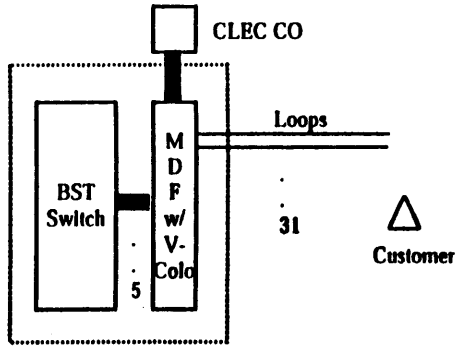
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 355**: A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

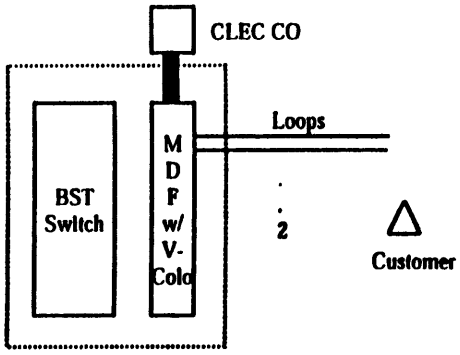
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 357**: A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

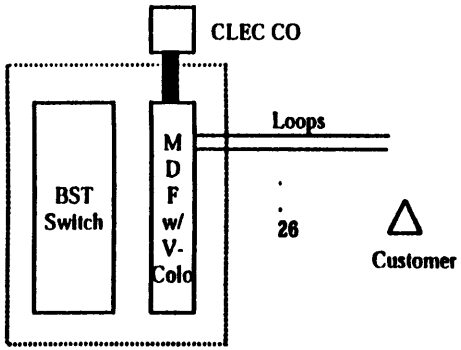
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 358**: A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

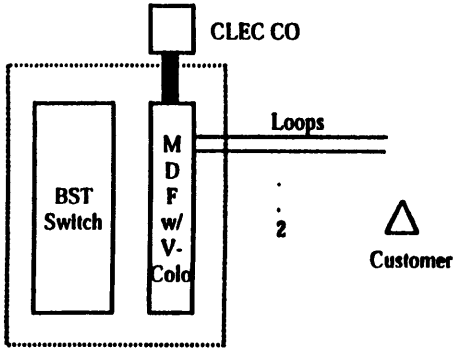
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 359**: A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

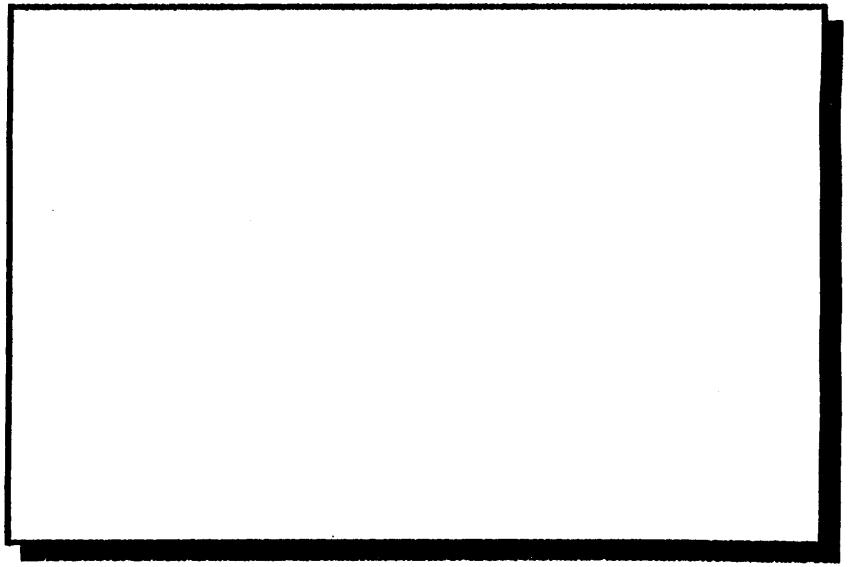
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 800*: Migrate "as-is" a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP.**

Scenario Description:

Migrate "as is" a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP. Directory Listings remain the same.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

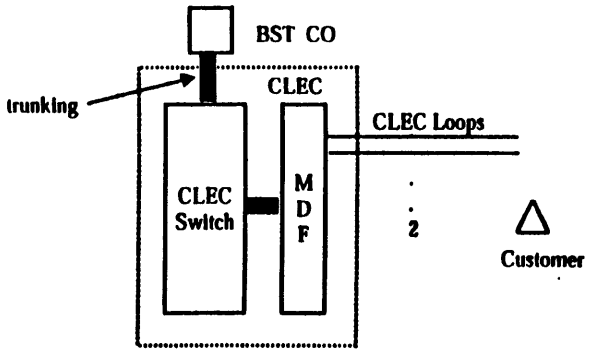
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 373: A CLEC orders INP for 2 partially migrated business lines from BST.

Scenario Description:

A CLEC order INP for both of its fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

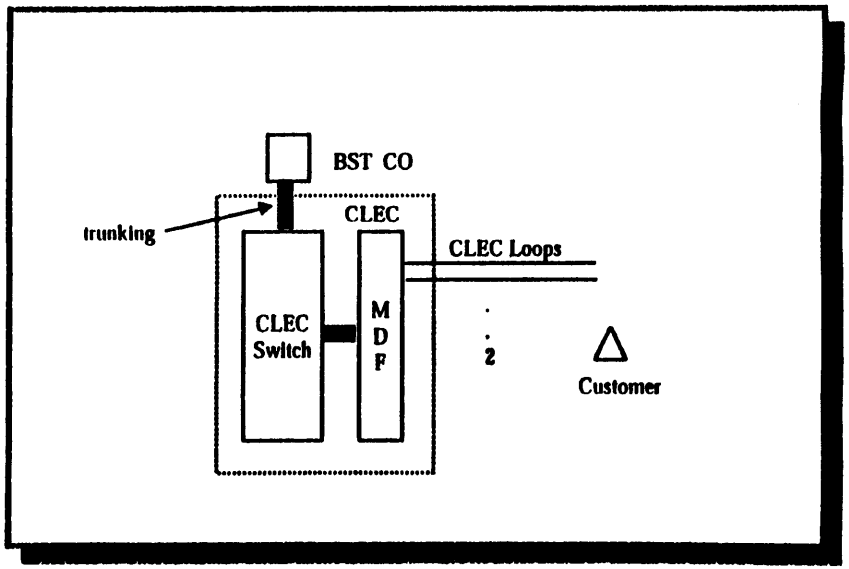
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 374: A CLEC orders INP for 2 fully migrated lines from BST.

Scenario Description:

A CLEC orders INP for both of its migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

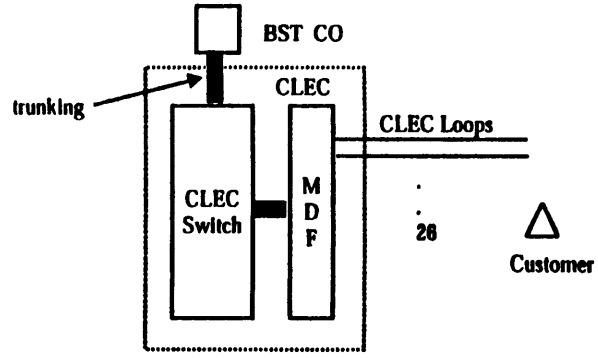
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 375**: A CLEC orders INP for 26 partially migrated lines from BST.*

Scenario Description:

A CLEC ports 26 of its existing 31 numbers to CLEC via INP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

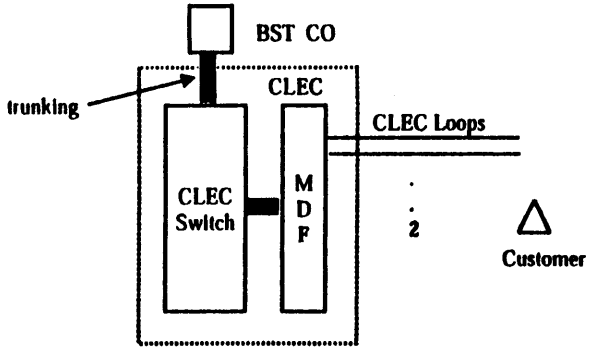
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 377: A CLEC orders INP for 2 lines.

Scenario Description:

A CLEC orders INP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

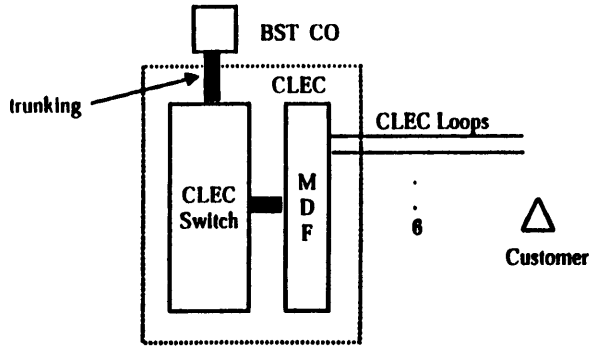
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 382**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

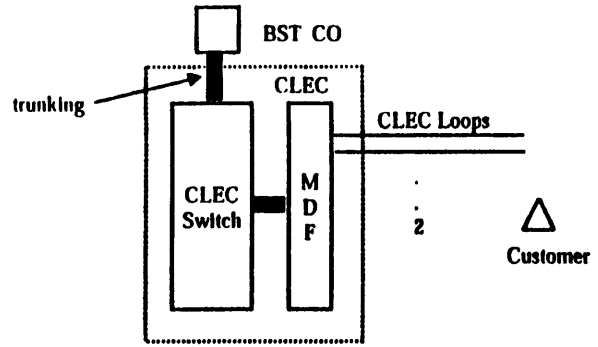
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 383**: A CLEC orders LNP for 2 partially migrated lines from BST.*

Scenario Description:

A CLEC ports 2 of its existing 6 numbers to CLEC via LNP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

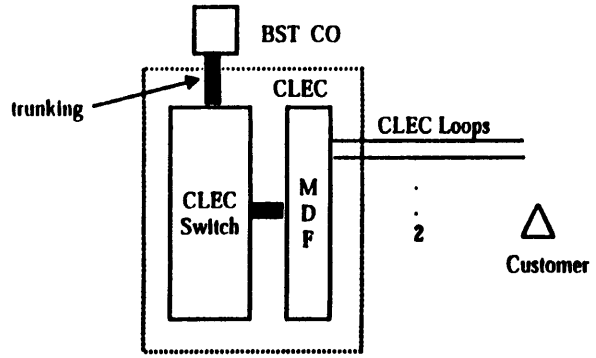
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 384**: A CLEC orders LNP for 2 fully migrated lines from BST.*

Scenario Description:

A CLEC orders LNP for both of its fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

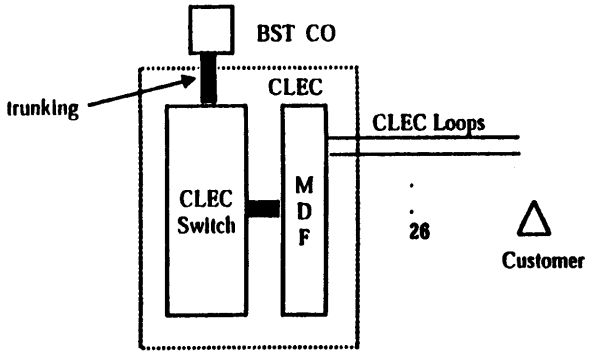
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 385*: A CLEC orders LNP for 26 partially migrated lines from BST.**

Scenario Description:

A CLEC ports 26 of its existing 31 Numbers to CLEC via LNP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

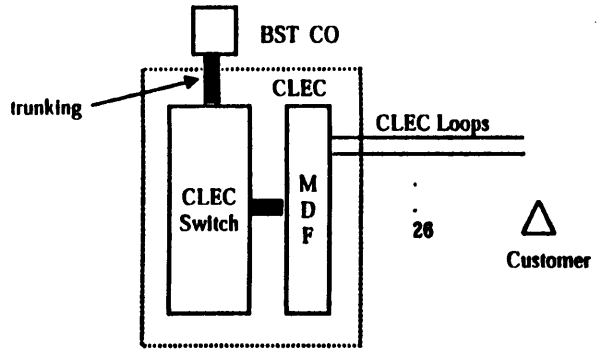
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 386: A CLEC orders LNP for 26 fully migrated lines from BST.

Scenario Description:

A CLEC orders LNP for all 26 fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

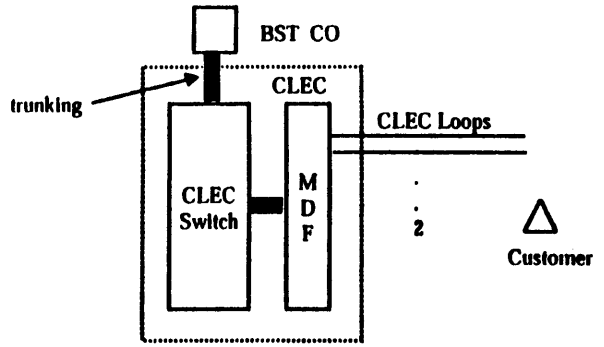
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 387**: A CLEC orders LNP for 2 lines of an existing resale customer.*

Scenario Description:

A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

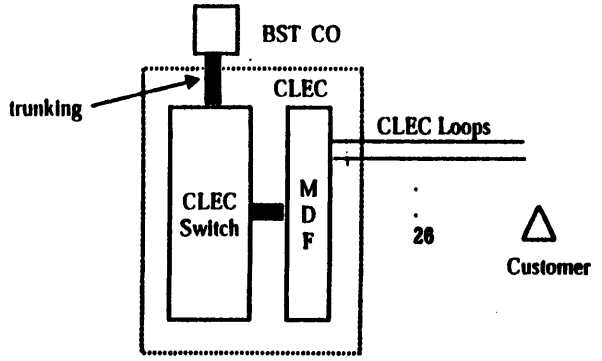
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 388: A CLEC orders LNP for 26 lines of an existing resale customer.

Scenario Description:

A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

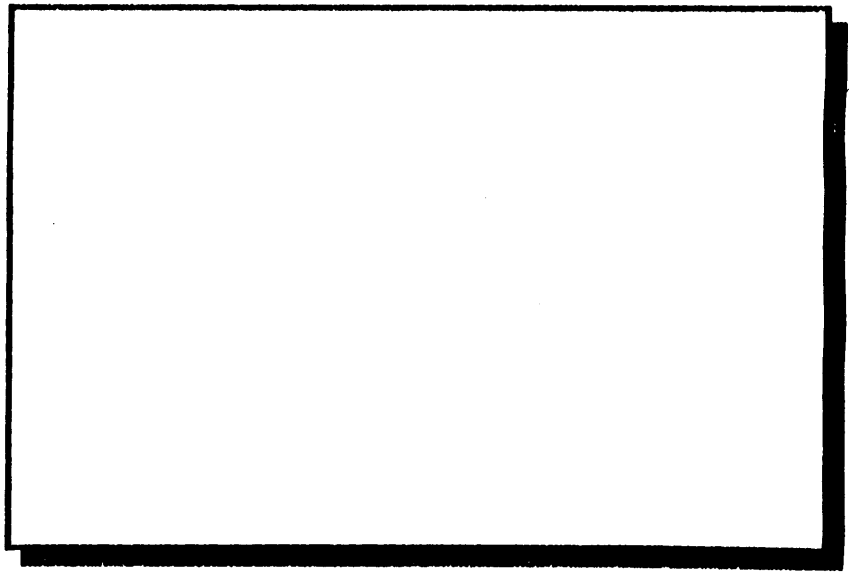
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 801**: A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.*

Scenario Description:

A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	W
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

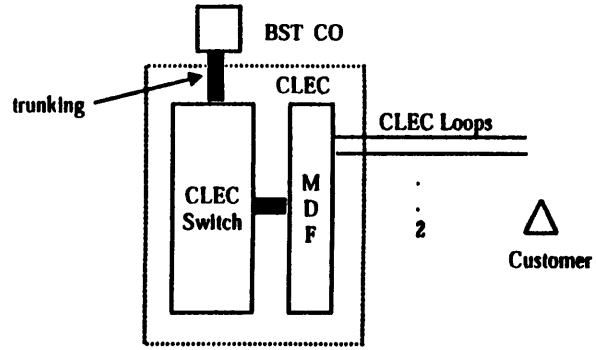
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 393: A CLEC orders a change from INP to LNP for 2 lines.

Scenario Description:

A CLEC orders a change from INP to LNP for 2 lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

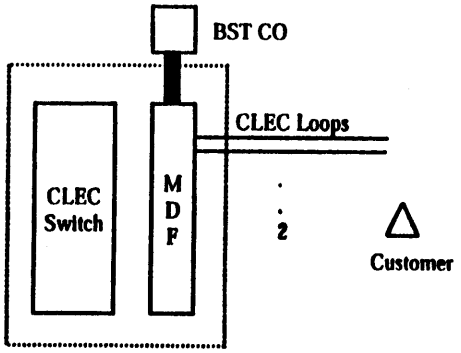
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 395**: A CLEC orders 2 new business unbundled analog ports from BST.*

Scenario Description:

A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

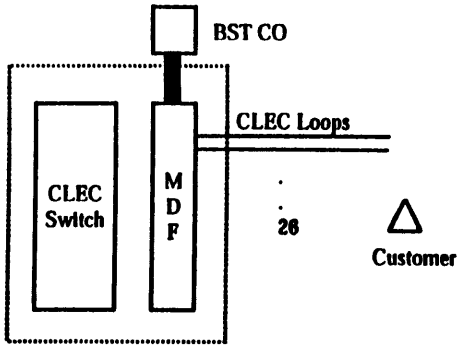
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 396: A CLEC orders 26 new business unbundled analog ports from BST.

Scenario Description:

A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

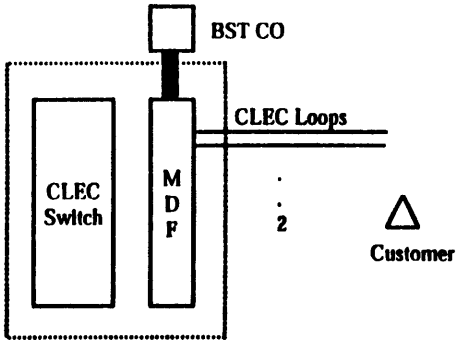
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 397**: A CLEC orders 2 new residential unbundled analog ports from BST.*

Scenario Description:

A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

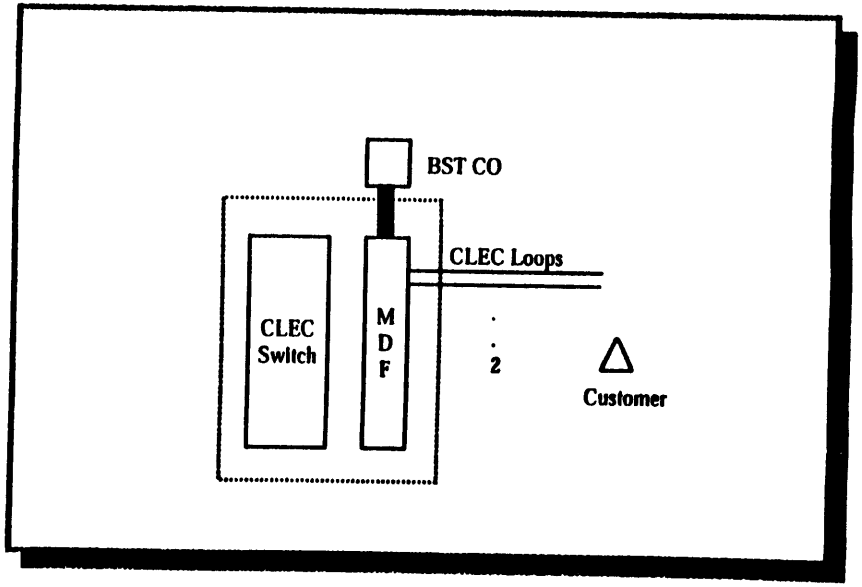
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 398**: A CLEC orders 2 business unbundled analog ports for a partial migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

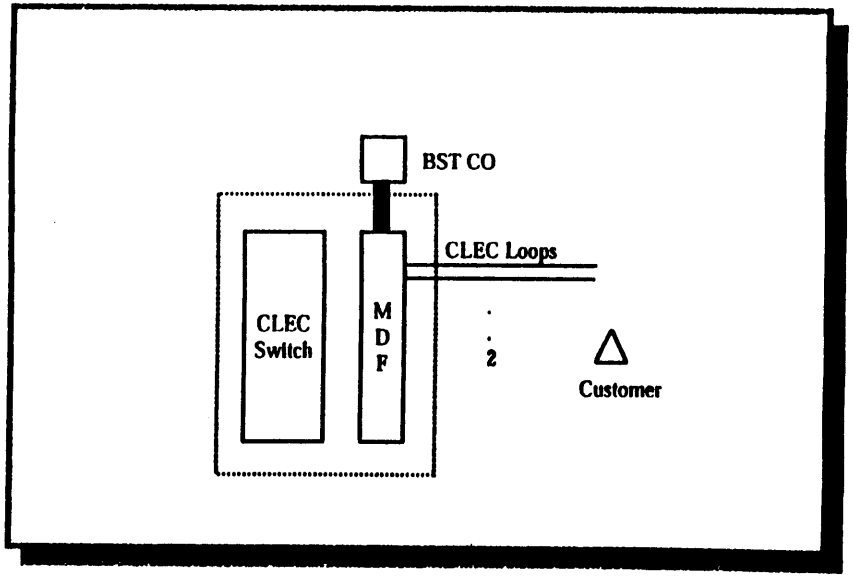
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 399**: A CLEC orders 2 business unbundled analog ports for a full migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

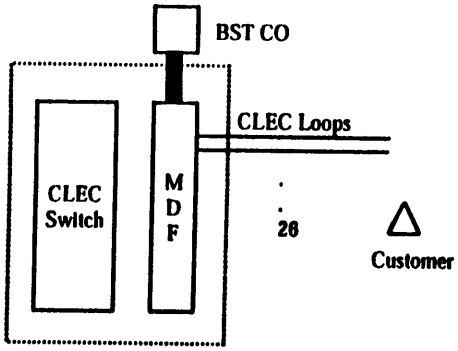
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 400**: A CLEC orders 26 business unbundled analog ports for a partial migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

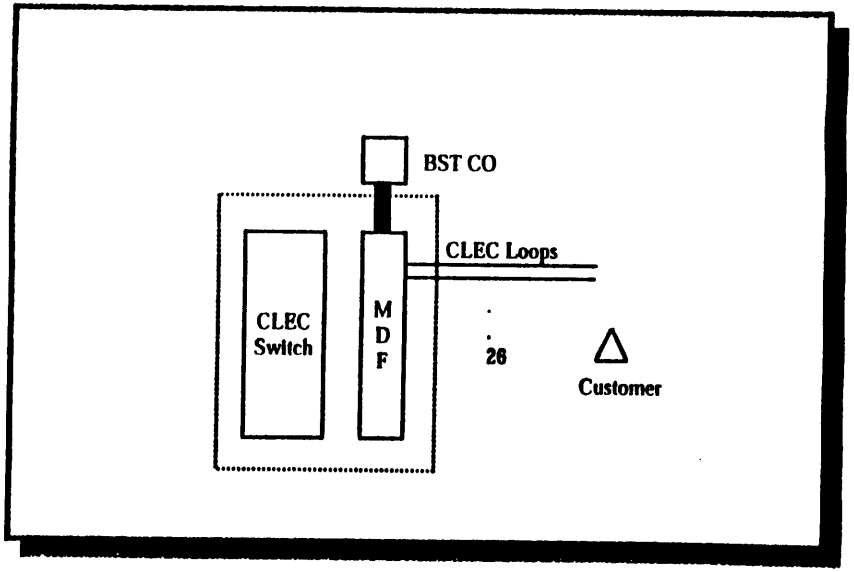
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 401**: A CLEC orders 26 business unbundled analog ports for a full migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

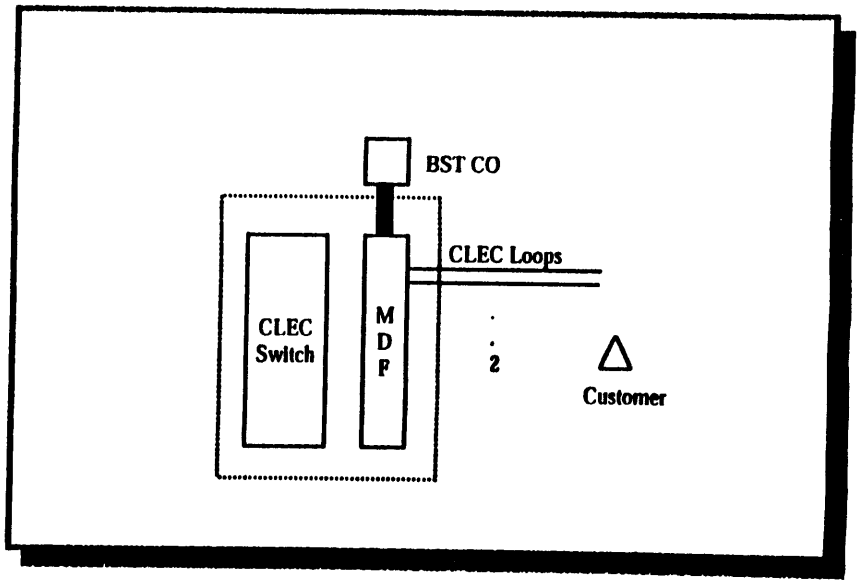
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 402**: A CLEC orders 2 residential unbundled analog ports for a partial migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

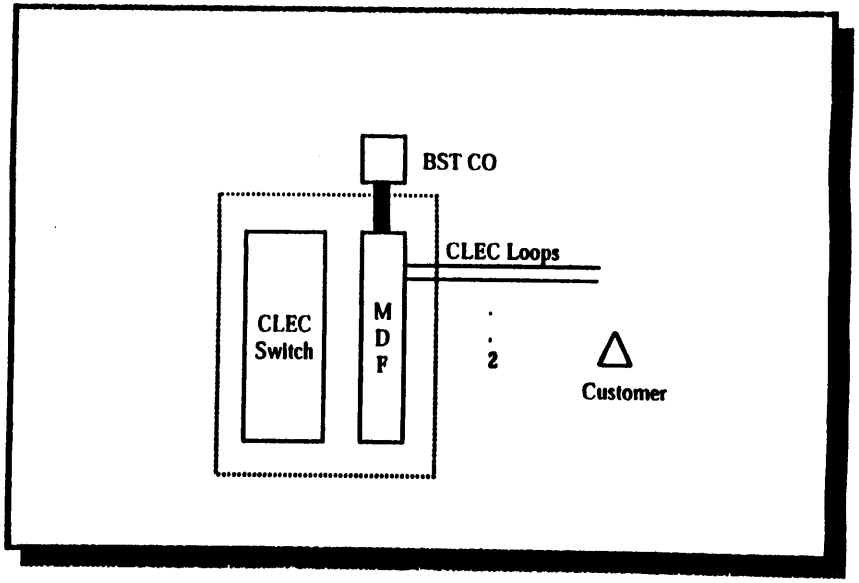
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 403**: A CLEC orders 2 residential unbundled analog ports for a full migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

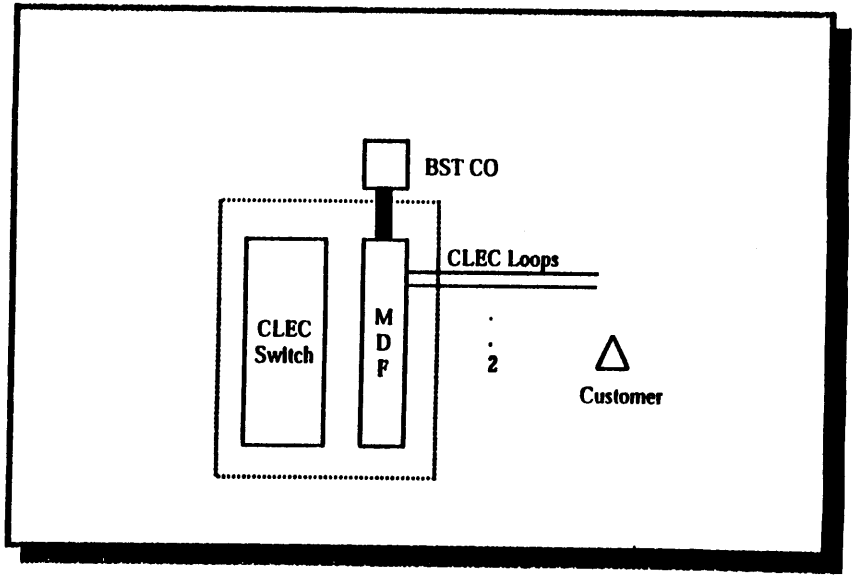
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 404**: A CLEC orders 2 business unbundled analog ports from BST for a resale business customer.*

Scenario Description:

A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

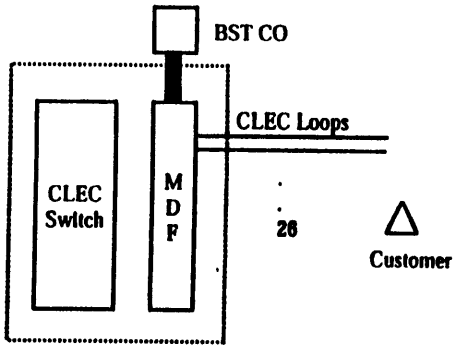
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 405**: A CLEC orders 26 business unbundled analog ports from BST for a resale business customer.*

Scenario Description:

A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

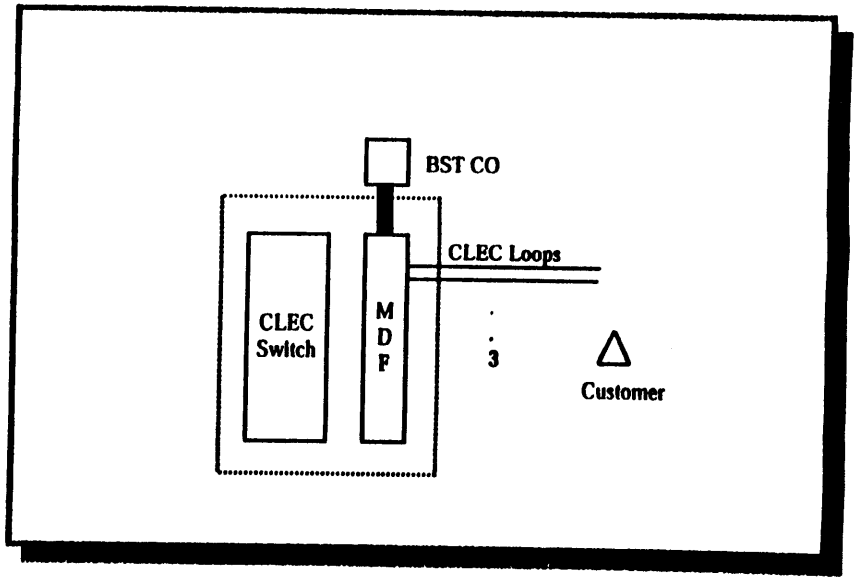
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 406**: A CLEC orders 3 residential unbundled analog ports from BST for a resale residential customer.*

Scenario Description:

A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

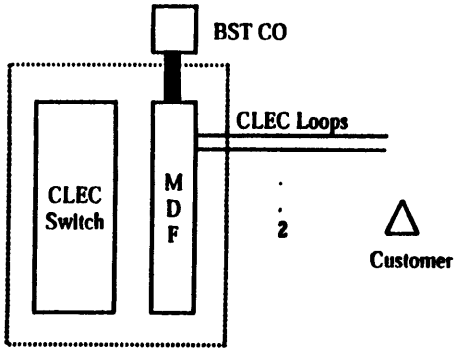
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 407: A CLEC orders a change (e.g., add call waiting) on 2 business unbundled analog ports in response to a CLEC customer.

Scenario Description:

A CLEC orders a change -(e.g., add call waiting) - on 2 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

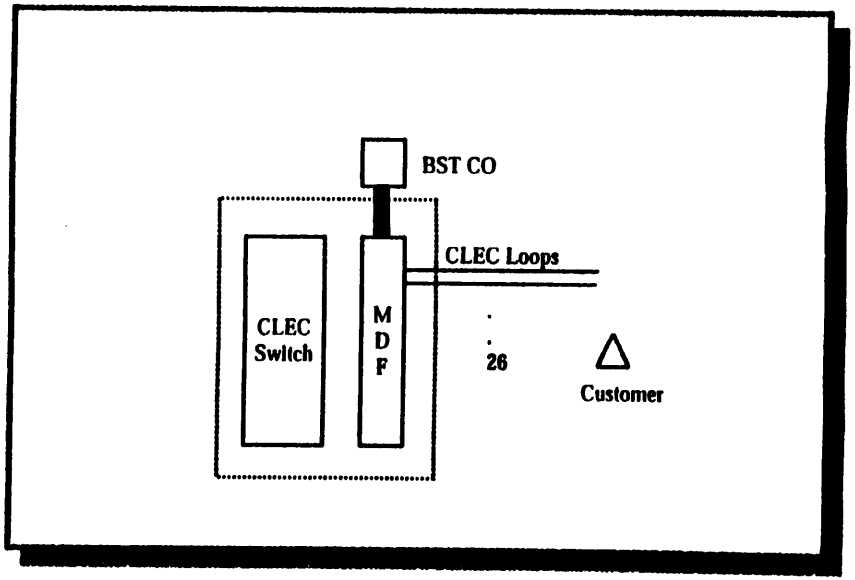
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 408**: A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

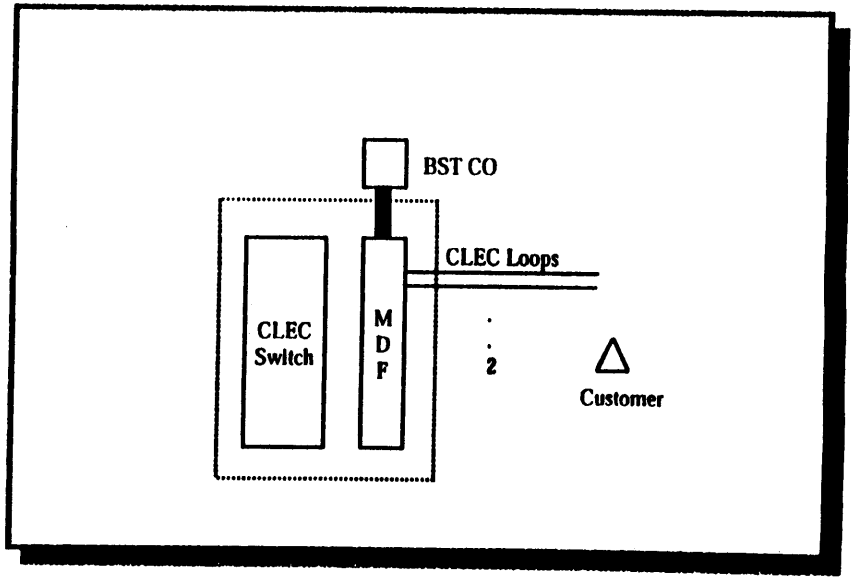
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 409: *A CLEC orders a change - add call waiting - on 2 business unbundled analog ports in response to a CLEC customer.*

Scenario Description:

A CLEC orders a change - add call waiting - on 2 residential unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

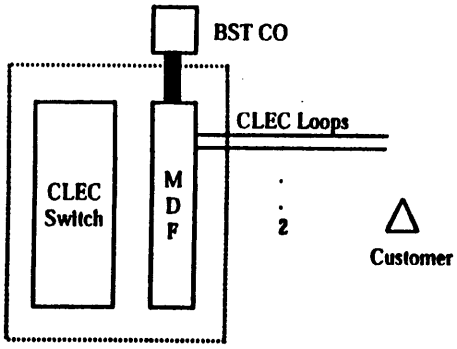
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 412: A CLEC orders a suspend on 2 business unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

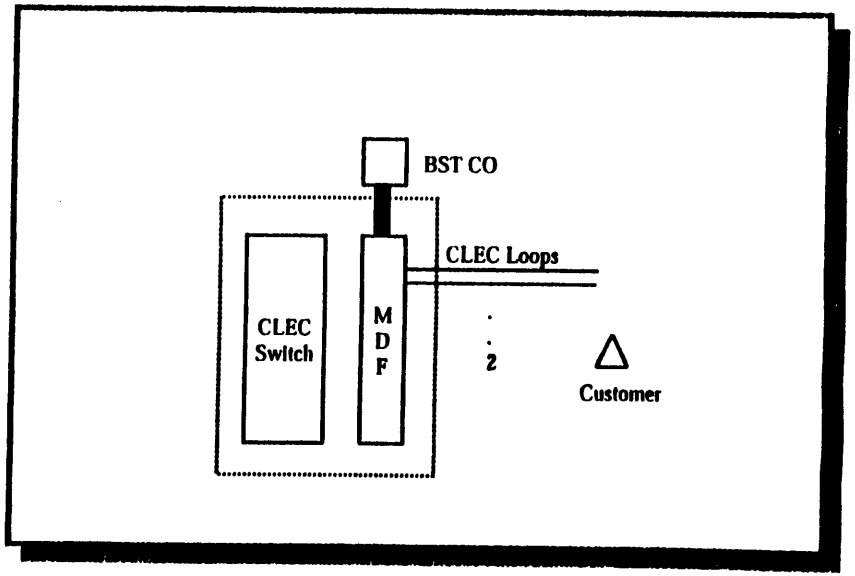
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 414**: A CLEC orders a suspend on 2 residential unbundled analog ports.*

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

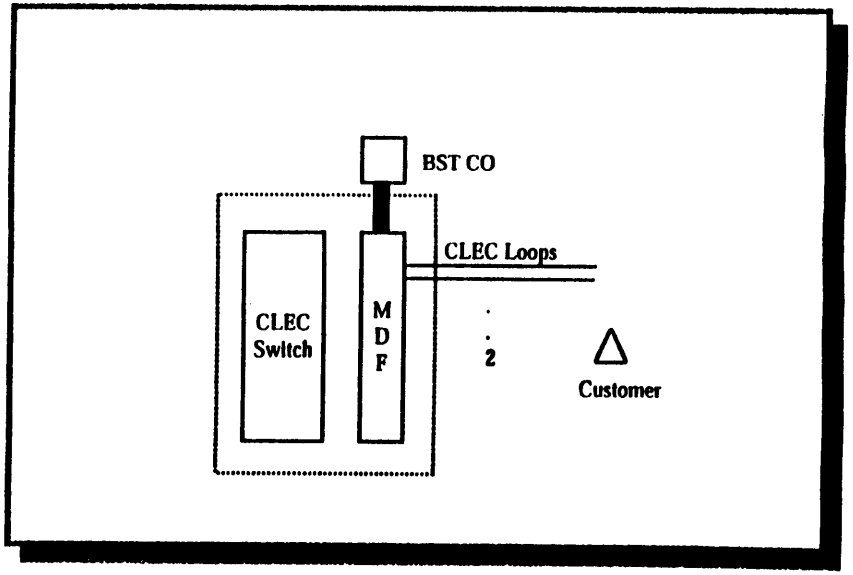
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 415**: A CLEC orders a restore on 2 business unbundled analog ports.*

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

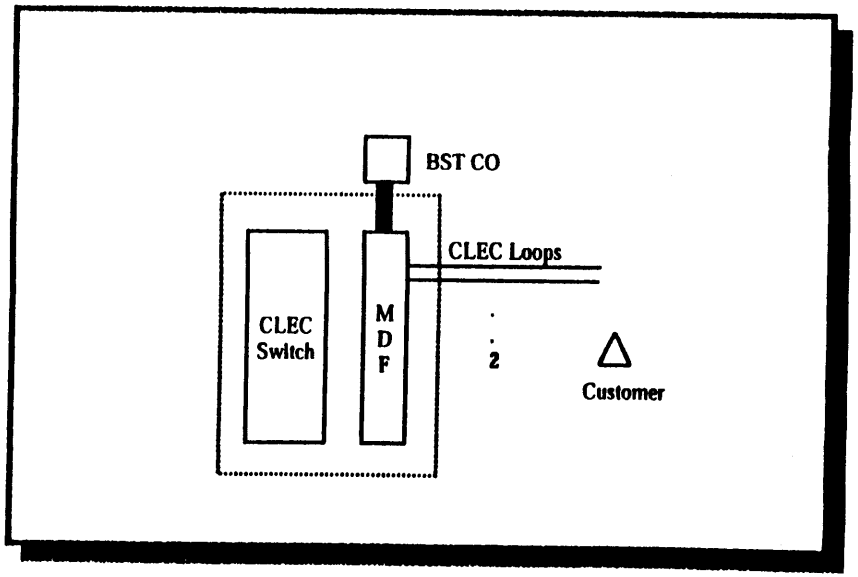
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 417: A CLEC orders a restore on 2 residential unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

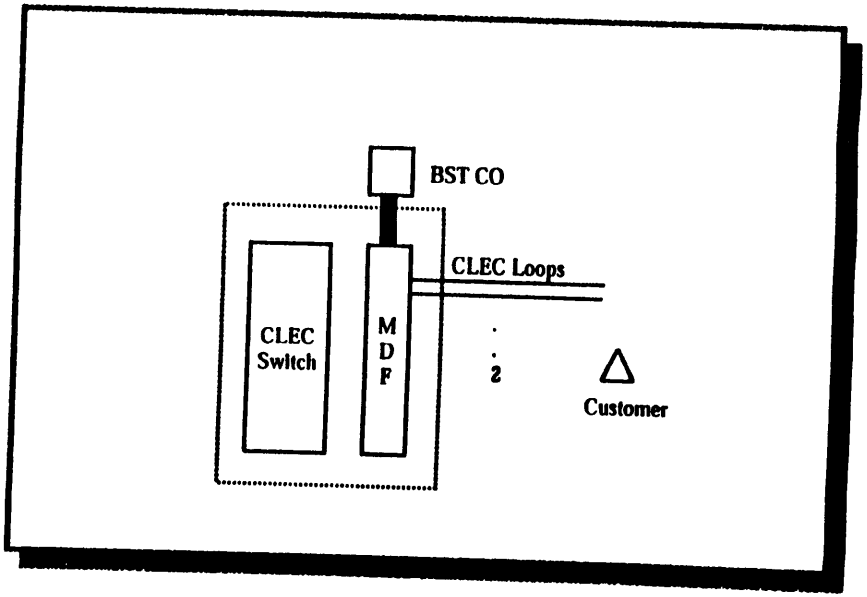
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 418**: An existing CLEC business customer is going out of business and disconnects both unbundled analog ports.*

Scenario Description:

An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

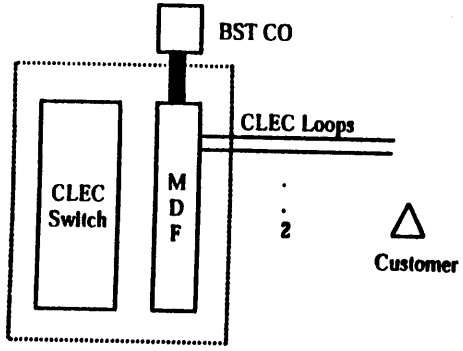
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 419**: An existing CLEC residential customer is moving and disconnects both unbundled analog ports.*

Scenario Description:

An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

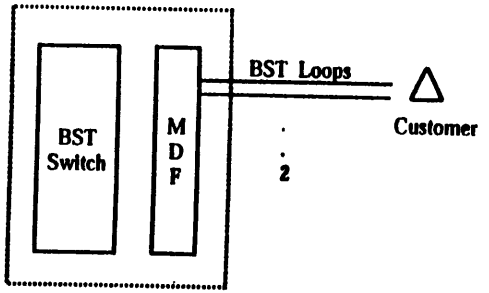
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 420**: A CLEC orders 2 new business unbundled analog loop-port combinations from BST.*

Scenario Description:

A CLEC orders 2 new business unbundled analog loop-port combinations from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

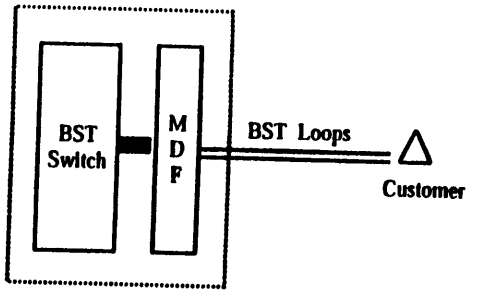
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 422**: A CLEC orders 2 new residential unbundled analog loop-port combinations from BST.*

Scenario Description:

A CLEC orders 2 new residential unbundled analog loop-port combinations from BST in support of a new residential customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

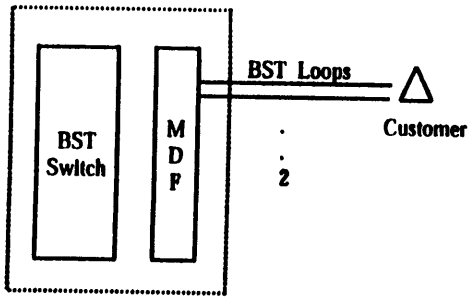
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 423**: A CLEC orders 2 business unbundled analog loop-port combinations from BST.*

Scenario Description:

A CLEC orders 2 business unbundled analog loop-port combinations from BST in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

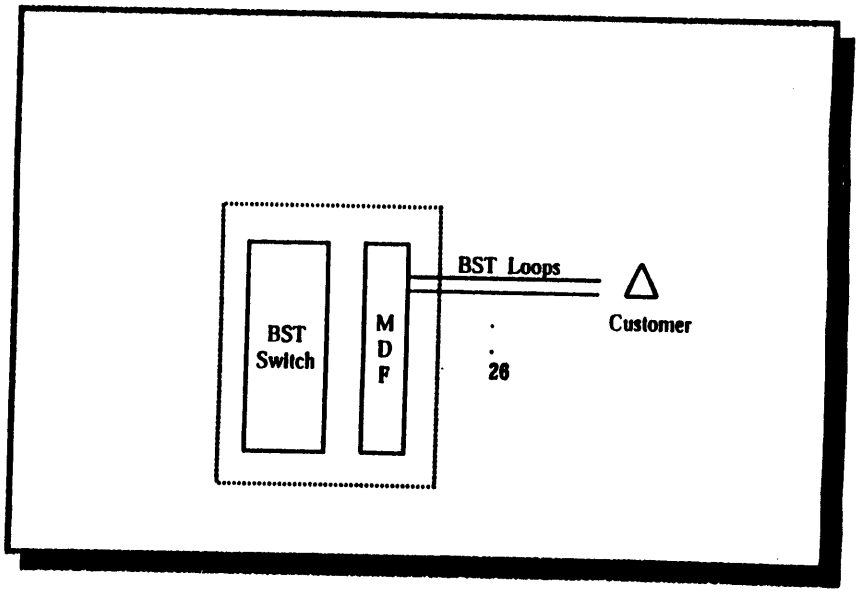
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 424**: A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer.*

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated " "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

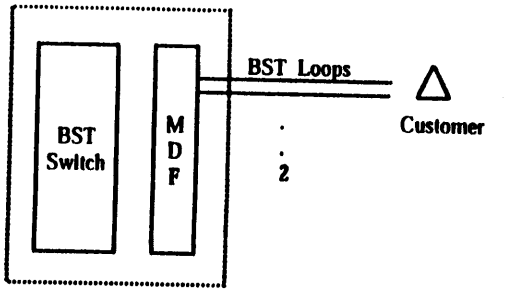
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 425**: A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residential customer.*

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residence customer. The received customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

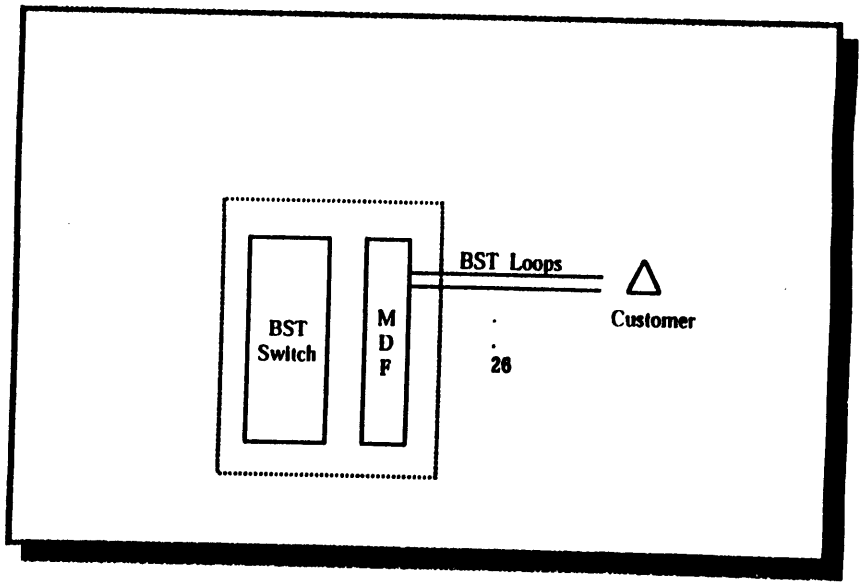
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 427: ***A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.***

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

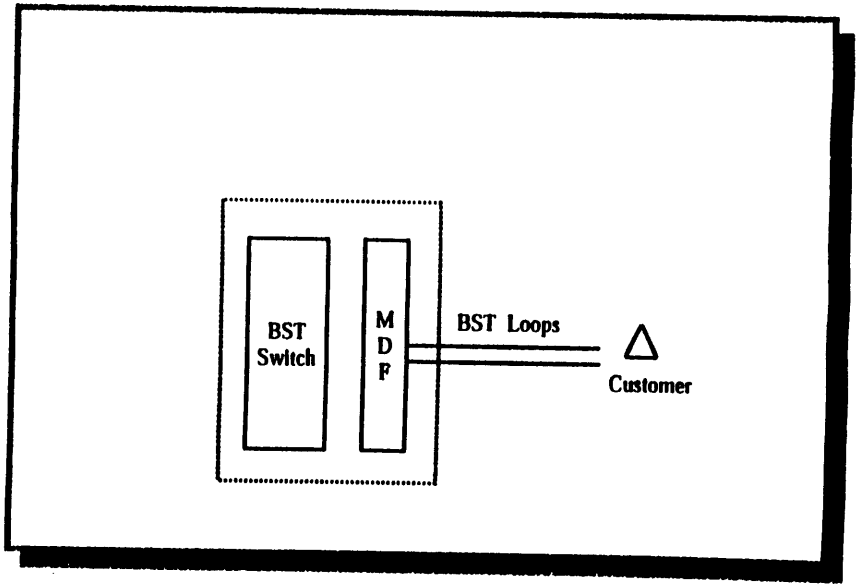
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 428**: A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.*

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

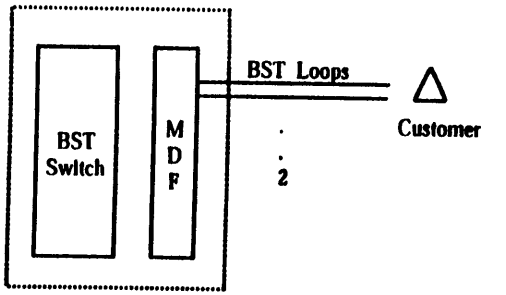
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 429**: A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

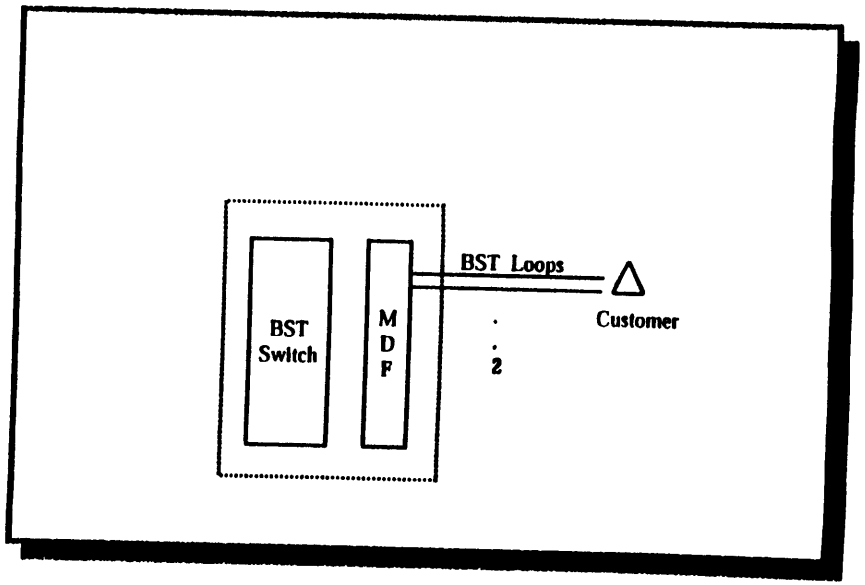
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 432**: An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.*

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

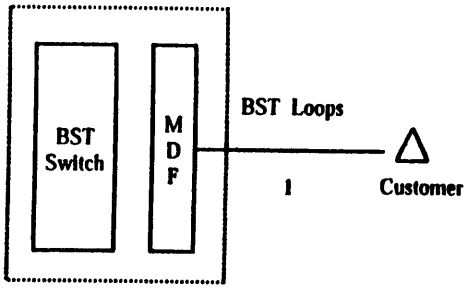
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 433**: An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.*

Scenario Description:

An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

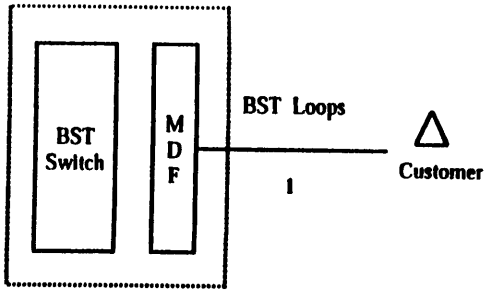
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 435**: An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.*

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

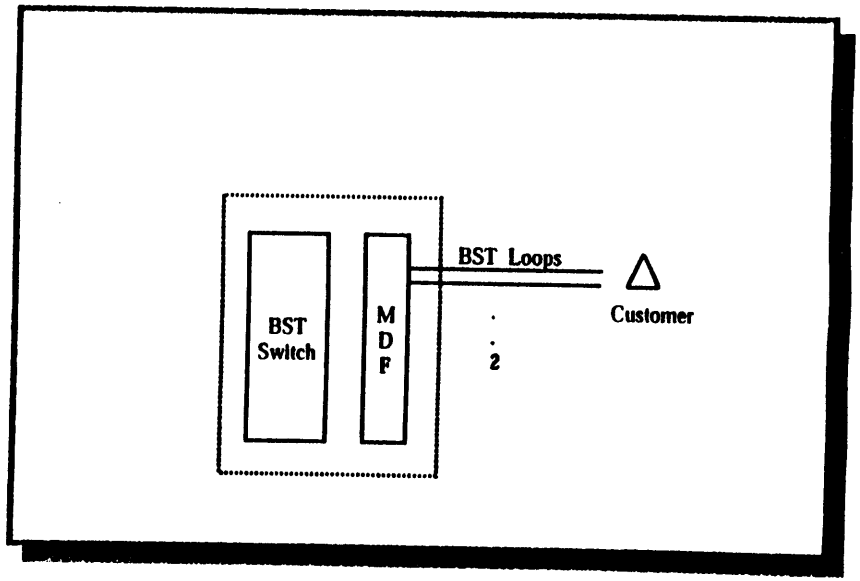
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 438**: A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.*

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

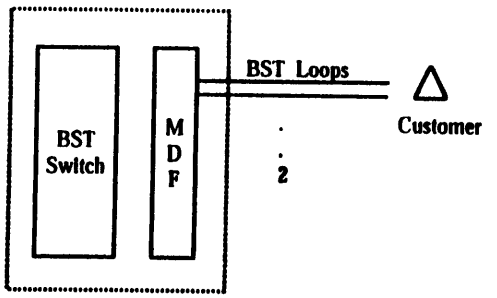
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 440**: A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.*

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

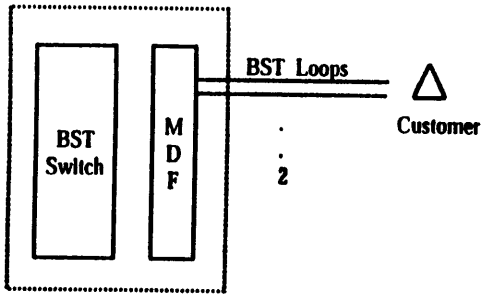
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 441**: A CLEC orders a restore on 2 business unbundled analog loop-port combinations.*

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

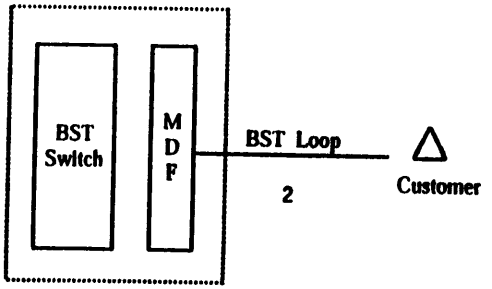
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 443**: A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.*

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

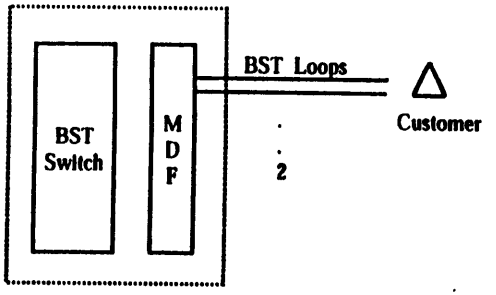
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 444**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

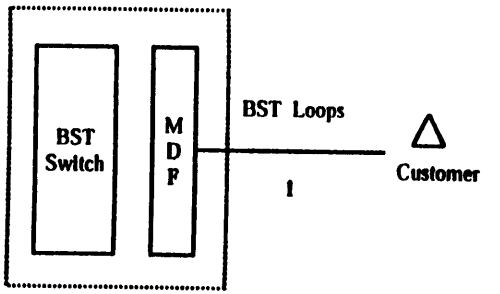
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 445**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both its unbundled loop]port combinations.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both its unbundled loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

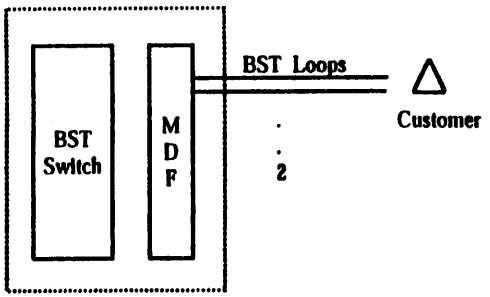
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 602**: An existing CLEC customer orders BST to disconnect 2 of 4 CLEC analog loop-port combinations.*

Scenario Description:

An existing CLEC customer orders BST to disconnect 2 of 4 CLEC analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

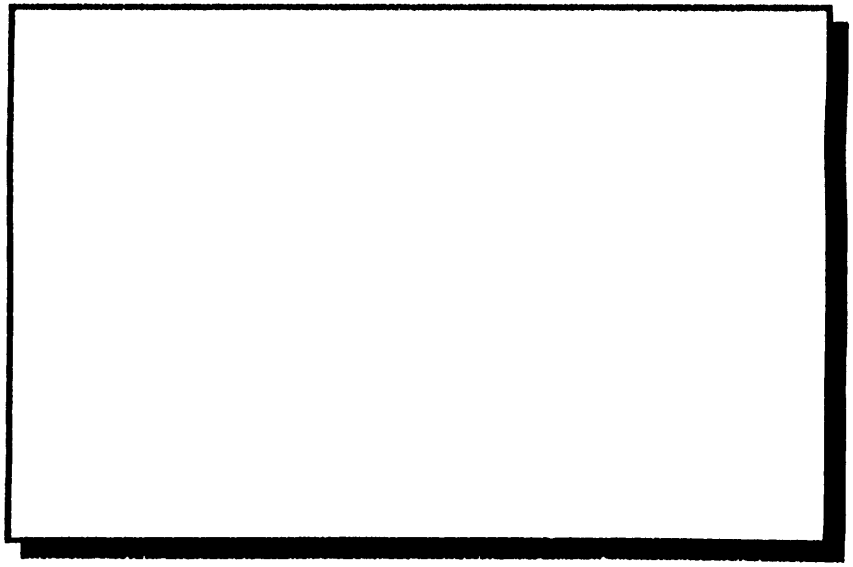
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 604**: CLEC Orders 1 unbundled analog loop/port combination in support of partial migration.*

Scenario Description:

CLEC orders 1 unbundled analog loop/port combination in support of partial migration. BST customer currently has 3 lines, 2 of which stay with BST, while 1 migrates "as specified" to CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

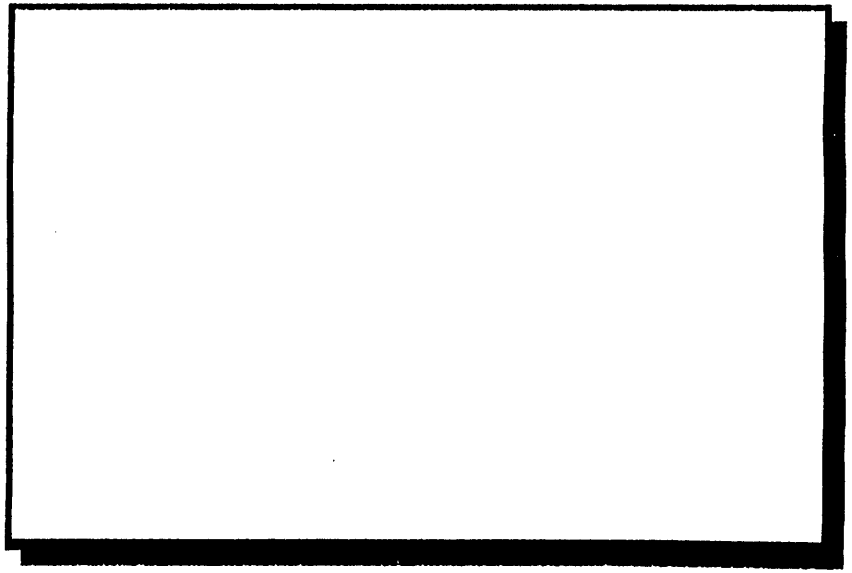
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 702: Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.

Scenario Description:

Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 452: ***A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.***

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 453**: A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.*

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 454**: An existing CLEC residential loop port combination customer requests a directory listing change.*

Scenario Description:

An existing CLEC residential loop port combination customer requests a directory listing change.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 455**: An existing CLEC business loop port combination customer requests a directory listing change.*

Scenario Description:

An existing CLEC business loop port combination customer requests a directory listing change.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

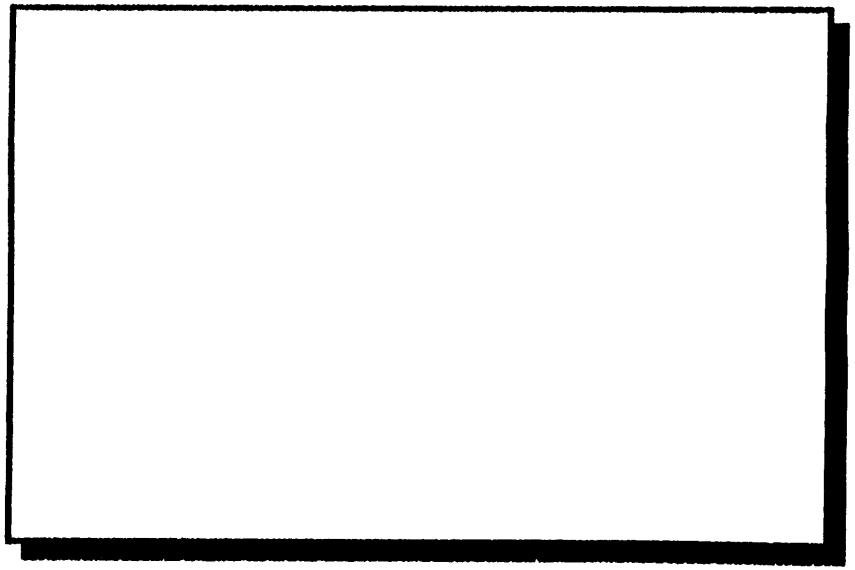
Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 456**: An existing CLEC multi-line business customer requests an additional directory listing.*

Scenario Description:

An existing CLEC multi-line business customer requests an additional directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

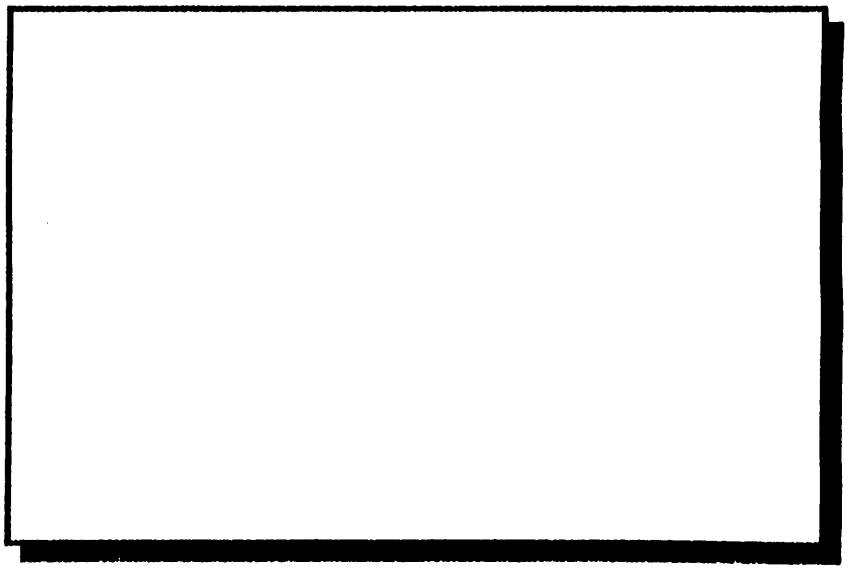
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 457: A CLEC customer with LNP orders a directory listing.

Scenario Description:

A CLEC customer with LNP orders a directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario # 458: A CLEC customer with LNP deletes its directory listing.

Scenario Description:

A CLEC customer with LNP deletes its directory listing.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

Appendix B-5

Appendix B5:
M & R Scenarios

Maintenance & Repair Scenarios

A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

[illegible]	[illegible]
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

Figure B5-I: Maintenance & Repair Scenario Coverage

1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

[illegible]
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
2-Wire ISDN Loops
4-Wire DS-1 Loops
[illegible]
Analog Port
[illegible]
2-Wire Analog Loop-Port Combination
Loop-Dedicated Interoffice Transport Combination
[illegible]
Simple Resale
Synchronet

Figure B5-II: Products to be Tested for Maintenance & Repair

2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

Figure B5-III: M&R Trouble Types

3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

Note: TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

Note: ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

[illegible]	CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.	X				X						X			X
[illegible]	CLEC reports UNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.	X				X							X		X
[illegible]	CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
[illegible]	CLEC reports SL2 UNE DS1 digital loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.		X			X							X		X
[illegible]	CLEC reports UNE SL2 analog loop trouble to BST in response to CLEC business customer complaint that although they can originate or receive calls.	X				X						X			X
[illegible]	CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X							X		X
[illegible]	CLEC submits trouble report on an SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X					X			X
[illegible]	CLEC submits trouble report on UNE SL2 analog loop to BST in response to CLEC residential	X					X						X		X

customer's complaints of crosstalk.																
Deleted																
CLEC reports line failure to BST SL1 UNE DS1 digital loop.		X			X											
CLEC reports trouble on SL1 UNE digital loop to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X							X			X	
CLEC reports trouble on SL2UNE DS1 digital loop to BST on behalf of residential customer who cannot originate calls.		X			X								X		X	
CLEC reports trouble on SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X							X			X	
CLEC reports trouble on SL1UNE analog loop to BST on behalf of residential customer who cannot receive calls.	X				X								X		X	
CLEC reports no dial tone on SL1UNE analog loop to BST in response to CLEC business customer complaint.	X				X							X			X	
Deleted																
Deleted																
CLEC reports trouble on UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X								X	X	X	
Deleted																
CLEC reports trouble on UNE analog loop - port	X				X								X	X	X	

combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.															
CLEC submits trouble on 6 UNE DS1 digital loops to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.		X			X						X		X	X	
CLEC reports trouble on UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X	
Deleted															
Deleted															
Deleted															
CLEC reports trouble on UNE analog loop - port combination to BST on behalf of CLEC business customer whose Three-Way Calling feature is not functioning properly.	X						X				X		X		
[illegible]															
CLEC reports feature trouble on UNE DS1 digital loop to BST in response to CLEC residential customer complaint.		X					X					X	X	X	
CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop - port combination.	X									X	X		X		
CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by 2 BST provided UNE analog loop - port combinations.	X									X		X	X		

	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
	Deleted														
	CLEC reports customer cannot originate call on one SL2UNE DS1 digital loop to BST.		X			X						X			X
	CLEC reports trouble on UNE ISDN BRI loop to BST on behalf of CLEC residential customer who cannot make or receive calls.		X			X							X		X
	CLEC submits troubles NDT on UNE ISDN BRI loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X			X							X		X
	CLEC reports trouble on three UNE ISDN-BRI loops to BST in response to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
	CLEC reports trouble on unbundled -UNE ISDN-BRI loop to BST on behalf of CLEC residential customer who cannot originate calls.		X			X							X		X
	Deleted														
	Deleted														

	Deleted																
	CLEC reports vertical feature trouble on –UNE ISDN-BRI port to BST for CLEC residential line.		X					X					X		X
	Deleted																
	CLEC reports trouble on ISDN BRI UNE loopin response to customer cannot receive calls		X			X							X		X
	CLEC reports trouble on ISDN BRI UNE loopto BST in response to business customer's inability to receive or originate calls.		X			X						X		X	X
	CLEC submits trouble report on two UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.		X			X							X	X	X
	CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line.		X			X						X		X	X
	Deleted																
	CLEC reports trouble on UNE digital loop to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.		X			X						X		X	X
	Deleted																
	CLEC reports to BST that features for CLEC business customer are not working properly due to UNE analog port.	X						X				X		X	X
	CLEC reports to BST that features for CLEC residential customer are not working properly due to UNE analog port.	X						X					X	X	X

	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided UNE analog port.	X									X		X	X	
	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.		X								X	X		X	
	Deleted														
	Deleted														
	Deleted														
	CLEC reports outage on UNE DS1 IOF loop combination to BST.		X			X						X			X
	CLEC reports transmission problems on UNE DS1 IOF loop combination to BST.		X				X					X			X
	CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
	Deleted														
	Deleted														
	Deleted														
	Deleted														

804	Deleted															
805	Deleted															
806	~~CLEC reports trouble on resold Synchronet line to BST.~~				~~X~~					~~X~~		~~X~~			~~X~~	
807	CLEC reports trouble on resale POTS line on behalf of CLEC business customer unable to receive calls.	X				X						X		X		
808	CLEC reports trouble on resale POTS line on behalf of CLEC residential customer unable to receive calls.	X				X							X	X		
809	Deleted															

Figure B5-IV: Maintenance & Repair Coverage Matrix

Scenario # 601: *CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.*

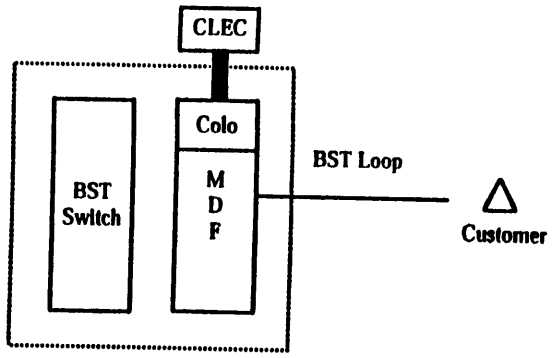
Scenario Description:

CLEC business customer with BST design UNE analog loop reports to CLEC that they cannot receive or originate calls on their line.

CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop circuit id.

After the trouble is reported, the customer calls back to inquire about trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 602**: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.*

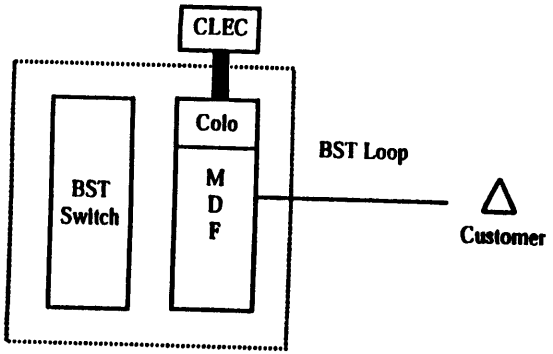
Scenario Description:

A CLEC residential customer reports to CLEC that they cannot receive or originate calls on their line. CLEC provisioned the service through BST supplied design UNE analog loop.

CLEC isolates trouble to analog loop and submits a trouble report to BST using loop circuit id.

Customer calls regarding later regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

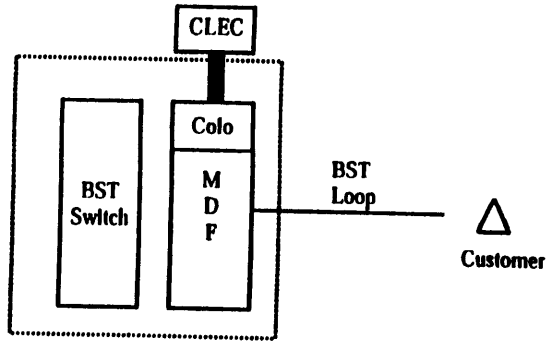
***Scenario # 603**: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.*

Scenario Description:

A CLEC business customer with two BST supplied design UNE analog loop reports to CLEC that they cannot originate calls.

The CLEC isolates the trouble to BST analog loop and submits a trouble report using the loop circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

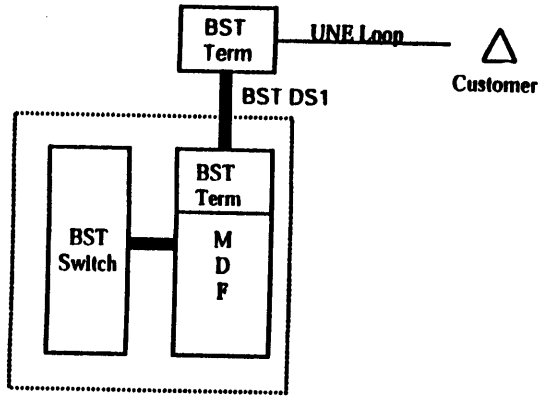
***Scenario # 604**: CLEC reports SL2 DS1 UNE loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.*

Scenario Description:

A CLEC residential customer with BST supplied design digital UNE loop reports that they cannot originate calls.

CLEC isolates the problem to BST loop and submits trouble report

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

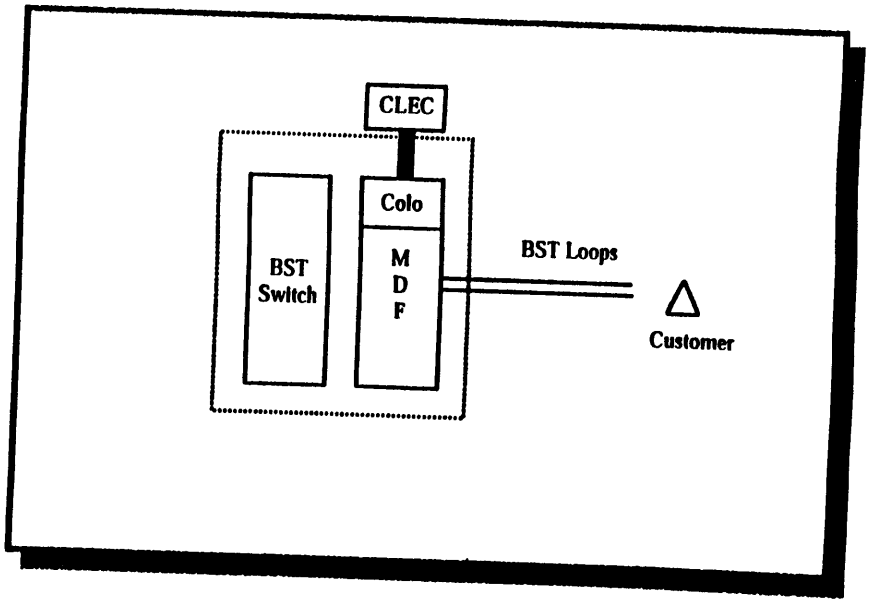
***Scenario # 605**: CLEC reports SL2 UNE analog loop trouble to BST in response CLEC business customer complaint that they cannot originate or receive calls.*

Scenario Description:

A CLEC business customer with BST supplied design UNE analog loop reports that they cannot originate or receive calls.

CLEC isolates problem to BST analog loop and submits trouble report using the loop circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X'				X

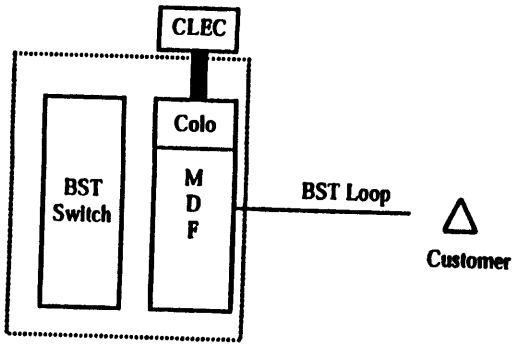
***Scenario # 606**: CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.*

Scenario Description:

A CLEC residential customer with BST supplied design UNE analog loop reports that they cannot receive calls.

CLEC isolates to BST analog loop and creates a trouble ticket.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

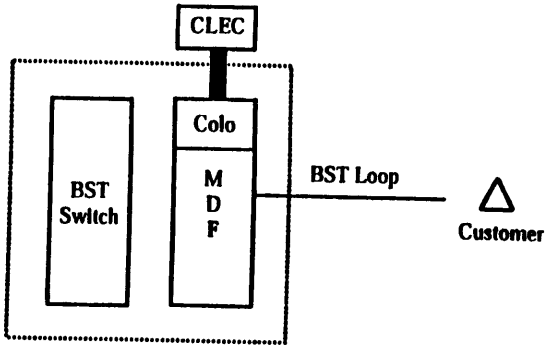
Scenario # 607: ***CLEC submits trouble report on SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the line.***

Scenario Description:

A CLEC business customer with a BST provided design UNE analog loop complains about noisy line.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

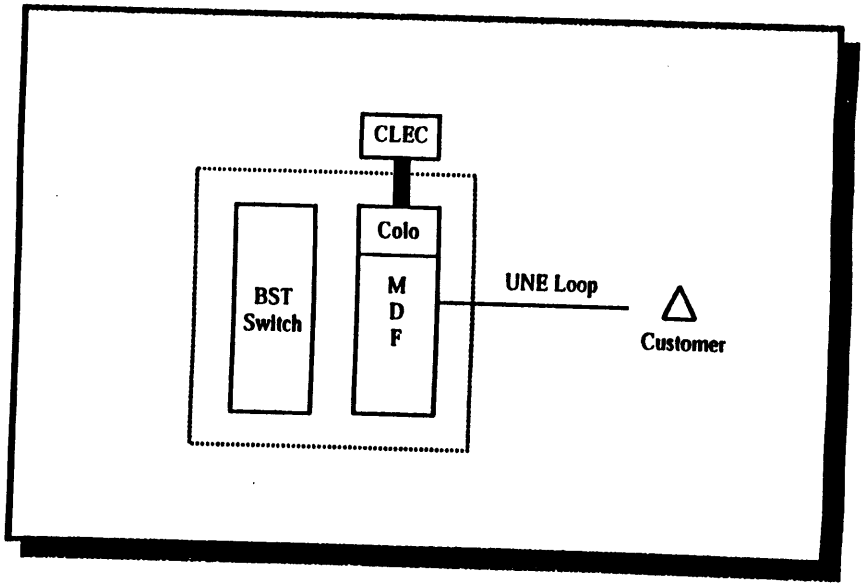
Scenario # 608: ***CLEC submits trouble report on SL2 UNE analog loop to BST in response to CLEC residential customer's complaints of cross talk.***

Scenario Description:

A CLEC residential customer with BST provided design UNE analog loop complains about cross talk.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 610: ***CLEC reports line failure to BST on SL1 DS1 UNE loop.***

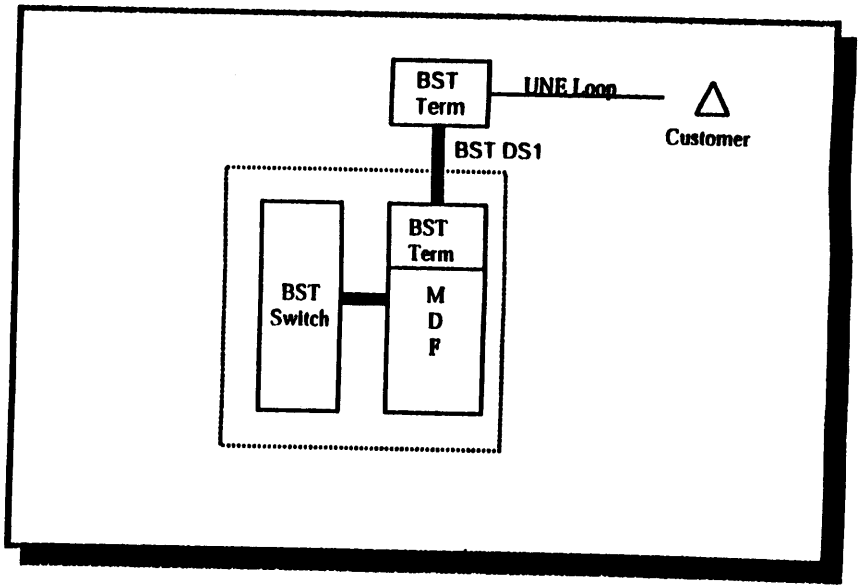
Scenario Description:

CLEC residential customer with BST provided UNE non-design UNE loop reports NDT.

CLEC issues test and isolates to the BST loop. CLEC creates trouble report.

.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

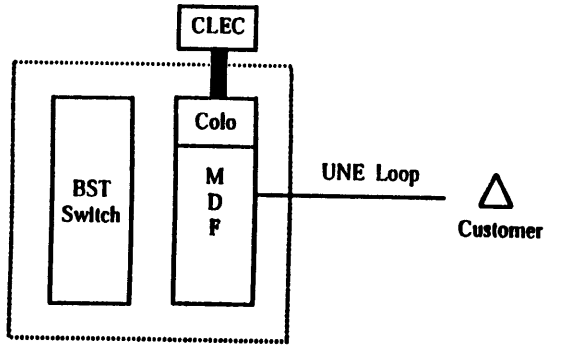
Scenario # 611: ***CLEC reports trouble on SL2 UNE loop to BST in regard to CLEC business customer complaint that they cannot originate calls.***

Scenario Description:

Small CLEC business customer, served by CLEC switch and a design UNE loop, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

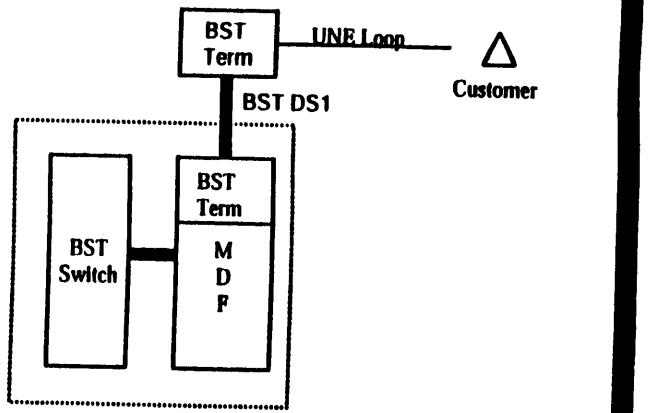
Scenario # 612: ***CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls.***

Scenario Description:

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

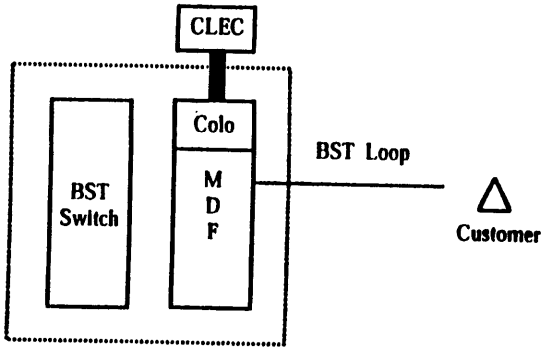
Scenario # 613: ***CLEC reports trouble on SL2 UNE analog loop to BST on behalf of small CLEC business customer who cannot receive calls.***

Scenario Description:

Small CLEC business customer, served by CLEC switch and a BST designed UNE analog loop, cannot originate or receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

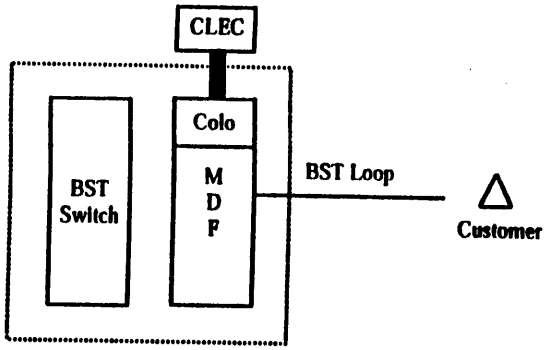
Scenario # 614: *CLEC reports trouble on SL1 UNE analog loop to BST on behalf of residential customer who cannot receive calls.*

Scenario Description:

CLEC residential customer, served by CLEC switch and BST provided non-design UNE analog loop, cannot receive calls.

CLEC issues test and isolates to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 615: ***CLEC reports No Dial Tone on SL1 UNE analog loop to BST in response to CLEC business customer complaint.***

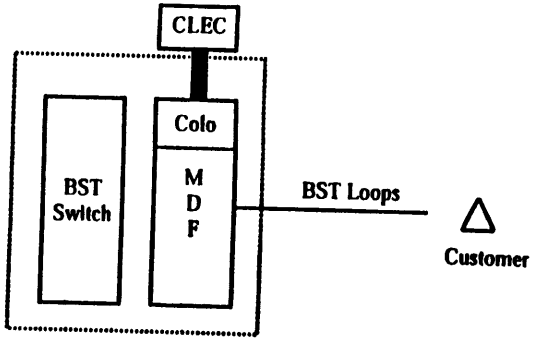
Scenario Description:

CLEC business customer with BST provided non-design UNE analog loop reports NDT.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

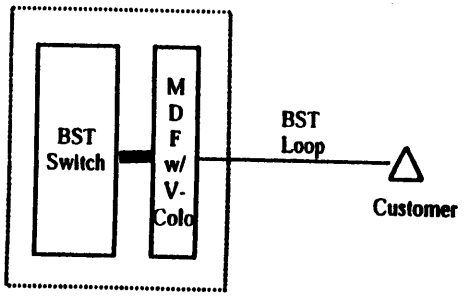
***Scenario # 618**: CLEC reports trouble on UNE analog loop/port combination to BellSouth on behalf of CLEC residential customer who cannot receive or originate calls.*

Scenario Description:

CLEC residential customer with BST supplied UNE analog loop/port combination reports that they cannot receive or originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 620: ***CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC residential customer complaint of inability to originate calls.***

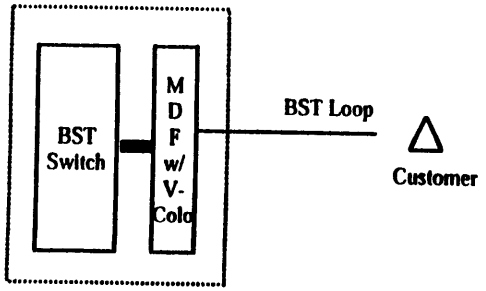
Scenario Description:

Recently after migration from BST, CLEC residential customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 621**: CLEC submits trouble on 6 DS1 UNE loops to BellSouth on behalf of CLEC business customer who cannot receive calls.*

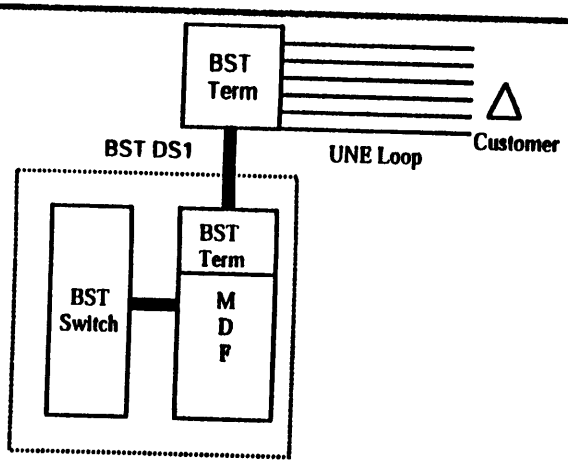
Scenario Description:

A CLEC business customer inability to originate calls on 6 BST provided UNE DS1 loops.

CLEC determines that problem is confined to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 622: ***CLEC reports trouble on UNE analog loop/port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.***

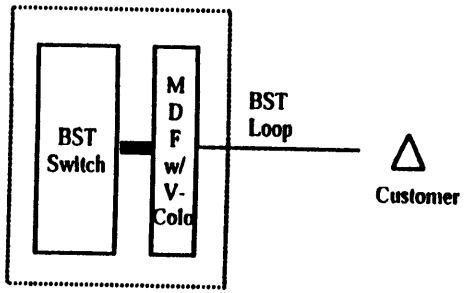
Scenario Description:

A CLEC residential customer with BST provided UNE analog loop/port combination cannot receive calls.

CLEC isolates to BST UNE port and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 626**: CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC Business customer complaint of inability to originate calls.*

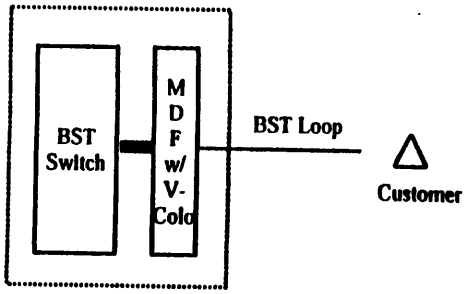
Scenario Description:

A CLEC Business customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	

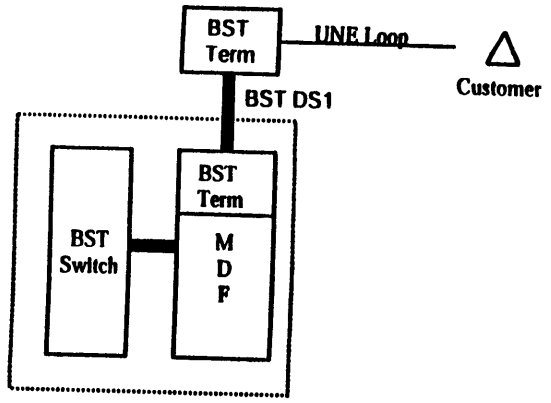
Scenario #627: ***CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls..***

Scenario Description:

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

Scenario # 628: ***CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop/port combination.***

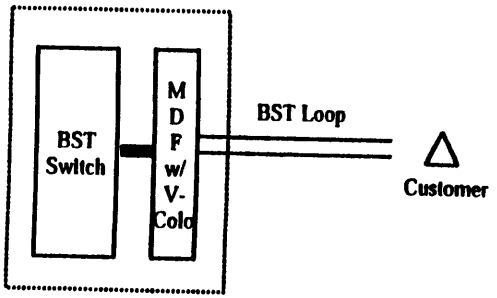
Scenario Description:

CLEC business customer with three BST UNE analog loop/port combinations claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 629: ***CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided UNE analog loop/port combination.***

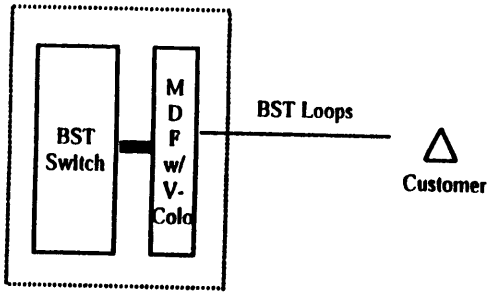
Scenario Description:

CLEC residential customer with BST provided UNE analog loop/port combination claims that they have been charged for a feature that they don't have on their line.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

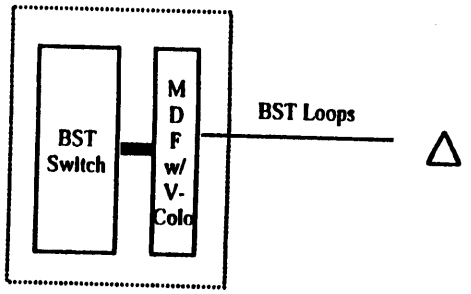
Scenario #630: ***CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided UNE analog loop/port combination.***

Scenario Description:

Small CLEC business customer with BST provided UNE analog loop/port combination requests Trouble History Report for all lines.

CLEC will query BST system to obtain information.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

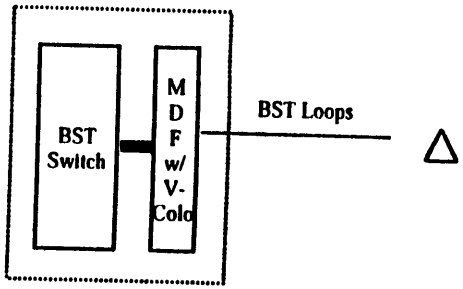
Scenario #631: ***CLEC reports 3Way Calling is inoperable on a UNE BST provided UNE analog loop/port combination.***

Scenario Description:

CLEC residential customer with BST provided UNE analog loop/port combination reports 3Way Calling is not working.

CLEC isolates to BST port and submits trouble ticket.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

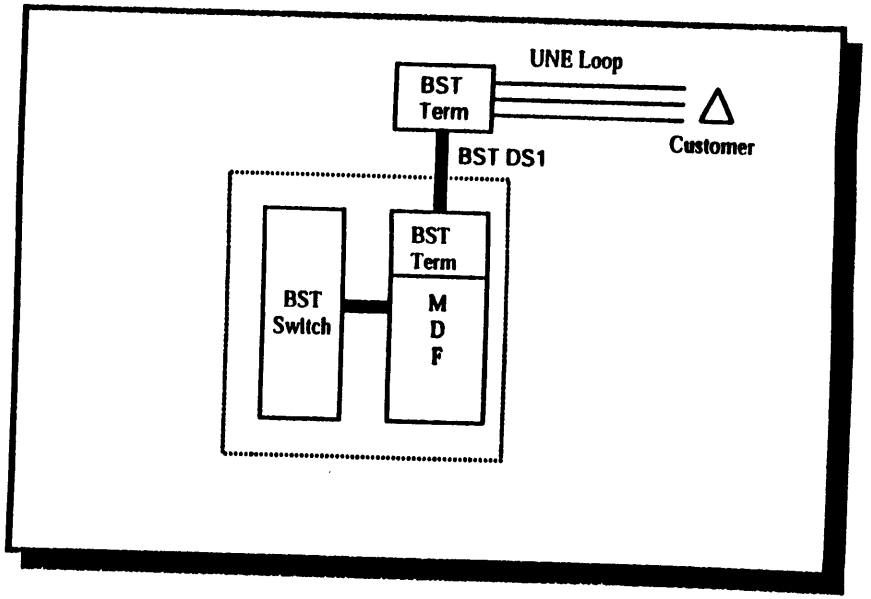
Scenario # 633: *CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls.*

Scenario Description:

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

***Scenario # 634**: CLEC reports trouble on ISDN-BRI UNE loop to BST on behalf of CLEC residential customer who cannot make or receive calls.*

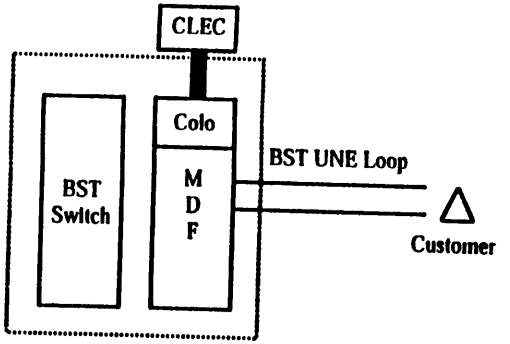
Scenario Description:

A CLEC residential customer with BST provided ISDN-BRI UNE loop reports that they cannot receive or make calls on their line.

CLEC determines that problem is confined to BST UNE loop and submits trouble.

Customer calls regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

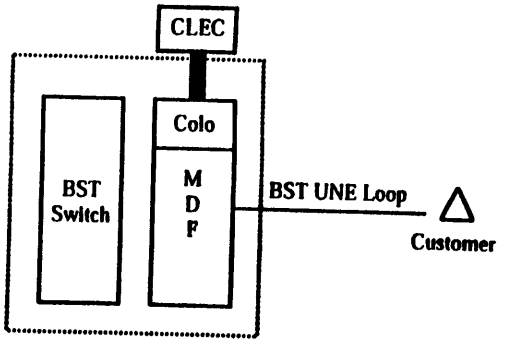
Scenario # 635: ***CLEC submits troubles NDT on UNE ISDN-BRI Loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.***

Scenario Description:

A CLEC residential customer who is an on-call doctor with BST provided UNE ISDN-BRI loop reports NDT on their line. Because the doctor is on-call ticket requires emergency commitment.

CLEC determines that problem is confined to BST UNE port and submits trouble ticket into ECTA.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

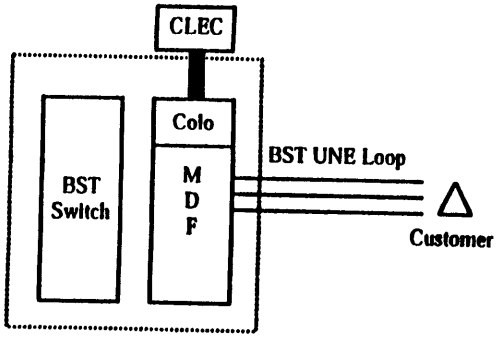
Scenario # 636: ***CLEC reports trouble on three ISDN-BRI UNE loops to BST in response to CLEC business customer complaint that they cannot originate calls.***

Scenario Description:

A CLEC business customer with BST provided design UNE ISDN-BRI loops complains that they cannot originate calls on all three lines.

CLEC determines that problem is confined to BST UNE loops and submits trouble into ECTA system.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

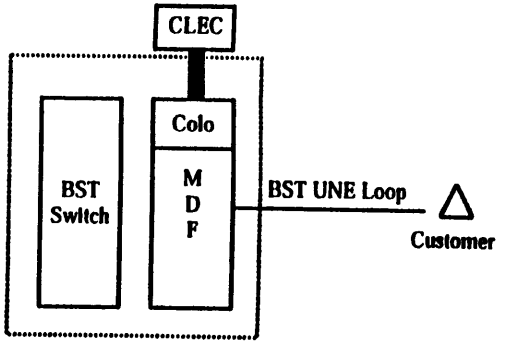
***Scenario # 637**: CLEC reports trouble on UNE ISDN-BRI Loop to BST on behalf of CLEC residential customer who cannot originate calls.*

Scenario Description:

A CLEC residential customer with a BST provided UNE ISDN-BRI loop complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST UNE loop and submits trouble via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 641**: CLEC reports on behalf of residential customer who cannot call out on BST provided UNE Port.*

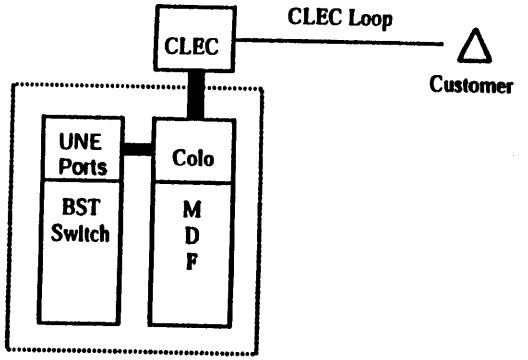
Scenario Description:

A CLEC residential customer with BST provided POTS UNE Port reports NDT trouble.

CLEC determines that problem is confined to BST UNE port and submits trouble report via the ECTA interface.

Customer calls back after initial trouble report inquiring as to status of trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X			X

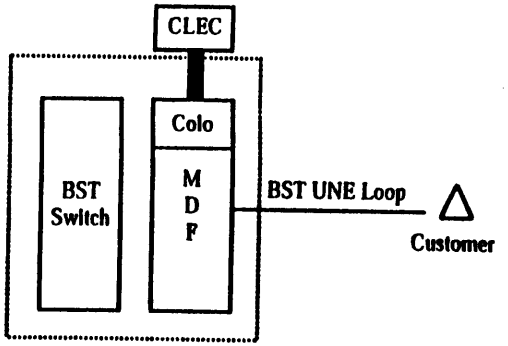
Scenario # 643: ***CLEC reports trouble on ISDN BRI UNE Loop to BST in response to CLEC residential customer's inability to receive calls.***

Scenario Description:

CLEC residential customer with ISDN line reports inability to receive calls. Customer is serviced by BST provided ISDN BRI UNE Loop.

CLEC isolates problem to BST UNE loop and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

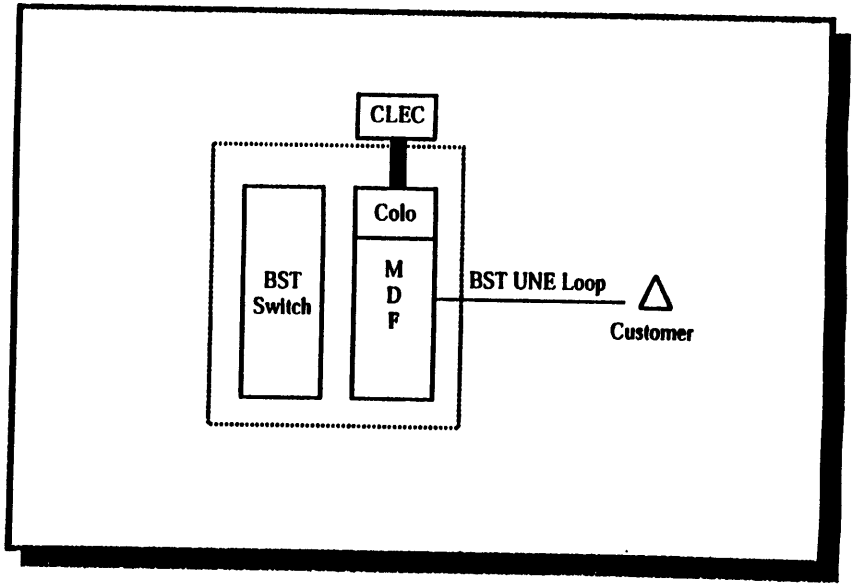
***Scenario # 644**: CLEC reports trouble ISDN-BRI UNE loop to BST in response to CLEC business customer complaint that they cannot originate calls.*

Scenario Description:

CLEC business customer with BST supplied ISDN-BRI UNE loop reports that they cannot receive or originate calls.

CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 645: ***CLEC submits trouble report on POTS UNE port to BST in response to CLEC residential customer report of 3Way Calling not working.***

Scenario Description:

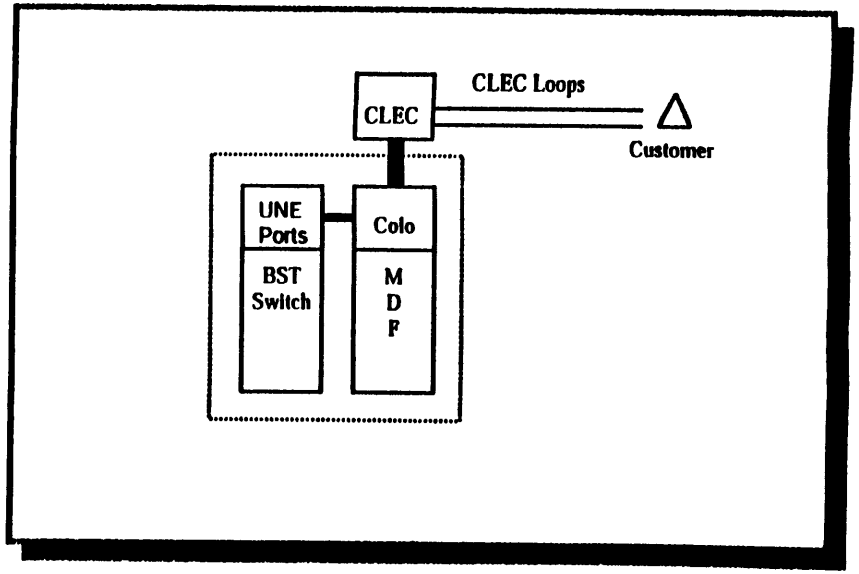
A residential CLEC customer with two BST provided UNE ports reports 3Way Calling inoperable on 1st line.

CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.

Customer calls in to cancel report.

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

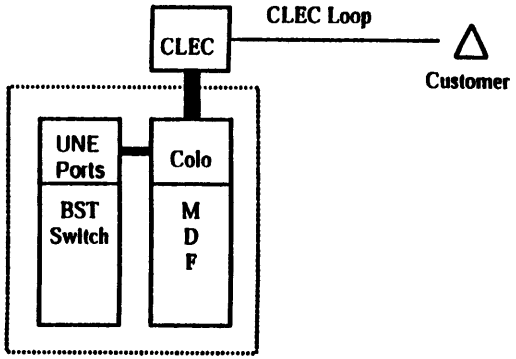
Scenario # 646: ***CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that Call Forwarding is not working.***

Scenario Description:

CLEC business customer with BST UNE port reports that Call Forwarding is inoperable

CLEC issues test and determines that problem is confined to the BST port. CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

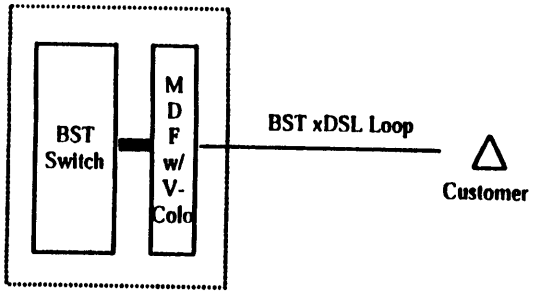
Scenario # 648: ***CLEC reports trouble on Resale digital loop to BST in response to CLEC business customer's inability to originate calls on their ADSL.***

Scenario Description:

CLEC business customer with BST line unbundled digital port cannot originate calls on their ADSL line.

CLEC issues test and determines that problem is confined to the BST loop. CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

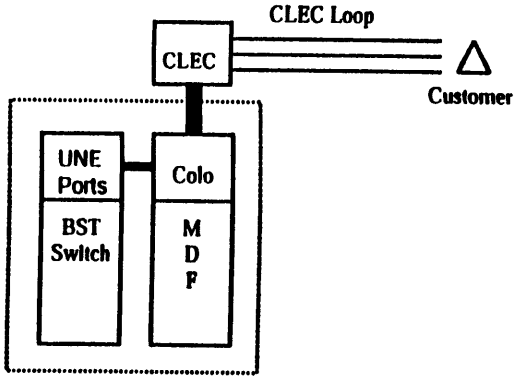
Scenario # 650: ***CLEC reports to BST that features for CLEC business customer are not working properly on 3 UNE analog ports.***

Scenario Description:

CLEC business customer with BST provided analog UNE ports reports that vertical features are not working on all three lines.

CLEC isolates trouble to BST UNE ports. CLEC can enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

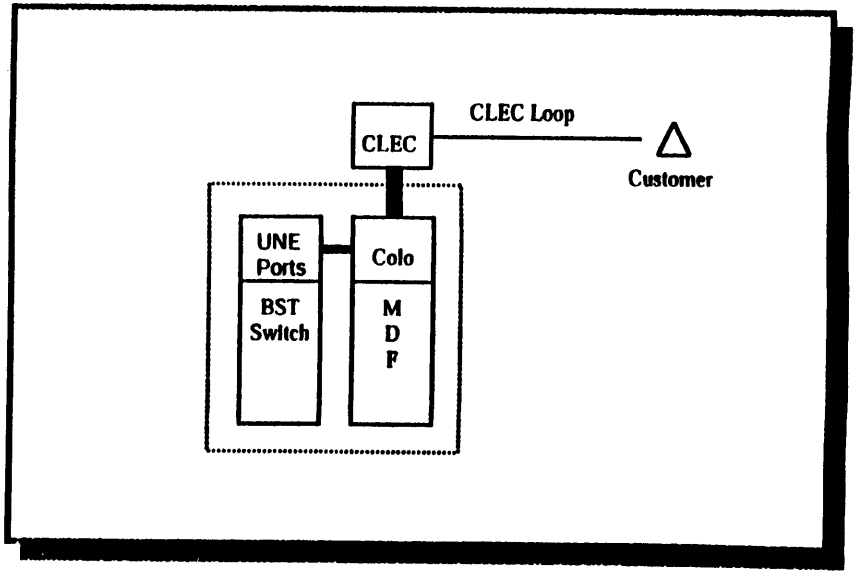
Scenario # 651: ***CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.***

Scenario Description:

CLEC residential customer with BST provided analog UNE port reports that they are unable to originate calls.

CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

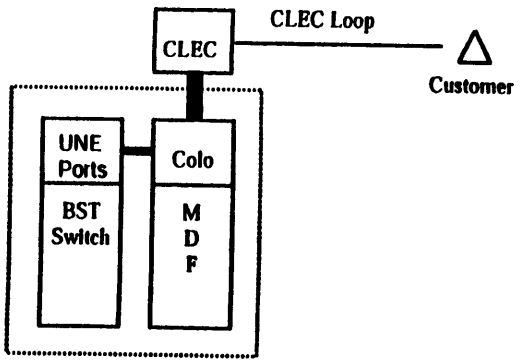
Scenario # 652: *CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.*

Scenario Description:

CLEC residential customer with BST provided UNE analog port claims that they are unable to originate calls.

CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 653: ***CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.***

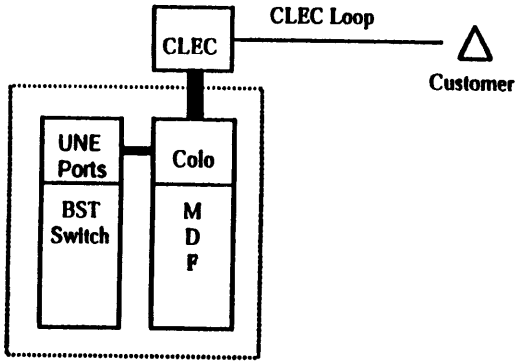
Scenario Description:

CLEC business customer with BST provided UNE analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

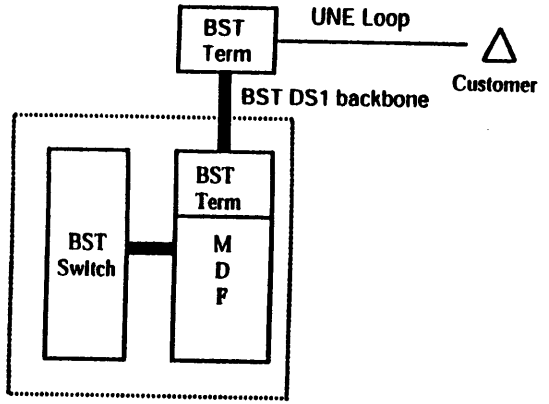
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 657: ***CLEC reports outage on DS1 UNE loop backbone to BST.***

Scenario Description:

CLEC reports outage on DS1 UNE loop backbone to BST via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

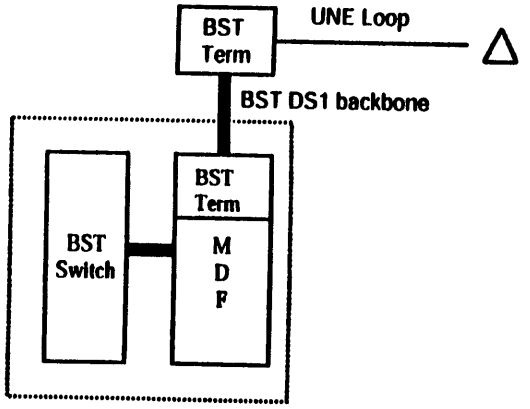
Scenario # 658: ***CLEC reports transmission problems on DS1 UNE loop backbone to BST per CLEC business customer's complaint.***

Scenario Description:

Multiple CLEC customers served by BST provided DS1 UNE loop report transmission problems.

CLEC conducts test and determines that problem is on BST backbone.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

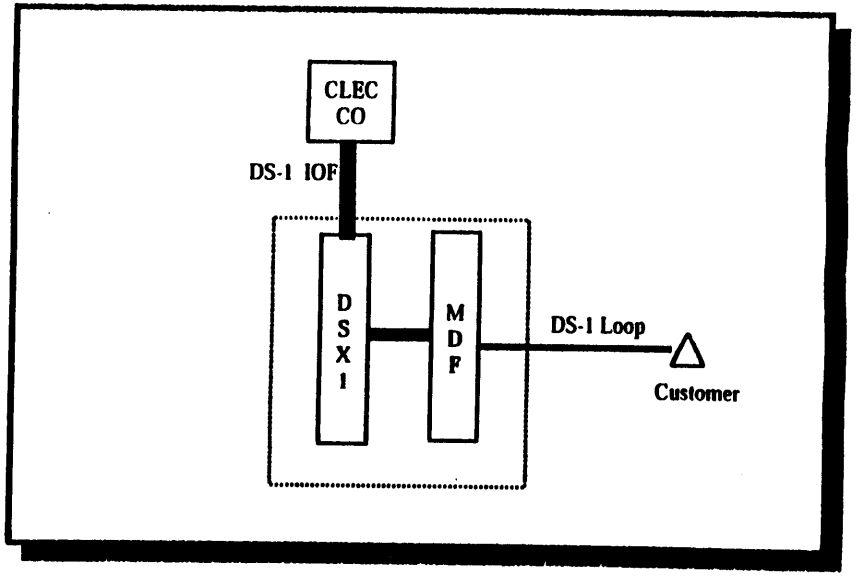
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 659: *CLEC reports PBX trunk failure on unbundled digital loop to BST.*

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 666: *CLEC reports trouble on resold Synchronet line to BST.*

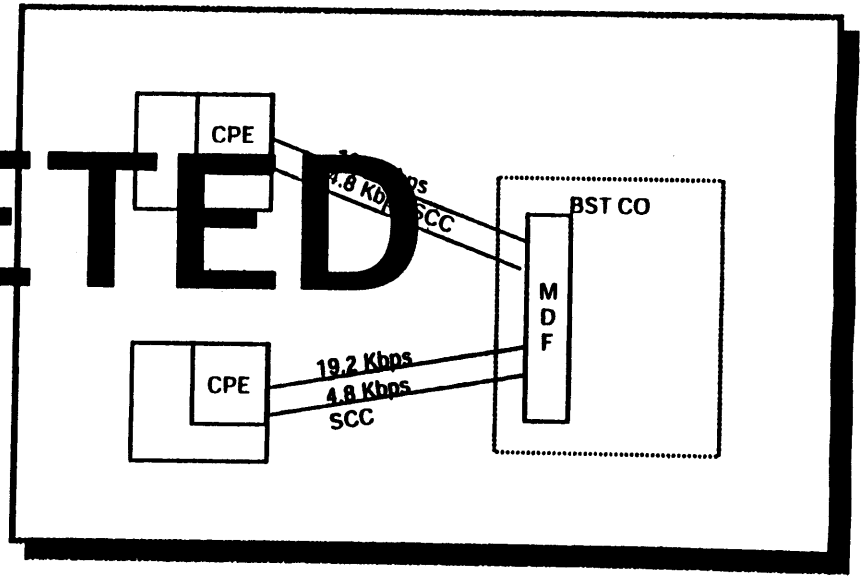
Scenario Description:

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

DELETED

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

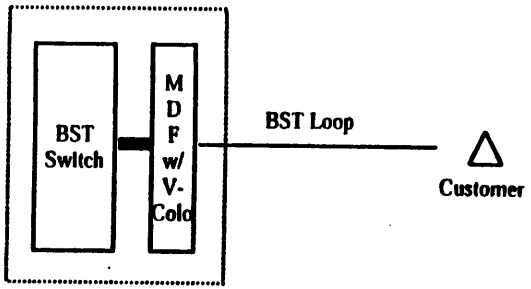
Scenario # 667: ***CLEC reports trouble on Resale POTS line to BST in response to CLEC business customer's inability to receive incoming calls.***

Scenario Description:

CLEC business customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

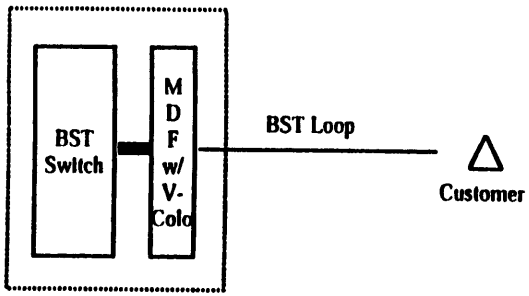
Scenario # 668: ***CLEC reports trouble on Resale POTS line to BST in response to CLEC residential customer's inability to receive incoming calls.***

Scenario Description:

CLEC residence customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Appendix D-1

Appendix D1:
Evaluation Criteria

This appendix outlines the evaluation criteria to be applied during the various test cycles.

Once the results from each test cycle have been collected, they must be assessed in order to determine performance. This activity includes comparing expected results files with actual results. In addition, this activity involves assessing the coverage and accuracy of all test conditions within a test cycle. Those failing validation must be re-tested during the next cycle. If a significant number of test conditions fail or are not covered during a specific cycle, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

Both transactional testing and operational analysis require evaluation criteria to assess test results. Test evaluation criteria provides the basis for determining whether an individual test event meets stated objectives and achieves expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event.

Evaluation criteria are defined for each test to determine whether the results deviate from expectations. In those cases where results deviate, analysis is undertaken to determine the significance of the deviation.

The following table contains metrics that will be gathered from transactional testing and operational analysis. The BellSouth Service Quality Measurements Regional Performance Reports contain BellSouth performance measurement data which will be utilized during the test. This document is available from the BellSouth Web site.

For those areas lacking an existing performance measurement approved by the Georgia PSC, KPMG has developed a set of process and function evaluation criteria that will be used to evaluate the functional and transactional elements of BellSouth's OSS interfaces and processes. During test design, KPMG will further develop the appropriate metrics and standards of performance. These evaluation criteria and may be applied to all instances of a test execution or to a sampling of instances. The volume tests are an example of where a sampling of test transactions would be appropriate to ensure the integrity and content of the transaction data while testing the capacity of BellSouth's application software and infrastructure.

Business Process	Metric	Test Objective	Test Technique	
Pre-Ordering	OSS Response Interval	Performance	Transaction Processing Performance Comparison	
	OSS Interface Availability	Interface	Transaction Processing Document Review	
	OSS Functionality	Functionality	Transaction Processing	

Business Process	Metric	Test Objective	Test Technique	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Ordering	Percent Flow-through Service Requests	Performance	Transaction Processing Performance Comparison	
	Percent Rejected Service Requests	Performance	Transaction Processing	
	Reject Interval	Performance	Transaction Processing	
	Firm Order Confirmation Timeliness	Performance	Transaction Processing	
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	
	OSS Functionality	Functionality	Transaction Processing	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Provisioning	Average Completion Interval & Order Completion Interval Distribution	Performance	Transaction Processing Inspection Performance Comparison	
	Held Order Interval Distribution & Mean Interval	Performance	Transaction Processing Performance Comparison	
	Average Jeopardy Notice Interval	Performance	Transaction Processing Performance Comparison	
	Percentage of Orders Given Jeopardy Notices	Performance	Transaction Processing Performance Comparison	
	Percent Missed Installation Appointments	Performance	Transaction Processing Performance Comparison	
	Percent Provisioning Troubles within 30 Days	Performance	Transaction Processing Performance Comparison	
	Coordinated Customer Conversions	Performance	Transaction Processing Inspection	
	Average Completion Notice Interval	Performance	Transaction Processing Performance Comparison	
	Completed Service Order Accuracy	Performance	Transaction Processing Performance Comparison	

Business Process	Metric	Test Objective	Test Technique	
	OSS Functionality	Functionality	Transaction Processing	O&P-1.2
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Maintenance & Repair	OSS Interface Availability	Interface	Transaction Processing Document Review Observation	
	Average OSS Response Interval	Performance	Transaction Processing Performance Comparison	
	Missed Repair Appointments	Performance	Transaction Processing Performance Comparison Inspection	
	Customer Trouble Report Rate	Performance	Performance Comparison Inspection Interviews	
	Maintenance Average Duration	Performance	Transaction Processing Performance Comparison Inspection	
	Percent Repeat Troubles within 30 Days	Performance	Transaction Processing Performance Comparison Inspection	
	Out of Service > 24 Hours	Performance	Transaction Processing Performance Comparison Inspection	
	OSS Functionality	Functionality	Transaction Processing	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Billing	Invoice Accuracy & Timeliness	Performance	Transaction Processing	
	Usage Data Delivery Accuracy	Performance	Transaction Processing	
	Usage Data Delivery Timeliness and Completeness	Performance	Transaction Processing	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Change Management	Change Development Process	Documentation	Document Review Inspection	
	Change Evaluation Process	Documentation	Document Review Inspection	

Business Process	Measure	Test Objective	Test Technique	
	Change Implementation Process	Documentation	Document Review Inspection	
	Change Interval	Documentation	Document Review Inspection	
	Documentation Update Timeliness	Documentation	Document Review Inspection	
	Adequacy and Completeness of Change Management Tracking Process	Documentation	Document Review Inspection	

The following table contains the specific criteria that will be used for each test.

EVALUATION MEASURES		
Category	Measure	Description
	Availability of Interface	The interface is accessible during specified hours of availability as described in BellSouth CLEC documentation including CLEC notification letters. System outages or downtimes are within service quality measurements.
	Presence of Functionality	The functionality exists in the application or OSS and transactions can be executed through the interface as described in BellSouth CLEC documentation and training.
	Accuracy of Response	The data contained in the response (valid response or error response) is accurate and complete in relationship to the event or test case and as described in BellSouth CLEC documentation.
	Timeliness of Response	The response is generated and delivered within objective intervals.
	Clarity of Information	The data contained in the response provides a clear understanding of the requested data, error or status of a transaction.
	Availability of Document(s)	The BellSouth CLEC documentation and training is readily available. Documents are available in electronic or hard copy format.
	Accuracy of Document(s)	The BellSouth CLEC documentation accurately describes the process, application, interface, business rules, technical requirements, etc. that are relevant to a CLEC entering the local service market. Documentation is accurate and consistent within the document as well as across BellSouth CLEC documents.
	Structure of Document(s)	The BellSouth CLEC documentation clearly states the scope and intended audience for the document. The document contains change management markings for version/release control and associated dates. The document contains contact information for reporting errors, obtaining additional information or related resources.
	Distribution of Document(s)	The BellSouth CLEC documentation is readily available via various distribution paths (BST web site, training classes, restricted web sites, on request, via functional SMEs, industry groups, etc.).

	Change Management Notification Process	Changes to the BellSouth CLEC documentation are communicated to the CLEC community in a timely and non-discriminatory manner via various distribution paths.
	Adequacy and Completeness of Planning and Forecasting	There are clearly defined and documented processes for reviewing and projecting growth in facilities requirements.
	Adequacy and Completeness of Usage Monitoring	There are clearly defined and documented processes for recording and analyzing system usage.
	Adequacy and Completeness of Capacity Management	There are clearly defined and documented processes for developing and implementing capacity management plans.
	Provisioning Validation	The circuits are provisioned correctly at CLEC co-location facilities. Dial tone is available.
	Process Validation	The steps or processes required for reviewing, balancing or evaluating follow standard business practices and/or documented procedures. The work flow steps required to complete the process (i.e., invoice balancing) are defined. The intervals or time lines defined in the process are reasonable.
	Provisioning Coordination	Provisioning and maintenance activities for Unbundled Network Elements (UNEs) are coordinated between BellSouth, CLECs and end-user customers.
	Provisioning Timeliness of Response/Completion	Provisioning completion/activity notification is required. Confirmation of activity is processed back to BellSouth and CLEC points of contact within objective intervals.
	Provisioning Systems Integrity	Systems utilized in provisioning and coordination of CLEC activities are consistent and comparable with BST retail systems.
	Procedural Adherence	Clearly defined BellSouth methods and procedures are being followed.
	Provisioning Accuracy	Provisioning activity is completed correctly within all BellSouth systems and Central Offices.
	OS/DA Accuracy	Operator Services/Directory Assistance orders are completed correctly.
Result Types	Satisfied	The evaluation criterion was satisfied.
	Not Satisfied	The evaluation criterion was not satisfied. Some issues were identified that would have a business impact to CLECs – in some cases an exception was raised.

IV. Pre-Ordering Test Section

1.0 PRE-1: TAG Pre-Ordering Functional Test

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	TAG Functional Evaluation	Product Category
Validate Address	X	Product Independent
Retrieve CSR	X	Product Independent
Determine Product/Service Availability	X	Product Independent
Request Available Telephone Number(s)	X	Product Independent
Reserve Telephone Number(s)	X	Product Independent
Cancel Telephone Number(s) Reservation	X	Product Independent
Determine Appointment Availability	X	Product Independent
Calculate Due Date	X	Product Independent

The following evaluation criteria () will be used to address the sub-processes and functions evaluated in test PRE-1.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Validate Address	~~Create address validation request transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~PRE-1-1-1~~
	Create and Ssend address request using BTN	Presence of Functionality	~~PRE-1-1-12~~
	Send address validation request using WTN	Presence of Functionality	~~PRE-1-1-23~~
	Send address validation request using partial address	Presence of Functionality	~~PRE-1-1-34~~
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-1-45~~
	Receive near match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-1-56~~
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-1-67~~
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-1-78~~
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE-1-10-9~~
	Re-send address inquiry	Presence of Functionality	~~PRE-1-1-10~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 1 11~~
Retrieve CSR	~~Create CSR request transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~PRE 1 2 1~~
	Create and ~~S~~send CSR request using BTN	Presence of Functionality	~~PRE 1 2 1~~2
	Send CSR request using WTN	Presence of Functionality	~~PRE 1 2 2~~3
	Send CSR request using circuit identifier and state code	Presence of Functionality	~~PRE 1 2 3~~4
	Send CSR request using miscellaneous account number	Presence of Functionality	~~PRE 1 2 4~~5
	Send request for directory information only	Presence of Functionality	~~PRE 1 2 5~~6
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 2 6~~7
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 2 7~~8
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 2 8~~9
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE 1 2 9~~10
	Re-send CSR inquiry	Presence of Functionality	~~PRE 1 2 10~~1
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 2 11~~2
Determine Product / Service Availability	~~Create service availability request transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~PRE 1 3 1~~
	Create and ~~S~~send service availability (LPIC, PIC, Switch Service Availability) request transaction	Presence of Functionality	~~PRE 1 3 1~~2
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 3 2~~3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 3 3~~4
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE 1 3 4~~5
	Re-send service availability inquiry	Presence of Functionality	~~PRE 1 3 5~~6
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 3 6~~7

Sub Process	Function	Evaluation Criteria	Test Case Reference
Request Available Telephone Number(s)	~~Create available telephone number request transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~PRE 1 4 1~~
	Create and ~~S~~send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc)	Presence of Functionality	~~PRE 1 4 1~~2
	Send TN request for random number(s)	Presence of Functionality	~~PRE 1 4 2~~3
	Send TN request for a range of specific numbers	Presence of Functionality	~~PRE 1 4 3~~4
	Send TN request for a range of random numbers	Presence of Functionality	~~PRE 1 4 4~~5
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 4 5~~6
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 4 6~~7
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE 1 4 7~~8
	Re-send available telephone number request	Presence of Functionality	~~PRE 1 4 8~~9
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 4 10~~
Reserve TN(s)	~~Create telephone number reservation transaction~~	~~Accuracy of Document (s)~~ ~~Availability of Documentation~~	~~PRE 1 5 1~~
	Create and ~~S~~send reservation request for a single TN	Presence of Functionality	~~PRE 1 5 1~~2
	Send reservation request for Multi-line Hunt	Presence of Functionality	~~PRE 1 5 2~~3
	Send reservation request for Direct-In-Dial	Presence of Functionality	~~PRE 1 5 3~~4
	Send reservation extension request	Presence of Functionality	~~PRE 1 5 4~~5
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 5 5~~6
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 5 6~~7
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE 1 5 7~~8
	Re-send TN reservation request	Presence of Functionality	~~PRE 1 5 8~~9
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE 1 5 9~~10
Cancel TN Reservation	~~Create telephone number reservation cancellation transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~PRE 1 6 1~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Create and Ssend cancel reservation request for a single TN	Presence of Functionality	PRE 1 6 12
	Send cancel reservation request for Multi-line Hunt	Presence of Functionality	PRE 1 6 23
	Send cancel reservation request for Direct-In-Dial	Presence of Functionality	PRE 1 6 34
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 6 45
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 6 56
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	PRE 1 6 67
	Re-send cancel TN reservation request	Presence of Functionality	PRE 1 6 78
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 6 89
Determine Appointment Availability	~~Create appointment availability request transaction~~	~~Presence of Functionality~~ ~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	PRE 1 7 1
	Create and Ssend request for appointment availability	Presence of Functionality	PRE 1 7 2
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 7 3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 7 4
	Correct errors	Presence of Functionality Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	PRE 1 7 5
	Re-send available due date request	Presence of Functionality	PRE 1 7 6
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 7 7
Calculate Due Date	~~Create due date calculation request transaction~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	PRE 1 8 1
	Create and Ssend request for due date calculation	Presence of Functionality	PRE 1 8 1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 8 2

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-8-3~~
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE-1-8-4~~
	Re-send due date calculation request	Presence of Functionality	~~PRE-1-8-5~~
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-8-6~~
Pre-order/Order Integration	Submit pre-order transactions designated for integration test	Presence of Functionality	~~PRE-1-9-1~~
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-9-2~~
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-9-3~~
	Correct error~~(s)~~s	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~PRE-1-9-4~~
	Re-send transaction	Presence of Functionality	~~PRE-1-9-5~~
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	~~PRE-1-9-6~~

2.0 PRE-2: Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation

The Pre-Ordering Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of performance results collected by KPMG test management tools and those collected by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, PRE-4: TAG Normal Volume Performance Test, and PRE-5: TAG Peak Volume Performance Test will be compared to BellSouth's performance measurements, accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-2.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Average OSS Response Time and Response Interval	RSAG – Address RSAG – TN ATLAS COFFI DSAP HAL P/SIMS OASIS	BLS reports are correctly disaggregated and complete.	
		KPMG-Calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
OSS Interface Availability	Not disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-Calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
~~Average OSS Response Interval~~	~~Address Validation~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-1~~
	~~CSR Retrieval~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-2~~
	~~Switched Service Availability~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-3~~
	~~PIC/LPIC Availability~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-4~~
	~~Product / Service Availability~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-5~~
	~~Telephone Number(s) Availability~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-6~~
	~~Reserve TN(s)~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~PRE-2-1-7~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	~~Cancel TN Reservation~~	~~Availability of Interface~~ ~~Accuracy of Response~~ ~~Timeliness of Response~~	~~PRE-2-1-8~~
	~~Determine Due Date / Appointment Availability~~	~~Availability of Interface~~ ~~Accuracy of Response~~ ~~Timeliness of Response~~	~~PRE-2-1-9~~

3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-3.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Pre-Ordering Documentation	Document Structure and Format~~LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4)~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~Existence of Structural Elements Completeness of Data	~~PRE-3-1-1~~
	Document Content~~Facilities Based & Resale CLEC Starter Kit (Pre-Ordering sections)~~	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~PRE-3-1-2~~
	~~Facilities Based & Resale CLEC Activation Requirements~~Release Management	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~Existence and Adequacy of the Update Process Availability of Documentation	~~PRE-3-1-3~~
	Document Accuracy	Accuracy of Documents	

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	~~TAG Technical and Programmer Reference Guide(s)~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~PRE-3-1-4~~
Validate Address	Create address validation request transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Retrieve CSR	Determine type of inquiry to send	Content of Document(s) Accuracy of Document(s)	
	Create CSR request transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Request available telephone number(s)	Create available telephone number request transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Reserve TN(s)	Create telephone number reservation transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Cancel TN reservation	Create telephone number cancellation or exchange transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Determine product/service availability	Create service availability request transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Calculate Due Date	Create due date calculation request transaction	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s)	
Determine Appointment Availability	Create appointment availability request transactiion	Content of Document(s) Accuracy of Document(s)	
	Correct errors	Content of Document(s) Accuracy of Document(s	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	~~Carrier Notification~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~PRE-3-1-5~~

4.0 PRE-4: TAG Normal Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	TAG Normal Volume	TAG Peak Volume	Product Category
Validate Address	X		UNE, Resale
Retrieve CSR	X		UNE, Resale
Determine Product/Service Availability	X		UNE, Resale
Request Available Telephone Number(s)	X		UNE, Resale
Reserve Telephone Number(s)	X		UNE, Resale
Cancel Telephone Number(s) Reservation	X		UNE, Resale
Determine Appointment Availability	X		UNE, Resale
Calculate Due Date	X		UNE, Resale

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-4.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Submit pre-orders in Projected Normal Volumes	Address Validation	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-1~~
	CSR Retrieval	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-2~~
	Switched Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-3~~
	PIC/LPIC Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-4~~
	Product / Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-5~~
	Telephone Number(s) Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-6~~
	Reserve TN(s)	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-7~~
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-4-1-8~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	Determine Due Date / Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE 4 1 0~~

5.0 PRE-5: TAG Peak Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "peak" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	TAG Normal Volume	TAG Peak Volume	Product Category
Validate Address		X	UNE, Resale
Retrieve CSR		X	UNE, Resale
Determine Product/Service Availability		X	UNE, Resale
Request Available Telephone Number(s)		X	UNE, Resale
Reserve Telephone Number(s)		X	UNE, Resale
Cancel Telephone Number(s) Reservation		X	UNE, Resale
Determine Appointment Availability		X	UNE, Resale
Calculate Due Date		X	UNE, Resale

The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test PRE-5.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Submit pre-orders in Projected Peak Volumes	Address Validation	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-1~~
	CSR Retrieval	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-2~~
	Switched Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-3~~
	PIC/LPIC Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-4~~
	Product / Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-5~~
	Telephone Number(s) Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-6~~
	Reserve TN(s)	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-7~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-8~~
	Determine Due Date / Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	~~PRE-5-1-9~~

6.0 PRE-6: Pre-Order Processing Systems Capacity Management Evaluation

The Pre-Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the cluster of pre-ordering applications. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-6.

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Pre-Order Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~PRE-6-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	~~PRE-6-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~PRE-6-1-3~~

V. Ordering and Provisioning Test Section

1.0 O&P-1: EDI Functional Test

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN). The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-1.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit an Order	~~Create order transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-1-1-1~~
	Create and ~~S~~send order in LSR format	Presence of Functionality	~~O&P-1-1-1~~2
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P-1-1-2~~3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-1-1-3~~4
	Send Expedited Order Transaction	Presence of Functionality	~~O&P-1-1-4~~5
Submit an Error	~~Create error transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-1-2-1~~
	Create and ~~S~~send error in LSR format	Presence of Functionality	~~O&P-1-2-1~~2
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P-1-2-2~~3
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-1-2-3~~4
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P-1-2-4~~5
	Re-send order	Presence of Functionality	~~O&P-1-2-5~~6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-1-2-6~~7
Supplement an Order	~~Create Supplement transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-1-3-1~~
	Create and ~~S~~send supplement transactions	Presence of Functionality	~~O&P-1-3-1~~2

Sub Process	Function	Evaluation Criteria	Test Cases Reference
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P 1-3-2~~3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-3-3~~4
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P 1-3-4~~5
	Re-send supplement	Presence of Functionality	~~O&P 1-3-5~~6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-3-6~~8
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	~~O&P 1-4-1~~
	Submit integration orders	Presence of Functionality	~~O&P 1-4-2~~
	Receive acknowledgement	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P 1-4-3~~
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-4-4~~
	Correct error~~(s)~~s	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P 1-4-5~~
	Re-send integration order	Presence of Functionality	~~O&P 1-4-6~~
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-4-7~~
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-5-1~~
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-6-1~~
Check Service Order Status	Check Service Order Status	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 1-7-1~~

2.0 O&P-2: TAG Functional Test

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-2.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit an Order	~~Create order transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-2-1-1~~
	Create and Ssend order in LSR format	Presence of Functionality	~~O&P-2-1-12~~
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P-2-1-23~~
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-2-1-34~~
	Send Expedited Order Transaction	Presence of Functionality	~~O&P-2-1-45~~
Submit an Error	~~Create error transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-2-2-1~~
	Create and s~~S~~end error in LSR format	Presence of Functionality	~~O&P-2-2-12~~
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P-2-2-23~~
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-2-2-34~~
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P-2-2-45~~
	Re-send order	Presence of Functionality	~~O&P-2-2-56~~
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P-2-2-67~~
Supplement an Order	~~Create supplement transaction(s)~~	~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P-2-3-1~~
	Create and s~~S~~end supplement transaction(s)	Presence of Functionality	~~O&P-2-3-12~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Receive acknowledgment	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P 2 3 2~~3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 3 3~~4
	Correct errors	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P 2 3 4~~5
	Re-send supplement	Presence of Functionality	~~O&P 2 3 5~~6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 3 6~~7
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	~~O&P 2 4 1~~
	Submit integration orders	Presence of Functionality	~~O&P 2 4 2~~
	Receive acknowledgement	~~Accuracy of Response~~ ~~Clarity of Information~~ Timeliness of Response	~~O&P 2 4 3~~
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 4 4~~
	Correct error~~(s)~~s	Clarity of Information ~~Availability of Documentation~~ ~~Accuracy of Document(s)~~	~~O&P 2 4 5~~
	Re-send integration order	Presence of Functionality	~~O&P 2 4 6~~
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 4 7~~
Receive Completion Notice	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 5 1~~
	Receive transaction response	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 5 2~~
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 6 1~~
Check Service Order Status	Create Service Order Status request	Presence of Functionality ~~Accuracy of Document(s)~~ ~~Availability of Documentation~~	~~O&P 2 7 1~~
	Send transaction	Presence of Functionality	~~O&P 2 7 2~~
	Receive response	Accuracy of Response Clarity of Information Timeliness of Response	~~O&P 2 7 3~~

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

The EDI/TAG Normal Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions simultaneously. This test cycle will be executed by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire 9-state region (not simply Georgia) as described in Appendix C: Volume Analysis. The test will be executed during two 10-hour periods by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or a FOC. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-3.

Sub Process	Function	Evaluation Criteria	Test Case Reference
Submit Orders in Projected Normal Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	~~O&P-3-1-1~~
	Send order in LSR format	Availability of Interface	~~O&P-3-1-2~~
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-3-1-3~~
	Receive FOC or error/reject notification	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-3-1-4~~

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE service request test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-4.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit Orders in Projected Peak Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	~~O&P-4-1-1~~
	Send order in LSR format	Availability of Interface	~~O&P-4-1-2~~
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-4-1-3~~
	Receive FOC or error/rejection notification	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-4-1-4~~

5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed in order to test end-to-end provisioning process on UNE Loop orders. In addition, in order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-5.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cases~~
~~BellSouth provisioned service~~	~~Receive design documents~~	~~Timeliness of Response~~ ~~Accuracy of Document(s)~~ ~~Availability of Document(s)~~ ~~Change Management Notification~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~O&P-5-1-1~~
	~~Establish provisioning date and time~~	~~Process Validation~~	~~O&P-5-1-2~~
	~~Perform provisioning activities~~	~~Provisioning Validation~~ ~~Provisioning Coordination~~ ~~Provisioning Timeliness of Response/Completion~~ ~~Provisioning Systems Integrity~~	~~O&P-5-1-3~~
	~~Perform testing activities~~	~~Provisioning Validation~~ ~~Provisioning Coordination~~ ~~Provisioning Timeliness of Response/Completion~~ ~~Provisioning Systems Integrity~~	~~O&P-5-1-4~~
	~~Turn up service~~	~~Provisioning Validation~~ ~~Provisioning Coordination~~ ~~Provisioning Timeliness of Response/Completion~~ ~~Provisioning Systems Integrity~~	~~O&P-5-1-5~~
Receive completion notification	Receive completion notification transaction (See O&P-1, O&P-2)	Timeliness of Response Completeness of Data Accuracy of Response	
	Match response to order transaction and confirmation	Provisioning Validation	
	Verify timeliness of completion	Provisioning Timeliness of Response/Completion	

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Support provisioning process	Perform Provisioning Activity Accurately	Provisioning Accuracy Procedural Adherence OS/DA Accuracy	
	Confirm provisioning on orders requiring coordination	Provisioning Coordination Procedural Adherence	
	Manage provisioning process	Provisioning Accuracy Procedural Adherence	
BellSouth provisioned service	BellSouth Provisioning Methods and Procedures	Procedural Adherence	

6.0 O&P-6: Order Processing Systems Capacity Management Evaluation

The Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the cluster of ordering applications. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-6.

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Order Processing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~O&P-6-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	~~O&P-6-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~O&P-6-1-3~~

7.0 O&P-7: O&P Performance ~~Results Comparison~~Measures Evaluation

The O&P Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of O&P performance results collected by the test through test management tools and those collected by BellSouth's performance measurements system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance measurement systems, variances and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-7.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Percent Rejected Service Requests	Resale Residence Resale Business Resale Specials UNE UNE Loop with NP Other	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Reject Interval	Resale - Residence Resale - Business Resale - Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-4 min., 4-8 min., 8-12 min., 12-60 min., 0-1 hr., 1-8 hrs., 8-24 hrs., >24 hrs.) Non-Mechanized (0-1 hr., 1-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., >24 hrs.) Average Interval in Days	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	

Sub Process	Function	Evaluation Criteria	Test Case Reference
Firm Order Confirmation Timeliness	Resale - Residence Resale - Business Resale - Design UNE Design UNE Non-Design UNE Loop with and w/o NP Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min., 90-120 min., 120-240 min., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Non-Mechanized (0-4 hr., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.) Average Interval in Days	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Speed of Answer in the Ordering Center	Not disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
Mean Held Order Interval & Distribution Intervals	Circuit breakout <10 >=10 POTS - Residence POTS - Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	

Sub Process	Function	Evaluation Criteria	Test Cross Reference
		Test data collected by KPMG agrees with BLS raw data.	
Average Jeopardy Notice Intervals & Percentage of Orders Given Jeopardy Notices	POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Percent Missed Installation Appointments	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS - Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Average Completion Interval/Order Completion Interval Distribution	Dispatch/ No Dispatch Residence and Business reported in day intervals: 0,1,2,3,4,5,5+ UNE and Design reported in day intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 <10 lines/circuits >=10 lines/circuits POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	

Sub-Process	Measure	Evaluation Criteria	Test Cross Reference
Average Completion Notice Interval	Reporting interval in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, >24, plus overall average hour interval <10 lines/circuits >=10 lines/circuits POTS – Residence POTS – Business Design UNE Design UNE Non-Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Coordinated Customer Conversion	Reported in intervals: <=5 min., >5 and <=15 min., >15 min., plus Overall Average Interval UNE Loops without INP UNE Loops with INP	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Percent Provisioning Troubles within 30 days of Service Order Activity	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cases Reference~~
Total Service Order Cycle Time	Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Service Order Accuracy	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
~~Percent Rejected Service Requests~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-1-1~~
~~Reject Interval~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-2-1~~
~~Firm Order Confirmation Timeliness~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-3-1~~
~~Percentage of Subsequent Reports~~	~~UNE Designed~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-4-1~~
	~~UNE Non-Designed~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-4-2~~
~~Average Completion Interval~~	~~UNE Dispatch~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P 7-5-1~~

Sub-Process	Function	Evaluation Criteria	Test Cases Reference
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-5-2
Order Completion Interval Distribution	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-6-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-6-2
Held Order Interval Distribution and Mean Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-7-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-7-2
Average Jeopardy Notice Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-8-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-8-2
Percentage of Orders Given Jeopardy Notices	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-9-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-9-2
Percent Provisioning Troubles within 30 Days	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-10-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-10-2
Percent Service Order Accuracy	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-11-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-11-2
Average Completion Notice Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-12-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P 7-12-2

8.0 O&P-8: EDI Documentation Evaluation

The EDI Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation.

The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test O&P-8.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
O&P-8 Documentation	~~LEO Implementation Guides (Volumes 1-4)~~Document Structure and Format	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ Document Content~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-1~~O&P-8-1.6-8-1.14
	Document Content~~PC EDI Training Document~~	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-2~~O&P-8-1.15-8-23
	Release Management~~Carrier Notifications off the BellSouth website~~	Existence and Adequacy of Update Process -Availability of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-3~~O&P-8-1.23

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	Document Accuracy	Accuracy of Documents	
	~~Resale CLEC Activation Requirements~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P 8 1 4~~
Submit an Order	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
Submit and Error	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive planned error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
	Receive FOC	Accuracy of Document(s) Content of Document(s)	
Supplement an Order	Create and send supplement transactions	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Accuracy of Document(s) Content of Document(s)	
	Submit integration orders	Accuracy of Document(s) Content of Document(s)	
	Receive acknowledgement	Accuracy of Document(s) Content of Document(s)	
	Receive error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Document(s) Content of Document(s)	
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Document(s) Content of Document(s)	
Check Service Order Status	Check service order status	Accuracy of Document(s) Content of Document(s)	

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Local Number Portability Ordering Guide	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P 8-1-5

9.0 O&P-9: TAG Documentation Evaluation

The TAG Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-9.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
O&P-9 Documentation	Document Structure and Format~~LEO Implementation Guides (Volumes 1-1)~~	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-1~~O&P-9-1.6-9-1.14
	Document Content~~TAG Technical and Programmer Reference Guide(s)~~	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-2~~O&P-9-1.15-9-1.23
	Release Management~~Carrier Notifications off the BellSouth website~~	Existence and Adequacy of the Update Process Availability of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-3~~
	Document Accuracy	Accuracy of Documents	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	~~Resale CLEC Activation Requirements~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P 9-1-1~~
Submit an Order	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
Submit and Error	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive planned error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
	Receive FOC	Accuracy of Document(s) Content of Document(s)	
Supplement an Order	Create and send supplement transactions	Accuracy of Document(s) Content of Document(s)	
	Rceive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Pre-Order/Order Integration)	Populate integration orders with information returned from designated pre-order response	Accuracy of Document(s) Content of Document(s)	
	Submit integration orders	Accuracy of Document(s) Content of Document(s)	
	Receive acknowledgement	Accuracy of Document(s) Content of Document(s)	
	Receive error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Document(s) Content of Document(s)	
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Document(s) Content of Document(s)	
Check Service Order Status	Check service order status	Accuracy of Document(s) Content of Document(s)	

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Local Number Portability Ordering Guide	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P 9 1 5

10.0 O&P-10: EDI/TAG Production Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under current capacities of the production system. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE service request test cases, excluding error conditions.

The test will be executed during an 8-hour period. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-10.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Case Reference~~
Submit Orders in Production Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	~~O&P-10-1-1~~
	Send order in LSR format	Availability of Interface	~~O&P-10-1-2~~
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-10-1-3~~
	Receive FOC or error/rejection notification	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-10-1-4~~

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). KPMG will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing that will be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, the recording of account configuration changes, adjustments, and the accuracy of invoice line item details delivered by both the CABS/CRIS systems. KPMG will use process walk-throughs/interviews to ensure quality of internal processes. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-1.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Adjustment	Enter adjustments	Presence of Functionality Accuracy of Response	~~BLG-1-1-1~~
	Track adjustments	Presence of Functionality Accuracy of Response	~~BLG-1-1-2~~
Maintain Bill Balance	Carry balance forward	Presence of Functionality Accuracy of Response	~~BLG-1-2-1~~
Review Bills	Verify normal recurring charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-1~~
	Verify one-time charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-2~~
	Verify prorated recurring charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-3~~
	Verify usage charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-4~~
	Verify adjustments (debits and credits)	Presence of Functionality Accuracy of Response	~~BLG-1-3-5~~
	Verify late charges	Presence of Functionality ~~Clarity of Information~~ Accuracy of Response~~Document(s)~~	~~BLG-1-3-6~~
Balance Cycle	Define balancing and reconciliation procedures	Process Validation Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-1~~
	Produce control reports	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-2~~
	Release cycle	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-3~~

Sub-Process	Function	Evaluation Criteria	Test Case Reference
Deliver Bill	Deliver bill media	Presence of Functionality Timeliness of Response	~~BLG 1 5 1~~
Maintain Bill history	Maintain billing information	Process Validation Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG 1 6 1~~
	Access billing information	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG 1 6 2~~
Request re-send	Deliver bill media	Process Validation Presence of Functionality ~~Accuracy of Document(s)~~ Timeliness of Response	~~BLG 1 7 1~~

2.0 BLG-2: ODUF/ADUF Usage Functional Test

The Daily Usage File Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by KPMG placing test calls on those UNE port and port loop scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports that will be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-2.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Receipt of usage by BellSouth	Receive switch records at data center	Process Validation Presence of Functionality	~~BLG-2-1-1~~
	Verify DUF data	Presence of Functionality	~~BLG-2-1-2~~
Daily Usage Feed	Create usage feed	Process Validation Presence of Functionality	~~BLG-2-2-1~~
	Define balancing and reconciliation procedures	~~Clarity of Information~~ ~~Accuracy of Document(s~~Presence of Functionality	~~BLG-2-2-2~~
	Route usage	Presence of Functionality	~~BLG-2-2-3~~
Deliver usage to CLECs	Send Connect:Direct®	Presence of Functionality	~~BLG-2-3-1~~
	Acknowledge arrival	Presence of Functionality Timeliness of Response	~~BLG-2-3-2~~
Maintain usage history	Create usage backup	Process Validation Presence of Functionality	~~BLG-2-4-1~~
	Request backup data	Presence of Functionality	~~BLG-2-4-2~~
Status tracking and reporting	Track valid usage	Presence of Functionality Accuracy of response	~~BLG-2-5-1~~
	Account for no usage	Presence of Functionality Accuracy of response	~~BLG-2-5-2~~
	Account for missing usage (gaps)	Presence of Functionality Accuracy of response	~~BLG-2-5-3~~

3.0 BLG-3: Billing Systems Capacity Management Evaluation

The Billing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the billing applications. The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test BLG-3.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Billing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~BLG-3-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	~~BLG-3-1-2~~
	Systems and capacity planning.	Adequacy and Completeness systems and capacity planning	~~BLG-3-1-3~~

4.0 BLG-4: Billing Performance ~~Results Comparison~~Measures Evaluation

The Billing Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of billing performance results collected by the test through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurements system data collected
- Test Call Log

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-4.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Invoice Accuracy	Resale UNE Interconnection	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
Mean Time to Deliver Invoices	Resale UNE Interconnection	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Usage Data Delivery Accuracy	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	

Sub Process	Function	Evaluation Criteria	Test Cases Reference
		BLS raw data are suitable for calculation purposes and are complete.	
Usage Data Delivery Completeness	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Usage Data Delivery Timeliness	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Mean Time to Deliver Usage	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
~~Invoicing accuracy~~	~~Non-Designed UNE (billed through CRIS)~~	~~Clarity of Information~~	~~BLG 4-1-1~~
	~~Designed UNE (billed through CABS)~~	~~Clarity of Information~~	~~BLG 4-1-2~~
	~~Port Usage (billed through CABS)~~	~~Clarity of Information~~	~~BLG 4-1-3~~
~~Invoice timeliness~~	~~Non-Designed UNE (billed through CRIS)~~	~~Timeliness of Response~~	~~BLG 4-2-1~~
	~~Designed UNE (billed through CABS)~~	~~Timeliness of Response~~	~~BLG 4-2-2~~
	~~Port Usage (billed through CABS)~~	~~Timeliness of Response~~	~~BLG 4-2-3~~

Sub Process	Function	Evaluation Criteria	Test Case Reference
Usage data delivery timeliness	Port Usage	Timeliness of Response	BLG 4-3-1
Usage data delivery completeness	Port Usage		BLG 4-4-1

age data livery curacy	Port Usage	Accuracy of Response Clarity of Information	BLG 4-5

5.0 BLG-5: CRIS/CABS Invoicing Documentation Evaluation

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather invoices, delivery of invoices and the overall format and contents of the invoices delivered. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-5.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Billing Invoicing Documentation	Document Structure and Format ~~Document Change Management~~	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~BLG-5-1-1~~
	~~Document Content Management~~Document Content	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~BLG-5-1-2~~
	~~Documentation Distribution~~Release Management	Existence and Adequacy of the Update Process Availability of Documentation~~(s)~~ Accuracy of Documentation	~~BLG-5-1-3~~
	~~Document Content~~Document Accuracy	~~Accuracy of Document(s)~~ Accuracy of Documents	~~BLG-5-1-4~~

6.0 BLG-6: ODUF/ADUF Documentation Evaluation

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather usage records, delivery of usage records and the overall format and contents of the daily usage files delivered. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-6.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Billing Usage Reporting Documentation	~~Document Change Management~~Document Structure and Format	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~Existence of Structural Elements Completeness of Data	~~BLG-6-1-1~~
	~~Document Content Management~~Document Content	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~Clarity of Information Completeness of Data	~~BLG-6-1-2~~
	~~Documentation Distribution~~Release Management	~~Availability of Document(s)~~Existence and Adequacy of the Update Process Availability of Documentation Accuracy of Documentation	~~BLG-6-1-3~~
	~~Document Content~~Document Accuracy	~~Accuracy of Document(s)~~Accuracy of Documents	~~BLG-6-1-4~~

VII. Maintenance and Repair Test Section

1.0 M&R-1: TAFI Functional Test

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by submitting trouble reports against provisioned test bed accounts

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-1.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Trouble reports	Create trouble report	Presence of Functionality ~~Accuracy of Document(s)~~ Accuracy of Response TAFI Usability	~~M&R-1-1-1~~
	Modify trouble report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-2~~
	Create repeat report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-3~~
	Create subsequent report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-4~~
	~~Retrieve LMOS recent status report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~	~~M&R-1-1-5~~
	Enter Multiple Trouble Reports	Presence of Functionality Accuracy of Response TAFI Usability	
	~~Execute manual queuing capabilities~~Enter and Retrieve Trouble Reports from Queues	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability ~~Accuracy of Document(s)~~	~~M&R-1-1-6~~
	Execute supervisor functions	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability ~~Accuracy of Document(s)~~	~~M&R-1-1-7~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Close trouble report	Presence of Functionality Accuracy of Response TAFI Usability	
	Cancel trouble report	Presence of Functionality Accuracy of Response Timeliness of Response	
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 1~~
	View port and loop-port test results	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 2~~
Downstream System Reports	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	
	Obtain customer line record (BOCRIS)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 3~~
	Obtain predictor results	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 4~~
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 5~~
	View SOCS pending order (open issue)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 6~~
	~~Close trouble report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Accuracy of Document(s)~~	~~M&R 1 2 7~~
	~~Cancel trouble report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Accuracy of Document(s)~~	~~M&R 1 2 8~~
Access error reports	~~Reset communications~~	~~Presence of Functionality~~	~~M&R 1 3 1~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Case Reference~~
	Host request errors	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ ~~Timeliness of Response~~ TAFI Usability	~~M&R-1-3-2~~
Trouble history	Retrieve trouble history	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R-1-4-1~~
~~Trouble status~~General	~~View pending ticket status~~ TAFI Usability	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~TAFI Usability	~~M&R-1-5-1~~

2.0 M&R-2: ECTA Functional Test

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts.

ECTA functionality will be reviewed along with the documentation addressing its use. The functional elements of trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-2.

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Trouble reports	Create trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-1~~ ~~M&R-2-2-1~~
	Modify trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-4~~ ~~M&R-2-2-4~~
	Cancel trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-5~~ ~~M&R-2-2-5~~
	Request trouble ticket status	Presence of Functionality Timeliness of Response	~~M&R-2-1-2~~ ~~M&R-2-2-2~~
	Verify repair completion	Presence of Functionality Timeliness of Response	~~M&R-2-1-6~~ ~~M&R-2-2-6~~
	Add trouble information	Presence of Functionality Timeliness of Response	~~M&R-2-1-3~~ ~~M&R-2-2-3~~

3.0 M&R-3: ECTA Normal Volume Performance Test

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-3.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit trouble transactions in projected normal volumes	Create trouble report	Correctness of Response Timeliness of Response	~~M&R-3-1-1~~ ~~M&R-3-2-1~~
	Modify trouble report	Correctness of Response Timeliness of Response	~~M&R-3-1-4~~ ~~M&R-3-2-4~~
	Cancel trouble ticket	Correctness of Response Timeliness of response	~~M&R-3-1-5~~ ~~M&R-3-2-5~~
	Request trouble ticket status	Correctness of Response Timeliness of Response	~~M&R-3-1-2~~ ~~M&R-3-2-4~~
	~~Verify Repair Completion~~	~~Correctness of Response~~ ~~Timeliness of Response~~	~~M&R-3-1-6~~ ~~M&R3-2-6~~
	Add trouble information	Correctness of Response Timeliness of Response	~~M&R-3-1-3~~ ~~M&R-3-2-3~~

4.0 M&R-4: ECTA Peak Volume Performance Test

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a selected sample of resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-4.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit trouble transactions in projected normal volumes	Create trouble report	Correctness of response Timeliness of Response	~~M&R-4-1-1~~ ~~M&R-4-2-1~~
	Modify trouble report	Correctness of Response Timeliness of Response	~~M&R-4-1-4~~ ~~M&R-4-2-4~~
	Cancel trouble ticket	Correctness of Response Timeliness of Response	~~M&R-4-1-5~~ ~~M&R-4-2-5~~
	Request trouble ticket status	Correctness of Response Timeliness of Response	~~M&R-4-1-2~~ ~~M&R-4-2-2~~
	~~Verify Repair Completion~~	~~Correctness of Response~~ ~~Timeliness of Response~~	~~M&R-4-1-6~~ ~~M&R-4-2-6~~
	Add Trouble Administration Information	Correctness of Response Timeliness of Response	~~M&R-4-1-3~~ ~~M&R-4-2-3~~

5.0 M&R-5: TAFI Capacity Management Evaluation

The TAFI Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of TAFI interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-5.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
TAFI Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~M&R-5-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.	Adequacy and Completeness of data verification and analysis	~~M&R-5-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~M&R-5-1-3~~

6.0 M&R-6: ECTA Capacity Management Evaluation

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ECTA interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-6.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
ECTA Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~M&R-6-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.	Adequacy and Completeness of data verification and analysis	~~M&R-6-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~M&R-6-1-3~~

7.0 M&R-7: M&R Performance ~~Results Comparison~~Measures Evaluation

The M&R Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of M&R performance results collected by KPMG test management tools and BellSouth's OSS performance measurements systems. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems , accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-7.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Missed Repair Appointments	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Customer Trouble Report Rate	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Maintenance Average Duration	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Percent Report Troubles within 30 days	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Out of Service >24 hours	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
OSS Interface Availability	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
OSS Response Interval and Percentages	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
Average Answer Time – Repair Centers	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	

Sub Process	Function	PID Evaluation Criteria	Test Crosswalk Reference
Missed repair appointment	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-1-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-1-2
Percentage of subsequent reports	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-2-1
Maintenance average duration	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-3-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-3-2
Out of service > 24 hours	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-4-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-4-2
Repeat troubles within 30 days	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-5-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-5-2
OSS response interval	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-2
Average answer time	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-2

8.0 M&R-8: TAFI Documentation Evaluation

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test uses records of observations from the M&R-1: TAFI Functional Test and CLEC TAFI User Training Manuals to identify incidents in documentation and functionality described in the business rules. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-8.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
M&R Documentation	Document Structure and Format~~CLEC TAFI End-User Training and User Guide~~	Existence of Structural Elements Completeness of Data ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-1~~
	Document Content~~CLEC Training Guide (M&R Sections)~~	Clarity of Information Completeness of Data ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-2~~
	Release Management~~TAFI Online Help~~	Existence and Adequacy of the Update Process Availability of Documentation Accuracy of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-3~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
TAFI Interface	Trouble Report	Accuracy of Documentation	
	Access to Test Capability	Accuracy of Documentation	
	Access to Downstream System Reports	Accuracy of Documentation	
	Error Reports	Accuracy of Documentation	
	Trouble History	Accuracy of Documentation	

9.0 M&R-9: ECTA Documentation Evaluation

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the accuracy, ease of use and conformance to ANSI standards of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test will use records of observations from the M&R-2: ECTA Functional Test to identify incidents in documentation and functionality. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-9.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cases Reference~~
M&R Documentation	Joint Implementation Agreement for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service (JIA)	Accuracy of Document Ease of Use of Document Conformance of Document toANSI Standards	~~M&R-9-1-1~~ ~~M&R-9-1-2~~ ~~M&R-9-1-3~~

10.0 M&R-10: M&R Process Evaluation

The M&R Process Evaluation Test is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-10.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test/Cross Reference~~
End-to-End M&R Process	Process flow documentation	Completeness Wholesale/Retail Comparison	~~M&R-10-1-1~~
	Process evaluation	Wholesale/Retail Comparison	~~M&R-10-1-2~~
End-to-End Trouble Report Processing	M&R test situations	~~Accuracy~~ Timeliness Wholesale/Retail Comparison	~~M&R-10-2~~

VIII. Change Management Test Section

1.0 CM-1: Change Management Practices Review

This test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this test will rely upon checklists and inspections. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test CM-1.

~~*Sub Process*~~	~~*Function*~~	~~*Evaluation Criteria*~~	~~*Test Cross Reference*~~
Change Management	Developing Change Proposals	Completeness and consistency of change development process	~~CM-1.1~~ ~~CM-1.2~~
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	~~CM-1.3~~ ~~CM-1.4~~ ~~CM-1.7~~
	Implementing Change	Completeness and consistency of change implementation process	~~CM-1.7~~
	Intervals	Reasonableness of change interval	~~CM-1.5~~
	Documentation	Timeliness of documentation updates	~~CM-1.6~~
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	~~CM-1.7~~ ~~CM-1.8~~

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April 5, 2000

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EXECUTIVE SECRETARY
G.P.S.C

DELIVERED BY HAND

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue, S.W., Room 520
Atlanta, Georgia 30334-5701

Re: In re: Investigation Into Development of Electronic Interfaces for BellSouth's Operations Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Enclosed please find an original and twenty-eight (28) copies, as well as an electronic copy, of BellSouth Telecommunications, Inc.'s Comments in Support of the Proposed Standards and Benchmarks for use in the Georgia OSS Evaluation filed by BellSouth Telecommunications, Inc. in the above-referenced docket.

I would appreciate your filing same and returning the extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your assistance in this regard.

Very truly yours,

Fred McCallum Jr.

FJM:nvd
Enclosures

cc: Parties of Record

204335

BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

RECEIVED
APR 0 5 2000
EXECUTIVE SECRETARY
G.P.S.C.

In re:	)	
	)	
Investigation Into Development of	)	Docket No. 8354-U
Electronic Interfaces for BellSouth's	)	
Operation Support Systems	)	

BELLSOUTH TELECOMMUNICATIONS, INC.'S COMMENTS IN SUPPORT OF PROPOSED STANDARDS AND BENCHMARKS FOR USE IN THE GEORGIA OSS EVALUATION

INTRODUCTION

Pursuant to the March 22, 2000, KPMG Letter and the March 28, 2000, Letter from Leon Bowles to KPMG, BellSouth Telecommunications, Inc. ("BellSouth") hereby files its Comments in support of the proposed standards and benchmarks for use in the Georgia OSS Evaluation (hereinafter the "Proposed Standards"). While the following discussion is by no means comprehensive, BellSouth wanted to take this opportunity to highlight a limited number of the proposed standards and/or benchmarks and to demonstrate to the Commission why such proposed standards and/or benchmarks are appropriate for purposes of the third-party testing of BellSouth's OSS. BellSouth respectfully requests a further opportunity to comment in support of the proposed standards and/or benchmarks after the CLECs file their comments.

DISCUSSION

The Proposed Standards are based on direct retail analogs (where applicable); on surrogates for retail analogs where direct retail analogs do not exist; on existing practices and procedures; and on the manner in which BellSouth's Service Quality Measurements ("SQMs") are reported in Georgia pursuant to the Commission's Order in Docket No. 7892-U. Because of the sound basis upon which each of the Proposed Measures was

derived, each of the Proposed Standards will allow the Test Manager to fairly and objectively evaluate BellSouth's performance with respect to the CLEC community. It should be irrelevant whether the Proposed Standards are identical to those used by Bell Atlantic or Southwestern Bell; the Proposed Standards reflect conditions in BellSouth's region and BellSouth's systems and thus are appropriate to assess BellSouth's performance. In summary, the Commission should adopt the Proposed Standards because they will serve as an accurate and fair indicator of the performance BellSouth provides to its CLEC customers.

A. Pre-Ordering: OSS Response Interval

The proposed standard for the various measures dealing with OSS response intervals is parity with retail, with an adjustment where applicable. The adjustment, characterized as Parity plus X seconds, is necessary to quantitatively recognize the differences in architecture and security requirements between the systems used by BellSouth's retail units and the OSS systems used by the CLECs.

For example, the CLEC representative accesses one interface, either LENS or TAG, for pre-ordering information for both residence and business customers. The CLEC representative can request address information, reserve a telephone number, determine appointment availability, and access customer record information, among other things, through this one interface. The OSS then determine the information that is being requested by the CLEC and the legacy system from which that information can be obtained, and routes the CLEC's request to that system. If the CLEC requests customer information, the OSS will conduct a security evaluation to insure that the customer whose

information is being sought is a customer of BellSouth or another CLEC so as to prevent one CLEC from viewing information pertaining to the customer of another CLEC.

In the BellSouth retail situation, BellSouth's representatives also are subject to CPNI restrictions. In the case of BellSouth retail units, however, the BellSouth representative is signed on to a secure network where per-transaction security is not required as it is for the CLEC whose connection to BellSouth's systems is shared by all CLECs using that interface and whose identity must be confirmed at each transaction.

The result of these different security measures is a difference in OSS response times for BellSouth retail and the CLEC. The analog for OSS response times must reflect these differences to accurately assess BellSouth's performance. In the recent Bell Atlantic decision, the FCC and the New York Public Service Commission recognized these differences. Specifically, the FCC stated that "[g]iven the additional security measures and computer translations needed to process pre-order transactions from competing carriers, we find that the 'parity plus four seconds' standard is reasonable and appropriate measure of whether Bell Atlantic processes pre-order transactions for competing carriers in substantially the same time that it processes its own pre-order transactions." (Bell Atlantic Order, ¶ 146).

BellSouth proposes that KPMG conduct testing to determine the situations in which response pre-ordering response times require an adjustment to account for differences in the systems used by BellSouth's retail representatives and the OSS accessed by the CLECs. In the absence of such testing, BellSouth proposes that the standard for OSS response interval be Parity plus 4 seconds.

B. Ordering: Percent Rejected Service Request

In the Proposed Standards, Percent Rejected Service Request is identified appropriately as a "diagnostic" measure and thus no analogues or benchmarks are identified. The Percent Rejected Service Request measures the percentage of LSRs that are submitted by the CLEC with errors. In essence, it is a barometer of the CLEC's ability to submit an error-free LSR. Consequently, the outcome of this measurement is beyond BellSouth's control and should only be viewed as a diagnostic measure. Classifying this measure as a diagnostic makes even more sense in the context of the Third Party Test in that the test is expected to involve the submittal of a number of LSRs known to have errors.

C. Ordering: Firm Order Confirmation and Reject Interval

With respect to the Firm Order Confirmation Timeliness (Mechanized), the benchmark is 95% in less than 4 hours. For non-mechanized and partially mechanized orders, the FOC benchmark is 85% in less than 48 hours. These benchmarks are appropriate and should be adopted by the Commission. BellSouth should not be obligated to adopt a 24-hour FOC for manual orders.

These benchmarks are reasonable because BellSouth is able to return FOCs within 4 hours only for complete and correct, electronically-submitted LSRs for services designed to flow through the systems, i.e. totally mechanized services, unless otherwise stated in BellSouth's Interval Guide. For complete and correct electronically-submitted LSRs *not* designed to flow through, BellSouth attempts to return FOCs within 48 hours (unless otherwise stated in the interval guide), not within 4 hours. A 24-hour FOC for manual orders is unreasonable because more time is required to handle manual LSRs. Under the 24-hour proposal, BellSouth would be required to return FOCs on manually

submitted LSRs in the same interval as it takes to return FOCs for certain electronically-submitted LSRs. For complete and manually submitted LSRs, the 48-hour interval for FOCs reasonably recognizes the work effort involved in manual processing.

Like the FOC benchmarks, the Reject Interval benchmarks recognize the differences between mechanized and non-mechanized and partially mechanized orders. For a mechanized order, the benchmark appropriately is set at 95% in less than 1 hour. For non-mechanized and partially mechanized orders, however, which require more time to process, the reject interval benchmark is 85% in less than 48 hours.

D. Provisioning and/or Maintenance: Product Disaggregation

1. Level of Product Disaggregation

With respect to the level of product disaggregation, the Proposed Standards include an analogue for each product for which BellSouth produces monthly results for the Commission. These products include Resale Residence, Resale Business, Resale Design, UNE Non-Design, UNE-Design and Local Interconnection Trunks. In compliance with the Commission's Order, BellSouth has been reporting its SQMs at this level of disaggregation since late 1998. This level of product disaggregation is consistent with the level of disaggregation ordered by the Commission in Docket No. 7892-U and thus is sufficient and appropriate for purposes of Third Party Testing. In the future, BellSouth plans to report results for the UNE Loop and Port Combination in addition to the products currently being reported.

Recently, the Florida Commission ordered BellSouth to disaggregate at a different level than ordered by the Georgia Commission for purposes of the Florida OSS testing. The Florida Commission's order, however, is not relevant to Georgia's Third Party Test.

Georgia's OSS test should be based on the Commission's decision in Docket 7892-U and the monthly reports filed with the Commission. To alter the level of disaggregation utilized in Georgia over the past two years at this point would be nonsensical. The current level of product disaggregation is more than sufficient to assess whether BellSouth is providing non-discriminatory access to CLECs.

2, Analogues and Benchmarks

With respect to analogues and benchmarks, the Proposed Standards set forth, for each of the measures listed above, a standard that is either a direct analogue or a surrogate analogue. A direct analogue is used in situations in which the provisioning and maintenance processes for CLEC and BellSouth retail are nearly identical. For example, the proposed analogue for Resale Residence Dispatch is Retail Residence Dispatch. Similarly, for Resale Residence Non-Dispatch, the proposed analogue is Retail Residence Non-Dispatch. For Resale Business Dispatch, the proposed analogue is Retail Residence Dispatch, and for Resale Business Non-Dispatch, the proposed analogue is Retail Business Non-Dispatch. Finally, the proposed analogue for Resale Design, Dispatch and Non-Dispatch, is Retail Design, Dispatch and Non-Dispatch. These direct analogues should be non-controversial.

The surrogate analogue applies in situations in which there are differences in the provisioning and/or maintenance processes between BellSouth retail and the CLEC that make a direct comparison difficult. For example, the Proposed Standards provide that the surrogate analogue for UNE Non-Design be an average of Retail Residence and Retail Business – Dispatch only. The reason for this is simple – in nearly all situations, physical work is required to provision a UNE Non-Design circuit. By contrast, when a BellSouth

residential or business customer requests service from BellSouth, generally the provisioning required is software based and can be accomplished without physical work. For example, in a typical month, 77% of BellSouth's retail orders require no physical work while only 23% require physical work.

While it is true that some UNE provisioning is classified as "non-dispatched," this classification does not mean that no physical work is required to provision the order. In those non-dispatch situations, the central office technician still must locate wiring points and complete the necessary central office wiring. Thus, while the technician is not actually "dispatched" to the actual work site, there is still physical work involved in provisioning the order which differentiates the order from the majority of BellSouth retail orders.

Integrated Digital Loop Carrier (IDLC) presents another complicating factor for UNEs that does not exist for BellSouth retail services. IDLC is a technology that integrates the BellSouth loop with the central office switching equipment in a BellSouth digital switch. When the retail customer is acquired by the CLEC and the CLEC chooses to serve the customer via a BellSouth UNE loop, IDLC cannot be used because the service is to be terminated in the CLEC's switch. The customer's line facility must be changed to either copper wire or to a Universal Digital Loop Carrier (UDLC). Unlike IDLC, the UDLC system is not integrated with the switching equipment. At a minimum, this change requires work at the field and at the central office end of the circuit. However, many instances, cable or carrier construction is required since idle copper wire or UDLC facilities are typically not available at locations served by IDLC. This is an

important issue because a significant amount of BellSouth retail customers are served by IDLC.

For these reasons, it is not an accurate to compare a UNE LSR with a mixture of BellSouth retail orders (dispatch and non-dispatch) when the majority require no physical work.

E. Provisioning: Average Jeopardy Notice Interval (Mechanized)

In the case of the Average Jeopardy Notice Interval (Mechanized), BellSouth has proposed a benchmark of 95% in less than or equal to 24 hours. BellSouth has, however, limited this benchmark to mechanized orders. Again, the reason for this limitation is simple and appropriate. What the Average Jeopardy Notice Interval measures is how far in advance of the due date BellSouth tells the CLEC that BellSouth might not meet the order due date. This notification is a proactive notification provided to BellSouth to aid the CLEC in dealing with its end user. The key point with respect to this notification is that BellSouth does *not* provide such proactive notification to its retail units. Thus, while both BellSouth retail and the CLECs can access order status notification information to check on the status of an end user's order, only the CLEC receives proactive notification that a due date might not be met. Thus, the CLEC is receiving superior service. This superior service is too costly to provide for non-mechanized orders. Thus, BellSouth limits the notification, and consequently the measurement, to mechanized orders.

With respect to the 24 hour benchmark, experience has shown that 24 hours is a fair and reasonable time frame for mechanized orders for BellSouth to provide the CLECs with a notification that BellSouth does not provide to its own retail units.

For non-mechanized orders, the provision of jeopardy notices is not a benchmark issue. BellSouth does not provide these notices to its retail units and such notices, therefore, are appropriately not part of the Third Party Test. Simply, BellSouth does not provide these notices and does not collect data for these notices, and thus there is no applicable benchmark.

F. Provisioning: Average Completion Notice Interval (Mechanized)

As is the case with Average Jeopardy Interval (Mechanized), BellSouth limits its measurement of Average Completion Notice Interval to mechanized orders as well. Like the jeopardy notification, BellSouth does not provide its retail units with an order completion notice. Thus, the notification provided to the CLEC constitutes superior service to that CLEC that is too costly to provide for non-mechanized orders. Because the completion notice is something above and beyond what BellSouth provides for its own retail units, it should not be obligated to provide it in situations in which it is excessively costly such as non-mechanized orders.

With respect to the analogue, because BellSouth does not provide completion notices to its retail units, it does not have a direct retail analogue for this measurement. However, BellSouth was able to derive such an analogue by recording the interval between the time the order is completed until the SOCS history file is updated. This interval is the closest and most relevant measure of comparison and should be adopted by the Commission.

For non-mechanized orders, like with jeopardy notices, there is no benchmark because no completion notices are provided and no data is collected. BellSouth does not provide these notices to its retail units and such notices, therefore, are appropriately not

part of the Third Party Test. Simply, BellSouth does not provide these notices and does not collect data for these notices for non-mechanized orders, and thus there is no applicable benchmark.

G. Maintenance and Repair: OSS Interface Availability

The KPMG Proposed Standards currently provide an analogue of Parity with Retail for OSS Interface Availability for Maintenance and Repair. This interval is the result of a typographical error on the part of BellSouth. The Proposed Standard for OSS Interface Availability for Maintenance and Repair should be a Benchmark of 99.5%.

This 5th day of April, 2000.

BELLSOUTH TELECOMMUNICATIONS, INC.

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CERTIFICATE OF SERVICE
Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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This 5th day of April, 2000.

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