TENNESSEE REGULATORY AUTHORITY

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

December 6, 2000

Guy M. Hicks, Esq.
BellSouth Telecommunications, Inc.
Suite 2101
333 Commerce Street
Nashville, TN 37201-3300

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

Dear Mr. Hicks:

The TRA is gathering information to help determine the need for third party testing of BellSouth's Operations Support Systems (OSSs) that serve Tennessee customers. To assist in this endeavor, we ask that you provide the following information:

A. Provide a set of Work Flow Diagrams (WFDs) to identify the OSS infrastructure with which BellSouth serves Tennessee CLECs. This should include all interfaces (e.g., LENS), databases (e.g., LMOS) and work groups (e.g., LCSC).

1. For OSS Preordering functions:

a. Provide a WFD identifying the information systems infrastructure.

(1) Name each interface and database.
(2) Identify the city in which each interface and database is located.
(3) Specify the date on which each interface and database was originally turned up for service.
(4) Identify whether each interface is human-to-machine or machine-to-machine.
(5) Identify the direction of the data flow across each interface, including where data flows both ways.
(6) Start this WFD with CLEC input and take it to the completion of the process.
(7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

(1) City where located
(2) Functional responsibility
(3) Geographic areas of responsibility
(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

2. For OSS Ordering functions:

   a. Provide a WFD identifying the information systems infrastructure.

      (1) Name each interface and database.
      (2) Identify the city in which each interface and database is located.
      (3) Specify the date on which each interface and database was originally turned up for service.
      (4) Identify whether each interface is human-to-machine or machine-to-machine.
      (5) Identify the direction of the data flow across each interface, including where data flows both ways.
      (6) Start this WFD with CLEC input and take it to the completion of the process.
      (7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

   b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

      (1) City where located
      (2) Functional responsibility
      (3) Geographic areas of responsibility
      (4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

3. For OSS Provisioning functions:

   a. Provide a WFD identifying the information systems infrastructure.

      (1) Name each interface and database.
      (2) Identify the city in which each interface and database is located.
      (3) Specify the date on which each interface and database was originally turned up for service.
      (4) Identify whether each interface is human-to-machine or machine-to-machine.
      (5) Identify the direction of the data flow across each interface, including where data flows both ways.
      (6) Start this WFD with CLEC input and take it to the completion of the process.

(7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

(1) City where located
(2) Functional responsibility
(3) Geographic areas of responsibility
(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

4. For OSS Maintenance and Repair functions:

a. Provide a WFD identifying the information systems infrastructure.

(1) Name each interface and database.
(2) Identify the city in which each interface and database is located.
(3) Specify the date on which each interface and database was originally turned up for service.
(4) Identify whether each interface is human-to-machine or machine-to-machine.
(5) Identify the direction of the data flow across each interface, including where data flows both ways.
(6) Start this WFD with CLEC input and take it to the completion of the process.
(7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

(1) City where located
(2) Functional responsibility
(3) Geographic areas of responsibility
(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

5. For OSS Billing functions:

a. Provide a WFD identifying the information systems infrastructure.

(1) Name each interface and database.
(2) Identify the city in which each interface and database is located.

(3) Specify the date on which each interface and database was originally turned up for service.
(4) Identify whether each interface is human-to-machine or machine-to-machine.
(5) Identify the direction of the data flow across each interface, including where data flows both ways.
(6) Start this WFD with CLEC input and take it to the completion of the process.
(7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

(1) City where located
(2) Functional responsibility
(3) Geographic areas of responsibility
(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

6. For OSS Change Management and Technical Assistance functions:

a. Provide a WFD identifying the information systems infrastructure.

(1) Name each interface and database.
(2) Identify the city in which each interface and database is located.
(3) Specify the date on which each interface and database was originally turned up for service.
(4) Identify whether each interface is human-to-machine or machine-to-machine.
(5) Identify the direction of the data flow across each interface, including where data flows both ways.
(6) Start this WFD with CLEC input and take it to the completion of the process.
(7) Identify any projects in the planning or development stages to replace the interfaces and databases listed.

b. Provide a WFD identifying each work group. Start this WFD with CLEC input and take it to the completion of the process. Provide the following information on this WFD for each work group:

(1) City where located
(2) Functional responsibility
(3) Geographic areas of responsibility
(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes.

B. Before Divestiture, the Bell Operating Company (BOC) known as South Central Bell (SCB) served Tennessee, and the BOC known as Southern Bell (SB) served Florida and Georgia. AT&T developed a number of "legacy" systems during this time for the BOCs, many of which are still in service. AT&T required each BOC to submit its own custom specifications for each legacy system.

1. Describe in detail the differences between the following legacy systems as they have been implemented for SCB and SB:

   a. LMOS
   b. LFACS
   c. COSMOS
   d. TIRKS
   e. WFA

2. Explain in detail BellSouth's decision to establish two Local Carrier Service Centers (LCSCs), one in Atlanta and one in Birmingham. Discuss how the LCSCs in Birmingham and Atlanta interface with the legacy OSSs of the former SB and SCB.

3. Discuss in detail the differences between the systems that maintain and update Plant Location Asset Tax (PLAT) records in the former SB and SCB territory. Describe which PLAT systems are mechanized and which systems are still manual. Describe specifically how the differences between these systems affect the loop make-up process between SB and SCB territories.

C. Provide a set of WFDs to identify each step required to process several specific CLEC requests for service in Tennessee. Name each interface, database and work group involved, along with the city in which each is located. Identify the time frame required to perform each step (e.g., 1 to 3 minutes, hours, days).

1. A "Hot Cut" involving the transfer of a residential customer's service in Nashville from BellSouth to a CLEC, including Local Number Portability (LNP).

   a. Preordering
   b. Ordering
   c. Provisioning
   d. Billing
   e. Change Management and Technical Assistance

2. A "Hot Cut" involving the transfer of a residential customer's service in Nashville from a CLEC to BellSouth, including LNP.

   a. Preordering
   b. Ordering
   c. Provisioning
   d. Billing

e. Change Management and Technical Assistance

3. A CLEC's order for an xDigital Subscriber Line (xDSL) to serve a business customer in Nashville, requiring loop make-up and engineering. BellSouth will provide the voice service, and the CLEC will provide the data service over a shared copper loop.

   a. Preordering
   b. Ordering
   c. Provisioning
   d. Billing
   e. Change Management and Technical Assistance

4. A CLEC currently provides data service over an xDSL to serve a business customer in Nashville. BellSouth currently provides the voice service over a shared copper loop. The customer's voice service migrates from BellSouth to the CLEC.

   a. Preordering
   b. Ordering
   c. Provisioning
   d. Billing
   e. Change Management and Technical Assistance

5. A "hot cut" involving the transfer of a Nashville business customer's xDSL service (both data and voice) from BellSouth to a CLEC.

   a. Preordering
   b. Ordering
   c. Provisioning
   d. Billing
   e. Change Management and Technical Assistance

Please submit the requested information by January 15, 2001. If you have any questions, please contact Tommy White or Arnold Reed at (615) 741-2904.

Sincerely,

David Waddell
Executive Secretary

C: Docket File
Sara Kyle, Chairman
Lynn Greer, Director
Melvin Malone, Director