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January 29, 2001

VIA HAND DELIVERY

Mr. David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

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

Dear Mr. Waddell:

Enclosed are BellSouth's responses to the Staff's Data Requests dated December 6, 2000. These responses will further demonstrate that the interfaces infrastructure, and systems that relate to BellSouth's OSS are both centralized and regional. In other words, the systems are developed so that their functioning will be uniform across BellSouth's region. It is these same systemic functions and systems that are currently being tested extensively in Florida and Georgia. For this reason, there is no need, and, in fact, it would be a needless use of the Authority's time and resources, to conduct a third party test in Tennessee that would duplicate the same tests that are currently underway in Florida and Georgia.

Please let us know if you need additional information.

Very truly yours,

Guy M. Hicks

Guy M. Hicks a/permission (ch)

GMH/jem

244604

CERTIFICATE OF SERVICE

I hereby certify that on January 29, 2001, 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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Guy N. Hicks
w/ permission ch

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:

REQUEST: (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.

RESPONSE: The OSS pre-ordering infrastructure, including all electronic interfaces, the databases and the OSS, which BellSouth uses to serve CLECs in Tennessee, is the same as the OSS pre-ordering infrastructure that is used throughout its nine-state region, and is the subject of the third party testing in Florida and Georgia. All of the infrastructure and databases are the same and being tested in both states. To the extent that there are separate servers for processing CLEC requests, these servers use the same programming code and are designed to operate in an undistinguishable manner. The servers use the same type of hardware running identical software. The electronic interfaces for pre-ordering being tested in Florida are LENS, TAG and RoboTAG. The electronic interface for pre-ordering being tested in Georgia is TAG.

RESPONSE: (continued)

(1) Please see the attached diagram. The interfaces to the left of the dotted line on the attached diagram are located at the CLEC's place of business.

(2) Please see the attached APPLICATIONS/SYSTEMS/DATABASES matrix.

(3) See the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Request 1(a)(2).

(4) human-to-machine interfaces: LENS, RoboTAG™
machine-to-machine interfaces: TAG

(5) Please see the diagram attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(1). The two-way arrows show the direction in which the data flow.

(6) Please see the diagram attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(1).

(7) Please see page 4 of the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Request, Item 1(a)(2).

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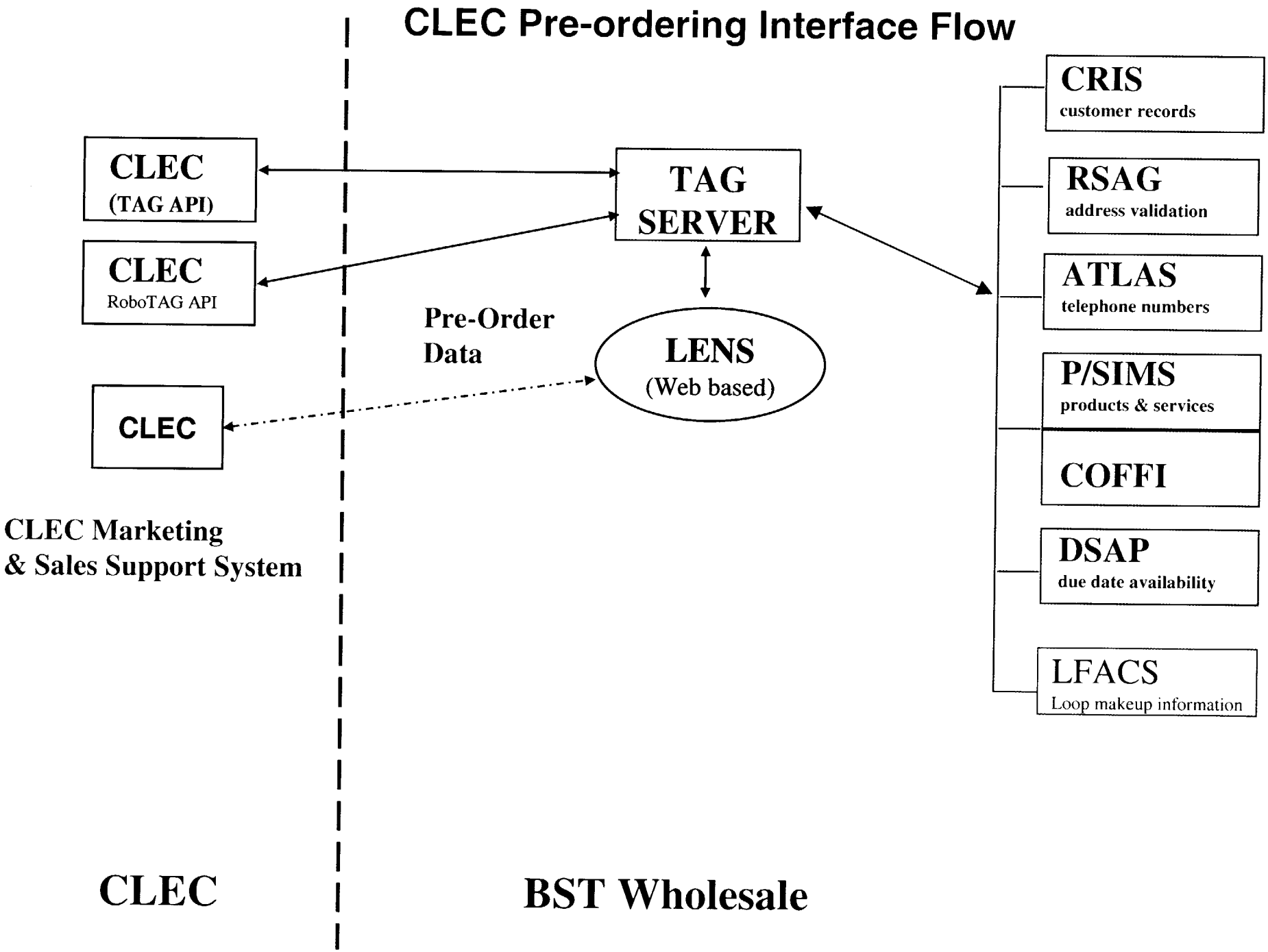
ATTACHMENT


CLEC Pre-ordering Interface Flow
CLEC
(TAG API)
CLEC
RoboTAG API
CLEC
TAG
SERVER
Pre-Order
Data
LENS
(Web based)
CRIS
customer records
RSAG
address validation
ATLAS
telephone numbers
P/SIMS
products & services
COFFI
DSAP
due date availability
LFACS
Loop makeup information
CLEC Marketing
& Sales Support System
CLEC
BST Wholesale

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APPLICATIONS/SYSTEMS/DATABASES

Electronic Interface Applications	CLECs' Databases	BellSouth OSS (shared by CLECs)	FUNCTION	WHERE THE SERVER HANDLING TENNESSEE IS LOCATED	GEOGRAPHIC RESPONSIBILITY	DATE INTERFACE/ DATABASE TURNED ON FOR SERVICE
EDI			Electronic Data Interchange - Computer to Computer exchange, Industry Standard. Enables CLECs to process Local Service Requests (ordering).	Birmingham, AL	Region wide	December 31, 1996
LENS			Local Exchange Navigation System - WEB Based GUI used by CLECS for entering Local Service Requests (pre-order and firm order).	Birmingham, AL	Region wide	April 28, 1997
TAG			Telecommunications Access Gateway – Client application programming interface used by CLECs (pre-order and order).	Atlanta, GA	Region wide	August 31, 1998 for pre-ordering; November 1, 1998 for ordering
	LAUTO		Local Number Portability Service Order Generator – Service order generator for LNP.	Charlotte, NC	Region wide	October 26, 1998
	LSRR		Local Service Request Router – Routes service requests from EDI, TAG or LENS to the Corporate Gateway based on request type.	Birmingham, AL	Region wide	February 10, 1997
	LEO		Local Exchange Ordering – Stores, forwards and edits data for electronic processing.	Birmingham, AL	Region wide	February 10, 1997
	LESOG		Local Exchange Service Order Generator – translates LSR into SOCS acceptable service order format.	Birmingham, AL	Region wide	February 10, 1997
		SOCS	Service Order Communication System – Collects, stores and distributes service orders to all user departments, including service order-driven mechanized systems.	Birmingham, AL	Region wide	1972
		DOE	Direct Order Entry – used by LCSC to input manual orders.	Birmingham, AL	FL, GA, NC, SC	March 1986

APPLICATIONS/SYSTEMS/DATABASES

Electronic Interface Applications	CLECs' Databases	BellSouth OSS (shared by CLECs)	FUNCTION	WHERE THE SERVER HANDLING TENNESSEE IS LOCATED	GEOGRAPHIC RESPONSIBILITY	DATE INTERFACE/ DATABASE TURNED ON FOR SERVICE
		SONGS	Service Order Negotiation Generation System – used by LCSC to input manual orders.	Birmingham, AL	AL, LA, KY, MS, TN	January 1987
		ATLAS	Application For Telephone Number Load Administration Selection – Provides telephone numbers to negotiation systems.	Birmingham, AL	State specific; Region wide application	April 27, 1991
		RSAG	Regional Street Address Guide – Provides address-related information for service negotiation and service provisioning.	Birmingham, AL	Region wide	December 1993
		P/SIMS	Product/Services Inventory Management System – Products and services are kept per switch and supplied downstream (through COFFI) to negotiation systems.	Birmingham, AL	State Specific Server; Region wide Application	May 1, 1989
		DSAP	DOE Support Applications - Supports due date assignment information for region-wide systems.	Atlanta, GA	Region wide	March 1986
		CRIS	Customer Record Information System – Provides end user and CLEC account information.	Birmingham, AL	Region wide	1978
		LFACS	Loop Facilities Assignment and Control System – Used to assign service orders and maintain the inventory of outside plant in BellSouth.	Birmingham, AL	Former South Central Bell states server; Region wide application	1984
		LMOS FE	Loop Maintenance Operation System Front End – provides the interfaces between the LMOS Host and various system and subsystems.	Brentwood, TN	State specific; Region wide application	1977
		LMOS--HOST	Loop Maintenance Operation System Host – Stores and maintains customer records that are used to support maintenance operations.	Birmingham, AL	Tennessee and Kentucky; Region wide application	1977

APPLICATIONS/SYSTEMS/DATABASES

Electronic Interface Applications	CLECs' Databases	BellSouth OSS (shared by CLECs)	FUNCTION	WHERE THE SERVER HANDLING TENNESSEE IS LOCATED	GEOGRAPHIC RESPONSIBILITY	DATE INTERFACE/ DATABASE TURNED ON FOR SERVICE
		MLT	Mechanized Loop Testing – uses operational software to make loop measurements and to provide interactive testing capability.	Birmingham, AL	State specific; Region wide application	1978
		WFA	Work Force Administration System – WFA/C coordinates and tracks installation and maintenance activities. Provides ready access to detailed circuit records and circuit history.	Birmingham, AL	Region wide	1990 - 1991
		MARCH	Memory Administration Recent Change – Memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control switches.	Brentwood, TN	Tennessee and Kentucky; Region wide application	1991
		SOAC	Service Order Activation and Control – Receives orders from SOCS and routes them to all appropriate interfaces for assignment	Birmingham, AL	Tennessee, Alabama and Mississippi; Region wide application	1984
		COSMOS	Computer System for Mainframe Operations – assists the Line and Number Administration and Frame Control Centers in managing, controlling and utilizing main distribution frame and central office equipment, facilities and circuits.	Birmingham, AL	Former South Central Bell states server; Region wide application	1976
		SWITCH	COSMOS functional replacement	Birmingham, AL	Former South Central Bell states server; Region wide application	April 2001

APPLICATIONS/SYSTEMS/DATABASES

Electronic Interface Applications	CLECs' Databases	BellSouth OSS (shared by CLECs)	FUNCTION	WHERE THE SERVER HANDLING TENNESSEE IS LOCATED	GEOGRAPHIC RESPONSIBILITY	DATE INTERFACE/ DATABASE TURNED ON FOR SERVICE
		TIRKS	Trunk Integrated Record Keeping System – enables flowthrough provisioning within a single integrated operational environment while improving the management and use of interoffice facilities and related equipment.	Birmingham, AL	Former South Central Bell states server; Region wide application	Birmingham: 1982 Charlotte: 1977

Currently, there are no projects in the planning or development stages to replace any of the applications, interfaces or databases listed; except, LMOS FE will be replaced by the LMOS Replacement project, and COSMOS will be replaced by SWITCH.

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:

REQUEST: (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.

RESPONSE: The centers depicted on the work flow diagrams attached to this response utilize the same processes and procedures to support CLECs in all nine states. Please see the attached diagram labeled 'Manual pre-ordering of the Customer Service Record"

(1) Please see the attached matrix labeled "BellSouth CLEC Support Center"

(2) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(3) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(4) None at this time

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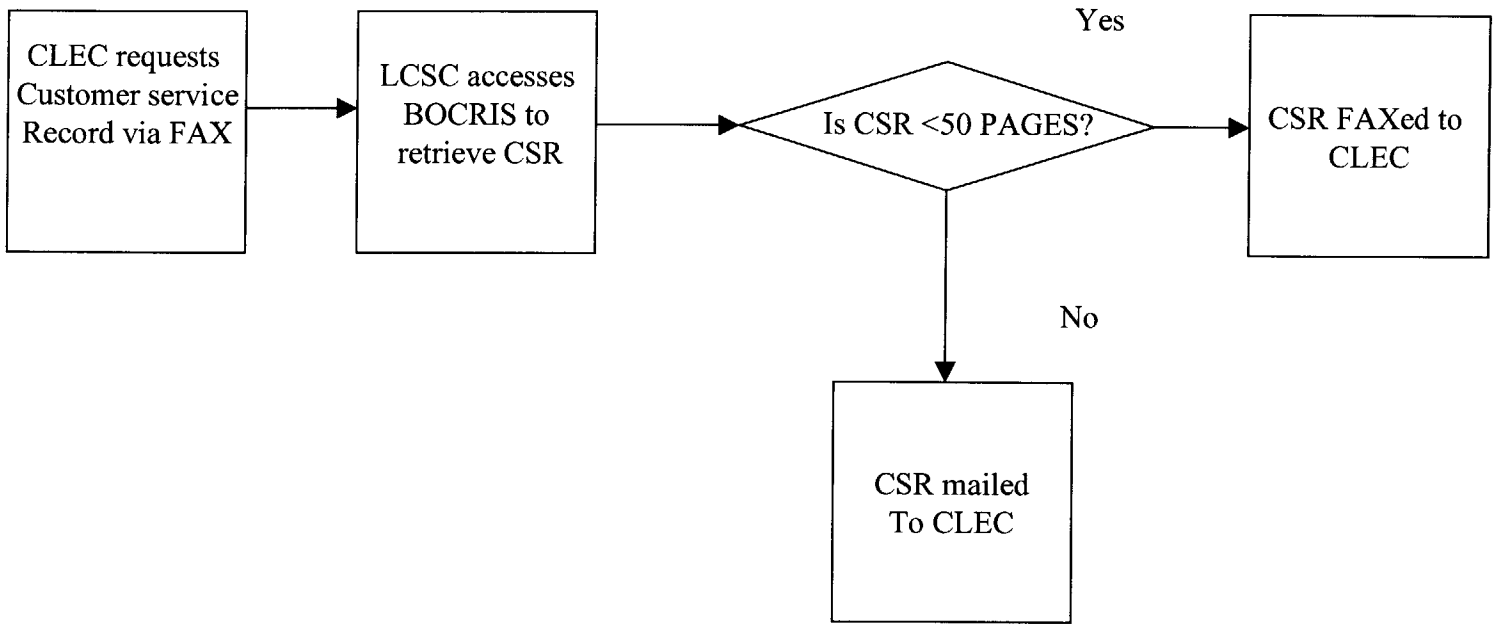
ATTACHMENT

Manual Pre-ordering of the Customer Service Record

Processed in 8 business hours



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BellSouth CLEC Support Centers/OSS MATRIX

CENTER	FUNCTION	LOCATION	GEOGRAPHIC RESPONSIBILITY
CPG	Circuit Provisioning Group - Designs circuits and provides a design layout record to CLEC's and appropriate BellSouth field I&M groups for designed Services ordered by CLEC's in accordance with the provisions of the interconnection agreement.	Nashville, Tn.	Tennessee
AFIG	Address facility inventory Group - Maintains records of available facilities and makes facility assignments	Nashville, Tn.	Tennessee
LCSC	Local Carrier Service Center - Provides manual preordering and ordering support	Atlanta, Georgia / Birmingham, Alabama	Serves assigned CLEC's in all nine states
WMC	Work Management Center - Responsible for matchnig force to load and the dispatch of technicians for repair and provisioning	Knoxville, Tn.	Tennessee
UNEC/BRMC	Unbundled Network Element Center/ BellSouth Resale Maintenance Center - responsible for providing provisioning and maintenance control office functions for network elements	Atlanta, Georgia / Birmingham, Alabama	Serves assigned CLEC's in all nine states
CO	Central office work group - responsible for performing physical wiring within BellSouth Central Offices	Each CO is located in and serves a designated wire center area within Tennessee	Tennessee
I&M Group	Group that performs field installation and maintenance work functions	Assigned a location within the various cities of Tennessee and serve a particular piece of geography comprised of a wire center or group of wire center boundaries	Tennessee

The individual BellSouth Centers depicted in this matrix utilize the same methods and procedures to support CLEC functions across all nine states.

BellSouth CLEC Support Centers/OSS MATRIX

RCMAG	**Recent Change Memory Administration Group - responsible for performing software translations in BellSouth Switches**	**Nashville, Tn.**	**Tennessee**
CRSG	**Complex / Resale Support Group - Processes manual loop make up and loop modification requests**	**Birmingham, Alabama**	**CLEC'S in all nine states**
SAC	**Service Advocate Center - responsible for providing loop make up information**	**Assigned a location within the various cities of Tennessee and serve a particular piece of geography comprised of a wire center or group of wire center boundaries**	**Tennessee**

The individual BellSouth Centers depicted in this matrix utilize the same methods and procedures to support CLEC functions across all nine states.

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).

2. For OSS Ordering functions:

REQUEST: (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 with 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.

RESPONSE: The OSS ordering infrastructure, including all electronic interfaces, the databases and the OSS, which BellSouth uses to serve CLECs in Tennessee is the same as the OSS ordering infrastructure that is used throughout its nine-state region, and is the subject of the third party testing in Florida and Georgia. All of the infrastructures and databases are the same and are being tested in both states. To the extent that there are separate servers for processing CLEC requests, these servers use the same programming code and are designed to operate in an undistinguishable manner. The servers use the same type of hardware running identical software. The electronic interfaces for ordering being tested in Florida are EDI, TAG, RoboTAG and LENS. The electronic interfaces for ordering being tested in Georgia are EDI and TAG.

RESPONSE: (continued)

(1) See the attached diagram. The interfaces to the left of the dotted line on the attached diagram are located at the CLEC's place of business.

(2) Please see the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

(3) Please see the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

(4) human-to-machine interfaces: LENS, RoboTAG™
machine-to-machine interfaces: TAG, EDI

(5) Please see the diagram attached to BellSouth's response to Staff's 1st Data Requests, Item No. 2(a)(1). The two-way arrows show the direction in which the data flow.

(6) Please see the diagram attached to BellSouth's response to Staff's 1st Data Requests, Item No. 2(a)(1).

(7) Please See page 4 of the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

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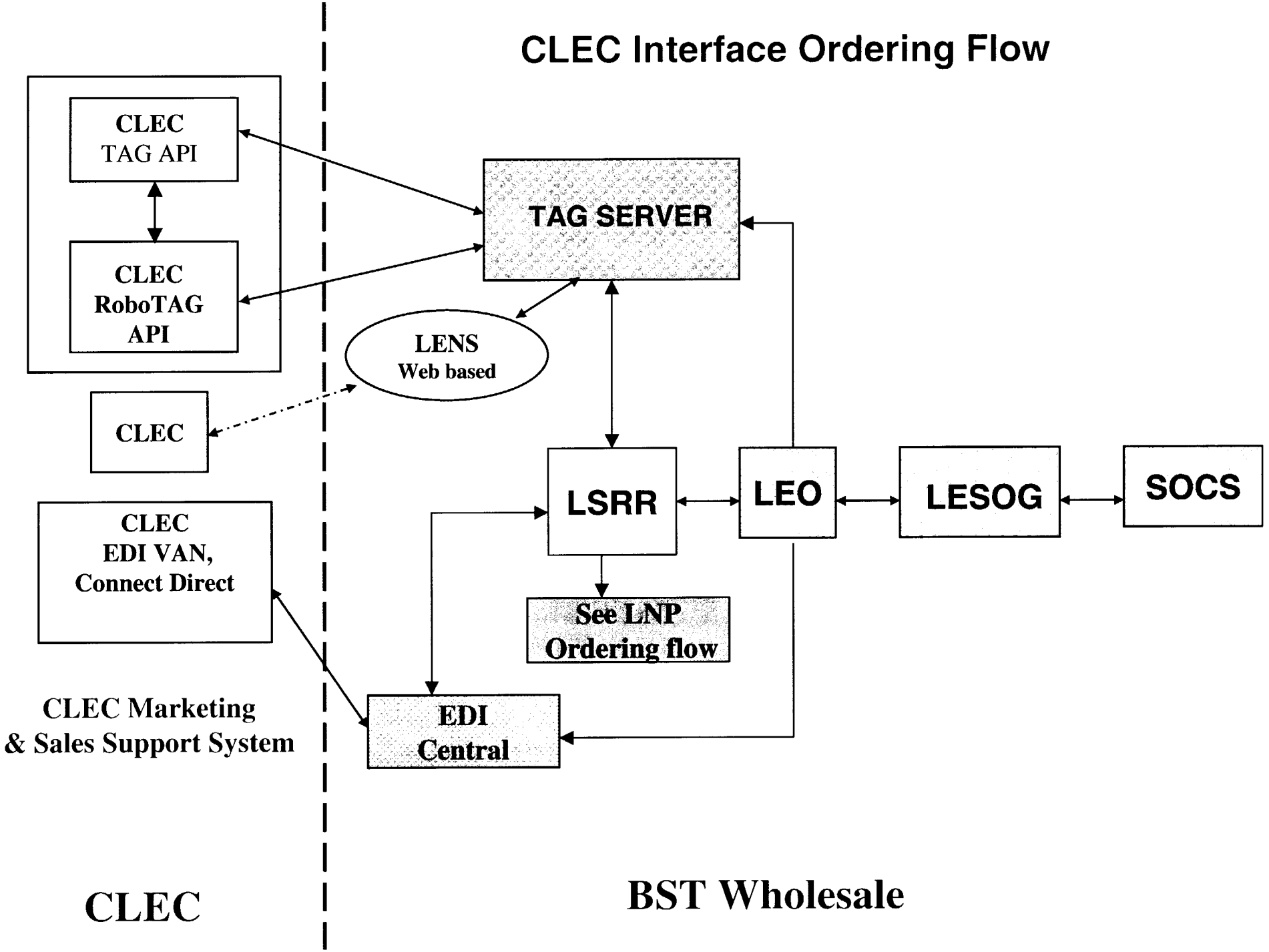
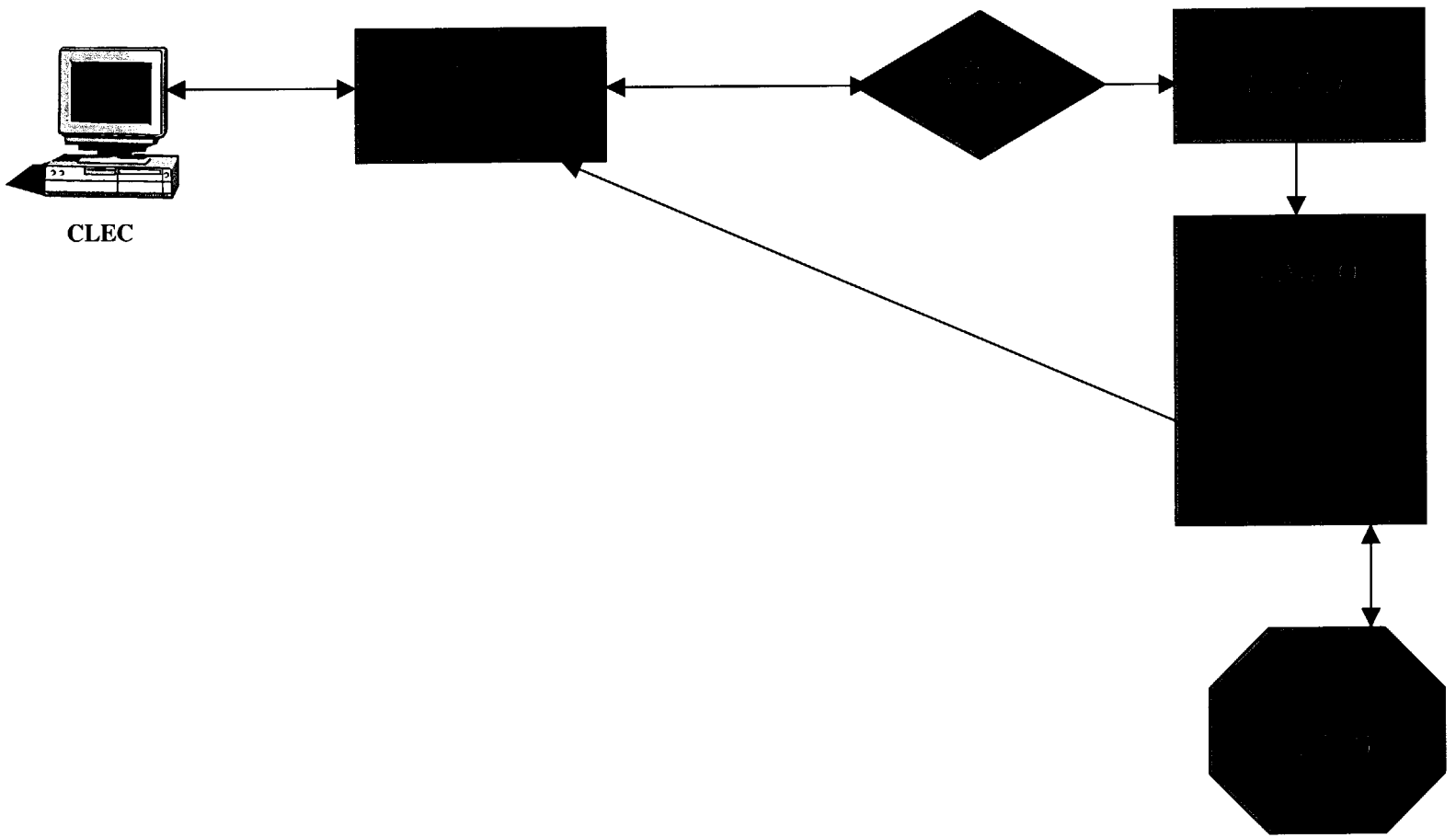
ATTACHMENT


CLEC Interface Ordering Flow
CLEC
TAG API
CLEC
RoboTAG
API
TAG SERVER
LENS
Web based
CLEC
LSRR
LEO
LESOG
SOCS
CLEC
EDI VAN,
Connect Direct
See LNP
Ordering flow
CLEC Marketing
& Sales Support System
EDI
Central
CLEC
BST Wholesale

Local Number Portability (LNP) Ordering Flow



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).

2. For OSS Ordering functions:

REQUEST: (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.

RESPONSE: Please refer to attached flows labeled "Basic Resale Services Ordering, UNE Non-Designed Ordering and UNE Designed Ordering"
The centers depicted in the WFD utilize the same processes and procedures to support CLEC's across all nine states.

(1) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(2) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(3) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(4) None at this time

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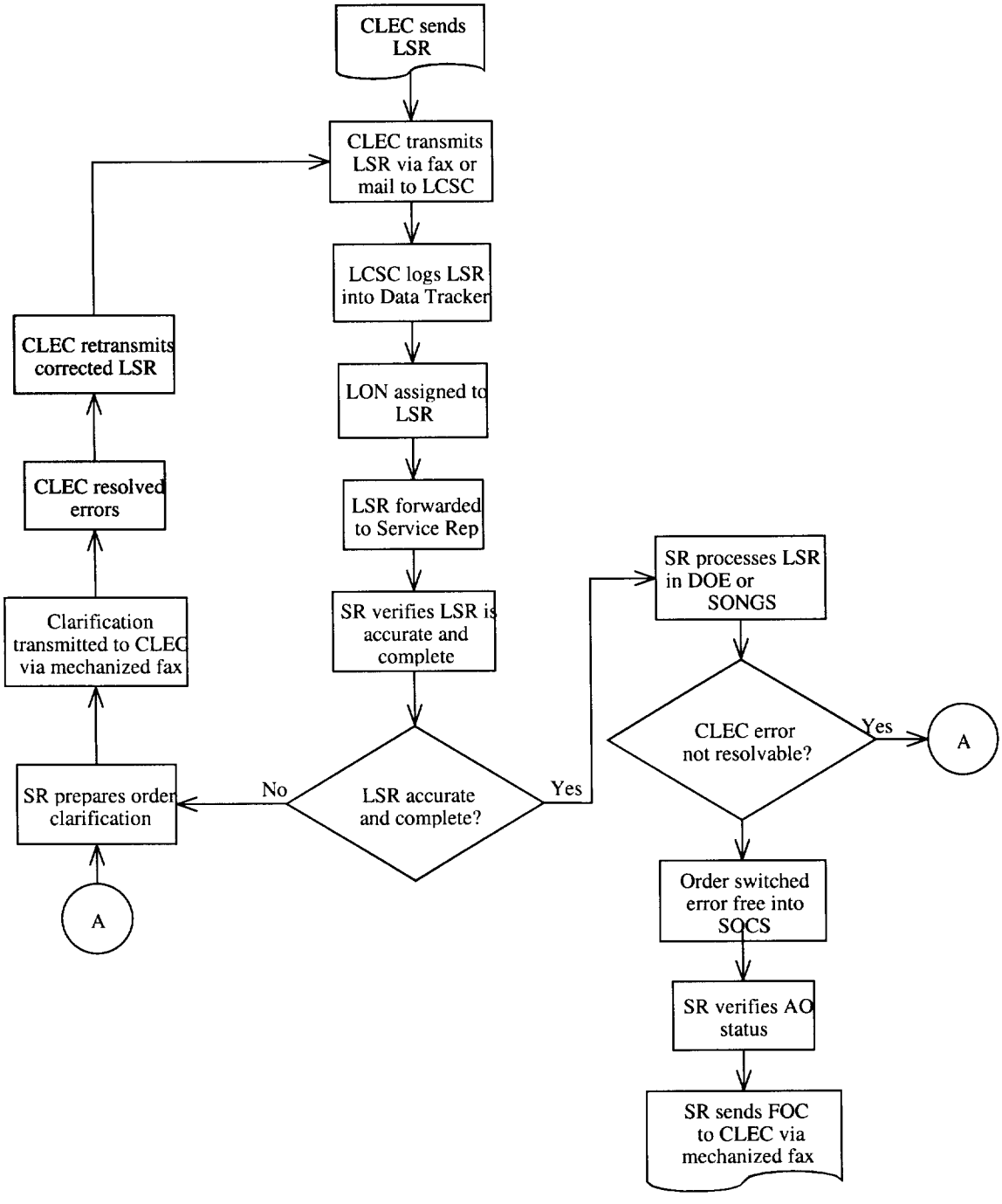
ATTACHMENT

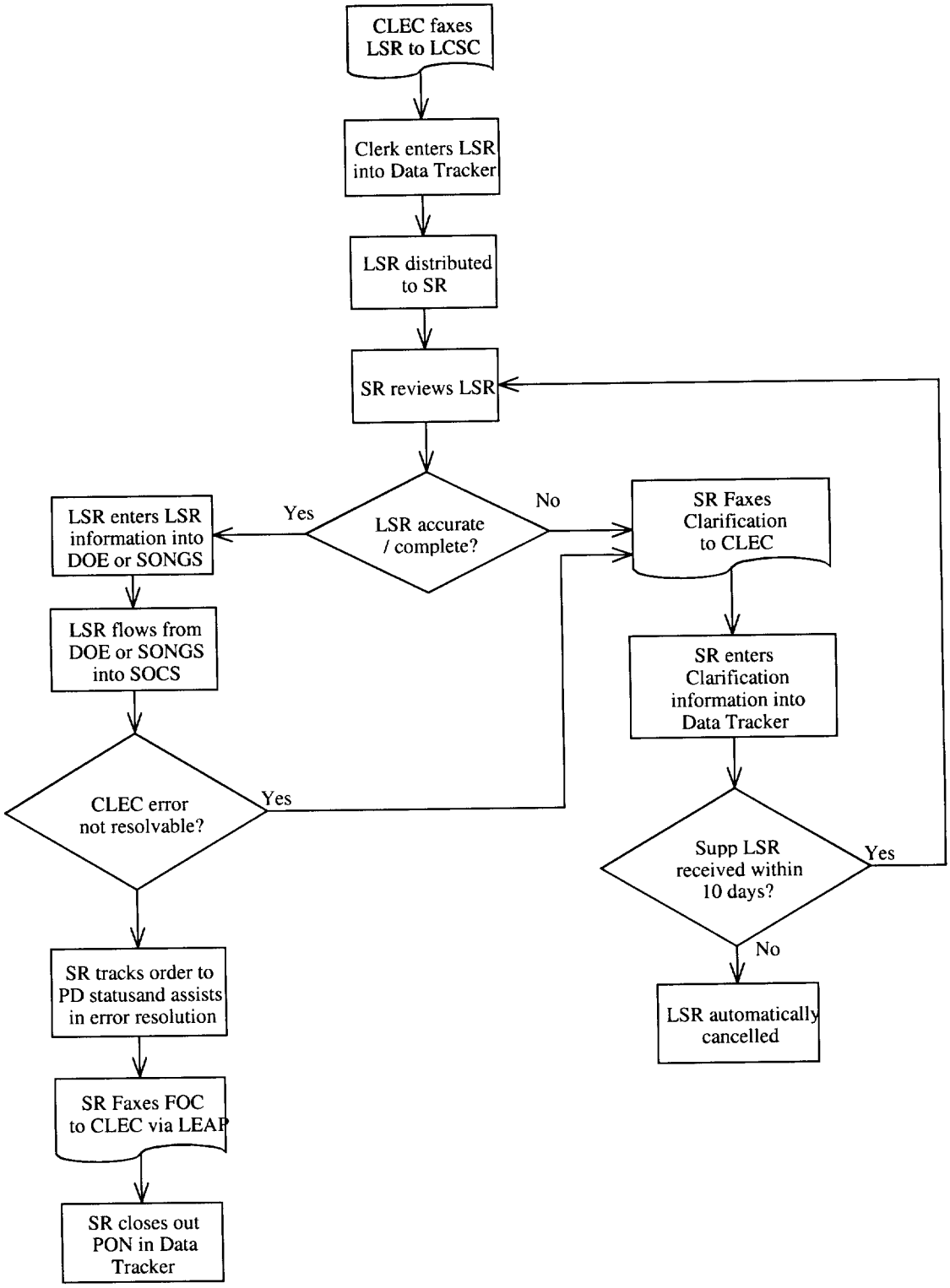
GFA-11

Basic Resale Services
Ordering



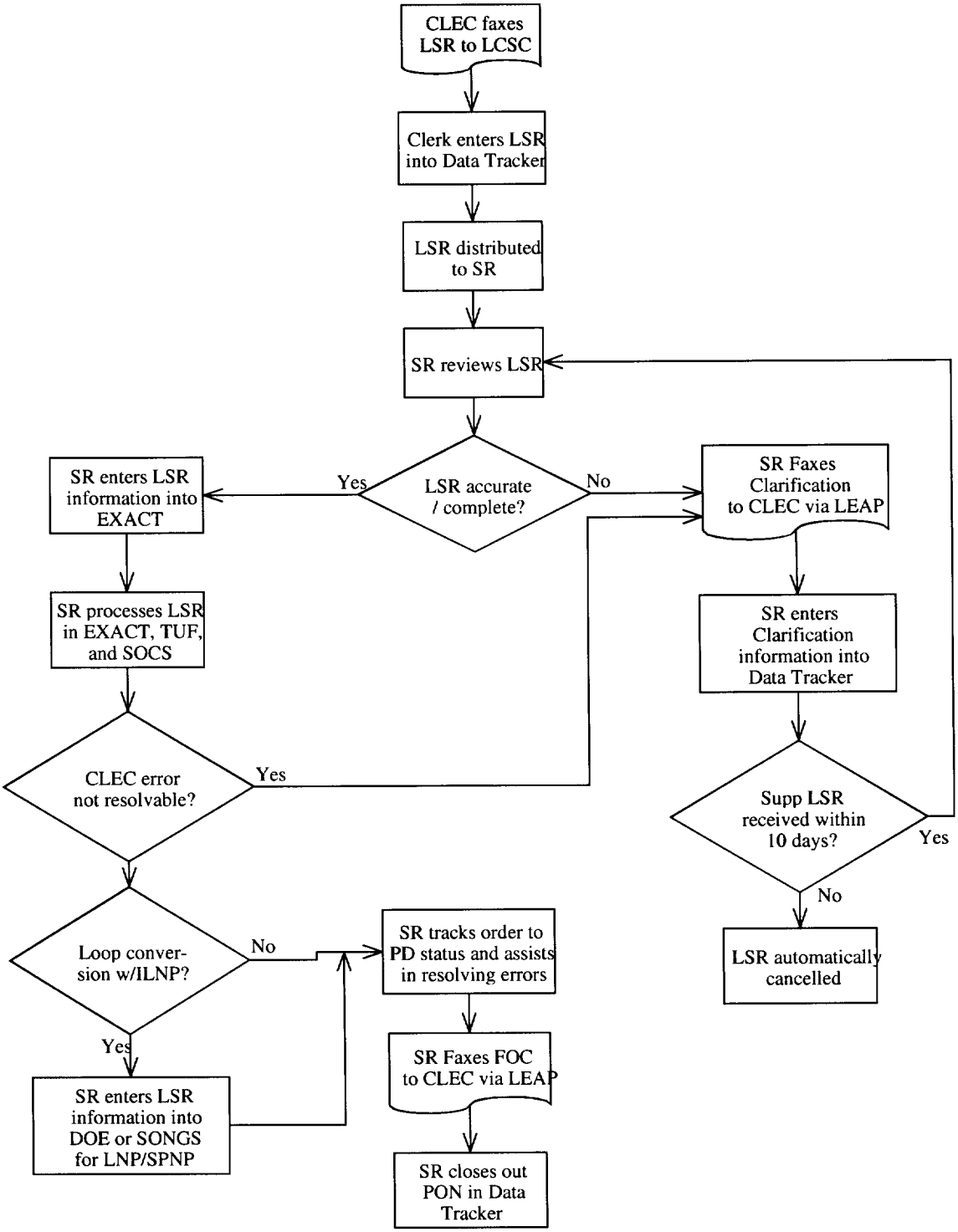
GFA-21

UNE Non-designed Ordering



GFA-18

UNE Designed Ordering



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).

3. For OSS Provisioning functions:

REQUEST: (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.

RESPONSE: The OSS provisioning infrastructure, including all electronic interfaces, the databases and the OSS, which BellSouth uses to serve CLECs in Tennessee, is the same as the OSS provisioning infrastructure that is used throughout its nine-state region, and is the subject of the third party testing in Florida and Georgia. Electronic interfaces that provide provisioning notices and are being tested in Florida are EDI, TAG, RoboTAG and LENS, and in Georgia are EDI and TAG. Please also see BellSouth's responses and diagrams to Items Nos. 1(a) and 2(a) for information about any ordering and pre-ordering interfaces and databases shown in the diagrams provided for this response. To the extent that there are separate servers for processing CLEC requests, these servers use the same programming code and are designed to operate in an undistinguishable manner. The servers use the same type of hardware running identical software.

RESPONSE: (continued)

(1) Please see the attached diagram.

(2) Please see the APPLICATIONS/SYSTEMS/DATABASES attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

(3) Please see the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

(4) The same interfaces are used for ordering. Please see the diagrams attached to BellSouth's Response to Staff's 1st Data Requests, Item No. 2(a)(1).

(5) Please see the diagrams attached to BellSouth's response to Staff's 1st Data Requests, Item No. 3(a)(1). The two-way arrows show the direction in which the data flow.

(6) Please see the diagrams attached to BellSouth's response to Staff's 1st Data Requests, Item No. 3(a)(1).

(7) Please See page 4 of the APPLICATIONS/SYSTEMS/DATABASES matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(a)(2).

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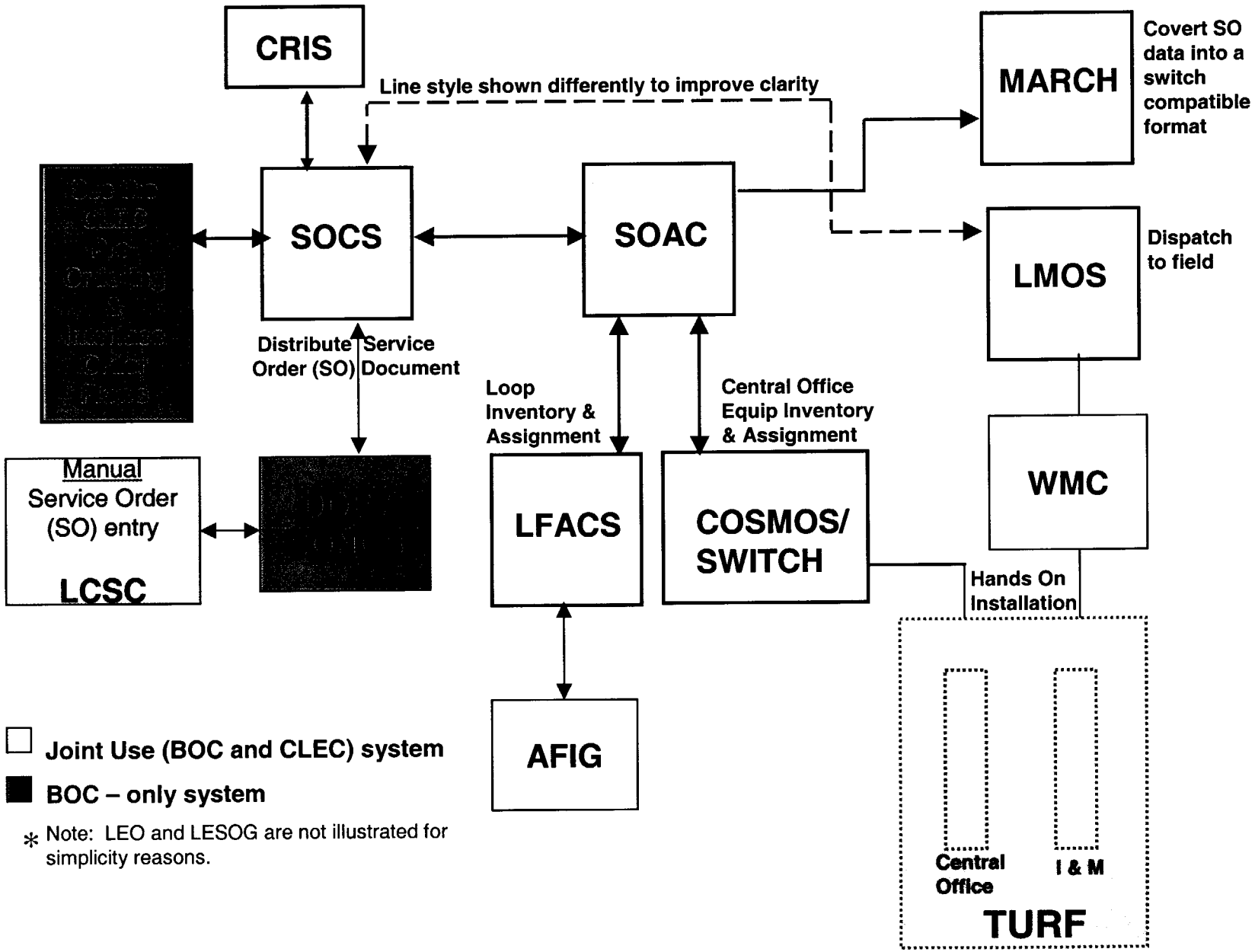
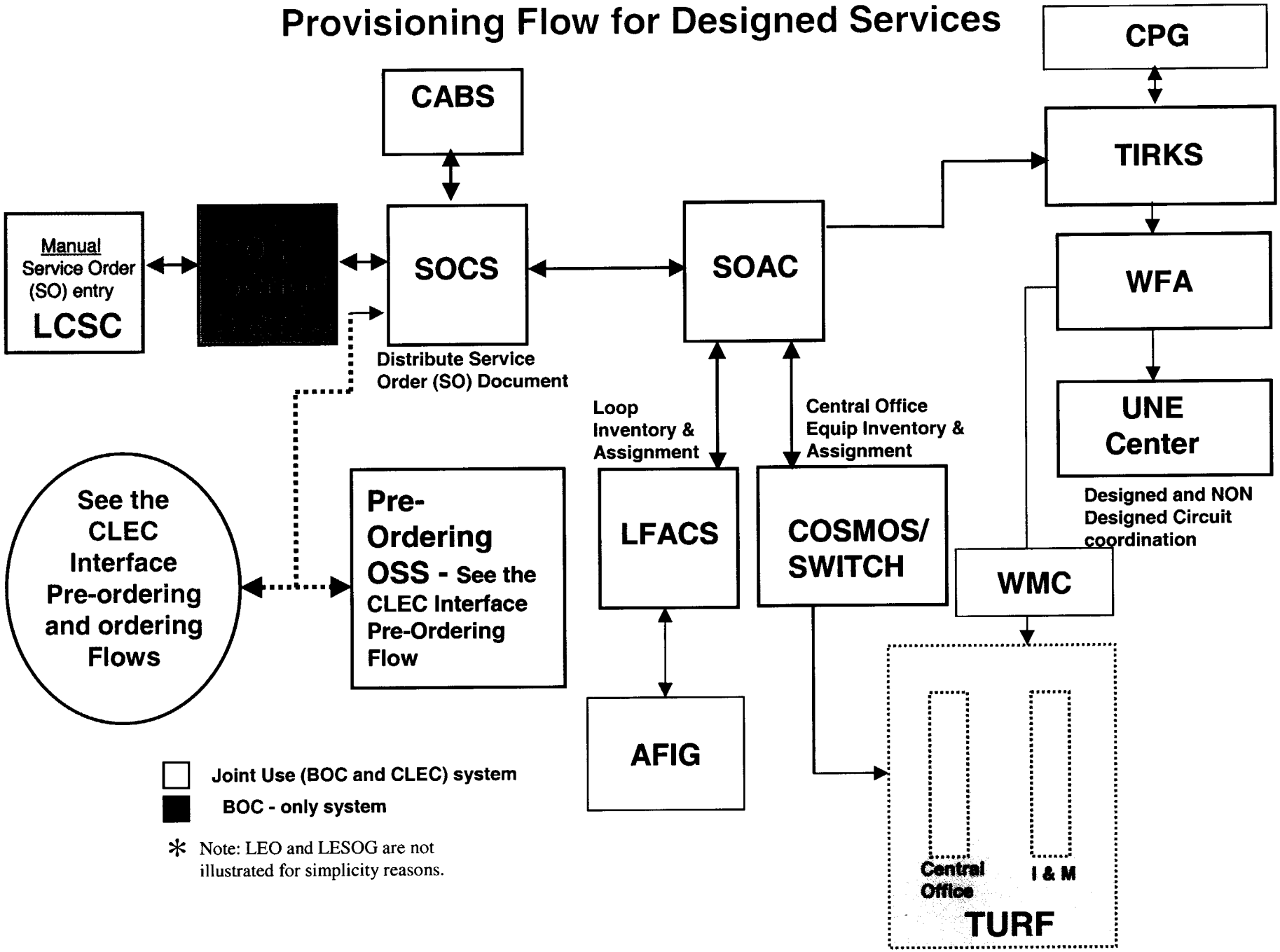
ATTACHMENT

Provisioning Flow for Non-designed Service



Provisioning Flow for Designed Services



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).

3. For OSS Provisioning functions:

REQUEST: (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.

RESPONSE: Please refer to attachments labeled "Basic Resale Services Provisioning and Coordinated Hot Cut Process." The centers depicted in the WFD utilize the same processes and procedures to support CLEC's across all nine states.

(1) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(2) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(3) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(4) None at this time

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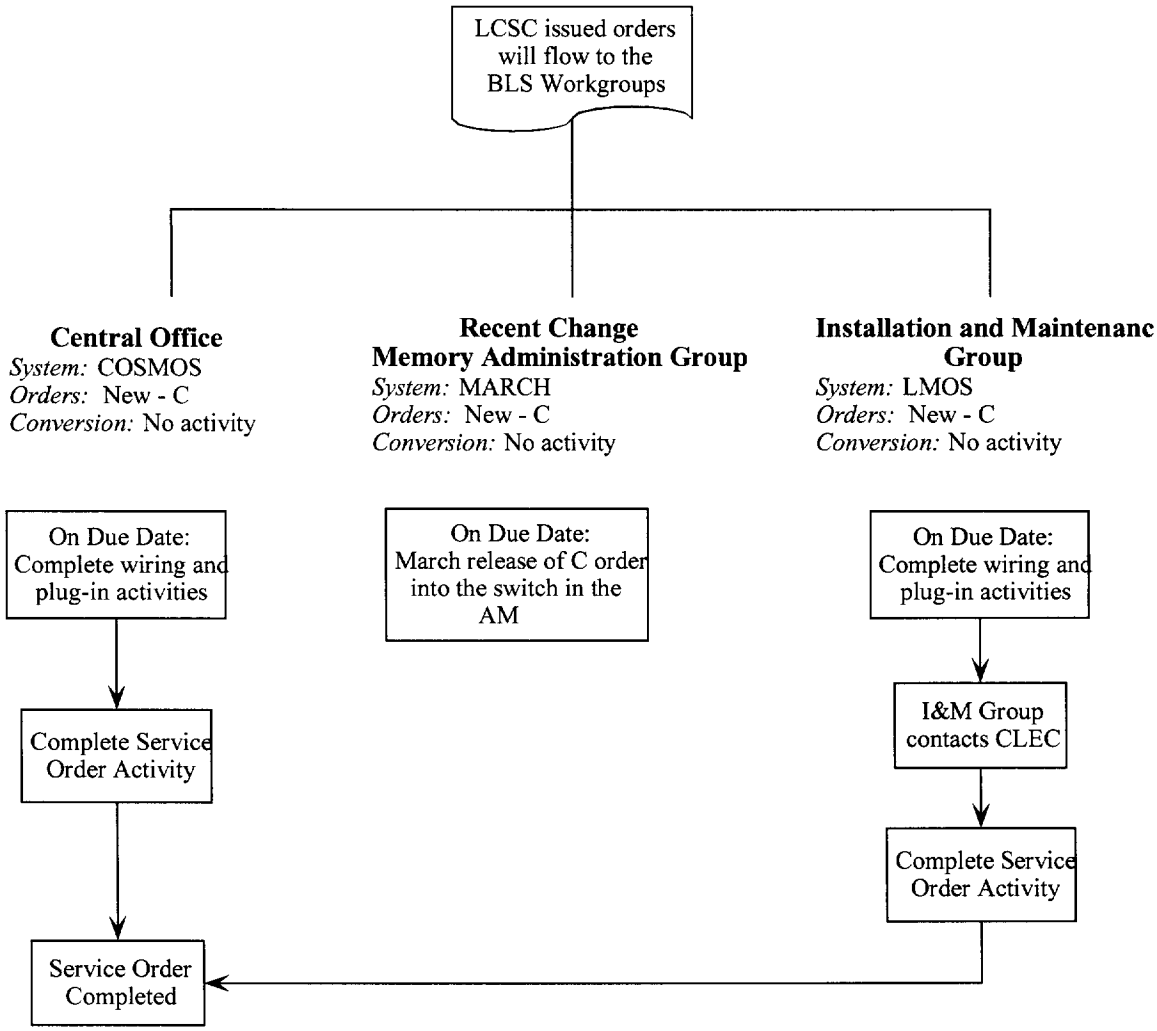
ATTACHMENT

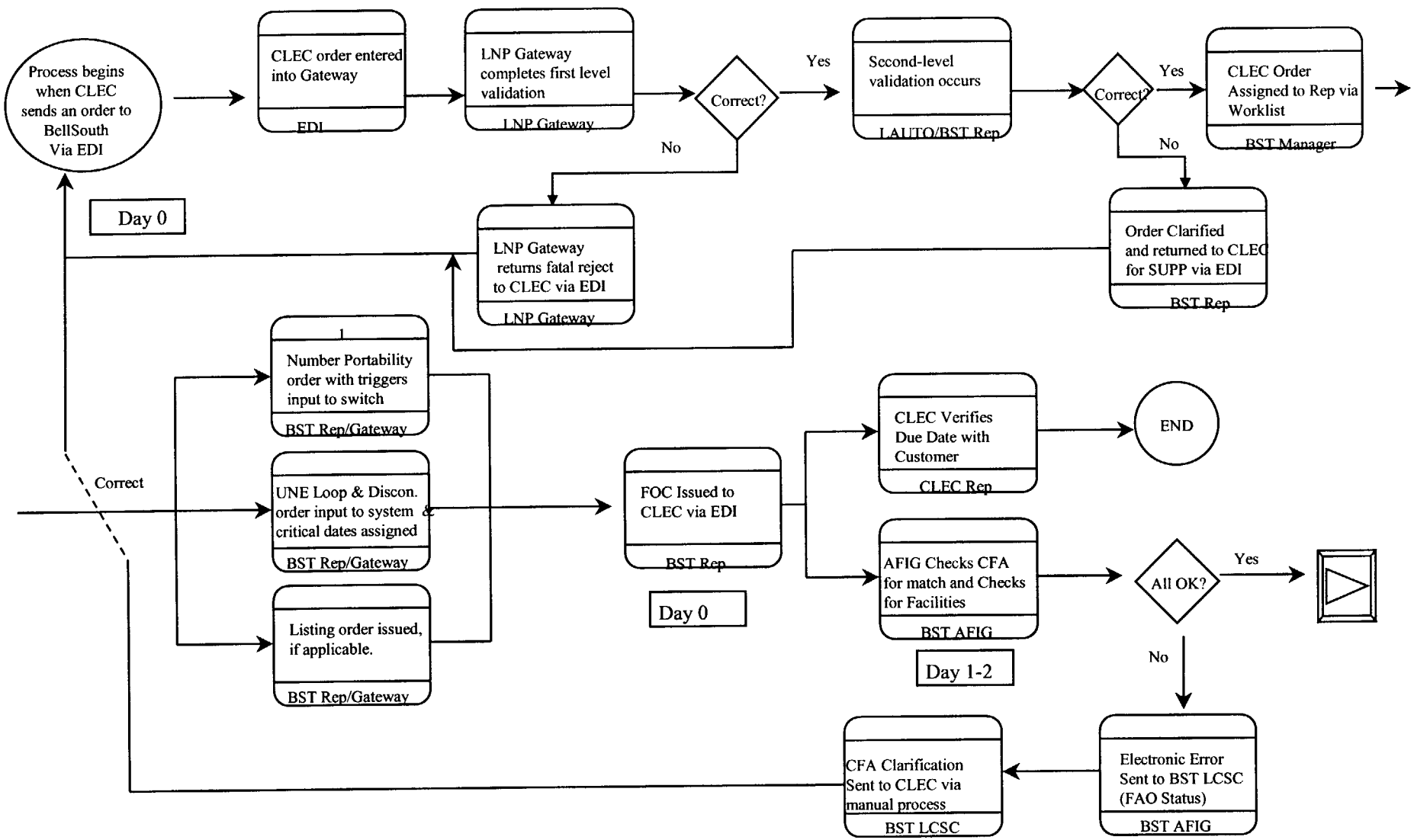
GFA-12

Basic Resale Services Provisioning



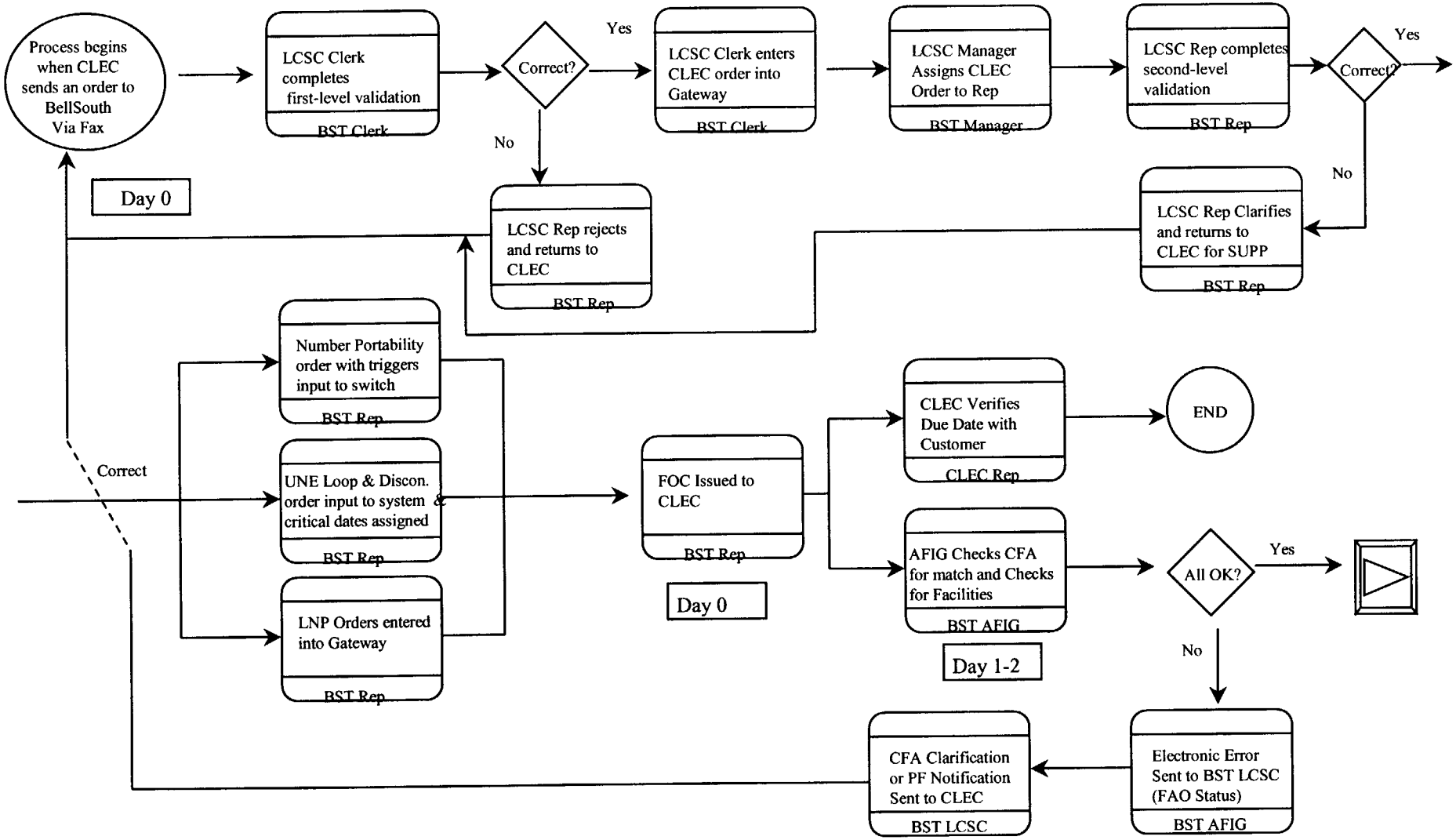
Coordinated Hot Cut Process

Assumptions: SL2 loop with LNP or XDSL loop with LNP also assumes for XDSL loops that a Loop make up has been processed either manually or electronically prior to submission of the LSR.. LNP Gateway communicates with NPAC.

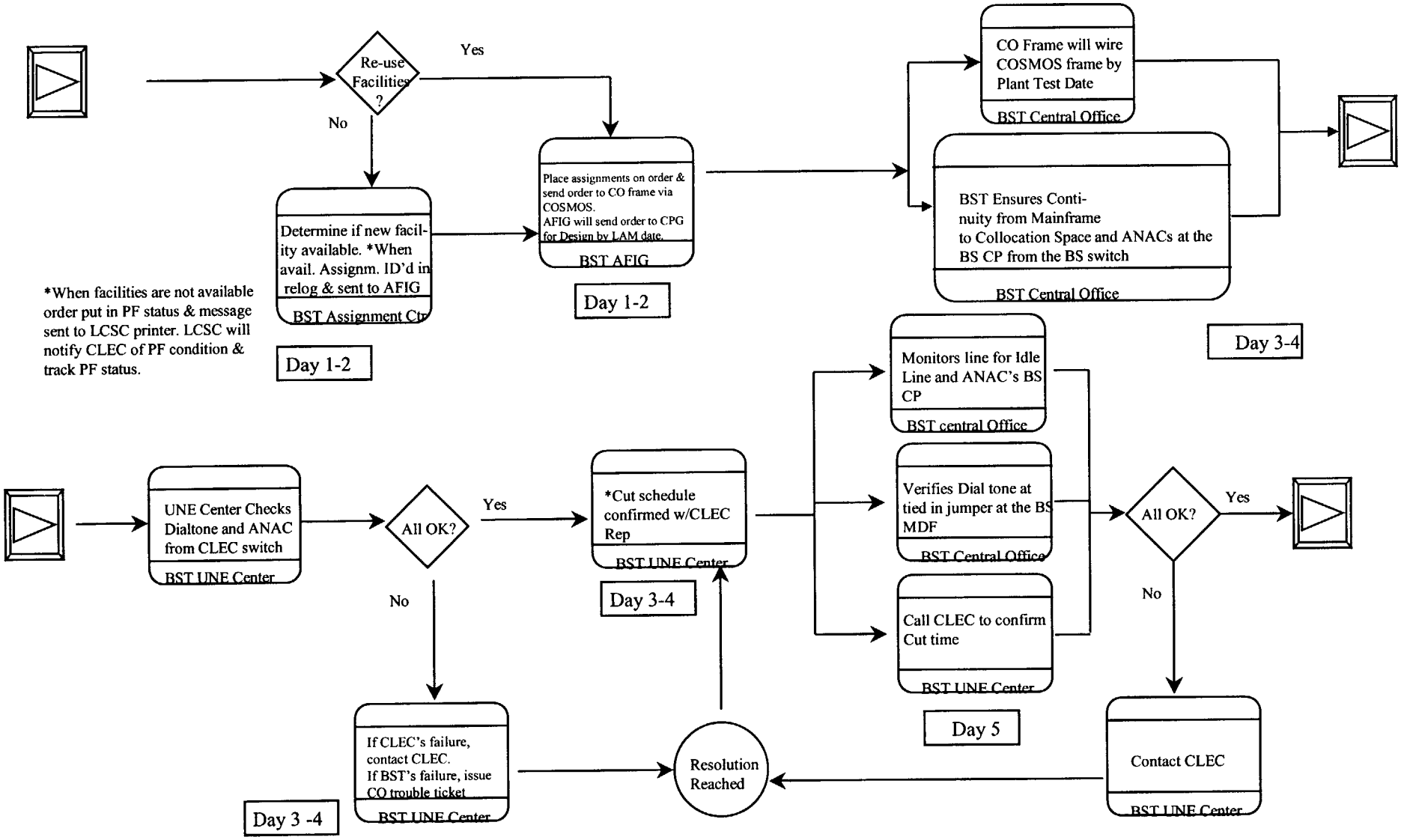


Issue 2,
4/18/00

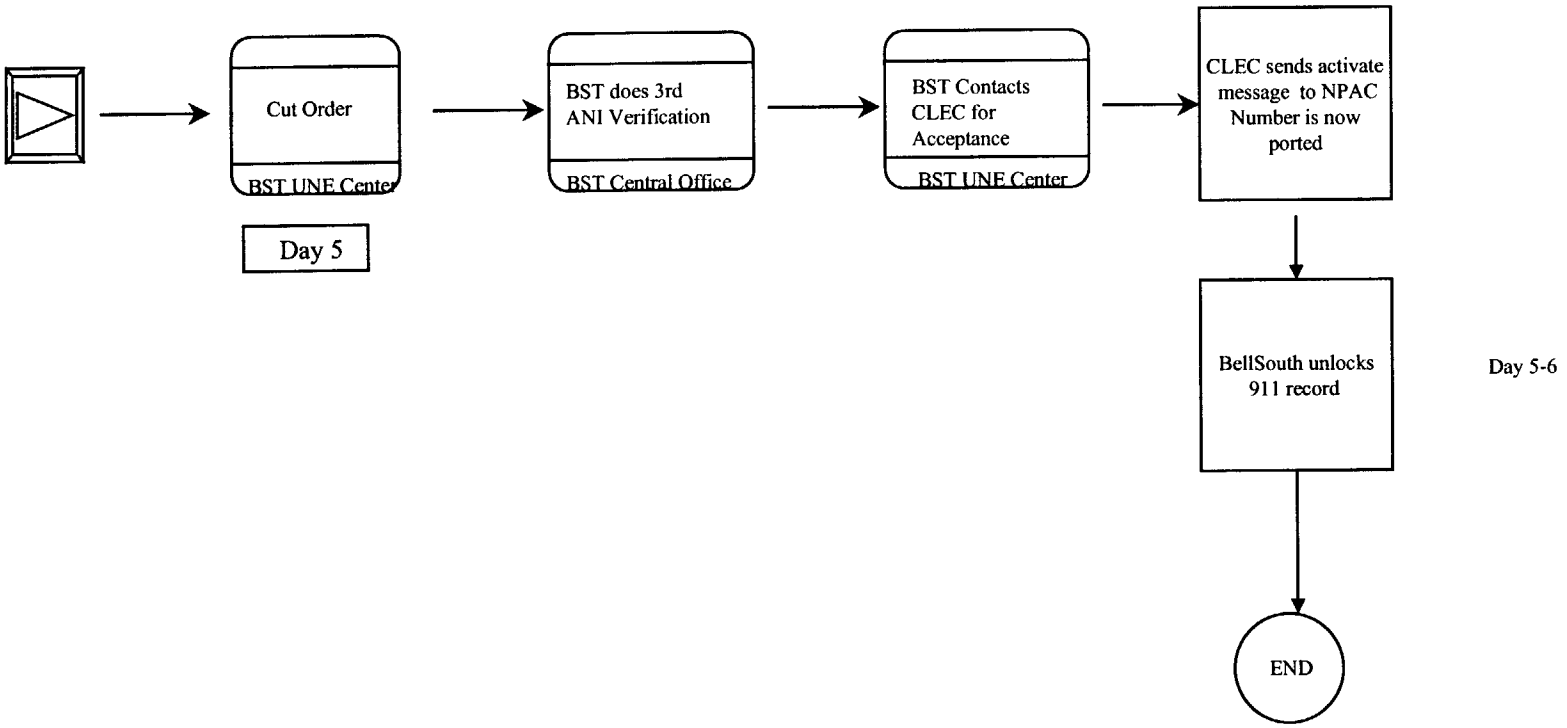
Coordinated Hot Cut Process



Coordinated Hot Cut Process



Coordinated Hot Cut Process



The intervals depicted are business days and assume the order is transmitted and processed mechanically and or manually or electronically and requires manual handling, and received by the LCSC prior to 10 AM location time of the respective LCSC. Manual requests or requests requiring manual handling received after 10 AM, add 1 business day.

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).

4. For OSS Maintenance and Repair functions:

REQUEST: (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.

RESPONSE: The OSS Maintenance and Repair functions, including all electronic interfaces, the databases and the OSS, which BellSouth uses to serve the CLECs in Tennessee, are the same as the OSS Maintenance and Repair functions that are used throughout its nine-state region, and are the subject of the third party testing in Florida and Georgia. To the extent that there are separate servers for processing CLEC requests, these servers use the same programming code and are designed to operate in an undistinguishable manner. The servers use the same type of hardware running identical software. The maintenance and repair functions being tested in Georgia and Florida are ECTA and TAFI.

(1) The Trouble Analysis Facilitation Interface (TAFI) – a regional system that processes trouble reports for non-designed services for CLECs in all nine BellSouth states; and The Electronic

RESPONSE: (continued)

Communications Trouble Administration (ECTA) – allows CLECs to enter trouble reports on both non-designed services (supported by LMOS) and designed services (supported by WFA).

(2) for TAFI: Charlotte, NC and Birmingham, AL;
for ECTA: Charlotte, NC and Birmingham, AL.

(3) for TAFI: March 28, 1997;
for ECTA: November 1997.

(4) for TAFI: human-to-machine;
for ECTA: machine-to-machine.

(5) Please see the attached TAFI WFD and ECTA WFD diagrams.

(6) Please see the diagrams attached to BellSouth's response to Staff's 1st Data Requests, Item No. 4(a)(5).

(7) There are no projects in the planning or development stage to replace TAFI or ECTA. ECTA will continue to support the national standards for a machine-to-machine interface. Should a new standard, or a modification to an existing standard, be developed and our existing CLEC users desire its implementation, BellSouth will enhance ECTA to support the new standard.

BellSouth Telecommunications, Inc.
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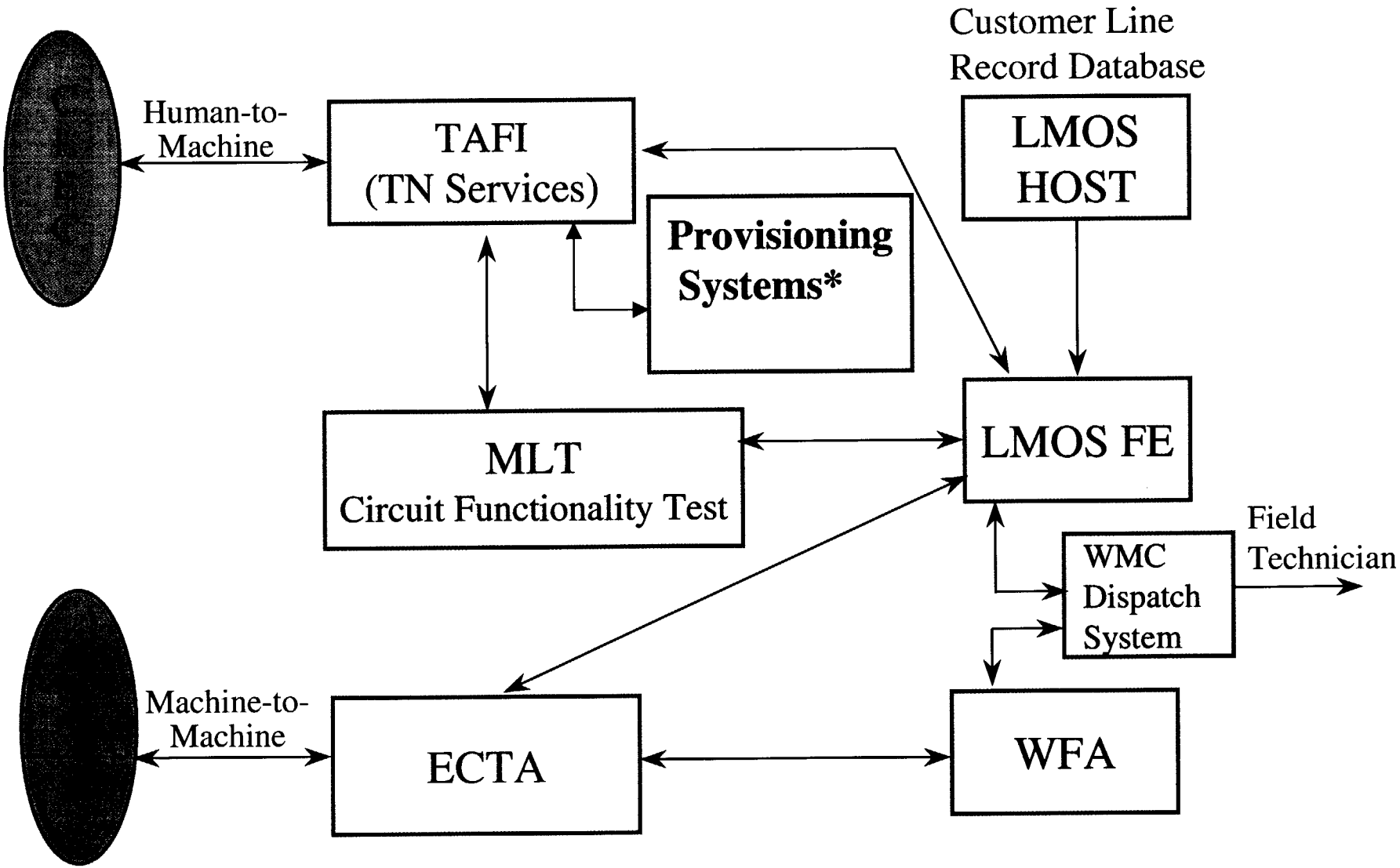
Staff's 1st Data Requests
December 6, 2000
Item No. 4(a)(5)

ATTACHMENT

CLEC Maintenance



*see Provisioning Flows for Designed and Non-Designed Service

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).

4. For OSS Maintenance and Repair functions:

REQUEST: (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.

RESPONSE: Please refer to attachments labeled "Basic Resale Services Maintenance, UNE Non-Designed Maintenance and UNE-Designed Maintenance". The centers depicted in the WFD utilize the same processes and procedures to support CLEC's across all nine states.

(1) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(2) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(3) See the matrix entitled "BellSouth CLEC Support Center" attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1).

(4) None at this time

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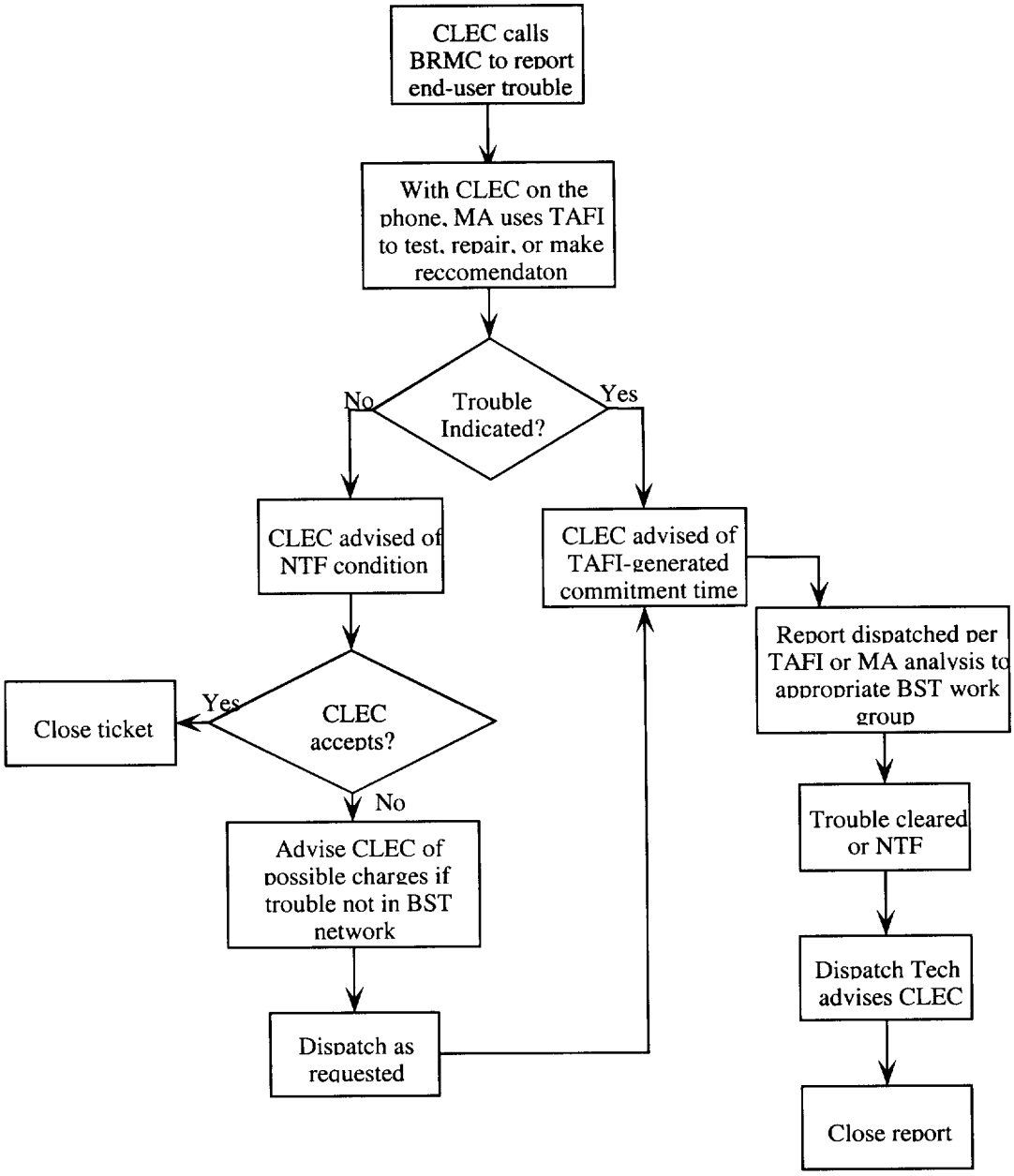
ATTACHMENT

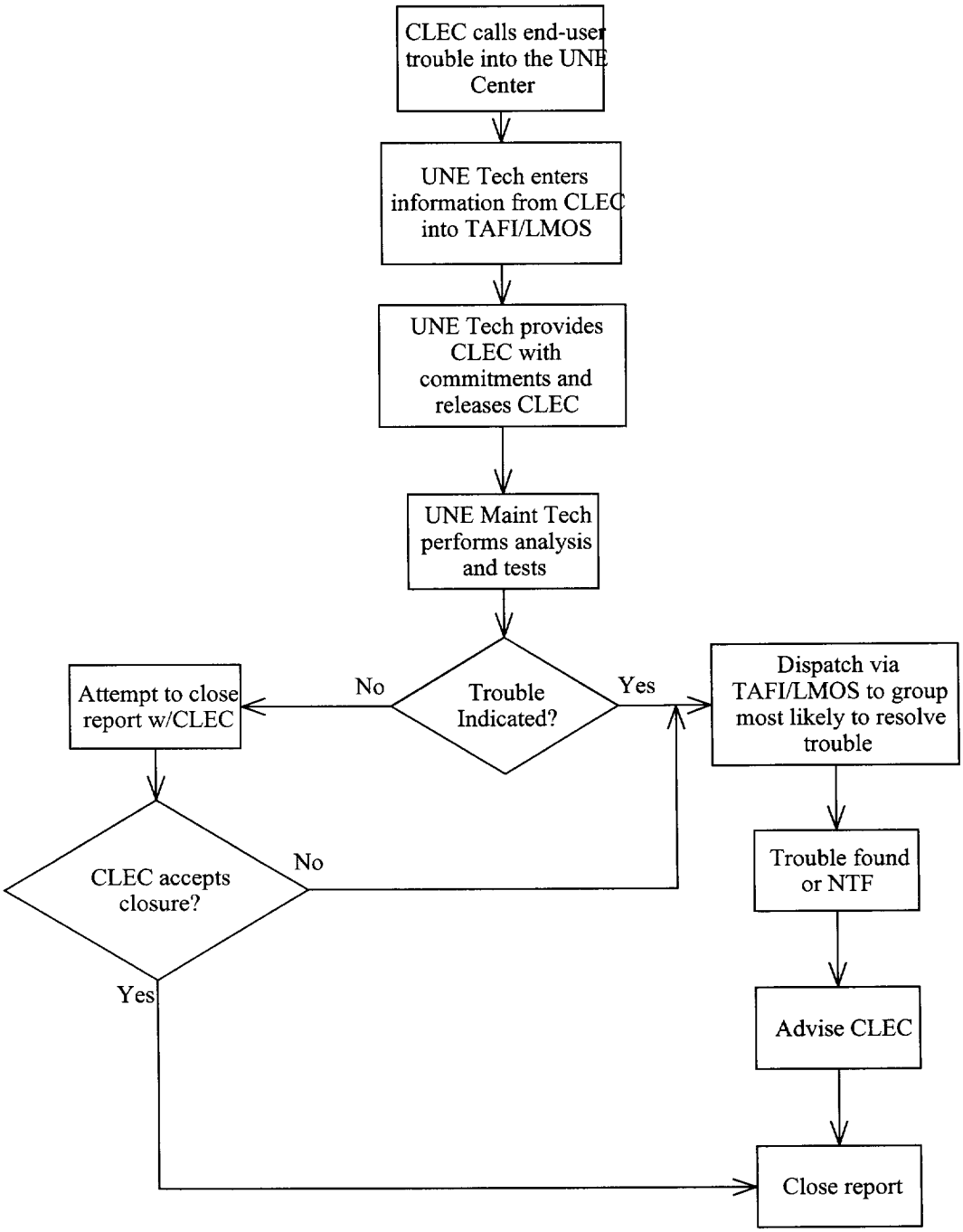
GFA-13

Basic Resale Services Maintenance



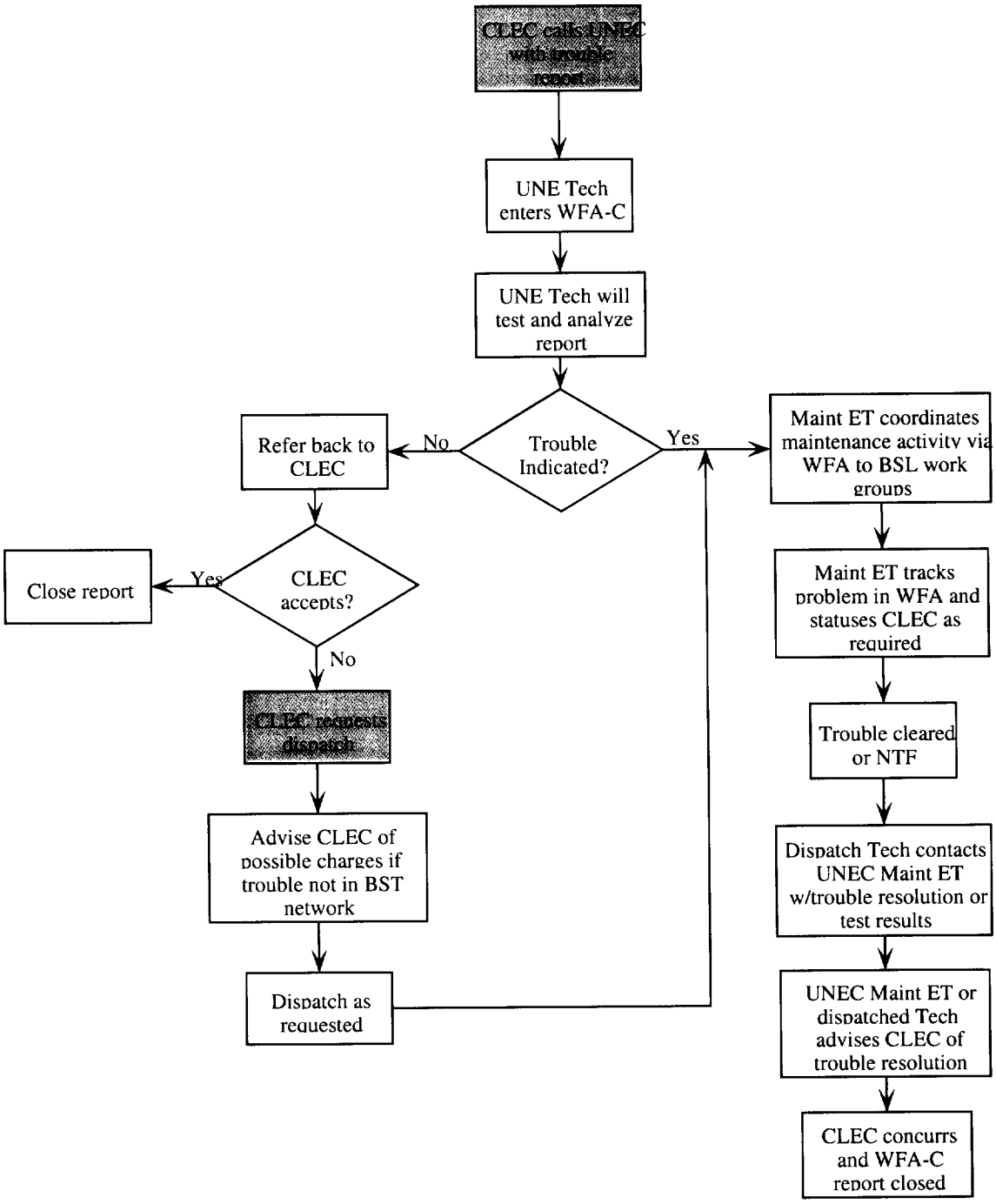
GFA-23

UNE Non-Designed Maintenance



GFA-20

UNE Designed Maintenance / Repair



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).

5. For OSS Billing functions:

REQUEST: (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.

RESPONSE: See Attached Billing Process Work Flow Diagram

The interfaces listed below (and described on the attached Work Flow Diagram) are regional interfaces that are used to support all CLECs that choose to use them. These interfaces are the subject of 3rd Party Testing in both Florida and Georgia. To the extent that there are separate servers for processing CLEC requests, these servers use the same programming code and are designed to operate in an undistinguishable manner. The servers use the same type of hardware running identical software.

Interfaces represented on the diagram are:

a) Optional Daily Usage File (ODUF) -
   1. ODUF
   2. Located in Birmingham, Alabama

RESPONSE: (continued)

3. Turned up in mid-1996
4. Machine to machine interface
5. See diagram
6. See Diagram
7. No projects planned to replace ODUF

b) Access Daily Usage File

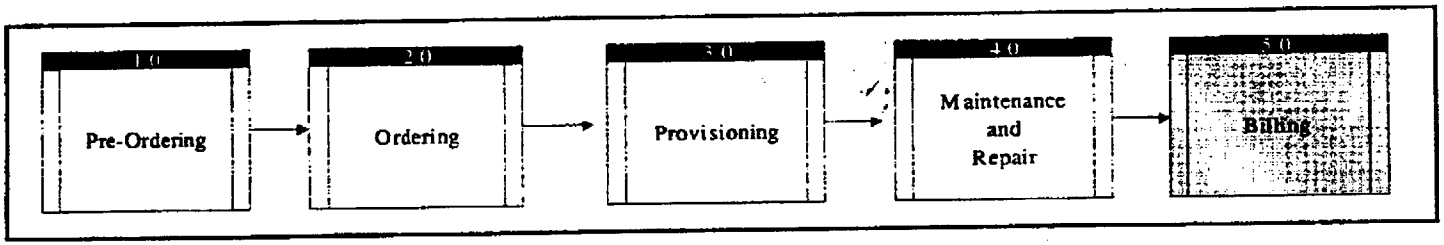
1. ADUF
2. Located in Birmingham, Alabama
3. Turned up in December, 1997
4. Machine to machine interface
5. See diagram
6. See diagram
7. No projects planned to replace ADUF

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. 5(a)

ATTACHMENT

Billing Process

Overview - Billing Process



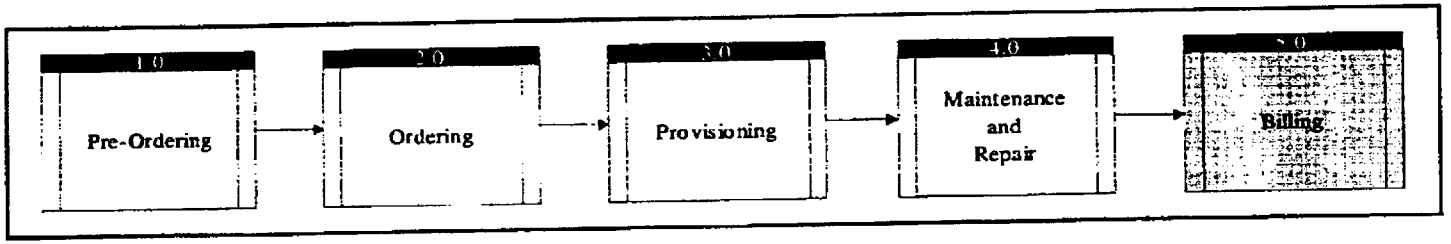
The Billing Process includes daily processing of Service Orders for account creation and updating, collection of usage to be applied to an account, calculation of charges for usage and services to be applied to an account, and issuance of a bill to the customer. The Billing Process is a continuous cycle, but a Billing Period can be viewed as a completion of one cycle of the entire Billing Process. The Billing Period begins with the aggregation and calculation of usage charges as well as recurring and non-recurring charges and ends when a bill is transmitted to the customer.

BellSouth Telecommunications (BST) and Competitive Local Exchange Carrier (CLEC) billing is accomplished in the same manner and takes place in either the Customer Records Information System (CRIS) or the Carrier Access Billing System (CABS). CRIS processes billing information for BST's end user customers. CRIS also processes billing information for resale services sold to other CLECs. CABS processes billing information for access services sold to Interexchange Carriers (IXCs) and central office access services sold to companies such as CLECs without central office access to the customer but needing access to the customer along the "final mile".

It is helpful to divide the Billing Process into Daily Processing and Bill Period Processing. Daily Processing is a continuous process that happens daily and functions independently of bill periods and customers. Bill Period Processing is account specific and only occurs when it is time for a customer to receive a bill.

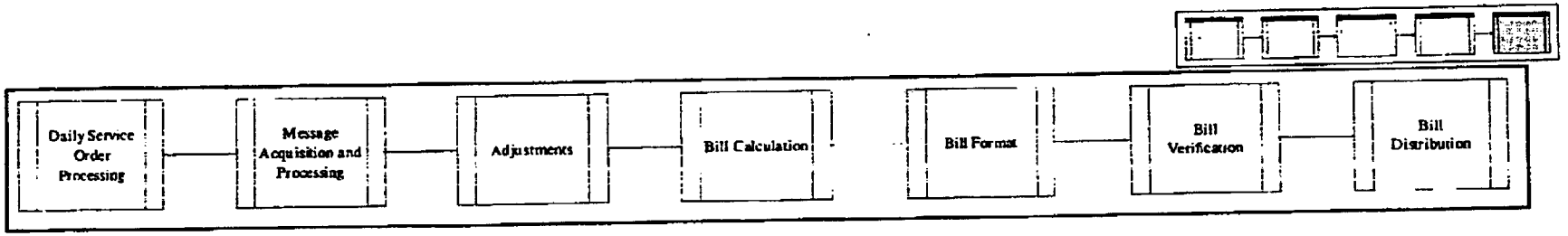
Daily Processing includes Daily Service Order Processing, Message Processing, and applying Adjustments. Daily Service Order Processing involves processing the information from Service Orders received from the Service Order Control System (SOCS) and updating accounts in CRIS or CABS accordingly. Message Processing involves collecting usage information and preparing that information for processing in either CRIS or CABS. Adjustments involves applying payments and adjustments made to an account so that they are reflected on the customer's bill.

Overview - Billing Process (cont.)



Bill Period Processing is the set of processes that occurs during an actual billing period. This set of processes includes Bill Calculation, Bill Format, Bill Verification, and Bill Distribution. Bill Calculation involves collecting all of the customer data that is scheduled for billing (e.g., usage, monthly service, taxes, surcharges, fractional month charges) and initializing the bill period. Bill Verification involves examining sample sets of bills to determine consistency and accuracy. Bill Format and Bill Distribution involve formatting the bill information in the correct manner for presentation and printing/distributing the final bill (electronic or paper) to the customer.

Overview - Billing Sub-Processes



Billing can be divided into seven, distinct sub-processes:

Daily Service Order Processing: This sub-process receives/processes completed Service Orders on a daily basis from SOCS and updates customer accounts in CRIS and CABS with the appropriate services and billing indicators.

Message Acquisition and Processing: This sub-process collects usage data, edits and validates the usage, then packages and routes the usage to the appropriate billing system (CRIS or CABS) for processing and guiding to the appropriate account. CLECs receive usage records via the ODUF and ADUF from this sub-process.

Adjustments: This sub-process applies adjustments to appropriate accounts for billing adjustments such as contract disputes, commission rulings, or CLEC billing disputes.

Bill Calculation: This sub-process identifies and collects all customer data that is scheduled for billing. Bills are calculated based on the service on the account, fractional month charges when appropriate, usage, surcharges, and taxes. This sub-process also applies aggregation rules and discounting.

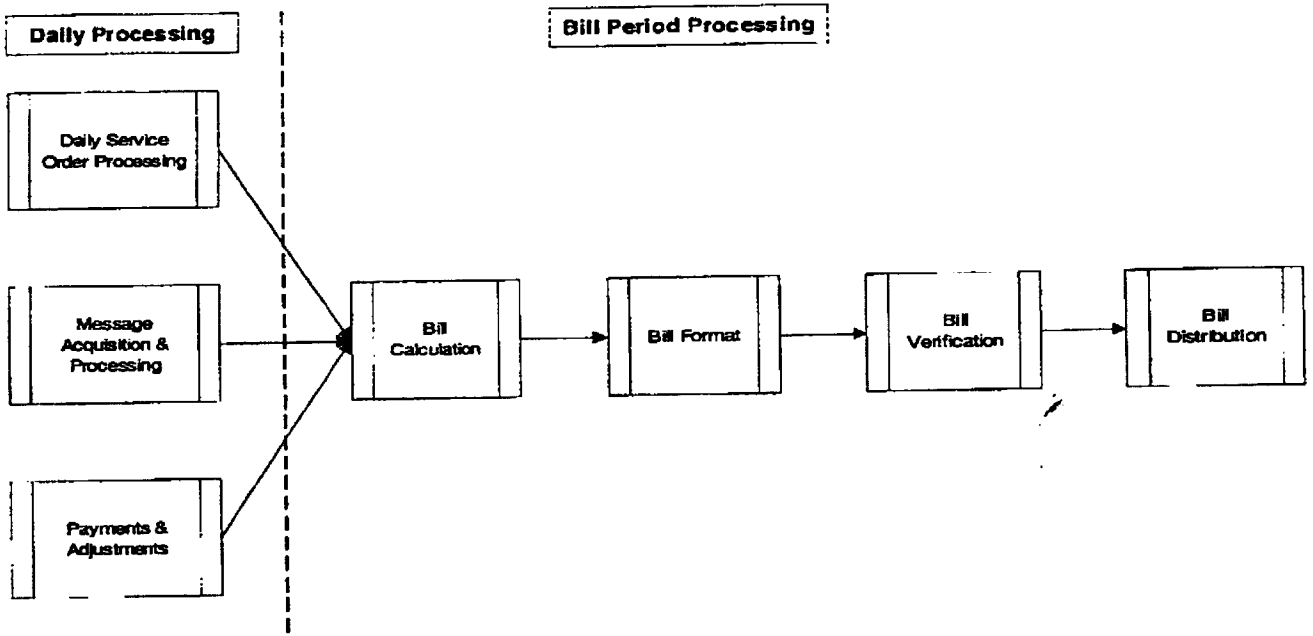
Bill Format: This sub-process produces variable sized and formatted invoices (e.g., face page, bill messages, etc.) based on specific customer criteria or industry standards.

Bill Verification: This sub-process checks for accuracy of bill content and format in order to catch billing problem trends. Bill Verification occurs daily and problem trends that are detected are investigated and corrected.

Bill Distribution: This sub-process prints and distributes billing invoices through electronic media and paper.

Billing Process Overview

The Billing process consists of Daily Processing and Bill Period Processing.



Activity Flow Overview - Billing Process

The Billing Process is broken down into two process flows - CRIS and CABS billed services. This encompasses the two billing systems that BellSouth uses to bill BellSouth and CLEC customers.

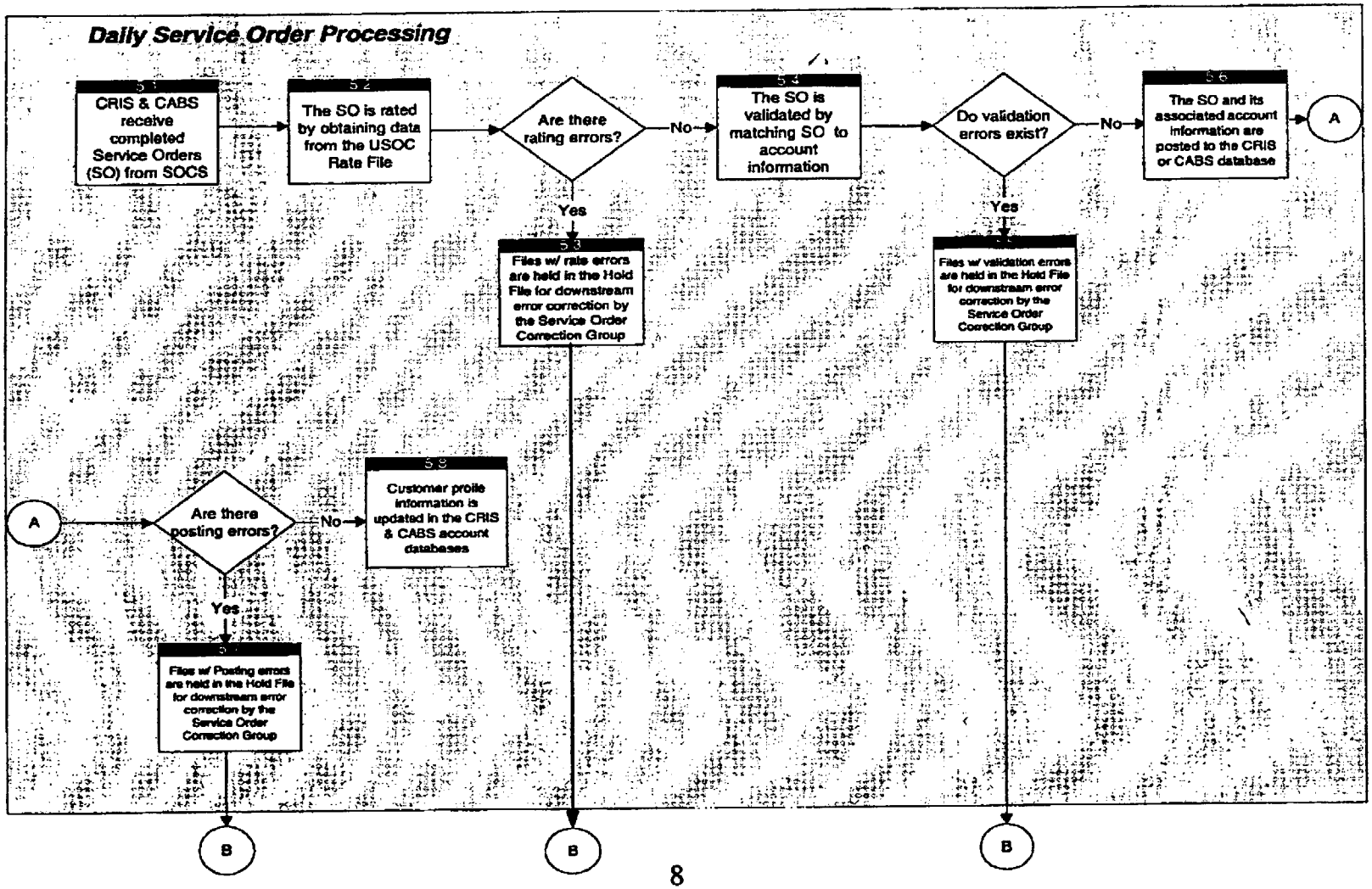
The following activity flows detail the processes involved on both a daily and bill period basis. It is important to note that the Billing Process is a set of discrete processes rather than a continuum. Also, differences in activities that occur in CRIS and CABS are identified with a "CRIS Specific" and "CABS Specific" indicator.

Note: If there is no indicator, the activity flows are the same in CRIS and CABS.

Note: The processing of transactions is CRIS vs. CABS is independent of the bill formats available to CLECs. For example, resale services are processed exclusively in CRIS. However, BellSouth makes available a CABS formatted bill for this service. Likewise, transactions for UNE Ports are processed in CRIS however, the invoices provided to CLECs are formatted as per the CABS BDT specs developed by the industry.

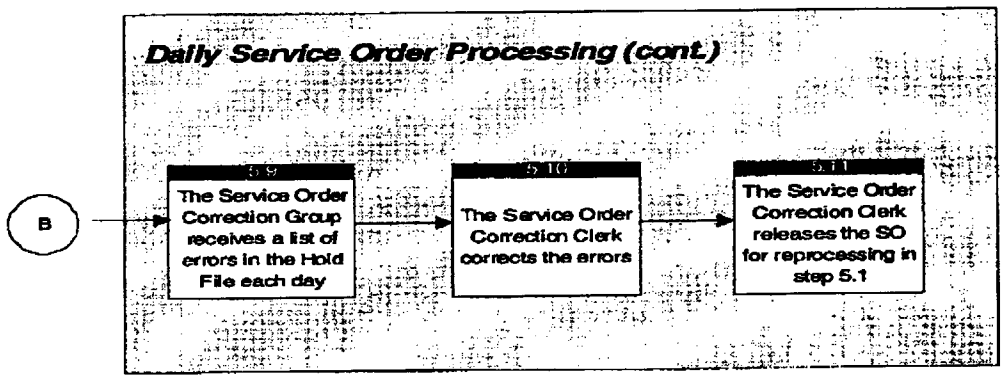
Activity Flow - Billing

Activity Flow

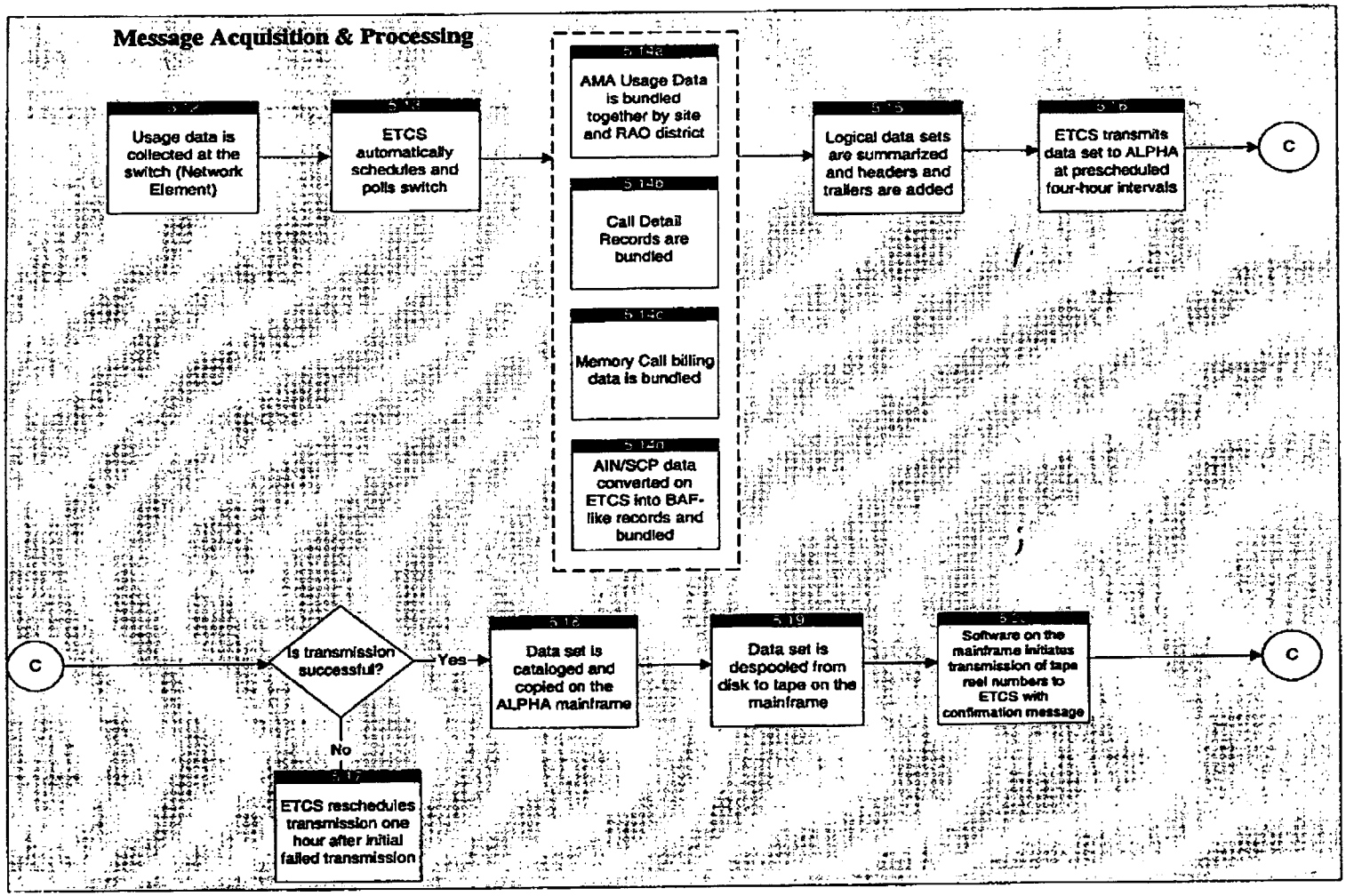


BELLSOUTH

Activity Flow

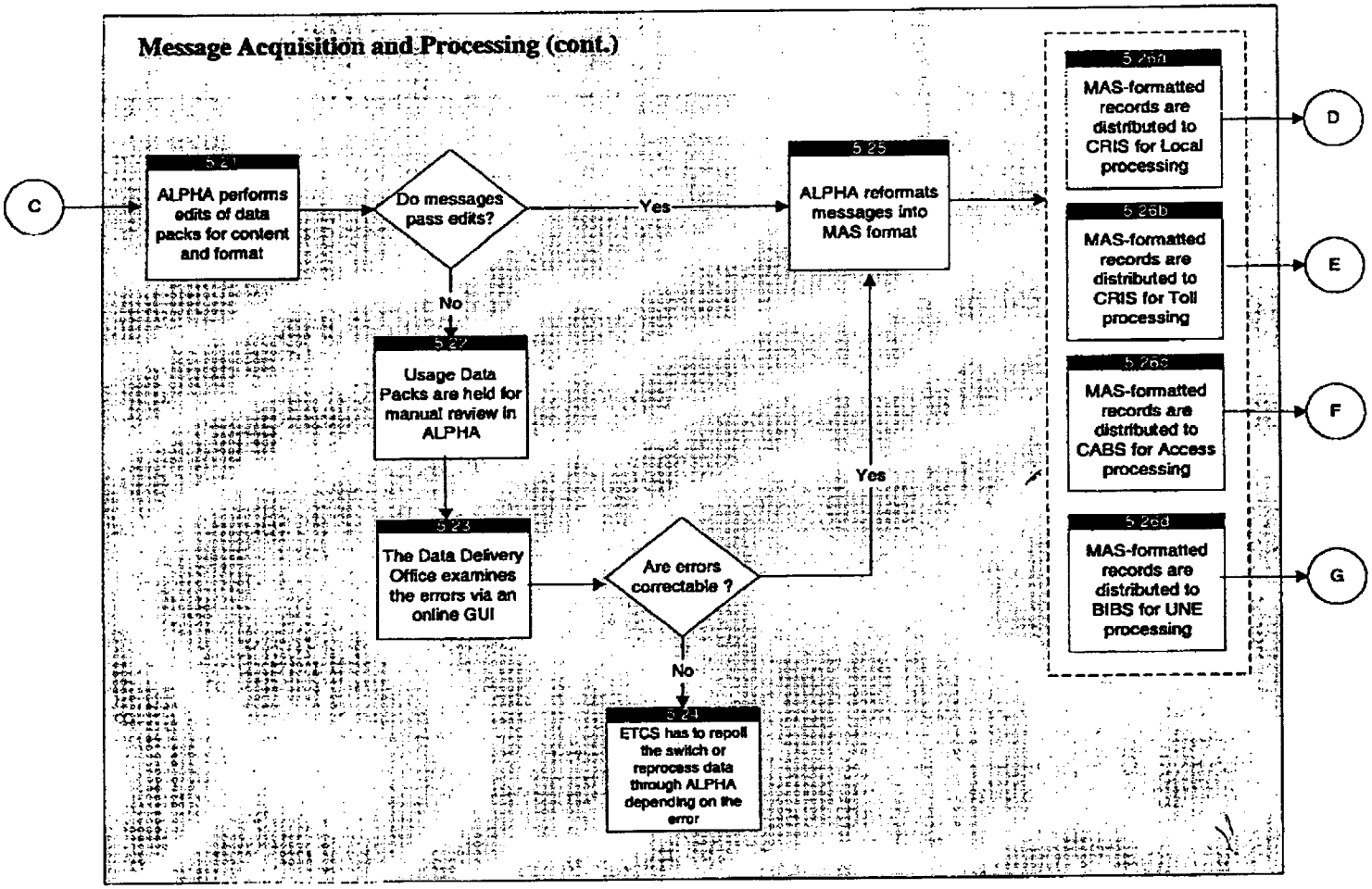


Activity Flow

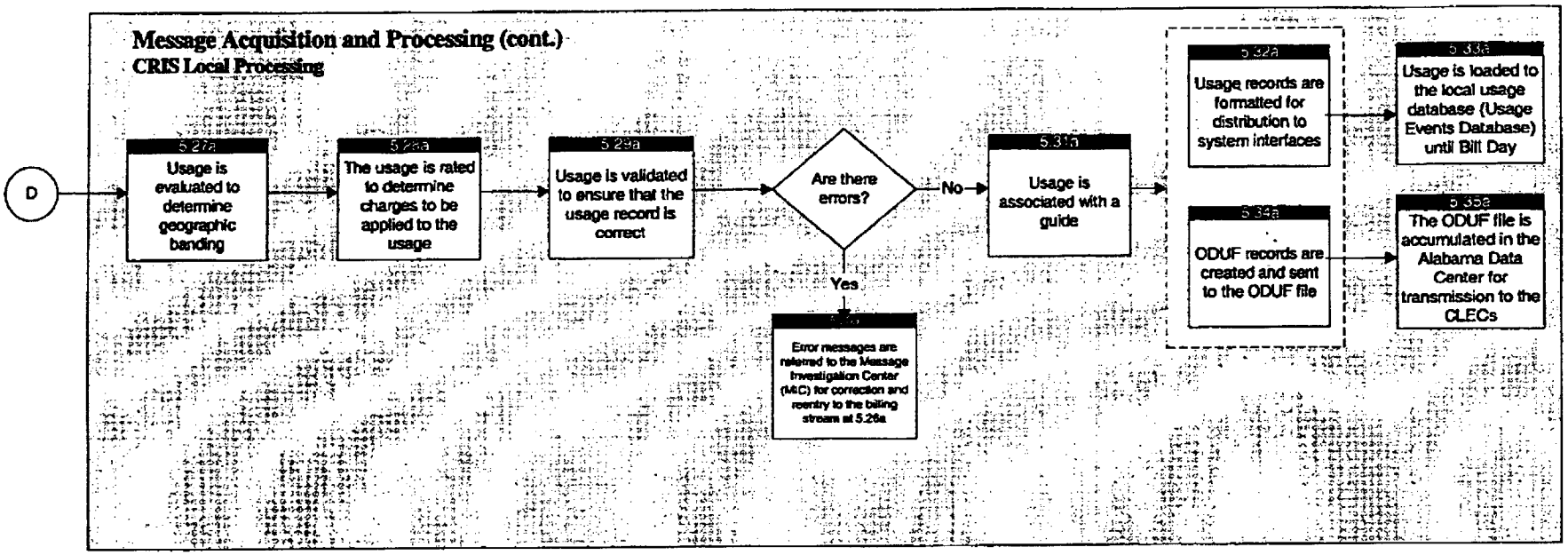


BELLSOUTH

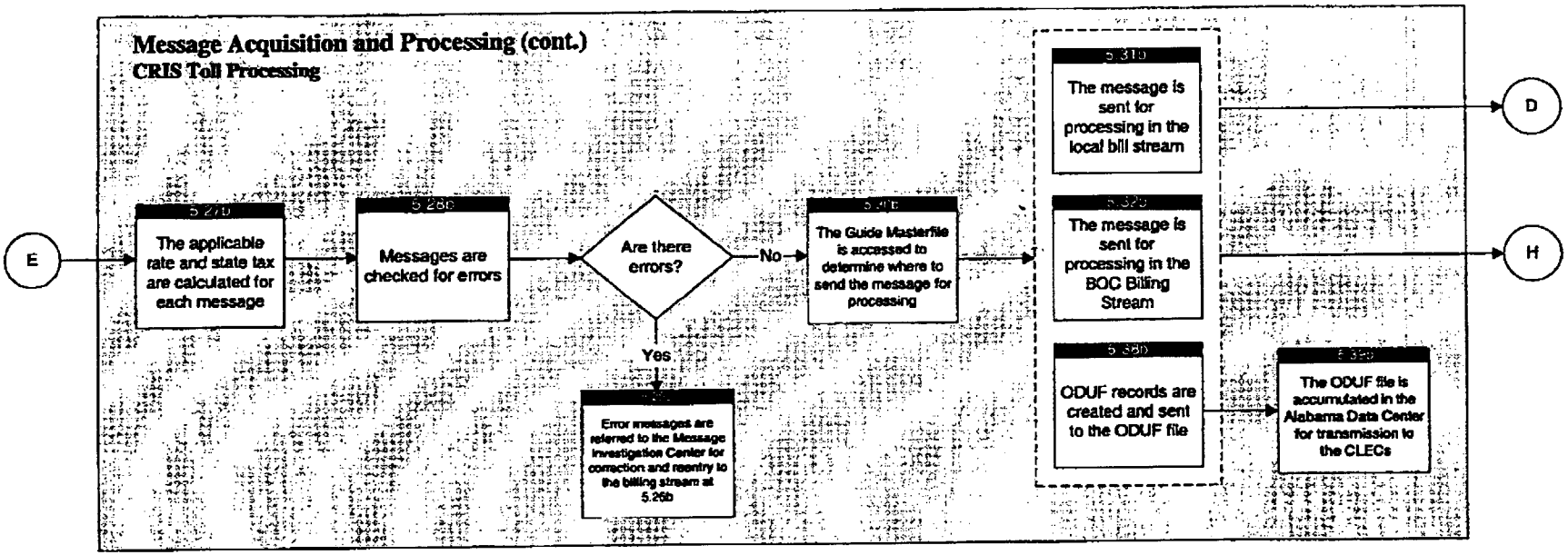
Activity Flow



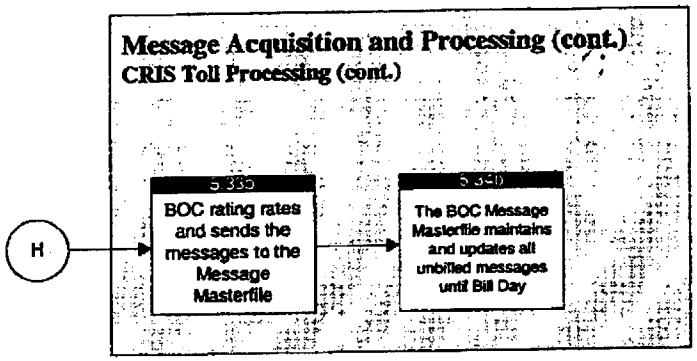
Activity Flow



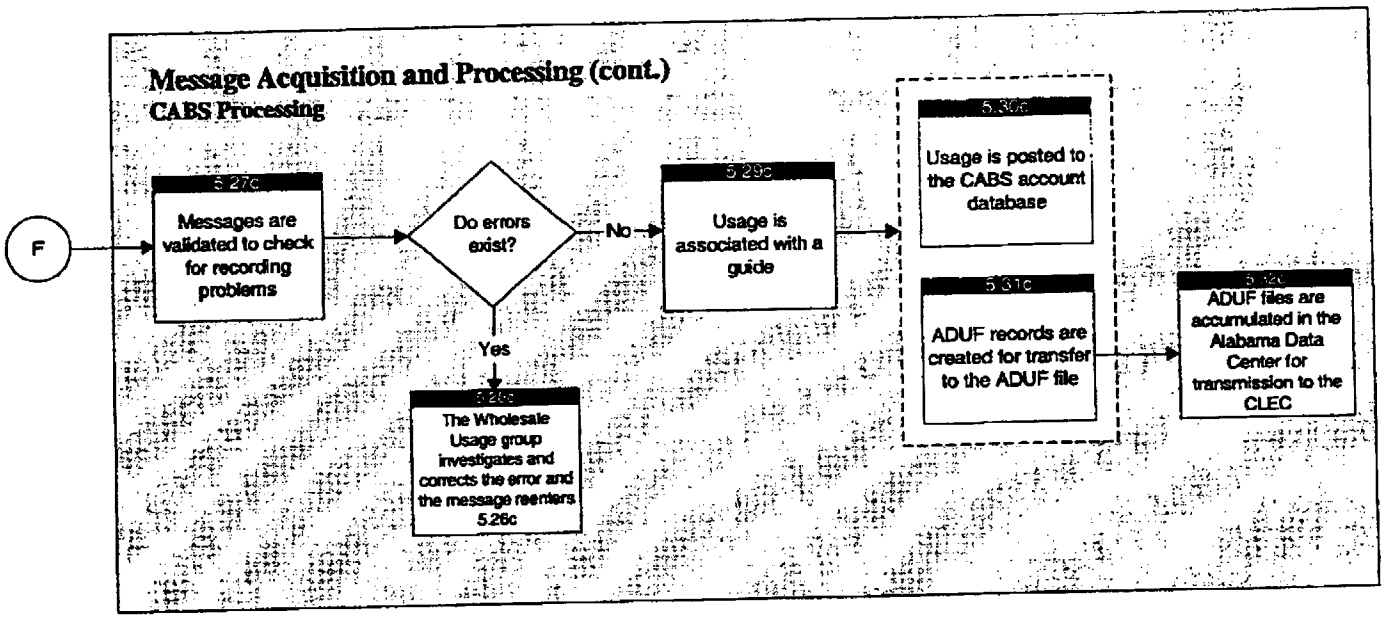
Activity Flow



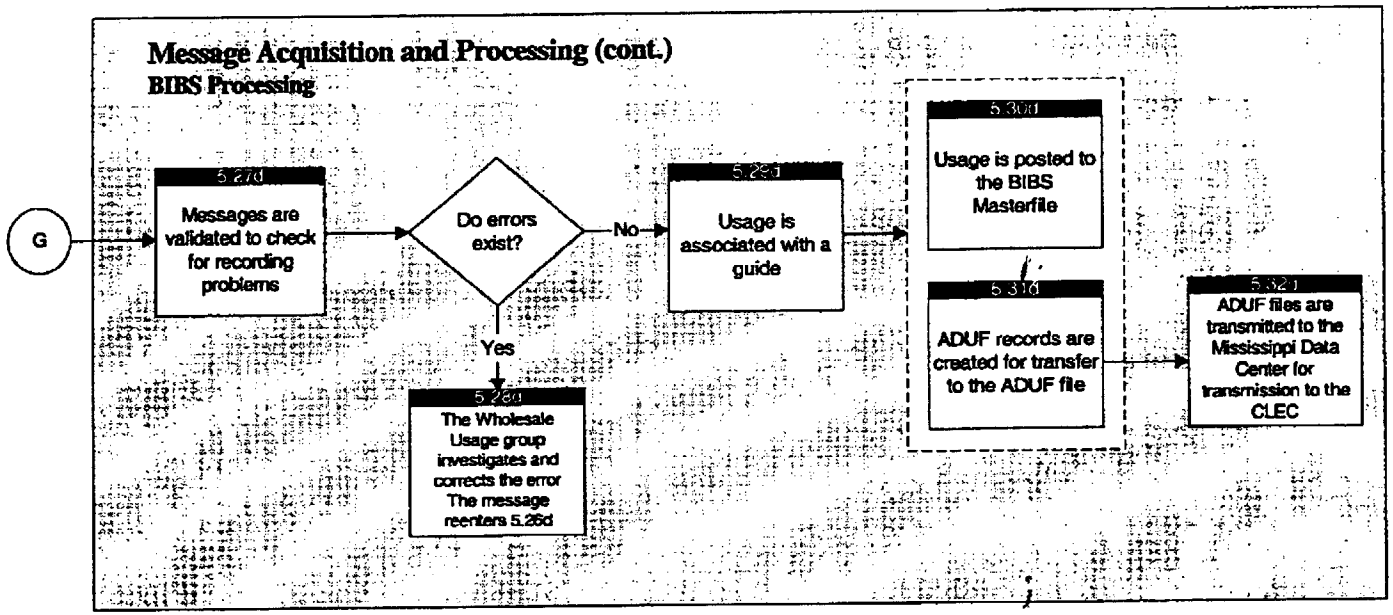
Activity Flow



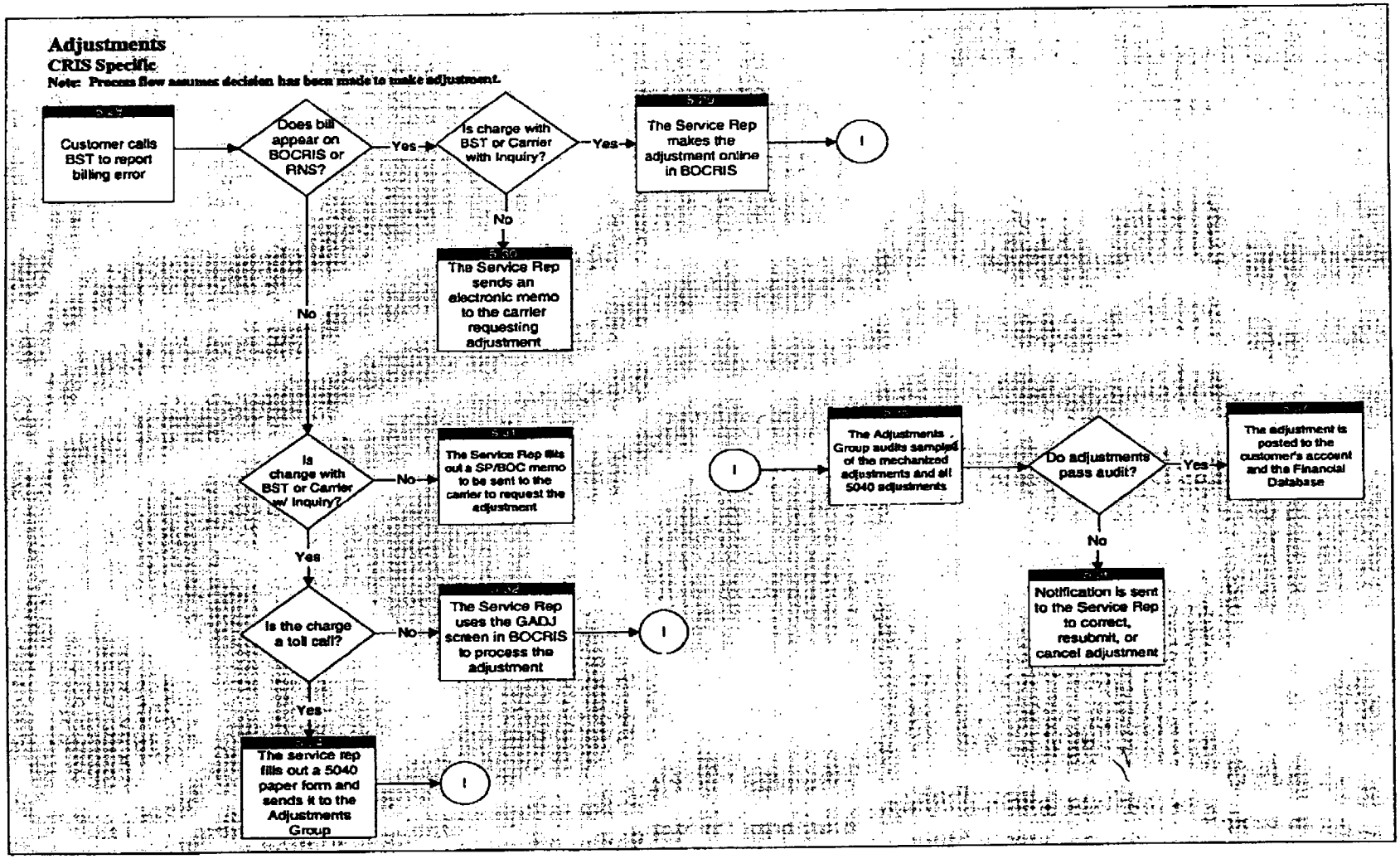
Activity Flow



Activity Flow

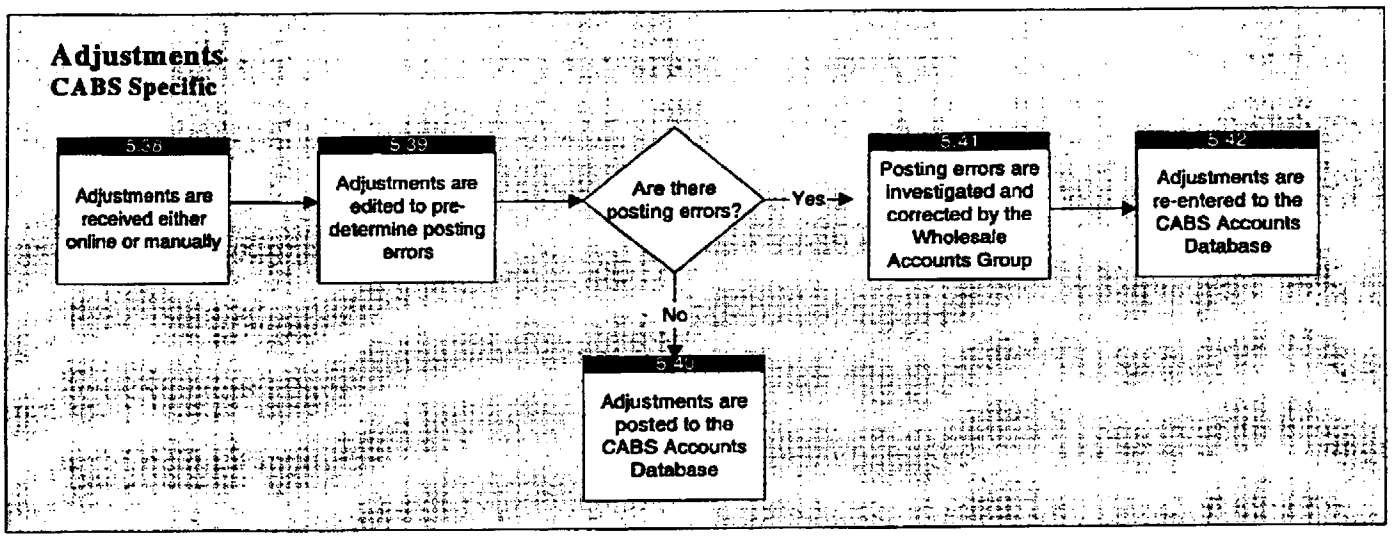


Activity Flow



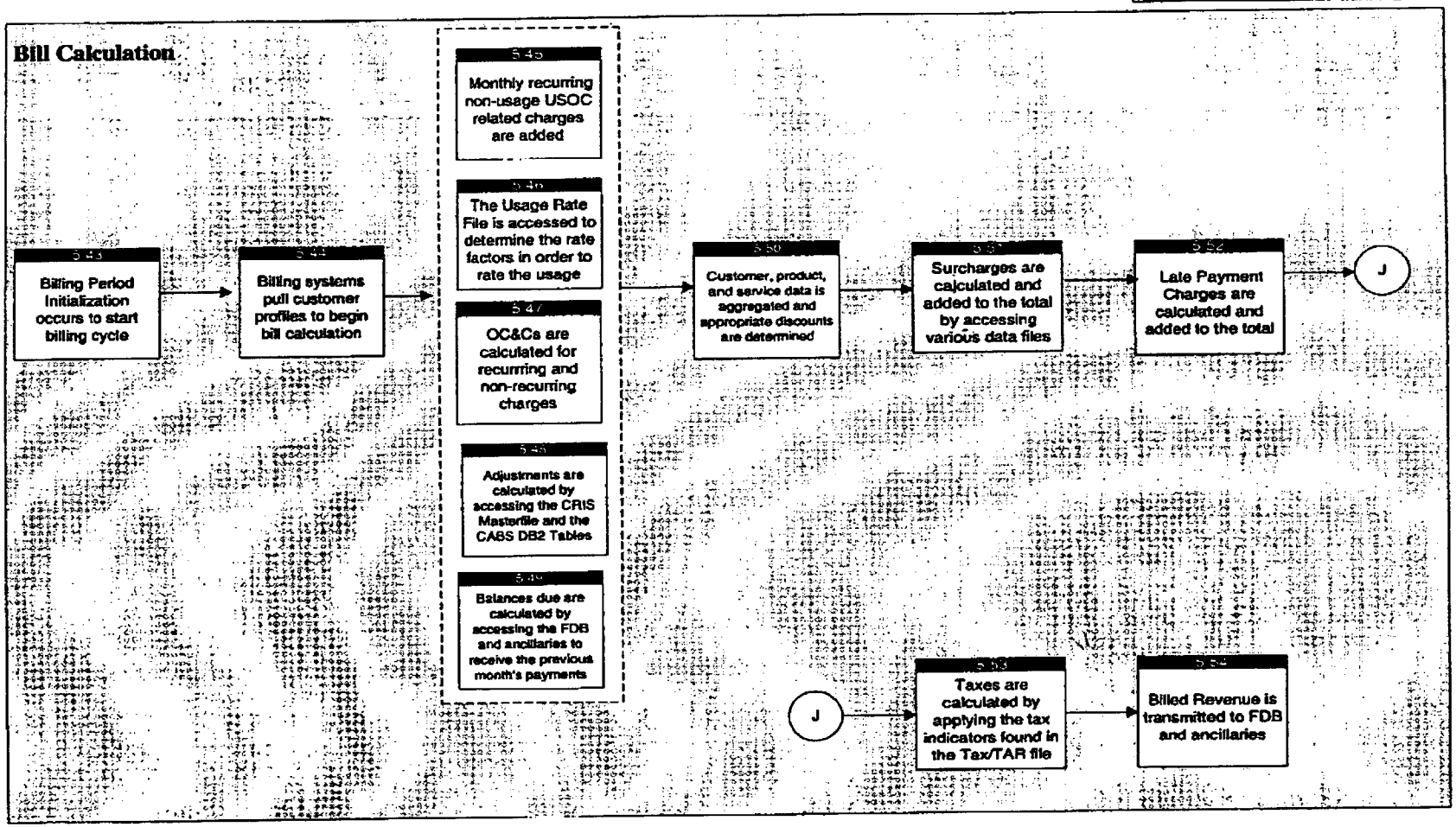
BELLSOUTH

Activity Flow

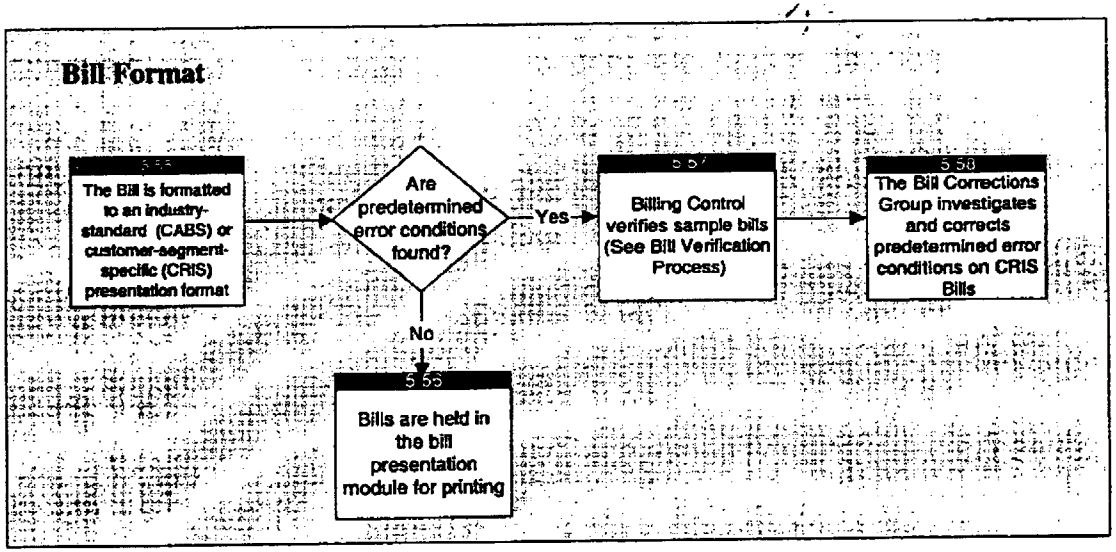


BELLSOUTH

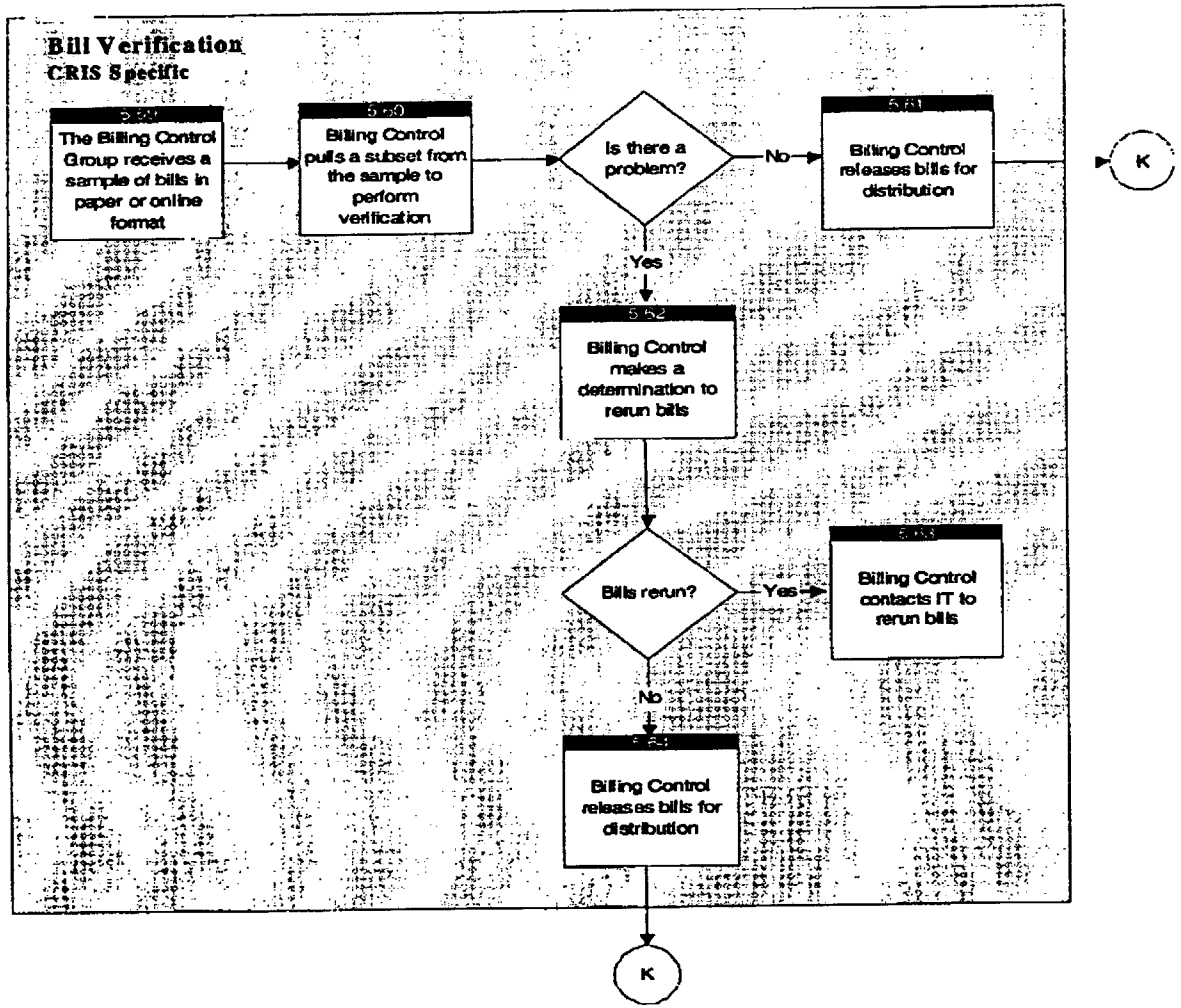
Activity Flow



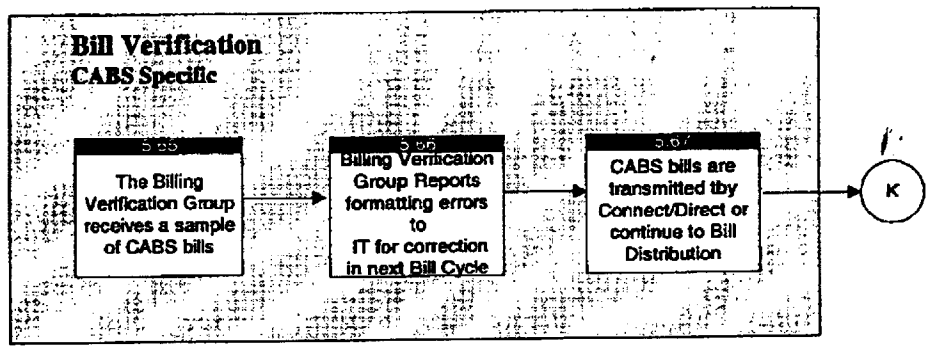
Activity Flow



Activity Flow

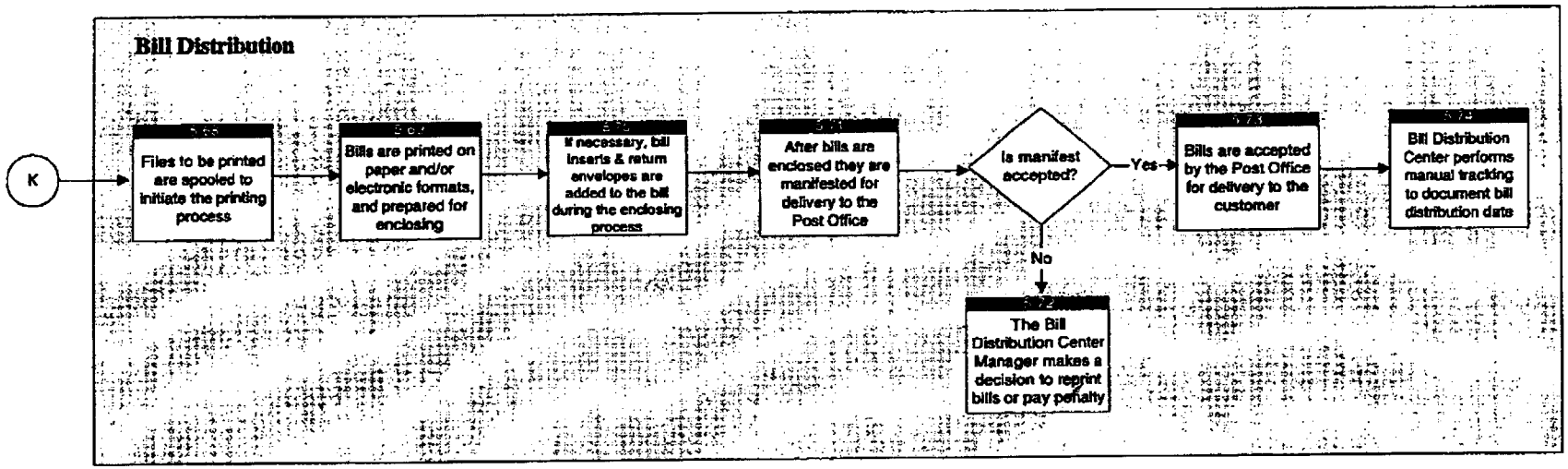


Activity Flow

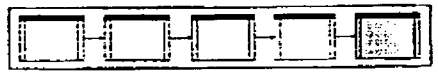


BELLSOUTH

Activity Flow



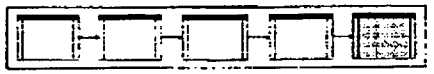
Activity Notes



Daily Service Order Processing	
Activity Step	***Notes:***
	• N/A

Message Acquisition and Processing	
Activity Step	***Notes:***
5.13	• The ETCS is a cluster of systems but is viewed as one system. There are clusters in Birmingham and Jackson that process approximately 330 million AMA message records per day. Each Network Element has a unique polling schedule.
5.14	• There are 12 Revenue Accounting Offices (RAO) within BellSouth's Region.
5.15	• Headers and trailers are added for auditing purposes once the messages are received by ALPHA.
5.16	• Data is transmitted over the Hyperchannel Bulk Data Network using NSC NETEX and User Access Software. The Bulk Data Network is used to transmit large types of data on a separate path from other BOSIP traffic.
5.20	• ETCS generates a listing with all of the data transmitted to a particular reel number.
5.21	• Record Volume Verification (RVV) ensures volumes coming in to ALPHA are normal. The previous three periods are examined to see if the volume trend is similar.
5.26a	• Logic in ALPHA automatically routes local calls for processing in the CRIS Local Toll processing stream.
5.26c	• Logic in ALPHA automatically routes toll calls for processing in the CABS processing stream.
5.26d	• Logic in ALPHA automatically routes UNEs for processing in the BIBS processing stream.
5.27a	• Geographic Banding is a way to determine if usage has been priced according to the geographic zone called (e.g., special pricing for unlimited IntraLata calls).
5.31a	• The guide is driven by information on the Service Order. This information provides instructions concerning customer information.

Activity Notes



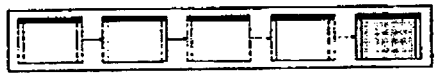
Message Acquisition and Processing (cont.)	
5.33a	• The Usage Events Database is the repository for processed local usage until bill day.
5.34a	• ODUF records are created to provide CLECs with rapid access to usage records instead of waiting on a CLUB bill.
5.35a	• ODUF files are sent to the CLEC by direct online transfer or by overnight delivery of electronic storage media depending on the CLEC contractual arrangement.
5.31b	• Toll messages are reassessed to see whether or not they are in fact toll messages. If they are determined to be local messages, they are rerouted to the CRIS Local Processing stream.
5.32b	• The BOC billing stream primarily includes IntraLata Toll, WATS, and 10XXX IXC Usage.
5.33b	• The BOC Message Masterfile is the repository for processed BOC messages until Bill Day. BOC message records are maintained and updated daily until they are billed.
5.36b	• The AT&T Message Masterfile is the repository for processed AT&T messages until Bill Day. AT&T message records are maintained and updated daily until they are billed.
5.31c	• ADUF records contain daily access information for CLECs.
5.32c	• ADUF files are transmitted to the CLECs from the Alabama Data center by direct electronic connection with the CLECs.

Activity Notes

Adjustments (CRIS Specific)	
Activity Step	***Notes***
5.28	• If a customer calls to report a billing error within two billing cycles of the current cycle, the bill will appear on Business Office Customer Record Information System (BOCRIS) or Regional Negotiation System (RNS).
5.29	• When the Service Representative makes the adjustment online in BOCRIS, the adjustment will post to the account during the next billing cycle.
5.32	• When the Service Representative makes the adjustment online in BOCRIS, the adjustment will post to the account during the next billing cycle.

Adjustments (CABS Specific)	
Activity Step	***Notes***
5.38	• The CABS Access Tracking and Trending system validates recording and billing problems.

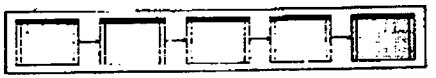
Activity Notes



Bill Calculation	
Activity Step	***Notes***
	• N/A

Bill Format	
Activity Step	***Notes***
5.55	• CABS bills are formatted to an industry standard format. CRIS bills are formatted to a product specific or customer specific format.

Activity Notes



Bill Verification CRIS Specific	
Activity Step	***Notes***
5.60	• Event and regression verification are two types of verification performed. Event verification is verification of a specific change or item on the billing invoices. Regression verification is performed to make sure no other item on the billing invoices was impacted due to a change of a specific event within the billing invoices. In addition to event and regression verification, Bill Verification performs a function called Compare Bill. In this instance, bills are tracked throughout the year, in order to identify bill formatting errors. A higher percentage of CLUB bills are verified daily.
5.62	• Typically, the Billing Control Manager will contact the Business Unit Billing Program Director to make a decision to rerun the bills.
5.64	• Bills are produced at night and verified during the day. They are released for the cycle that ran the night before.

Bill Verification CABS Specific	
Activity Step	***Notes***
	• N/A

Activity Notes

Bill Distribution	
Activity Step	***Notes***
5.68	• The Alpharetta Distribution center handles Residential, Small Business, CSRs, and Regional Summary Bills. The Birmingham Distribution center handles Alabama Residential Bills, CLUB bills, Carrier Access Bills, Electronic Billing, and Treatment Notices. The revenue split is approximately 50/50, but Alpharetta has more volume due to the large number of Residential bills.
5.71	• The mail staging area may verify a sample to make sure the manifest is correct by examining the first and last piece of mail in the mailing tray to verify that it agrees with the manifest.
5.72	• The Bill Distribution Center Manager makes a decision to reprint the bills, based on the cost or benefit of doing so. If the manifest is found to be in error, the additional postage charge is weighed against the cost of reprinting the bills.
5.74	• All CLEC bills are tracked to determine the delivery date.

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).

5. For OSS Billing functions:

REQUEST: (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.

RESPONSE: See attached work flow diagrams. The work groups listed below (and described on the attached Work Flow Diagrams) are regional work groups that support all CLECs. These work groups are the subject of 3rd Party Testing in both Florida and Georgia.

a) Bill Dispute Group (within the Local Carrier Service Center)

1. Located in Birmingham, Alabama and Atlanta, Georgia.
2. Responsible for receiving, analyzing and responding to CLEC bill disputes.
3. Covers the nine state BellSouth region
4. The Bill dispute group constantly reviews its operations to provide efficient quality service to CLECs.

b) Wholesale Billing Services (WBS) Group

1. Located in Birmingham, Alabama
2. Responsible for assisting the CLECs select and implement the various options available to receive bill invoices and Daily

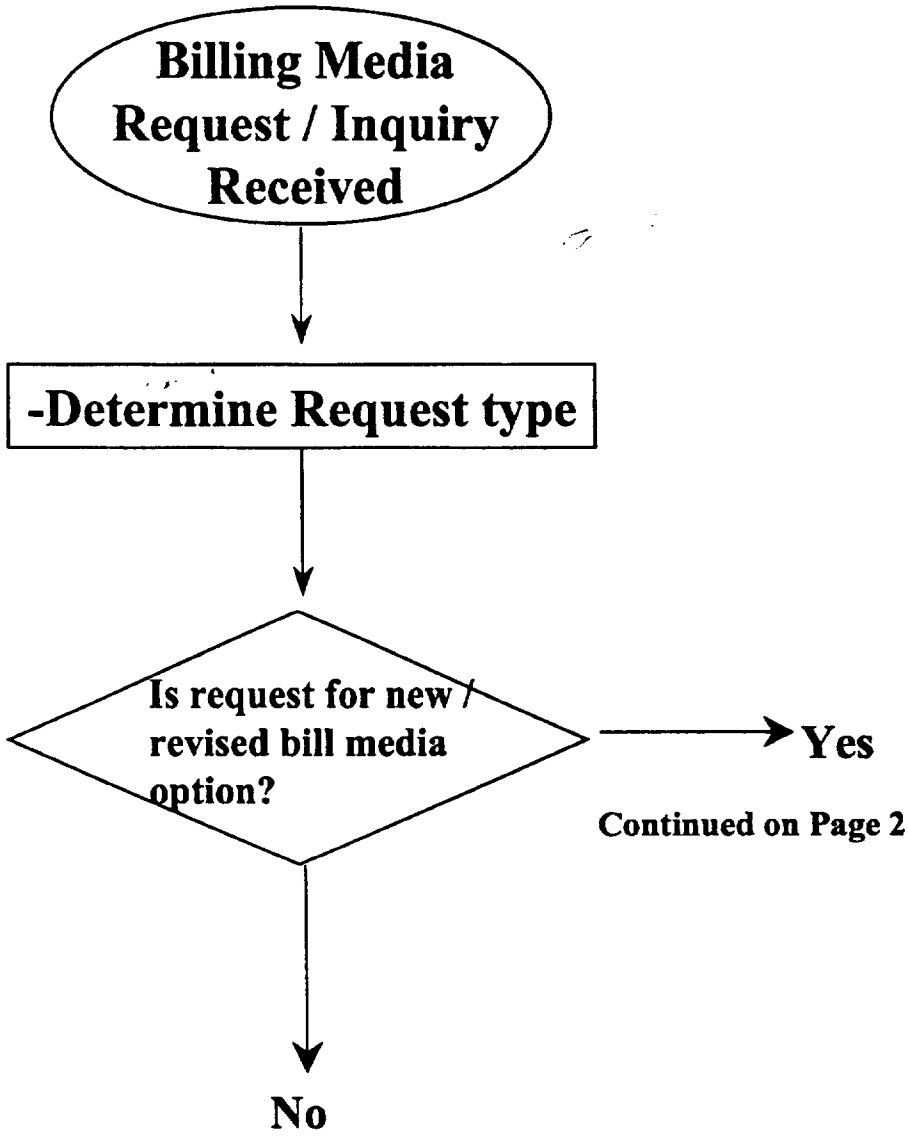
RESPONSE: (continued)

Usage Files that are produced by BellSouth. In addition, this group receives, analyzes and resolves issues that CLECs have with the invoice and usage products provided by BellSouth.

3. Covers the nine state BellSouth region
4. Since this group processes CLEC requests for the nine state region from a single group and location, no additional consolidation is possible.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. 5(b)

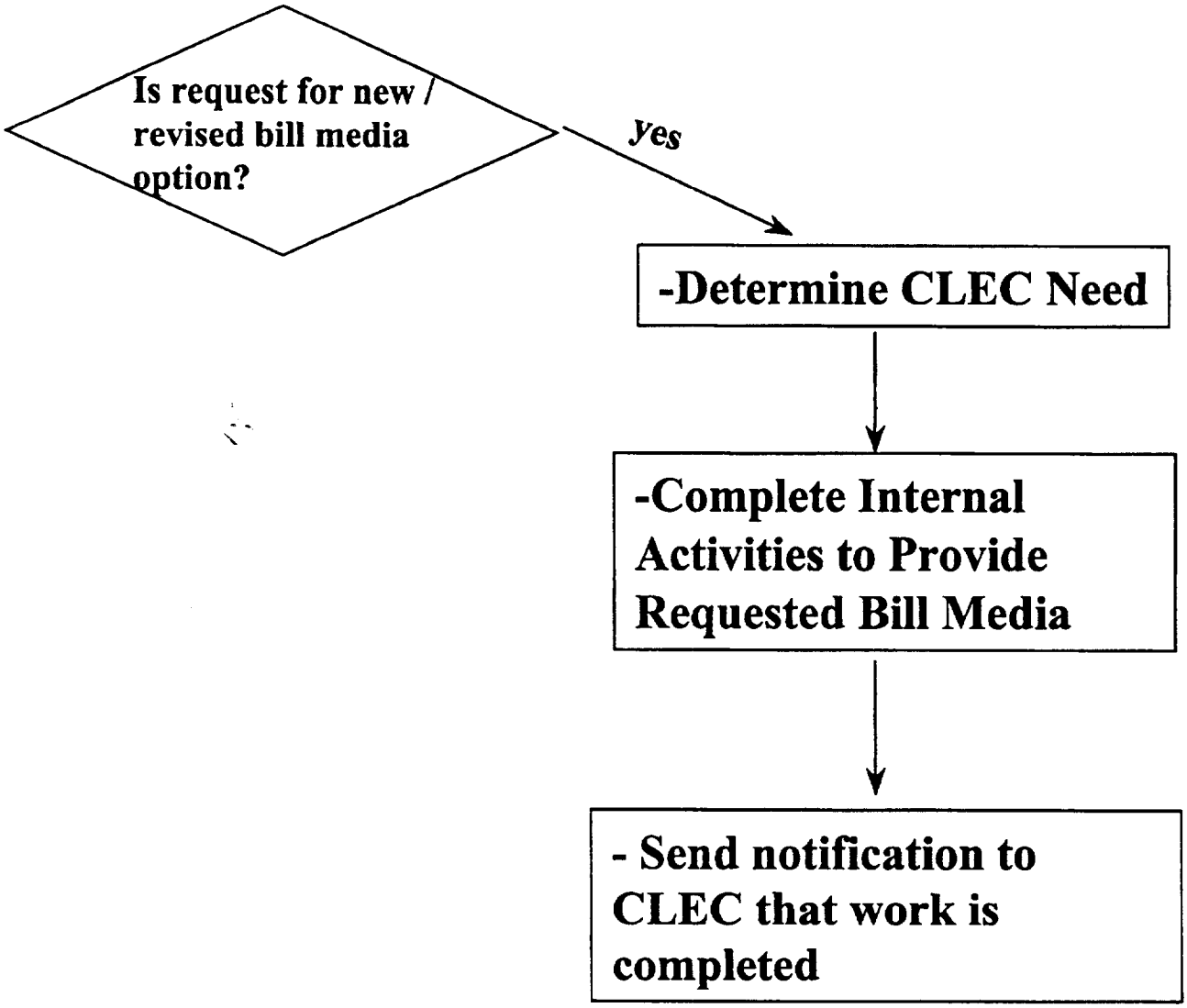
ATTACHMENT


Billing Media Request / Inquiry Received
-Determine Request type
Is request for new / revised bill media option?
Yes
Continued on Page 2
No
Continued on Page 3

Wholesale Billing Services (WeBS) Process

BELLSOUTH

Continued From Page 1



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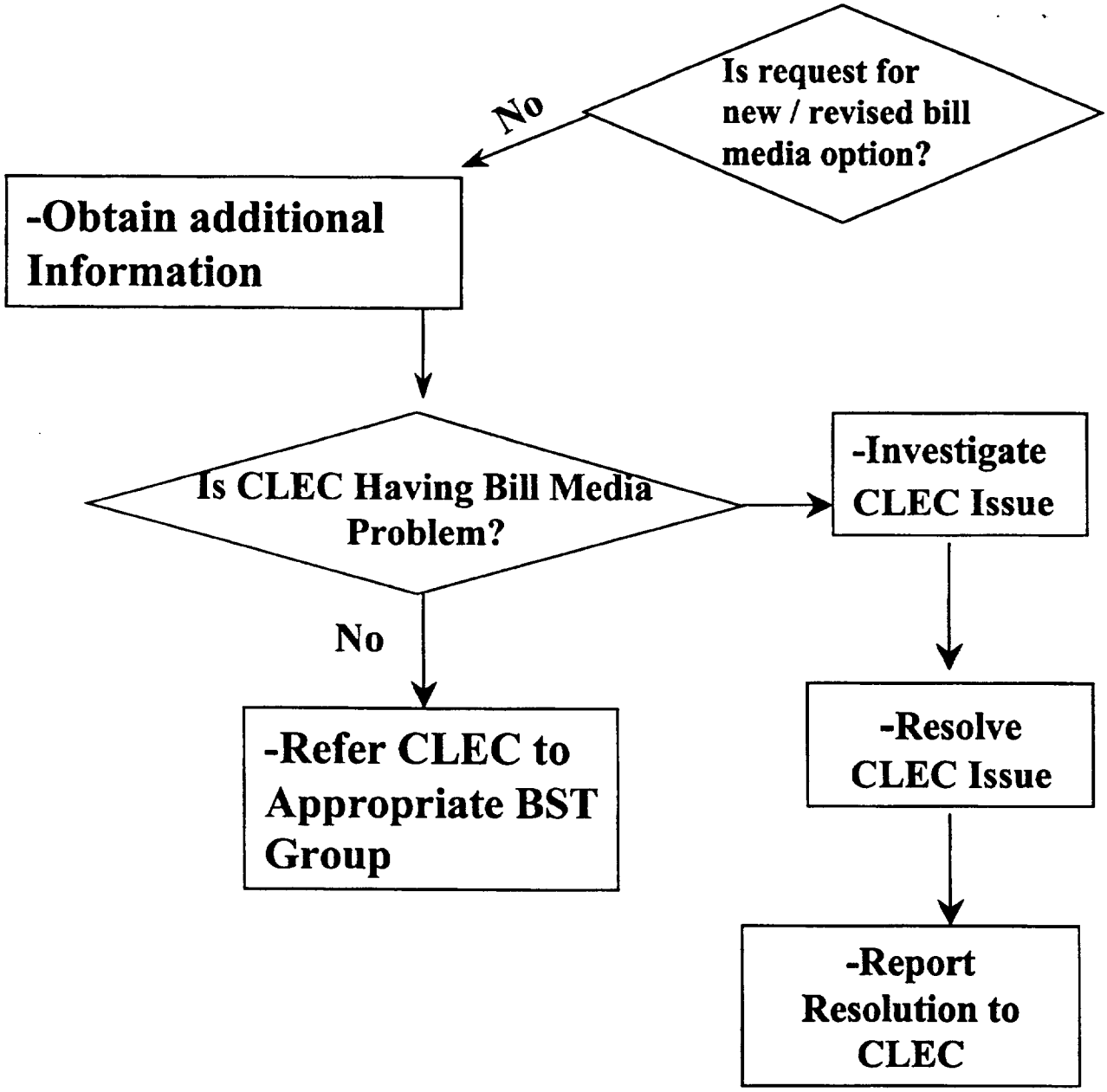
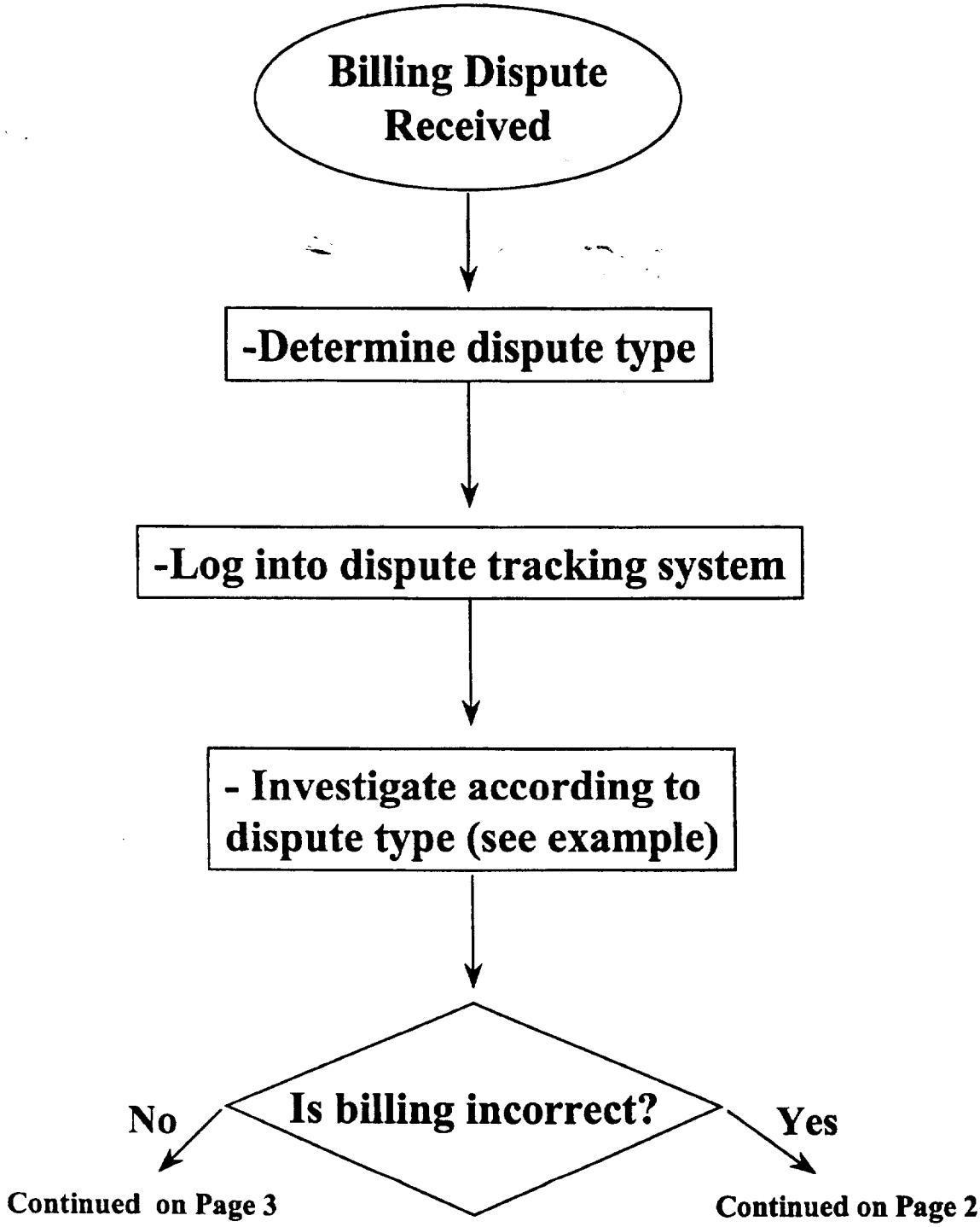


Billing Dispute Resolution Process

BELLSOUTH



Billing Dispute Resolution Process

BELLSOUTH

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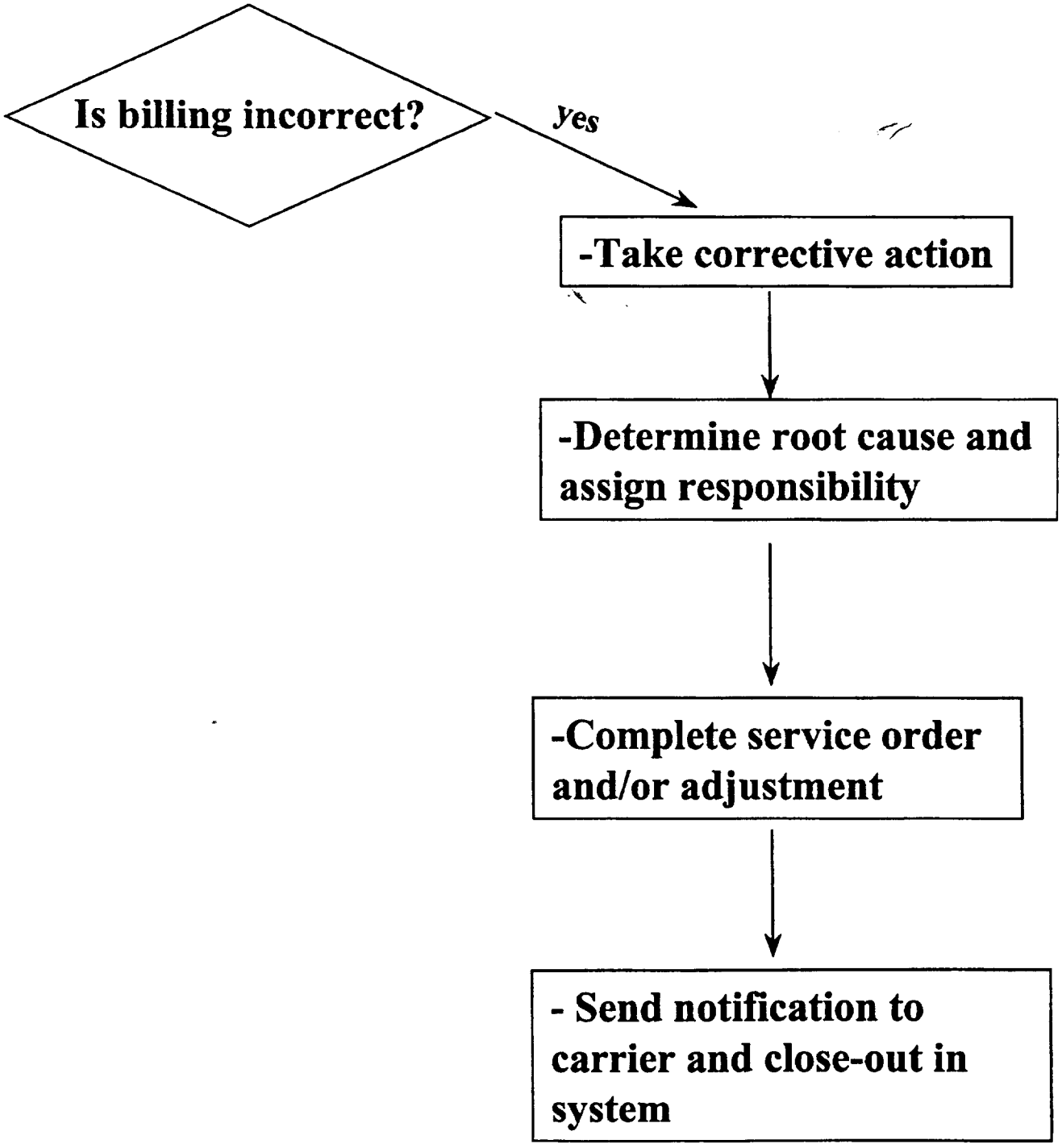

Billing Dispute Resolution Process

BELLSOUTH

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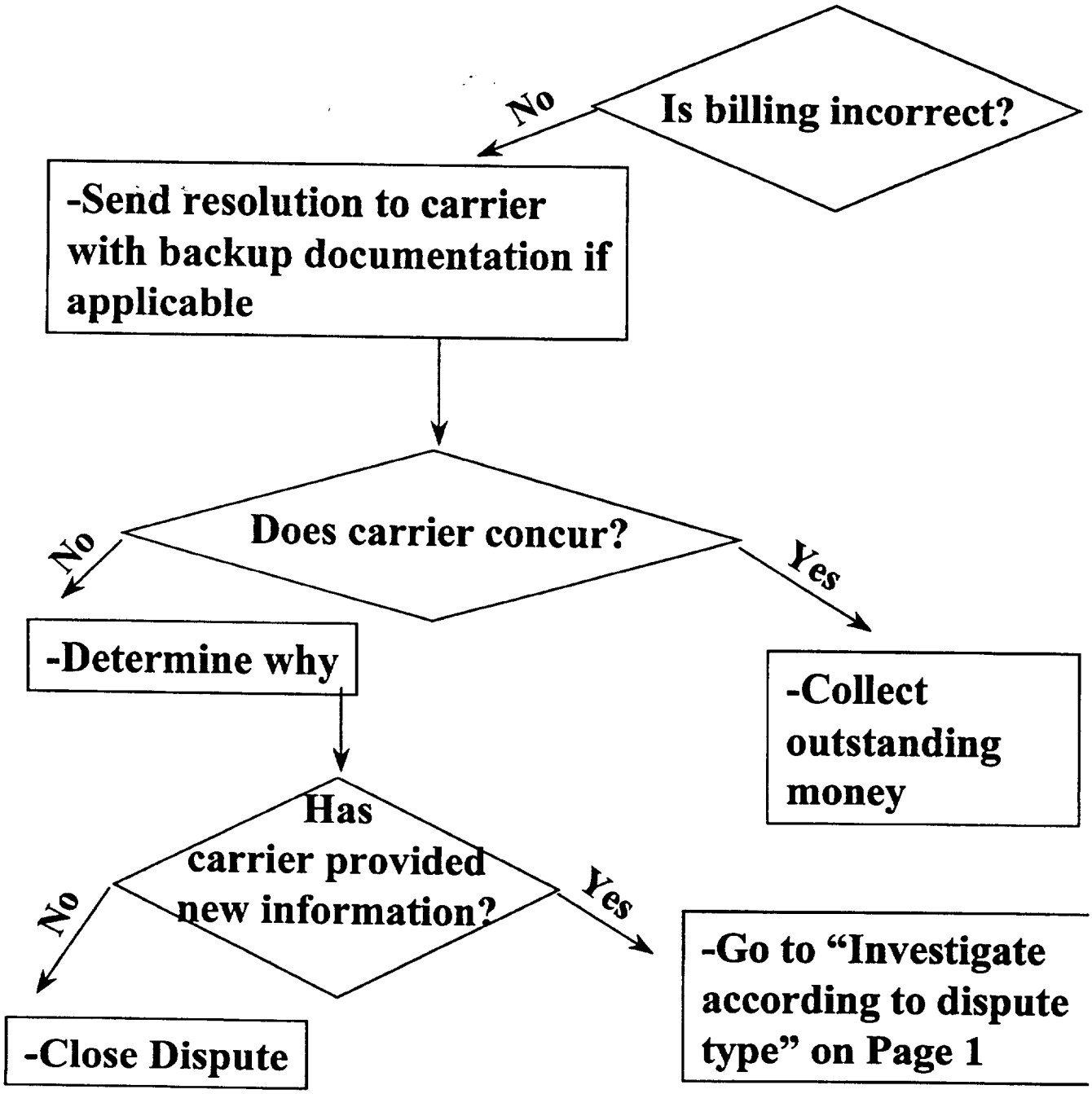
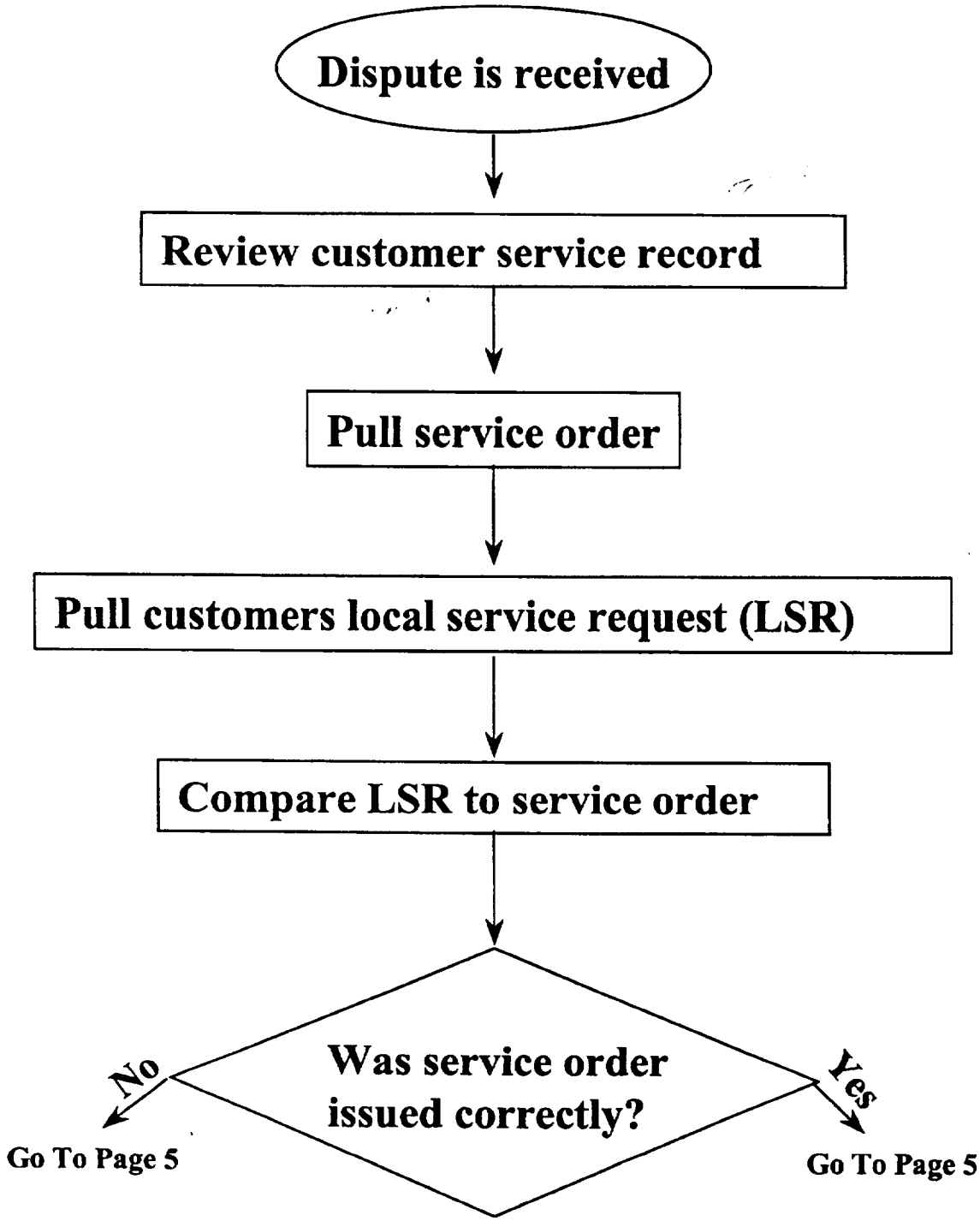


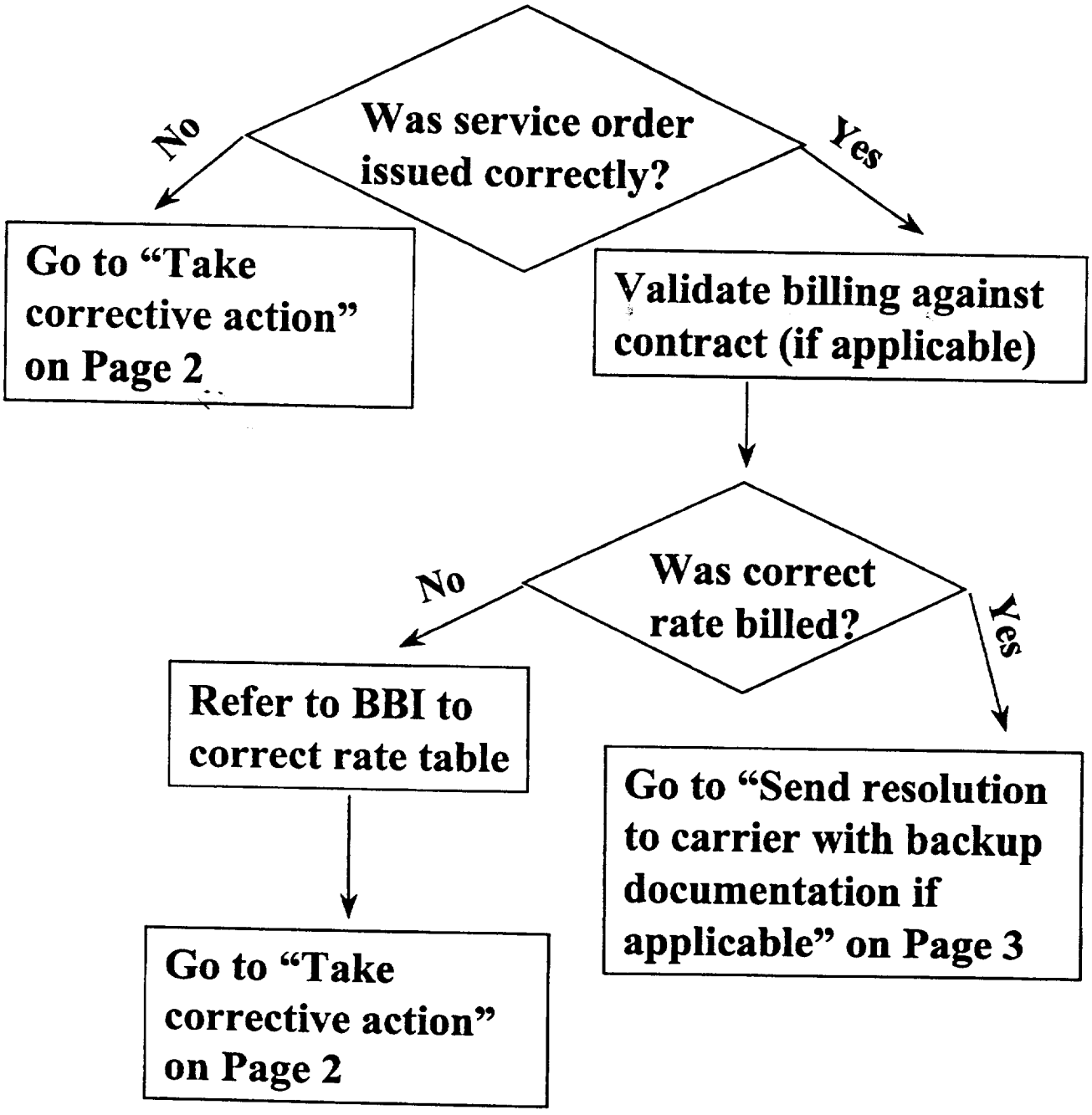
Recurring Charge Dispute Example



Billing Dispute Resolution Process

BELLSOUTH

Continued from Page 4



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).

6. For OSS Change Management and Technical Assistance functions:

REQUEST: (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.

RESPONSE: There is no information systems infrastructure related to the Change Control Process, which handles change management, or to the Electronic Communications Support (ECS) Group, which provides technical assistance. Please see BellSouth's response to Item No. 6(b).

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).

6. For OSS Change Management and Technical Assistance functions:

REQUEST: (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.

RESPONSE: Attached is the official Change Control Process document, effective August 23, 2000. The "Draft" indications in this document are simply a clerical mistake where this designation was not removed. The document is not a draft, but is the official document. The document contains the following diagrams:

Top level process to evaluate Change Requests
Figure 3-1 on page 12

Change Control Process Flow
Figure 4-1 on page 13

Type 1 Process Flow (includes the ECS Group)
Figure 4-2 on page 14

Types 2-5 Process Flow
Figure 4-3 on page 19

Process flow for the validation and resolution of a Type 6 Change
Figure 5-1 on page 26

RESPONSE: (continued)

(1) City where located:
for the CCP: Birmingham, AL
for the ECS: Birmingham, AL

(2) Functional responsibility:

For the CCP: To support the Industry guidelines that impact electronic interfaces and manual processes relative to order, pre-order, maintenance and billing as appropriate; to ensure continuity of business processes and systems operations; to establish process for communicating and managing changes; allow for mutual impact assessment and resource planning to manage and schedule changes; and to enable the prioritization of requested changes.

For the ECS: Single point of contact for BellSouth wholesale customers. To assist CLECs when they have a problem, need, or question regarding BellSouth's electronic systems and interfaces.

(3) Geographic areas of responsibility: Both the CCP and the ECS Group are responsible for all states in BellSouth's region.

(4) Identify any future mechanization or consolidation of functions that are designed to create efficiencies in the processes:

For the CCP: There are no changes for future mechanization or consolidation, but the CCP includes a process for changing the CCP itself. For example, there are ongoing meetings with CLECs to change baselined requirements in the CCP document. This new CCP document and the processes, as described in the CCP document, is a part of third party testing in Florida.

For the ECS: No future mechanization or consolidation is planned.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. 6(b)

ATTACHMENT

BELLSOUTH

CHANGE CONTROL PROCESS

CCP8_23.DOC

VERSION 2.0

AUGUST 23, 2000

Issued: 8/23/00

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

BellSouth Telecommunications reserves the right to revise this document for any reason, with concurrence of the CLEC/BellSouth Review Board, including but not limited to, conformity with standards promulgated by various government or regulatory agencies, utilization of advance in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	The EICCP Documentation has been modified to incorporate: - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	The CCP Documentation has been modified to incorporate: - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

			Introduction of new interfaces - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	The CCP Documentation has been modified to incorporate: - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes
1.5	4/26/00	Section 1 Section 8 Section 11	- Updated CCP web site address - Updated Escalation Contacts for Types 2-6 - Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1 Section 2	- Added "testing" under process changes - Clarification provided in "Change Review ~~Participants" description.~~

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

			Participants" description.
		Section 4	- Added statement regarding submittal of Change Requests
		Part 2	- Clarification provided for documentation changes for business rules
			- Step 2-Added email notification
			- Step 3-Removed "Cancellation by BellSouth"
			- Step 3-Clarification on reject reasons
		Section 5	- Step 3-Clarification on internal validation activities
			- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround
			- Added defect implementation range
		Section 6	- Changed prioritization from "by interface" to "by category"
			- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days
			- Modified the prioritization voting rules
		Section 7	- Updates to the Introduction and Retirement of Interfaces
		Section 8	- Added Type 6 escalation turnaround time
			- Changed 3rd Level Escalation contacts for Types 2-6
		Section 11	- Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
		Appendix A	- Removed "Cancellation by BellSouth" from Change Request Form and Checklist
			- Added Letter of Intent Form
		Appendix C	- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
		Appendix D	- Added BellSouth Versioning Policy

		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	Cover	- Removed "Interim" from cover.
		Section 3	- Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process. - Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.
		Section 10	- Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11-Terms & Definitions	- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	- Referenced the handling of expedites and expedite notification where appropriate.

TABLE OF CONTENTS

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance)
- Defects/Expedites

The scope of the Change Control Process **does not** include the following:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- Testing Support (i.e. negotiating/coordinating test agreements and dates)
- Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)

Change Requests of this nature will be handled through existing BellSouth processes.

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

http://www.interconnection.bellsouth.com/
Select "Local Exchange Carriers"
Select "Change Control Process"

2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request.

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 6- CLEC Impacting Defects/Expedites.

Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface.

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.

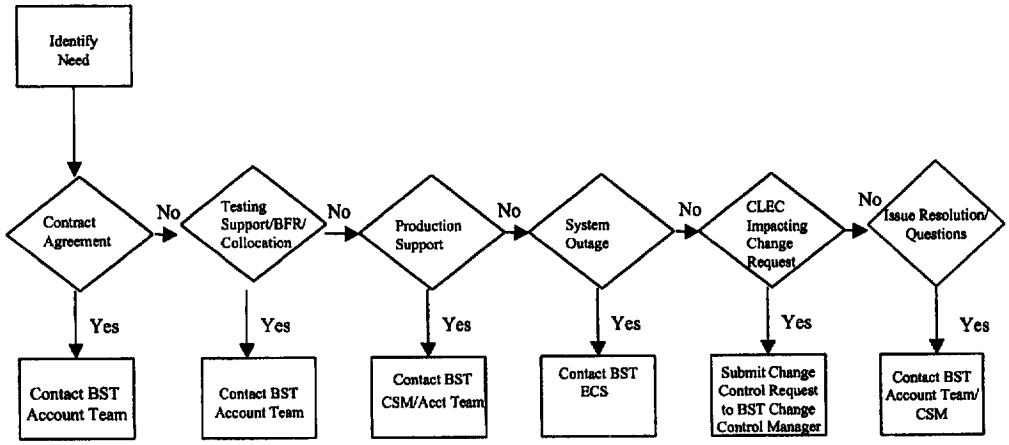


Figure 3-1. Change Control Decision Process

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:

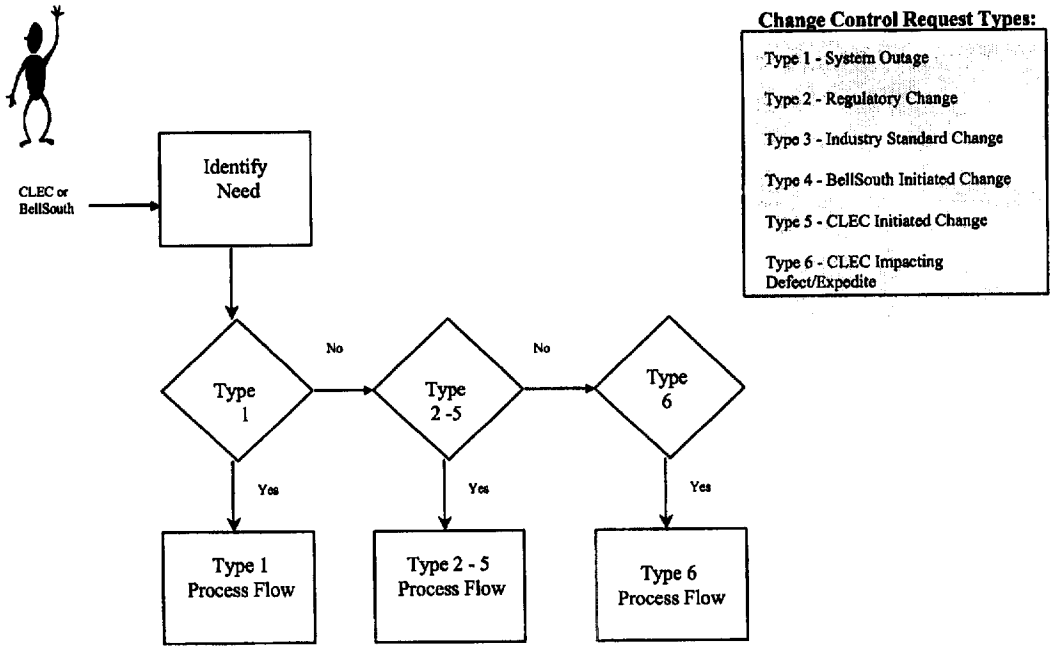


Figure 4-1. Change Control Process Flow

Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

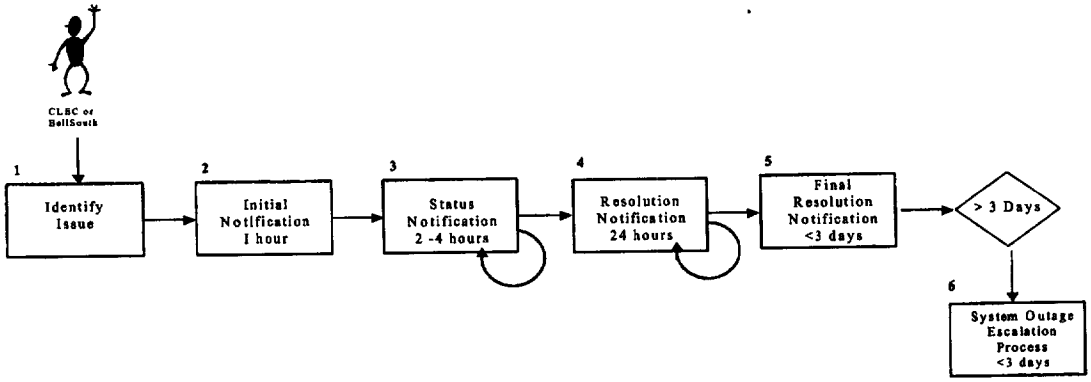


Figure: 4-2. Type 1 Process Flow

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 "Initial Notification" timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 "Status Notification" and 4 "Resolution Notification" are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	**IDENTIFY ISSUE:** 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). 2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will record and track the outage.	**INPUTS:** • Issue Characteristics • Call to ECS Helpdesk **OUTPUTS:** • Recorded Outage	N/A
2	ECS	**INITIAL NOTIFICATION:** 1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. 2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis. 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended.	**INPUTS:** • Recorded Outage **OUTPUTS:** • Industry Notification posted on Web • E-mail to CLECs participating in Change Control	1 Hour If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and posted to the web.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Outage Information will be reported in the monthly status meeting by the BCCM.		
3	ECS	**STATUS NOTIFICATION:** **(ITERATIVE)** 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.	**INPUTS:** • Industry Notification posted on Web **OUTPUTS:** • Status Notification posted on Web • Resolution information	2-4 hour intervals
4	ECS CCCM	**RESOLUTION NOTIFICATION:** **(ITERATIVE)** 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".	**INPUTS:** • Status Notification posted on Web • Resolution information **OUTPUTS:** • Resolution Information posted on Web • Final Resolution Information	24 hours after reporting outage
5		**FINAL RESOLUTION NOTIFICATION:** 1. The final resolution notification is	**INPUTS:** • Final Resolution Information	< 3 days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
	ECS	posted on the Web.	**OUTPUTS:** • Final Resolution Notification	
6	CCCM ECS	**ESCALATION** 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	**INPUTS:** • Information or concern relating to a Type 1 - Systems Outage **OUTPUTS:** • Documented Escalation • Escalation Response	➢ 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.

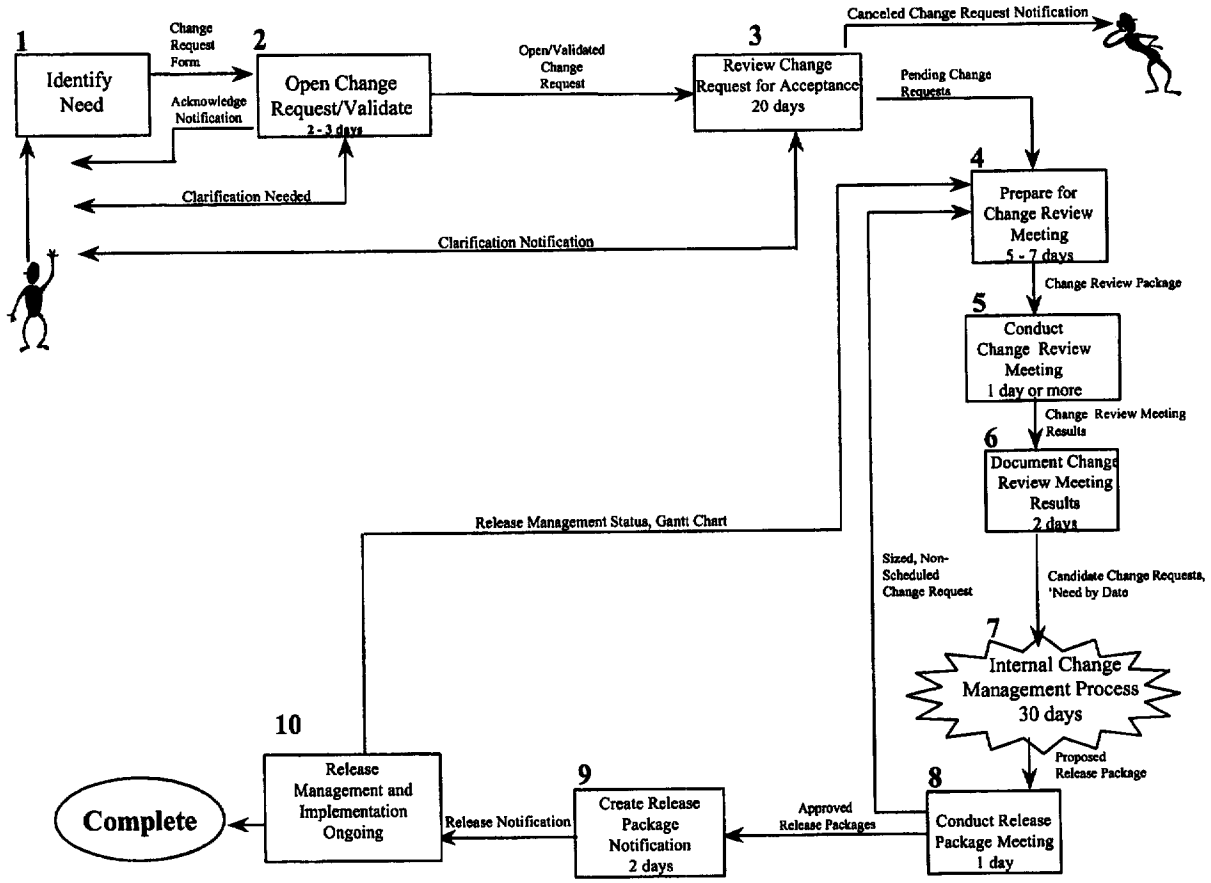


Figure 4-3. Change Control Process Flow

Based on the process flow outlined above:

- Software Release Notifications will be provided 30 days or more in advance of the implementation date.
- Documentation changes for business rules will be provided 30 days or more in advance of implementation date.
- CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	**INPUTS:** • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) **OUTPUTS:** • Completed Change Request Form with related documentation	N/A
2	BCCM	**OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS** 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. 3. Establish request status ('N' for New Request)	**INPUTS:** • Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response	2-3 Bus Days Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. **CLEC or BellSouth Originator** If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	**OUTPUTS:** • New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via e-mail and web posting	
3	BCCM	**REVIEW CHANGE REQUEST FOR ACCEPTANCE** 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: • If change already exists or training issue forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. **NOTE**: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. 4. BST may reject the change request	**INPUTS:** • New Change Request • Validated Change Request • Clarification Notification (if required) **OUTPUTS:** • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		based on the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party. Prior to rejecting a request, all options for accommodating the request will be exhausted. The rejection reason will be shared with the CLECs for input. **NOTE**: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.		
4	BCCM CCCM	**PREPARE FOR CHANGE REVIEW MEETING** NOTE: These activities take place to prepare for Change review meetings when prioritizations take place. **BCCM** 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. **CCCM** 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting.	**INPUTS:** • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log **OUTPUTS:** • Change Request Log • CLEC Draft Priority List	5-7 Bus Days
5	BCCM CCCM	**CONDUCT CHANGE REVIEW MEETING** **Monthly Status Meetings**	**INPUTS:** • Change Request Log • CLEC Draft Priority List • Desired/Want Dates	1 Bus Day (or as needed based on volume)

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. **Prioritization Meetings (held as needed based on published release schedule)** 1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. Discuss Impacts. 4. Prioritize Change Requests. 5. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. 6. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 7. Review issues and action items and assign owners.	• Impact analysis **OUTPUTS:** • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items (if required)	Meeting Day
6	BCCM	**DOCUMENT CHANGE REVIEW MEETING RESULTS** 1. Prepare and distribute outputs from Step 5.	**INPUTS:** • Change Request Log • Final Candidate Request List **OUTPUTS:** • Updated Change Request Log • Web posting of meeting output	2 Bus Days
7	BCCM CCCM	**INTERNAL CHANGE MANAGEMENT PROCESS** 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are	**INPUTS:** • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log **OUTPUTS:** • BellSouth's Proposed Release Package	30 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		reviewing capacity and impacts to schedules before assigning resources to activities.	Release Package	
8	BCCM CCCM	**CONDUCT RELEASE PACKAGE MEETING** 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process. 5. Based on BST/CLEC consensus create Approved Release Package. 6. Identify Release Management Project Manager, if possible. 7. Establish date for initial Release Management Project Meeting. 8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".	**INPUTS:** • BellSouth's Proposed Release Package • BellSouth's Release Schedule • Change Request Log **OUTPUTS:** • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting	1 Bus Day
9	BCCM	**CREATE RELEASE PACKAGE NOTIFICATION** 1. Develop and distribute Release Notification Package via web.	**INPUTS:** • Approved Release Package **OUTPUTS:** • Release Package Notification	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	**RELEASE MANAGEMENT AND IMPLEMENTATION** 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth Business Requirements will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. 4. Once a Change Request is implemented in a release, the status will be changed to "T" for Change Implemented.	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc • Implemented Change Request	Ongoing

5.0 DEFECT/EXPEDITE NOTIFICATION PROCESS

A CLEC/BST identified defect/expedite will enter this process through the Change Management Team as a Type 6 Change Request. If the defect/expedite is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

An **expedited feature** is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Type 6 Change Requests will have three Impact Levels:

- **High Impact**

  The failure causes impairment of critical system functions and no electronic workaround solution exists.

  Expedited features will be treated as High Impact.

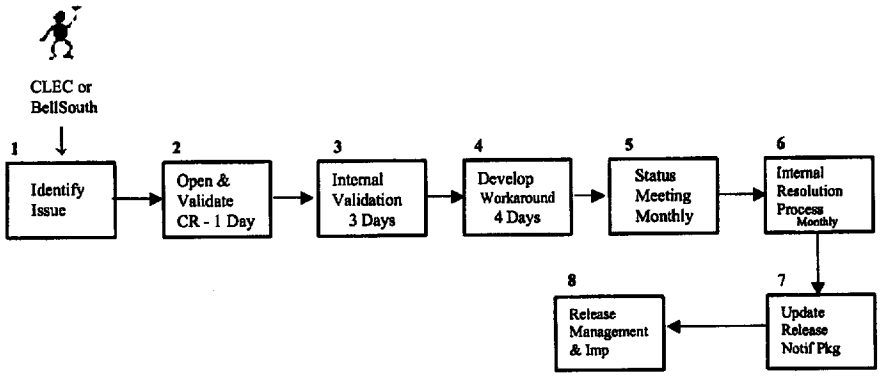
- **Medium Impact**

  The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

  The failure causes inconvenience or annoyance.

Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect/Expedite.



Note: Step 4 (Develop Workaround) does not apply for High Impact Expedites.

Figure 5-1. Type 6 Process Flow

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects/expedites, provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Identify Defect/Expedite. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. 3. Include description of business need and details of business impact. 4. Attach related requirements and specification documents. These attachments should include the following: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	**INPUTS:** • Type 6 Change Request **OUTPUTS:** • Completed Change Request Form (with related documentation if necessary)	N/A
2	BCCM	**OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS** 1. Log Defect/Expedite in Change Request Log. 2. Send Acknowledgment Notification via email to initiating CLEC. 3. Establish CR status ('N' for New Defect/Expedite). 4. BCCM reviews change request for	**INPUTS:** • Completed Change Request Form (with related documentation if necessary) **OUTPUTS:** • New Defect/Expedite • Acknowledgment Notification • Clarification Notification (if required)	1 Bus Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		mandatory fields using the Change Request Form Checklist. 5. Verify specifications and related information exists. 6. Send Clarification Notification via email to the originator if needed. 7. Update CR Status to' PC' for Pending Clarification if clarification is needed. If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.		
3	**BCCM**	**INTERNAL VALIDATION** 1. Validate that it is a defect/expedite. 2. Perform internal defect/expedite analysis. 3. Determine status of request: • If change already exists or training issue forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team. • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect/Expedite and indicate appropriate Impact Level. **Note**: High Impact Expedites will skip Step 4 (Develop Workaround) and be scheduled for the current, next release, or point release, best effort. • If the process is operating as specified in the baselined requirements and published business rules, the BCCM	**INPUTS:** • New Defect/Expedite **OUTPUTS:** • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required)	3 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		will communicate the results via e-mail to the originator to discuss/determine the next step(s). • If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect/expedite process flow and enter Types 2-5 process flow (enter at Step 3). **NOTE:** See Section 9.0 Terms and Definitions – Defect/Expedite Status for valid status codes and descriptions. Defect/Expedite notification will be provided to CLEC community via e-mail and web posting.		
4	BCCM	**DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)** 1. Defect workaround identified. 2. Change Request status changed to "W" for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC. 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. Defect workaround notification will be provided to CLEC community via e-mail and web posting. If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.	**INPUTS:** • Validated Defect • Clarification Notification (if required) **OUTPUTS:** • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of workaround	4 Bus Days
5	BCCM	**MONTHLY STATUS MEETING** 1. Provide status of Defect/Expedite. 2. Solicit CLEC/ BST input. 3. Update Defect/Expedite information as needed.	**INPUTS:** • Defects/Expedites Received • Change Request Log • Defect/Expedite Analysis • Workaround (if applicable)	Monthly or when status changes, whichever occurs first.

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
			OUTPUTS: • Updated status • Updated Change Request Log • Meeting minutes	
6	BCCM	**INTERNAL RESOLUTION PROCESS** 1. Schedule and evaluate Defects/Expedites based on capacity and business impacts. 2. Provide status updates to the CLEC community via email as the status changes until the defect/expedite is scheduled. **NOTE**: Validated defects (High Impact) will be implemented within a 4 – 25 business day range, best effort. Expedites (High Impact) will be implemented in the current, next release, or point release, best effort.	**INPUTS:** • CLEC/ BST input **OUTPUTS:** • Defect/Expedites Release Schedule	Monthly or when status changes, whichever occurs first.
7	BCCM	**UPDATE RELEASE PACKAGE NOTIFICATION** 1. Update and distribute release notification package via web. 2. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled". **Note**: The release notification will be published in a timely manner, based on the release constraints associated with the defect/expedite.	**INPUTS:** • Defect/Expedite Feature Information **OUTPUTS:** • Updated Release Package Notification • Scheduled Change Request	Based on release constraints for defects/expedites (may be less than 30 days).
8	BCCM	**RELEASE MANAGEMENT AND IMPLEMENTATION** The following release management activities will pertain to Type 6 changes: 1. Lead project manager communicates	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status	Ongoing

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		release management project status to BCCM for inclusion in Monthly status meetings. 2. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined. 3. Once a defect/expedite is implemented in a release, the status will be changed to "I" for Change Implemented.	• Implementation Date • Implemented Change Request	

6.0 CHANGE REVIEW

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular category are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to coincide with the published release schedules and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish "desired/want" dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- Manual processes and documentation will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30 – 45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC Community. As new interfaces are deployed, they will be added to the scope of this document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

BellSouth will only retire interfaces if an interface is not being used, or if BellSouth has a replacement for an interface that provides equal or better functionality for the CLEC than the existing interface.

8.0 ESCALATION PROCESS

Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.
- Escalations can involve issues related to the Change Control process itself.
- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.
- Three levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation.
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation.
- For Type 6 issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation.
- Each level will go through the same Cycle, which is described below.
- All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control e-mail unless there is a proprietary issue.

Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Susan Hart Manager - EC Support Group Interconnection Operations	205-733-5393	1-800-946-4646 PIN 1436470	Susan.K.Hart@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.
- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.
- Content of e-mail must include:
  - Definition and escalation of item.
  - History of item.
  - Reason for escalation.
  - Desired outcome of CLEC.
- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.
- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.
- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.
- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.
- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.
- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.
- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

- BellSouth will publish the outcome of the conference call to the industry via web.
- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Sales Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Linda Tate Director (for Systems Issues)	404-927-7878	Linda.Tate3@bridge.bellsouth.com
	Joy Lofton Director (for Business Rules/Operations Issues)	404-927-7828	Joy.A.Lofton@bridge.bellsouth.com
3rd Level	Doug McDougal Senior Director (for Systems Issues)	404-927-7505	Doug.Mcdougal@bridge.bellsouth.com
	Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-3545	Dee.Freeman2@bridge.bellsouth.com

Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, BellSouth and the impacted CLEC(s) agree to follow this Dispute Resolution Process. BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co-chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root-cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.

If the dispute cannot be resolved between the companies after these steps are taken, then either party to the dispute may file a formal complaint with the State PSC through the Director of the Telecommunications section for binding mediation. The Director of the Telecommunications section, or his appointee, shall rule upon the complaint within 30 days of its filing. If either party is then aggrieved, it may file a formal complaint with the State PSC.

9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings. All changes will be submitted as a change request and reviewed.

10.0 TESTING ENVIRONMENT

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after "major releases". CLECs are selected on a "first come, first served basis".

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

For additional details on the testing environment, regulations and guidelines, refer to the following BellSouth public Internet sites:

EDI

www.interconnection.bellsouth.com/markets/lec.html
Select "Customer Guides"
Select "Local Exchange Ordering Guides"
Select "BellSouth EDI Specifications – TCIF 9"
Select "Section 7 – EDI Testing Guidelines for CLECS"

TAG

www.interconnection.bellsouth.com/markets/lec.html
Select "OSS Information Center"
Select "TAG Documentation"

This site is password protected. You should obtain the password from your Account Team representative.

11.0 TERMS AND DEFINITIONS

A

Account Team. The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' advocate within BellSouth. Some of the Account Team functions are listed below:

- Contract Negotiations
- Enhanced Billing Options Negotiations
- Customer Education
- Technical Assistance
- General Problem Resolution
- Tariff Interpretation
- BonaFide Requests (BFR)
- Production Support
- Collocation
- Testing Support
- Project/Order Coordination
- Rate Quotations

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects/expedites.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
  - ◊ Dependencies relative to other data elements
  - ◊ Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects/expedites or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

  Type 6 – CLEC Impacting Expedite. The ability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
  - **CD = Duplicate Request.** A request for this change already exists.
  - **CT = Training.** Requested change already exists, additional training may be required.
- **CRC** = Change Review Complete. Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).
- **D** = Request Purge. Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).
- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).

- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).
- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).
- **S – Request Scheduled**. Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Requests, generate Candidate Change Requests, and submit Candidate Change Requests for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Release Management Status Report, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

D

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Defect/Expedite Status. The status of a CLEC Impacting Defect/Expedite Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
  - **CC = Clarification.** Requested clarification not received in allotted time (2 days).
  - **CD = Duplicate Request.** A request for this change already exists.
  - **CT = Training.** Requested change already exists, additional training may be required.
- **I = Implemented.** Indicates a Defect/Expedite Change Request has been implemented in a release (Step 6).
- **N = New Defect/Expedite Change Request.** Indicates a Defect/Expedite Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **S = Scheduled for Release.** Indicates a Defect/Expedite Change Request has been scheduled for a release (Step 6).
- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Electronic Communications Systems (ECS). ECS is the help desk for reporting system outages or degradation in an existing feature/functionality within an interface. The ECS group works with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

Expedited Feature. An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

H

High Impact. The failure causes impairment of critical system functions and no electronic workaround solution exists.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

L

Low Impact. The failure causes inconvenience or annoyance.

M

Medium Impact. The failure causes impairment of critical system functions, though a workaround solution does exist.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Defect/Expedite Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A-2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

Letter of Intent. CLEC provides notice of intent to implement a TCIF compliant interface within a specified timeframe. (Attachment A-5).

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics
- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (web posting)
- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C –ADDITIONAL DOCUMENTS

See Attached Documents

APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

Since August 1998, BellSouth's policy, which is stated in its Statement of Generally Accepted Terms (SGAT) and standard interconnection agreement, has been to support two industry standard versions of the applicable electronic interfaces at all times. Currently, the EDI and TAG electronic interfaces are maintained this way, because they are the interfaces that require the CLEC to "build" its side of the interface to use the new standard. The two industry standard versions of an interface are maintained when BellSouth is implementing an entirely new version of an interface based on new industry standards, not when BellSouth is simply enhancing an existing interface. Periodically, the standards organizations for an interface will issue a new set of standards. After submitting the new standards to the CCP to determine how and when they will be implemented, BellSouth will introduce a new version of that interface based on the new standards. BellSouth will keep the "old" version of the interface based on the old industry standards "up" for those CLECs that have not had enough time to build their side of the interface to the new industry standards. BellSouth gives CLECs six (6) months advance notice of the implementation of electronic interfaces based on new industry standards.

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI.

NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.

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8/00

BELLSOUTH Change Request Form

Complete and email this form to Change.Control@bridge.bellsouth.com or Fax to BellSouth Interconnection Services at 205-321-5160. Please note that line-by-line instruction is attached for completion of this form.

Internal Reference # _____(1) Date Change Request Submitted ___/___/___(2)

☐ **TYPE 5 (CLEC)** ☐ **TYPE 4 (BST)** ☐ **TYPE 3 (INDUSTRY)** ☐ **TYPE 2 (REGULATORY) (3)**

☐ **TYPE 6 (DEFECT/EXPEDITE)** OCN _____(3A)

Company Name_____(4)

CCM_____(5) Phone_____(6)

CCM Email Address _____(7) Fax_____(8)

Alternate CCM_ _____(9) Alt Phone # _____(10)

Originator's Name _____(11) Phone_____(12)

Title of Change _____(13)

Category ☐ Add New Functionality ☐ Change Existing (14) Desired Due Date __/__/__(15)

Originating CCM assessment of impact ☐ High ☐ Medium ☐ Low (16)

Originating CCM assessment of priority ☐ Urgent ☐ High ☐ Medium ☐ Low (17)

Interfaces Impacted (18)			
☐ Pre-Ordering ☐ LENS ☐ TAG ☐ CSOTS	☐ Ordering ☐ EDI ☐ LNP ☐ LENS ☐ TAG	☐ Maintenance ☐ TAFI ☐ EC-TA Local	☐ Manual

Type Of Change - Check one or more, as applicable (19)			
☐ Software ☐ Product & Services ☐ Documentation	☐ Hardware ☐ New or Revised Edits ☐ Regulatory	☐ Industry Standards ☐ Process ☐ Other	☐ Defect/Expedite

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20)

Known dependencies (21)

Additional Information ☐ Yes ☐ No (22)
List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

Attachment A-1

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

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8/00

BELLSOUTH

Change Request Form

This Section to be completed by BCCM only.

Change Request Log #_____(23) Clarification ☐ Yes ☐ No (24)

Clarification Request Sent ___/___/___ (25) Clarification Response Due ___/___/___ (26)

Status _____(27)

Change Request Review Date __/__/__(28) Target Implementation Date ___/___/__ (29)

Last Modified By _____ (30) Date Modified ___/___/___ (31)

Change Review Meeting Results (32)

_____

_____

_____

Canceled Change Request ☐ Duplicate ☐ Training ☐ Clarification Not Received (33)

_____

_____

_____

Cancellation Acknowledgment CLEC _____ BST _____ Date ___/___/___ (34)

Request Appeal ☐ Yes ☐ No (35)

Appeal Considerations (36)

_____

_____

_____

Agreed Release Date ___/___/___ (37)

CMVC #_____(38)
DDTS#_____(39)

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Change Request Form

This section to be completed by BellSouth – Internal Validation of Defect/Expedite Change Request

Defect/Expedite Validation Results: (40)

Clarification Needed ☐ Yes ☐ No

☐ Defect ☐ Expedite ☐ Feature ☐ Training Issue ☐ Duplicate ☐ Cancel

Defect/Expedite Impacts Other CLECs? ☐ Yes ☐ No

Interfaces Impacted by defect/expedite: ☐ EDI ☐ TAG ☐ LNP ☐ LENS
☐ TCIF 7 ☐ TCIF 9

Target Implementation Date: _____

BELLSOUTH

RF1871
8/00

Change Request Form Checklist

All fields will be validated before change request is returned for clarification.

1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	No action	
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	Date entry required
3	Mandatory	Indicate type of Change Request: CLEC or BST Initiated, Industry Standard or Regulatory.	Return to sender	Company designation required
3a	Conditional	Indicate whether Change Request is a defect/expedite. Also provide OCN to assist with internal validation of defect/expedite.	Return to sender	Entry required (if the change is a Type 6)
4	Mandatory	Enter company name for the Change Request.	Return to sender	Company name required
5	Mandatory	Enter originating company's Change Control Manager's name.	Return to sender	CCM name required
6	Mandatory	Enter originating company's Change Control Manager's phone number.	Return to sender	CCM phone number required
7	Mandatory	Enter originating company's Change Control Manager's e-mail address.	Return to sender	CCM e-mail address required
8	Mandatory	Enter originating company's CCM's fax number.	Return to sender	CCM fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to sender	Alternate contact number required
11	Optional	Optional field for the company's internal SME requesting enhancement. This field can be for internal use only or you can choose to share it.	No action	No action
12	Optional	Optional field for the company's internal SME's phone number requesting enhancement. This field can be for internal use only or you can choose to share it.	No action	No action
13	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to sender	Title required – maximum length 40 char.
14	Mandatory	Identify request category for the Change Request.	Return to sender	Category required
15	Optional	Enter desired implementation due date for the proposed enhancement.	No action	No action
16	Mandatory	Identify originating company assessment of impact.	Return to sender	Entry required
17	Mandatory	Identify originating company assessment of priority.	Return to sender	Entry required
18	Mandatory	Indicate interface(s) affected by the proposed Change Request.	Return to sender	Entry required
19	Mandatory	Indicate the type of change for the request.	Return to sender	Entry required
20	Mandatory	Describe the proposed change request, indicating the purpose and benefit of request. If additional space is needed, use additional space sheet.	Return to sender	Description of change request required
21	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to sender	Entry required

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8/00

Change Request Form Checklist

22	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to sender	Supporting documentation must accompany request
23	Mandatory BCCM	A Change Request Log Number generated by "the Change Request Logging system" upon receipt of change request. The number should be sent back to the originator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to sender	Log number - system generated.
24	Conditional BCCM	Indicates whether clarification is needed on the Change Request.		
25	Conditional BCCM	Date clarification request sent to originating CCM.		
26	Conditional BCCM	Date clarification due back from originating CCM.	Return to sender	
27	Mandatory BCCM	Indicate status of proposed change request (i.e. clarification, validation, pending, etc.)		
28	Mandatory BCCM	Assign date when change request will appear on Review Board agenda.	Return to sender	
29	Mandatory BCCM	A soft date for implementation. Updated based on Candidate Release Package info.		
30	Mandatory BCCM	Field that communicates who last updated the request.		
31	Mandatory BCCM	Field that communicates when the last update occurred		
32	Mandatory BCCM	Change Request results captured from the Change Review meeting.		
33	Conditional BCCM	Canceled Change Request reasoning.	Return to sender	
34	Conditional BCCM	Concurrence with Change Request originating company. Show date of concurrence.	Return to sender	
35	Conditional BCCM	Change Request Appeal indication.		
36	Conditional BCCM	Detailed description of the appeal considerations.		
37	Mandatory BCCM	Indicate agreed release date from Project Release Plan.		
38	Conditional BCCM	Indicate CMVC reference Number		
39	Conditional BCCM	Indicate DDTS reference Number		
40	Mandatory BCCM	Results of Internal Defect/Expedite Validation		

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RF-1872
8/00

BELLSOUTH Change Request Clarification Response

Complete and email this form to Change.Control@bridge.bellsouth.com or Fax to BellSouth Interconnection Services at 205-321-5160. Please note that line-by-line instruction is attached for completion of this form.

Log # _____ (1)
Internal Reference # _____(3)
Date Change Request Submitted ___/___/___(5)

Date Clarification Sent ____/____/____ (2)
Clarification Version # _____ (4)

☐ **TYPE 5 (CLEC)** ☐ **TYPE 4 (BST)** ☐ **TYPE 3 (INDUSTRY)** ☐ **TYPE 2 (REGULATORY) (6)**

☐ **TYPE 6 (DEFECT/EXPEDITE)** OCN _____(6A)
Company Name_____(7)

CCM_____(8) Phone_____(9)

CCM Email Address _____(10) Fax_____(11)

Alternate CCM _____(12) Alt Phone # _____(13)

Originator's Name _____(14) Phone_____(15)

Title of Change_____(16)

Category ☐ Add New Functionality ☐ Change Existing (17) Desired Due Date __/__/__(18)

Originating CCM assessment of impact ☐ High ☐ Medium ☐ Low (19)

Originating CCM assessment of priority ☐ Urgent ☐ High ☐ Medium ☐ Low (20)

Interfaces Impacted (21)			
☐ Pre-Ordering ☐ LENS ☐ TAG ☐ CSOTS	☐ Ordering ☐ EDI ☐ LNP ☐ LENS ☐ TAG	☐ Maintenance ☐ TAFI ☐ EC-TA Local	☐ Manual

Type Of Change - Check one or more, as applicable (22)			
☐ Software ☐ Product & Services ☐ Documentation	☐ Hardware ☐ New or Revised Edits ☐ Regulatory	☐ Industry Standards ☐ Process ☐ Other	☐ Defect/Expedite

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (23)

Known dependencies (24)

Additional Information ☐ Yes ☐ No (25)
List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable) _____

Attachment A-2A

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

BELLSOUTH

Change Request Clarification Response Checklist

All fields will be validated before change request is returned for clarification.

1	Mandatory	BellSouth Log number assigned to the original Change Request.	No action.	
2	Mandatory	Date Change Request Clarification sent to BCCM.		
3	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	No action.	
4	Mandatory	Version number for tracking clarifications.		
5	Mandatory	Date original Change Request sent to BCCM.	Return to sender	Date entry required
6	Mandatory	Indicate Type of Change Request: Type 6 (Defect/Expedite), Type 5 (CLEC), Type 4 (BST), Type 3 (Industry) or Type 2 (Regulatory)	Return to sender	Company designation required
6a	Conditional	If Type 6 Change Request, provide OCN to assist with internal validation of defect/expedite.	Return to sender	Entry required (if the change is a Type 6)
7	Mandatory	Enter company name for the Change Request.	Return to sender	Company name required
8	Mandatory	Enter originating company's Change Control Manager's name.	Return to sender	CCM name required
9	Mandatory	Enter originating company's Change Control Manager's phone number.	Return to sender	CCM phone number required
10	Mandatory	Enter originating company's Change Control Manager's e-mail address.	Return to sender	CCM e-mail address required
11	Mandatory	Enter originating company's CCM's fax number.	Return to sender	CCM fax number required
12	Mandatory	Enter originating company's alternate contact name.	Return to sender	Alternate contact name required
13	Mandatory	Enter originating company's alternate contact phone number.	Return to sender	Alternate contact number required
14	Optional	Optional field for the company's internal SME requesting change. This field can be for internal use only or you can choose to share it.	No action	No action
15	Optional	Optional field for the company's internal SME's phone number requesting change. This field can be for internal use only or you can choose to share it.	No action	No action
16	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to sender	Title required – maximum length 40 char.
17	Mandatory	Identify request category for the Change Request.	Return to sender	Category required
18	Optional	Enter desired implementation due date for the proposed change.	No action	No action
19	Mandatory	Identify originating company assessment of impact.	Return to sender	Entry required
20	Mandatory	Identify originating company assessment of priority.	Return to sender	Entry required
21	Mandatory	Indicate interface(s) affected by the proposed Change Request.	Return to sender	Entry required
22	Mandatory	Indicate the type of change for the request.	Return to sender	Entry required

Attachment A-2A

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

BELLSOUTH

Change Request Clarification Response Checklist

23	Mandatory	Describe the proposed change request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to sender	Description of change request required
24	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to sender	Entry required
25	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to sender	Supporting documentation must accompany request

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

Acknowledgment Notification (Sample)

1) **Change Request Log #:** *878*
(2) **Date Change Request Submitted:** *04/01/1998*
(3) **Date Change Request Received:** *04/01/1998*
(4) **Internal Reference #:** *ARX00000*
(5) **Date of Notification:** *04/04/1998*

(6) **Company Name:** *John Doe Telephone*

(7) **Title of Change:** *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:** *Add New Functionality*

(9) **Response due date:** *04/08/1998*

(10) **BCCM Contact name**_____ (11) **Phone**_____

Cancellation Notification (Sample)

(1) **Change Request Log #:** *878*
(2) **Date Change Request Submitted:** *04/01/1998*
(3) **Date Change Request Received:** *04/01/1998*
(4) **Internal Reference #:** *ARX00000*
(5) **Date of Notification:** *04/04/1998*

(6) **Company Name:** *John Doe Telephone*

(7) **Title of Change:** *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Cancellation Type:** *Duplicate Request*

(9) **Cancellation Acknowledgment Date:** *05/15/1998*

(10) **Cancellation Explanation:** *Same functionality as Change Request RWR52434.*

(11) **BCCM Contact name**_____ (12) **Phone**_____

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Acknowledgment Notification Checklist

All fields will be validated prior to sending the Acknowledgment Notification.

1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action.
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to sender	
9	Mandatory	Response due date.	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Cancellation Notification Checklist

All fields will be validated prior to sending the Cancellation Notification.

1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action.
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Clarification Notification (Sample)

(1) **Change Request Log #:** *878*
(2) **Date Change Request Submitted:** *04/01/1998*
(3) **Date Change Request Received:** *04/01/1998*
(4) **Internal Reference #:** *ARX00000*
(5) **Date of Notification:** *04/04/1998*

(6) **Company Name:** *John Doe Telephone*

(7) **Title of Change:** *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:** *Add New Functionality*

(9)[1] **Please Clarify:**

- ☐ Date Change Request Submitted (2)
- ☐ Company Name (4)
- ☐ CCM Phone (6)
- ☐ Fax (8)
- ☐ Alternate Phone (10)
- ☐ Category (14)
- ☐ Priority (17)
- ☐ Type of Change (19)
- ☐ Known dependencies (21)
- ☐ TYPE (3)
- ☐ CCM (5)
- ☐ CCM E-mail (7)
- ☐ Alternate CCM (9)
- ☐ Title of Change (13)
- ☐ Assessment of Impact (16)
- ☐ Interfaces affected (18)
- ☐ Description (20)
- ☐ Additional Information (22)

(10) **Response due by:** *04/08/1998*

(11) **BCCM Contact name**_____ (12) **Phone**_____

[1] The individual field references correspond directly to the Change Request Form.

Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action
5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

BELLSOUTH

DATE _____

Letter of Intent

_____ gives this notice of its intent to implement a TCIF compliant interface for pre-ordering, ordering, or maintenance transactions with BellSouth, Inc. We are currently finalizing the development phase with a planned implementation date of _____.

Interfaces	❑ Pre-Ordering	❑ Ordering	❑ Maintenance
	❑ TAG	❑ EDI	❑ EC-TA Local
	❑ LENS	❑ TAG	❑ TAFI
		❑ LENS	

Comments:

Committing the Company: _____
(Print Name)

(Signature) _____

Return To: BCCM
FAX 205-321-5160

OR

Valerie Cottingham
8TH Floor
600 No. 19th Street
Birmingham, Alabama 35203

The CLEC agrees that it will begin commercial use of the interface selected above within six (6) months from the date of this LOI, and further agrees that if commercial usage does not begin within six (6) months, that this LOI will be canceled.

Release Management Project Plan Template

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Scope Statement

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

See Scope Statement Template

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communiqué	Distribution	Frequency	Owner
Project Release Status Report	• Team Members • Enhancement Review Team	• Weekly • Monthly	Project Manager
Team Member To Do List	• Team Member	• Weekly	Project Manager
Executive Summary	• Project Sponsor	• Monthly	Project Manager
Status Meeting/Minutes	• Team Members	• Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor.

See Project Release Status Report
See CCP To Do List/Resource (part of Microsoft Project file - Custom Report)
See CCP To Do List/Dates (part of Microsoft Project file - Custom Report)

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans
- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Work Breakdown Structure

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.

See WBS Template (part of Microsoft Project file - Gantt View)

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

ROLES	RESPONSIBILITIES
Project Manager	Identify Preliminary Resources Hold Kick-off Meeting Develop Project Plan Documents Track Project Status Time Cost Manage Change Control Manage Issues Communicate Project Status
Project Sponsor	Understand Current Project Status Single Point of Contact for Escalations Communicate Project Status Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support Understand Current Project Status Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined Provide Project Manager Status
Team Members	Attend Project Team Meetings Perform Agreed to Activities as Defined Provide Project Manager Status

Project Team Roster

A list of all parties associated with or impacted by the project should be documented and distributed to the team.

See Project Team Roster

Risk Management Plan

In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.

See High-Level Risk Assessment
See Risk Event Assessment and Planning

Change Control Plan

Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.

See Scope Change Request and Evaluation
See Scope Change Request Log

Project Issues

Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.

See Project Issue Log

Scope Statement Template

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Project Definitions

PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

Project Release Status Report

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

PROJECT MANAGER	CURRENT PROJECT PHASE	SUPPORTING DOCUMENTATION ATTACHED?	WEEK ENDING DATE
		☐ Yes ☐ No	

Report Information

Status Changes from Last Report	✓	Explain
Assumptions	☐	
Scope	☐	

Schedule Information

High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation

Budget Information

Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation

Deliverable Information

COMPLETED DELIVERABLES
DELIVERABLES DUE NEXT PERIOD

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Work Breakdown Structure Template

Project Management WBS Template						
ID	**Task Name**	**Duration**	**Start**	**Finish**	**Pred**	**Resource**
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	**Define Requirements**	**3d**	**1/9/98**	**1/13/98**		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
6	**Perform Analysis**	**4d**	**1/14/98**	**1/19/98**		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	**Perform Testing**	**5d**	**1/20/98**	**1/26/98**		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	**Perform External Testing**	**3d**	**1/22/98**	**1/26/98**		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
20	**Deploy Release/Cut Over**	**11d**	**1/15/98**	**1/29/98**		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	**Perform Training**	**8d**	**1/20/98**	**1/29/98**		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

To Do List by Resource as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resources
Week of Jan 4						
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
Week of Jan 11						
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
Week of Jan 18						
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
Week of Jan 25						
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resources
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All

Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	PAGER	FAX
STAKEHOLDER(S)	EMAIL	PHONE	PAGER	FAX

External Project Support

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Project Team

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PRINT)	SIGNATURE	DATE PREPARED

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Guidelines

Strategic Importance	Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention. ***Low Risk:*** The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative. ***Moderate Risk:*** Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary." ***High Risk:*** The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."
Management Support	Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished. ***Low Risk:*** Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort. ***Moderate Risk:*** Project sponsor provides strong support and establishes momentum among other managers who control resources. ***High Risk:*** Project sponsor is not strongly interested; no significant management attention or interest from any side.
Budget Availability	Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources – people, suppliers, material, computer time, and so on. ***Low Risk:*** Funding has been identified for the project, matching the time frame in which funds are required. ***Moderate Risk:*** Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use. ***High Risk:*** Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.
Resource Availability	People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available. ***Low Risk:*** A project team has already been identified with the requisite skills; team members have been committed to the effort. ***Moderate Risk:*** Project team members have not been identified specifically. Most skills are thought to be readily available within the company. ***High Risk:*** Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.
Project Manager Availability	The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project. ***Low Risk:*** A project manager has already been identified for the project and is available in the required time frame. ***Moderate Risk:*** A project manager has not been specifically identified, but qualified project managers are available. ***High Risk:*** No qualified project manager is available to assume responsibility for the project.

Time Frame	Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks. ***Low Risk:*** There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays. ***Moderate Risk:*** There is sufficient time for project planning and project execution, assuming an optimized schedule with an aggressive critical path. ***High Risk:*** Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.
Clarity of and Agreement on Project Objectives	Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project. ***Low Risk:*** Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to. ***Moderate Risk:*** Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however. ***High Risk:*** Project objectives have not been defined, or there is substantial disagreement with them among the organizations.
Participation in Project Definition	Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process. ***Low Risk:*** There is no current project definition; the project team will be a key player in the project definition process. ***Moderate Risk:*** There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process. ***High Risk:*** The project definition is already established; the project team will have no opportunity to revise it.
Customer Interest and Involvement	Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned. ***Low Risk:*** The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities. ***Moderate Risk:*** The customer is interested in the project and intends to participate in some project activities. ***High Risk:*** The customer expresses little or no interest in the project and has no interest in participating in project activities.

User Involvement	Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process. ***Low Risk:*** Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation. ***Moderate Risk:*** Users will likely be involved with the project; however, no specific plans have been made for their participation. ***High Risk:*** Users are unavailable to participate in the project.
Technical Complexity	The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task. ***Low Risk:*** The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications. ***Moderate Risk:*** The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems. ***High Risk:*** The project is extremely difficult technically. There are substantial integration requirements with other systems.
Technology Maturity	Mature technology is easier to work with than emerging technology. Assess the level of maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project? ***Low Risk:*** Virtually all the technology to be used on the project has been used in other, proven applications. ***Moderate Risk:*** Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas. ***High Risk:*** Most project technology will be developed during the project and must be proven during the validation and testing process.
Relevant Experience	Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project. ***Low Risk:*** The company has substantial experience with related or similar projects and can apply that experience to the current project. ***Moderate Risk:*** The company has some experience with related projects. ***High Risk:*** This is the first project of this type that the company has undertaken.
Supplier/ Contractor Involvement	Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement. ***Low Risk:*** Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects. ***Moderate Risk:*** Some suppliers will be involved; most will have worked with the company on previous projects. ***High Risk:*** Many suppliers will be involved. A significant number will not have worked with the company on previous projects.

Major Obstacles	Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome. ***Low Risk:*** Few major obstacles exist; for those that exist, there are clear solutions. ***Moderate Risk:*** Some major obstacles exist; there are clear solutions for most of them. ***High Risk:*** A significant number of major obstacles exist for which there are no clear solutions.

Risk Event Assessment and Planning

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

RISK EVALUATOR	WBS REFERENCE	OTHER REFERENCE

Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT

Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT

Probability

DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE QUANTITATIVE METHODS IF APPLICABLE.

Impact

DESCRIBE THE IMPACT OF THE RISK EVENT. USE QUANTITATIVE METHODS IF APPLICABLE.

Exposure

PROVIDE AN ASSESSMENT OF THE OVERALL RISK. USE QUANTITATIVE TECHNIQUES IF POSSIBLE; OTHERWISE, USE CATEGORIZATION OF SERIOUS, THREATENING, OR MANAGABLE..

Risk Mitigation Strategies

Strategy Description	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer
ENTER A DESCRIPTION OF THE PREVENTATIVE STRATEGIES AND CONTINGENCY PLANS FOR THE RISK.				

Scope Change Request and Evaluation

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

(The following information must be filled in by the project manager)

Scope Change Request Information

CHANGE REQUEST NUMBER	DATE CHANGE REQUEST INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER

PRIORITY

☐ High ☐ Medium ☐ Low

General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIPTION)

REFERENCES

SUBMITTED BY	DATE	INVESTIGATED BY	DATE STARTED	DATE COMPLETED

Impact Analysis

ALL PARTIES AFFECTED	INITIALS/DATE /
SCHEDULE IMPACT	INITIALS/DATE /
COST IMPACT	INITIALS/DATE /
QUALITY IMPACT	INITIALS/DATE /
PROJECT MANAGER'S RECOMMENDATION	INITIALS/DATE /

Scope Change Information

CHANGE APPROVED/REJECTED	DEFERRED TO	DATE
☐ Approved ☐ Rejected		

Approved By

CUSTOMER	DATE	BST IT	DATE

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

Scope Change Request Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

CUSTOMER	PROJECT LIBRARY FILE NUMBER

Log Information

Change Request Number	Priority H	Priority M	Priority L	Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							

Project Issues Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE

Log Information

Issue ID	Issue Name/Description	Severity	Assigned to	Date Open	Follow-Up Date	Date Closed	Resolution

Jointly Developed by the EI Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

BST Maintenance/Defect Notification Document

Document Preparation Information

PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Maintenance Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Defect Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Attachment C-1

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

BELLSOUTH DEFECT NOTIFICATION (SAMPLE)

PREPARED BY: _____ **DATE PREPARED:**

CHANGE REQUEST ID:

DATE IDENTIFIED:

DEFECT TYPE: ☐ **DOCUMENTATION** ☐ **ELECTRONIC INTERFACE** ☐ **MANUAL**

INTERFACES IMPACTED:

PRE-ORDERING: ☐ **LENS** ☐ **TAG** ☐ **CSOTS**

ORDERING: ☐ **EDI** ☐ **LENS** ☐ **TAG** ☐ **LNP**

MAINTENANCE: ☐ **TAFI** ☐ **EC-TA LOCAL**

DOCUMENTATION IMPACTED: ☐**YES** ☐**NO**

EXPLANATION OF DEFECT:

WORKAROUND:

RESOLUTION:

Preliminary Priority List

Company Name: _____

CCCM: _____

Date Submitted: _____

Change Review Meeting Date: _____

Check Interfaces Used: ☐ LENS ☐ EDI ☐ TAG ☐ TAFI ☐ EC-TA ☐ CSOTS ☐ Manual

If you do not use an interface, do not rate the request.

Rate request on a scale of 1 to N, with N being the greatest. Rate by Category for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	**Rating**	**Interface**	**Change Request Log #**
Pre-Ordering			
Ordering			
Maintenance			
Manual			

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Monthly Status Meeting Agenda Template

Opening..... 5 Minutes

Facilitator/BellSouth opens meeting.

Regulatory Issues..... 10 Minutes

Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.

Change Request Status: **40 Minutes**

New
Pending
Scheduled
Implemented
Canceled
Defects
Review status of all change requests

Release Management & Implementation Status.....15 Minutes

Review status of scheduled Releases.

Issues/Action Items.....15 Minutes

Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.

Adjourn.....5 Minutes

Facilitator/BellSouth reviews next steps.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Change Review Meeting Agenda Template

Opening.....10 Minutes
Facilitator/BellSouth opens meeting.

Change Request Log Status.....30 Minutes
Change Requests to be reviewed will have a status of "P" for Pending and will follow the process flow as outlined in Part 2 – Detailed Process Flow.

Regulatory Issues.....30 Minutes
Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.

Release Management & Implementation Status.....30 Minutes
Review status of scheduled Releases.

Recycled Change Request(s).....30 Minutes
Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been scheduled for a target release.

Presentation of Change Requests.....20 Minutes/Request
The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a maximum of five minutes of presentation time followed by a question and answer session not to exceed 15 minutes. Change Requests will be presented and prioritized by Interface.

Develop Candidate Change Request List.....60 Minutes
Participating companies will vote on the final prioritization of the Change Requests as indicated in the Change Review Section of the Change Control Process Document. Change Requests to be submitted for sizing and sequencing will be placed on the Candidate Change Request List along with the "Need-by-Date".

Present Outputs.....10 Minutes
Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List.

Issues/Action Items.....15 Minutes
Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.

Adjourn.....5 Minutes
Facilitator/BellSouth reviews next steps.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

BELLSOUTH

Change Control Process User Registration Form

Date ___/___/___

Company Name_____

CCCM Assigned_____ Phone_____

CCCM Alternate_____ Alt Phone_____

CCM E-mail Address _____ Fax_____

CCM E-mail Alternate _____ Alt Fax_____

To receive Change Control correspondence, as well as system outages and defect notifications, you must subscribe to the BellSouth List Manager. To subscribe to the list manager, the CLEC should send an email to:

List.Manager@bridge.bellsouth.com

With the Subject Line: **SUBSCRIBE CCP**

It is not necessary to include a message with the email being sent, as the system will automatically subscribe the participant by using the sender's email address.

Interfaces Currently Used:	☐ Pre-Ordering	☐ Ordering	☐ Maintenance	☐ Manual
	☐ LENS ☐ TAG ☐ CSOTS	☐ EDI ☐ LENS ☐ TAG	☐ TAFI ☐ EC-TA Local	

Comments_____

Form Completed By
(Signature)_____

Minimum requirements to participate in the Change Control Process: Word 6.0 and Excel 5.0 or greater, Internet E-mail address, Web access

Attachment C-6

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

RF-1874
7/00

BELLSOUTH

Change Control Process
User Registration Form

RETURN TO: BCCM
FAX 205-321-5160

OR

Valerie Cottingham
8th Floor
600 No. 19th Street
Birmingham, AL 35203

Attachment C-6

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

BELLSOUTH

Change Control Process
CR LOG Legend

CR LOG #	Log number assigned to each change request.
Status	Status of change request: N=New (being reviewed for acceptance), P=Pending (accepted-to be prioritized), PC=Pending Clarification, S=Scheduled for a Release, I=Implemented in a Release, C=Canceled Request, V=Validated Defect, W=Workaround Identified, CRC=Change Review Complete, RC=Candidate Request for a Release
Type	Type of CR: Type 2=Regulatory, Type 3=Industry Standard, 4=BST Initiated, 5=CLEC Initiated, 6=CLEC Impacting Defect
Title	Title of Change Request
Step 1 **Date Sent/Date Received**	Date CR was sent/received by Change Control
Step 2 **Open & Validate CR (Target Date)** • **Types 2-5 (target is 3 bus days)** • **Type 6 (target is 1 bus day)**	Target date for the Change Control Team to open CR and validate for completeness. Interval is 2-3 business days from date received (for Types 2-5). Interval is 1 business day for Type 6 (defects). During this step, a CR Log # is assigned, acknowledgment notification is sent to originator, CR is reviewed for mandatory fields and completeness.
Clarification Date Sent (if needed)	Date clarification was sent to originator of CR. Clarification times would be in addition to cycle time.
Clarification Response Rec'd Date	Date clarification response was received from originator.
Open & Validate CR (Actual Date)	Actual date CR was opened and validated by Change Control Team.
Step 3 **Review CR for Acceptance (Target Date)** • **Types 2-5 (target is 20 bus days)** • **Type 6 (target is 3 bus days for internal validation, an additional 4 bus days to develop workaround if, applicable)**	For Types 2-5, target date to review CR and determine status (20 bus day interval). CR reviewed for impacted areas. Status codes include: Pending, Pending Clarification or Canceled. For Type 6- status codes include: Pending, Pending Clarification, Validated Defect, Workaround Identified or Canceled.
Clarification Sent Date (if needed)	Date clarification notification was sent to originator of CR. Clarification times would be in addition to cycle time.
Clarification Response Rec'd Date	Date clarification response was received from originator.
Review CR for Acceptance (Actual Date)	Actual date CR was accepted or results provided to originator for review/discussion. Date CR was canceled and notification provided to originator/CLEC community.

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

BELLSOUTH

Change Control Process
CR LOG Legend

Cancel CR Notify Date	**NOTE:** the originator at any step in the process can cancel a CR.
Step 4 **Prepare for CRM (Target Date)** • **5-7 business days prior to CRM date** **Prepare for CRM (Actual Date)**	Target date for the Change Control Team to prepare for the Change Review Meeting (prioritization meeting). Target date is to provide CLEC community with updated Change Request Log and meeting details 5-7 business days prior to CRM meeting. Actual date CRM details were provided to CLEC community.
Step 5 **CR Meeting Date (Actual)**	Actual date of Change Review Meeting.
Step 6 **Doc Chg Rev Mtg Results (Target)** • **2 business days** **Doc Chg Rev Mtg Results (Actual)**	Target date for Change Control Team to provide the meeting minutes from the Change Review Meeting to CLEC community (2 bus day interval). Actual date meeting minutes were distributed to CLEC community from Change Review Meeting.
Step 7 **Internal Change Mgmt Process (Target Date)** • **30 business days** **Internal Change Mgmt Process (Actual Date)**	Target date for CLECs/BST to perform analysis, impact, sizing and estimating activities for the Candidate Change Requests that were prioritized in the Change Review meeting. Target interval is 30 business days. Actual date that CLECs/BST complete the Internal Change Management Process of analysis, impact, sizing and estimating activities for Candidate Change Requests.
Step 8 **RPM (Actual Date)**	Actual date of Release Package Meeting where Change Control Team presents the proposed scope for the next major release.
Step 9 **Rel Pkg Notify (Target Date)** • **2 business days** **Rel Pkg Notify (Actual Date)**	Target date for Change Control to develop and distribute Release Package Notification via web (target of 2 bus days). Actual date release package notification was posted to web.
Step 10 **Rel Imp (Actual Date)** **Soft Rel Notif (Target Date)** • **30 calendar days prior to release**	Actual date of the Release associated with the CR. Target Date for BST posting Release Notification (target is 30 calendar days in advance of release implementation). Actual date release notification letter is posted to web.

Jointly Developed by the Change Control Sub-team comprised of BellSouth and CLEC Representatives.

BELLSOUTH

Change Control Process
CR LOG Legend

Soft Rel Notif (Actual Date) **Doc Changes Notif (Target Date)** • **30 calendar days prior to release** **Doc Changes Notif (Actual Date)**	Target Date for BST posting documentation changes (business rules) associated with a release (target is 30 days in advance of release implementation). Actual Date documentation notification is posted to web.
Doc Updates Only Notif (Target Date) • **5 business days prior to documentation posting date** **Doc Updates Only Notif (Actual Date)**	Target date for BST posting notification letter for documentation updates (non-system) changes only. Target is 5 business days prior to documentation posting date. Actual date CLEC notification letter is posted to the web announcing the documentation only changes to be posted.
Notes	Area to document additional status information for each CR (i.e., date workaround notification is provided, escalations, etc.).

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.

REQUEST: 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

RESPONSE: Although at the time of the 1984 Divestiture, South Central Bell and Southern Bell were two different companies before they were combined as BellSouth. During the early 1990's BellSouth undertook a considerable re-engineering effort to streamline systems and processes in an effort to migrate to single region-wide processes and functions. Following that initial effort, BellSouth has continued to develop all new systems and upgrades to existing systems on a region-wide basis.

a. LMOS
There are no differences between LMOS as implemented in former South Central Bell and Southern Bell States. The entire BELLSOUTH region operates on the same release level of LUCENT Software. Standardization of items such as unit numbers were regionalized following divestiture to insure a uniform application.

b. LFACS
There are no differences now regarding LFACS among the nine states.

RESPONSE: (continued)

c. COSMOS
All COSMOS servers use the same type of hardware and software across the region. A difference exists between the former SB states and the former SCB states in where Tie Pairs are inventoried and assigned. For some offices in the former SCB states, Tie Pairs are inventoried and assigned out of TIRKS, rather than COSMOS. However, the Tie Pair information is the same, whether inventoried in TIRKS or COSMOS.

d. TIRKS
TIRKS operates the same in all BellSouth areas, even though some local CPG processes may differ. All TIRKS processors are at the same release level, so TIRKS is essentially the same in Tennessee as it is in Florida and Georgia.

e. WFA
At the time of divestiture, the WFA system was not deployed anywhere in the BellSouth region; a system called CIMAP was in place at the time. There is no difference between the implementation interface between South Central Bell and Southern Bell. It is the same across all states in the BellSouth region.

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.

REQUEST: 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.

RESPONSE: BellSouth's decision to implement its LCSCs in Atlanta and Birmingham was simple, these locations provided the most trained resources from which to draw from. Legacy system OSS implementation is the same. In Southern Bell, access to SOCS for order entry is via Direct Order Entry (DOE) and to retrieve due date information via DSAP Distributed Support Application Program. South Central utilized (SONGS) Service Order Negotiation System, for order entry into SOCS and due date calculation. Both DOE and SONGS produce the same output to SOCS. The LCSC's are equipped with access to DOE, DSAP, and SONGS to enter requests depending whether the order is to be worked in the old Southern Bell or South Central Bell territory. The LCSC's utilize the same processes and procedures in support of assigned CLEC's across all nine states.

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.

REQUEST: 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.

RESPONSE: Outside Plant Records that are commonly referred to as "plats" are drawings of both the geographical and non-geographical attributes of the physical outside plant. These drawings include a host of data such as non-geographical information concerning the gauge and type of insulation and sheath, along with information on the length of the section of cable. Geographical information would include the type of environment in which the cable is placed or on which street a cross-box is located. With the development of Computer Aided Design software applicable to telephony's outside plant, these drawing could be converted to a "digitized" form that could be manipulated with software tools.

The former Southern Bell states, that is Georgia, Florida, North Carolina, and South Carolina, have converted the paper plats to a "digitized" form. The system that is presently used to manipulate these records is known as MapViewer. With the exception of one outside plant district in northern Alabama, the former South Central Bell states, Alabama, Kentucky, Louisiana, Mississippi, and Tennessee, have not done such a digital conversion of their plats.

Because the intervals offered to CLECs for the provision of manual LMU are the same in both Southern Bell and South Central Bell territories the differences between these systems have relatively little, or no impact on the loop make-up process from a CLEC point of view.

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).

REQUEST: 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

RESPONSE: Please refer to the attached diagram labeled "Coordinated Hot Cut Process and the BellSouth CLEC Support Matrix provided in BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1). The centers depicted in the WFD utilize the same processes and procedures to support CLEC's across all nine states.

a. Please see BellSouth's responses to Staff's 1st Data Requests, Item Nos. 1(a) and 1(b).
b. Please see BellSouth's responses to Staff's 1st Data Requests, Item Nos. 2(a) and 2(b).
c. Please see the attached WFD.
d. Please see BellSouth's responses to Staff's 1st Interrogatories, Item Nos. 5(a) and 5(b).
e. BellSouth utilizes the LCSC to provide assistance to CLEC for all manual preordering, ordering and billing functions. BellSouth utilizes two LCSC's to serve all CLEC's, one in Atlanta and one in Birmingham Alabama. Either of these two would serve CLEC's in Tennessee. Provisioning functions for CLEC's and technical assistance with conversions are performed by the BellSouth

RESPONSE: (continued)

Unbundled Network Element Centers (UNEC). Again BellSouth utilizes two UNE Centers to serve CLEC's. One in Atlanta and one in Birmingham. Just like the LCSC, the UNE Centers have assigned CLEC's and both centers would support CLEC's doing business in Tennessee.

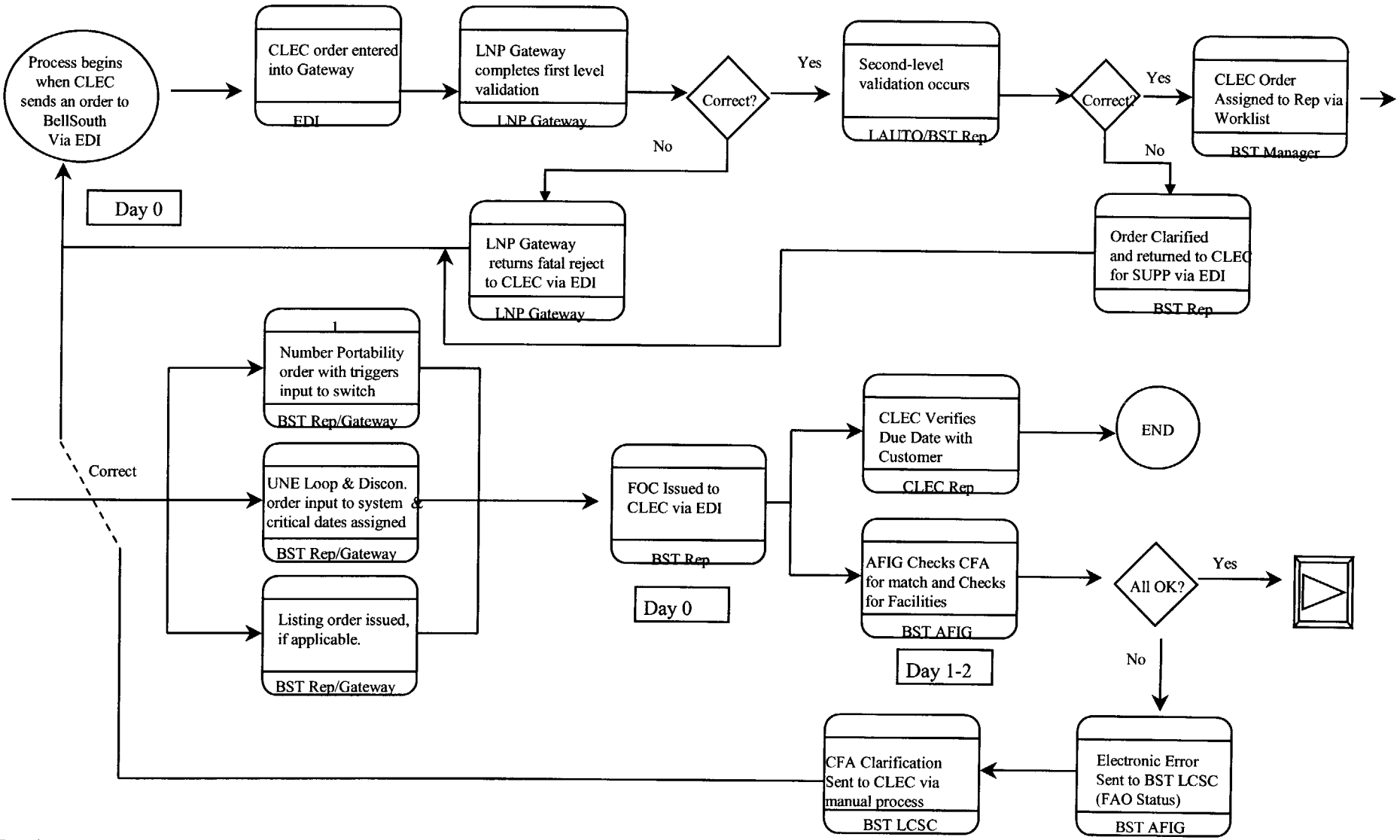
Change management for changes impacting CLEC hot cut processes would be accomplished either via the Electronic change control process or via carrier notice via the internet.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. C1

ATTACHMENT

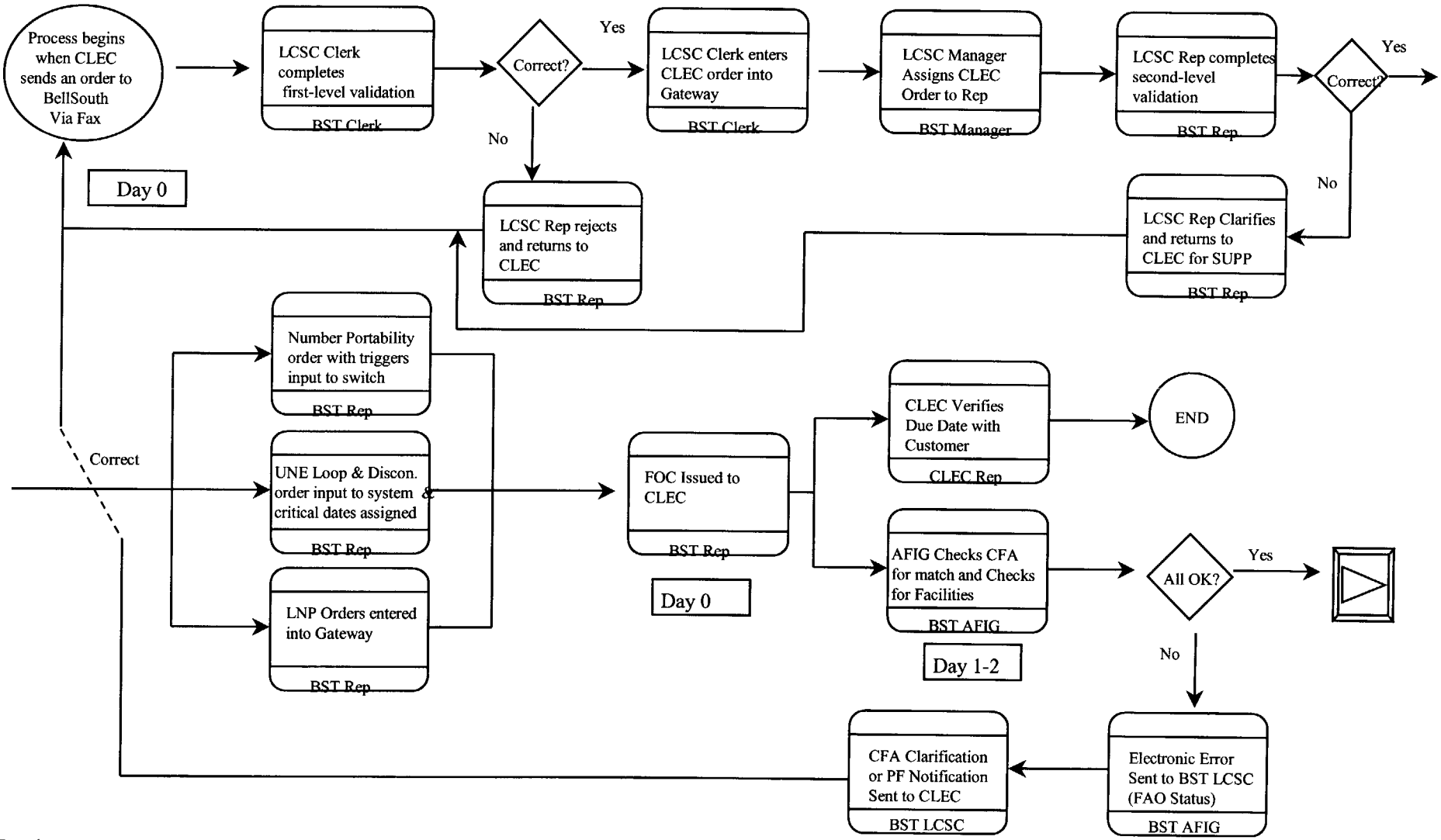
Coordinated Hot Cut Process

Assumptions: SL2 loop with LNP or XDSL loop with LNP also assumes for XDSL loops that a Loop make up has been processed either manually or electronically prior to submission of the LSR.. LNP Gateway communicates with NPAC.

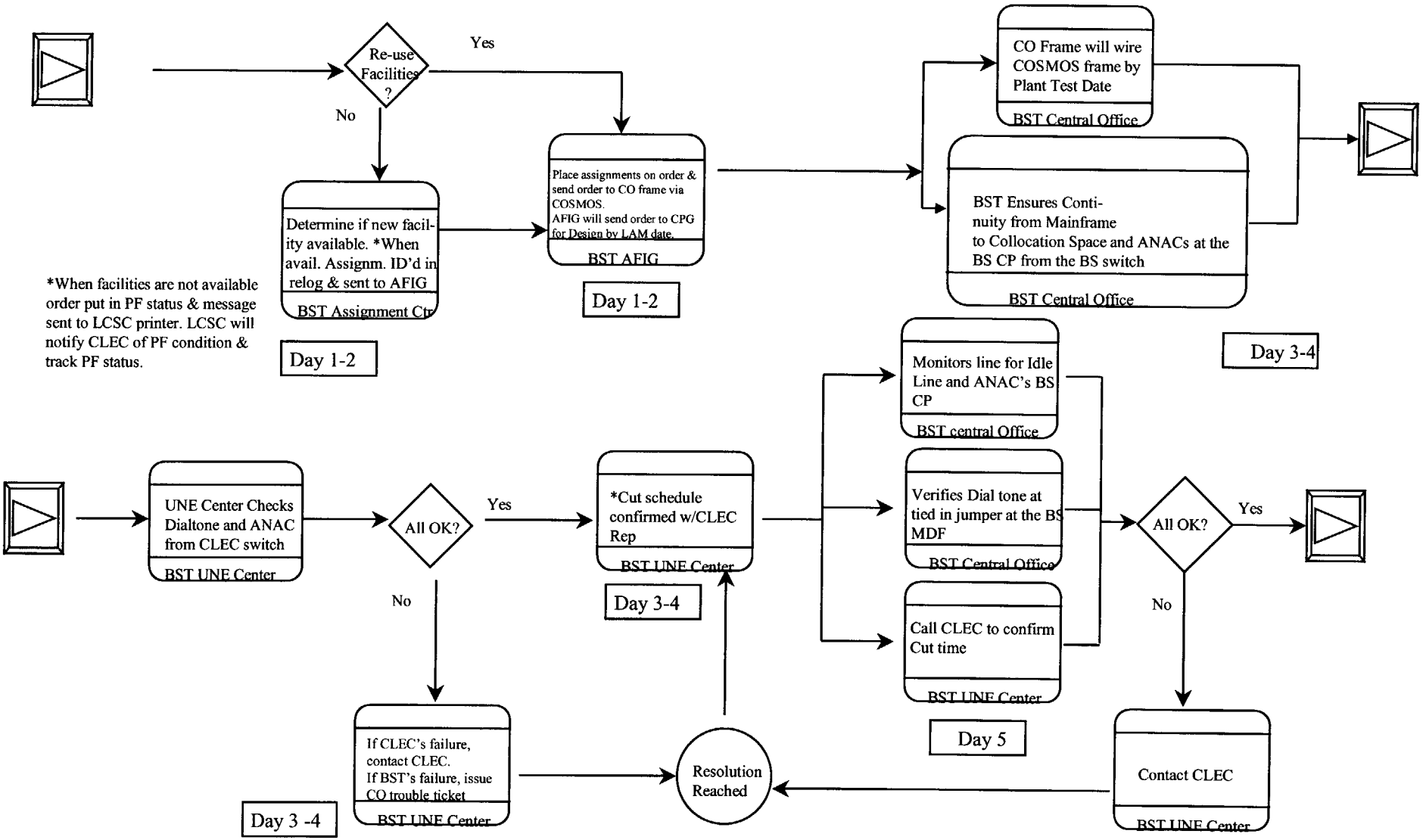


Issue 2,
4/18/00

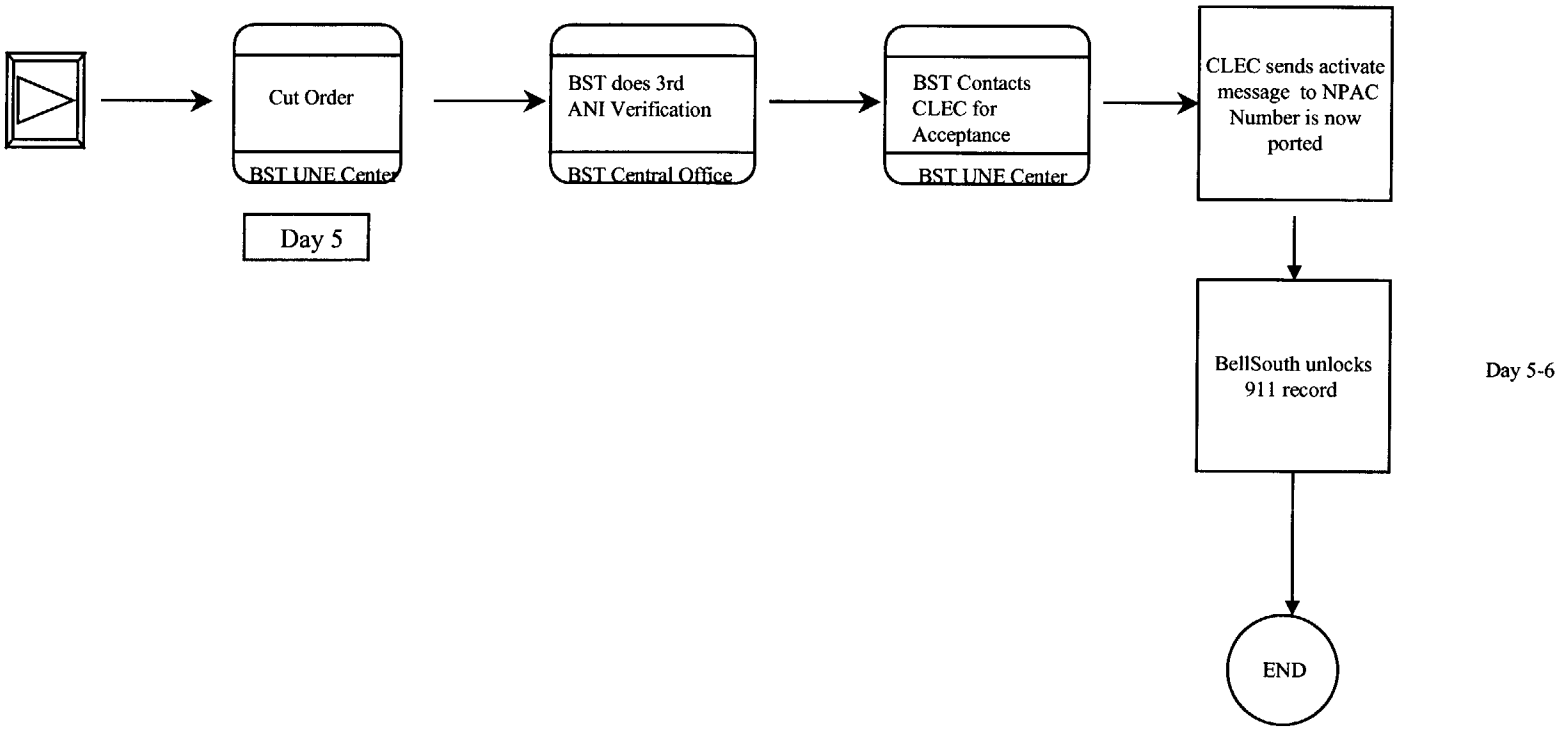
Coordinated Hot Cut Process



Coordinated Hot Cut Process



Coordinated Hot Cut Process



The intervals depicted are business days and assume the order is transmitted and processed mechanically and or manually or electronically and requires manual handling, and received by the LCSC prior to 10 AM location time of the respective LCSC. Manual requests or requests requiring manual handling received after 10 AM, add 1 business day.

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).

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

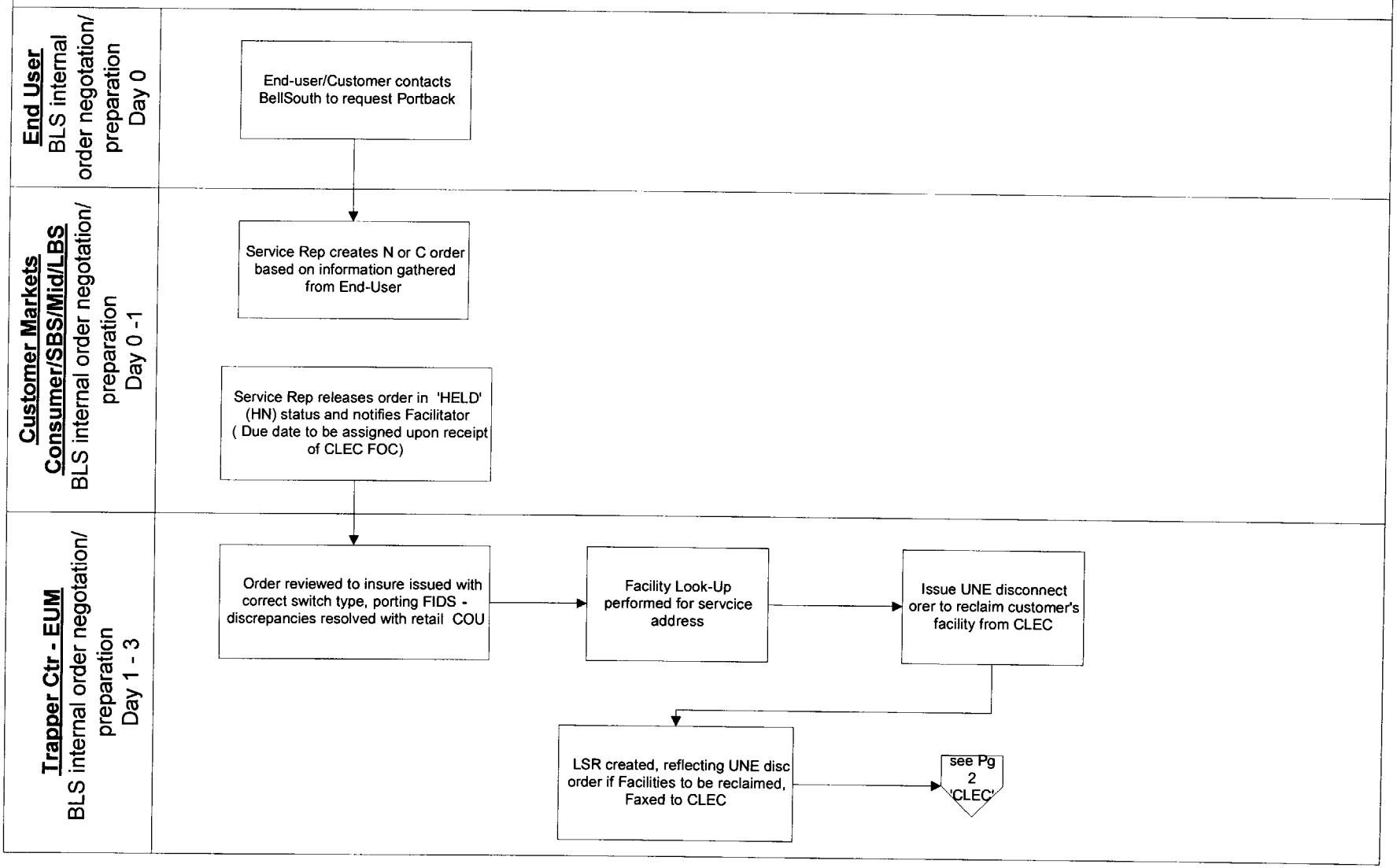
a. Preordering
b. Ordering
c. Provisioning
d. Billing
e. Change Management and Technical Assistance

RESPONSE: Please see flow chart (clecbst3.ppt). The Trapper center is the BellSouth Center that handles port back requests for end users migrating from a CLEC back to BellSouth. The Trapper Center is located in Atlanta, Georgia. The retail ordering issuing group as well as the Central Office would be located in Tennessee. Technical assistance would be provided to the CLEC by the Trapper Center.

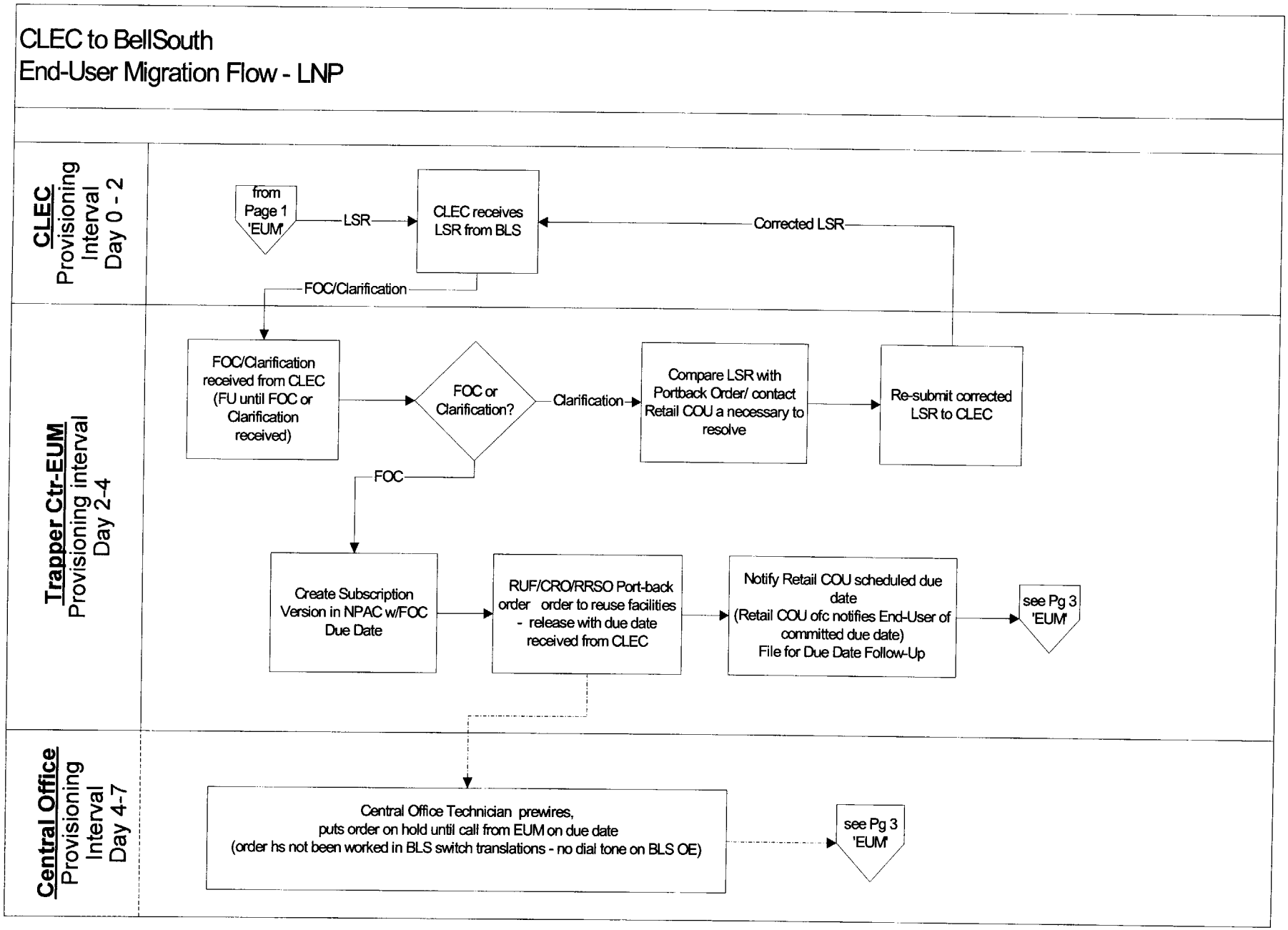
BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. C2

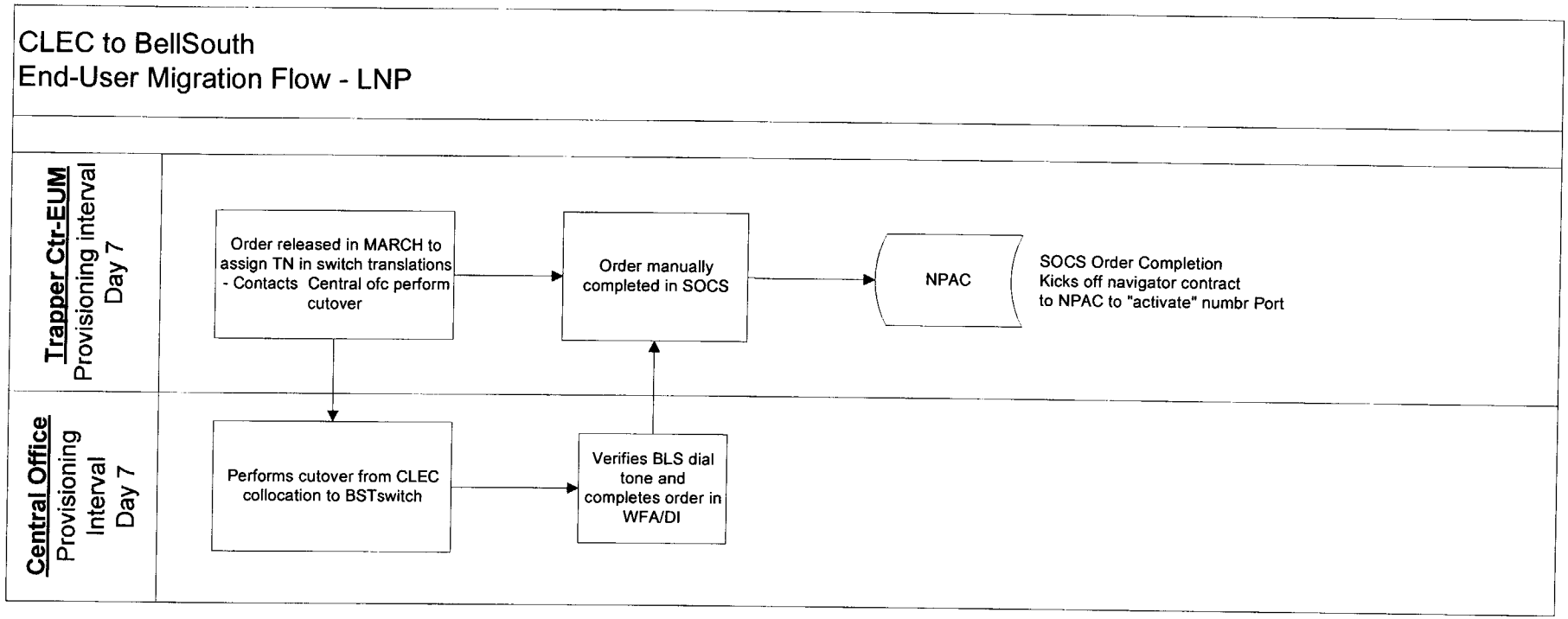
ATTACHMENT

CLEC to BellSouth End-User Migration
Assumption: NON-Design, Analog Voice Grade Loop with LNP
(Note: 'HOT' cutovers currently not performed)



CLEC to BellSouth
End-User Migration Flow - LNP




CLEC to BellSouth
End-User Migration Flow - LNP
Trapper Ctr-EUM
Provisioning interval
Day 7
Order released in MARCH to assign TN in switch translations - Contacts Central ofc perform cutover
Order manually completed in SOCS
NPAC
SOCS Order Completion
Kicks off navigator contract
to NPAC to "activate" numbr Port
Central Office
Provisioning
Interval
Day 7
Performs cutover from CLEC collocation to BSTswitch
Verifies BLS dial tone and completes order in WFA/DI

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).

REQUEST: 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.

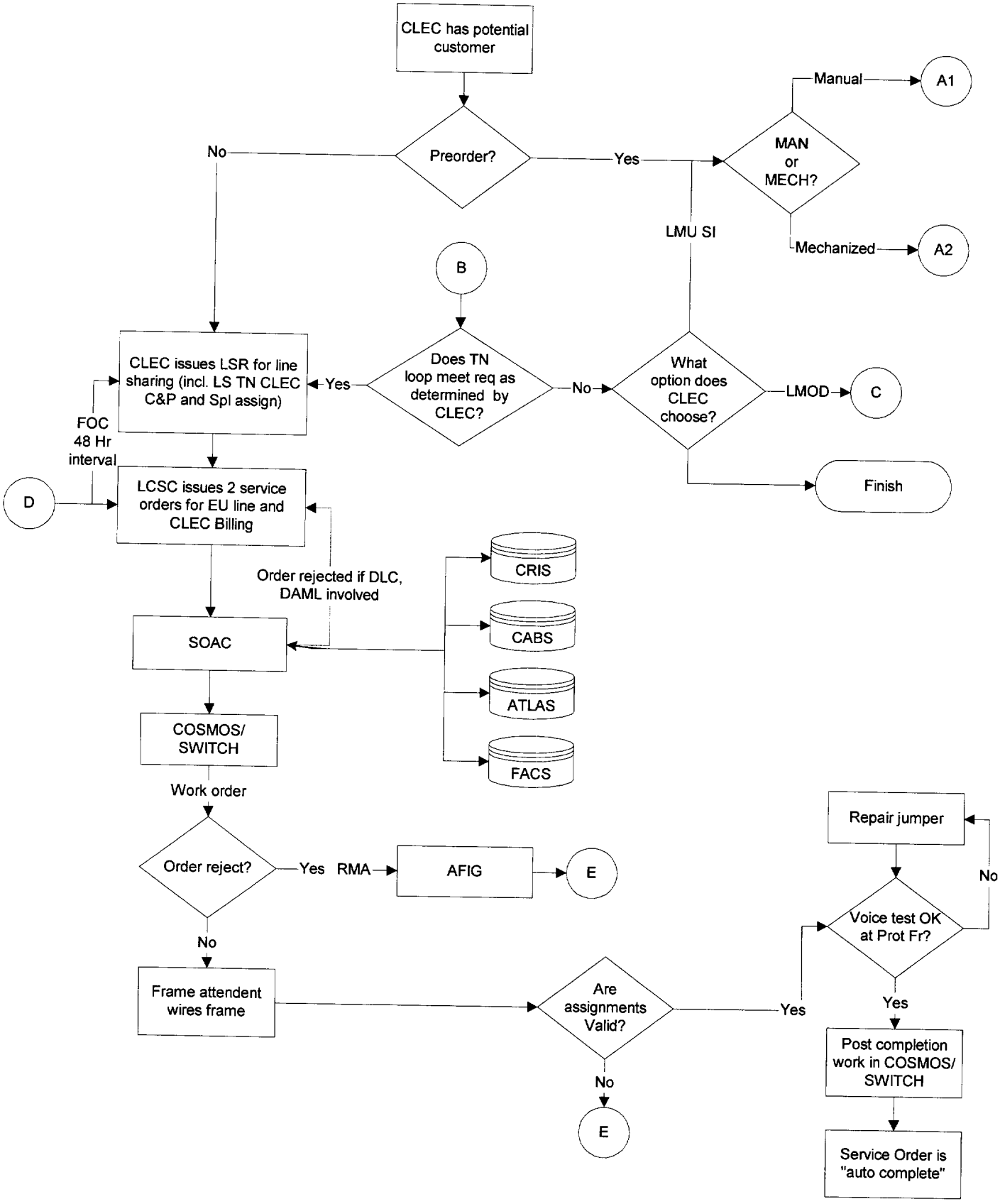
a. Preordering
b. Ordering
c. Provisioning
d. Billing
e. Change Management and Technical Assistance

RESPONSE: Please refer to work flow labeled " End User Line Share Process Flow" Also, refer to BellSouth CLEC Center Support matrix provided in BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1). The centers depicted in the WFD utilize the same processes and procedures to support CLEC's across all nine states.

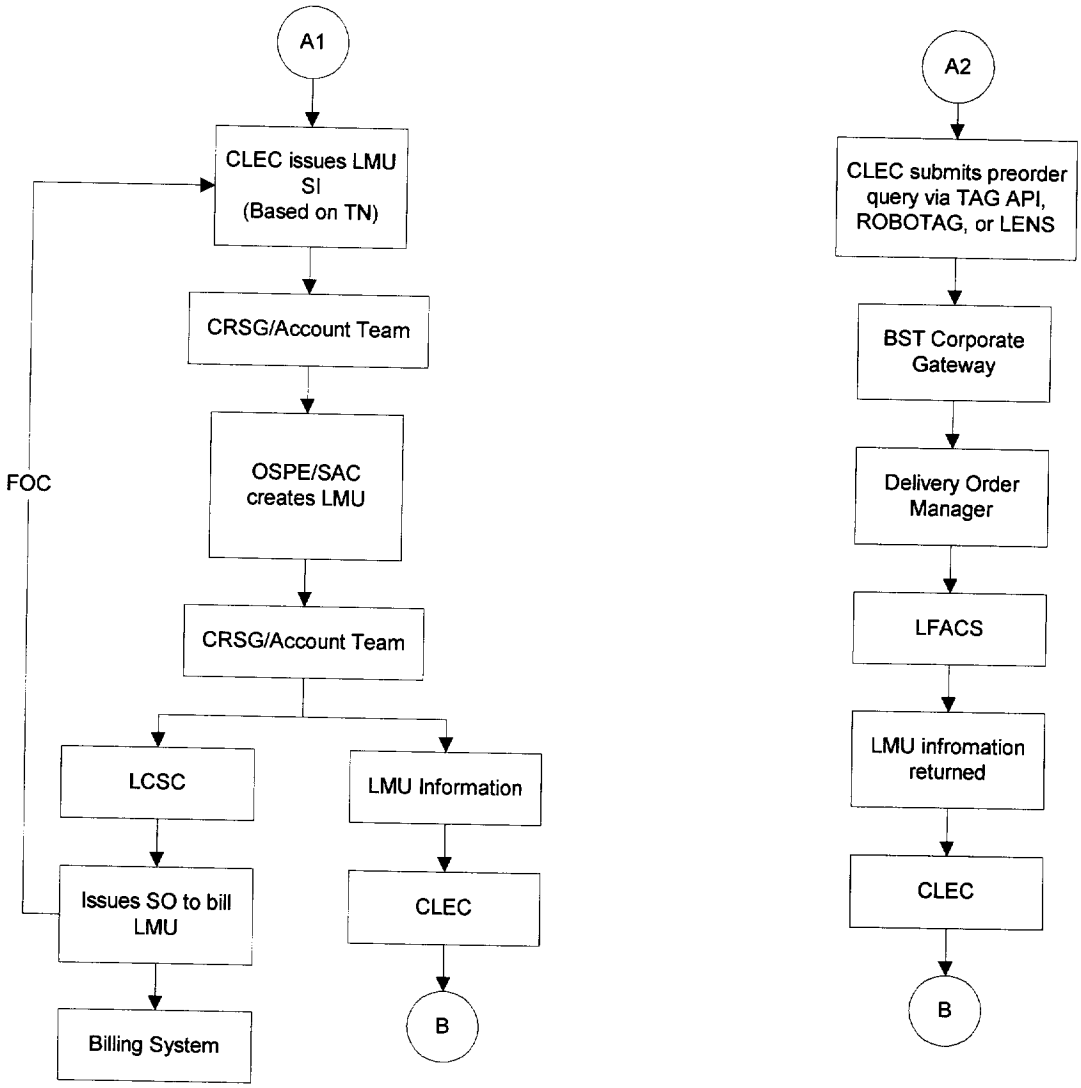
BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. C3

ATTACHMENT

Line Sharing End User Order Process Flow
9/29/2000

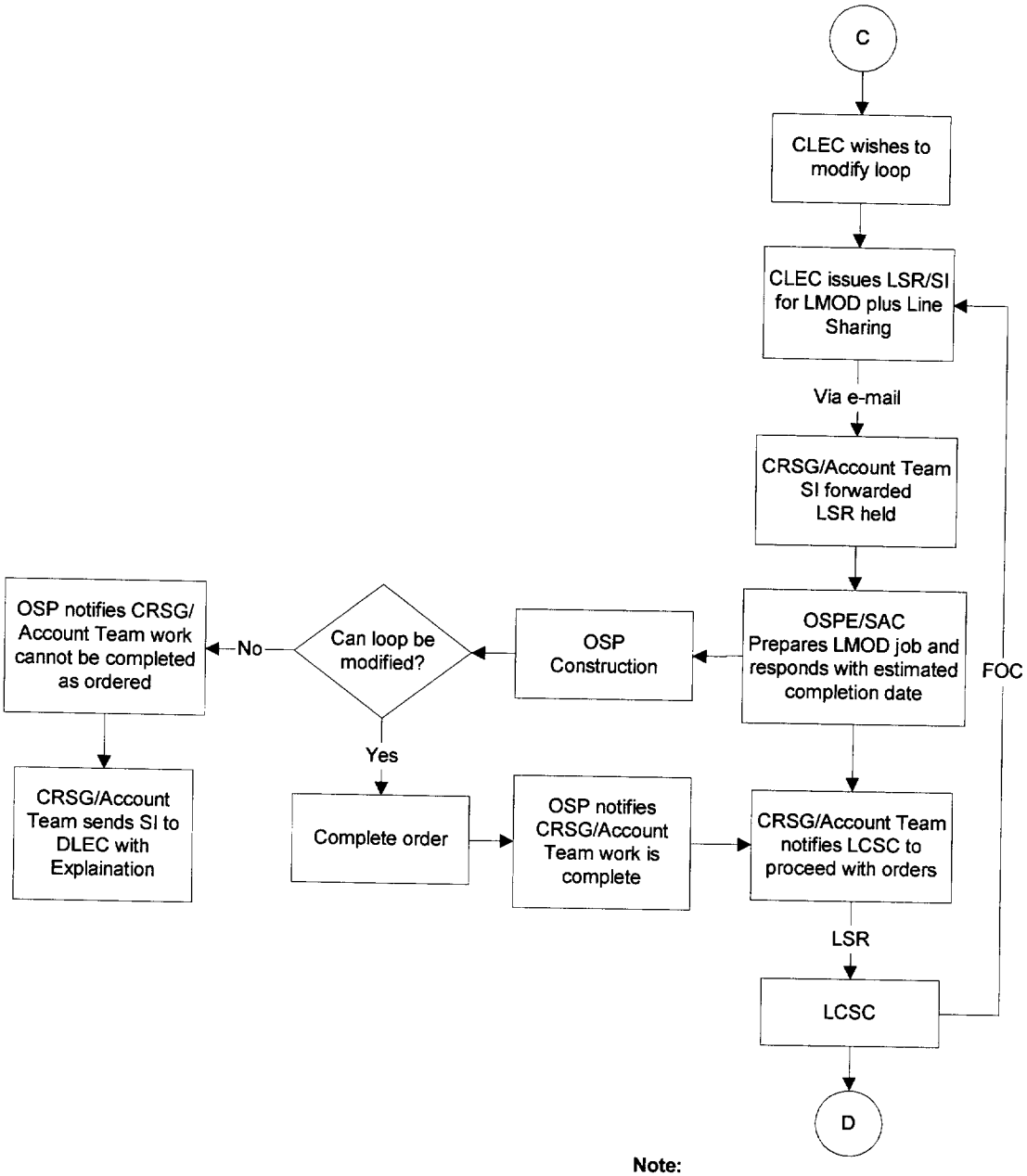


Line Sharing End User Order Process Flow
9/29/2000



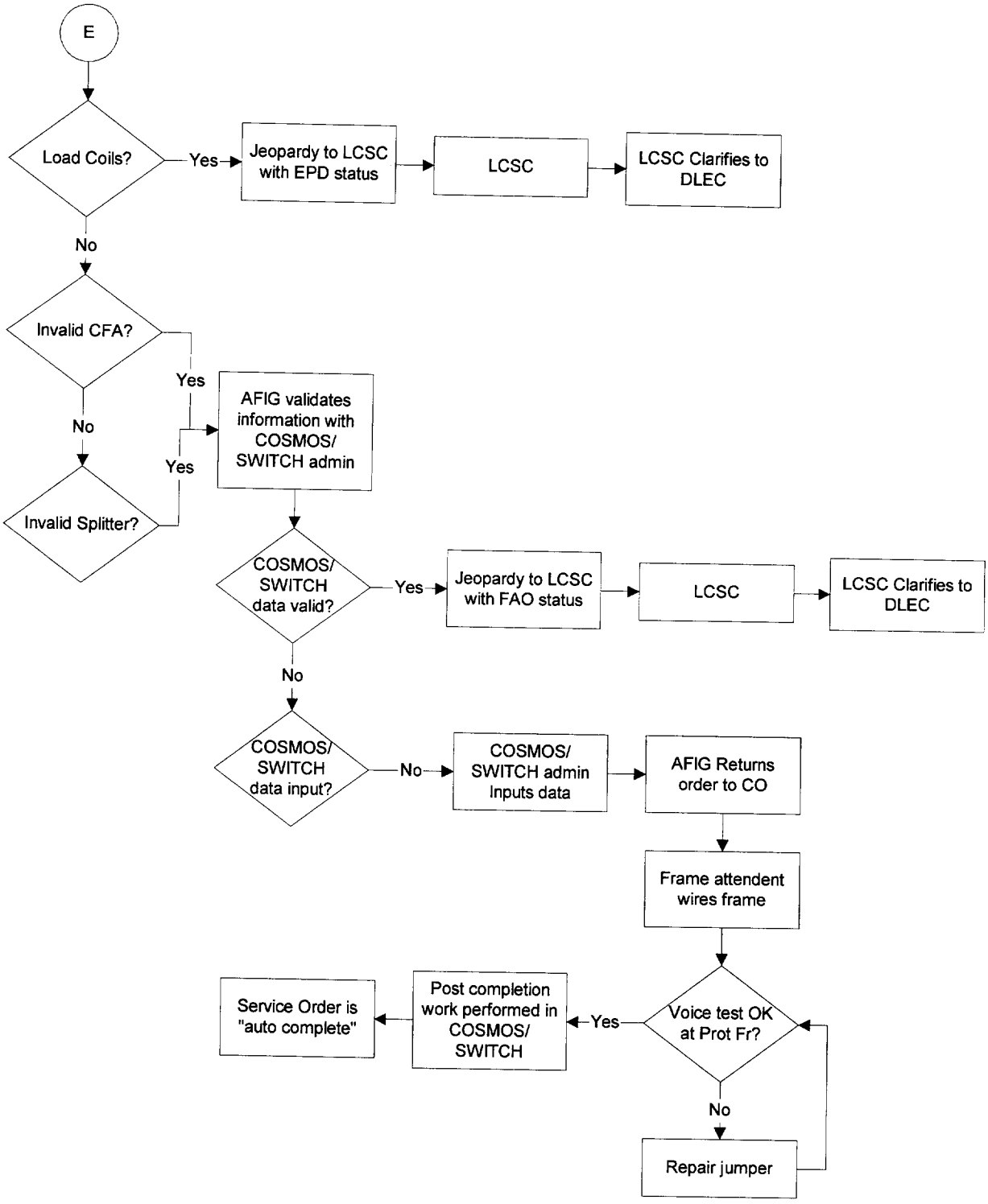
Note:
Basic class of service = UMK

Line Sharing End User Order Process Flow
9/29/2000



Note:
Basic class of service = ULS

Line Sharing End User Order Process Flow
9/29/2000



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).

REQUEST: 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

RESPONSE: In this case, the CLEC could order an xDSL loop and BellSouth would provision the xDSL loop. The CLEC could then provide both voice and data service on this xDSL loop.

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).

REQUEST: 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

RESPONSE: (a)-(b) Please see BellSouth's response to Staff's 1st Data Requests, Item No. C1 and referenced flow charts. Additionally refer to the WFD labeled "Manual Loop Makeup (LMU) and WFD labeled " Stand Alone Mechanized Loop Makeup"

(c) See BellSouth's response to Staff's 1st Data Requests, Item No. C1 and referenced flow charts for hot cut activities associated with voice service over XDSL with LNP. Additionally, see flow chart labeled "XDSL Hot Cut" for hot cuts for data service only.

(d) See BellSouth's response to Staff's 1st Data Requests, Item No. 5(a) and (b).

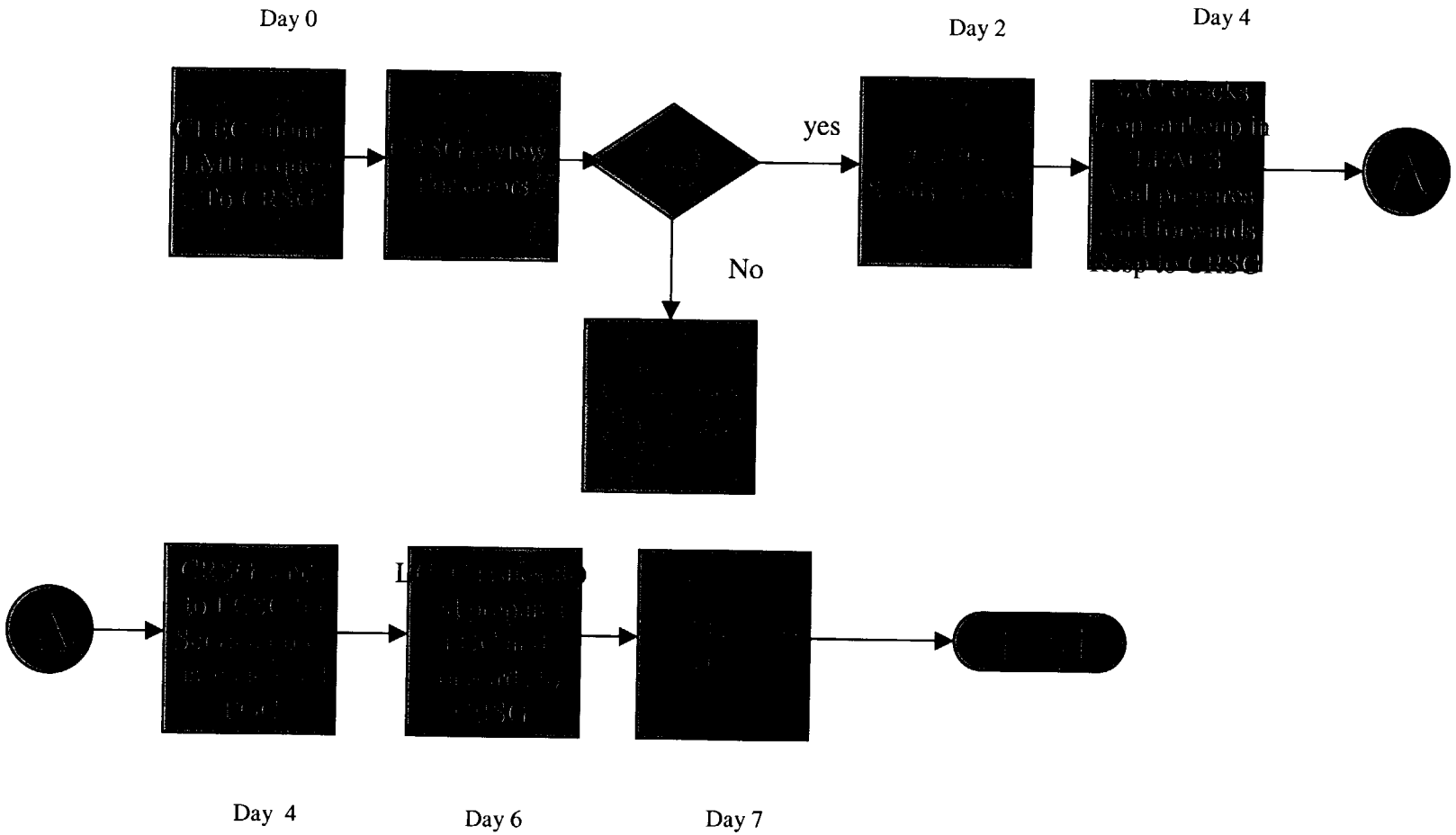
(e) See BellSouth's response to Staff's 1st Data Requests, Item No. 6(a) and (b).

Additionally, see the matrix entitled BellSouth CLEC Center Support Matrix attached to BellSouth's response to Staff's 1st Data Requests, Item No. 1(b)(1). The centers depicted utilize the same processes and procedures to support CLEC's across all nine states.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 99-00347
Staff's 1st Data Requests
December 6, 2000
Item No. C5

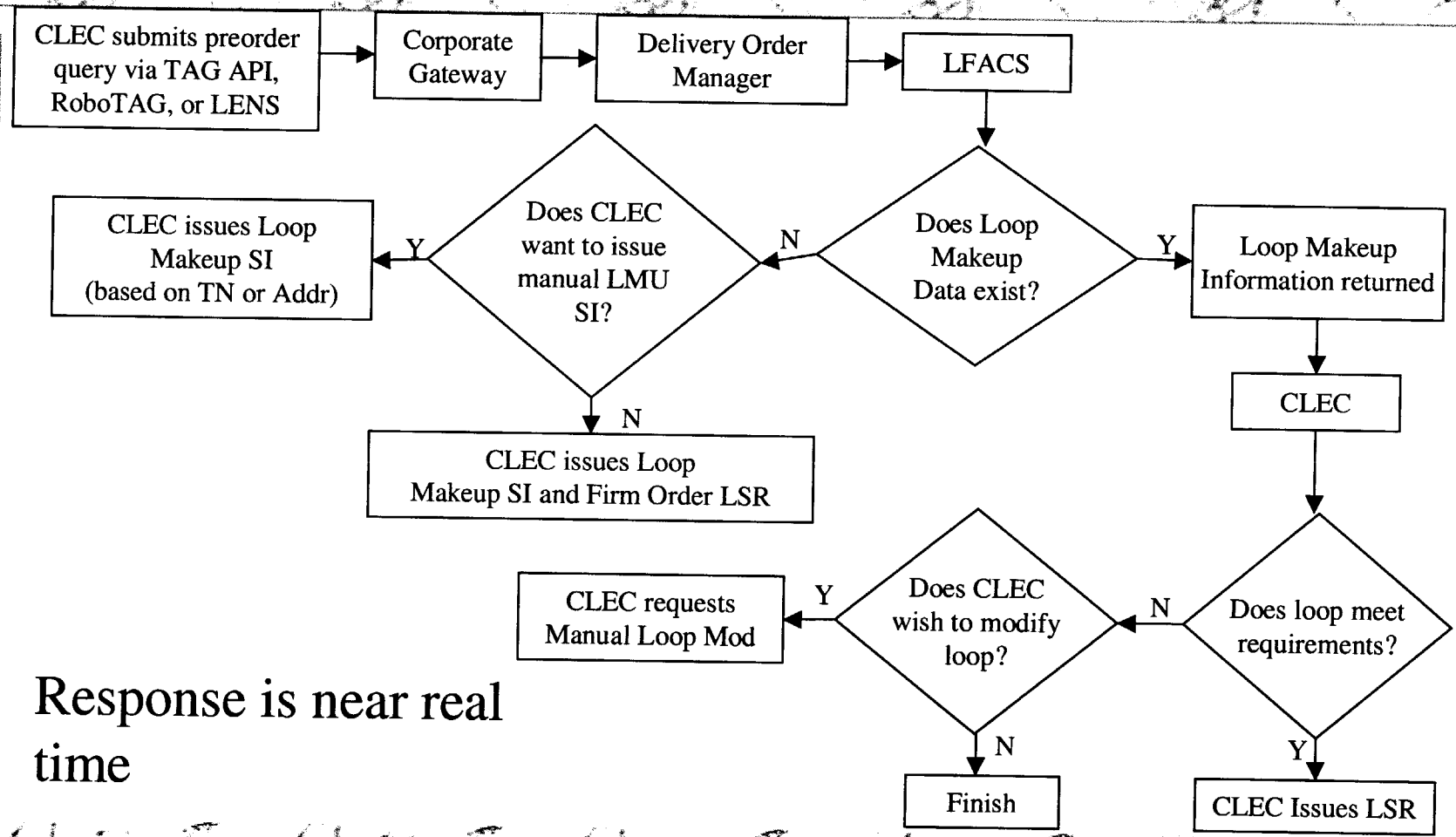
ATTACHMENT

Manual Loop Makeup (LMU)



Complex Resale Support Group (CRSG) located in Bir., Al
SO = Service order
SAC =Service Advocancy Center and is located in Tn
LCSC is Local Carrier Service Center and is located in Bir and Atl
LFACS Loop Facilities and Control System

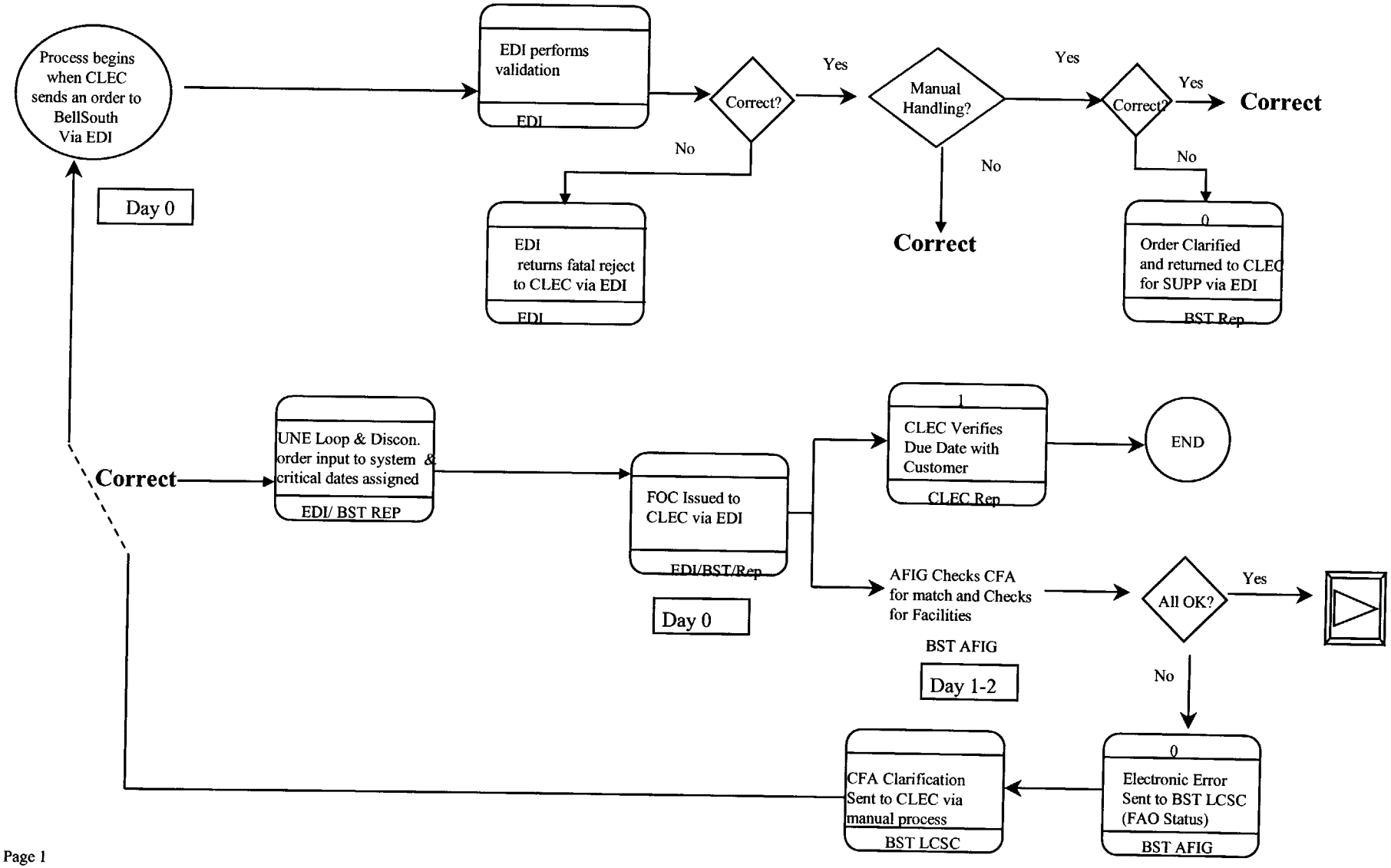
Stand-alone Mechanized Loop Makeup



Response is near real time

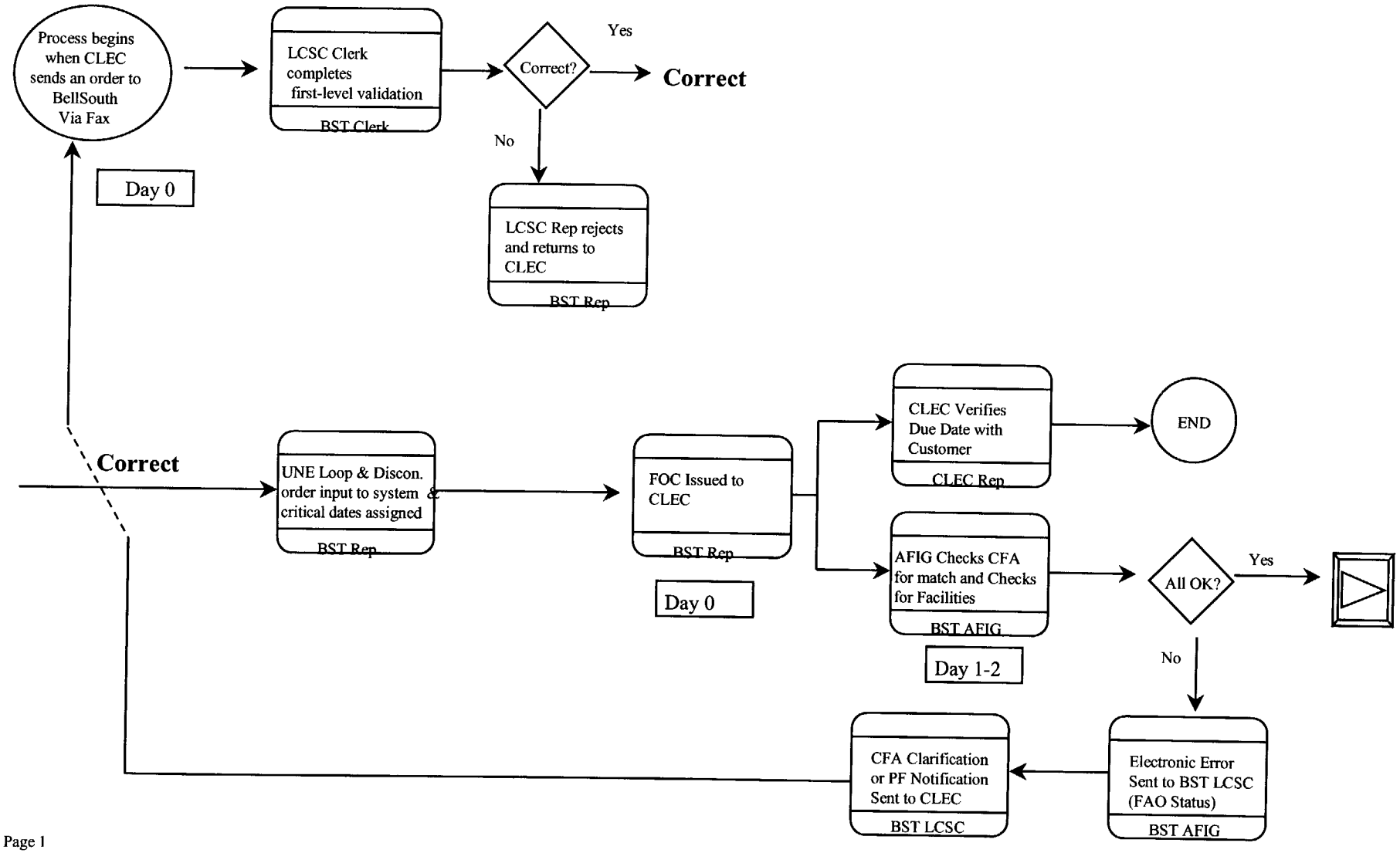
Coordinated Hot Cut Process

XDSL Assumptions: XDSL loop and that a Loop make up has been processed either manually or electronically prior to LSR submission .

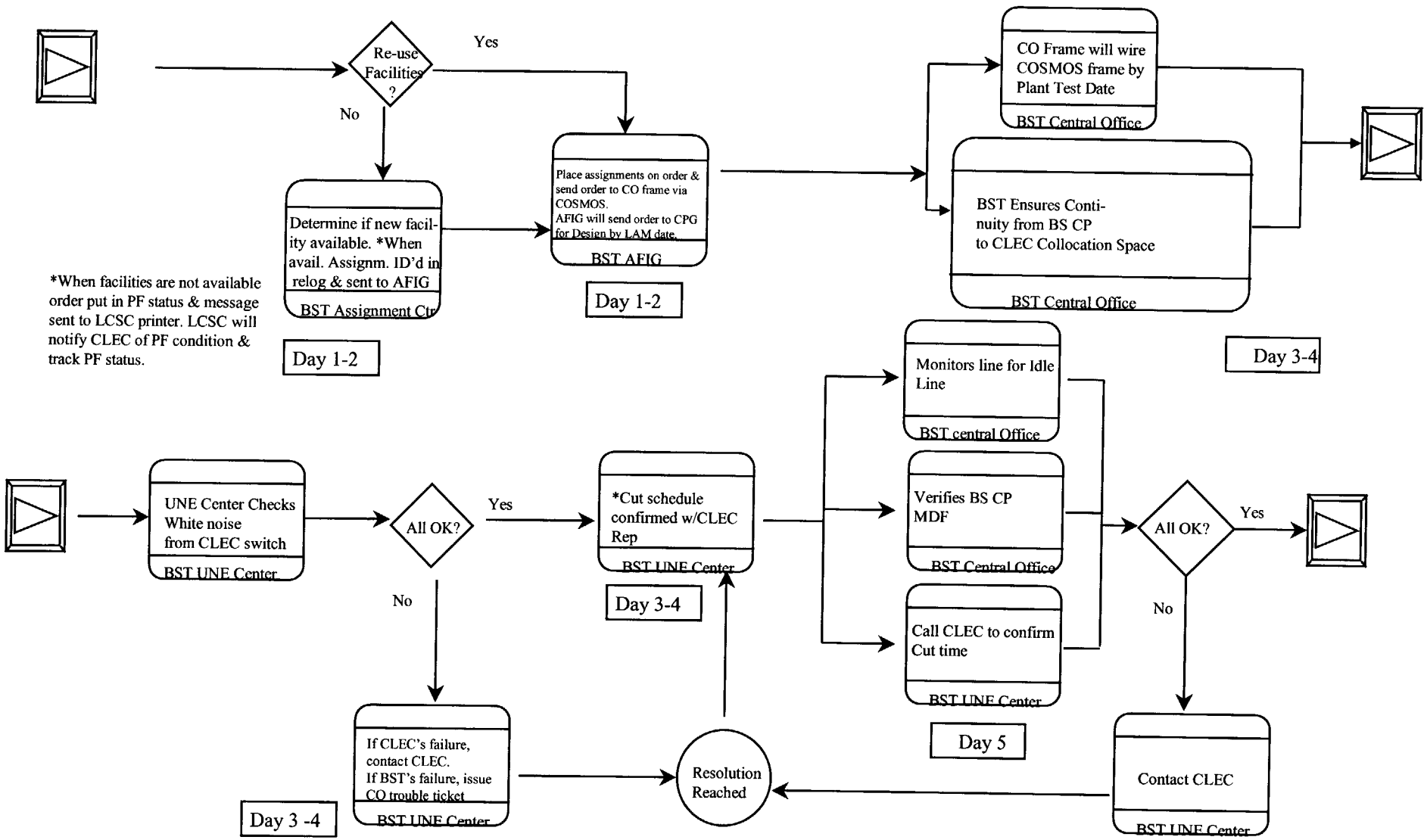


Issue 2,
4/18/00

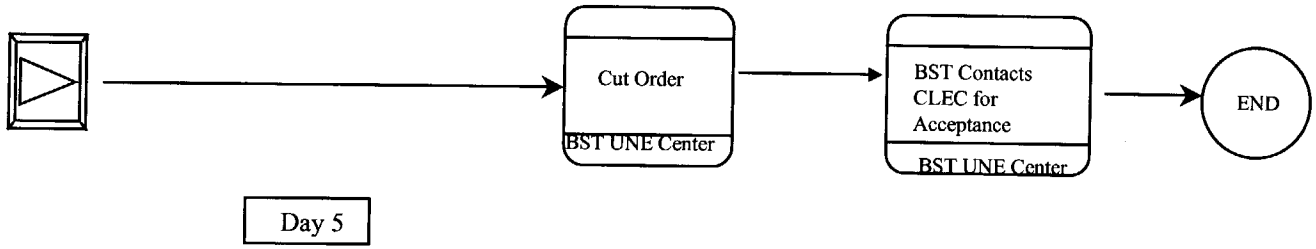
Coordinated Hot Cut Process



Coordinated Hot Cut Process



Coordinated Hot Cut Process



The intervals depicted are business days and assume the order is transmitted and processed mechanically and or manually or electronically and requires manual handling, and received by the LCSC prior to 10 AM location time of the respective LCSC. Manual requests or requests requiring manual handling received after 10 AM, add 1 business day.