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October 28, 1999

VIA HAND DELIVERY

Mr. David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37245

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

Dear Mr. Waddell:

Enclosed please find fourteen copies of the following:

(1) KPMG, LLP's October 18, 1999 filing of the Georgia OSS Third Party Master Test Plan, Version 3.0, and Flow Through Evaluation, Version 2.0. These updated documents provide additional detail about various aspects of the evaluations.

(2) KPMG, LLP's October 22, 1999 filing of its Interim Status Report.

(3) KPMG, LLP's October 26, 1999 filing of corrections of typographical errors found in Appendix D1 together with a replacement of Appendix D2 of the Master Test Plan.

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

Very truly yours,

Guy M. Hicks

GMH/jem

Enclosure

FILE

184025

CERTIFICATE OF SERVICE

I hereby certify that on October 28, 1999, 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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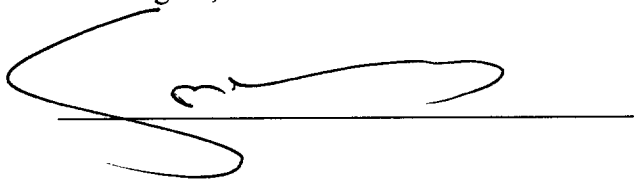
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October 25, 1999

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

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

Dear Ms. O'Leary:

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of KPMG LLP's October 22, 1999 Interim Status Report for filing in the above referenced matter.

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

Thank you for your assistance in this regard.

Very truly yours,

David Frey

David Frey
Manager

Enclosures

cc: Parties of Record

FILE

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

1.0 Document Objective

In this document, KPMG provides an interim summary status report on developments related to the BellSouth-GA OSS Testing Project. A brief overview of key developments is provided in section 2.0. Key upcoming activities are summarized in Section 3.0. A more detailed report on specific test items is provided in the table in section 4.0. Each item presented in the table in section 4.0 includes a reference number that identifies the item from a previous status report, where applicable.

2.0 Key Developments

- Transition activities: KPMG and HP have completed the transitioning of Test Manager responsibilities to KPMG.

- Master Test Plan (MTP): A revised MTP, Version 3.0, and Flow-Through Evaluation, Version 2.0, were filed with the Georgia Public Service Commission on October 18, 1999.

- Exception process: The Commission, KPMG, and BellSouth have agreed on a process for identifying, addressing, and resolving exceptions (defects in components of systems, documentation, or processes) identified during the test.

- EDI Interface Testing: System readiness testing (SRT) has completed for all unbundled network element (UNE) order types planned for production submission, with the exception of UNE local number portability (LNP). Additional interface testing needs to occur for Resale and LNP order types before production testing of these products can begin. This second session of EDI LAN-to-LAN interface testing is scheduled.

- TAG Interface Testing: SRT has completed for pre-orders and for all UNE order types planned for production submission, except UNE-LNP. Additional interface testing needs to occur for Resale and LNP order types before production testing of these products can begin. This second session of TAG interface testing is scheduled.

- Test bed provisioning: The provisioning and validation of the Ordering functional test bed is behind schedule but nearing completion. Provisioning of the test beds for the Volume and Maintenance & Repair tests is in progress.

- Order management: KPMG is finishing the implementation of its Order Creation and Management tool, and is conducting end-to-end testing with HP and BellSouth.

- Billing test plans: The filing of the revised MTP has resulted in the need for modifications to the detailed test plans for all process-oriented tests. These revisions

are in progress and are nearing completion. None of these activities is on the schedule critical path.

- Billing test bed: A limited number of issues with the ordering and provisioning of the test bed used for functional billing and usage tests have arisen. The source of the errors could be KPMG order submissions or BellSouth provisioning inconsistencies. Efforts are under way to prevent recurrence of the problems, and to ensure that the test objectives can be accomplished.

3.0 Key Upcoming Activities

- KPMG and BellSouth are currently assessing the impact of delays in test bed provisioning on the overall test schedule. The assessment will be completed during the week of October 25, 1999.

- BellSouth is arranging for a visit by the CLEC Advisory Team to answer KPMG test team questions related to Pre-Order, Order, Billing, and Maintenance & Repair functions.

- KPMG will file the next interim status report during the week of November 15, 1999.

4.0 Specific Item Status

Ref	Item	Status	Issues	Next Step/Resolution
I-1	Master Test Plan (MTP)	• A revised MTP was filed with the Commission on 10/18/99.	• A small number of minor errors have been identified in the new release.	• KPMG will correct and file revised pages during week of 10/25/99.
I-2	Test bed development	• KPMG has provided specifications for the Ordering and Provisioning (O&P) test bed. Provisioning and validation of the functional test bed is nearing completion.	• Test bed is not yet fully and accurately provisioned.	• KPMG and BST are working to achieve complete and accurate provisioning of test bed.
		• KPMG provided specifications for the Volume testing of the RSIMMS and production systems to BST. Provisioning of the test bed by BST is in progress.	• BST is having difficulty finding exact matches in the RSIMMS database for some items included in the KPMG specification, e.g., business lines without directory listings.	• KPMG will review available accounts in RSIMMS relative to the test bed specifications and will make adjustments to the requirements while maintaining the test objectives.
		• KPMG provided specifications for the Maintenance & Repair test bed. Provisioning of the test bed by BST is in progress.	• KPMG specifications included products not offered by BST.	• KPMG to revise specifications. BST to continue provisioning process.
		• KPMG validation of billing test bed provisioning is in progress.	• Validation identified some errors and inconsistencies in feature sets. Inconsistencies may be due to KPMG order errors or to BST provisioning faults.	• KPMG will audit the switch features to ensure consistency with test cases and service orders. Change orders will be submitted where necessary.

Ref*	Item	Status	Issues	Next Step/Resolution
I-6	EDI functional testing	• Four pre-test phases must be completed prior to the initiation of functional testing on the EDI LAN-to-LAN interface. This interface testing has completed for all UNE order types planned for production submission, with the exception of UNE-LNP. • Additional interface testing needs to occur for Resale and LNP order types before production testing of these products can begin. This second session of EDI LAN-to-LAN interface testing is in progress.	• LNP interface and production testing cannot commence until facility and ordering information has been obtained from participating CLECs.	• See Ref # III-2: CLEC Participation – Ordering.
		• Test case templates have been developed. • All test plans should receive final peer review by 10/29/99.	• None.	• KPMG will finalize test plans and submit for peer review.

Ref#	Item	Status	Issues	Next Step/Resolution
I-7	TAG functional testing	• Four pre-test phases must be completed prior to the initiation of functional testing on the TAG interface. This interface testing has completed for pre-orders and for all UNE order types planned for production submission, except UNE-LNP. • Additional interface testing needs to occur for Resale and LNP order types before production testing of these products can begin. This second session of TAG interface testing is in progress.	• LNP interface and production testing cannot commence until facility and ordering information has been obtained from participating CLECs.	• See Ref # III-2 CLEC Participation – Ordering.
		• Test case templates have been developed. • All test plans should receive final peer review by 10/29/99.	• None.	• KPMG will finalize test plans and submit for peer review.
		• During pre-test activities, KPMG/HP received error messages indicating system processing limitations when 40 simultaneous communication sessions are running.	• Source of error could be with KPMG/HP or BST.	• KPMG/HP and BST will continue to investigate source of issue.
I-8	BLG-1 CRIS/CABS Invoicing Functional Test	• Test case execution began with submission of LSRs via EDI-PC for 9/28/99 billing cycle. • Some LSRs submitted for 10/16/99 and 10/17/99 bill cycles did not post in time.	• Test case coverage included in 10/16/99 and 10/17/99 target cycles must be replicated in subsequent test cases targeted at future bill cycles.	• KPMG to develop recovery plan.

Ref*	Item	Status	Issues	Next Step/Resolution
I-9	M&R Functional Testing - Connectivity	• TAFI dial-up connectivity has been established; EC-CPM dial-up connectivity for ECTA access has not yet been established.	• Required SecurID and user ID information to allow dial-up access to EC-CPM has not been entered.	• BST will provide SecurIDs and enter KPMG user ID information to provide access to EC-CPM.
		• BST has clarified that EC-CPM cannot be accessed through LAN-to-LAN.	• Dial-up connectivity (the alternative to LAN-to-LAN) presents limitations for volume testing of ECTA. KPMG is assessing any impact of working through dial-up access on the current functional test plan.	• BST to revise pages 2-13 of the document *Electronic Communication CPM Access* to clarify policy on ECTA access. • KPMG to develop alternative volume test strategy and to assess functional test plan impact, if any.

Ref*	Item	Status	Issues	Next Step/Resolution
II-1	Metrics	• BST has submitted a final list of metrics to be evaluated. • BST has committed to expediting the interval for PMAP reporting, to the extent feasible, for KPMG evaluation purposes.	• If any PMAP reports cannot be expedited, KPMG may not have sufficient time to incorporate all test-CLEC metrics into the report.	• KPMG will confirm BST ability to expedite data delivery.
		• KPMG is developing computer code for validating PMAP metrics calculations for an individual CLEC using BST-provided PMAP raw data and documentation.	• Some BST raw data undergo filtering prior to being reported to evaluate duplicate or invalid reports. This introduces an additional step to the data comparison process.	• KPMG will determine whether it can replicate the filtering.
		• KPMG submitted a request for data and documentation concerning metrics not covered by the PMAP system; KPMG plans to develop computer code for metrics not covered by PMAP following data delivery.	• None.	• BST to provide non-PMAP data/documentation.
		• KPMG is evaluating the correspondence between data collected by KPMG functional test domains and BST-recorded data for the KPMG CLEC.	• Performance results comparisons can be conducted only for transactions submitted and recorded by the KPMG CLEC functional test domains.	• KPMG to complete evaluation of correlation between KPMG CLEC and BST data.

Ref*	Item	Status	Issues	Next Step/Resolution
II-2	Project Plan/Schedule	• KPMG issued a project plan/schedule on 9/14/99 and issued revisions to the schedule on 10/4/99.	• Volume of KPMG test bed requirements has exceeded BST expectations, which has increased the provisioning process duration. • KPMG verification of test bed accounts has uncovered some inconsistencies with specifications. Re-provisioning activities are extending the test bed delivery timeframe.	• KPMG and BST are assessing the impact of delays in test bed provisioning on the overall test schedule. Assessment will be completed during the week of 10/25/99.
II-4	Volume Test	• KPMG has re-issued test bed specification to BST based on volume forecasts, system requirements, and test case coverage. Test bed is currently being provisioned by BST.	• None.	• As part of the initial stages of the functional evaluation of EDI and TAG, KPMG will validate transactions to be used in the volume test for syntax and ability to flow through.
II-5	Change Management	• Forecasting test was removed from scope in MTP version 3.0. • Detailed Change Management test plan has been completed and is undergoing peer review. • Entrance criteria for Change Management test have been satisfied.	• None.	• KPMG will commence evaluation with formal BST personnel interviews on 11/4/99.
III-1	Flow-Through Evaluation	• Revised test plan for the flow-through evaluation was filed with BST and the Georgia PSC on 10/18/99. Revised plan provides more specific description of work to be performed for the evaluation. • KPMG metrics team has received the July, August, & September 1999 flow-through reports.	• None.	• KPMG will develop detailed test execution plan integrated with EDI/TAG functionality and metrics components of Order test.

Ref*	Item	Status	Issues	Next Step/Resolution
III-2	CLEC Participation - Ordering	• KPMG distributed a letter to CLECs currently collocated in the seven Central Offices included in the test to solicit participation in aspects of Ordering and Provisioning tests. Five CLECs have expressed interest in assisting with LNP and CLEC-to-CLEC migration orders.	• KPMG requires facilities and account information from CLECs to generate order transactions to migrate fictitious BST customers to the CLECs (LNP and CLEC-to CLEC). KPMG cannot process these orders types as a virtual CLEC without a switch.	• Conference call scheduled for 10/22/99 with CLECs and GA PSC to review requirements.
III-3	Capacity Management	• Detailed test plans for capacity management evaluations of TAG, EDI, TAFI, ECTA, CRIS, CABS, and ODUF/ADUF have been completed and submitted for peer review. • Requests for capacity management system and process documentation and interviewee lists were submitted to BST on 10/19/99.	• None.	• KPMG will receive and review documentation. • KPMG will schedule and conduct interviews

*Referencing Methodology: An item referenced as I-n indicates that the item was first discussed in the July 22, 1999 status report. An item referenced as II-n indicates that the item was first referenced in the September 10, 1999 status report. An item referenced as III-n indicates that the item is new for this report.

CERTIFICATE OF SERVICE
Docket No. 8354-U

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

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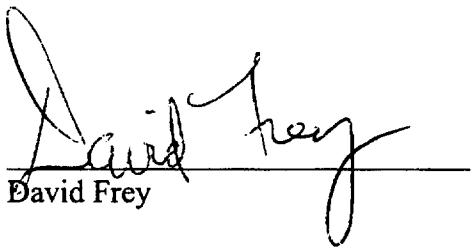
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This 25th day of October, 1999.



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October 26, 1999

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OCT 26 1999
EXECUTIVE SECRETARY
G.P.S.C.

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

Dear Ms. O'Leary:

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

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of revised pages for the BellSouth – Georgia OSS Evaluation Master Test Plan Version 3.0 that was filed with the Commission on October 18, 1999.

The revised pages correct typographical errors found in Appendix D1 (pages D1-33 and D1-34), Section II (page 6), and Section V (page V-23). These revisions are indicated in legislative format in the instant filing.

In addition, Appendix D2 is being replaced in its entirety to provide the Georgia Service Quality Measurements (SQM), in lieu of the previous Regional SQM.

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

Thank you for your assistance in this matter.

Very truly yours,

KPMG LLP

David Frey
Manager

Enclosures

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

5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed in order to test end-to-end provisioning process on UNE Loop orders. In addition, in order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-5.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
BellSouth provisioned service	Receive design documents	Timeliness of Response Accuracy of Document(s) Availability of Document(s) Change Management Notification Structure of Document(s) Distribution of Document(s)	O&P-5-1-1
	Establish provisioning date and time	Process Validation	O&P-5-1-2
	Perform provisioning activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness ~~or~~ of Response/ Completion Provisioning Systems Integrity	O&P-5-1-3
	Perform testing activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness ~~or~~ of Response/ Completion Provisioning Systems Integrity	O&P-5-1-4

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Turn up service	Provisioning Validation Provisioning Coordination Provisioning Timeliness ~~or~~ of Response/ Completion Provisioning Systems Integrity	O&P-5-1-5

Each test ~~domain~~ dimension is broken down and discussed in greater detail in the sections below. ~~These domains and attributes are the foundation of what must be tested.~~ The scope of the test drives the scope of the test interface build (as specified in Section III-B) and analysis.

Processes

The ~~Process domain~~Processes describe~~s~~ the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

Process	Description
Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request(LSR). Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability.[1]
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status ~~noticing~~ notification in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status ~~noticing~~ notification (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users.[2]

[1] LA II, paragraph 94.

[2] LA II, paragraph 158.

Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions.[3]
Change Management	The Change Management business processes address the procedures, activities and documents relating to the development of change control over OSS interfaces and documentation.

Figure II - I: Business Process Descriptions

Product Categories

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

Resale	Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.[4] The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. ~~The following electronically~~ Electronically ordered Simple Resale~~resale~~ services and features ~~will~~ to be included in the volume tests will be selected from among those specified in *Figure II – III*.~~:~~ ~~Simple Resale (as specified in *Figure II – III*)~~ ~~ISDN Basic Rate Interface~~ ~~PBX Trunks~~ ~~Hunting~~ ~~Synchronet.~~

[3] LA II, paragraph 145.

[4] LA II, paragraph 306.

5.0 O&P-5: Provisioning Verification Test

5.1 Description

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios.**

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance Results Comparison Test (O&P-7) ~~and KPMG~~ as inputs to ~~their respective~~ test execution functions.

5.2 Objective

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT obtained.
- Test transaction tracking strategy identified.
- BellSouth performance measurement tracking system prepared to track transactions.
- Three carrier OCNs obtained for provisioning.
- Test scenarios selected. (Refer to **Appendix B-3**).
- Test transaction tracking data elements ~~must be~~ identified.

- Expected result files ~~must be~~ completed.
- BellSouth test bed ~~must be~~ prepared and customer account data loaded.
- BellSouth test facilities ~~must be~~ available.
- Test management tools ~~must be~~ installed and fully configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Detailed test cycle execution checklist ~~must have been~~ created.
- Test logs ~~must have been~~ created and results reporting templates completed.
- Test execution team ~~must be~~ identified, trained, and scheduled.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

5.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate UNE provisioning.

Test Objective: Functionality and Performance *Test Technique: Transaction Processing Inspection*	
Sub-Process	***Function***
BellSouth Provisioned Service	Receive design documents.
	Establish provisioning date and time.
	Perform provisioning activities.
	Perform testing activities.
	Turn up service.

Figure V-VI: -Provisioning -Verification Test Scope

Appendix D-2:
Service Quality Measurements
Georgia Performance Reports
10/22/1999

BellSouth
Service Quality Measurements
Georgia Performance Reports

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

PRE-ORDERING - OSS

Report/Measurement :	
Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG – TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address. • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability. • DSAP (DOE Support Application) - provides due date information. • HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability.	
Calculation:	
Σ[(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark	
CLEC Average Response Interval is comparable to BST Average Response Interval	

Revision date: 09/14/99 (lg)

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

Revision date: 08/10/99 (lg)

PRE-ORDERING - OSS

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
• Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • Legacy contract type (per reporting dimension) • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability	

Revision date: 09/14/99 (lg)

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

ORDERING

Report/Measurement:

Percent Flow Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:

Percent Flow Through Service Requests = Σ[(Total number of valid service requests that flow-through to SOCS)] / (Total number of valid service requests delivered to SOCS) X 100

Description:

Percent Flow Through = (The total number of LSRs that flow through LESOG to SOCS) / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- CLEC Aggregate
  - Region

Level of Disaggregation:

- Geography
  - Region
- Product (Under Development)
  - Residence
  - Business
  - UNE
  - Special

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received, by interface, by CLEC: ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code	• Report month • Total number of errors by type: ➢ BST system error

Retail Analog/Benchmark:

CLEC Flow Through/benchmark comparison (Under Development)

Revision Date: 09/03/99 (tm)

ORDERING

Report/Measurement:

Percent Flow Through Service Requests (Detail)

Definition:

A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to SOCS) X 100

Description:

Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Geographic:
  - Region
- Product (Under development)
  - Residence
  - Business
  - UNE
  - Special

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received, by interface, by CLEC ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC errors • Total number of errors by error code	• Report month • Total number of errors by type: ➢ BST system error

Retail Analog/Benchmark:

CLEC Flow Through/benchmark comparison (Under development)

Revision Date: 09/03/99 (tm)

ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type	
Report Structure:	
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error
Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 09/03/99 (tm)

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

ORDERING

Report/Measurement:

Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by the CLEC prior to being rejected/clarified.

Business Rules:

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only.
- An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs.

Non Mechanized: An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative.

LNP: Under Development

Calculation:

Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- State and Region
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Specials
- UNE
- UNE Loop with NP
- Other
- Trunks

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month	• Report Month
• Total number of LSRs	• Total number of LSRs
• Total number of Rejects	• Total number of Errors
• Total Number of Errors	• Adjusted Error Volume
• State and Region	• State and Region

Retail Analog/Benchmark:

Benchmark is under development. Retail Analog also under development

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:

Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by CLEC prior to being rejected/clarified

Business Rules:

- **Fully Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp in ED or TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.
- **Partially Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp in EDI or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs.
- **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON.
- **LNP**: Under development.

Calculation:

Reject Interval = Σ[(Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks

Level of Disaggregation:

- Product Reporting Levels
  - Interconnection Trunks
  - Resale – Residence
  - Resale – Business
  - Resale – Design
  - UNE Design
  - UNE Non- Design
  - UNE Loop with and w/o NP
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours.
- Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours
- Average Interval in Days
- Trunks:

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month	• Report Month
• Reject Interval	• Reject Interval
• Total Number of LSRs	• Total number of LSRs
• Total number of Errors	• Total number of Errors
• State and Region	• State and Region

Retail Analog/Benchmark:

Benchmark is under development. Retail Analog also under development

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:
Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.
Exclusions:
• Rejected LSRs • Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.
Business Rules:
• **Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS. • **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs • **Non-Mechanized:** The elapsed time from receipt of a valid LSR (fax receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • **LNP:** Under development.
Calculation:
Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)
Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Product Reporting Levels ➢ Interconnection Trunks ➢ Resale – Residence ➢ Resale – Business ➢ Resale – Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP ➢ Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation (MSA) as required by State Commission Order • Mechanized: 0-15 minutes, 15-30 minutes, 30-45 minutes, 45-60 minutes, 60-90 minutes, 90-120 minutes, 120-240 minutes, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. • Non-mechanized: 0-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours. • Trunks: 0-5 days, 6-8 days, 9-11 days, 12-14 days, 15-17 days, 18-20 days, >20 days • < 10 and > 10 Circuits / Lines • Average Interval in Days

ORDERING - (Firm Order Confirmation Timeliness – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Interval for FOC • Total number of LSRs • State and Region	• Report Month • Interval for FOC • Total Number of LSRs • State and Region
Retail Analog/Benchmark:	
Benchmark is under development. Retail Analog also under development	

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:	
Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.	
Report Structure:	
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data • under development)	
Level of Disaggregation:	
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data under development)	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices.	

Revision date: 09/13/99 (lg)

PROVISIONING

Report/Measurement:
Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. **Held Order Distribution Interval:** This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).
Calculation:
Mean Held Order Interval: Σ (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date. **Held Order Distribution Interval:** (# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100 (# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Circuit breakout < 10, > =10 • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (Mean Held Order Interval & Distribution Intervals –Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement:

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices

Definition:

When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement
- Orders held for CLEC end user reasons
- Orders submitted to BST through non-mechanized methods

Business Rules:

When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

Calculation:

Average Jeopardy Interval =Σ [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period).

Percent of Orders Given Jeopardy Notice = Σ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Committed (due) in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product Reporting Levels*
  - Interconnection Trunks
  - POTS-Residence
  - POTS-Business
  - Design
  - UNE Design
  - UNE Non-Design
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

*Further disaggregations available on PMAP for CLEC specific reports.

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service type

Retail Analog/Benchmark:

Retail Analog

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate **Report explanation**: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.
Level of Disaggregation:
• Reported in categories of <10 lines/circuits; > 10 lines/circuits • Dispatch/No Dispatch • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (Percent Missed Installation Appointments – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99 20-25 = 20-24.99, 25-30 = 25-29.99, >=30 = 30 and greater.
Calculation :
Average Completion Interval: Σ [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting period) **Order Completion Interval Distribution:** Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

PROVISIONING –
(Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Level of Disaggregation:

- ISDN Orders included in Non Design - GA Only
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30
- All Levels are reported <10 line/circuits; >=10 line/circuits
- Product Reporting Levels*
  - Interconnection Trunks
  - POTS-Residence
  - POTS-Business
  - Design
  - UNE Design
  - UNE Non-Design
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

*Further disaggregations available on PMAP for CLEC specific reports.

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

Retail Analog/Benchmark

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Non-UNE Design / BST Design
Interconnection Trunks-CLEC / Interconnection Trunks-BST
UNEs-Retail Analog (under development at this time)

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement:
Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• Non-mechanized Orders • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he enters the completion time stamp information in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically. The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was released to the CLEC/BST system.
Calculation:
Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval • Reported in categories of <10 line/circuits; >= 10 line/circuits • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (Average Completion Notice Interval – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark:	
Retail Analog	

Revision date 10/20/99 (taf)

PROVISIONING

Report/Measurement:
Coordinated Customer Conversions
Definition:
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without INP, and where the CLEC has requested BST to provide a coordinated cutover.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is no existing subscriber loop.
Business Rules:
Where the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.
Calculation:
Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.
Report Structure:
• CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in intervals <=5 minutes; >5,<=15 minutes; >15 minutes, plus Overall Average interval • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (Coordinated Customer Conversions – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (NP orders) • Total Items **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists
Retail Analog/Benchmark:	
There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark currently under development	

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed orders ≤ 30 days following service order(s) completion) / (All Service Orders completed in the report calendar month) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (Under Development at this time)	

Revision date: 10/20/99 (taf)

PROVISIONING

Report/Measurement :
Total Service Order Cycle Time (TSOCT) (under development 4Q99)
Definition:
This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Total Service Order Cycle Time (under development)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• ISDN Orders included in Non Design - GA Only • Dispatch/No Dispatch categories applicable to all levels except trunks. • Intervals under development • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING

Report/Measurement:
Service Order Accuracy
Definition:
The "service order accuracy" measurement measures the accuracy and completeness of BST service orders by comparing what was ordered and what was completed.
Exclusions:
• Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
A manual sampling of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BST. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order.
Calculation:
Percent Service Order Accuracy = Σ (Orders Completed without Error) / Σ (Orders Completed in Reporting Period) x 100
Report Structure:
• CLEC Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > = 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels* ➢ Interconnection Trunks ➢ POTS-Residence ➢ POTS-Business ➢ Design ➢ UNE Design ➢ UNE Non-Design ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order *Further disaggregations available on PMAP for CLEC specific reports.

PROVISIONING – (Service Order Accuracy – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Being investigated at this time
Retail Analog/Benchmark: (Under Investigation)	

Revision date: 10/20/99 (taf)

MAINTENANCE & REPAIR

Report/Measurement:
Missed Repair Appointments
Definition:
The percent of trouble reports not cleared by the committed date and time.
Exclusions:
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.
Calculation:
Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non-Design – GA ONLY • Product Reporting Levels ➢ POTS – Residence, Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MAINTENANCE & REPAIR – (Missed Repair Appointments – Continued)

Retail Analog/Benchmark
CLEC Residence-Resale / BST Residence-Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:

Customer Trouble Report Rate

Definition:

Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with administrative service.
- Customer provided Equipment (CPE) troubles or CLEC equipment troubles.

Business Rules:

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX, CENTREX, and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching , Local Transport, and Combos (under development)
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS– Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design Non – Design) ➢ UNE Loop Other (Design Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

MAINTENANCE & REPAIR – (Maintenance Average Duration – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code parentheses is the corresponding header format found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MANTENANCE & REPAIR

Report/Measurement:

Out of Service (OOS) > 24 Hours

Definition:

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions:

- Trouble Reports canceled at the CLEC request
- BST Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules:

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.

Calculation:

Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX and CENTREX and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching, Local Transport and Combos (under development)
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence- Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale /BST Trunking- Retail
UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Interface Availability	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate • BST/CLEC	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time)	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS
Retail Analog/Benchmark:	
Parity by design; Retail Analog	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Response Interval and Percentages	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
Exclusions:	
Queries received during scheduled system maintenance time.	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\leq$ 4 to 10, $\leq$ 10, $\leq$ 30 seconds.	
Report Structure:	
• CLEC • BST Residence • BST Business (BST Total is under development at this time) by interface for each legacy • system and function as appropriate.	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:

Average Answer Time – Repair-Centers

Definition:

This measures the average time a customer is in queue.

Exclusions:

None

Business Rules:

This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.

Level of Disaggregation:

- Region. CLEC/BST Service Centers and BST Repair Centers are regional.

Calculation:

Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)

Report Structure:

- CLEC Aggregate
- BST Aggregate
- CLEC Aggregate

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• CLEC Average Answer Time	• BST Average Answer Time

Retail Analog/Benchmark:

Retail Analog
Audit Verification

Revision date: 06/09/99 (see)

BILLING

Report/Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
Invoice Accuracy = (Total Billed Revenues during current month) – (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation :	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Total Billed Revenue • Billing Related Adjustments	• Report Month • Retail Type ➢ CRIS ➢ CABS • Total Billed Revenue • Billing Related Adjustments
Retail Analog/Benchmark	
CLEC Invoice Accuracy is comparable to BST Invoice Accuracy	

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:

Mean Time to Deliver Invoices

Definition:

This measure provides the mean interval for billing invoices

Exclusions:

Any invoices rejected due to formatting or content errors.

Business Rules:

Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Calculation:

Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date)– (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product / Invoice Type
  - Resale
  - UNE
  - Interconnection
- Geographic Scope
  - Region

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**

• Report Month
• Invoice Type
• Invoice Transmission Count
• Date of Scheduled Bill Close
	• Report Month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Invoice Transmission Count
	• Date of Scheduled Bill Close

Retail Analog/Benchmark:

- CRIS-based invoices will be released for delivery within six (6) business days
- CABS-based invoices will be released for delivery within eight (8) calendar days.
- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BST Average delivery time for both systems.

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy = Σ [(Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs sent during current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Month • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Accuracy is comparable to BST Usage Data Delivery Accuracy	

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = Σ(Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / Σ(Total number of Recorded usage records delivered during the current month) X 100	
Report Structure	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Delivery Completeness is comparable to BST Usage Delivery Completeness	

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Timeliness is comparable to BST Usage Data Delivery Timeliness	

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:	
Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = Σ (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BST	

Revision date: 09/15/99 (lg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Timeliness = Σ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Levels of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ(Number of record individual updates processed with no errors ÷ Total number of individual record updates) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

TRUNK GROUP PERFORMANCE

Report/Measurement:

Trunk Group Service Report

Definition:

A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Aggregate
  - CTTG
  - Local
- CLEC Aggregate
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk
- CLEC Specific
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:

CLEC Trunk Blockage/BST Trunk Blockage

Revision Date: 09/15/99 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:

Trunk Group Service Detail

Definition:

A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

• BST Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks	• CLEC Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:

CLEC Trunk Blockage/BST Trunk Blockage

Revision Date: 09/15/99 (tm)

COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = Σ(Request Response Date) – (Request Submission Date) / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time = Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

Appendix A: Reporting Scope*

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

Appendix B: Glossary of Acronyms and Terms

A	**ACD**	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	**BILLING**	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms - Continued

C	**COFIUSOC**	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	**DESIGN**	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	**E911**	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	**FATAL REJECT**	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
K		
L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer LMOS updates
	LMOSupd	
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	**OASIS**	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	**POTS**	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	**UNE**	Unbundled Network Element
V		
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (1999 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.

2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).

3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

5.0 O&P-5: Provisioning Verification Test

5.1 Description

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios.**

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance Results Comparison Test (O&P-7) ~~and KPMG~~ as inputs to ~~their respective~~ test execution functions.

5.2 Objective

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT obtained.
- Test transaction tracking strategy identified.
- BellSouth performance measurement tracking system prepared to track transactions.
- Three carrier OCNs obtained for provisioning.
- Test scenarios selected. (Refer to **Appendix B-3**).
- Test transaction tracking data elements ~~must be~~ identified.

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CERTIFICATE OF SERVICE
Docket No. 8354-U

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OCT 18 1999
EXECUTIVE SECRETARY
G.P.S.C.

October 18, 1999

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

Dear Ms. O'Leary:

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

Enclosed please find an original and twenty-six (26) copies of the BellSouth Georgia OSS Third Party Master Test Plan version 3.0 and the Flow-Through Evaluation version 2.0. These documents are updates to versions filed with the Commission on August 20, 1999.

The updated documents contain material that is designed to provide the Commission and other interested parties with additional detail about various aspects of the evaluations. Additionally, the revised Plan reflects changes in the respective roles and responsibilities of KPMG and Hewlett-Packard.

The updated material does not constitute a change in direction with respect to the testing, nor is it in conflict with the Commission's July 2, 1999 order approving BellSouth's Third Party Testing Plan.

Please file the document and return one (1) file-stamped copy of the document to us in the enclosed envelope. Also enclosed is an Electronic Filing Transmittal Sheet and diskette containing the document.

Thank you for your cooperation in this matter.

Very truly yours,

KPMG LLP

David Frey
Manager

Enclosures

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CERTIFICATE OF SERVICE
Docket No. 8354-U

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

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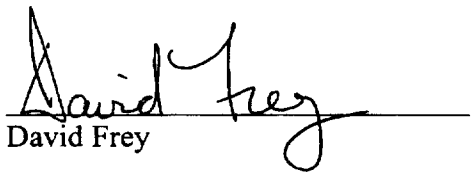
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This 18th day of October, 1999.



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EXECUTIVE SECRETARY
G.P.S.C.

BellSouth - Georgia
OSS Evaluation
Master Test Plan

Version ~~2~~3.0

~~August 16~~October 15, 1999

BellSouth-Georgia OSS Evaluation
Master Test Plan
Document Organization Summary

Section	Section Title	Description
I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria	Lists the process evaluation cirteria that will be collected as part of the Test.
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix F	References	Lists the references used in developing this document.

Section	Section Title	Description
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

I. Document Control

A. Distribution

Copy No.	Person	Department	Date Sent
	Georgia Public Service Commission		
	David Burgess	Georgia Public Service Commissioner	10/18/99
	Leon Bowles	Georgia Public Service Commission Staff	10/18/99
	KPMG LLP		
	Michael Weeks	~~Third Party OSS Testing Audit Director~~Engagement Partner	10/18/99
	Ray Sears	~~Engagement~~ Partner	10/18/99
	David Frey	Engagement Manager	10/18/99
	~~**Hewlett Packard**~~		
	~~Dale Hatcher~~	~~HP Consulting Partner~~	
	~~Patricia Gill~~	~~Program Manager 271 Compliance~~	
	BellSouth		
	William Stacy	ICS Access Certification Program Sponsor	10/18/99
	Bennett Ross	BellSouth Legal	10/18/99

Figure I - I: Distribution List ~~For~~ for Document

B. Approved By

Person	Department	Date
David Burgess	Georgia Public Service Commissioner	
Leon Bowles	Georgia Public Service Commission Staff	
~~Michael Weeks~~	~~KPMG Third Party OSS Testing Audit Director~~	

Figure I - II: Approval List ~~For~~ for Document

C. Version Control

Version	Date	Reason
Draft 1.0	March 19, 1999	Draft version for project review.
Draft 2.0	May 21, 1999	Working draft for internal review.
Draft 2.1	May 25, 1999	Working draft for KPMG/BellSouth review.
Draft 2.2	May 27, 1999	Working draft for final review.
Final 1.0	May 29, 1999	Final copy for Georgia PSC review.
Version 2.0	Auguest 16, 1999	Revisions for corrections and clarifications.
Version 3.0	October 15, 1999	Revisions for corrections and clarifications.

Figure I - III: Version Control

D. Revision Notes

Version 3.0 – With Changes Showing 10/15/99	
Global Changes	The following changes were made within each Master Test Plan Section:
1.	References to HP as the test manager were removed and KPMG was inserted as the test manager.
2.	References to the audit of the test have been removed including references, which state that the results summary and performance data should be delivered to KPMG.
3.	Footers were changed to reflect the correct date and version.
4.	References to "performance metrics" were changed to "evaluation metrics" so as to be consistent and avoid confusion.
5.	References to the "Systems Scalability Evaluation" were changed to "Systems Capacity Management Evaluation".
6.	References to "post mortem" analysis has been removed from the exit criteria.
II. Introduction	
A. Background, Page II-2	Text and editorial changes
Page II-2	Test Manager's Interfaces: Text and editorial changes
Page II-2, 3	Functional testing environment: Text and editorial changes
Page 3	Other support functions: Text and editorial changes
B. Scope, Page II-3,4	Text and editorial changes
Page II-4	Logical Scope: Text and editorial changes
Page II-5	Processes: Text and editorial changes
Page II-9, 10	Test Objectives: Test name changes, text and editorial changes
Page II-10	Deliverable Scope: Text and editorial changes
C. Goals and Objectives, Page II-11	Goals: Text and editorial changes
Page II-11, 12	2.0 Objectives: Text and editorial changes
D. Document Audience/Vendor Selection, Page II-12, 13	Text and editorial changes
E. Assumptions, Page II-14, 15	Text and editorial changes
F. Document Structure, Page II-16	Text and editorial changes
III. Test Plan Framework	
A. Scope, Page III-1	Test name change
B. Approach, Page III-2	Text and editorial changes
Page III-4	Text and editorial changes
C. Evaluation & Results, Page III-5, 6	Text and editorial changes
D. Entrance and Exit Criteria, Page III-6,7,8	Text and editorial changes
IV. Pre-Order	
A. Overview, Page IV-1	Text and editorial changes

Version 3.0 – With Changes Showing 10/15/99		
B. Scope, Page IV-1, 2	Test name change, text and editorial changes	
C. Test Cycles, Page IV-2,3	Description: Text and editorial changes	
Page IV-3,4	Objective: Text added for clarification. Entrance Criteria: Text and editorial changes	
Page IV-5,6,7,8	1.4 Test Scope: Test process clarification.	
Page IV-8,9	1.5 Test Activities: Text and editorial changes	
Page IV-9,10	1.6 Exit Criteria: Text and editorial changes	
Page IV-10	Description: Text and editorial changes	
Page IV-10,11	2.3 Entrance Criteria: Text and editorial changes	
Page IV-11	2.4 Test Scope: Text and editorial changes	
Page IV-12	2.5 Test Activities: Text and editorial changes	
Page IV-12	2.6 Exit Criteria: Text and editorial changes	
Page IV-12,13	3.1 Description: Text and editorial changes	
Page IV-13,14	3.3 Entrance Criteria: Text and editorial changes	
Page IV-14	3.4 Test Scope: Text and editorial changes	
Page IV-14,15	3.5 Test Activities: Text and editorial changes	
Page IV-15	3.6 Exit Criteria: Text and editorial changes	
Page IV-16	5.1 Description: Text and editorial changes	
Page IV-16	6.0 Test name change.	
Page IV-16	6.1 Description: Test name change, text and editorial changes	
Page IV-17	6.2 Objective: Test name change, text and editorial changes	
Page IV-17,18	6.3 Entrance Criteria: Text and editorial changes	
Page IV-18,19	6.4 Test Scope: Test name change, test process clarification, text and editorial changes	
Page IV-19,20	6.5 Test Activities: Test name change, text and editorial changes	
Page IV-20	6.6 Exit Criteria: Text and editorial changes	
V. Order		
A. Overview, Page V-1	Text and editorial changes	
B. Scope, Page V-1,2	Test name change, text and editorial changes, test added.	
C. Test Cycles, Page V-2,3,4	Text and editorial changes	
Page V-4	1.2 Objective: Text and editorial changes	
Page V-4,5	1.3 Entrance Criteria: Text and editorial changes	
Page V-5,6	1.4 Test Scope: Test process clarification, Text and editorial changes	
Page V-7,8	1.5 Test Activities: Text and editorial changes	
Page V-8	1.6 Exit Criteria: Text and editorial changes	
Page V-9,10	2.1 Description: Text and editorial changes	
Page V-10	2.2 Objective: Text and editorial changes	
Page V-10,11	2.3 Entrance Criteria: Text and editorial changes	
Page V-11,12,13	2.4 Test Scope: Test process clarification, text and editorial changes, test added	
Page V-13,14	2.5 Test Activities: Text and editorial changes	

Version 3.0 – With Changes Showing 10/15/99	
Page V-14,15	2.6 Exit Criteria: Text and editorial changes
Page V-15	3.1 Description: Text and editorial changes
Page V-16,17	3.3 Entrance Criteria: Text and editorial changes
Page V-17	3.4 Test Scope: Text and editorial changes
Page V-17,18	3.5 Test Activities: Text and editorial changes
Page V-18,19	3.6 Exit Criteria: Text and editorial changes
Page V-19	4.1 Description: Text and editorial changes
Page V-20,21	4.3 Entrance Criteria: Text and editorial changes
Page V-21	4.4 Test Scope: Text and editorial changes
Page V-21,22	4.5 Test Activities: Text and editorial changes
Page V-22,23	4.6 Exit criteria: Text and editorial changes
Page V-23	5.1 Description: Text and editorial changes
Page V-23,24	5.3 Entrance Criteria: Text and editorial changes
Page V-24	5.4 Test Scope: Text and editorial changes
Page V-25	5.5 Test Activities: Text and editorial changes
Page V-26	5.6 Exit Criteria: Text and editorial changes
Page V-26	6.0 Test name change.
Page V-26,27	6.1 Description: Test name change, text and editorial changes
Page V-27	6.2 Objective: Test name change, text and editorial changes
Page V-27,28	6.3 Entrance Criteria: Text and editorial changes
Page V-28	6.4 Test Scope: Test name change, test process clarification, text and editorial changes
Page V-29	6.5 Test Activities: Text and editorial changes
Page V-29	6.6 Exit Criteria: Text and editorial changes
Page V-29,30	7.1 Description: Text and editorial changes
Page V-30	7.3 Entrance Criteria: Text and editorial changes
Page V-31	7.4 Test Scope: Text and editorial changes
Page V-32	7.5 Test Activities: Text and editorial changes
Page V-32	7.6 Exit Criteria: Text and editorial changes
Page V-33	8.1 Description: Text and editorial changes
Page V-33	8.2 Objective: Text and editorial changes
Page V-33,34	8.3 Entrance Criteria: Text and editorial changes
Page V-34	8.4 Test Scope: Text and editorial changes
Page V-35	8.5 Test Activities: Text and editorial changes
Page V-35	8.6 Exit Criteria: Text and editorial changes
Page V-36	9.1 Description: Text and editorial changes
Page V-36	9.2 Objective: Text and editorial changes
Page V-36	9.3 Entrance Criteria: Text and editorial changes
Page V-37	9.4 Test Scope: Test process clarification, Text and editorial changes
Page V-37,38	9.5 Test Activities: Text and editorial changes
Page V-38	9.6 Exit Criteria: Text and editorial changes

Version 3.0 – With Changes Showing 10/15/99	
Page V-38 – V-41	New test added.
VI. Billing	
A. Overview, Page VI-1	Text and editorial changes
B. Scope, Page VI-1,2	Test name change, text and editorial changes
C. Test Cycles, Page VI-2,3	1.1 Description: Text and editorial changes
Page VI-3,4	1.3 Entrance Criteria: Text and editorial changes
Page VI-4,5	1.4 Test Scope: Text and editorial changes
Page VI-5,6	1.5 Test Activities: Text and editorial changes
Page VI-6	1.6 Exit Criteria: Text and editorial changes
Page VI-6,7	2.1 Description: Text and editorial changes
Page VI-7	2.2 Objective: Text and editorial changes
Page VI-8	2.3 Entrance Criteria: Text and editorial changes
Page VI-8	2.4 Test Scope: Text and editorial changes
Page VI-9	2.5 Test Activities: Text and editorial changes
Page VI-10	2.6 Exit Criteria: Text and editorial changes
Page VI-10	3.0 Test name change.
Page VI-10	3.1 Description: Test name change, text and editorial changes
Page VI-11	3.2 Objective: Test name change, text and editorial changes
Page VI-11	3.3 Entrance Criteria: Text and editorial changes
Page VI-11,12	3.4 Test Scope: Test name change, test process clarification, text and editorial changes
Page VI-12	3.5 Test Activities: Test name change, text and editorial changes
Page VI-13	3.6 Exit Criteria: Text and editorial changes
Page VI-13	4.0 Test name change.
Page VI-13	4.1 Description: Test name change, text and editorial changes
Page VI-13,14	4.2 Objective: Test name change, text and editorial changes
Page VI-14	4.3 Entrance Criteria: Text and editorial changes
Page VI-14,15	4.4 Test Scope: Test name change, test process clarification, text and editorial changes
Page VI-15	4.5 Test Activities: Test name change, text and editorial changes
Page VI-15,16	4.6 Exit Criteria: Text and editorial changes
Page VI-16	5.1 Description: Text and editorial changes
Page VI-16	5.2 Objective: Text and editorial changes
Page VI-17	5.3 Entrance Criteria: Text and editorial changes
Page VI-17	5.4 Test Scope: Test process clarification, Text and editorial changes
Page VI-18	5.5 Test Activities: Text and editorial changes
Page VI-18	5.6 Exit Criteria: Text and editorial changes
Page VI-19	6.1 Description: Text and editorial changes
Page VI-19	6.2 Objective: Text and editorial changes
Page VI-19,20	6.3 Entrance Criteria: Text and editorial changes
Page VI-20	6.4 Test Scope: Test process clarification, Text and editorial changes

Version 3.0 – With Changes Showing 10/15/99	
Page VI-20,21	6.5 Test Activities: Text and editorial changes
Page VI-21	6.6: Exit Criteria: Text and editorial changes
Page VI-21	7.1 Description: Text and editorial changes
Page VI-22	7.2 Objective: Text and editorial changes
Page VI-22	7.3 Entrance Criteria: Text and editorial changes
Page VI-22	7.4 Test Scope: Test process clarification, text and editorial changes
Page VI-23	7.5 Test Activities: Text and editorial changes
Page VI-23,24	7.6 Exit Criteria: Text and editorial changes
VII. Maintenance and Repair	
A. Overview, Page VII-1	Text and editorial changes
B. Scope, Page VII-1, 2	Test name changes, text and editorial changes
C. Test Cycles, Page VII-2,3,4,5,6	1.0 M&R-1 TAFI Functional Test: Text and editorial changes
Page VII-7,8,9,10,11,12	2.0 M&R-2 ECTA Functional Test: Text and editorial changes
Page VII-12,13,14,15,16	3.0 M&R-3 ECTA Normal Volume Performance Test: Text and editorial changes
Page VII-16,17,18,19,20, 21	4.0 M&R-4 ECTA Peak Volume Performance Test: Text and editorial changes
Page VII-21,22,23	5.0 M&R-5 TAFI Capacity Management Evaluation: Test name changes, text and editorial changes
Page VII-24, 25,26	6.0 M&R-6 ECTA Capacity Management Evaluation: Test name changes, text and editorial changes
Page VII-27,28,29	7.0 M&R-7: M&R Performance Results Comparison: Text and editorial changes
Page VII-29, 30,31,32	8.0 M&R-8 TAFI Documentation Evaluation: Text and editorial changes
Page VII-32,33,34	9.0 M&R-9 ECTA Documentation Evaluation: Text and editorial changes
Page VII-34, 35,36,37	10.0 M&R-10 M&R Process Evaluation: Text and editorial changes
VIII. Change Management	
A. Overview, Page VIII-1	Text and editorial changes
B. Scope, Page VIII-1	Text and editorial changes
C. Test Cycles, Page VIII-2, 3, 4, 5, 6, 7	Text and editorial changes
Page VIII-3,4	1.1 Change Management Practice Review: Text and editorial changes
Page VIII-4	1.2 Objective: Text and editorial changes
Page VIII-4,5	1.3 Entrance Criteria: Text and editorial changes
Page VIII-6	1.4 Test Scope: Text and editorial changes
Page VIII-6	1.5 Test Activities: Text and editorial changes
Page VIII-6,7	1.6 Exit Criteria: Text and editorial changes
Appendix A: Product Selection & Description	
Page A-3	Text and editorial changes
Page A-5,7	Unbundled Network Elements: Text and editorial changes
Page A-12	Resale Products: Text and editorial changes
Appendix B1: Pre-Ordering Scenarios	

Version 3.0 – With Changes Showing 10/15/99		
A. Primary Categories, Page B1-2	Text and editorial changes	
B. Test Case Definition (Secondary Requirements), Page B1-3	Text changes	
D. Pre-Ordering Scenario Descriptions, Page B1-5	Delete scenarios	
Appendix B2: Resale Ordering Scenarios		
B. Test Case Definition (Secondary Requirements), Page B2-4	Text and editorial changes	
C. Resale Ordering Coverage, Page B2-4,5,6,7	Text and editorial changes	
C. Resale Ordering Coverage, Page B2-5	Delete scenarios	
Appendix B2: Resale Ordering Scenarios		
Scenario #222	Modify scenario	
Scenario #226	Modify scenario	
Scenario #227	Delete scenario	
Scenario #228	Delete scenario	
Scenario #229	Delete scenario	
Scenario #230	Delete scenario	
Scenario #231	Delete scenario	
Appendix B3: UNE Ordering Scenarios		
A. Primary Categories, Page B3-3,4	Text and editorial changes	
B. Test Case Definition (Secondary Requirements), Page B3-4	Text and editorial changes	
C. UNE Ordering Coverage, Page B3-5,6,7,8,9,10,11,12,13,14, 15,16,17,18,19,20,21,22	Text and editorial changes. Certain scenarios added. Certain scenarios deleted.	
D. UNE Ordering Test Scenarios, Page B3-23,24,25,26,27,28,29	Delete scenarios	
Appendix B3: UNE Ordering Scenarios		
UNE Scenarios-Combinations, Scenario #421	Delete scenario	
Scenario #426	Delete scenario	
Scenario #430	Delete scenario	
Scenario #431	Delete scenario	
Scenario #434	Delete scenario	
Scenario #439	Delete scenario	
Scenario #442	Delete scenario	

Version 3.0 – With Changes Showing 10/15/99		
Scenario #602	Add scenario	
Scenario #604	Add scenario	
Scenario #702	Add scenario	
Directory Listing Scenarios, Scenario #450	Delete scenario	
Scenario #451	Delete scenario	
Scenario #456	Modify scenario	
Scenario #457	Add scenario	
Scenario #458	Add scenario	
UNE Ordering Scenarios-Loops, Scenario #304	Delete scenario	
Scenario #306	Delete scenario	
Scenario #310	Delete scenario	
Scenario #316	Delete scenario	
Scenario #620	Add scenario	
Scenario #630	Add scenario	
Scenario #700	Add scenario	
Scenario #701	Add scenario	
Scenario #325	Modify scenario	
Scenario #327	Delete scenario	
Scenario #331	Delete scenario	
Scenario #332	Delete scenario	
Scenario #336	Delete scenario	
Scenario #352	Delete scenario	
Scenario #356	Delete scenario	
Scenario #360	Delete scenario	
Scenario #361	Delete scenario	
Scenario #800	Add scenario	
UNE Scenarios-NP, Scenario #373	Modify scenario	
Scenario #374	Modify scenario	
Scenario #375	Modify scenario	
Scenario #376	Delete scenario	
Scenario #378	Delete scenario	
Scenario #379	Delete scenario	
Scenario #380	Delete scenario	
Scenario #383	Modify scenario	
Scenario #384	Modify scenario	
Scenario #385	Modify scenario	
Scenario #801	Add scenario	
Scenario #394	Delete scenario	
UNE Ordering Scenarios-Ports, Scenario #407	Modify scenario	
Scenario #413	Delete scenario	
Scenario #416	Delete scenario	
Appendix B5: Maintenance & Repair Scenarios		
A. Primary Categories Page B5-2	Text and editorial changes	

Version 3.0 – With Changes Showing 10/15/99		
C. Maintenance & Repair Coverage, Page B5-5,6,7,8,9,10,11,12	Text and editorial changes	
D. Maintenance & Repair Scenarios, Page B5-13,14,15,16	Text and editorial changes	
Appendix B5: Maintenance & Repair Scenarios		
Scenario #601	Delete scenario	
Scenario #602	Modify scenario	
Scenario #603	Delete scenario	
Scenario #604	Delete scenario	
Scenario #605	Modify scenario	
Scenario #606	Delete scenario	
Scenario #607	Modify scenario	
Scenario #608	Modify scenario	
Scenario #609	Modify scenario	
Scenario #610	Delete scenario	
Scenario #611	Modify scenario	
Scenario #612	Modify scenario	
Scenario #613	Delete scenario	
Scenario #614	Delete scenario	
Scenario #615	Delete scenario	
Scenario #616	Delete scenario	
Scenario #617	Delete scenario	
Scenario #618	Modify scenario	
Scenario #619	Modify scenario	
Scenario #620	Delete scenario	
Scenario #621	Modify scenario	
Scenario #622	Modify scenario	
Scenario #623	Delete scenario	
Scenario #624	Delete scenario	
Scenario #625	Delete scenario	
Scenario #626	Modify scenario	
Scenario #627	Modify scenario	
Scenario #628	Modify scenario	
Scenario #629	Modify scenario	
Scenario #631	Modify scenario	
Scenario #632	Delete scenario	
Scenario #633	Modify scenario	
Scenario #634	Modify scenario	
Scenario #635	Modify scenario	
Scenario #636	Delete scenario	
Scenario #637	Delete scenario	
Scenario #638	Delete scenario	
Scenario #639	Delete scenario	
Scenario #640	Modify scenario	
Scenario #641	Delete scenario	
Scenario #642	Modify scenario	

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Scenario #643	Modify scenario	
Scenario #644	Modify scenario	
Scenario #645	Modify scenario	
Scenario #646	Modify scenario	
Scenario #647	Delete scenario	
Scenario #648	Modify scenario	
Scenario #649	Delete scenario	
Scenario #650	Modify scenario	
Scenario #651	Modify scenario	
Scenario #652	Modify scenario	
Scenario #653	Modify scenario	
Scenario #654	Delete scenario	
Scenario #655	Delete scenario	
Scenario #656	Delete scenario	
Scenario #657	Delete scenario	
Scenario #658	Delete scenario	
Scenario #659	Delete scenario	
Scenario #660	Delete scenario	
Scenario #661	Delete scenario	
Scenario #662	Delete scenario	
Scenario #663	Delete scenario	
Scenario #664	Delete scenario	
Scenario #665	Delete scenario	
Scenario #666	Delete scenario	
Scenario #667	Delete scenario	
Scenario #668	Delete scenario	
Scenario #669	Delete scenario	
Appendix C: Volume Analysis Methodology		
D. Transaction Types, Page C-3	Text and editorial changes	
Appendix D1: Evaluation Criteria		
Page D1-2,3,4,5,6,7,8	Text and editorial changes	
IV. Pre-Ordering Test Section, Page D1-9,10,11,12,13,14,15	1.0 PRE-1 TAG Pre-Ordering Functional Test: Text and editorial changes	
Page D1-16,17	2.0 PRE-2 TAG Performance Results Comparison: Text and editorial changes	
Page D1-18,19	3.0 PRE-3 TAG Pre-Ordering Documentation Evaluation: Text and editorial changes	
Page D1-20,21	4.0 PRE-4 TAG Normal Volume Performance: Text and editorial changes	
Page D1-22,23	5.0 PRE-5 TAG Peak Volume Performance: Text and editorial changes	
Page D1-24	6.0 PRE-6 Pre-Order Processing Capacity Management Evaluation: Test name change, text and editorial changes	
V. Ordering and Provisioning Test Section, Page D1-25,26,27	1.0 O&P-1 EDI Functional Test: Text and editorial changes	

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Page D1-28,29,30	2.0 O&P-2 TAG Functional Test: Text and editorial changes
Page D1-31	3.0 O&P-3 EDI/TAG Normal Volume Performance Test: Text and editorial changes
Page D1-32	4.0 O&P-4 EDI/TAG Peak Volume Performance Test: Text and editorial changes
Page D1-33,34	5.0 O&P-5 Provisioning Verification Test: Text and editorial changes
Page D1-35	6.0 O&P-6 Order Processing Systems Capacity Management Evaluation: Text and editorial changes
Page D1-36,37,38,39	7.0 O&P-7 O&P Performance Results Comparison: Text and editorial changes
Page D1-40,41	8.0 O&P-8 EDI Documentation Evaluation: Text and editorial changes
Page D1-42,43	9.0 O&P-9 TAG Documentation Evaluation: Text and editorial changes
Page D1-44	10.0 O&P-10 EDI/TAG Production Volume Performance Test: Test added
VI. Billing Test Section, Page D1-45,46	1.0 BLG-1 CRIS/CABS Invoicing Functional Test: Text and editorial changes
Page D1-47	2.0 BLG-2 ODUF/ADUF Usage Functional Test: Text and editorial changes
Page D1-48	4.0 BLG-4 CRIS/CABS Invoicing Capacity Management Evaluation: Test name change, text and editorial changes
Page D1-49	5.0 BLG-5 ODUF/ADUF Daily Usage Capacity Management Evaluation: Test name change, text and editorial changes
Page D1-50,51	6.0 BLG-6 Billing Performance Results Comparison: Text and editorial changes
Page D1-52	7.0 BLG-7 CRIS/CABS Invoicing Documentation Evaluation: Text and editorial changes
Page D1-53	8.0 BLG-8 ODUF/ADUF Documentation Evaluation: Text and editorial changes
VII. Maintenance and Repair Test Section, Page D1-54,55,56	1.0 M&R-1 TAFI Functional Test: Text and editorial changes
Page D1-57,58,59	2.0 M&R-2 ECTA Functional Test: Text and editorial changes
Page D1-59,60	3.0 M&R-3 ECTA Normal Volume Performance Test: Text and editorial changes
Page D1-60,61	4.0 M&R-4 ECTA Peak Volume Performance Test: Text and editorial changes
Page D1-62	5.0 M&R-5 TAFI Capacity Management Evaluation: Test name change, text and editorial changes
Page D1-63	6.0 M&R-6 ECTA Capacity Management Evaluation: Test name change, text and editorial changes
Page D1-64,65	7.0 M&R-7 M&R Performance Results Comparison: Text and editorial changes
Page D1-66	8.0 M&R-8 TAFI Documentation Evaluation: Text and editorial changes
Page D1-67	9.0 M&R-9 ECTA Documentation Evaluation: Text and editorial changes
Page D1-68	10.0 M&R-10 M&R Process Evaluation: Test added
VIII. Change Management Test Section, Page D1-69	1.0 FCM-1 Forecasting Process Review: Test deleted
Page D1-69,70	1.0 CM-1 Change Management Practices Review: Test number change, text and editorial changes
Appendix E: Test Cycles	
Page E-2	Figure number change
Page E-3,4,5,6	Text and editorial changes
Appendix G: Glossary	
Page G-2,3,4,5,6,7,8,9,10,11,12,13	Text and editorial changes

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Flow-Through Assessment	The scope of this work is under separate review.	

II. Introduction

A. Background

Section 271 of the Telecommunications Act of 1996 (the Act) stipulates that before BellSouth can offer in-region interLATA services, it must first demonstrate, among other things, compliance with the interconnection, unbundling, and resale obligations that are designed to facilitate competition.[1] An integral part of BellSouth's obligations under the Act is to offer nondiscriminatory access to operations support systems (OSS)[2] for the resale of its retail telecommunications services and the provision of unbundled network elements (UNEs).

The Georgia Public Service Commission (Georgia PSC) and the Federal Communications Commission (FCC) will evaluate BellSouth's compliance with this obligation by determining the following:

- whether BellSouth has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions[3]
- whether the OSS functions that BellSouth has deployed are operationally ready, as established by performance measurements and other evidence of commercial usage.[3]

The FCC considers actual commercial usage to be the most probative evidence that OSS functions are operationally ready, but will also consider carrier-to-carrier testing, independent third-party testing, and internal testing in the absence of commercial usage.[4]

Compliance with these requirements will provide new entrants with the ability to obtain pre-ordering information, place service orders for their customers, submit trouble reports, and obtain billing information at a level deemed to be nondiscriminatory when compared with BellSouth's retail operations. BellSouth supports a variety of OSS interfaces, including machine-to-machine and terminal-type, which CLECs can use to access BellSouth's OSS and perform these functions.

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[1] FCC's Second BellSouth Louisiana Order (LA II), paragraph 3.

[2] LA II, paragraph 83. The Federal Communications Commission (FCC) has defined OSS to be "the systems, information, and personnel that support network elements or services offered for resale."

[3] LA II, paragraph 85.

[4] LA II, paragraph 86.

In accordance with the direction provided by the Georgia PSC in its Order on Petition for Third Party Testing (Georgia Order), dated May 20, 1999, BellSouth has retained KPMG LLP (KMPG), ~~to audit, monitor, evaluate and report on the testing process and~~ working with Hewlett-Packard (HP), to conduct feature, function, ~~and~~ volume and procedural tests of BellSouth's OSS and related support functions ~~tests using BellSouth's interfaces~~. This BellSouth-Georgia OSS Evaluation Master Test Plan (MTP) describes the required testing of BellSouth's OSS consistent with the requirements outlined by the Georgia PSC.

Test Manager's Interfaces

BellSouth offers a variety of systems, including both application-to-application interfaces and terminal-type/Web-based systems, that CLECs can use to access BellSouth's OSS to perform pre-order, order, maintenance and repair, and billing tasks. ~~In order to evaluate t~~The functionality and performance of ~~these interfaces, the Test Manager will employ~~ the BellSouth interfaces described in *Figure II-IV* will be evaluated as described in the Georgia Order.

BellSouth offers several options to CLECs wishing to access its OSS interfaces. For some interfaces BellSouth offers a commercially-available software kit (e.g., EDI-PC [not evaluated in this test]). BellSouth also offers machine-to-machine interfaces that require CLECs to develop their own application or gateway (e.g. TAG, EDI LAN-to-LAN, ECTA).

BellSouth maintains a variety of test clients to assist CLECs with training and testing activities prior to production transactions. These test tools are also used for internal testing purposes. For certain tests outlined in this plan, due to operational and time constraints of the procedural Order, ~~HP~~ KPMG/HP will be utilizing test clients to access interfaces during production. For example, ~~HP~~ KPMG/HP will employ the "HP TAG ~~xst~~ Test Client" for pre-order and order tests using the TAG interface. This application is made available to all CLECs. For maintenance and repair transactions using the ECTA (machine-to-machine) interface, KPMG/HP will utilize an ECTA test machine. The testing will evaluate the accuracy of the technical and business rule documentation provided by BellSouth to support the interfaces specified in the Georgia Order, as well as evaluate the functionality of the interfaces. ~~This testing, combined with a review of the interface documentation and business rules, will provide evidence that CLECs are able to utilize the interfaces from the documentation and training BellSouth supplies, and to develop and submit accurate and complete transactions using these interfaces.~~

Functional testing environment

Following the completion of interface connectivity and system readiness testing, KPMG~~HP~~ will submit all functional test transactions in the regular BellSouth production environment. A series of scenarios designed to test pre-ordering and ordering, billing, maintenance and repair functionality with respect to Unbundled Network Elements (UNE) are outlined in the Appendices of this ~~Master Test Plan~~MTP. KPMG, acting as

~~The~~ Test Manager, will develop detailed test cases for each scenario and populate specific instances of each test case with accounts from the test bed resources allocated for this test. Instances of each test case will be submitted via the BellSouth interfaces to the back-end OSS. While the high-level test scenarios are described in this plan, BellSouth will not have knowledge of the detailed test cases prior to their submission.

A subset of the test cases will be carried through to provisioning, while others will stop with the generation of a Firm Order Confirmation (FOC). The 'live' accounts will be used for provisioning, billing, and a portion of the maintenance tests.

Volume testing environment

Normal and peak volume tests will be run against a volume test environment (RSIMMS) developed by BellSouth to support the transaction volumes specified in the test. KPMG will evaluate this environment to determine if the hardware and software configurations mirror those of BellSouth's production systems, except where additional hardware or software resources have been created to support the specified test volume. The entire volume test bed except CRIS is a duplicate of the production system. RSIMMS does access production CRIS.

Other support functions

KPMG will submit LSRs as a "virtual CLEC" and will access ~~Since HP will be submitting LSRs just as a CLEC,~~ the usual support functions such as the Local Carrier Service Center (LCSC)~~,~~ and the Account Team. ~~, and~~ CLEC training will also be utilized by KPMG/HP. Additionally, ~~since HP's~~ LSRs submitted by KPMG ~~from functional testing will look just like any other CLEC's, they~~ will be handled like any other ~~CLEC's~~ CLEC-submitted LSRs, and will be submitted without prior notification to BellSouth. ~~(which is a "blind" test.)~~

B. Scope

The design~~scope~~ of the BellSouth-Georgia OSS Evaluation Test (t~~T~~est) is~~was~~ based on the Bell Atlantic - New York (BA-NY) Test Plan ~~and~~, adapted to conform to the Georgia Order to create this MTP.

In summary, the Georgia Order has mandated that the tTest specifically address the following elements of BellSouth's OSS infrastructure:

- electronic OSS interfaces (identified below)
- UNE analog loops (w/and w/out number portability - INP/LNP), UNE switch ports, and UNE business and residence loop-port combinations
- all fivefour core OSS process domains (pre-ordering, ordering &, provisioning, maintenance & repair, and billing)
- normal and peak volume testing of electronic interfaces to the pre-ordering, ordering, and maintenance & repair processes using a representative service mix of resale services and UNE transactions.

The PSC also requires an audit of BellSouth's Flow-Through Service Request report for the latest three months of data. An operational and functional audit evaluation of the calculations will be undertaken as part of a separate initiative; the MTP will support that audit evaluation by logging transaction data through test monitoring tools as well as BellSouth's transaction reporting system. The resulting comparison will assess the accuracy of BellSouth's performance measurement system, including error analysis.

Although not required by the Georgia Order, the testing will also address the business processes of forecasting for OSS volumes and change management of the electronic interfaces.

Logical Scope

The logical scope of the tTest has been broken down into several test domainsdimensions. Test domainsThese are groupings of organizationally similar concepts that help define the work required to meet the objectives of the tTest. Each of these domains will be further defined in Section III and serve as the cornerstones for discussion throughout this MTP. The following four test domains dimensions have been defined for the Test:

- Business Processes
- Product Categories
- OSS Interfaces
- Test Objectives.

Each test ~~domain~~ dimension is broken down and discussed in greater detail in the sections below. ~~These domains and attributes are the foundation of what must be tested.~~ The scope of the test drives the scope of the test interface build (as specified in Section III-B) and analysis.

Processes

The ~~Process domain~~Processes describes the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

Process	Description
Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request(LSR). Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability.[5]
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status ~~noticing~~ notification in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status ~~noticing~~ notification (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users.[6]
Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions.[7]

[5] LA II, paragraph 94.

[6] LA II, paragraph 158.

[7] LA II, paragraph 145.

Process	Description
~~Forecasting &~~ Change Management	The ~~Forecasting &~~ Change Management business processes address the procedures, activities and documents relating to the development of ~~volume projections and~~ change control over OSS interfaces and documentation.

Figure II - I: Business Process Descriptions

Product Categories

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

Product	Description
Resale	Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.[8] The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. The following electronically ordered resale services and features will be included in the volume tests: Simple Resale (as specified in *Figure II - III*) ISDN Basic Rate Interface PBX Trunks Hunting Synchronet.
UNEs	UNEs may be characterized as individual components of the BellSouth network made available to CLECs, including local loops, local switching (ports), interoffice transmission facilities, signaling networks and call-related databases, among others.[9] In the Georgia Order, the Georgia PSC focused the ~~t~~Test on the following UNEs:

[8] LA II, paragraph 306.

[9] LA II, paragraph 83.

Product	Description
	2-wire analog loops (w/ and w/o number portability) 2-wire analog switch ports 2-wire analog business and residential loop-port combinations INP/LNP

Figure II - II: Product Category Descriptions

Simple Resale Services & Features	
Flat Rate Residence	RingMaster®
Measured Rate Residence	Message Telephone Service (MTS)
Touchtone	TouchStar® - Call Tracing
Optional Calling Plan (OCP)	TouchStar® - Call Block
Integrated Package - Area Plus® with Complete Choice®, Complete Choice®	TouchStar® - Call Selector
Flat Rate/Basic Local Exchange	TouchStar® - Call Return
Measured Rate Business	TouchStar® - Repeat Dialing
Georgia Community Plan	TouchStar® - Preferred Call Forwarding
Area Plus®	MemoryCall®
Visual Director®	MemoryCall® Answering Service
Custom Calling - Speed Calling 8 & 30	Caller ID
Custom Calling - 3 Way Calling	Call Waiting
Custom Calling - Call Forward Variable	Call Waiting - Deluxe
Custom Calling - Remote Access to CF	Customized Code Restriction
	Enhanced Caller ID
	Remote Call Forwarding (RCF)

Figure II - III: Simple Resale Services and Features

Appendix A contains additional information regarding the resale services and UNEs that will be addressed as part of this tTest.

OSS Interfaces

The OSS Interface ~~domain~~ dimension identifies the various electronic gateways available to CLECs for transacting business with BellSouth in each of the above mentioned Process domains. *Figure II-IV* describes the interfaces identified for testing in the Georgia Order and links each to its respective process domain.

Interface	Description	Process
TAG	BellSouth offers the Telecommunications Access Gateway (TAG) with a CORBA-based API as its transaction-based interface between BellSouth's OSS and CLEC clients for pre-ordering and ordering functionality.[10]	Pre-Ordering Ordering & Provisioning
EDI	BellSouth offers the Electronic Data Interchange (EDI) as an application-to-application interface that allows CLECs to exchange local service requests, changes, and acknowledgments with BellSouth.[11]	Ordering & Provisioning
TAFI	BellSouth offers the Trouble Analysis Facilitation Interface (TAFI), a proprietary, interactive terminal-type OSS interface that provides CLECs with automated trouble reporting and screening functionality for telephone number assigned resale services and UNEs.[12]	Maintenance & Repair
ECTA	BellSouth offers the Electronic Communication Trouble Administration (ECTA) standard machine-to-machine interface for local exchange trouble reporting and notification that supports both telephone number assigned and circuit-identified resale services and UNEs.[13]	Maintenance & Repair

[10] TAG API Programmers Guide, p. 2-5.

[11] BellSouth Local Exchange Ordering Implementation Guide, Volume 4, Issue 7d, January, 1999, p. 2-5.

[12] BellSouth CLEC TAFI End User Training and User Guide, Issue 6, September, 1998, p. 3.

[13] LA II, paragraph 157.

Interface	Description	Process
ODUF	BellSouth offers the Optional Daily Usage File (ODUF) to provide CLECs with customer usage information on billable transactions for resold lines, Interim Number Portability (INP) accounts, and UNE ports.[14]	Billing
ADUF	BellSouth offers the Access Daily Usage File (ADUF) to provide CLECs with customer usage information for interstate access services/calls originating from, and terminating to, UNE ports.[15]	Billing
CRIS	BellSouth offers the Customer Record Information System (CRIS) as an invoiced billing information delivery vehicle that provides CLECs with call detail records, billable events, and billing charges associated with local and local toll for individual end users.	Billing
CABS	BellSouth offers the Carrier Access Billing System (CABS) as an invoiced billing information delivery vehicle that provides CLECs with bulk billed and call detail access usage as well as billing for designed UNEs.	Billing

Figure II - IV: OSS Interface Descriptions

Test Objectives

The Test Objectives provide a broad characterization of the type of testing to be conducted within each testing event. *Figure II-V* summarizes the Test Objectives that will be addressed in accordance with the Georgia Order:

Test Objective	Description
Interface	This objective tests the ability of BellSouth to provide ~~nondiscriminatory~~ access to its OSS interfaces in support of the BellSouth-CLEC business relationship. The electronic interfaces tested will include both industry standard machine-to-machine and terminal-type interfaces.

[14] Stacy LA II Affidavit, paragraph 184-6.

[15] LA II, paragraph 160.

Test Objective	Description
Functionality	This objective tests the ability of BellSouth to provide electronic pre-ordering, ordering, provisioning, maintenance and repair, and billing OSS functionality sufficient to allow CLECs a meaningful opportunity to compete in the local telecommunications services market. In accordance with the Georgia Order, this MTP will address functionality for UNEs only.
Performance	This objective will evaluate the transactional and operational testing conducted through the test facilities to determine whether the results repeated through the test process match the corresponding data and the reports generated by BellSouth's performance measurement systems. This Test Objective will include validation of BellSouth's OSS performance measure results to ensure that they are being accurately reported.
Volume & ~~Scalability~~Capacity Management	This objective tests the ability of BellSouth's electronic OSS interfaces to support reasonably foreseeable transaction volumes.
Documentation	This objective tests the adequacy of BellSouth's OSS interface documentation ~~in describing~~used to describe to CLECs ~~how to~~the implementation and use all of the business rules and technical specifications defining the electronic OSS functions available to them.

Figure II - V: Test Objective Descriptions

Deliverable Scope

The following figure describes the primary deliverables for the Test:

Deliverable	Description
BellSouth-Georgia OSS Evaluation Master Test Plan (MTP)	The MTP details the scope of the test, including the definition of test cycles, test scenarios for transactional testing, and the methodologies for test execution.
~~*Severity 1, 2, and 3* Test Exception Reports~~Interim Status Reports	~~The *Severity 1, 2, and 3* Test Exception Report contains a description and history of all open and closed critical defects identified during the t~~Test Status reports contain descriptions of major test activities and a summary of exceptions (defects in components [software, documentation, or procedures]) identified in the course of the evaluation.

Deliverable	Description
Test Results Reports	The Test Results Report is the formal summary of test results, including the quantitative data and the qualitative assessments that result from conducting the t~~T~~est. This is a formal report out on the results of the t~~T~~est.

Figure II - VI: Test Deliverable Descriptions

C. Goals and Objectives

1.0 Goals

Test Scope

The overall goal of this document is to provide a comprehensive description of the plan to test BellSouth's OSS systems, interfaces, information, and processes in accordance with the Georgia Order. This MTP will be the foundation upon which individual tests will be designed and executed.

Test Results

The t~~T~~est will provide ~~the~~ results reports ~~necessary for~~to assist ~~be used by~~ the Georgia PSC, DoJ and FCC ~~into~~ assessing BellSouth's compliance with the provision of nondiscriminatory access to its OSS in support of CLEC entry into the local telecommunications services market.

2.0 Objectives

- **Assess ability of a CLEC to build interfaces to BellSouth's OSS with publicly available information.**

  The t~~T~~est will assess the feasibility of building operational interfaces to BellSouth's OSS infrastructure from publicly and/or commercially available sources.

- **Verify the capacity ~~and/or scalability~~ of BellSouth's OSS gateways to meet future projected volumes.**

  The t~~T~~est will evaluate whether~~verify that~~ BellSouth's electronic pre-ordering, ordering, and maintenance & repair OSS gateways have the ability to process representative normal and peak transaction volumes for the year end 2001 (YE01) time frame. This segment of the t~~T~~est will address the

capacity management procedures ~~scalability of the technology and architecture~~ required to support the above mentioned volume forecasts, in addition to transactional testing of projected normal and peak volumes.

- **Verify the functionality of BellSouth's electronic OSS gateways.**

  The t~~T~~est will ~~verify that~~evaluate whether BellSouth's electronic OSS gateways support the applicable pre-ordering, ordering, provisioning, maintenance & repair, and billing functionality for UNEs.

D. Document Audience/Vendor Selection

The audience for this document includes those directly responsible for the design, development, execution, and reporting of specific tests and t~~T~~est results, and parties interested in the scope and results of the t~~T~~est. ~~The independent third party auditor (KPMG)~~ and ~~tester (HP)~~ were designated and described in the Georgia Order as Firm B and Firm A, respectively. On September 2, 1999, KPMG was designated Test Manager. ~~KPMG and HP were selected as a result of their superior qualifications as well as the substantial experience these firms have in similar projects in other states, such as New York.~~

Many of the following stakeholders are referred to throughout this document:

Georgia Public Service Commission

The Georgia PSC will ensure that this document meets the third party testing requirements outlined in the Georgia Order, including validation of test cycles, test scenarios, performance measures, and evaluation criteria. Additionally, the Georgia PSC is responsible for the final evaluation and interpretation of t~~T~~est results.

KPMG

~~KPMG is the independent third party auditor responsible for auditing the entire testing process, approving the MTP, and reporting the test results to the Georgia PSC.~~KPMG is responsible for:

- Preparation and approval of the specific test plans for each of the test domains, including Pre-ordering, Ordering and Provisioning, Billing, Maintenance and Repair, and Change Management, as well as all volume testing associated with each of these domains, consistent with the Commission's May 20, 1999 order and the MTP.

- Preparation of Local Service Request data, pre-ordering data, billing data, or any similar data required to implement the test plans described above.

- Direction of the execution of the test plans, reporting of results, and preparation of the final report for the Commission.

Hewlett-Packard (HP)

~~HP is the independent third party responsible for conducting the feature, function, and volume tests using BellSouth's interfaces consistent with the requirements of the Georgia Order and for reporting the test results to KPMG.~~ HP will be assigned the responsibilities of preparing the Testing Infrastructure which includes, (a) preparing interfaces to conduct the test plans developed by KPMG, (b) transmitting and receiving the test data, and (c) collecting and reporting the results to KPMG

Federal Communications Commission

The FCC may wish to observe the development, execution, and evaluation of the t~~T~~est in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

Department of Justice (DoJ)

The DoJ may wish to observe the development, execution, and evaluation of the t~~T~~est in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

CLEC Community

CLECs will use this document to understand the scope (breadth and depth) and results categories of the t~~T~~est, and to provide their comments as stipulated in the Georgia Order.

BellSouth

BellSouth will use this MTP to understand the testing framework and to prepare the test bed.

E. Assumptions

This section describes the project-level assumptions made in the development of this MTP. Many scope-related assumptions were derived directly from the Georgia Order. Others are based on analysis of regulatory orders, including the results of prior filings by

BellSouth and other RBOCs. Additional lower-level assumptions may be discussed within the appropriate sections of this document.

BellSouth Involvement & Support

- BellSouth will provide access to the applicable training courses and documentation in support of the t~~T~~est.
- BellSouth will provide the necessary resources, facilities, and support to set up the Build and the supporting test bed required to execute the t~~T~~est (*e.g.*, equipment, identification badges, interface security access, customer account information, test transaction tracking fields, etc.).
- BellSouth will process test transactions as part of normal production activities, including the provisioning of some test cases.
- BellSouth will allow KPMG ~~and HP~~ to observe wholesale processes on-site during applicable evaluation efforts.
- BellSouth will provide KPMG ~~and HP~~ access to historical data and current operational reports, as applicable, to complete the evaluation.
- BellSouth will maintain a stable OSS environment for the duration of the t~~T~~est.
- All BellSouth tools and documents made available to KPMG and HP are or will be made publicly available.

Test Scope

- The interfaces, products, and processes targeted in this evaluation are defined in the Georgia Order.
- The t~~T~~est will be conducted using a military-style approach. Each test target will be regression tested until all ~~*Severity 1, 2, and 3*~~ test exceptions are eliminated, or until a determination is made to halt testing of a target.
- BellSouth's resale telecommunications services will only be addressed in volume testing to ensure a valid mix of transaction types for the targeted OSS interfaces. No functional testing or process evaluation of resale services will be conducted as part of this t~~T~~est.
- Transaction projections will include volumes across BellSouth's entire nine state region even though the t~~T~~est is being designed and conducted in support of a Section 271 application for the state of Georgia.

- Transaction volume projections will be developed from actual data trends, CLEC forecasts, and market share loss curve case study analysis for the YE01 time frame.

- Volume testing of BellSouth's OSS interfaces will address normal and peak volumes for electronically submitted transactions.

- Volume testing of the ordering OSS interfaces will include orders that flow through to firm order confirmation (FOC), auto-clarified errors, and a representative sample of service requests and errors that fall out for manual processing.

- Volume testing of the billing and provisioning OSS interfaces is outside the scope of this t~~T~~est.

- ~~Scalability~~ Capacity Management analyses will be conducted for BellSouth's OSS interfaces that deliver pre-ordering, ordering, provisioning, maintenance and repair, and billing functionality to CLECs.

- All manually submitted OSS process transactions are outside the scope of this t~~T~~est.

- The t~~T~~est will require the provisioning of a sample of UNE test cases.

- Testing the billing OSS infrastructure will require the generation of test calls across two consecutive billing cycles.

- Maintenance and repair trouble reporting transactional tests for new installs will be staggered in time such that any gaps between actual customer service activation and completion notice (CN) delivery will be addressed.

- Document analyses will address the information provided to CLECs by BellSouth (including that provided during training classes) for all identified OSS interfaces for both resale services and UNEs.

F. Document Structure

Section	*Section Title*	*Description*
I	Document Control	Defines document version control, distribution, and approval requirements.

Section	Section Title	Description
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	~~Forecasting &~~ Change Management Test Section	Describes the tests and methodologies to be applied to the ~~Forecasting &~~ Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the t~~T~~est.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria	Lists the process Evaluation Criteria that will be collected as part of the t~~T~~est.

Section	Section Title	Description
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the t~~T~~est.
Appendix F	References	Lists the references used in developing this document.
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

Figure II-VII Document Overview

III. Test Plan Framework

A. *Scope*

The evaluation of BellSouth's OSS infrastructure in accordance with the Georgia Order requires the development of a test framework. The framework will ensure complete coverage of the Georgia PSC's third party testing targets across the dimensions of test scope defined in Section II - Introduction:

- Business Processes
- OSS Interfaces
- Test Objectives
- Product Categories

Test Framework Dimensions			
Business Processes	***Interfaces***	***Test Objectives***	***Product Categories***
Pre-Ordering	TAG	Functionality	Resale
Ordering & Provisioning	TAG EDI	Performance	UNE
Billing	ODUF/ADUF CRIS/CABS	Interface	
Maintenance & Repair	TAFI ECTA	Volume, ~~Scalability~~Capacity Management	
~~Forecasting &~~ Change Management	All	Documentation	

Figure III-I: Test Framework Dimensions

Test objectives were mapped across process domains to form objective-oriented tests. These tests were then refined by applicable interface type and/or product category to form test cycles.

Collectively, the domains define the systems, processes, products, and conditions to be tested, or the "test targets." The test approach, or the techniques and delivery vehicles required to execute the ~~T~~test, are defined by introducing additional dimensions of test methods. Finally, the dimension of performance metrics serves as the basis for determining whether or not an individual test event met stated objectives and achieved expected results. These concepts are described in greater detail below.

B. Approach

Test Methods

Test methods identify the type of testing required to address the test targets. Test methods fall into the following two broad categories:

- transactional analysis
- operational analysis

While transactional testing and operational analysis test cycles are structured in the same format ~~and are evaluated by the same set of metrics~~, the approaches used to execute the t~~T~~est vary significantly.

Transactional Analysis

Transactional analysis is ~~an automated~~ testing process triggered by submission of test transactions that exercise the full range of OSS business rules and load conditions. It is initiated through test cases and may be characterized by the presence of mechanized systems and electronic gateways supporting the exchange of transaction data and collection of performance metrics.

Operational Analysis

Operational analysis is a multi-dimensional test method focused on the form, structure, and content of the test target. This method addresses the organizational (people), process, and technology aspects of BellSouth's OSS. It can be further divided into invasive analyses, which require entry into BellSouth's back-office operations, and non-invasive analyses, which may be conducted without direct involvement from BellSouth resources.

Test Techniques

The test methods can be further broken down into test techniques as follows:

Test Method	Test Technique	Description
Transactional	Transaction Processing	Execute and log test case, then compare to expected results.
	Performance Comparison	Compare performance results logged by HP test facilities against BellSouth's performance measures.
Operational	Inspection*	Conduct physical review of back-office activities, documents and systems.
	Interviews*	Conduct conversations with BellSouth personnel.
	Observation^	Monitor activities and collect information by observing and logging events as they occur.
	Document Review^	Conduct a review and analysis of publications and logs.

* Invasive
^ Non-invasive

Figure III-II: ~~Transactional Analysis~~ Evaluation Techniques

Transactional analysis requires the development of test scenarios and test cases as described below. Operational analysis, by contrast, requires the use of evaluation checklists.

Test Scenarios

Business scenarios will be created to describe the customers, products, and services that will be electronically requested from BellSouth. Test scenarios describe the logical and "typical" conditions applicable to a business process.

The test scenarios included in **Appendix B** of this document address a representative sample of the product, process, and account activity type combinations routinely ordered, billed, and/or repaired by BellSouth.

Test Cases

Each test scenario is applied to multiple test cases. A test case addresses a specific set of test conditions that produce a desired outcome. Each are characterized by a set of

procedures designed to execute a specific segment of test data (i.e. a customer account). Each test case contains a set of test conditions and corresponding expected results that are designed to evaluate CLEC interaction with BellSouth across the Pre-Order, Order & Provisioning, Billing, and Maintenance & Repair domains. ~~that, when satisfied, demonstrate that BellSouth is providing nondiscriminatory access.~~

~~Test cases are written such that each of the target conditions/outcomes for a given test scenario takes on all possible values at least once (this is known as condition coverage).~~ Test cases must be repeatable, controllable, and recordable for audit and reporting purposes.

Evaluation Checklists

Detailed and comprehensive evaluation checklists will be developed for all test objectives to be analyzed through operational analysis. These checklists will serve as objective criteria to be applied to inspection, interview, observation, and document review activities.

Test Cycles

Test cycles are the organizational tools that manage the testing process. Every test cycle includes a description of the test, its objectives, scope, entrance criteria, activities, and exit criteria. The full set of test cycles is contained in **Appendix F - Test Cycles**. The results accuracy and reporting phase is required in order to ensure that all test results have been collected, assessed, and documented.

Test Tools

Functional testing of BellSouth's OSS through the TAG, EDI, and ECTA interfaces will be conducted using the HP~~xst (~~TAG~~)~~ Test Client, ~~PC-EDI~~, EDI-PC (for LSR for submissions for Billing functional test), EDI LAN-to-LAN, and BAP test tools, respectively. ~~All of these tools are provided to requesting CLECs by BellSouth~~BellSouth provides all of these tools to CLECs that request them.

The ability of BellSouth's OSS to handle volumes projected for YE01 will be tested via test transaction generators (TTGs). These TTGs will allow normal and stress volumes to be efficiently sent against BellSouth's OSS through the specified interfaces. Volume tests are based on scaling a statistically and functionally representative sample of scenarios to projected volumes. The preliminary volume projection methodology is attached in **Appendix C - Volume Analysis**.

C. Evaluation & Results

Although transactional testing and operational analysis will generate different result typess based on their varying approaches, the approach used to gather, assess, and report results against ~~those~~ performance standards~~metrics~~ will remain consistent across all test cycles.

Results Assessment

Once the results from each test cycle have been collected, they will ~~must~~ be assessed in order to determine ~~the~~ performance ~~of the Test~~. This activity includes comparing the expected results file with the actual results. Additionally, this activity involves verifying that all test conditions in a test cycle have been adequately exercised. KPMG will identify exceptions where significant defects in components (software, documentation, or process) are uncovered during the testing activities. KPMG, the Commission, and BellSouth will address exceptions through a process defined by the three parties. ~~*Severity 1, 2, and 3* failures or defects, as described below, will require re-testing.~~

~~*Defect Class*~~	~~*Definition*~~
~~*Severity 1*~~	~~An error which causes a program or system interrupt or which causes program execution to abort. AT&T and BELL System personnel refer to this type of error as a "show stopper". This error has the highest severity rating.~~
~~*Severity 2*~~	~~A severe error which causes a program not to perform properly or to produce unreliable results. Normally, the user cannot find an appropriate "workaround" for this type of error.~~
~~*Severity 3*~~	~~An error for which, while not minor, a "workaround" solution can be found for the user.~~

~~*Figure III III: Defect Severity Level Definitions*~~

If a significant number of test conditions fail or are not covered, the test cycle will be rescheduled for execution following implementation of the appropriate corrective measures.

Results Reporting

After assessment, results will be reported. ~~Reporting includes migrating the results data into the pre-determined reporting templates. Additionally, the test cycle logs are included as part of the test cycle report.~~ Each test cycle will have its own summary report and test

log to sufficiently disaggregate the test results and provide detailed reporting. KPMG is responsible for providing a final, independent results report at the end of each test cycle.

Upon completion of each transactional analysis test cycle, KPMG will ~~compare~~ validate the ~~disaggregated~~ values of the KPMG-CLEC performance metrics produced by BellSouth's own performance measurement systems and compare the raw data collected during the ~~by the HP~~ test ~~facilities against~~ to the ~~metrics collected~~data reported by BellSouth's own performance measurement systems.

Evaluation Criteria, ~~Performance~~ Evaluation Metrics, and Standards of Performance

Both transactional testing and operational analysis require evaluation criteria, ~~performance~~evaluation metrics, and standards of performance to assess test results. Test ~~performance~~evaluation metrics provide the basis for determining whether or not an individual test event met stated objectives and achieved expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event. Evaluation criteria, ~~performance~~evaluation metrics, and standards of performance are described in detail in **Appendix D-1 - ~~Performance~~Evaluation ~~Metrics~~Criteria**. As ~~additional~~ refinements to the metrics and standards are ~~identified~~ made during test design, **Appendix D-1** will be updated.

~~Performance~~Evaluation metrics will be developed for each test to determine whether the results deviate from expectations. ~~In those cases where results deviate, statistical analysis will be undertaken to determine the significance of the deviation.~~

D. Entrance and Exit Criteria

Each test cycle, by nature of its testing objective, interface type, and process domain, mandates specific entrance and exit criteria. However, global entrance and exit criteria span all test cycles.

Entrance Criteria

Entrance criteria must be met before individual tests can commence. The following global entrance criteria apply to every individual test.

Criterion	*Responsible Party*
MTP ~~must have been~~ filed with the Georgia PSC.	BellSouth, KPMG
Exception reporting process ~~must be~~ defined.	Georgia PSC, KPMG, ~~HP,~~ BellSouth

Criterion	Responsible Party
~~The~~ Georgia PSC ~~must have established~~ service quality measurements ~~to be used in the test~~established.	Georgia PSC
All required BST interface capabilities ~~must be~~ operationally ready.	BellSouth, HP, KPMG

Figure III-IV Global Entrance Criteria

- **~~The~~ Master Test Plan ~~must have been~~ approved.**

  ~~The~~ Master Test Plan ~~must have been~~ filed with the Georgia PSC.

- **Exception Reporting process ~~must have been~~ defined.**

  A defined process ~~must be~~ in place by which test defects are identified, assigned, resolved, and escalated. KPMG~~, HP~~ and BellSouth ~~must have~~ agreed to this exception reporting process.

- **~~The~~ Georgia PSC ~~must have established~~ service quality measurements established ~~to be used in the test~~.**

  Metrics to be used in Georgia have been set out in the Georgia PSC's Order. Before many portions of the test can begin, these metrics must be agreed to and fully defined. In addition they must be fully functional, tested, and operationally ready. Fully functional BellSouth measurements are required to support collection of test results and to ensure that a method exists to monitor ongoing compliance. With assistance from ~~the independent auditors~~KPMG, the Georgia PSC will assess the operational readiness of all required BellSouth measurements and verify that all requirements have been met.

- **All required BellSouth interface capabilities ~~must be~~ operationally ready.**

  Electronic interfaces to all OSS access functions of pre-ordering, ordering, provisioning, maintenance and repair, and billing ~~must be~~ fully tested and operational. All GUI interface capabilities ~~must be~~ operational.

Both global entrance criteria and test-specific entrance criteria (where applicable) ~~must be~~ defined for each test cycle.

Exit Criteria

Exit criteria must be met before the tests defined in the Test Plan can be concluded. Global exit criteria for each test cycle include the following:

Criterion	*Responsible Party*
All required test activities ~~must be~~ completed.	KPMG~~, HP~~
All change control, verification, and confirmation steps ~~must be~~ completed.	KPMG~~, HP~~
~~KPMG must audit the testing process, monitor the performance of the tests, evaluate the test plans, assess the accuracy of reported results, and report to the Georgia PSC.~~	~~KPMG~~

Figure III-V Global Exit Criteria

- **All required test activities ~~must be~~ completed.**

  For each test, all fact finding and analysis activities ~~must be~~ completed. All results and test methodologies ~~must have been~~ documented.

- **All change control, verification, and confirmation steps ~~must be~~ completed.**

  The results of test activities ~~must be~~ documented and reviewed for accuracy. Any results that require clarification or follow-up ~~must be~~ confirmed.

~~**KPMG must validate the reported results.**~~

~~KPMG, in its role as an independent auditor, must review test scope, methods, data, and reporting, and assess the accuracy of the results. KPMG must then issue an interim report to the Georgia PSC.~~

Where applicable, test-specific exit criteria ~~must be~~ defined for each test cycle.

FILE

IV. Pre-Ordering Test Section

A. Overview

The purpose of this section is to define the specific pre-ordering tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs. ~~needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~

B. Scope

The pre-ordering test scope is defined across ~~by~~ the following test dimensions: interface, test objective, product category, and test technique. The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

~~Test cycles are based on those combinations of test dimensions required within the scope of the Georgia Order.~~

Test Cycle	*Test Dimensions*			
	Interface	*Primary Test Objective*	*Product Category*	*Test Technique*
PRE-1: TAG Pre-Ordering Functional Test	TAG	Functionality	Product Independent	Transaction Processing
PRE-2: Pre-Ordering Performance Results Comparison	TAG	Performance	Product Independent	Performance Comparison
PRE-3: TAG Pre-Ordering Documentation Evaluation	TAG	Documentation	Product Independent	Document Review/ Observation
PRE-4: TAG Pre-Ordering Normal Volume Test	TAG	Volume & Performance	Resale, UNE	Volume Transaction Processing

PRE-5: TAG Pre-Ordering Peak Volume Test	TAG	Volume	Resale, UNE	Volume Transaction Processing
PRE-6: Pre-Ordering Processing Systems ~~Scalability Evlauation~~Capacity Management Evaluation	TAG	~~Volume & Scalability~~Processing Capacity	Resale, UNE	Inspection Interview

Figure IV-I: Pre-Ordering Test Cycles

Pre-order volume testing is addressed within the O&P normal and peak volume performance tests. Pre-order ~~scalability~~ Capacity Management is addressed in the O&P Systems ~~Scalability~~ Capacity Management Evaluation.

C. Test Cycles

1.0 PRE-1: TAG Pre-Ordering Functional Test

1.1 Description

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting ~~standalone~~ pre-order transactions against BellSouth test-bed accounts. Pre-Orders will be submitted as both stand-alone transactions and as integrated pre-order/order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions.

TAG pre-ordering functionality and the documentation addressing its use will be tested in a cycle that will target customer service records, feature/service availability, telephone number assignment and cancellation, address validation, ~~and~~ appointment availability and due date calculation. Transactions will be submitted using multiple "entry points" (e.g., circuit identifier and telephone number for CSRs, or telephone number and partial address for address validations), request types, customer types (where applicable), and central office~~CO~~ switch locations.

This t~~T~~est will require BellSouth to establish a test bed of customer accounts against which the requisite pre-order service inquiries may be placed. The test scenarios to be used in the TAG Pre-Ordering Functional Test are described in **Appendix B-1: Pre-Ordering Scenarios**.

The Test ~~Cycle~~ Manager will coordinate efforts with BellSouth to ensure that, where appropriate and prior to beginning the ~~t~~Test, BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track test transaction performance. Test cycle performance data will be collected and delivered to the Pre-Ordering Performance Results Comparison Test (PRE-2). ~~and KPMG as inputs to their respective test execution functions.~~

1.2 Objective

The objective of the TAG Functional Pre-Ordering Test is to ~~accurately~~ evaluate ~~prove~~ the existence of TAG functionality for electronically ordered UNEs in accordance with the TAG documentation.

1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAG documentation and training ~~must be~~ obtained.
- Test transaction tracking strategy ~~must be~~ identified.
- Target ~~performance~~ evaluation metrics ~~must be~~ identified.
- BellSouth and ~~HP~~ KPMG performance measurement tracking systems ~~must be~~ prepared to track test transactions.
- All appropriate SRT activities ~~must be~~ completed.
- Transaction submission tools installed and configured.

~~xst (TAG) Test Client terminal stations must be configured and installed~~

- BellSouth test-bed customer account data ~~must be~~ loaded and verified by the Test Manager.~~:~~
- Expected results files ~~must be~~ completed.
- Integrated test management tools ~~must be~~ installed and configured.
- Test cases and test instances ~~must have been~~ developed and loaded.
- Test case execution ~~must be~~ scheduled.
- Test cycle execution checklist ~~must have been~~ created.
- Test logs ~~must have been~~ created and results reporting template completed.

~~Account and security access to TAG must be established.~~

~~TAG connectivity must be established.~~

- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must have been~~ defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

Test Objectives: Functionality, Performance, Documentation, and Interface Test Technique: Transaction Processing	
Sub-Process	***Function***
Validate Address	Create address validation request transaction.
	Send address request using BTN.
	Send address validation request using WTN.
	Send address validation request using partial address.
	Receive match response.
	Receive near-match response.
	Receive no-match response.
	Receive error response.
	Correct error(s).
	Resend address inquiry.
	Receive match response.
Retrieve CSR	Create CSR request transaction.
	Send CSR request using BTN.
	Send CSR request using WTN.

Test Objectives: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Send CSR request using circuit identifier and state code.
	Send CSR request using miscellaneous account number.
	Send request for directory information only.
	Receive match response.
	Receive no-match response.
	Receive error response. ~~Correct error(s).~~
	Correct error(s). ~~Receive error response.~~
	Resend CSR inquiry.
	Receive match response.
Determine Product / Service Availability	Create service availability request transaction.
	Send service availability (LPIC, PIC, Switch Service Availability) request transaction.
	Receive availability response.
	Receive error response.
	Correct error(s).
	Resend service availability inquiry.
	Receive availability response.
Request Available Telephone Number(s)	Create available telephone number request transaction.
	Send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc.).
	Send TN request for random number(s).
	Send TN request for a range of specific numbers.

Test Objectives: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Send TN request for a range of random numbers.
	Receive available numbers response.
	Receive error response.
	Correct error(s).
	Resend available telephone number request.
	Receive available numbers response.
Reserve TN(s)	Create telephone number reservation transaction.
	Send reservation request for a single TN.
	Send reservation request for Multi-line Hunt.
	Send reservation request for Direct-In-Dial.
	Send reservation extension request.
	Receive confirmation response.
	Receive error response.
	Correct error(s).
	Resend TN reservation request.
	Receive confirmation response.
Cancel TN Reservation	Create telephone number reservation cancellation transaction.
	Send cancel reservation request for a single TN.
	Send cancel reservation request for Multi-line Hunt.
	Send cancel reservation request for Direct-In-Dial.
	Receive confirmation response.
	Receive error response.

Test Objectives: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Correct error(s).
	Resend cancel TN reservation request.
	Receive confirmation response.
	~~Receive match response.~~
Determine Appointment Availability	Create appointment availability request transaction.
	Send request for appointment availability.
	Receive valid response.
	Receive error response.
	Correct error(s).
	Resend available due date request.
	Receive valid response.
Calculate Due Date	Create due date calculation request transaction.
	Send request for due date calculation.
	Receive valid response.
	Receive error response.
	Correct error(s).
	Resend due date calculation request.
	Receive valid response.
Pre-order / Order Integration	Submit pre-order transactions designated for integration test.
	Receive valid response.
	Receive error response.

Test Objectives: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Correct error.
	Resend transaction.
	Receive valid response.

Figure IV-II: TAG Pre-Ordering Functional Test Scope

1.5 Test Activities

1. Submit pre-order~~TAG~~ test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Record pre-order response information for integration test transactions.
6~~5~~. Format transaction response for comparator evaluation.
7~~6~~. Match transaction response to submitted transaction.
8~~7~~. Verify that transaction response contains expected results.
9~~8~~. Flag any exceptions or mismatched responses and determine next steps in exception resolution process. ~~(If none, go to Step 17.)~~
~~9. Review exceptions to identify root cause(s).~~
~~10. Report any *Severity 1, 2, and 3* test exceptions.~~
~~11. Troubleshoot exceptions and determine resolution procedures.~~
~~12. Resolve exceptions in accordance with exception resolution process.~~
~~13. Determine if test cycle should continue. (If not, go to Step 18.)~~
~~14. Take corrective actions.~~

~~15.~~ ~~Increment transaction version numbers and resubmit transaction.~~

~~16.~~ ~~Log resubmission transaction identifier(s) and date/time stamp. (Go to step 3.)~~

10. Log documentation issues uncovered during transaction creation and submission process.

11. Resubmit transactions as necessary.

~~17.~~ Review comparative~~or~~ results and identify pending/open transactions.
12.

13. Generate test results reports.
~~18.~~

~~19.~~ Calculate and report ~~performance~~ evaluation metrics.
14.

1.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- ~~Where applicable, d~~Disaggregated performance metrics report ~~must be~~ completed and delivered to Pre-Ordering Performance Results Comparison Test.
- Expected versus actual results report ~~must be~~ completed.
- Exceptions report ~~must be~~ completed.
- ~~Exceptions report due to d~~Documentation issue logs ~~must be~~ delivered to Document Review Test.
- Response information from integration pre-orders delivered to O&P-1 and O&P-2.

~~Post-mortem analysis must be conducted.~~

- Test cycle results summary report ~~must be~~ completed.
- Exit review completed.

~~Results summary and formatted data must be delivered to KPMG.~~

~~Disaggregated performance metrics report and raw electronic data must be delivered to Pre-Ordering Performance Results Comparison Test.~~

2.0 PRE-2: Pre-Ordering Performance Results Comparison

2.1 Description

The Pre-Ordering Performance Results Comparison is a comparative analysis ~~of performance~~of performance results collected by ~~HP~~ KPMG test management tools and by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance ~~metrics~~results; accuracy and trends will be identified; and disparities will be analyzed for significance.

2.2 Objective

The objective of the Pre-Ordering Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Results comparison strategy ~~must be~~ defined.
- TAG Pre-Ordering Functional Tests, including disaggregated performance metrics reports, ~~must be~~ completed.
- TAG Normal and Peak Volume Performance Tests, including disaggregated performance metrics reports, ~~must be~~ completed.
- BellSouth performance measurement system reports ~~must be~~ compiled.
- Test execution ~~must be~~ scheduled.
- Test logs ~~must have been~~ created and results reporting template completed.
- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must have been~~ defined and approved.
- Guidelines for measuring variances ~~must be~~ defined.

2.4 Test Scope

The test scope will address the following sub-processes and functions to compare ~~and validate~~ performance results.

Test Objective: Performance *Test Techniques: Performance Comparison*	
Sub-Process	***Function***
Average OSS Response Interval	Address validation.
	CSR retrieval.
	Switched service availability.
	PIC/LPIC availability.
	Product / Service availability.
	Telephone Number(s) availability.
	TN reservation(s).
	TN reservation cancellation(s).
	Due Date determinationation / Appointment Availability.

Figure IV-III: Pre-Ordering Performance Results Comparison Test Scope

2.5 Test Activities

1. Acquire and format BellSouth and test performance data files.
2. Compare disaggregated BellSouth performance results with test management tools performance results.
3. Flag any unexplained variance in results comparison. ~~(If none, go to step 11.)~~ and determine next steps in exception and resolution process.
4. ~~Review exceptions to identify root cause.~~
5. ~~Report any *Severity 1, 2, and 3* test exceptions.~~

6. ~~Identify and quantify root cause(s) for variances in results.~~

7. ~~Troubleshoot exceptions and determine resolution procedures.~~

8. ~~Resolve unexplained variances in accordance with exception resolution process.~~

9. ~~Determine if test cycle should continue. (If no, go to step 12.)~~

10. ~~Take corrective actions.~~

11. ~~Resume results comparison analysis.~~

41 Generate comparison ~~rative~~ analysis results reports.
~~2.~~

2.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Comparison ~~ative~~ analysis report ~~must be~~ completed.
- Results variance findings ~~must be~~ documented.
- Exceptions report ~~must be~~ completed.

~~Post mortem analysis must be conducted.~~

- Test cycle results summary report ~~must be~~ completed.

~~Results summary and formatted data must be delivered to KPMG.~~

3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

3.1 Description

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the ~~quality~~availability, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. This test will generate~~receive~~ exception reports due to issues pertaining to documentation as input from the PRE-1: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test. These exceptions reports will address whether system functionality matches that described in the business rules documentation.

3.2 Objective

The objective of TAG Pre-Ordering Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG pre-ordering functions available to them.

3.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAG and LEO documentation ~~must be~~ obtained.
- ~~TTG vendor t~~Teams ~~must be~~ staffed, scheduled, and trained.
- Documentation evaluation checklists ~~must be~~ completed.
- Test Plan and evaluation criteria ~~must have been~~ defined and approved.
- Interview guide/questionnaire(s) ~~must be~~ completed.
- ~~Interdependent test cycles must be scheduled.~~
- Exceptions reports due to documentation from PRE-1: TAG Functional Test ~~must have been~~ received.
- Exceptions reports due to documentation ~~must have been~~ received from O&P-3: EDI/TAG Normal Volume Performance Test and O&P-4: EDI/TAG Peak Volume Performance Test.
- BellSouth and CLEC documentation order specialist and user contact information provided.
- ~~Test execution team must be identified, trained, and staffed.~~
- ~~Test logs must have been created and results reporting template completed.~~Process for logging exceptions defined and accepted.

~~Documentation evaluation checklists must be completed.~~

- ~~Test Plan and evaluation criteria must have been defined and approved.~~

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG documentation along with additional relevant information identified during the test.

Test Objective: Documentation ***Test Technique: Document Review and Observation***	
Sub-Process	***~~Function~~Documentation***
Pre-Ordering Documentation	LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4).
	Resale - CLEC Starter Kit (Pre-Ordering Sections).
	Resale CLEC Activation Requirements.
	TAG Programmer's Job Aid.
	TAG Training ~~– Release 2.1~~.
	TAG API Reference Guide.
	Carrier Notification.

Figure IV-IV: TAG Pre-Ordering Document Review Test Scope

3.5 Test Activities

1. ~~Conduct clarity and completeness reviews.~~Obtain relevant documentation needed to carry out business processes related to pre-ordering.
2. ~~Conduct reviews during development, installation, and testing of interfaces~~Conduct documentation evaluation using documentation evaluation checklists.
3. ~~Conduct reviews during functional and volume test executions.~~
4. Conduct interviews with BellSouth documentation specialists.
5. Conduct interviews with CLEC documentation users.

~~6~~5. ~~Flag any exceptions or documentation error(s). (If none, go to step 11.)~~Log incidents noted during testing.

~~7~~6. ~~Review exceptions to identify root cause(s).~~Compile results.

~~8~~7. ~~Report any *Severity 1, 2, and 3* test exceptions.~~Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

8. Generate test results reports.

~~9~~. ~~Troubleshoot exceptions and determine resolution procedures.~~

~~10.~~ ~~Resolve exceptions in accordance with exception resolution process.~~

~~11.~~ ~~Generate test results reports.~~

3.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Documentation checklists ~~must be~~ completed.
- Interview summaries completed.
- Exceptions report(s) ~~must be~~ completed.

~~Post-mortem analysis must be completed.~~

- Summary evaluation report completed. ~~Test cycle results summary report must be completed.~~
- Exit review completed.

~~Results summary and reports must be delivered to KPMG.~~

4.0 PRE-4: TAG Normal Volume Performance Test

4.1 Description

The TAG Normal Volume Performance Test will evaluate simultaneously the behavior and performance of the TAG interfaces under "normal" YE01 projected transaction load conditions. This test cycle will be executed in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and

resale and UNE service request test cases. Patterns of time within the day and patterns of days within the month will be emulated. [See *Section VII O&P-3: EDI/TAG Normal Volume Performance Test* for the detailed requirements for this combined test.]

5.0 PRE-5: TAG Peak Volume Performance Test

5.1 Description

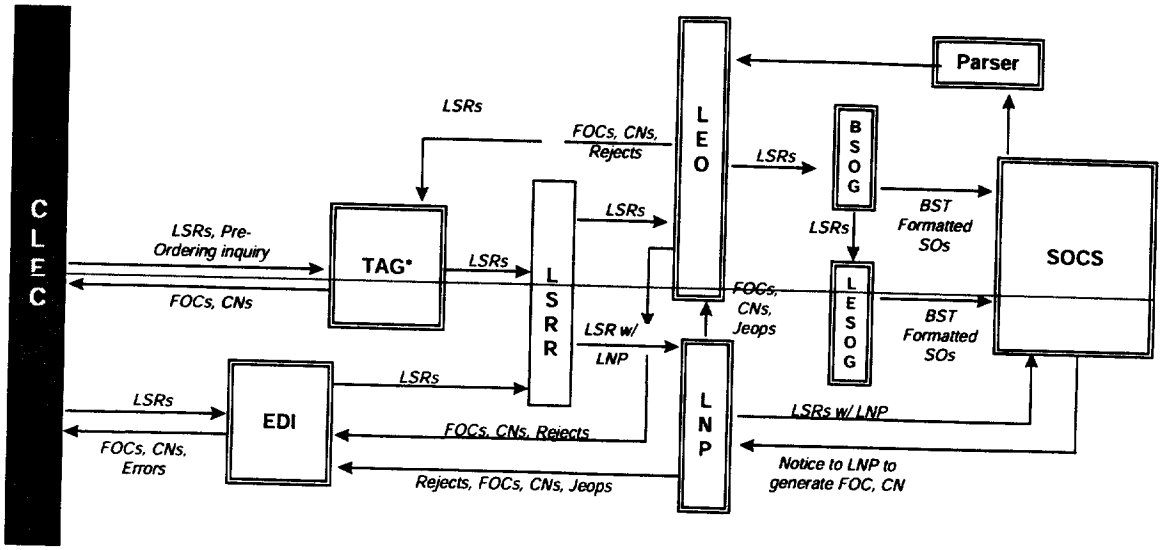
The TAG Peak Volume Performance Test will evaluate simultaneously the behavior and performance of the TAG interfaces under "peak" YE01 projected transaction load conditions. This test cycle will execute selected flow-~~thru~~through pre-ordering (TAG only) and resale and UNE test cases, including error conditions. The peak volume forecast will be developed using the peak hourly load identified for the TAG Normal Volume Performance Test, replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. [See *Section VII O&P-4: EDI/TAG Peak Volume Performance Test* for the detailed requirements for this combined test.]

6.0 PRE-6: Pre-Order Processing ~~Systems Scalability~~Capacity Management Evaluation

6.1 Description

The Pre-Order Processing Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the cluster of pre-ordering applications.

~~The Pre-Order Processing Systems Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the cluster of pre-ordering applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture.~~



~~*Figure IV-V: BellSouth's Pre-Ordering & Ordering Network Elements*~~

6.2 Objective

~~The objective of the Pre-Order Processing Systems Scalability Evaluation is to determine the degree to which these applications and associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in the pre-order TAG interface transaction volumes and users are being actively managed.

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- TAG technical documentation identified and obtained for:
    - Subsystem design
    - Software architecture
    - Technology architecture
    - Data model
    - Data communication architecture.
- Interview Guide / Questionnaire developed.

Test Objective: Volume and ~~Scalability~~Capacity Management *Test Technique: Inspection and Interview*	
Sub-Process	***Function***
	Evaluate resource usage tracking and forecasting.
	Evaluate performance management procedures.
	~~Operations support resources work capacity~~Evaluate capacity management procedures.

Figure IV-VI: Pre-Order Processing Systems Capacity Management~~Scalability~~ Evaluation Test Scope

6.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of TAG pre-order processing. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and, load increase induced upgrades.

1. Review procedural and other documentation related to TAG pre-order capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

~~1. Identify all system documentation available for review.~~

~~2. Conduct structured review of technical documentation.~~

~~3. Conduct interviews with key development and support personnel.~~

~~4. Document findings.~~

~~5. Report any *Severity 1, 2, and 3* test exceptions.~~

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews completed.
- Interviews completed.
- Summary findings and conclusions.
- Exit review completed.

~~- ScalaInterviews must be completed and summarized.~~

~~- Summary findings document must be completed.~~

~~- Technical evaluations must be completed.~~

~~- Operational support evaluations must be completed.~~

~~- Results summary and reports must be delivered to KPMG.~~

V. Ordering and Provisioning Test Section

A. Overview

The purpose of this section is to define the specific order and provisioning tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

~~The purpose of this section is to define the specific ordering and provisioning tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~

B. Scope

The ordering and provisioning test scope is defined by the following test dimensions: interface, test objective, product category, and test technique. The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

~~The test cycles are based on those combinations of test dimensions required within the scope of the Georgia Order.~~

Test Cycle	*Test Dimensions*			
	Interface	*Primary Test Objective*	*Product Category*	*Test Technique*
O&P-1: EDI Functional Test	EDI	Functionality	UNE	Transaction Processing
O&P-2: TAG Functional Test	TAG	Functionality	UNE	Transaction Processing
O&P-3: EDI/TAG Normal Volume Performance Test	EDI TAG	Volume & ~~Scalability~~ Performance	Resale UNE	Transaction Processing
O&P-4: EDI/TAG Peak Volume Performance Test	EDI TAG	Volume & ~~Scalability~~ Performance	Resale UNE	Transaction Processing

O&P-5: Provisioning Verification Test	TAG	Performance	UNE	Transaction Processing Inspection
O&P-6: Ordering Processing Systems Capacity Management ~~Scalability~~ Evaluation	EDI TAG	Volume & ~~Scalability~~ Processing Capacity	Resale UNE	Inspection Interview
O&P-7: O&P Performance Results Comparison	EDI TAG	Performance	Resale UNE	Performance Comparison
O&P-8: EDI Documentation Evaluation	EDI	Documentation	Resale UNE	Document Review Interview
O&P-9: TAG Documentation Evaluation	TAG	Documentation	Resale UNE	Document Review Observation
O&P-10: EDI/TAG Production Volume Performance Test	EDI TAG	Volume & ~~Scalability~~Performance	Resale UNE	Transaction Processing

Figure V-I: Ordering and Provisioning Test Cycles

C. Test Cycles

1.0 O&P-1: EDI Functional Test

1.1 Description

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

~~EDI ordering and provisioning functionality will be reviewed along with the documentation addressing its use.~~ This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process to be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch

provisioning, expedites, service order status inquiries, and jeopardy notices delivered through the EDI interface.

Orders will be submitted as both stand alone transactions and as integrated pre-order /order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions.

Additionally in preparation for the volume test, a limited number of resale scenarios will be tested to evaluate the functional elements of the ordering and provisioning process for resale orders as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for resale orders against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The EDI ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. ~~Additionally, BellSouth must establish the process or triggers by which to drop service requests out of the process following the successful return of an FOC and prior to entering the provisioning process.~~ Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. ~~Finally~~Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize three operating company numbers (OCNs). The test scenarios to be used in the EDI Functional Test are described in **Appendix B-3: UNE Ordering Scenarios.** ~~Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations.~~

Scenarios for ordering Local Number Portability (LNP) and for CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

EDI ordering and provisioning functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and reported in O&P-8: EDI Documentation review.

~~The test scenarios to be used in the EDI Functional Test are described in **Appendix B-3: UNE Ordering Scenarios.**~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG~~HP~~'s performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. Test cycle performance data will also be

collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7). ~~and KPMG as inputs to their respective test execution functions.~~

1.2 Objective

The objective of the EDI Functional Test is to ~~accurately prove~~ evaluate the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- EDI documentation and training materials ~~must be~~ obtained.
- Test transaction tracking strategy ~~must be~~ identified.
- Five OCNs ~~must be~~ acquired and deployed (~~three~~ for provisioning).
- Target performance metrics ~~must be~~ identified.
- BellSouth's and KPMG's~~HP's~~ performance measurement tracking systems ~~must be~~ prepared to track test transactions.
- ~~PC EDI or EDI LAN to LAN must be configured and installed.~~Transaction submission tools installed and configured.
- All appropriate SRT activities ~~must be~~ completed.
- BellSouth test-bed customer account data ~~must be~~ loaded.
- CLEC data for LNP orders obtained.
- Expected results files ~~must be~~ completed.
- Integrated test management tools ~~must be~~ installed and configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Test cycle execution checklist ~~must be~~ created.
- Test logs ~~must have been~~ created and results reporting template completed.

~~Account and security access to EDI must be established.~~

~~EDI connectivity must be established.~~

- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI functionality.

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit an Order	Create order transaction(s).
	~~Send order in LSR format~~Submit integrated LSR.
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Send expedited order transaction.
Submit an Error	Create error transaction(s).
	Send error in LSR format.
	Receive acknowledgment.
	Receive planned error/reject notification.
	Correct error(s).
	~~Resend order~~Resend integrated LSR.
	Receive FOC.
Supplement an Order	Create supplement transaction(s).

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Send supplement.
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Correct error(s).
	Resend supplement.
	~~Determine status of transaction response.~~
	Receive FOC.
~~Cancel an Order~~	~~Create cancel transaction.~~
	~~Send cancel.~~
	~~Receive acknowledgment.~~
	~~Receive FOC.~~
Pre-order/Order Integration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.
	Receive error/reject notification.
	Correct errors.
	Resend integration order.
	Receive FOC.
Receive Completion Notice (CN)	Receive CN transaction.
Receive Jeopardy Notification	Receive jeopardy notification transaction.

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Check Service Order Status	Check service order status.

Figure V-II: EDI Functional Test Scope

1.5 Test Activities

1. Submit EDI test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process. ~~(If none, go to Step 17.)~~
9. ~~Review exceptions to identify root cause(s).~~
10. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
11. ~~Troubleshoot exceptions and determine resolution procedures.~~
12. ~~Resolve exceptions in accordance with exceptions resolution process.~~
13. ~~Determine if test cycle should continue. (If not, go to Step 18.)~~
14. ~~Take corrective actions.~~
15. ~~Increment transaction version numbers and resubmit transaction.~~
16. ~~Log resubmission transaction identifier(s) and date/time stamp. (Go to Step 3.)~~
9. Log documentation issues uncovered during transactions creation and submission process.
10. Resubmit transactions as necessary.
171. Review comparator results and identify pending/open transactions.

18. Generate test results reports.

19. Calculate and report performance metrics.

1.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Disaggregated performance metrics report must be completed~~ and delivered ~~to O&P Performance Results Comparison Test.~~

~~*Expected versus actual* results report must be completed.~~

~~Where applicable, E~~exceptions ~~report must be completed.~~

~~Exceptions report due to d~~Documentation ~~issue logs must be delivered to Document Review Test.~~

~~Post-mortem analysis must be conducted.~~

- ~~Test cycle results summary report must be completed.~~
- ~~Results summary and formatted data must be delivered to KPMG.~~
- ~~Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

2.0 O&P-2: TAG Functional Test

2.1 Description

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test-bed accounts and allowing the process to continue through the return of either an FOC or reject/error

notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN.

~~TAG ordering functionality will be reviewed along with the documentation addressing its use.~~ This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process to be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, ~~,~~ expedites, service order status inquiries, and jeopardy notices delivered through the TAG interface.

Orders will be submitted as both stand alone transactions and as integrated pre-order /order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions.

Additionally, in preparation for the volume test, a limited number of resale scenarios will be tested to evaluate the functional elements of the ordering and provisioning process for resale orders as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting LSRs for resale orders against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The TAG interface ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. ~~Additionally, BellSouth must establish the process or triggers by which to drop service requests out of the process following the successful return of an FOC, and prior to entering the provisioning process. Finally~~Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize two OCNs. The test scenarios to be used in the TAG Functional Test are described in **Appendix B-3: UNE Ordering Scenarios.** ~~Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations.~~

Scenarios for ordering Local Number Portability (LNP) and CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

TAG ordering functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and report in O&P-9: TAG Documentation Review.

~~The test scenarios to be used in the TAG Functional Test are described in Appendix B-3: UNE Ordering Scenarios.~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. Test cycle performance data will be also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) ~~and KPMG as inputs to their respective test execution functions~~.

2.2 Objective

The objective of the TAG Functional Test is to ~~accurately prove~~ evaluate the ~~existence of TAG~~ functionality for electronically ordered UNEs in accordance with TAG documentation.

2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAG documentation and training materials ~~must be~~ obtained.
- Test transaction tracking strategy ~~must be~~ identified.
- Five OCNs ~~must be~~ acquired and deployed (three for provisioning).
- Target performance metrics ~~must be~~ identified.
- BellSouth's and ~~HP~~ KPMG's performance measurement tracking systems ~~must be~~ prepared to track test transactions.
- All appropriate SRT activities ~~must be~~ completed.
- ~~xst (TAG) Test Client terminal stations must be configured and installed.~~Transaction submission tools installed and configured.
- BellSouth test-bed customer account data ~~must be~~ loaded.
- CLEC data for LNP orders obtained.
- Expected result files ~~must be~~ completed.

- Integrated test management tools ~~must be~~ installed and configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Test cycle execution checklist ~~must be~~ created.
- Test logs ~~must have been~~ created and results reporting templates completed.

~~Account and security access to TAG must be established.~~

~~TAG connectivity must be established.~~

- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

2.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit an Order	Create order transaction(s).
	~~Send order in LSR format~~Submit integrated LSR.
	Receive acknowledgment.
	Receive FOC/error/reject/notification.
	Send expedited order transaction.
Submit an Error	Create error transaction(s).
	Send error in LSR format.
	Receive acknowledgment.

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	Receive planned error/reject notification.
	Correct error(s).
	~~Resend order~~Resend integrated LSR.
	Receive FOC.
Supplement an Order	Create supplement transaction(s).
	Send supplement.
	Receive acknowledgment.
	Receive FOC/error/reject notification.
	Correct error(s).
	Resend supplement.
	Receive FOC.
~~Cancel an Order~~	~~Create cancel transaction.~~
	~~Send cancel.~~
	~~Receive acknowledgment.~~
Pre-order/Order Integration	Populate integration orders with information returned from designated pre-order response.
	Submit integration orders.
	Receive acknowledgement.
	Receive error/reject notification.
	Correct errors.
	Resend integration order.
	Receive FOC.

Test Objective: Functionality, Performance, Documentation, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Receive Completion Notice	Receive CN transaction.
	~~Receive transaction response.~~
Receive Jeopardy Notification	Receive jeopardy notification transaction.
Check Service Order Status	Create service order status request.
	Send transaction.
	Receive response.

Figure V-III: TAG Functional Test Scope

2.5 Test Activities

1. Submit TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process. ~~(If none, go to Step 17.)~~
9. ~~Review exceptions to identify root cause(s).~~
10. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
11. ~~Troubleshoot exceptions and determine resolution procedures.~~
12. ~~Resolve exceptions in accordance with exception resolution process.~~
13. ~~Determine if test cycle should continue. (If not, go to Step 18.)~~
14. ~~Take corrective actions.~~

~~15. Increment transaction version numbers and resubmit transaction.~~

~~16. Log resubmission transaction identifier(s) and date/time stamp. (Go to Step 3.)~~

17 Review comparator results and identify pending/open transactions.

18 Generate test results reports.

19 Calculate and report performance metrics.

2.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Disaggregated performance metrics report must be completed and delivered to O&P Performance Results Comparison Test.~~

~~*Expected versus actual* results report must be completed.~~

~~Where applicable, Eexceptions count report must be completed.~~

~~Exceptions report due to dDocumentation issue logs must be delivered to Document Review Test.~~

~~Post-mortem analysis must be conducted.~~

~~Test cycle summary report must be completed.~~

~~ults summary and formatted data must be delivered to KPMG.~~

~~Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

3.1 Description

The EDI/TAG Normal Volume Performance Test will evaluate simultaneously the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. The TTGs are capable of submitting large volumes of flow-through pre-ordering (TAG only), and resale and UNE service request test cases. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire nine-state region ~~(not Georgia only)~~ as described in **Appendix C: Volume Analysis**. The test will be executed during two ten-hour periods by modeling the expected normal daily usage pattern (*e.g.*, the off-peak nighttime hour loads will be ignored for the ~~Test~~test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or an FOC. However, a representative sample of transactions will be submitted to test BellSouth's processing capacity for electronically ordered service requests and errors that fall out for manual processing. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Normal Volume Performance Test are described in **Appendix B-2: Resale Ordering Scenarios** and **Appendix B-3: UNE Ordering Scenarios**.

TAG and EDI volume tests will be conducted in parallel, using a forecasted order split of 60% - 40% respectively. The PRE-4: TAG Pre Ordering Normal Volume Test will also be conducted in parallel. The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG~~HP~~'s performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

3.2 Objective

The objective of the EDI/TAG Normal Volume Performance Test is to measure the performance of the EDI and TAG interface under normal projected YE01 transaction loads.

3.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- EDI and TAG documentation ~~must be~~ obtained.
- O&P-1: EDI Functional Test and O&P-2: TAG Functional Test ~~must be~~ successfully completed.
- Test transaction tracking strategy ~~must be~~ identified.
- Normal volume level ~~must be~~ defined.
- BellSouth's and KPMG~~HP~~'s performance measurement tracking systems ~~must be~~ prepared to track transactions.
- Certification testing for TTGs ~~must be~~ completed.
- Test scenarios ~~must be~~ selected (refer to **Appendix B-2 & Appendix B-3**).
- Test cases ~~must be~~ selected.
- BellSouth test-bed customer account data ~~must be~~ loaded.
- Expected result files ~~must be~~ completed.
- Integrated test management tools ~~must be~~ installed and configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Test cycle execution checklist ~~must be~~ created.
- Test logs ~~must have been~~ created and results reporting template completed.
- Account and security access to EDI and TAG ~~must be~~ established.
- EDI and TAG connectivity ~~must be~~ established.
- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

3.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under YE01 normal projected transaction loads.

Test Objective: Volume & Scalability, Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit Orders in Projected Normal Volumes	Create order transaction(s).
	Send order in LSR format.
	Receive acknowledgment.
	Receive FOC or error/reject notification.
	Send transaction response.

Figure V-IV: EDI/TAG Normal Volume Performance Test Scope

3.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. ~~Format transaction response for comparator evaluation.~~
6. ~~Match transaction response to submitted transaction.~~
7. Verify that transaction response contains expected results.
6. Analyze timeliness performance
8. Flag any exceptions or mismatched responses and determine next steps in exception process. ~~(If none, go to step 17.)~~
9. ~~Review exceptions to identify root cause(s).~~

10. ~~Report any *Severity 1, 2, and 3* test exceptions.~~

11. ~~Troubleshoot exceptions and determine resolution procedures.~~

12. ~~Resolve exceptions in accordance with exception resolution process.~~

13. ~~Determine if test cycle should continue. (If not, go to step 18.)~~

14. ~~Take corrective actions.~~

15. ~~Increment transaction version numbers and resubmit transaction.~~

16. ~~Log resubmission transaction identifier(s) and date/time stamp. (Go to step 3.)~~

17. ~~Review comparator results and identify pending/open transaction.~~

18. Generate test results reports.

19. ~~Calculate and report performance metrics.~~

3.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are ~~-~~complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Disaggregated performance metrics report must be completed.~~

~~- *Expected versus actual* results report must be completed.~~

~~- Exceptions report must be completed.~~

~~- Exceptions report due to documentation must be delivered to Document Review Test.~~

~~- Post-mortem analysis must be conducted.~~

~~- Test cycle results summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

4.1 Description

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow-through pre-ordering (TAG only) ~~and~~ resale and UNE service request test cases, including error conditions. The PRE-5: TAG Pre Ordering Peak Volume Test will be conducted in parallel with this test.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test, replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in **Appendix C: Volume Analysis**.

The peak volume test will be executed during two eight-hour periods. LSR loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Peak Volume Performance Test are described in **Appendix B-2: Resale Ordering Scenarios** and **Appendix B-3: UNE Ordering Scenarios**.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG~~HP~~'s performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

4.2 Objective

The objective of the EDI/TAG Peak Volume Performance Test is to measure the performance of the EDI and TAG interfaces under peak projected YE01 transaction loads.

4.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- EDI and TAG documentation ~~must be~~ obtained.

- O&P3 EDI/TAG Normal Volume Performance Test ~~must be~~ completed.
- Test transaction tracking strategy ~~must be~~ identified.
- Peak volume level ~~must be~~ defined.
- BellSouth's and KPMG~~HP~~'s performance measurement tracking systems ~~must be~~ prepared to track transactions.

—

- Test scenarios ~~must be~~ selected (refer to **Appendix B-2 & Appendix B-3**).
- Test cases ~~must be~~ selected.
- BellSouth test-bed customer account data ~~must be~~ loaded.
- Expected results files ~~must be~~ completed.
- Integrated test management tools ~~must be~~ installed and configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Test cycle execution checklist ~~must be~~ created.
- Test logs ~~must have been~~ created and results reporting template completed.
- Account and security access to EDI and TAG ~~must be~~ established.
- EDI and TAG connectivity ~~must be~~ established.
- Test execution team ~~must be~~ staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

4.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI/TAG peak performance.

Test Objective: Volume & Scalability, Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit Orders in Projected Peak Volumes	Create order transaction(s).
	Send order in LSR format.
	Receive acknowledgment.
	Receive FOC or error/rejection notification.
	Send transaction response.

Figure V-V: EDI/TAG Peak Volume Performance Test Scope

4.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. ~~Format transaction response for comparator evaluation.~~
6. ~~Match transaction response to submitted transaction.~~
7. Analyze timeliness performance.~~Verify that transaction response contains expected results.~~
8. Flag any exceptions or mismatched responses and determine next steps in exception process.~~ (If none, go to Step 17.)~~
9. ~~Review exceptions to identify root cause(s).~~
10. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
11. ~~Troubleshoot exceptions and determine resolution procedures.~~
12. ~~Resolve exceptions in accordance with exceptions resolution process.~~
13. ~~Determine if test cycle should continue. (If not, go to Step 18.)~~
14. ~~Take corrective actions.~~

~~15. Increment transaction version numbers and resubmit transaction.~~

~~16. Log resubmission transaction identifier(s) and date/time stamp. (Go to Step 3.)~~

~~17. Review comparator results and identify pending/open transactions.~~

~~18. Determine next steps in exceptions resolution process.~~

~~19~~6 Generate test results reports.

~~20. Calculate and report performance metrics.~~

4.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~— Disaggregated performance metrics report must be completed.~~

~~— *Expected versus actual* results report must be completed.~~

~~— Exceptions report must be completed.~~

~~— Exceptions report due to documentation must be delivered to Document Review Test.~~

~~— Post-mortem analysis for test cycle must be conducted.~~

~~— Test cycle results summary report must be created.~~

~~— Results summary and formatted data must be delivered to KPMG.~~

~~— Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

5.0 O&P-5: Provisioning Verification Test

5.1 Description

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, ~~In order~~ to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios.**

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance Results Comparison Test (O&P-7) and KPMG as inputs to their respective test execution functions.

5.2 Objective

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test ~~must have been~~ successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT ~~must have been~~ obtained.
- Test transaction tracking strategy ~~must be~~ identified.
- BellSouth performance measurement tracking system ~~must be~~ prepared to track transactions.
- Three carrier OCNs ~~must be~~ obtained for provisioning.
- Test scenarios ~~must be~~ selected. (Refer to **Appendix B-3**).
- Test transaction tracking data elements ~~must be~~ identified.

- Expected result files ~~must be~~ completed.
- BellSouth test bed ~~must be~~ prepared and customer account data loaded.
- BellSouth test facilities ~~must be~~ available.
- Test management tools ~~must be~~ installed and fully configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Detailed test cycle execution checklist ~~must have been~~ created.
- Test logs ~~must have been~~ created and results reporting templates completed.
- Test execution team ~~must be~~ identified, trained, and scheduled.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

5.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate UNE provisioning.

Test Objective: Functionality and Performance *Test Technique: Transaction Processing, Inspection*	
Sub-Process	***Function***
BellSouth Provisioned Service	Receive design documents.
	Establish provisioning date and time.
	Perform provisioning activities.
	Perform testing activities.
	Turn up service.

Figure V-VI: -Provisioning -Verification Test Scope

5.5 Test Activities

1. Analyze FOC for provisioning information.
2. Log all provisioning notifications.
3. Verify provisioning appointment date/time.
4. Meet BellSouth provisioners for appointment.
5. Log interactions in provisioning checklist.
6. Perform testing on provisioned services.
7. Log activity completion date/time for provisioning event.
8. Record results in appropriate provisioning log.
9. Flag any exceptions or mismatched responses and determine next steps in exception process..
10. ~~Review any exceptions to identify source.~~
11. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
12. Generate test results reports.
13. ~~Calculate and report performance metrics.~~

5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

~~Disaggregated performance metrics report must be completed.~~

~~*Expected versus actual* results report must be completed.~~

~~Exceptions count report must be completed.~~

~~— Post-mortem analysis for test cycle must be conducted.~~

~~— Test cycle summary report must be created.~~

~~— Results summary and formatted data must be delivered to KPMG.~~

6.0 O&P-6: Order Processing Systems ~~Scalability~~ Capacity Management Evaluation

6.1 Description

The order processing systems capacity management evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of order processing interfaces.

~~The Order Processing Systems Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the cluster of ordering applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture.~~

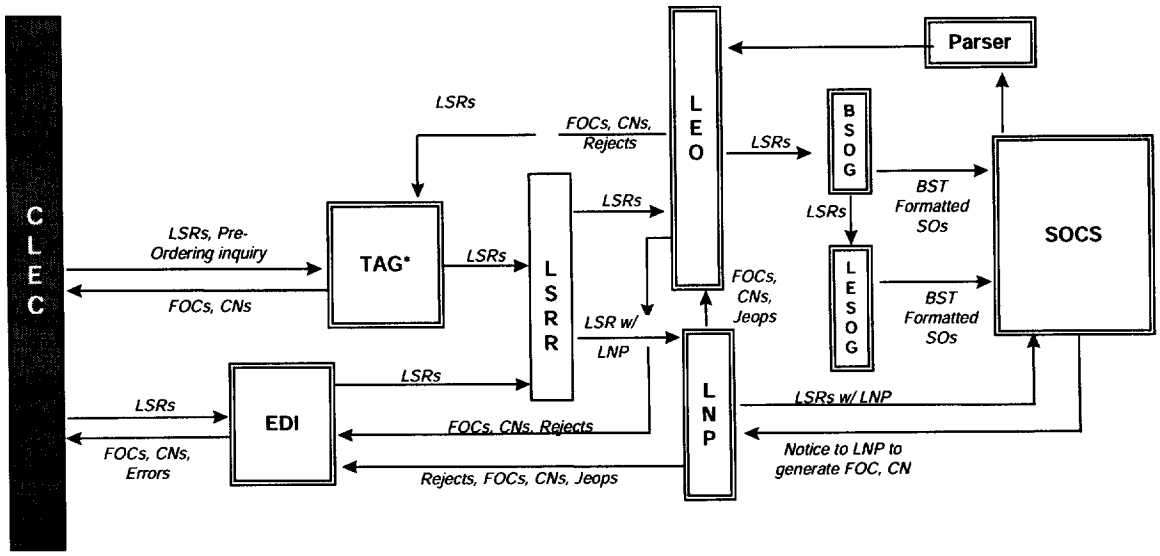


Figure VI-VII: BellSouth's Ordering Network Elements

6.2 Objective

The objective of the Order Processing Systems ~~Scalability~~ Capacity Management Evaluation is to ~~determine~~ analyze the capabilities of BST capacity management functions in relation to the order processing applications and associated workforce, and determine whether the procedures are adequate to identify and implement capacity increments to satisfy projected customer business volumes on a timely basis.

~~degree to which these applications and associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- EDI/TAG technical documentation must be identified and obtained.

—

- Performance metrics defined and approved.

~~Scalability evaluation matrix must be completed.~~

~~Interview guide/questionnaire must be completed.~~

~~Technical resources must be identified and scheduled for interviews.~~

- Test Plan and e~~E~~valuation criteria ~~must be~~ defined and approved.
- ~~LEO documentation must be obtained.~~

6.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI/TAG capacity management~~scalability~~.

Test Objective: ~~Volume & Scalability~~Capacity Management *Test Technique: Inspection and Interview*	
~~Sub-~~Process	***Function***
EDI/TAG Capacity Management~~Scalability~~	~~Technical architecture modularity~~Evaluate business volume tracking and forecasting
	Evaluate resource usage tracking and forecasting
	Evaluate performance management processes
	~~Operations support resources work capacity~~Evaluate capacity management processes

Figure V-VIII: Order Processing Systems ~~Scalability~~ Capacity Management Evaluation Test Scope

6.5 Test Activities

1. ~~Identify all system documentation available for review.~~Review procedural and other documentation
2. ~~Conduct structured review of technical documentation.~~
3. Conduct interviews with the key systems administration~~development~~ and support personnel as appropriate.
4. Document findings.
5. Resolve~~port~~ ~~any *Severity 1, 2, and 3* test~~ exceptions.

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews complete.
- Interviews completed.
- Capacity management review report completed.
- Exit review completed.

~~- Scalability evaluation matrix must be completed.~~

~~- Interviews must be completed and summarized.~~

~~- Summary findings documents must be completed.~~

~~- Technical evaluations must be completed.~~

~~- Operational support evaluations must be completed.~~

- ~~Results summary and reports must be delivered to KPMG.~~

7.0 O&P-7: O&P Performance Results Comparison

7.1 Description

The O&P Performance Results Comparison is a comparative analysis of O&P performance results collected by the KPMG ~~Test through~~ test management tools and by BellSouth's OSS performance measurement system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance ~~measurement systems~~results; ~~variances~~ accuracy and trends will be identified; and disparities will be analyzed for significance.

7.2 Objective

The objective of the O&P Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

7.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Results comparison strategy defined.
- EDI/TAG Functional Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form).
- EDI/TAG Normal and Peak Volume Performance Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form)~~-'~~
- BellSouth performance measurement system reports compiled.
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.

- ~~Target O&P performance metrics must be identified.~~

~~The lowest level of BellSouth O&P performance measure tracking must be identified.~~

~~Keys required for BellSouth to separate test transactions must be identified.~~

~~Performance Metrics must be defined and approved.~~

~~Exceptions reporting process must be defined.~~

~~Exceptions reporting template must have been created.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.
- Guidelines for measuring variances ~~must be~~ defined.

7.4 Test Scope

The test scope will address the following sub-processes and functions to compare performance results.

Test Objective: Performance *Test Technique: Performance Comparison*	
Sub-Process	***Function***
Percent Rejected Service Requests	Mechanized
Reject Interval	Mechanized
Firm Order Confirmation Timeliness	Mechanized
Percentage of Subsequent Reports	UNE Designed
	UNE Non-Designed
Average Completion Interval	UNE Dispatch
	UNE Non-Dispatch
Order Completion Interval Distribution	UNE Dispatch
	UNE Non-Dispatch

Test Objective: Performance *Test Technique: Performance Comparison*	
Sub-Process	***Function***
Held Order Interval Distribution and Mean Interval	UNE Dispatch
	UNE Non-Dispatch
Average Jeopardy Notice Interval	UNE Dispatch
	UNE Non-Dispatch
Percentage of Orders Given Jeopardy Notices	UNE Dispatch
	UNE Non-Dispatch
Percent Provisioning Troubles within 30 Days	UNE Dispatch
	UNE Non-Dispatch
Percent Service Order Accuracy	UNE Dispatch
	UNE Non-Dispatch
Average Completion Notice Interval	UNE Dispatch
	UNE Non-Dispatch

Figure V-IX: O&P Performance Results Comparison Test Scope

7.5 Test Activities

1. Acquire and format BellSouth and test management tools performance data files.
2. Compare disaggregated BellSouth performance results with test management tools performance results.
3. Flag any exceptions in results comparison and determine next steps in exception- resolution process.
4. ~~Log exceptions in exceptions reporting template.~~
5. ~~Identify and quantify root cause(s) for variances in results.~~

~~6. Troubleshoot exceptions and determine resolution procedure.~~

~~7. Resolve exceptions in accordance with the exceptions resolution process.~~

~~8. Determine if test cycle should continue.~~

~~9. Take corrective action and continue the test cycle.~~

~~4~~10 Generate comparative analysis results reports.

~~11. Report any *Severity 1, 2, and 3* test exceptions.~~

7.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Comparative analysis report must be completed.~~

~~- Measure variance findings must be documented.~~

~~- Test cycle results summary report must be created.~~

~~- Results summary and reports must be delivered to KPMG.~~

8.0 O&P-8: EDI Documentation Evaluation

8.1 Description

The EDI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy, and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report ~~due to~~based on issues pertaining to documentation which addresses whether system functionality matches that described in the business rules documentation.

8.2 Objective

The objective of the EDI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the EDI ordering and provisioning functions available to them.

8.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- EDI documentation ~~must be~~ obtained.
- Teams ~~must be~~ staffed, scheduled and trained
- Documentation evaluation checklist ~~must be~~ completed.

~~Exception report due to documentation from O&P-1: EDI Functional Test must be obtained.~~

~~Team must be identified, trained, and staffed.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.
- Interview guide/questionnaire(s) ~~must be~~ completed.
- Incident report(s) arising from documentation issues from O&P-1:EDI Functional Test ~~must be~~ obtained.
- BST and CLEC documentation Order Specialist and User contact information ~~must be~~ provided.
- Process for logging exceptions ~~must be~~ defined and accepted.

8.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI documentation along with additional relevant documentation identified for use in Ordering and Provisioning.

Test Objective: Documentation *Test Technique: Document Review and Interview*	
Sub-Process	***Function***
O&P Documentation	LEO Implementation Guides (Volumes 1-4).
	PC-EDI Training Document.
	Carrier Notifications off the BellSouth website.
	Resale CLEC Activation Requirements.
	Local Number Portability Ordering Guide.

Figure V-X: EDI Documentation Evaluation Test Scope

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents ~~exceptions~~ noted during ~~Build and Certification T~~testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7~~6~~. Compile results.
~~7. Report any *Severity 1, 2 and 23* test exceptions.~~

8.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are ~~-~~complete.
- Expected results versus actual test case results reported.

- Test report generated.
- Exit review completed.

~~- Documentation checklists must be completed.~~

~~- Interview summaries must be completed.~~

~~- Incident report(s)Exceptions log must be completed.~~

~~- Summary evaluation report must be completed.~~

- ~~Results summary and reports must be delivered to KPMG.~~

9.0 O&P-9: TAG Documentation Evaluation

9.1 Description

The TAG Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an incident ~~exceptions~~ report due to issues pertaining to documentation which addresses whether system functionality matches that described in the business rules documentation.

9.2 Objective

The objective of TAG Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG ordering and provisioning functions available to them.

9.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAG documentation ~~must be~~ obtained.
- Teams ~~must be~~ staffed, scheduled, and trained.
- Documentation evaluation checklist ~~must be~~ completed.

~~Exceptions report due to documentation from O&P-2 TAG Functional Test must be obtained.~~

~~Team must be identified, trained, and staffed.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.
- Interview guide/questionnaire(s) ~~must be~~ completed for BST & CLEC.
- Exception report(s) arising from documentation issues from O&P-2 TAG Functional Test ~~must be~~ obtained.
- BST and CLEC documentation Order Specialist and User contact information ~~must be~~ provided.
- Process for logging exceptions ~~must be~~ defined and accepted.

9.4 Test Scope

The scope will address the following sub-processes and functions to evaluate TAG documentation along with additional relevant documentation identified for use in Ordering and Provisioning.~~:~~

Test Objective: Documentation *Test Technique: Document Review and Interview*	
Sub-Process	***Function***
O&P Documentation	LEO Implementation Guides (Volumes 1-4).
	TAG API ~~Programmers~~ Reference Guide.
	TAG Programmer's Job Aid.
	TAG Training for CLEC Programmer.
	Carrier Notifications off the BellSouth website.
	Resale CLEC Activation Requirements.
	Local Number Portability Ordering Guide.

Figure V-XI: TAG Documentation Evaluation Test Scope

9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist
3. Conduct interviews with BellSouth documentation specialists
4. Conduct interviews with CLEC documentation users
5. Log ~~exceptions~~ incidents noted during ~~Build and Certification T~~testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7~~6~~. Compile results.
8. ~~Report any *Severity 1, 2, and 3* test exceptions.~~

9.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are ~~-~~complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Documentation checklists must be completed.~~

~~Interview summaries must be completed.~~

~~Exceptions log~~ Incident report(s) ~~must be completed.~~

~~Summary evaluation report must be complete.~~

~~Results summary and reports must be delivered to KPMG.~~

10.0 O&P-9: EDI/TAG Production Volume Performance Test

10.1 Description

The EDI/TAG Production Volume Performance Test will evaluate simultaneously the behavior and performance of both the interfaces under current capacities of the production system. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (excluding error conditions) for each interface. The TTGs are capable of submitting large volumes of flow through pre-orders (TAG only), and resale and UNE service request cases. The test will be executed during an eight-hour period-. All the transactions submitted are expected to flow through BellSouth's OSS electronically and return an error or an FOC. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Production Volume Performance Test are described in **Appendix B-2: Resale Ordering Scenarios** and **Appendix B-3: UNE Ordering Scenarios.**

The Test -Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement system are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected though test management tools and delivered to the O&P Performance Results Comparison Test (O&P-7).

10.2 Objective

The objective of the EDI/TAG Production Volume Performance Test is to measure the performance of the EDI and TAG interface under current production capacity at YE01 projected mix.

10.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.

- O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test and O&P – TAG/EDI Peak Volume Performance Test successfully completed.
- Test transaction tracking strategy- identified.
- Current volume level defined.
- BellSouth's and KPMG~~HP~~'s performance measurement tracking systems prepared to track transactions.
- Certification testing for TTGs completed.
- Test scenarios selected (refer to **Appendix B-2 &Appendix B-3**).
- Test cases selected.
- BellSouth test -bed customer account data loaded.
- Expected result files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

10.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under current transaction loads.

Test Objective: Volume & Scalability, Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit Orders in Projected Normal Volumes	Create order transaction(s).
	Send order in LSR format.
	Receive acknowledgment.
	Receive FOC or error/reject notification.
	Send transaction response.

Figure V-IV: EDI/TAG Production Volume Performance Test Scope

10.5 Test Activities

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and critical performance responsiveness date/time stamp information.
5. Verify that transaction response contains expected results.
6. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
7. Generate test results reports.

10.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.

- Exit review completed.

~~Disaggregated performance metrics report must be completed.~~

~~*Expected versus actual* results report must be completed.~~

~~Exceptions report must be completed.~~

~~Exceptions report due to documentation must be delivered to Document Review Test.~~

~~Test cycle results summary report must be created.~~

~~Disaggregated performance metrics report and raw electronic data must be delivered to O&P Performance Results Comparison Test.~~

VI. Billing Test Section

A. Overview

~~The purpose of this section is to define the billing tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~The purpose of this section is to define the specific billing tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The ~~billing~~ billing domain test scope is defined ~~by the following test dimensions~~in the following table: ~~interface, test objective, product category, and test technique. The test cycles are based upon those combinations of test dimensions that are required within the scope of the Georgia Order~~The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

Test Cycles	*Test Dimensions*			
	Interface	*Primary Test Objective*	*Product Category*	*Test Technique*
BLG-1: CRIS/CABS Invoicing Functional Test	CRIS CABS	Functionality, Quality	UNE	Transaction Processing, Inspection, Interview
BLG-2: ODUF/ADUF Usage Functional Test	ODUF ADUF	Functionality, Quality	UNE	Transaction Processing, Inspections, interviews
BLG-~~3~~4: CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation	CRIS CABS	~~Volume &~~ ~~Scalability~~Processing Capacity	UNE	Inspection ,Interview
BLG-~~5~~4: ODUF/ADUF ~~Usage Scalability~~Capacity Management Evaluation	ODUF ADUF	~~Volume &~~ ~~Scalability~~Processing Capacity	UNE ~~Resale~~	Inspection, Interview

BLG-56: Billing Performance Results Comparison	CRIS CABS ODUF ADUF	Performance Reporting Verification	UNE ~~Resale~~	Performance Comparison, Inspection, Interview
BLG-67: CRIS/CABS Invoicing Documentation Evaluation	CRIS CABS	Documentation	UNE	Document Review, Interview
BLG-78: ODUF/ADUF Documentation Evaluation	ODUF ADUF	Documentation	UNE ~~Resale~~	Document Review, Interview

Figure VI-I: Billing Test Cycles

~~Note: When an interface type or product category is not specified in the test cycle title, it is assumed that all types are incorporated into that particular test cycle.~~

C. Test Cycles

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

1.1 Description

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The service orders and usage will result in invoice detail subject to evaluation by the Test Manager. ~~This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). HP or the Test Manager will place calls on provisioned lines to generate usage and invoice detail.~~ The functional elements of UNE invoicing to be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, recording of account configuration changes, adjustments, and accuracy of invoice line-item details and summary level sections delivered by both the CABS/CRIS systems. ~~HP will use process walk-throughs/interviews to ensure quality of internal processes.~~

BLG-1 transaction testing activities and findings will be coordinated with the BLG-2 (Usage), BLG-5 (Performance) and BLG-6 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing customer bills are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

~~The invoicing test cycle will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the O&P functional tests in order to generate a baseline set of invoices. By generating provisioned orders with different OCNs, the test will be able to generate calls between OCNs, thereby creating additional scope coverage for the overall Test, which will be verifiable within BLG-7. Given the long lead times associated with this test, execution will be limited to two billing cycles following the baseline run. This duration should be adequate to drive the applicable test cases through the front-end systems and assess the accuracy and consistency of BellSouth's OSS functionality. BLG-2 will be executed simultaneously to ensure an accurate comparison between the daily usage feeds and the carrier invoices.~~

~~The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and HP's performance measurement systems are prepared to track test transaction performance prior to beginning the Test. Performance data will be collected through test management tools and delivered to the Billing Performance Results Comparison Test (BLG-6) as input to the test execution function report.~~

~~All provisioned LSRs will be billed.~~

~~The test scenarios associated with the CRIS/CABS Invoicing functional test may be found in **Appendix B-4: Billing Test Scenarios**.~~

1.2 Objective

The objective of the CRIS/CABS Invoicing Functional Test is to validate the completeness and accuracy of the CRIS/CABS carrier billing and invoicing process in accordance with BellSouth's published specifications.

1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Detailed Billing guidelines ~~must be~~ obtained from BellSouth.
- Billing invoice delivery mechanisms ~~must be~~ established.
- Test scenarios and cases ~~must be~~ provisioned.

- Test-bed databases, including all required previously provisioned accounts in the CRIS/CABS and other related systems ~~must be~~ loaded for Billing.
- ~~BellSouth ' s and H ' s~~ Performance measurement tracking systems ~~must be~~ prepared to track test transactions.
- Test case execution ~~must be~~ scheduled.
- Detailed test cycle checklist ~~must have been~~ created.

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- Test logs and validation instructions ~~must have been~~ created and results reporting template completed.
- Test execution team ~~must be~~ identified, scheduled, and trained ~~before the first bill receipt.~~.
- Documentation of BST bill production and distribution procedures obtained.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.

~~A portion of the billing scenarios in O&P 1 and O&P 2 must be completed.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

1.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS functionality.

Objective: Functionality ***Test Technique: Transaction Processing***	
Sub Process	***Function***
Adjustment	Enter adjustments.

Objective: Functionality *Test Technique: Transaction Processing*	
Sub Process	***Function***
	Track adjustments.
Maintain Bill Balance	Carry balance forward.
Review Bills	Verify normal recurring charges.
	Verify one-time charges.
	Verify prorated recurring charges.
	Verify usage charges.
	Verify adjustments (debits and credits).
	Verify late charges.
Balance Cycle	Define balancing and reconciliation procedures.
	Produce control reports.
	Release cycle.
Deliver Bill	Deliver bill media.
Maintain Bill History	Maintain billing information.
	Access billing information.
Request resend	Deliver bill media.

Figure VI-II: CRIS/CABS Invoicing Functional Test Scope

1.5 Test Activities

1. Review BellSouth Billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B-4, perform each function listed in the test scope.
3. Assess accuracy of each system function as documented.
4. After executing orders, receive and validate the bills.
5. Capture results.

6. Compare actual results with the expected results and tabulate findings.
7. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
8. ~~Report any *Severity 1, 2, and 3* test exceptions.~~solve exceptions.

1.6 Exit Criteria

~~Test activities must be completed.~~

~~Change control must be completed.~~

~~Verification must be completed.~~

- Global Exit Criteria satisfied.

~~Data must be captured by testing tool and stored in Data Capture Database.~~

- Expected results versus actual test case results ~~must be~~ reported.
- Confirmation steps ~~must be~~ completed.
- Test report ~~must be~~ generated.
- Exit review completed.

~~Call logs must be completed.~~

2.0 BLG-2: ODUF/ADUF Usage Functional Test

2.1 Description

The Daily Usage File (DUF) Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by ~~HP~~ ~~the Test Manager~~ placing test calls on those UNE port or loop port scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports to be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types.

The message/usage processing test cycle will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the O&P functional tests in order to generate BellSouth retail customer usage. This test will take place across two billing

cycles in order to capture daily usage events that can be compared to the carrier invoices delivered via the CRIS/CABS interfaces. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The Billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The calls will consist of multiple call types and will be placed in multiple venues. The usage will result in DUF detail subject to evaluation by the Test Manager.

BLG-2 transaction testing activities and findings will be coordinated with the BLG-1 (Invoicing), BLG-5 (Performance) and BLG-7 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing daily usage files are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

~~The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and HP's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will be collected and delivered to the Billing Performance Results Comparison Test (BLG-6) and the CRIS/CABS Invoicing Functional Test as input to the test execution function.~~

~~The test scenarios associated with the Daily Usage File Functional Test may be found in **Appendix B-4: Billing Test Scenarios**.~~

2.2 Objective

The objective of the ODUF/ADUF Usage functional test is to assess the accuracy, ~~and~~ completeness and timeliness of the daily usage file message processing capability as described in BellSouth's published specifications.

2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Detailed Billing guidelines ~~must be~~ obtained from BellSouth.

- Billing usage data delivery mechanisms ~~must be~~ established.
- Test scenarios and cases ~~must be~~ provisioned.
- ~~The t~~Test bed ~~databases, including all required previously~~ provisioned ~~accounts in CRIS/CABS and other related systems must be loaded for Billing.~~.
- ~~BellSouth 's and HP 's~~ Performance measurement tracking systems ~~must be~~ prepared to track test transactions.
- Test case execution ~~must be~~ scheduled.
- Detailed test cycle checklist ~~must have been~~ created.

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- Test logs ~~must have been~~ created and results reporting template completed.
- Test execution team ~~must be~~ identified, trained and scheduled.

~~A portion of the billing scenarios in O&P 1 and O&P 2 must be completed.~~

~~Test Plan and evaluation criteria must be defined and approved.~~

- ~~Exception reporting process must be defined and developed.~~ Documentation of BST DUF production and distribution procedures available.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria defined and approved.

~~A list of BST personnel to be interviewed must be acquired.~~

2.4 Test ~~Cycle~~ Scope

Objective: Functionality *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Receipt of Usage by BellSouth	Receive switch records at data center.
	Verify DUF data.
Daily Usage Feed	Create usage feed.
	Define balancing and reconciliation procedures.
	Route usage.
Deliver Usage to CLECs	Send direct connect.
	Acknowledge arrival.
Maintain Usage History	Create usage backup.
	Request backup data.
Status Tracking and Reporting	Track valid usage.
	Account for no usage.
	Account for missing usage (gaps).

Figure VI-IV: ODUF/ADUF Usage Functional Test

2.5 Test Activities

1. Review BellSouth billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B~~.4,~~ perform each function listed in the test scope.
3. Assess accuracy of each system function as documented.
4. Capture results~~, in integrated man~~.agement tool~~.~~
5. Compare actual results with expected results and tabulate findings.
6. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
7. Report any ~~*Severity 1, 2, and 3* test~~solve exceptions.

2.6 Exit Criteria

~~Test activities must be complete.~~

~~Change control must be complete.~~

~~Verification must be completed.~~

- Global Exit Criteria satisfied.

~~Data must be captured by Testing Tool and stored in the Data Capture Database.~~

- Expected results versus actual test case results ~~must be~~ reported.
- Confirmation steps ~~must be~~ completed.
- Call Logs ~~must be~~ completed.
- Test Report ~~must be~~ generated.
- Exit review completed.

~~3.0~~

34.0 BLG-34: CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation

34.1 Description

The CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~review technical architecture and direct maintenance and support processes~~CRIS/CABS applications for bill generation and invoicing. ~~technical reviewmodularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future CRIS/CABS technology architecture.~~

34.2 Objective

~~Scalability determine the degree to which thecan scale to accommodate projected YE01 transaction volumes~~

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in CRIS/CABS invoicing transaction volumes and users are being actively managed.

34.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.

~~Detailed billing system and process documentation must be received from BellSouth.~~

~~Test execution team must be identified, trained, and scheduled.~~

~~.Input from CRIS/CABS system performance measurement data must have been received.~~

~~Interview and walk-through arrangements must be finalized.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~CRIS/CABS YE01 volumes must be defined.~~

34.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS ~~scalability~~capacity management.

Objective: Volume & Scalability~~Capacity Management ***Test Technique: Inspection and Interview***	
Sub-Process	***Function***
CRIS/CABS ~~Scalability~~Capacity Management	~~Evaluate event collection.~~Evaluate business volume tracking and forecasting

Objective: ~~Volume & Scalability~~Capacity Management *Test Technique: Inspection and Interview*	
~~Sub-Process~~	***Function***
	~~Evaluate manual processes.~~Evaluate resource usage tracking and forecasting
	~~Evaluate systems.~~Evaluate performance management processes
~~Manage Capacity Planning~~	~~Identify capacity planning procedures.~~Evaluate capacity management processes
	~~Evaluate capacity planning procedures.~~
	~~Review staffing plans.~~

Figure IX-VI: CRIS/CABS ~~Invoicing Scalability~~Capacity Management Test

34.5 Test Activities

Interviews will be conducted with system administration personnel responsible for the operation of CRIS/CABS invoicing. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and, load increase induced upgrades.

1. ~~Identify all system and process documentation available for review.~~Review procedural and other documentation related to CRIS/CABS capacity management.
2. ~~Conduct structured review of documentation.~~
3. Conduct interviews with key systems administration and ~~development and~~ support personnel as appropriate.
4. Document findings.
5. ~~Report *Severity 1, 2, and 3* test exceptions.~~

34.6 Exit Criteria

~~Scalability evaluation matrix must be completed.~~

- ~~Interviews must be summarized.~~Global Exit Criteria satisfied.

- ~~Summary findings and conclusions test activities must be completed.~~Documentation reviews completed.
- ~~Change control must be completed.~~Interviews completed.
- ~~All evaluations must be completed.~~Summary findings and conclusions.
- Exit review completed.

~~Work papers must be finalized.Exit review must be completed.Outputs must be documented, reviewed, and approved.~~

~~Results summary and formatted data must be delivered to KPMG.~~

~~45~~.0 BLG-~~45: ODUF~~: ODUF/ADUF Daily Usage ~~Scalability~~ Capacity Management Evaluation

~~45~~.1 Description

The ODUF/ADUF capacity management evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ODUF/ADUF interfaces.

~~The ODUF/ADUF Daily Usage Scalability Test is a review of the technical architecture and direct maintenance and support processes for the ODUF/ADUF reporting applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ODUF/ADUF reporting technology architecture.~~

~~45~~.2 Objective

The objective of the ODUF/ADUF Invoicing Capacity Management Evaluation is to analyze the capabilities of BST capacity management functions in relation to the ODUF/ADUF applications and associated billing workforce, and determine whether the procedures are adequate to identify and implement capacity increments to satisfy customer business volumes on a timely basis.

~~The objective of the ODUF/ADUF Daily Usage Scalability Evaluation is to determine the degree to which the ODUF/ADUF reporting applications and associated billing workforce can scale to accommodate projected YE01transaction volumes.~~

~~4~~5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.

~~Detailed usage system and process documentation must be received from BellSouth.~~

~~ODUF/ADUF system performance measurement data must have been received.~~

- Interview Guide / Questionnaire developed.
- ~~and walk-through arrangements must be finalized.~~
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~Global Entrance Criteria must be satisfied.~~

~~Detailed billing guidelines must have been received from BellSouth.~~

~~Test execution team must be identified, trained, and scheduled.~~

~~CRIS/CABS system performance input must have been received.~~

~~Test Plan and evaluation criteria must have been defined and approved.~~

~~CRIS/CABS YE01 volumes must be defined.~~

~~4~~5.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ODUF/ADUF capacity management.~~The scope will address the following sub-processes and functions to access the feasibility of ODUF/ADUF scalability.~~

Objective: ~~Volume & Scalability~~Capacity Management *Test Technique: Inspection and Interview*	
Sub-Process	***Function***
ODUF/ADUF ~~Reporting Scalability~~Capacity Management	Evaluate business volume tracking and forecasting~~Evaluate event collection.~~
	Evaluate resource usage tracking and forecasting~~Receive CRIS/CABS input.~~
	Evaluate performance management processes~~Evaluate manual processes.~~
	Evaluate capacity management processes~~Evaluate systems.~~
~~Manage Capacity Planning~~	~~Identify capacity planning procedures.~~
	~~Evaluate capacity planning procedures.~~
	~~Review staffing plans.~~

Figure IX-VII: ODUF/ADUF Daily Usage ~~Scalability~~ Capacity Management Evaluation

~~4~~5.5 Test Activities

1. ~~Identify all system and process documentation available for review.~~Review procedural and other documentation related to ODUF/ADUF capacity management.
2. ~~Conduct structured review of documentation.~~
3. Conduct interviews with key systems administration ~~development~~ and support personnel as appropriate.
4. Document findings.
5. ~~Report any *Severity 1, 2, and 3* test~~ Resolve exceptions

~~4~~5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation reviews complete.
- Interviews ~~must be summarized~~completed.

- Capacity management review report completed.

~~- Summary findings and concluding test activities must be completed.~~

~~- Change control must be completed.~~

~~- All evaluations must be completed.~~

- Exit review completed.

~~- Outputs must be documented, reviewed, and approved.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~6.~~5.0 *BLG-~~5~~6: Billing Performance Results Comparison*

~~6.~~5.1 Description

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by KPMG~~the test~~ through test management tools and ~~those collected~~ by BellSouth's OSS performance measurement system ~~from BellSouth's OSS~~. The source results collected from BLG-1: ~~-~~CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to BellSouth's performance ~~measures~~ results, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurement system data collected
- Test Call Log.

~~6.~~5.2 Objective

The objective of the B~~b~~illing P~~p~~erformance R~~r~~esults C~~c~~omparison is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

~~6.~~5.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Detailed billing guidelines ~~must be~~ received from BellSouth.

- Test execution team ~~must be~~ identified, trained, and scheduled.
- Test scenarios in BLG-1 and BLG-2 ~~must be~~ completed.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

6.5.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to compare performance results.

Objective: Performance *Test Technique: Performance Comparison*	
Sub-Process	***Function***
Invoicing Accuracy	CRIS and CABS bills. ~~Non-Designed UNE (billed through CRIS).~~
	~~Designed UNE (billed through CABS).~~
	~~Port Usage (billed through CABS).~~
Invoice Timeliness	~~Non-Designed UNE (billed through CRIS).~~CRIS and CABS bills.
	~~Designed UNE (billed through CABS).~~
	~~Port Usage (billed through CABS).~~
Usage Data Delivery Timeliness	Port Usage.
Usage Data Delivery Completeness	Port Usage .
Usage Data Delivery Accuracy	Port Usage.

Figure VI-VIII: Billing Performance Results Comparison

6.5.5 Test Activities

1. Acquire and format BellSouth performance data files.
2. Compare disaggregated BellSouth performance results with actual performance results.

3. Flag any unexplained variance in results comparison and determine next steps in execution and resolution process.
4. Log any unexplained variance in exceptions reporting template.
5. ~~Identify and quantify root cause(s) for variances in results.~~
6. ~~Troubleshoot unexplained variances and determine resolution procedure~~
7. ~~Resolve unexplained variance(s) in accordance with the exception resolution process.~~
8. ~~Determine if test cycle should continue.~~
5.~~9.~~ ~~Take corrective action and continue the test cycle.~~

   Resume results comparison and validation analysis.
6.~~10.~~ Generate comparativeative analysis results reports.
11. ~~Report any *Severity 1, 2, and 3* test exceptions.~~

~~6.~~5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Comparativeative analysis report ~~must be~~ completed.
- ~~Measure variance findings must be documented.~~Results variance findings documented.
- Exceptions report completed.
- Test cycle results summary report ~~must be~~ created.
- ~~Work papers must be finalized.~~Work papers finalized.
- ~~Exit review must be completed.~~Exit review completed.

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~~Results summary and formatted data must be delivered to KPMG.~~

~~7.~~6.0 *BLG-~~67~~: CRIS/CABS Invoicing Documentation Evaluation*

~~7.~~6.1 Description

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interact with BellSouth's invoicing systems

when conducting billing activities. This ~~high level~~ evaluation is intended to review the availability, accuracy and completeness of BellSouth's invoicing systems documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather invoices; delivery of invoices; and the overall format and contents of the invoices delivered.

~~7.~~6.2 Objective

The objective of CRIS/-CABS Invoicing Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to interact with BellSouth's billing function. ~~The CRIS/CABS Invoicing Document Evaluation should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available invoicing process documentation. This evaluation will assess the overall quality and availability of documentation from BellSouth.~~

~~7.~~6.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Detailed billing guidelines documentation ~~must~~ obtained~~have been received from BellSouth.~~
- Teams staffed, scheduled, and trained.

~~Test execution team must be identified, trained, and scheduled.~~

- Billing scenarios in BLG-1 and BLG-2 ~~must be~~ completed.
- Documentation evaluation checklists completed.
- Interview guide/questionnaire(s) completed.
- Interviewees identified and scheduled.
- Exception reports due to documentation from BLG-1 and BLG-2 received.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents identified and accepted.
- ~~Interdependent test cycles scheduled.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~7.~~6.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS documentation along with additional relevant information identified during the test.

Objective: Documentation *Test Technique: Document Review and Observation*	
Sub-Process	***Function***
Billing Invoicing Documentation	~~All BellSouth invoicing standards and procedures documentation.~~Document change management.
	~~Resale Handbook (Billing Sections).~~Document content management.
	~~CLEC Training Guide (Billing Sections).~~Documentation distribution.
	~~Invoicing Online Help.~~ Document content.
	~~Carrier Notification on BellSouth Website.~~

Figure VI-IX: CRIS/CABS Invoicing Document ~~Evaluation~~Review Test Scope

~~7.~~6.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to billing/invoicing.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6~~3~~. ~~Deliver results summary and formatted data to KPMG.~~Compile results.

7. ~~Report any *Severity 1, 2, and 3* test~~Resolve ~~exceptions.~~Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

~~7~~.6.6 Exit Criteria

- ~~Checklists must be completed~~Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.
- Summary evaluation report completed.
- Exit review completed.

~~Summary evaluation report must be prepared and delivered to KPMG.~~

~~8~~.7.0 *BLG-78: ODUF/ADUF Documentation Evaluation*

~~8~~.7.1 Description

The ODUF/ADUF Documentation Evaluation is an analysis of the BellSouth documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This ~~high level~~ evaluation is intended to review the availability, accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation pertaining to connectivity to gather usage records; delivery of usage records; and the overall format and contents of the daily usage files delivered.

~~8~~.7.2 Objective

The objective of ODUF/ADUF Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ODUF/ADUF functions available to them. ~~should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available usage reporting process. This evaluation will assess the overall accuracy and availability of documentation from BellSouth.~~

~~8.~~7.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Detailed billing guidelines ~~must have been~~ received from BellSouth.
- Teams staffed, scheduled, and trained.

~~Test execution team must be identified, trained, and scheduled.~~

- Billing scenarios in BLG-1 and BLG-2 ~~must be~~ completed.
- Documentation evaluation checklists completed.
- Interview guide/questionnaire(s) completed.
- Interviewees identified and scheduled.
- Exception reports due to documentation from BLG-1 and BLG-2 received.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents identified and accepted.
- ~~Interdependent test cycles scheduled~~
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~8.~~7.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ODUF/ADUF documentation along with relevant information identified during the test.

Objective: Documentation *Test Technique: Document Review*	
Sub-Process	***Function***
Billing Usage Reporting Documentation	Document change management. ~~All BellSouth usage reporting standards and procedures documentation.~~

Objective: Documentation *Test Technique: Document Review*	
Sub-Process	***Function***
	Document content management.~~Resale Handbook (Billing Sections).~~
	Documentation distribution.~~CLEC Training Guide (Billing Sections).~~
	Document content.~~Daily Usage File Online Help.~~
	~~Carrier Notification on BellSouth Website.~~

Figure VI-X: ODUF/ADUF Usage Document Evaluation

~~8.~~7.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to Billing/Usage reporting.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.

~~1.3.~~4. ~~Assess the accuracy of results summary~~Conduct interviews with CLEC documentation users.

4. Log incidents noted during testing.
5. Compile results.
6. Flag any exceptions or mismatched responses and determine next steps in the execution and resolution process.

~~4.~~5 ~~Report and *Severity 1, 2, and 3* test exceptions.~~

~~8.~~7.6 Exit Criteria

- Global Exit Criteria satisfied.
- Documentation checklists completed.
- Interview summaries completed.
- Exception report(s) completed.

- Summary evaluation report completed.

~~Results must be reported~~

- Exit review completed.

~~- Checklists must be completed.~~

~~- Summary evaluation report must be delivered to KPMG.~~

VII. Maintenance and Repair Test Section

A. Overview

The purpose of this section is to define the specific maintenance and repair tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's maintenance of business with CLECs. ~~needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.~~

B. Scope

The maintenance and repair test scope is defined in the following table.~~by the following test dimensions: interface, test objective, product category, and test technique.~~ The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

~~The test cycles are based on those combinations of test dimensions required within the scope of the Georgia Order.~~

Test Cycle	*Test Dimensions*			
	Interface	*Primary Test Objective*	*Product Category*	*Test Technique*
M&R-1: TAFI Functional Test	TAFI	Functionality	UNE	Transaction Processing
M&R-2: ECTA Functional Test	ECTA	Functionality	UNE	Transaction Processing
M&R-3: ECTA Normal Volume Performance Test	~~TAFI~~ECTA	Volume Performance ~~& Scalability~~	Resale UNE	Transaction Processing
M&R-4: ECTA Peak Volume Performance Test	ECTA	Volume Performance ~~& Scalability~~	Resale UNE	Transaction Processing
M&R-5: TAFI Capacity Management~~Scalability~~ Evaluation	TAFI	Processing Capacity ~~Volume & Scalability~~	Resale UNE	Inspection Interview~~Obs ervation Scale~~

Test Cycle	Test Dimensions			
	Interface	Primary Test Objective	Product Category	Test Technique
M&R-6: ECTA Capacity Management~~Scalability~~ Evaluation	ECTA	Processing Capacity ~~Volume & Scalability~~	Resale UNE	Inspection Interview
M&R-7: M&R Performance Results Comparison	TAFI/ ECTA	Performance Reporting	Resale UNE	Performance Comparison, Inspection Interview~~Perf ormance~~
M&R-8: TAFI Documentation Evaluation	TAFI	Documentation	Resale UNE	Document Review Interview
M&R-9: ECTA Documentation Evaluation	ECTA	Documentation	Resale UNE	Document Review Interview
M&R-10: M&R Process Evaluation	TAFI ECTA	Performance	Resale UNE	Document Review Inspection Interview

Note: Since TAFI is in large volume production in BellSouth's retail environment, no volume or peak tests are planned.

Figure VII-I: Maintenance & Repair Test Cycles

C. Test Cycles

1.0 M&R-1: TAFI Functional Test

1.1 Description

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth ' s production environment. This test cycle will be executed by exercising a defined set of TAFI functions associated with trouble

management activities ~~submitting trouble reports~~ against ~~two varieties of~~ test bed accounts. ~~(both of which are addressed in Appendix B-5: M&R Scenarios):~~

~~— electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~

~~— test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

~~TAFI functionality will be reviewed along with the documentation addressing its use.~~ The functional elements of TN-based UNE trouble reporting and screening to be specifically targeted by this ~~Test~~test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions.

TAFI functionality will be reviewed along with the documentation addressing its use. ~~This test cycle will address these functions from trouble typesfound in the test cases. As a result,~~ BellSouth will be required to identify or establish a test bed of ~~existing~~ TN-based UNE customer accounts for the purpose of this test. ~~that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.~~

The Test ~~Cycle~~ Manager will coordinate with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will also be collected through test management tools and delivered to the M&R Performance Results Comparison Test (M&R-7) and KPMG as inputs to their respective test execution functions.~~

1.2 Objective

The objective of the TAFI Functional Test is to validate the existence of TAFI trouble reporting and screening functionality for telephone number-assigned UNE customers in accordance with the CLEC TAFI End User Training and User Guide.

1.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

~~— A portion of the provisioning scenarios in O&P-1 and O&P-2 for the obtrusive, fault introduction portion of the scenarios must be completed.~~

- CLEC TAFI End-User Training and User Guide ~~must be~~ obtained.

~~— Legacy systems and trouble ticket process flows must be mapped.~~

- BellSouth ' s and~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track test transactions.

~~Test scenarios must be selected. (Refer to Appendix B 5.)~~

- BellSouth test ~~-~~bed customer account data ~~must be~~ loaded and verified by Test Manager.
- Expected result files and test logs ~~must be~~ completed.
- Test management tools ~~must be~~ installed and fully configured with test account data.

~~Integrated test management tools must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

- TAFI ~~A~~account and security access tools ~~TAFI must be~~ established~~.~~
- TAFI terminal stations ~~must be~~ established and configured.
- TAFI connectivity ~~must be~~ established ~~and tested following BST access and security guidelines~~.
- Test execution team ~~must be~~ identified, scheduled, and trained. ~~(including TAFI trouble resolution process and M&R test tools).~~
- Test Plan and ~~E~~evaluation criteria ~~must be~~ defined and approved.

~~BST's TAFI system/process documentation for trouble resolution must be obtained.~~

~~Location for TAFI testing must be determined.~~

~~ID's and terminals must be assigned to test team for training and testing.~~

1.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate TAFI functionality.

Objective: Functionality, Documentation, Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Trouble Reports	Create trouble report.
	Modify trouble report.
	Create repeat report.
	Create subsequent report.
	Retrieve LMOS recent status report.
	Execute manual queuing capabilities
	Execute supervisor functions
Access to Test Capability	Initiate port and loop-port test.
	View port and loop-port test results.
	Obtain customer line record.
	Obtain predictor results.
	View DLR (Display Line Record).
	View SOCS pending order (open issue).
	Close trouble report.
	Cancel trouble report.
Access Error Reports	Reset communications.
	Host request errors.
Trouble History	Retrieve trouble history.
Trouble Status	View pending ticket status.

Figure VII-II: TAFI Functional Test Scope

1.5 Test Activities

1. Review detailed test cycle checklist to ensure that all activities are addressed.
2. Assign TAFI Ids and assign terminals for testing.
3. Submit TAFI test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.
5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
7. ~~Format transaction response for comparator evaluation.~~
8. ~~Match transaction response to original transaction.~~
7.9. Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9.10. Flag any exceptions or mismatched responses and determine next steps in exception process.
11. ~~Review any exceptions to identify source.~~
12. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
13. ~~Log exceptions in exception reporting template.~~
14. ~~Troubleshoot exceptions and determine resolution procedures.~~
15. ~~Resolve exceptions in accordance with the exception resolution process.~~
16. ~~Determine if test cycle should continue. (If not, go to step 20.)~~
17. ~~Take corrective actions, resubmit transaction(s) and update test scenario and/or test case documents.~~
18. ~~Increment transaction version numbers and resubmit transaction.~~
19. ~~Log resubmission transaction identifier(s) and submission date/time stamp.~~
20. ~~Review comparator results and identify pending/open transactions.~~
21. ~~Determine next steps in exception resolution process.~~
10. Generate test results report.s.
22.
23. ~~Calculate and report performance metrics.~~

1.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.

~~Disaggregated performance metrics report must be completed.~~

~~*Expected versus actual* results report must be completed.~~

- Exceptions resolution activities and reports ~~count report must be~~ completed.

- Expected results versus actual test case results reported.

- Test report generated.

- Exit review completed.

~~Exception report due to documentation must be delivered to TAFI Documentation Evaluation Test.~~

~~Post mortem analysis for test cycle must be conducted.~~

~~Test cycle summary report must be created.~~

~~Results summary and formatted data must be delivered to KPMG.~~

~~Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

2.0 M&R-2: ECTA Functional Test

2.1 Description

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. ~~submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):~~

~~electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~

~~test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

~~ECTA functionality will be reviewed in conjunction with the documentation addressing its use.~~ The functional elements of TN-based and circuit identified UNE trouble reporting and screening to be ~~specifically~~ targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, access to test capabilities, access to trouble reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system.

ECTA functionality will be reviewed in conjunction with the documentation addressing its use.

~~This test cycle will address these functions from trouble types found in the test cases. As a result,~~ BellSouth will be required to identify or establish a test bed of existing TN-based and circuit-identified UNE customer accounts for the purpose of this test. ~~that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG ' s performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R 7) and the Approval Team as inputs to their respective test execution functions.~~

2.2 Objective

The objective of the ECTA Functional Test is to validate the existence of ECTA trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

2.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.

~~A portion of the provisioning scenarios in O&P 1 and O&P 2 for the obtrusive, fault introduction portion of the scenarios must be completed.~~

- ECTA documentation ~~must be~~ obtained.

~~Legacy systems and trouble ticket process flows must be mapped.~~

- BellSouth ' s and~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track test transactions.

~~Test scenarios must be selected. (Refer to Appendix B 5.)~~

- BellSouth test-bed customer account data ~~must be~~ loaded and verified by Test Manager.
- Expected result files and test logs ~~must be~~ completed.
- Test management tools ~~must be~~ installed and fully configured with test account data.

~~Integrated test management tool must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

- ECTA Aaccount and security access tools ~~ECTA must be~~ established.
- ECTA terminals ~~must be~~ established and configured.
- ECTA connectivity ~~must be~~ established. ~~and tested following BST access and security guidelines.~~
- Test execution team ~~must be~~ identified, scheduled, and trained. ~~(including ECTA trouble resolution process and M&R test tools).~~
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~BST's ECTA system/process documentation for trouble resolution must be obtained.~~

~~Location for ECTA testing must be determined.~~

~~IDs and terminal must be assigned to test team for training and testing.~~

2.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA functionality.

Objective: Functionality *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Trouble Reports	Create trouble report.
	Modify trouble report.
	~~Create repeat report~~Cancel trouble report.
	~~Create subsequent report.~~
	~~Retrieve LMOS recent status report: TN troubles (LMOS).~~
	~~Retrieve WFA recent status report : ckt id (WFA).~~
~~Access to Test Capability~~	~~Initiate port and loop port test.~~
	~~View port and loop port test results.~~
	~~Close trouble report.~~
	~~Cancel trouble report.~~
~~Access Error Reports~~	~~Receive error response.~~
	~~Reset communications.~~
	~~Host request errors.~~
Trouble Status	~~Retrieve pending~~ Request trouble ticket status.

Figure VII-III: ECTA Functional Test Scope

2.5 Test Activities

1. Review detailed test cycle checklist to ensure that all activities are addresseds.
2. Assign ECTA Ids and ~~assign~~ terminals for testing.
3. Submit ECTA test case transactions according to schedule.
4. Log transaction identifier(s) and submission date/time stamp.

5. Receive transaction responses.
6. Log transaction identifier(s) and receipt date/time stamp.
7. ~~Format transaction response for comparator evaluation.~~
8. ~~Match transaction response to original transaction.~~
7.9. Verify that transaction response contains expected results.
8. Analyze timeliness performance.
9.10. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
11. ~~Review any exceptions to identify source.~~
12. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
13. ~~Log exceptions in exception reporting template.~~
14. ~~Troubleshoot exceptions and determine resolution procedures.~~
15. ~~Resolve exceptions in accordance with exception resolution process.~~
16. ~~Determine if test cycle should continue. (If not, go to step 20.)~~
17. ~~Take corrective actions, resubmit transaction(s), and update test scenario and/or test case documents.~~
18. ~~Increment transaction version numbers and resubmit transaction.~~
19. ~~Log resubmission transaction identifier(s) and submission date/time stamp~~
20. ~~Review comparator results and identify pending/open transactions.~~
21. ~~Determine next steps in exception resolution process.~~
10. Generate test results reports.
22.
23. ~~Calculate and report performance metrics.~~

2.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~— Disaggregated performance metrics report must be completed.~~

~~— *Expected versus actual* results report must be completed.~~

~~— Exceptions count report must be completed.~~

~~— Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~— Post-mortem analysis for test cycle must be conducted.~~

~~— Test cycle summary report must be created.~~

~~— Results summary and formatted data must be delivered to KPMG.~~

~~— Disaggregated performance metrics report and raw data must be delivered to M&R Performance Results Comparison Test.~~

3.0 M&R-3: ECTA Normal Volume Performance Test

3.1 Description

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

The normal volume forecast will be developed across BellSouth's entire nine-state region ~~(not Georgia only)~~ as described in **Appendix C: Volume Analysis**. The ~~Test~~test will be executed during two ten-hour periods by modeling the expected normal daily usage (*e.g.*, the off-peak nighttime hour loads will be excluded~~ignored~~ for the ~~Test~~test). Trouble transaction loads will be distributed geographically across multiple Georgia COs to more accurately reflect a realistic operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

~~The test scenarios to be used in the ECTA Normal Volume Performance Test are described in **Appendix B-5: M&R Scenarios**.~~

The Test ~~Cycle~~ Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R-7) and the Approval Team as inputs to their respective test execution functions.~~

3.2 Objective

The objective of the ECTA Normal Volume Performance Test is to measure the performance of the ECTA interface under normal projected YE01 transaction loads.

3.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- M&R-2: ECTA Functional Test ~~must be~~ successfully completed.
- Test transaction tracking data elements ~~must be~~ identified.
- Normal volume level ~~must be~~ defined.
- BellSouth ' s and~~HP~~KPMG's performance measurement tracking systems ~~must be~~ prepared to track transactions.
- Successful certification testing for ~~TTG~~ECTA ~~must be~~ completed.

~~Test scenarios must be selected. (Refer to Appendix B-5.)~~

~~BellSouth test bed customer account data must be loaded and verified by Test Manager.~~

~~Expected result files must be completed.~~

~~Test management tools must be installed and fully configured with test account data.~~

~~Integrated test management tool must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

~~Account and security access to ECTA must be established.~~

~~ECTA test tools must be configured.~~

~~ECTA connectivity must be established and tested following BST access and security guidelines.~~

~~Test execution team must be identified, scheduled, and trained (including ECTA trouble resolution process and M&R test tools).~~

- Test Plan ~~and evaluation criteria must be~~ defined and approved.

~~BST's ECTA system/process documentation for trouble resolution must be obtained.~~

~~Exception reporting process must have been completed and forms must be developed.~~

~~Location for ECTA testing must be determined.~~

~~IDs and terminal must be assigned to test team for training and testing.~~

3.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA normal performance.

Objective: Functionality, Volume & ~~Scalability~~Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit Trouble Transactions in Projected Normal Volumes	Create trouble report.
	Modify trouble report.
	~~Retrieve LMOS recent status report:~~ ~~TN troubles (LMOS)~~ Cancel trouble report.
	~~Retrieve WFA recent status report:~~ ~~CKT ID troubles (WFA)~~Request trouble ticket status.
	~~Receive error response~~View trouble ticket notifications.
	~~Reset communications.~~
	~~Host request errors.~~

Objective: Functionality, Volume & Scalability Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
	~~Retrieve pending ticket status.~~

Figure VII-IV:- ECTA Normal Volume Performance Test Scope

3.5 Test Activities

~~1. Review detailed test cycle checklist to ensure that all activities are addressed.~~

~~2. Assign ECTA Ids and assign terminals for testing.~~

1.~~3.~~ Submit ECTA test case transactions according to schedule.

~~4. Log transaction identifier(s) and submission date/time stamp.~~

~~5. Receive transaction responses.~~

2.~~6.~~ Log transaction identifier(s) and critical performance responsiveness~~receipt date~~/time stamp information.

~~7. Format transaction response for comparator evaluation.~~

~~8. Match transaction response to original transaction.~~

3.~~9.~~ Verify that transaction responses meet~~contains~~ expected results.

4.~~1~~ Flag any exceptions or mismatched responses and determine next steps in
~~0.~~ exception resolution process.

~~11. Review any exceptions to identify source.~~

~~12. Report any *Severity 1, 2, and 3* test exceptions.~~

~~13. Log exceptions in exception reporting template.~~

~~14. Troubleshoot exceptions and determine resolution procedures.~~

~~15. Resolve exceptions in accordance with exception resolution process.~~

~~16. Determine if test cycle should continue. (If not, go to step 20.)~~

~~17. Take corrective actions, resubmit transaction(s) and update test scenario and/or test case documents.~~

~~18. Increment transaction version numbers and resubmit transaction.~~

~~19. Log resubmission transaction identifier(s) and submission date/time stamp.~~

~~20.~~ ~~Review comparator results and identify pending/open transactions.~~

~~21.~~ ~~Determine next steps in exception resolution process.~~

5. Perform volume responsiveness analysis.

6.~~2~~ Generate test results reports.

~~2.~~

~~23.~~ ~~Calculate and report performance metrics.~~

3.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~Disaggregated performance metrics report must be completed.~~

~~*Expected versus actual* results report must be completed.~~

~~Exceptions count report must be completed.~~

~~Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~Post mortem analysis for test cycle must be conducted.~~

~~Test cycle summary report must be created.~~

~~Results summary and formatted data must be delivered to KPMG.~~

~~Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

4.0 M&R-4: ECTA Peak Volume Performance Test

4.1 Description

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test

(M&R-3) and will utilize a sample of- resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in **Appendix C: Volume Analysis.**

The peak volume test will be executed during two separate eight-hour periods. BellSouth will ensure that customer test accounts are established and configured accordingly. Trouble transaction loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. ~~BellSouth will ensure that customer test accounts are established and configured accordingly.~~

~~The test scenarios to be used in the ECTA Peak Volume Performance Test are described in Appendix B-5: M&R Scenarios.~~

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and ~~HP~~KPMG's performance measurement systems are prepared to track Build test transaction performance prior to beginning the ~~Test~~test. ~~Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R-7) and the Approval Team as inputs to their respective test execution functions.~~

4.2 Objective

The objective of the ECTA Peak Volume Performance Test is to measure the performance of the ECTA interface under peak projected YE01 transaction loads.

4.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- M&R-3: ECTA Normal Volume Test ~~must be~~ successfully completed.
- Test transaction tracking data elements ~~must be~~ identified.
- Peak level volume ~~must be~~ defined.
- BellSouth ' s and~~HP~~KPMG's performance measurements tracking systems ~~must be~~ prepared to track transactions.
- Successful certification testing for ECTA test tools ~~must be~~ completed.

~~Test scenarios must be selected. (Refer to Appendix B-5.)~~

~~BellSouth test bed customer account data must be loaded and verified by the Test Manager.~~

~~Expected result files must be completed.~~

~~Test management tools must be installed and fully configured with test account data.~~

~~Integrated test management tool must be installed and configured.~~

~~Test scripts (transaction content) must be completed and loaded.~~

~~Test case execution must be scheduled.~~

~~Detailed test cycle checklist must be created.~~

~~Test logs must have been created and results reporting template completed.~~

~~Account and security access to ECTA must be established.~~

~~ECTA test tools must be configured and tested following BST access and security guidelines.~~

~~ECTA connectivity must be established.~~

~~Test execution team must be identified, scheduled, and trained (including ECTA trouble resolution process and M&R test tools).~~

- Test Plan ~~and evaluation criteria must be~~ defined and approved.

~~BST's ECTA system/process documentation for trouble resolution must be obtained.~~

~~Location for ECTA testing must be determined.~~

~~IDs and terminal must be assigned to test team for training and testing.~~

4.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to evaluate ECTA peak performance.

Objective: Functionality, Volume & ~~Scalability~~Performance, and Interface *Test Technique: Transaction Processing*	
Sub-Process	***Function***
Submit Trouble Transactions in Projected ~~Normal~~ Peak Volumes	Create trouble report.
	Modify trouble report.
	~~Retrieve LMOS recent status report: TN troubles (LMOS).~~Cancel trouble ticket.
	~~Retrieve WFA recent status report: CKT ID troubles (WFA)~~Request trouble ticket status.
	~~Receive error response~~View trouble ticket status.
	~~Reset communications.~~
	~~Host request errors.~~
	~~Retrieve pending ticket status.~~

Figure VII-V:- ECTA Peak Volume Performance Test Scope

4.5 Test Activities

1. ~~Review detailed test cycle checklist to ensure that all activities are addressed.~~
2. ~~Assign ECTA Ids and assign terminals for testing.~~
3. Submit ECTA test case transactions according to schedule.
4. ~~Log transaction identifier(s) and submission date/time stamp.~~
5. ~~Receive transaction responses.~~
6. Log transaction identifier(s) and ~~receipt~~ critical performance responsiveness/date/time stamp information.
7. ~~Format transaction response for comparator evaluation.~~
8. ~~Match transaction response to original transaction.~~

39. Verify that transaction responses meet ~~contains~~ expected results.

410. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.

~~11. Review any exceptions to identify source.~~

~~12. Report any *Severity 1, 2, and 3* test exceptions.~~

~~13. Log exceptions in exception reporting template.~~

~~14. Troubleshoot exceptions and determine resolution procedures.~~

~~15. Resolve exceptions in accordance with exception resolution process.~~

~~16. Determine if test cycle should continue. (If not, go to step 20.)~~

~~17. Take corrective actions, resubmit transaction(s), and update test scenario and/or test scenario and/or test case documents.~~

~~18. Increment transaction version numbers and resubmit transaction.~~

~~19. Log resubmission transaction identifier(s) and submission date/time stamp.~~

~~20. Review comparator results and identify pending/open transactions.~~

521. ~~Determine next steps in exception resolution process~~Perform volume responsiveness analysis~~.~~

622. Generate test results reports.

~~23. Calculate and report performance metrics.~~

4.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Disaggregated performance metrics report must be completed.~~

~~- *Expected versus actual* results report must be completed.~~

~~- Exceptions count report must be completed.~~

~~- Exceptions report due to documentation must be delivered to ECTA Documentation Evaluation Test.~~

~~- Post-mortem analysis for test cycle must be conducted.~~

~~- Test cycle summary report must be created.~~

~~- Results summary and formatted data must be delivered to KPMG.~~

~~- Disaggregated performance metrics report and raw electronic data must be delivered to M&R Performance Results Comparison Test.~~

5.0 M&R-5: TAFI ~~Scalability Evaluation~~Capacity Management Evaluation

5.1 Description

The TAFI ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~technical architecture and direct maintenance and support processes for~~ the TAFI interface.~~application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future TAFI technology architecture.~~

5.2 Objective

The objective of ~~the~~ this evaluation ~~TAFI Scalability Evaluation~~ is to determine the extent to which ~~degree to which~~procedures to accommodate increases in ~~the~~ TAFI system transaction volumes and users are being actively managed.~~application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

5.3 Entrance Criteria

- Global Entrance Criteria ~~must be s~~satisfied.
- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.

~~- TAFI technical documentation must be identified and obtained:~~

~~- Subsystem design~~

~~- Software architecture~~

~~- Technology architecture~~

~~- Data model~~

~~- Data communication architecture.~~

~~- Scalability evaluation matrix must be completed.~~

~~- Interview guide/questionnaire must be completed.~~

~~- Technical resources must be identified and scheduled for interviews.~~

~~- Test Plan and evaluation criteria must be defined and approved.~~

5.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the TAFI process. ~~and functions to evaluate TAFI scalability.~~

Objective: ~~Volume & Scalability~~Capacity Management ***Test Technique: Inspection and Interview***	
Sub-Process	***Function***
TAFI Capacity Management~~Scalability~~	Evaluate ~~technical architecture.~~business volume tracking and forecasting.
	Evaluate resource usage tracking and forecasting.
	Evaluate performance management processes.
	~~Evaluate operations support resources.~~Evaluate capacity management processes.

Figure VI-VI: TAFI ~~Scalability~~ Capacity Management Test Scope

5.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate TAFI capacity management.

1. ~~Identify all system documentation available for review.~~Review procedural and other documentation related to TAFI capacity management.
2. ~~Conduct structured review of technical documentation.~~
3. Conduct interviews with key systems administration ~~development~~ and support personnel as appropriate.
4. Document findings.
5. ~~Report all *Severity 1, 2, and 3* test exceptions.~~ Resolve exceptions.

5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Scalability evaluation matrix must be completed.~~

~~- Interviews must be completed and summarized.~~

~~- Summary findings document must be completed.~~

~~- Technical evaluations must be completed.~~

~~- Operational support evaluations must be completed.~~

~~- Results summary and reports must be delivered to KPMG.~~

6.0 M&R-6: ECTA ~~Scalability~~ Capacity Management Evaluation

6.1 Description

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the ECTA interface.

~~The ECTA Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the ECTA application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ECTA technology architecture.~~

6.2 Objective

The objective of ~~the ECTA Scalability Evaluation~~this evaluation is to determine the extent~~degree~~ to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

~~application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.~~

6.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview Guide / Questionnaire developed.
- Interviewees identified and scheduled
- Detailed evaluation checklists developed.

~~ECTA technical documentation must be identified and obtained:~~

~~Subsystem design~~

~~Software architecture~~

~~Technology architecture~~

~~Data model~~

~~Data communication architecture~~

~~Scalability evaluation matrix must be completed.~~

~~Interview guide/questionnaire must be completed.~~

~~Technical resources must be identified and scheduled for interviews.~~

- Test Plan and evaluation criteria ~~must be~~ defined and approved.

6.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes involved in evaluating the management processes and capabilities of BellSouth to support capacity changes in the ECTA process. ~~The test scope will address the following sub-processes and functions to evaluate ECTA scalability.~~

Objective: ~~Volume &~~Capacity Management ~~Scalability~~ Test Technique: Inspection and Interview	
Sub-Process	***Function***
ECTA ~~Scalability~~ Capacity Management	Evaluate business volume tracking and forecasting.~~Evaluate technical architecture.~~
	Evaluate resource usage tracking and forecasting.~~Evaluate operations support resources.~~
	Evaluate performance management processes.
	Evaluate capacity management processes.

Figure VII-VII: ECTA ~~Scalability~~ Capacity Management Evaluation Test Scope

6.5 Test Activities

The test scope will address the following sub-processes and functions to evaluate ECTA capacity management.

1. Review procedural and other documentation related to ECTA capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

~~1. Identify all system documentation available for review.~~
~~2. Conduct structured review of technical documentation.~~
~~3. Conduct interviews with key development and support personnel.~~
~~4. Document reviews.~~
~~5. Report all *Severity 1, 2, and 3* test exceptions.~~

6.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Scalability evaluation matrix must be completed.~~
~~- Interviews must be completed and summarized.~~
~~- Summary findings document must be completed.~~
~~- Technical evaluations must be completed.~~
~~- Operational support evaluations must be completed.~~
~~- Results summary and reports must be delivered to KPMG.~~

7.0 M&R-7: M&R Performance Results Comparison

7.1 Description

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by KPMG test management tools and by ~~the Test at the Build and those collected by~~ BellSouth's OSS performance measurement system~~s from BellSouth's OSS~~. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance ~~measurement systems~~results; accuracy and trends will be identified; ~~variances and trends will be identified;~~ and disparities will be analyzed for significance.

7.2 Objective

The objective of the M&R Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using Build test transactions.

7.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- Results comparison strategy defined.
- Target M&R performance metrics ~~must be~~ identified.

~~The lowest level of BellSouth M&R performance measure tracking must be identified.~~

- Keys required for BellSouth to separate Build transactions ~~must be~~ identified.
- TAFI/ECTA Functional Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form).
- Functional tests will include faults where appropriate.
- ECTA Normal and Peak Volume Performance Tests ~~must be~~ completed with disaggregated performance metrics reports (including raw data in electronic form).
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

- Guidelines for measuring variances defined.

7.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions to compare performance results.

Objective: Performance *Test Technique: Performance Comparison*	
Sub-Process	***Function***
Missed Repair Appointment	UNE Designed.
	UNE Non-Designed.
Percentage of Subsequent Reports	UNE Designed.
	UNE Non-Designed.
	~~UNE Non-Designed.~~
Maintenance Average Duration	UNE Designed.
	UNE Non-Designed.
Out of Service > 24 Hours	UNE Designed.
	UNE Non-Designed.
Repeat Troubles within 30 Days	UNE Designed.
	UNE Non-Designed.
OSS Response Interval	UNE Designed.
	UNE Non-Designed.
Average Answer Time	UNE Designed.
	UNE Non-Designed.

Figure VII-VIII: M&R Performance Results Comparison Test Scope

7.5 Test Activities

1. Acquire and format BellSouth performance data files.
2. Compare disaggregated BellSouth performance results with Build performance results.
3. Flag any unexplained variance(s) in results comparison and determine next steps in exception and resolution process.
4. ~~Log unexplained variances in exceptions reporting template.~~
5. ~~Identify and quantify root cause(s) for variances in results.~~
6. ~~Report any *Severity 1, 2, and 3* test exceptions.~~
7. ~~Troubleshoot unexplained variances and determine resolution procedure.~~
8. ~~Resolve unexplained variances in accordance with the exception resolution process.~~
9. ~~Determine if test cycle should continue.~~
10. ~~Take corrective action and continue the test cycle.~~
11. Generate comparative analysis results reports.

7.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Comparative analysis report ~~must be~~ completed.
- ~~Measure~~ Results variance findings ~~must be~~ documented.
- Exceptions report completed.
- Test cycle results summary report ~~must be created~~completed.
- Exit review completed.

~~Results summary and reports must be delivered to KPMG.~~

8.0 M&R-8: TAFI Documentation Evaluation

8.1 Description

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for

maintenance and repair activities. This evaluation is intended to review the availability, ~~quality,~~ accuracy, and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This ~~Test~~test uses records of observations from M&R-1: TAFI Functional Test and CLEC TAFI End User Training Manuals to identify exceptions in documentation and functionality described in the business rules.

8.2 Objective

The objective of the TAFI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs int~~o~~ understanding how to implement and use all of the TAFI functions available to them.

8.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- TAFI documentation ~~must be~~ obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklists ~~must be~~ completed.
- ~~Exceptions report due to documentation from M&R 1: TAFI Functional Test must be obtained.~~
- ~~Execution team must be identified, trained, and staffed.~~
- Test Plan and evaluation criteria ~~must be~~ defined and approved.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Exception reports due to documentation from M&R 1: TAFI Functional Test obtained.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents defined and accepted.

8.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions ~~materials sub-processes and functions~~ to evaluate TAFI documentation along with additional relevant information identified during the test.

Objective: Documentation *Test Technique: Document Review and Interview*	
Sub-Process	***Function***
M&R Documentation	CLEC TAFI End-User Training and User Guide.
	CLEC Training Guide (M&R Sections).
	TAFI Online Help.
	Carrier Notifications on BellSouth's website.

Figure VII-IX: -TAFI Documentation Evaluation Test Scope

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log ~~exceptions~~ incidents noted during test. ~~tool implementation and Certification Testing.~~
6. Compile results.
7~~6~~. ~~Compile results.~~Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

8.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Documentation checklists ~~must be~~ completed.
- Interview summaries ~~must be~~ completed.

- Exception report(s) completed.

~~- Exception log must be completed.~~

- Summary evaluation report ~~must be~~ completed.

- Exit review completed.

~~- Results summary and reports must be delivered to KPMG.~~

9.0 M&R-9: ECTA Documentation Evaluation

9.1 Description

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the ~~quality~~availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This ~~Test~~test will use records of observations from M&R-2: ECTA Functional Test and CLEC ECTA End User Joint Implementation Agreement (JIA) to identify exceptions in documentation and functionality described in the business rules.

9.2 Objective

The objective of the ECTA Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs ~~into~~ understanding how to implement and use all of the ECTA functions available to them.

9.3 Entrance Criteria

- Global Entrance Criteria ~~must be~~ satisfied.
- ECTA documentation ~~must be~~ obtained.
- Teams staffed, scheduled and trained.
- Documentation evaluation checklist ~~must be~~ completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.

- Exceptions reports due to documentation from M&R-2: ECTA Functional Test ~~must be~~ obtained.
- BellSouth and CLEC documentation order specialist and user contact information obtained.
- Process for logging incidents defined and accepted.

~~Execution team must be identified, trained, and staffed.~~

~~Test Plan and evaluation criteria must be defined and approved.~~

9.4 Test ~~Cycle~~ Scope

The test scope will address the following sub-processes and functions~~sub-processes and functions materials~~ to evaluate ECTA documentation along with additional relevant information identified during the test.

Objective: Documentation *Test Technique: Document Review and Interview*	
Sub-Process	***Function***
M&R Documentation	CLEC ECTA End-User Training and User Guide.
	CLEC Training Guide (M&R Sections).
	ECTA ~~Online~~ Help.
	Carrier Notifications.
	Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service.

Figure VII-X: -ECTA Documentation Evaluation Test Scope

9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R.
2. Conduct documentation evaluation using documentation evaluation checklist.

3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log ~~exceptions~~ incidents noted during ~~test tool implementation and Certification Testing.~~testing.
6. Compile results.
7~~6~~. ~~Compile results.~~ Flag any exceptions or mismatched responses and determine next steps in execution resolution process.

9.6 Exit Criteria

- Global Exit Criteria ~~must be~~ satisfied.
- Documentation checklists ~~must be~~ completed.
- Interview summaries ~~must be~~ completed.
- Exception ~~log must be completed~~ report(s) completed.
- Summary evaluation report ~~must be~~ completed.
- Exit review completed.

~~Results summary and reports must be delivered KPMG.~~

10.0 M&R-10: M&R Process Evaluation

10.1 Description

This evaluation is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated -along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

10.2 Objective

The objective of Sub-Test 1 is to evaluate the equivalence of BellSouth's end-to-end processes for retail and wholesale trouble reporting and repair. The objective of Sub-Test

2 is to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

10.3 Entrance Criteria

The entrance criteria for this test are presented by sub-test.

10.3.1 Entrance Criteria ~~For~~for Sub-Test 1

- Global Entrance Criteria satisfied
- Retail and Wholesale process flow documentation available.
- Retail and Wholesale Technician job aids (e.g. M&Ps) are available.

10.3.2 Entrance Criteria For Sub-Test 2

- Global Entrance Criteria satisfied.
- BellSouth ' s and KPMG's performance measurement tracking systems prepared to track test transactions.
- BellSouth test-bed and customer account data loaded and verified by Test Manager.
- Test scenarios selected and approved.
- Evaluation criteria, expected result files and test logs defined and approved.

10.4 Test- Scope

The test scope will address the following sub-processes and functions to evaluate the M&R process.

Objective: Process Evaluation ***Test Technique: Inspection, Interview and Transaction Processing***	
Sub-Process	***Function***
1. End-to-End M&R Process	Compare process flow and work support documentation for retail and wholesale.

Objective: Process Evaluation *Test Technique: Inspection, Interview and Transaction Processing*	
Sub-Process	***Function***
2. End-to-End Trouble Report Processing	Observe and assess trouble report processing under various wholesale maintenance conditions using BellSouth test facilities.

Figure VII-XI: M&R Process Test Scope

10.5 Test Activities

The test activities for this test are presented by sub-test.

10.5.1 Test Activities Sub Test 1

1. Identify and obtain all process and work support (e.g. M&Ps) documentation available for review.
2. Review documentation and identify differences between wholesale and retail processes.
3. Interview BST personnel to ascertain parity in M&R process between retail and wholesale.
4. Flag any exceptions and determine next steps in exception resolution process.
5. Document process analysis results.

10.5.2 Test Activities Sub Test 2

1. Confirm that test bed facilities are operational and introduce faults as needed.
2. Conduct circuit test if applicable for each test scenario.
3. ~~test~~Log test results.
4. Create and submit trouble ticket via TAFI or ECTA.
5. Periodically monitor each trouble report throughout its life.

6. Log -significant events in the trouble report life cycle (error occurrences, corrections, trouble ticket submission time, time cleared, etc.)
7. Calculate time to repair measurements for each test scenario fault repaired.
8. Document observations.
9. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
10. Generate test results report.

10.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports completed.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

VIII. ~~Forecasting &~~ Change Management Test Section

A. Overview

The purpose of this section is to define the ~~Forecasting and~~ specific Change Management tests ~~needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia PSC's Order.~~to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

B. Scope

The ~~forecasting and~~ change management test scope is based on the following test dimensions: interface, test objectives, product categories, and test techniques. ~~The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.~~ The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

Test Cycles	*Process Domains*			
	Interface	*Primary Test Objective*	*Product Category*	*Test Techniques*
~~FCM 1: Forecasting Review~~	~~TAG, EDI, TAFI, ECTA, ODUF/ADUF~~	~~Documentation~~	~~Resale UNE~~	~~Interview Document Review Observation~~
~~F~~CM ~~2~~1: Change Management Practices Review	TAG, EDI, TAFI, ECTA~~,~~ ~~ODUF/ADUF~~	Documentation	Resale UNE	Interview Document Review Observation

Figure VIII-I: ~~Forecasting & Change~~ Change Management (~~F~~CM) Test Cycles

C. Test Cycles

~~1.0 FCM-1: Forecasting Process Review~~

~~1.1 Description~~

~~The Forecasting Process Review will evaluate key aspects of BellSouth's ability to forecast future line/UNE growth for CLECs. The results of this Test will depend on checklists and inspections.~~

~~1.2 Objective~~

~~The objectives of this Test are to determine the existence and functionality of key procedures for developing, publicizing, conducting, and monitoring forecasting efforts, and to ensure that the overall forecasting process has appropriate and effective management oversight.~~

~~1.3 Entrance Criteria~~

- ~~Global Entrance Criteria must be satisfied.~~
- ~~Process evaluation checklist must be completed.~~
- ~~Interview guides must be completed.~~
- ~~Test Plan and evaluation criteria must be defined and approved.~~
- ~~BST personnel to be interviewed for the forecasting functions must be identified.~~
- ~~BST forecasting function documentation relative to forecasting line/UNE growth for CLECS must be provided.~~
- ~~Copies of recent forecasts must be obtained for review to measure adherence to guidelines/processes.~~

~~1.4 Test Scope~~

~~The test scope will address the following sub-processes and functions to evaluate BellSouth's forecasting process~~

~~Sub-Process~~	~~Function~~
~~Forecasting~~	~~Forecast development~~

~~Sub-Process~~	~~Function~~
	~~Forecast publication and confirmation~~

~~*Figure VIII II: Forecasting Process Review*~~

~~1.5 Test Activities~~

1. ~~Obtain and review BST forecasting documentation.~~
2. ~~Arrange interviews with BST forecasting personnel.~~
3. ~~Perform interviews and documentation reviews.~~
4. ~~Complete evaluation checklists and interview summaries.~~
5. ~~Report *Severity Level 1, 2 and 3* test exceptions.~~
6. ~~Develop and document findings.~~

~~*1.6 Exit Criteria*~~

- ~~Global exit criteria must be satisfied.~~
- ~~Evaluation checklists and interview summaries must be completed.~~
- ~~Summary report must be completed.~~
- ~~Post-mortem analysis for test cycle must be conducted.~~
- ~~Results summary and formatted data must be delivered to KPMG.~~

~~2~~1.0 ~~FCM-2~~1: Change Management Practices Review

~~2~~1.1 Description

The~~is~~ Change Management Practices Review~~Test~~ evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective ~~relationships~~ operations between BellSouth and CLECs. The results of this t~~T~~est will rely upon checklists and inspections.

The Change Management Practices Review ~~Test~~ will evaluate the current BellSouth process used to manage CLEC- and BellSouth-requested changes to ~~the~~ BellSouth's OSS interfaces, through the EICCP and Carrier Notification processes. The interfaces ~~in question~~to be reviewed include the following:

- EDI
- TAG
- TAFI
- ECTA
- ~~ADUF/ODUF~~

~~2~~1.2 Objective

The objective of the ~~is~~ Change Management Practices Review ~~Test~~ is to assess the adequacy and completeness of procedures for developing, publicizing, conducting, and monitoring change management.

The Review ~~Test~~ will evaluate BellSouth's ability to:

- Migrate and adhere to those industry standards that impact electronic interfaces relative to order, pre-order, and maintenance.
- Ensure continuity of business processes and systems operations.
- Establish and adhere to processes for communicating and managing changes.
- Allow for mutual impact assessment and resource planning to manage and schedule changes.
- Appropriately prioritize requested changes.

~~2~~1.3 Entrance Criteria

- Global entrance criteria satisfied.
- Detailed test cycle checklist created.
- Test logs and validation instructions created and results reporting template completed.
- Test execution team identified, scheduled, and trained.

- Electronic Interface Change Control Process (EICCP) fForms and dDocuments ~~must be~~ obtained.

~~Global entrance criteria must be satisfied.~~

~~Process evaluation checklist must be created.~~

~~Interview guidelines must be created.~~

- Other procedural and technical documentation ~~must be~~ obtained.
- BellSouth documentation on its change management functions provided.
- Obtain copies of recent change management artifacts for review to measure adherence to guidelines/processes.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

~~BST personnel to be interviewed for the change management functions must be identified.~~

~~BST documentation on its change management functions must be provided.~~

~~Copies of recent change management documents~~ artifacts ~~must be obtained for review to measure adherence to guidelines/processes.~~

21.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate BellSouth's change management process:~~.~~

Sub-Process	*Function*
Change Management	Developing change proposals.
	Evaluating change proposals.
	Implementing change.
	Intervals.

~~Sub-Process~~	~~Function~~
	Documentation.
	Tracking change proposals.

Figure VIII-~~IV~~II: Change Management Practices Review Scope

~~2~~1.5 Test Activities

1. ~~Obtain and R~~review BellSouth~~ST~~ Change Management documentation and artifacts.
2. ~~Arrange~~ Conduct interviews with key ~~BST~~Change Management personnel as appropriate.
3. ~~Perform interviews and documentation artifact reviews~~
34. ~~Complete evaluation checklists and interview summaries~~Document findings.
4.~~5.~~ ~~Report all *Severity 1, 2, and 3* test exceptions.~~Resolve exceptions
6. ~~Develop and document findings.~~

~~2~~1.6 Exit Criteria

- Global exit criteria ~~must be~~ satisfied.
- Exception resolution activities and reports complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

~~- Evaluation checklists and interview summaries must be completed.~~

~~- Summary report must be completed.~~

~~- Postmortem analysis for test cycle must be conducted.~~

~~Results summary and formatted data must be delivered to KPMG.~~

Appendix A:
Product Selection & Description

This Appendix describes the network elements, services and features to be electronically tested for the pre-ordering, ordering, provisioning, billing and maintenance and repair (M&R) domains of the Test.

The process of selecting products and services for testing is driven by the following set of product categories:

- Unbundled Network Elements (UNEs)
- Resale Services (Volume testing only for pre-ordering, ordering and maintenance and repair)
  - Simple
  - Complex

The definitions of Unbundled Network Elements, Simple Resale services, and Complex Resale services are contained below:

Unbundled Network Elements	UNEs are components of the BellSouth network that have been unbundled so that they can be sold individually. UNEs are offered to facilities based CLECs so that they can provide telecommunications services to their end users. The CLEC will only purchase the elements that they need to provide complete service, leveraging their existing network and facilities to deliver competitive service to end users. Examples include loops, number portability, ports, and loop-port combinations.
Simple Resale	Simple resale services are those plain old telephone service (POTS) offerings that residential customers require and smaller businesses tend to favor. Examples include measured or flat rates, Caller ID, Call Forwarding, Call Return, etc.
Complex Resale	Complex resale services are high end business products and services for voice and data. They require specific switch configurations and/or specialized routing in order to provide service. Examples include Synchronet, ISDN BRI, and DS-1 services.

Figure A - I: Product Categories

In addition to UNE and resale services, BellSouth also offers general features and services that underlie both categories. These features and services will be covered in detail in a later section.

Since the pre-ordering, ordering, provisioning, billing and M&R activities evaluate BellSouth's OSS systems, only electronic orders are in scope.[1]

In the case of simple resale, all products and features for all order activity types are available electronically. Figure A-II lists all products and services that are included in the Test.

[1] Electronic orders are defined as those orders that can be submitted electronically. Certain electronic orders may require manual intervention.

Product Name	Process Domain		
	Ordering & Provisioning	Billing	Maintenance & Repair
Unbundled Network Elements			
UNE Loops			
2-Wire Analog Designed Loops	X	X	X
2-Wire Analog Non-Designed Loops	X	X	X
4-Wire Analog Design Loops			X
4-Wire Analog Non-Designed Loops			X
2-Wire ISDN Loops			X
4-Wire DS-1 Loops			X
Number Portability			
INP	X	X	
LNP	X	X	X
UNE Ports			
2-Wire Analog Ports	X	X	X
2-Wire Digital Port			X
4-Wire Digital Port			X
UNE Loop-Port Combination			
2-Wire Analog Loop-Port Combinations	X	X	X
4-Wire Analog Loop-Port Combinations			X
2-Wire Digital Loop-Port Combinations			X
4-Wire Digital Loop-Port Combinations			X
Loop-Dedicated Interoffice Transport Combination			X
Resale			
Simple Resale	X	X	X
ISDN-BRI	X		X
PBX Trunks	X		X
Synchronet	X		X
General Features and Services			
Basic Class of Service			
Flat Rate Line	X		X
Measured Rate Line	X (resale only)	X	X
Area Plus® Service	X (resale only)		X
Business Plus Calling Plan Option 1	X (resale only)		X
Complete Choice® Service	X (resale only)		X
Area Plus® with Complete Choice	X (resale only)		X
Custom Calling Features			
Call Forwarding	X	X	X

Call Waiting	X	X	X
Speed Calling	X	X	X
Three Way Calling	X	X	X
TouchStar® Features			
Caller ID with Name and Number (Enhanced Caller ID)	X		X
Call Return	X		X
Distinctive Ringing	X		X
Custom Calling Features			
Call Restriction	X	X	X

Figure A - II: Test Product List

The following sections describe each product and the selection process used (where applicable) UNE and resale services.

Unbundled Network Elements

UNEs have been under review by the FCC due to an accelerating trend among CLECs demonstrating increasing demand for these services. This Test focuses primarily on UNEs, in accordance with the Georgia Order.

BellSouth offers over 80 UNEs; however, only a subset with the highest potential volumes can be ordered electronically. As a result, the UNE list is composed of five specific types of ~~UNEs which~~UNEs that can be electronically ordered via TAG and EDI, as listed in the following section.

CLEC UNE List

The following UNEs will be tested for ordering, provisioning and billing activities:

Unbundled Voice Loops (UVL)[2]
- 2-Wire Analog Designed Loops
- 2-Wire Analog Non-Designed Loops

Number Portability
- INP
- LNP

Unbundled Local Switching
- 2-Wire Analog Ports

UNE Combinations
- 2-Wire Analog Loop - Port Combinations

[2] Loops can be ordered both with either INP or LNP.

The following UNEs will be tested for maintenance and repair activities:

Unbundled Voice Loops (UVL) [3]
- 2-Wire Analog Designed Loops
- 2-Wire Analog Non-Designed Loops
- 4-Wire Analog Designed Loops
- 4-Wire Analog Non-Designed Unbundled Digital Loops (UDL)
- 2-Wire ISDN Loops
- 4-Wire DS-1 Loops

Unbundled Ports
- Analog
- Digital

Unbundled Combinations
- 2-Wire and 4-Wire Analog Loop-Port Combinations
- 2-Wire and 4-Wire Digital Loop- Port Combination
- Loop-Dedicated Interoffice Transport Combinations

Unbundled Loops

~~Unbundled loops, or the "last mile," refers~~An unbundled loop, or the "last mile," refers to the infrastructure from the Main Distribution Frame (MDF) to the customer's premises. CLECs most frequently order this type of UNE due to the high infrastructure costs associated with building out a network to the customer's premises.

2-Wire and 4-Wire Analog Designed Loops

2-Wire and 4-Wire Analog Designed Loops, also known as Unbundled Voice Loops (UVLs), are dedicated analog transmission facilities from BST's Main Distribution Frame (MDF) to a customer's premises.

UVLs can be configured as 2-wire or 4-wire facilities offered as Service Level 2 (SL2). SL2 is a designed circuit that can be provided on 2 or 4-wire circuits. A UVL consists of two components:

- Wire and/or tie cable(s) – connects the MDF to either the CLEC termination or other BST equipment.
- Loop facility – connects the MDF to the customer's premises. The loop can be a metallic facility or a universal Digital Loop Carrier (DLC) linked together with cable and/or wire.

[3] Ibid.

2-Wire Analog Non-Designed Loops

2-Wire Analog Non-Designed Loops or Unbundled Voice Loop (UVL) are very similar to 2-Wire Analog Designed Loops. However, they are *shared* analog transmission facility from BST's Main Distribution Frame (MDF) to a customer's premise. It is primarily associated with residential POTS.

2-Wire Analog Non-Designed Loops may be configured as a 2-wire facility offered as Service Level 1 (SL1). An SL1 loop is a non-designed circuit that can only be provided on 2-wire circuits. It consists of the following two components:

- Wire and/or tie cable(s) – connects the MDF to either the CLEC termination or other ~~Bellsouth~~BellSouth equipment.
- Loop facility – connects the MDF to the customer's premises. The loop can be a metallic facility or a universal Digital Loop Carrier (DLC) linked together with cable and/or wire.

2-Wire ISDN Loops

2-Wire ISDN Loops are dedicated transmission facilities that connect ~~Bellsouth's~~BellSouth's MDF to an end user's premises. This facility allows the end user to send and receive via Basic Rate Interface (BRI).

4-Wire DS-1 Loops

4-Wire DS-1 Loops are dedicated high capacity transmission facilities that connect ~~Bellsouth 'B~~BellSouth's MDF to an end user ' s premises. This facility allows the end user to send and receive traffic that is connected to the proper packet/circuit switch.

Number Portability

Interim Number Portability (INP)

Interim Number Portability provides an interim solution that enables CLECs to provide Service Provider Local Number Portability until Long Term Service Provider Local Number Portability is deployed.

The only type of INP that will be tested in the Test is remote call forwarding (RCF). When RCF is used to provide number portability, calls to the ported number will first route to the BellSouth switch to which the ported number was previously assigned. The BellSouth switch will then forward the call to a number with an NXX associated with the CLEC operated switch to which the original number is ported.

~~Long Term~~Local Number Portability (LNP)

All ILECs were required to complete implementation of LNP in the top 100 metropolitan statistical areas (MSAs) by December 31, 1998. BellSouth has completed implementation of LNP in all scheduled metropolitan areas. LNP will be available to test in the Atlanta area for this Test.

BellSouth complies with the Location Routing Number method of number portability. This method utilizes the SS7 architecture and the AIN 0.1 platform to perform call processing queries in order to reroute calls to the their new switch provider if they have ordered local number portability.

Unbundled Local Switching

2-Wire and 4-Wire Analog Ports

2-Wire and 4-Wire Analog Ports are designed to provide a CLEC with the ability to offer end office switching capabilities to their customers for analog loops. This product is available to all certified CLECs.

2-Wire Analog Ports can be handled electronically for ordering, provisioning, billing and M&R while 4-Wire Analog Ports can only be handled electronically for M&R.

2-Wire and 4-Wire Digital Ports

2-Wire and 4-Wire Digital Ports are designed to provide a CLEC with the ability to offer end office switching capabilities to their customers with digital loops. This product is available to all certified CLECs.

2-Wire and 4-Wire Digital Ports can only be handled electronically for M&R. Digital Ports are out of scope for ordering, provisioning and billing.

UNE Combinations

2-Wire and 4-Wire Analog Loop-Port Combinations

2-Wire and 4-Wire Analog Loop-Port Combinations combine to 2-Wire and 4-Wire Analog Loops with 2-Wire and 4-Wire Ports respectively for a particular customer.

2-Wire Analog Loop-Port Combinations can be handled electronically for ordering, provisioning, billing and M&R while 4-Wire Analog Loop-Port Combinations can only be handled electronically for M&R.

2-Wire and 4-Wire Digital Loop-Port Combinations

2-Wire and 4-Wire Digital Loop-Port Combinations combine 2-Wire and 4-Wire Digital Loops with 2-Wire and 4-Wire Ports respectively for a particular customer. This would be desirable for a facilities-based CLEC that wants to offer service in an area where it has not yet deployed switching facilities.

2-Wire and 4-Wire Digital Loop-Port Combinations are only handled electronically for M&R. Digital Loop-Port Combinations are out of scope for ordering, provisioning and billing.

Loop-Dedicated Interoffice Transport Combinations

Loop-Dedicated Interoffice Transport Combinations combine a loop with dedicated interoffice transport. This combination connects the customer to the CLEC switch through a BellSouth loop and BellSouth interoffice transport.

Loop-Dedicated Interoffice Transport Combinations can only be handled electronically for M&R purposes. These are out of scope for ordering, provisioning and billing.

Resale Products

Resale products fall into two categories: Simple Resale and Complex Resale.

Simple Resale services are plain old telephone service (POTS) offerings that residential customers require and smaller businesses tend to favor. All thirty of BellSouth's Simple Resale products and features can be ordered electronically. Rather than test all 30 simple resale products in volume, the simple resale product portion of the list utilizes a carefully selected subset of the BellSouth resale product offerings. This list is derived from the BellSouth Product Guide with products selected from equivalency classes. The process used to develop the product list is described in the Simple Resale Selection Process at the end of this appendix.

Complex Resale services are high end business products and services for voice and data. They require specific switch configurations and/or specialized routing in order to provide service. Due to their need for manual intervention, only four of the ~~twentyone~~twenty-one complex products can be ordered electronically. In addition, these four products can be electronically ordered and flow-through for one activity type, ~~Migrate~~migrate "as is." Therefore, the scope of the complex resale products testing is four products.

CLEC Resale Product List

The following Resale products will be tested for ordering and M&R activities:

- Simple Resale
- Complex Resale
  - Hunting
  - ISDN-BRI
  - PBX trunks
  - Synchronet

Simple Resale

Simple resale services are those Plain Old Telephone Service (POTS) offerings that residential customers require and smaller businesses tend to favor. Examples include measured or flat rates, Caller ID, Call Forwarding, and Call Return.

Hunting

Hunting Service is a feature offered to residential and business customers who have more than one line arranged for incoming calls at the same location. When an incoming call is generated to a line that is busy, the call overflows to the next number in the Hunting Group. Hunting provides maximum utilization of lines to handle incoming calls and prevent unnecessary busy signals.

There are two basic types of hunting service:

- Series Completion Hunting - requires each line to have a unique telephone number (TN). This arrangement is typically offered to customers with 5 lines or less.

- Multiline Hunting - describes one telephone number for the entire group. Each line in a Multiline Hunting Group is assigned a group identifier and a Terminal Number along with the Telephone Number to provide a unique combination (identifier). This arrangement is usually offered to customers with six or more lines.

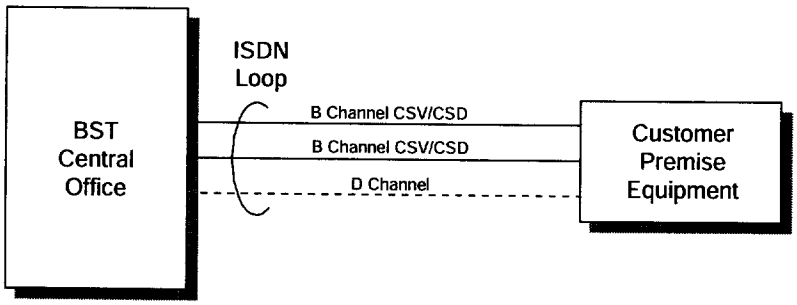
Integrated Services Digital Network (ISDN) - Basic Rate Interface

ISDN Basic Rate Interface (BRI) service is an integrated service for residence and business users. It provides an architecture supporting simultaneous transmission of voice, data, and packet services over the same exchange access line.

For ISDN-BRI, the physical line is "parsed" into 3 logical channels, referred to as '2B+D'. These channels consist of:

- 2 "B" bearer channels, each rated to 64kbps
- 1 "D" signaling channel, rated at 16kbps

The diagram below illustrates this arrangement:



Each channel supports either one of two formats:

1. Circuit Switched Voice/Data (CSV/D)
2. Packet Switched Data

Whether a "B" channel is provisioned for CSV/D or whether it is provisioned for packet switched data, it is limited to that format once provisioning is completed.

There are 4 options that must be determined for each ISDN order submitted to BellSouth. These options are:

1. Basic Class of Service (COS)
2. The Basic Rate Interface. This provides the end user with the digital subscriber loop (DSL) from the CO required for ISDN service as well as the ISDN port service in the CO.
3. Channel activation. This determines of the type of traffic that is offered over the B and the D channels.
4. User profile services. These are the services that are associated with each channel. The customer must subscribe to at least one user profile service for at least one channel (B or D). Additionally a maximum of 8 user profile services can be ordered for a given DSL. For BellSouth, Called/Calling Number Delivery and Call Hold are provided with IRS/IBS with additional features available.

If these services are provisioned in a CO other than the one serving the customer, an interoffice DSL will also be required.

PBX Trunks

Trunk lines are a common group of central office lines (pooled) that terminate in Private Branch Exchange (PBX) systems, automatic call distributors, or any system in which the customer's premises equipment selects and seizes a vacant line for incoming and outgoing calls. Trunk lines do not terminate directly to a telephone set, but rather in PBX common equipment or an attendant position.

Trunk lines may be provisioned and billed as flat rate, message rate, measured rate, or usage based pricing service. Some dial-type PBXs may terminate only on combination trunk lines. Others terminate a mixture of one-way incoming, combination, and outdial only trunk lines. The calling patterns of the PBX users determine the proper trunk line mix.

Synchronet®

Synchronet® is a dedicated, synchronous service for customers that require high reliability for ~~two-way~~two-way transmission of data using time division multiplexing. It allows an end user to transmit data in digital format over digital facilities routed through a central office node. Additionally, Synchronet® is private line and IntraLATA based nodal service capable of the following transmission bit rates:

- 2.4 kbps
- 4.8 kbps
- 9.6 kbps
- 19.2 kbps

- 56.0 kbps
- 64.0 kbps

There are a number of arrangements available with Synchronet®. They are point-to-point, multi-point, and secondary channel capability.

General Services and Features

General services and features include those features and services that are ordered on either UNE and/or resale lines. The descriptions below specify on which line type the particular services and features can be ordered.

CLEC Services and Features List

Basic Class of Service
- Flat Rate Line
- Measured Rate Line
- Area Plus®
- Business Plus Calling Plan Option 1
- Complete Choice® Service
- Area Plus® with Complete Choice®

Features
- Caller ID with Name and Number (Enhanced Caller ID)
- Call Return
- Call Waiting
- Distinctive Ringing (Call Selector)
- Speed Calling
- Three Way Calling
- Call Forwarding Remote Access

Control Services
- ~~————————~~Selective Call Restriction

Basic Class of Service

Basic Class of Service codes are grouped for rate distinction. The codes distinguish between business and residence, between flat and measured rate, and between restricted and extended area service.[4] A Basic Class of Service is required to process a UNE or simple resale order. UNEs ports will be tested on Measured Rate Lines, UNE loops will be tested on Flat Rate Lines, while simple resale will be tested on all types of service.

Flat Rate Line

Flat rate service is an industry-wide billing method for local phone calls. It offers unlimited calling to both residential and business customers in a specified local area for a fixed monthly recurring charge. This service applies to UNE and Simple Resale orders.

[4] Newton's Telecom Dictionary, 14th Edition, Harry Newton, 1998

Measured Rate Line

Measured rate service is another industry-wide billing method for local phone calls. A customer (either residential or business) is charged a monthly fee for unlimited incoming calls and a fixed number of outgoing local calls. Each additional local call beyond the specified limit costs an additional call fee. The price of the additional calls depends on the call distance, time of day, day of week and company tariffs.[5]

Area Plus® Service

Area Plus® offers residential customers unlimited calling for an expanded local area. The expanded area includes all access lines within the serving exchanges and the associated Basic and Expanded LATA wide Calling Plan (BLCA and ELCA)[6] -Subscribers also receive a -discount on the intraLATA intrastate Message Telecommunications Service (MTS) rates.

Business Plus Calling Plan Option 1

Business Plus offers business customers a flat rate per month for calling in the BLCA and ELCA (out to LATA boundary) up to *a predefined number of-minutes-of-use per line.*[7]

Complete Choice® Service

Complete Choice® Service offers residential customers with a Touchtone line unlimited calling to all exchanges in the customer ' s basic service area and usage to the expanded service area. In addition, Complete Choice® Service also includes the customer ' s choice of any Custom Calling, TouchStar® and Ringmaster® services.[8]

Area Plus® -with Complete Choice®

Area Plus® with Complete Choice® offers residential customers with a Touchtone line an expanded local calling area. In addition, it offers a calling card and Complete Choice® options. Complete Choice® includes the customer's choice of any Custom Calling, TouchStar® and RingMaster® services.

Vertical Features

Vertical features are options that a customer can add or change on their basic telephone service. Vertical features apply to all types of service.

Caller ID with Name and Number (Enhanced Caller ID)

Among the several variations of Caller ID, the Test product list includes Caller ID with Name and Number. This version of Caller ID enables a customer to identify the calling party ' s name and number before answering the call via their customer premise equipment

[5] Ibid.
[6] Section 7.1 LEO Guide Volume II, February 1999.
[7] Section 7.6, LEO Guide Volume II, February 1999.
[8] Section 14.0, LEO Guide Volume II, February 1999.

(CPE). Depending on the CPE unit, the caller's name, the area code plus the ~~7-digit~~7-digit telephone number, the month, day and time of the call may be displayed.

Call Forwarding

BellSouth offers many variations of Call Forwarding (CF) including

- CF Busy Line
- CF Don't Answer
- CF Multipath
- CF Variable
- Flexible CF
- Preferred CF
- Remote CF
- Remote Access to CF

In its most basic form, Call Forwarding allows a user to have incoming calls forwarded to a different telephone number. Users do so by dialing a ~~two-digit~~two-digit access code and the telephone number to which calls are to be forwarded. The customer controls the activation and deactivation process. The Test includes Call Forwarding Variable as well as Remote Access to Call Forwarding. Remote Access to Call Forwarding includes the basic feature, Call Forwarding Variable and provides the user the ability to activate and deactivate the feature either from the provisioned line or remotely from a location equipped with Touchtone signaling.

Call Return

Call Return is an advanced custom calling feature that allows a customer to automatically dial the number of the last caller, regardless of whether the customer answered the phone or not. It is activated by dialing *69.

Call Waiting

Call Waiting enables a customer to know when another call is waiting by providing an audible signal. It allows the waiting call to be answered without disconnecting from the existing call and enables switching between the calls as desired.

Distinctive Ringing (Call Selector)

Distinctive Ringing provides a unique ringing pattern (i.e. short, long, short) for specific numbers on a customer programmable screening list.

Speed Calling

Speed Calling allows customers quick dialing access to either 8 or 30 telephone numbers through a pre-programmed ~~two-digit~~two-digit code .

Three Way Calling

Three Way Calling enables another calling party to be added to a call already in progress. The added party may be either local or long distance. This feature is available on either a

per use or flat, monthly fee basis. Scenarios will include Three Way Calling with a flat, monthly fee.

Call Control Services

Customized Code Restriction

The Customized Code Restriction option restricts billable outgoing calls to direct dialed, operator handled and 900, 976 numbers. Customers who attempt to make an outgoing call to blocked numbers will hear a prerecorded message.

Basic Class of Service and Features Selection Process

The Basic Class of Service and Features used for the product list is a subset of those BellSouth products that are ordered electronically. Rather than incorporate every possible product into the Product Test List, the -Test selected a comprehensive representation of BellSouth's simple resale product list. This List represents all major equivalency classes of ~~Bellsouth's~~BellSouth's service offerings. The selection process consisted of:

- Reviewing the FCC's response to BellSouth's second application in Louisiana for specific resale product references. Although the FCC details requirements with respect to particular categories, it does not consistently highlight specific products and services in each category.
- Identifying BellSouth's simple resale product offerings
- Conducting an equivalency analysis of the simple products
- Analyzing external research regarding popular residential calling features

BellSouth offers thirty simple resale products and services, all of which are supported electronically. The following list contains those simple resale products supported by BellSouth:

- Flat Rate Residence
- Measured Rate Residence
- Flat Rate/Basic Local Exchange (Flat Rate Business)
- Measured Rate Business
- Touchtone
- Optional Calling Plan (OCP)
- Integrated Package - Area Plus® with Complete Choice®, Complete Choice®
- Georgia Community Plan
- Area Plus®
- Visual Director®
- Custom Calling - Speed Calling 8 & 30
- Custom Calling - 3 Way Calling
- Custom Calling - Call Forward Variable
- Custom Calling - Remote Access to CF
- RingMaster®
- Message Telephone Service (MTS)
- TouchStar® - Call Tracing
- TouchStar® - Call Block
- TouchStar® - Call Selector
- TouchStar® - Call Return
- TouchStar® - Repeat Dialing
- TouchStar® - Preferred Call Forwarding
- MemoryCall®
- MemoryCall® Answering Service
- Caller ID
- Call Waiting
- Call Waiting - Deluxe
- Customized Code Restriction
- Enhanced Caller ID
- Remote Call Forwarding (RCF)

Equivalency Analysis

The BellSouth simple resale product list was divided into groups based on similar functionality or technology. These groups, or equivalency classes, are:

1. Basic Class of Service
2. BellSouth Custom Calling Services
3. BellSouth TouchStar® Services
4. Integrated Packages

In each of the following sections, the specific products and services in each equivalency class are identified and those selected for the -Test are highlighted.

1. Basic Class Of Service Equivalency Class

Basic Classes of Service are codes that group services for rate incentives and/or discounts. The BellSouth simple resale product list includes the following Basic Classes of Service:

- Flat Rate Residence
- Measured Rate Residence
- Flat Rate/Basic Local Exchange
- Measured Rate Business
- Touchtone
- Optional Calling Plan (OCP)
- Georgia Community Plan
- Message Telephone Service (MTS)
- Area Plus®[9] with Complete Choice®[10]
- Complete Choice®[11]
- Area Plus®[12]
- Visual Director®[13]

The Test selected representative offerings from the flat rate services, measured rate services, extended calling area and calling plans for both business and residential customers for inclusion.

The following table highlights the services that the Test product list selected and how each ~~represent~~represents both flat and measured rates for residential and business customers.

[9] Area Plus®, Area Plus® with Complete Choice®, Complete Choice® and Visual Director® are listed in both the Basic Class of Service and Integrated Package equivalency classes due to their functionality.
[10] Ibid.
[11] Ibid.
[12] Ibid.
[13] Ibid.

Basic Class of Service	Rate		Cust Type		USOC
	Flat	Mea	Res	Bus	
Flat rate line with Touchtone, residence	X		X		14R
Flat rate line, business, two way	X			X	1FB
Measured rate line, residence, two-way, non-hunting		X	X		1MS
Measured rate line, business		X		X	B1M
Area Plus® Service, residence	X		X		VRI
Area Plus® with Complete Choice®	X		X		VR4, ACO
Complete Choice® Service, individual line	X		X		VR3, VR0
Business Plus Service, option 1, flat rate plan	X			X	BG1 (GA)

Figure A - III: Basic Class of Service

2. **BellSouth Custom Calling Services Equivalency Class**
Custom Calling Services is a group of features available from the central office switching system which offers benefits without adding telephone customer premise equipment. BellSouth offers the following Custom Calling Services on a resale basis:

- Call Forwarding Busy Line
- Customer Controlled Call Forward Busy Line
- Call Forwarding Multipath
- Call Forwarding Multiple Simultaneous
- Call Forwarding Don't Answer
- Customer Controlled Call Forwarding Don't Answer
- Call Forwarding Don't Answer - Ring Control
- Call Forwarding Variable
- Remote Access - Call Forwarding
- Call Waiting
- Call Waiting Deluxe
- Speed Calling
- Three Way Calling
- Flexible Call Forwarding
- Flexible Call Forwarding Plus

Of these Custom Calling Services, the Test will use

- Call Waiting,
- Three Way Calling,
- Call Forwarding Variable, and

- Speed Calling.

These services were selected based on IDC research considered in an effort to create the most representative product list for a CLEC. In an August 1998 report[14] of residential telecommunications customers, these were reported to be the most widely popular features.

3. **TouchStar® -Equivalency Class**
TouchStar® service is a BellSouth grouping of central office Call Management features that are offered in addition to basic telephone service. Most TouchStar® features fall under the CLASS category. CLASS is an industry acronym for Custom Local Area Signaling Services. TouchStar® service includes:

- Call Return
- Repeat Dialing
- Call Selector
- Preferred Call Forwarding
- Call Block (incoming calls)
- Call Tracing
- Caller ID - Basic
- Caller ID - Deluxe
- Calling Number Delivery Blocking - Permanent
- Anonymous Call Rejection
- Call Tracking - Bulk Calling Line Identification
- Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery)
- Enhanced Caller ID with Call Management

Of the TouchStar® -features, the Test will use

- Caller ID,
- Call Return, and
- Call Selector (Distinctive Ringing)

Caller ID, Call Return, and Call Selector have been selected because they are popular features supported by Advanced Intelligent Networks (AIN) which vary from an ordering and functional perspective.

4. **Integrated Package Equivalency Class**
BellSouth offers the following integrated packages for resale:

- Area Plus®

[14] There's No Place Like Home: 1998 U.S. Residential Telecommunications Survey, IDC Report, August 1998

- Area Plus® with Complete Choice®
- Complete Choice®
- Visual Director®

The Test will incorporate Area Plus®, Area Plus® with Complete Choice® and Complete Choice® into the -Test List as integrated packages. Visual Director® is not available in all BellSouth states, so we have chosen the universally available Area Plus® and Complete Choice® packages as the most appropriate representative packages.

Appendix B1:
Pre-Ordering Scenarios

Pre-Ordering Scenarios

A. Primary Categories

Pre-Ordering Scenarios were generated by applying BellSouth's OSS electronic ordering business ~~rules,~~rules and logical business requirements across the following primary categories:

Primary Categories	*Definition*
Pre-Ordering Transaction Types	The type of pre-ordering transaction
Customer Types	The type of end user account linked to an order.

Figure B1 - I: Pre-Ordering Scenario Coverage

1. Pre-Ordering Transaction Types

Figure B1 - II lists the individual pre-ordering transaction types per Telecommunication Access Gateway Training - Release 2.1.

Pre-Ordering Transaction Types
Service Availability
Address Validation
Telephone Number Assignment
Customer Record
Appointment Availability
Due Date Calculation

Figure B1 - II: Pre-Ordering Transaction Types

2. Customer Type

The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the Test Scenario level in order to define individual Test Cases. These secondary categories include:

Secondary Categories	*Definition*
Query Criteria	Specific fields used for querying.
Sub Menus	Menus contained within transaction types.
Test Errors	Errors used to test TAG response functionality
TAG Responses	Messages generated by the TAG interface in response to particular transactions

Figure B1 - III: Pre-Ordering Test Case Coverage

1. Query Criteria

For many functions, the user may query for a piece of information in several ways. For example, to validate an address, the user may query either by telephone number or by address. This distinction merits unique test cases.

2. Sub Menus

The functions listed at the scenario level are at a high level and often include several sub-options. These sub-options translate into individual test cases. For example, within the telephone number reservation function there are several options that each need to be tested. These options include: "None," "Easy," "Sequential," "Ascending Line Digits," "Descending Line Digits," and "Identical Line Digit." The Telephone Assignment function also includes sub menus. The user may reserve, extend and/or cancel a telephone reservation for either a Telephone Number, Direct-in-Dial and Multi-line Hunt number. Combinations of these variables will form multiple test cases.

3. Test Errors

Errors will be introduced into the testing process to ensure that the TAG interface handles errors properly. For every error that will occur, there must be two test cycles:- one to test that the particular function works correctly and the other to test that error handling and response works properly.

4. TAG Responses

In many cases, TAG has the ability to respond with different messages based on user input. Test cases will test each response to ensure that they function properly. Address

validation, for example, responds to the user query with one of thirteen messages. Each message must be tested, thereby creating thirteen additional test cases.

C. Pre-Ordering Coverage Matrix

The following table illustrates coverage of the pre- ordering scenarios along the two primary categories described above.

Scen #	Scenario Description	Pre-Order Transaction Type						Customer Type		
		Service Availability	Address Validation	TN Assignment	Customer Record	Apptmt Availability	Due Date Calculation	Bus	Res	UNE
101	Address validation		X					X	X	X
102	CSR Inquiry for BellSouth residential customer who is a potential CLEC customer				X			X		X
103	CSR Inquiry for small BellSouth business customer who is a potential CLEC customer				X				X	X
104	Deferred CSR Inquiry for a large BellSouth business customer who is a potential CLEC customer				X				X	X
105	Feature availability lookup	X						X	X	X (port)
106	Appointment Availability					X	X	X	X	X (loop-port combo)
107	TN Inquiry			X				X	X	X (port)
108	Reserve, extend and cancel TN			X				X	X	X (port)
109	Available PIC Inquiry	X						X	X	X
110	Due Date Calculation						X	X	X	X

Figure B1 - IV: Pre-Ordering Coverage Matrix

D. Pre-Ordering Scenario Descriptions

The following list is a summarization of the pre-ordering scenarios.

Scenario #	*Pre-Ordering Scenario Description*
101	Address validation
102	CSR Inquiry for BellSouth residential customer who is a potential CLEC customer
103	CSR Inquiry for small BellSouth business customer who is a potential CLEC customer
104	Deferred CSR Inquiry for a large BellSouth business customer who is a potential CLEC customer
105	Feature availability lookup
106	Appointment Availability
107	TN Inquiry
108	Reserve, extend and cancel TN
109	Available PIC Inquiry
110	Due Date Calculation

Figure B1 - V: Pre-Ordering Scenario Descriptions

***Scenario #101:* Address validation.**

Scenario Description:

This pre-ordering scenario will test the ability of CLEC to validate customer's address.

Address validation will be queried by either the TN or address.

Test cases will include variations of customer type (Business, Residential, UNE) query criteria (TN or address), address validation response messages (thirteen options) and "resend" orders.

Network Configuration:

NA

Scenario #102: ***CSR Inquiry for BellSouth residential customer who is a potential CLEC customer.***

Scenario Description:

BellSouth residential customer wants to switch from BellSouth to CLEC. After obtaining authorization, CLEC rep queries TAG for potential customer's service at BellSouth.

This scenario will generate multiple test cases based on customer type (Resale, UNE) desired information (billing or services) and query criteria (TN (Resale, Loop and Port Combo), Circuit ID and State code (SL2 UNE) or Miscellaneous Account Number (SL Loop)).

Network Configuration:

NA

Scenario #103: ***CSR Inquiry for small BellSouth business customer who is a potential CLEC customer.***

Scenario Description:

Small BellSouth business customer wants to switch from BellSouth to CLEC. After obtaining authorization, CLEC rep queries TAG for potential customer's service at BellSouth.

This scenario will generate multiple test cases based on customer type (Resale, UNE) desired information (billing or services) and query criteria (TN (Resale, Loop and Port Combo), Circuit ID and State code (SL2 UNE) or Miscellaneous Account Number (SL Loop)).

Network Configuration:

NA

Scenario #104: ***Deferred CSR Inquiry for a large BellSouth business customer who is a potential CLEC customer.***

Scenario Description:

Large BellSouth business customer wants to switch from BellSouth to CLEC. After obtaining authorization, CLEC rep queries TAG for potential customer's service at BellSouth.

This scenario will generate multiple test cases based on customer type (Resale, UNE) desired information (billing or services) and query criteria (TN (Resale, Loop and Port Combo), Circuit ID and State code (SL2 UNE) or Miscellaneous Account Number (SL Loop)).

Network Configuration:

NA

Scenario #105: ***Feature availability lookup.***

Scenario Description:

This scenario will test the ability of CLEC to lookup the feature availability on particular LEC switches during the pre-order process.

Service availability will be queried for by NPA-NXX, CLLI and PIC Service Offerings.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE), NPA-NXX, CLLI and PIC Service Offerings.

Network Configuration:

NA

***Scenario #106:* Appointment Availability.**

Scenario Description:

This pre-ordering scenario will test the ability of CLEC to view BellSouth's Central Office and Installation and Maintenance Calendars.

Appointment availability will be request by NPA-NXX. Response will include weekday availability, install intervals and scheduled holiday and close out dates.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE) and product type.

Network Configuration:

NA

Scenario #107: ***TN Inquiry.***

Scenario Description:

A potential CLEC customer inquires about the availability of a vanity TN.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE), product type (simple resale line, DID, or Multiline Hunt) and TN option values (Random, Specific Number, Vanity Number, Easy, Sequential Line, Ascending Line Digits, Descending Line Digits, Identical Line Digits, Exception Numbers).

Network Configuration:

NA

Scenario #108: ***Reserve, extend and cancel TN.***

Scenario Description:

This scenario will test the ability of CLEC to reserve, extend and release telephone numbers during pre-order negotiations.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE), product type (telephone line, DID, or Multiline Hunt), cancellation or extend options, and TN option values (Random, Specific Number, Vanity Number, Easy, Sequential Line, Ascending Line Digits, Descending Line Digits, Identical Line Digits, Exception Numbers).

Network Configuration:

NA

***Scenario #109:* Available PIC Inquiry.**

Scenario Description:

This pre-ordering scenario will test the ability of CLEC to query for PICs. CLECs need to know which Interexchange Carriers are accessible from the customer's central office.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE).

Network Configuration:

NA

Scenario #110: ***Due Date Calculation.***

Scenario Description:

This pre-ordering scenario will test due date calculation for new products & services.

This scenario will generate multiple test cases based on customer type (Business, Residential, UNE) and product type.

Network Configuration:

NA

Appendix B2:
Resale Ordering Scenarios

Resale Ordering Scenarios

A. Primary Categories

Resale Ordering Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and logical business requirements across the following primary categories:

Primary Categories	*Definition*
1. Products and Services	The resale products being ordered, configured, or operated upon by the CLEC.
2. Activity Types	The valid account level Activity Types (ACT) for the Requisition Type (REQTYP) of the different resale products being ordered.[1] The Activity Type also defines the initial and final LSP for the transaction.
3. Customer Types	The type of end user account linked to an order. Customer Type is defined by the first character of the Type of Service (TOS) data element.[2]
4. Flow-Through	A determination of whether or not an electronically submitted order will be processed by BellSouth's OSS without manual intervention through return of FOC.

Figure B2 - I: Resale Ordering Scenario Coverage

1. Products and Services

Figure B2 - II lists the individual resale products covered in the Test as a result of the Product Selection analysis described in Appendix A of this MTP.

Resale Products
Simple Resale
Analog PBX Trunk
ISDN-BRI
Hunting
Synchronet

Figure B2 - II: Resale Products

2. Activity Types

[1] LEO Implementation Guide – Volume 1, Issue 7F, ~~March.~~March 1999.

Figure B2 - III describes the Resale Product Requisition Type (REQTYP) and Figure B. II - IV describes the account level RESALE Activity Type (ACT) codes defined by BellSouth and referenced throughout this Appendix.[2]

REQTYP	Description
E	Resale
J	Directory Listings

Figure B2 - III: Resale Ordering Requisition Types

ACT	Description
A	Add (New Install)
C	Change
D	Disconnect
M	Inside Move
T	Outside Move
R	Record (Administrative)
V	Migrate As-Specified
W	Migrate As-Is
SS	Suspend Service
RS	Restore Service

Figure B2 - IV: Resale Ordering Activity Types

Figure B2 - V summarizes the electronic flow-through resale REQTYP and ACT combinations as defined by BellSouth.

Products and Services	REQTYP	Activity Type									
		A	C	D	M	T	R	V	W	SS	RS
Simple Resale	E	x	x	x	x	x	x	x	x	x	x
Analog PBX Trunk	E								x		
ISDN-BRI	E								x		
Hunting	E								x		
Synchronet	E								x		

Figure B2 - V: Resale Product REQTYP and ACT Scenario Coverage

3. Customer Type

[2] LEO Implementation Guide – Volume 1, Issue 7F, ~~March,~~March 1999.

The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the Test Scenario level in order to define individual test cases. These secondary requirements will address directory listings (e.g., change in company name or adding telephone numbers) quantity of lines, features, ~~),~~ designed errors (e.g., invalid entries), and cancels.

Test scenarios contain customers that have a specific number of lines. Test scenarios specify the number of lines for a given customer account. This number is subject to change when the BellSouth test data is obtained. The potential change in the number of customer lines will not affect the flow-through status. For example, a flow-through test scenario has a business customer with 8 lines and BellSouth's test data only offers an account with 12 or 20 lines. The account with 12 lines will be used as a test scenario equivalent.

C. Resale Ordering Coverage

The following table illustrates coverage of the resale ordering scenarios along the five primary categories described above.

BST #	Scenario Description	Product/ Service		Carrier Disposition		BST Activity Types (Account)										Customer Type		Order Flow-Thru
		From	To	Init.	Final	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	
201	Migrate "As Is" of a business customer from BellSouth with POTS lines to CLEC.	POTS	POTS	BST	CLEC								X			X		X
202	Migrate "As Is" of a residential customer with POTS line from BellSouth to CLEC.	POTS	POTS	BST	CLEC								X				X	X
204	A business customer partially migrates POTS lines from BellSouth to CLEC on a trial basis.	POTS	POTS	BST	CLEC							X				X		X
205	Migrate "As Specified" of a residential POTS customer from BellSouth to CLEC.	POTS	POTS	BST	CLEC							X					X	X
206	A residential customer partially migrates their second POTS line from BellSouth to CLEC.	POTS	POTS	BST	CLEC							X					X	X
207	A new company starts up and needs POTS lines.		POTS		CLEC	X										X		X
208	A resident is building a new house and needs POTS line.		POTS		CLEC	X											X	X
209	An existing CLEC customer, a small business, adds five more POTS lines.		POTS		CLEC		X									X		X
210	Existing residential CLEC customer adds POTS line.		POTS		CLEC		X										X	X
211	Outside move for CLEC business customer with POTS lines.	POTS	POTS	CLEC	CLEC					X						X		X
212	Outside move for CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC					X							X	X

BST #	Scenario Description	Product/ Service		Carrier Disposition		BST Activity Types (Account)									Customer Type		Order Flow-Thru
		From	To	Init	Final	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	
213	A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.	POTS	POTS	CLEC	CLEC									X			X	X
214	CLEC residential customer wants to restore phone service on their POTS line for their summer cabin.	POTS	POTS	CLEC	CLEC										X		X	X
215	Inside move for CLEC business customer with POTS lines.	POTS	POTS	CLEC	CLEC				X							X		X
216	Inside move for CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC				X								X	X
217	An existing CLEC business customer changes class of service on POTS line.	POTS	POTS	CLEC	CLEC		X									X		X
218	Change TN of CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC		X										X	X
219	CLEC residential customer with two POTS lines requests a telephone number change on ancillary line.	POTS	POTS	CLEC	CLEC		X										X	X
220	CLEC residential customer with a POTS line changes Long Distance Service Providers.	POTS	POTS	CLEC	CLEC		X										X	X
221	CLEC business customer with a POTS line changes Long Distance Service Providers.	POTS	POTS	CLEC	CLEC		X									X		X
222	Business CLEC customer disconnects four of their six POTS lines.	POTS		CLEC			~~X~~	X								X		X
223	A CLEC business customer disconnects all five POTS lines.	POTS		CLEC				X								X		X
224	A residential CLEC customer disconnects both POTS lines.	POTS		CLEC				X									X	X
225	A residential customer with POTS line changes information in directory listing.	POTS	POTS	CLEC	CLEC						X						X	X
226	CLEC residential customer with POTS line changes information on DL.	POTS	POTS	CLEC	CLEC						X						X	X
~~227~~	~~Migration "As-Is" of a BST business customer with PBX Trunks service to CLEC.~~	~~PBX Trunks~~	~~PBX Trunks~~	~~BST~~	~~CLEC~~								~~X~~			~~X~~		~~X~~
~~228~~	~~Migration "As-Is" of a BST business customer with Analog PBX trunk service to CLEC customer.~~	~~Analog PBX Trunks~~	~~Analog PBX Trunks~~	~~BST~~	~~CLEC~~								~~X~~			~~X~~		~~X~~
~~229~~	~~Migrate "As-Is" a BST business customer's ISDN-BRI service to CLEC.~~	~~ISDN-BRI~~	~~ISDN-BRI~~	~~BST~~	~~CLEC~~								~~X~~			~~X~~		~~X~~
~~230~~	~~Migration "As-Is" of a BST business customer with point-to-point Synchronet service to CLEC.~~	~~Synchronet (pt to pt)~~	~~Synchronet (pt to pt)~~	~~BST~~	~~CLEC~~								~~X~~			~~X~~		~~X~~
~~231~~	~~Migration "As-Is" of a BST business customer with POTS service in a hunting configuration to CLEC.~~	~~Hunting~~	~~Hunting~~	~~BST~~	~~CLEC~~								~~X~~			~~X~~		~~X~~

Figure B2 - VI: Resale Ordering Coverage Matrix

D. Resale Ordering Scenarios

The following scenarios test resale orders for the above mentioned activity types.

Scenario #	Order Description
201	*Migrate "As Is" of a business customer from BellSouth with POTS lines to CLEC.*
202	*Migrate "As Is" of a residential customer with POTS line from BellSouth to CLEC.*
204	*A business customer partially migrates POTS lines from BellSouth to CLEC on a trial basis.*
205	*Migrate "As Specified" of a residential POTS customer from BellSouth to CLEC.*
206	*A residential customer partially migrates their second POTS line from BellSouth to CLEC.*
207	*A new company starts up and needs POTS lines.*
208	*A resident is building a new house and needs POTS line.*
209	*An existing CLEC customer, a small business, adds five more POTS lines.*
210	*Existing residential CLEC customer adds POTS line.*
211	*Outside move for CLEC business customer with POTS lines.*
212	*Outside move for CLEC residential customer with POTS line.*
213	*A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.*
214	*CLEC residential customer wants to restore phone service on their POTS line for their summer cabin.*
215	*Inside move for CLEC business customer with POTS lines.*
216	*Inside move for CLEC residential customer with POTS line.*

~~217~~	~~An existing CLEC business customer changes class of service on POTS line.~~
~~218~~	~~Change TN of CLEC residential customer with POTS line.~~
~~219~~	~~CLEC residential customer with two POTS lines requests a telephone number change on ancillary line.~~
~~220~~	~~CLEC residential customer with a POTS line changes Long Distance Service Providers.~~
~~221~~	~~CLEC business customer with a POTS line changes Long Distance Service Providers.~~
~~222~~	~~Business CLEC customer disconnects four of their six POTS lines.~~
~~223~~	~~A CLEC business customer disconnects all five POTS lines.~~
~~224~~	~~A residential CLEC customer disconnects both POTS lines.~~
~~225~~	~~A residential customer with POTS line changes information in directory listing.~~
~~226~~	~~CLEC residential customer with POTS line changes information on CSR.~~
~~227~~	~~Migration "As-Is" of a BST business customer with PBX Trunks service to CLEC.~~
~~228~~	~~Migration "As-Is" of a BST business customer with Analog PBX Trunks service to CLEC.~~
~~229~~	~~Migrate "As-Is" a BST business customer's ISDN-BRI service to CLEC.~~
~~230~~	~~Migration "As-Is" of a BST business customer with point to point Synchronet service to CLEC.~~
~~231~~	~~Migration "As-Is" of a BST business customer with POTS service in a hunting configuration to CLEC.~~

~~Figure B2 - VII: Resale Ordering Scenario Description~~

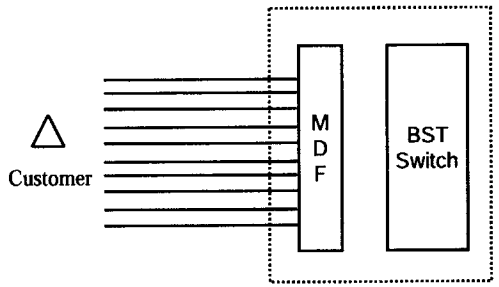
Scenario #201: Migrate "As Is" of a business customer from BellSouth with POTS lines to CLEC.

Scenario Description:

A business customer changes local service providers from BellSouth to CLEC. Products and services remain the same.

Test cases will include variations of line quantity, class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

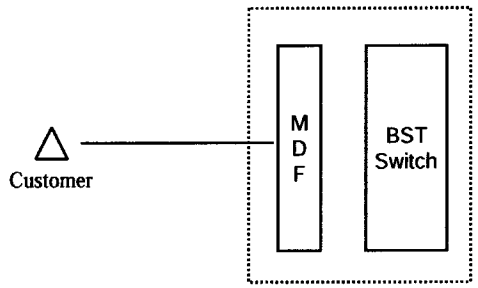
Scenario # 202: Migrate "As Is" of a residential customer with POTS line from BellSouth to CLEC.

Scenario Description:

A residential customer changes local service providers from BellSouth to CLEC, keeping service and features the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

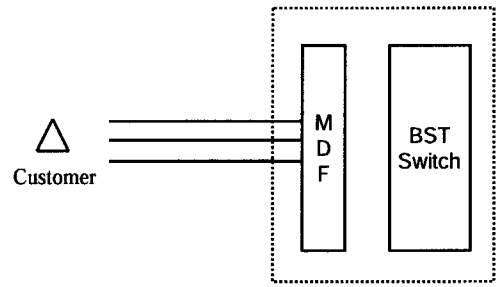
Scenario #204: ***A business customer partially migrates POTS lines from BellSouth to CLEC on a trial basis.***

Scenario Description:

A business customer wants to compare the service and price between BellSouth and CLEC so they decide to transfer three of their six POTS lines over to CLEC.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

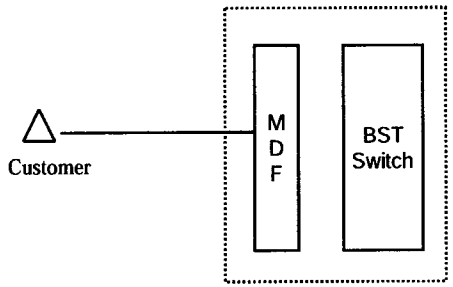
Scenario #205: ***Migrate "As Specified" of a residential POTS customer from BellSouth to CLEC.***

Scenario Description:

A residential customer switches local service providers from BellSouth to CLEC. The customer wants to keep the same telephone number, but change class of service and features.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

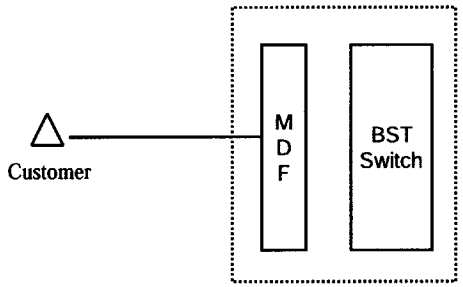
Scenario #206: ***A residential customer partially migrates their second POTS line from BellSouth to CLEC.***

Scenario Description:

A residential customer wants to transfer their second POTS line, used primarily for internet connection, over from one CLEC to another due to competitive prices.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

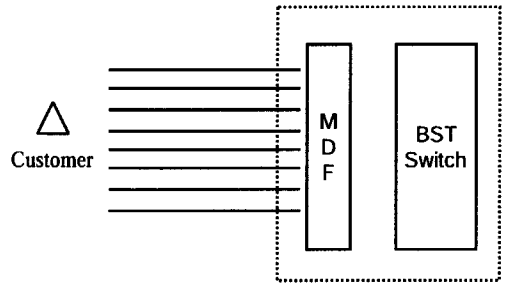
Scenario #207: ***A new company starts up and needs POTS lines.***

Scenario Description:

A new small business moves into a building and requires local service. Their requirements are as follows: 8 POTS lines with TouchStar® and Custom Calling features.

Test cases will include variations of line quantity, class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #208: ***A resident is building a new house and needs a POTS line.***

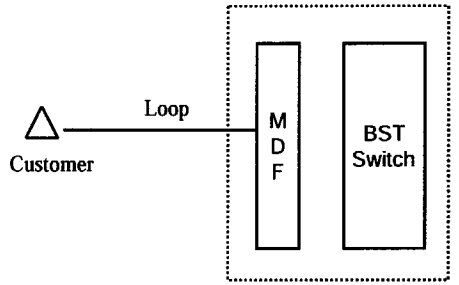
Scenario Description:

A resident is building a house and needs immediate telephone service. The customer places an expedite order for a POTS line.

This order requires inside wire.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

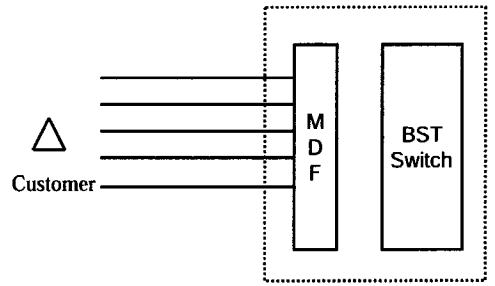
Scenario #209: ***An existing CLEC customer, a small business, adds five more POTS lines.***

Scenario Description:

As their business is rapidly expanding, a small business orders five more POTS lines. The only feature on the line is Call Waiting.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

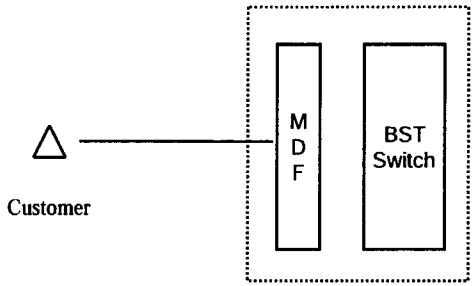
Scenario #210: ***Existing residential CLEC customer adds a POTS line.***

Scenario Description:

An existing residential CLEC customer adds a third POTS line with one Custom Calling feature.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

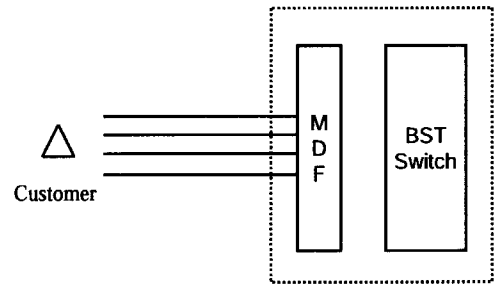
Scenario #211: ***Outside move for CLEC business customer with POTS lines.***

Scenario Description:

A business CLEC customer with four lines moves across the street. They want to keep all services and features on the POTS line the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	T
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

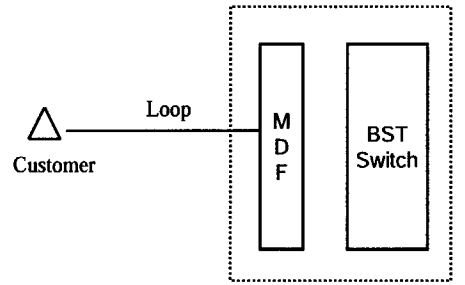
Scenario #212: ***Outside move for CLEC residential customer with POTS line..***

Scenario Description:

A residential CLEC customer moves across town, keeping their features and services on POTS line the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	T
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

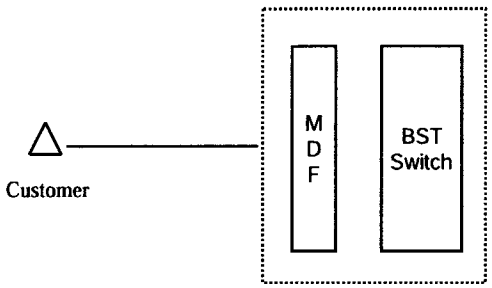
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario #213: ***A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.***

Scenario Description:

A residential customer with a POTS lines wants to suspend phone service for their summer cabin during the winter months.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	SS
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

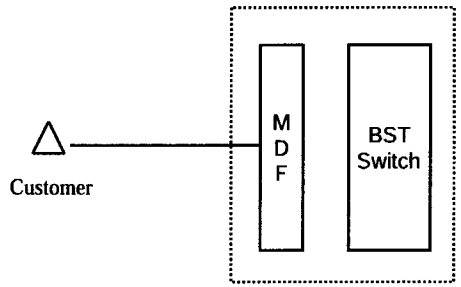
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #214: ***CLEC residential customer wants to restore phone service on POTS line for their summer cabin.***

Scenario Description:

CLEC residential customer with a POTS line wants to restore phone service for their summer cabin.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	RS
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

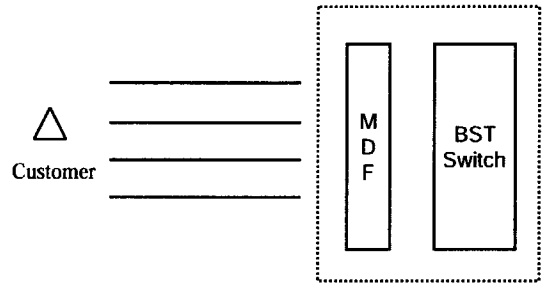
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #215: ***Inside move for CLEC business customer with POTS lines.***

Scenario Description:

CLEC business customer moves from the fifth floor to the thirty eight floor of an office building, keeping services and features on POTS lines the same.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	M
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

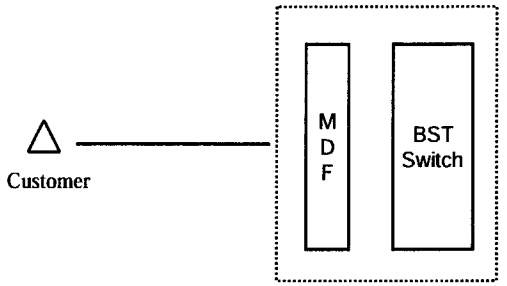
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #216: ***Inside move for CLEC residential customer with POTS line .***

Scenario Description:

CLEC residential customer moves apartments within the same apartment building, keeping all products and services on POTS line the same.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	M
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

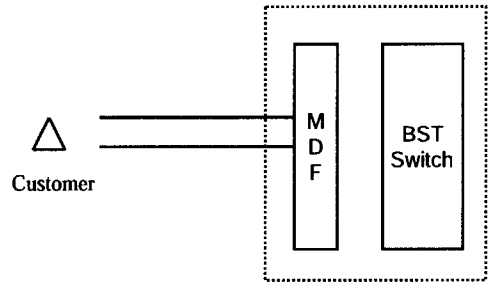
Scenario #217: ***An existing CLEC business customer changes class of service on POTS line.***

Scenario Description:

An existing CLEC business customer changes class of service on POTS line.

Test cases will include variations of class of service.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

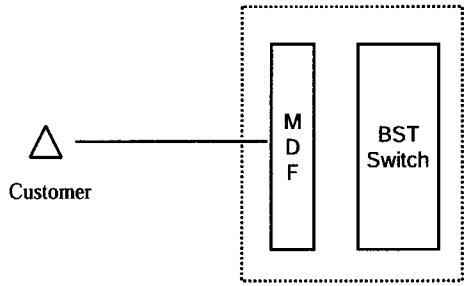
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #218: ***Change TN of CLEC residential customer with POTS line.***

Scenario Description:

A residential CLEC customer requests telephone number change for POTS line.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

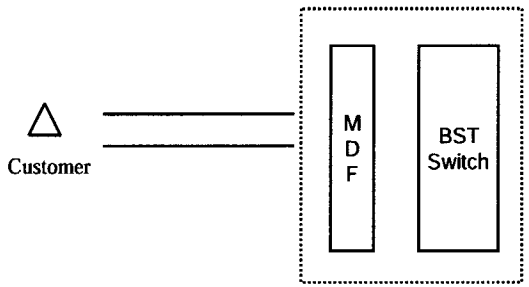
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario #219: ***CLEC residential customer with two POTS lines requests a telephone number change on ancillary line.***

Scenario Description:

Due to harassing phone calls, CLEC residential customer with two POTS lines requests a telephone number change on ancillary line. The customer requests that the line is unlisted and there is no referral number on the discontinued number.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

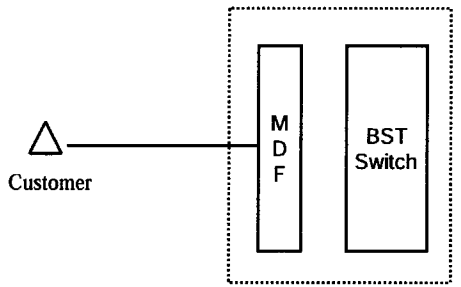
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #220: ***CLEC residential customer with a POTS line changes Long Distance Service Providers.***

Scenario Description:

CLEC residential customer with a POTS line decides to switch Long Distance Service Providers.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

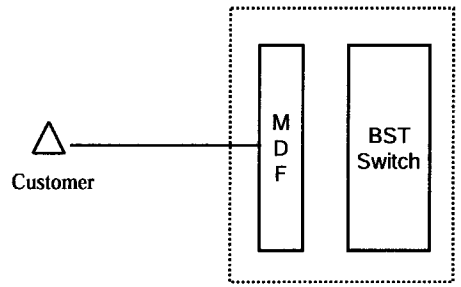
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #221: CLEC business customer with a POTS line changes Long Distance Service Providers.

Scenario Description:

CLEC business customer with POTS line changes Long Distance Service Providers.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

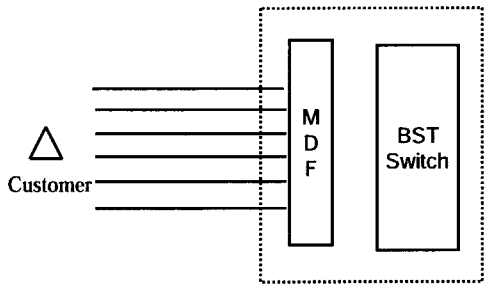
Modified

Scenario #222: ***Business CLEC customer disconnects four of their six POTS lines.***

Scenario Description:

A business CLEC customer disconnects four of their six POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

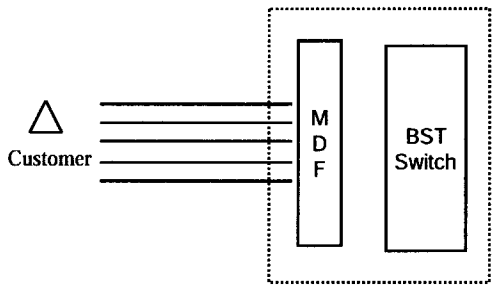
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #223: ***A CLEC business customer disconnects all five POTS lines.***

Scenario Description:

A CLEC business customer disconnects all five POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

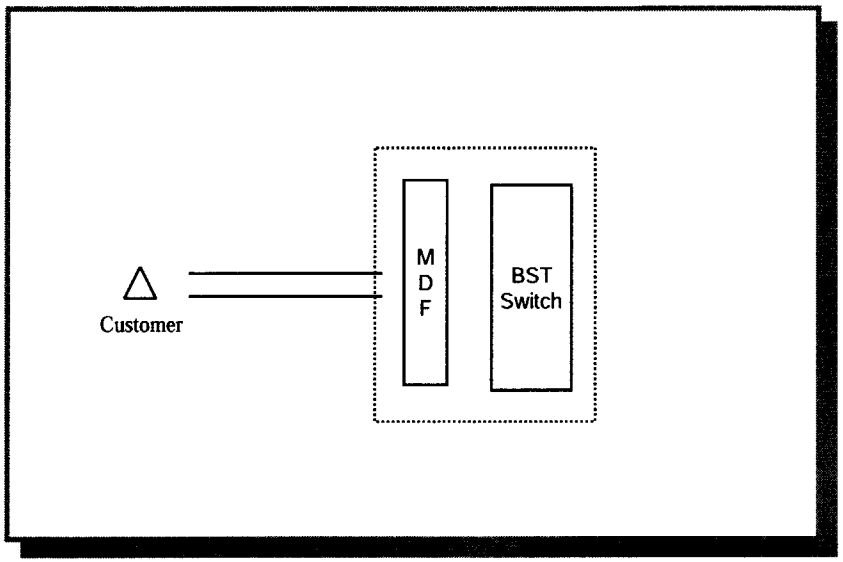
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #224: ***A residential CLEC customer disconnects both POTS lines.***

Scenario Description:

A residential CLEC customer disconnects both POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

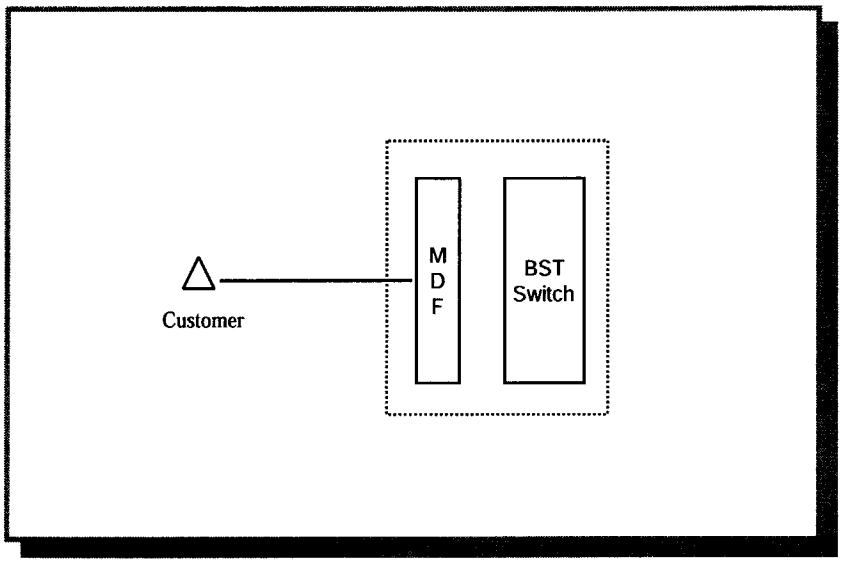
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #225: ***A residential customer with POTS line changes information in directory listing.***

Scenario Description:

A residential customer changes name in directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

Modified

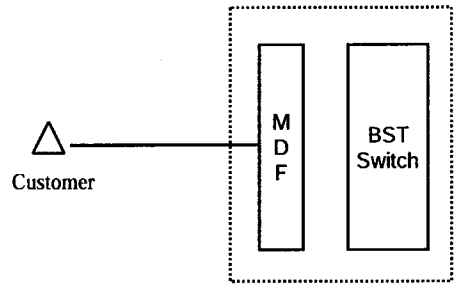
Scenario #226: ***CLEC residential customer with POTS line changes information on Directory Listing.***

Scenario Description:

CLEC residential customer with POTS line changes customer information on Directory Listing, including billing name and email address.

Test cases will include variations of Directory Listing change.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

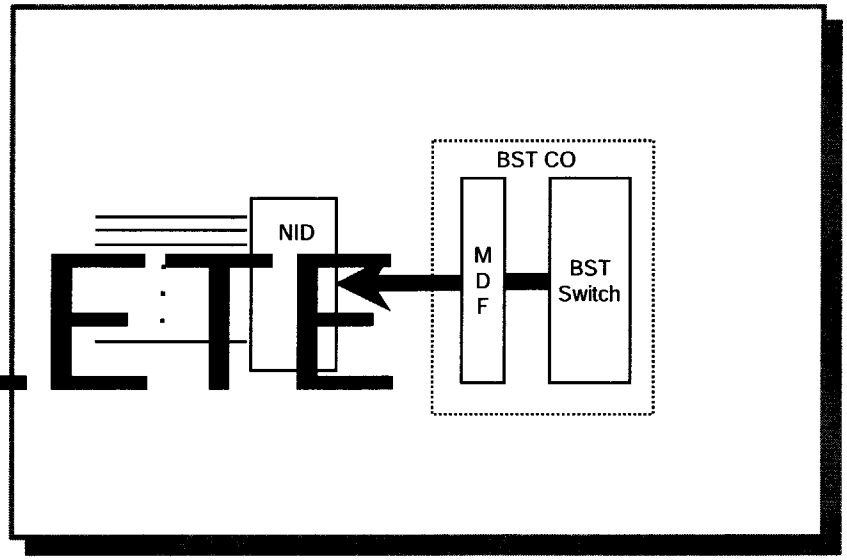
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario # 227: Migration "As-Is" of a BST business customer with PBX Trunk service to CLEC customer.

Scenario Description:

Business customer with existing BST provided PBX Trunks, orders identical service from CLEC. Migrate customer "as-is" with no change in features or service to CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

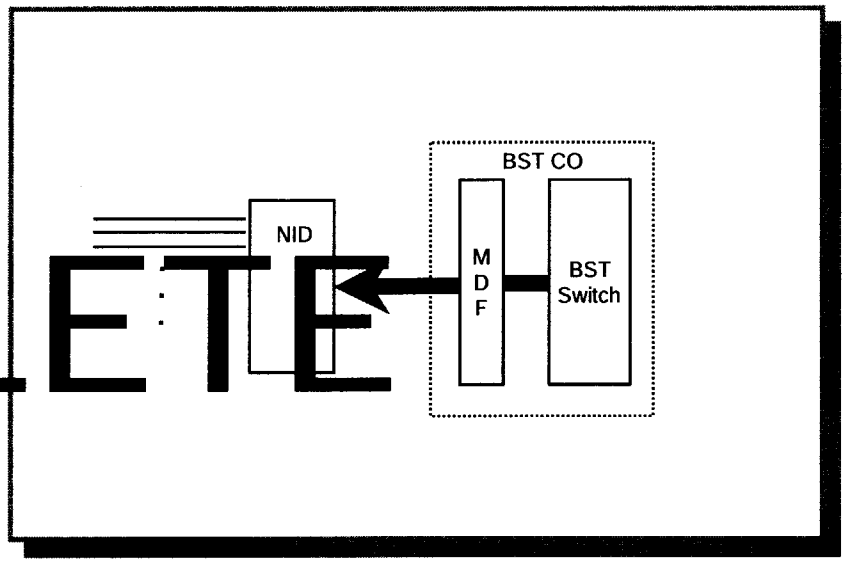
***Scenario # 228*: Migration "As-Is" of a BST business customer with Analog PBX trunk service to CLEC customer.**

Scenario Description:

Business customer with existing BST provided Analog PBX Trunk service orders identical service from CLEC. Migrate customer "as-is" with no change in features or service to CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

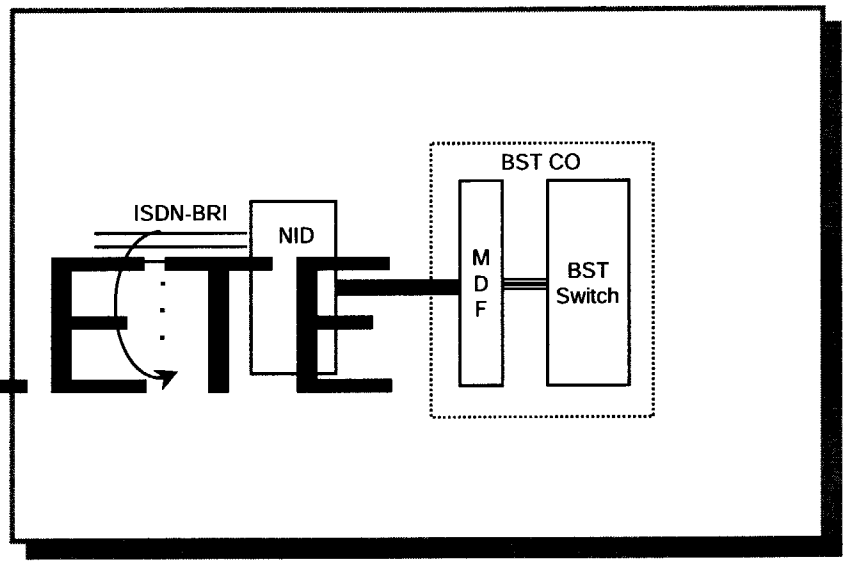
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario # 229: Migrate "As-Is" a BST business customer's ISDN-BRI service to CLEC.

Scenario Description:

Business BST customer wants to migrate their single ISDN-BRI service to CLEC. No changes are required, migrate customer "as-is."

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

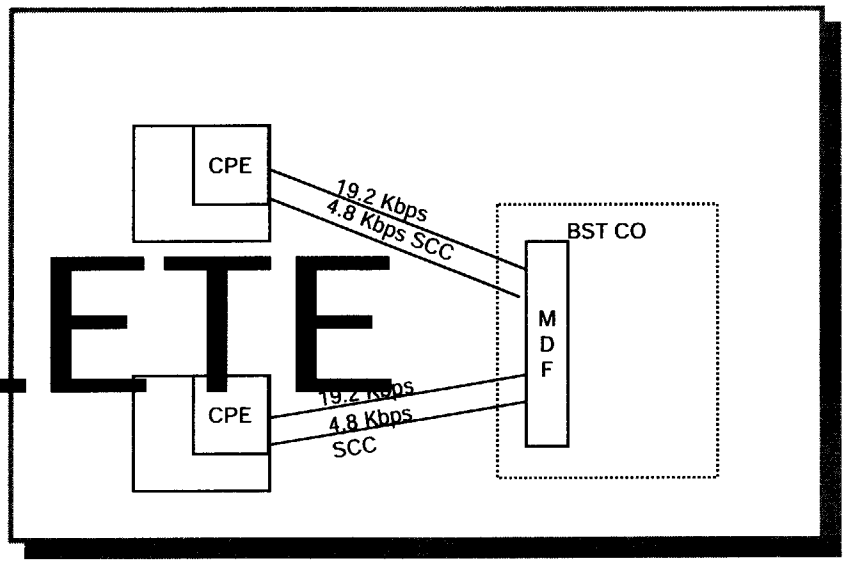
***Scenario # 230*: Migration "As-Is" of a BST business customer with point to point Synchronet service to CLEC.**

Scenario Description:

CLEC business customer with Synchronet service wants migrate to a CLEC with no changes in service. Customer currently has network design of dedicated transport between 2 of their offices, both of which reside in the same CO region. Customer wants to keep its current 19.2 Kbps service and its 4.8 Kbps Secondary Channel Capability (SCC) service.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

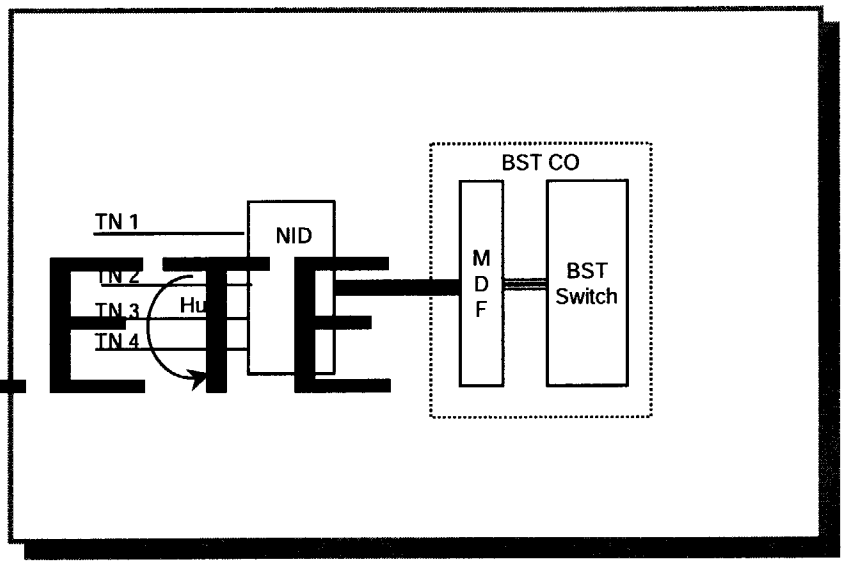
***Scenario # 231**: Migrate "As Is" of a BST business customer with POTS service in a hunting configuration to CLEC.*

Scenario Description:

Business customer with 4 POTS lines wants to change service providers from BellSouth to CLEC. Customer wants to keep services and features the same. Current service includes a sequential hunt group on three of the four lines.

Test cases will include variations on hunting group configuration and features.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Appendix B3:
UNE Scenarios

UNE Ordering Scenarios

A. Primary Categories

UNE Ordering Scenarios were generated by applying BellSouth's OSS Electronic Ordering business rules and logical business requirements across the following primary categories:

Primary Categories	*Definition*
1. Product and Services	The UNEs being ordered, configured, or operated upon by the CLEC.
2. Activity Types	The valid account level Activity Types (ACT) for the Requisition Type (REQTYP) of the different UNEs being ordered.[1] The Activity Type also defines the initial and final LSP for the transaction.
3. Customer Type	The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government type.
4. Flow-Through	A determination of whether or not an electronically submitted order will be processed by BellSouth's OSS without manual intervention through return of FOC.
5. Partial Migration	A determination of whether or not a customer with a multi-line account migrates some of the lines to a new LSP while at least one line remains with the RBOC.
6. UNE Type	The types of UNE that a CLEC can order are Non-Designed (SL1) and Designed (SL2) UNE loops.

Figure B3-I: UNE Scenario Coverage

1. Products and Services

Figure B3-II lists the individual UNEs covered in the Test as a result of the product selection analysis described in Appendix A of this Master Test -Plan.

UNE Products
2-Wire Analog Designed Loop
2-Wire Analog Non-Designed Loop
INP
LNP
2-Wire Analog Line Port
2-Wire Analog Loop-Port Combination

[1] LEO Implementation Guide – Volume 1, Issue 7F, ~~March,~~March 1999.

Figure B3-II: UNE Products

2. Activity Types

Figure B3-III describes the UNE Requisition Type (REQTYP) and Figure B3-IV describes the account level UNE Activity Type (ACT) codes defined by BellSouth and referenced throughout this Appendix.[2]

REQTYP	Description
A	Loop
B	Loop w/ NP
C	NP
F	Port
J	Directory Listings
M	Loop-Port Combination

Figure B3-III: UNE Requisition Types

ACT	Description
A	Add (New Install)
C	Change
D	Disconnect
M	Inside Move
T	Outside Move
R	Record (Administrative)
V	Migrate As-Specified
W	Migrate As-Is
SS	Suspend Service
RS	Restore Service

Figure B3-IV: UNE Activity Types

Figure B3-V summarizes the allowable UNE REQTYP and ACT combinations as defined by BellSouth.

Products and Services	REQTYP	Activity Type									
		A	C	D	M	T	R	V	W	SS	RS
2-Wire Analog Voice Grade Loop	A	x	x	x	x	x		x			
2-Wire Analog Voice	B							x	x		

[2] Ibid.

Products and Services	REQTYP	Activity Type									
		A	C	D	M	T	R	V	W	SS	RS
Grade Loop w/ Number Portability											
Number Portability	C		X	X				X	X		
2-Wire Analog Line Port	F	X	X	X				X	~~X~~	X	X
Directory Listing	J	X		X			X				
2-Wire Analog Loop/Port Combination	M	X	X	X	X	X		X		X	X

Figure B3-V: UNE REQTYP and ACT Scenario Coverage

3. Customer Type

The Customer Type category addresses only business and residential end users. The Master Test ~~-~~Plan excludes government.

4. Flow-Through

Flow-Through is defined as orders that have less than 25 lines. Those scenarios ~~which~~ that will test- flow-through are marked in a checklist box on the description. Since it is not feasible for a residential customer to order over 25 lines, there will only be flow-through scenarios for residential customers.

5. Partial Migration

A partial migration occurs when a customer has a multi-line account and migrates some of their lines to a new Local Service Provider (LSP) while at least one line remains with the initial LSP. Only REQTYPE B, C, and F have the option of being partially migrated. Those scenarios ~~which~~ that will test- ~~flow-through~~partial migrations are marked in a ~~"partial migration"~~ checklist box on the description.

6. UNE Type

The types of UNE loops that a CLEC can order are Non-Designed (SL1) and Designed (SL2) UNE loops.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address the following:

- DLR (for 2 wire analog ~~non-~~designed loops only)
- Coordination (for 2 wire analog non-designed loops only)
- Time-specific coordination (for 2 wire analog non-designed loops only)

- Vertical features (for UNE ports and loop-port combos)
- Directory Listing (for Activity Types A, M, T, and V)
  - e.g., change in company name or adding telephone numbers
- Order supplements (for all UNE types)
  - e.g., changes to in-process orders
- Designed errors (for all UNE types)
  - e.g., invalid entries
- Cancels (for all UNE types)

Test scenarios specify the number of lines for a given customer account. This number is subject to change on a test case level based on limitations of the BellSouth test data. The potential change in the number of customer lines will not affect the flow-through status. (Flow-through occurs on orders of up to 25 lines.) For example, when a flow-through test scenario requires a business customer account with 10 lines and BellSouth's test data only offers an account with either 2 or 26 lines, the account with 2 lines will be used as in the test scenario.

C. UNE Ordering Coverage

The following table illustrates coverage of the UNE ordering test scenarios along the six primary categories described above.

UNE Test Scenario Type	Scenario Numbers
UNE Loop Ordering Test Scenarios	301-324, 620, 630, 700, 701
UNE Loop with INP Ordering Test Scenarios	325-33548
UNE Loop with LNP Ordering Test Scenarios	349-35972, 800
UNE INP Ordering Test Scenarios	373-382
UNE LNP Ordering Test Scenarios	383-38892, 801
~~UNE INP to LNP Ordering Test Scenarios~~	~~393-394~~
UNE Port Ordering Test Scenarios	395-419
UNE Loop-Port Ordering Test Scenarios	420-445, 602, 604, 702
UNE Standalone Directory Listing Scenarios	450-4586

Figure B3-VI: UNE Ordering Coverage

UNE Loop Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2
301	A CLEC orders2 new SL1 unbundled analog loops from BST in support of a customer's service request.	None	UNE Loop	N/A	CLEC	X		X										X	
302	A CLEC orders 26 new SL1 unbundled analog loops from BST in support of a new customer's service request.	None	UNE Loop	N/A	CLEC		X	X										X	
303	A CLEC orders 2 new SL2 unbundled analog loops from BST in support of a new customer's service request.	None	UNE Loop	N/A	CLEC	X		X											X
~~304~~	~~A CLEC orders 26 new SL2 unbundled analog loops from BST in support of a customer's service request.~~	~~None~~	~~UNE Loop~~	~~N/A~~	~~CLEC~~		~~X~~	~~X~~											~~X~~
305	A CLEC orders 2 SL1 unbundled analog loops to support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X				X	
~~306~~	~~A CLEC orders 26 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~				~~X~~	
307	A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X					X
308	A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2
309	A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X				X	
~~310~~	~~A CLEC orders 26 SL1 unbundled analog loops from BST for one of its resale customers.~~	~~Resale~~	~~UNE Loop~~	~~CLEC~~	~~CLEC~~		~~X~~							~~X~~				~~X~~	
311	A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X					X
312	A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC		X							X					X
315	A CLEC orders a change ~~–~~ (e.g., add a loop to an existing account)~~–~~ on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.	UNE Loop	UNE Loop	CLEC	CLEC	X			X										X
~~316~~	~~A CLEC orders a change – add a loop to an existing account – on 26 SL2 unbundled analog loops in response to a CLEC customer complaint.~~	~~UNE Loop~~	~~UNE Loop~~	~~CLEC~~	~~CLEC~~		~~X~~		~~X~~										~~X~~
317	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X				X							X	
318	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X				X								X
319	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X					X						X	
320	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.	UNE Loop	UNE Loop	CLEC	CLEC		X					X							X

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2
323	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.	UNE Loop	None	CLEC	N/A	X				X								X	
324	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.	UNE Loop	None	CLEC	N/A	X				X									X
620	An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.	UNE Loops	UNE Loop	CLEC	CLEC	X				X								X	
630	A CLEC migrates an existing UNE loop-port combination 2-line customer to UNE analog SL2 loops.	Loop-Port Combo	UNE Loop	CLEC	CLEC		X							X					X
700	Migrate an existing CLEC single line resale customer to another CLEC UNE SL1 analog loop.	Resale	UNE Loop	CLEC 1	CLEC 2	X								X				X	
701	Migrate an existing CLEC 1 line SL1 loop customer to another CLEC UNE SL1 analog loop.	UNE Loop	UNE Loop	CLEC 1	CLEC 2	X								X				X	

Figure B3-VII: UNE Loop Ordering Test Scenarios

UNE Loop with INP Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
325	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X				X		X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
326	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X				X			X
~~327~~	~~A CLEC orders 26 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~				~~X~~		~~X~~	
328	A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X				X			X
329	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X	X	
330	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X					X		X
~~331~~	~~A CLEC orders 26 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~					~~X~~	~~X~~	
~~332~~	~~A CLEC orders 26 SL2 unbundled analog loops with INP in support of a~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~					~~X~~		~~X~~

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
	~~full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.~~																				
333	A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X				X			
334	A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC		X							X				X			
335	A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X					X		
~~336~~	~~A CLEC orders 26 SL2 unbundled analog loops with INP from BST for one of its resale customers.~~	~~Resale~~	~~UNE Loop~~	~~CLEC~~	~~CLEC~~		~~X~~							~~X~~					~~X~~		

Figure B3-VIII: UNE Loop with INP Ordering Test Scenarios

UNE Loop with LNP Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
349	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X				X		X	
350	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X				X			X

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
351	A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X				X		X	
~~352~~	~~A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~				~~X~~			~~X~~
353	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X	X	
354	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC	X								X					X		X
355	A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.	Simple	UNE Loop	BST	CLEC		X							X					X	X	
~~356~~	~~A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.~~	~~Simple~~	~~UNE Loop~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~					~~X~~		~~X~~
357	A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for	Resale	UNE Loop	CLEC	CLEC	X								X				X			

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										UNE Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	SL1	SL2	Y	N
	one of its resale customers.																				
358	A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC		X							X				X			
359	A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.	Resale	UNE Loop	CLEC	CLEC	X								X					X		
~~360~~	~~A CLEC orders 26 SL2 unbundled analog loops with LNP from BST for one of its resale customers.~~	~~Resale~~	~~UNE Loop~~	~~CLEC~~	~~CLEC~~		~~X~~							~~X~~					~~X~~		
~~361~~	~~A CLEC orders a full migration of 2 retail business lines with listings "as is" to 2 SL1 unbundled analog loops with LNP.~~	~~UNE Loop~~	~~UNE Loop~~	~~CLEC~~	~~CLEC~~	~~X~~									~~X~~			~~X~~			~~X~~
800	Migrate 'as-is' a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP. Directory Listings remain the same.	Simple	LNP	BST	CLEC	X									X			X			

Figure B3-IX: UNE Loop with LNP Ordering Test Scenarios

UNE INP Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Y	N
373	~~A CLEC orders INP for 2 partially migrated lines from BST. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.~~ A CLEC ports 2 of its existing 6 numbers to CLEC via INP.	Simple	INP	BST	CLEC	X								X				X	
374	A CLEC orders INP for both of its~~2~~ fully migrated lines from BST.	Simple	INP	BST	CLEC	X								X					X
375	~~A CLEC orders INP for 26 partially~~	Simple	INP	BST	CLEC		X							X				X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Y	N
	~~migrated lines from BST. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.~~ A CLEC ports 26 of its existing 31 numbers to CLEC via INP.																		
~~376~~	~~A CLEC orders INP for 26 fully migrated lines from BST.~~	~~Simple~~	~~INP~~	~~BST~~	~~CLEC~~		~~X~~							~~X~~					~~X~~
377	A CLEC orders INP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	INP	CLEC	CLEC	X								X					
~~378~~	~~A CLEC orders INP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.~~	~~Resale~~	~~INP~~	~~CLEC~~	~~CLEC~~		~~X~~							~~X~~					
~~379~~	~~A CLEC orders a change on INP for 2 lines in response to a CLEC customer complaint.~~	~~INP~~	~~INP~~	~~CLEC~~	~~CLEC~~		~~X~~		~~X~~										
~~380~~	~~A CLEC orders a change on INP for 26 lines in response to a CLEC customer complaint.~~	~~INP~~	~~INP~~	~~CLEC~~	~~CLEC~~		~~X~~		~~X~~										
382	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.	INP	None	CLEC	N/A	X				X									

Figure B3-X: UNE INP Ordering Test Scenarios

~~UNE LNP Ordering Test Scenarios~~

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Y	N
383	~~A CLEC orders LNP for 2 partially migrated lines from BST. The customer currently has 6 lines, 4 of which stay with BST and 2 are~~	Simple	LNP	BST	CLEC		X							X				X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Y	N
	~~migrated "as-specified" to the CLEC.~~ A CLEC ports 2 of its existing 6 numbers to CLEC via LNP.																		
384	A CLEC orders LNP for both of its2 fully migrated lines from BST.	Simple	LNP	BST	CLEC	X								X					X
385	A CLEC ports 26 of its existing 31 numbers to CLEC via LNP.~~A CLEC orders LNP for 26 partially migrated lines from BST. The customer currently has 31 lines. 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.~~	Simple	LNP	BST	CLEC		X							X				X	
386	A CLEC orders LNP for all 26 fully migrated lines from BST.	Simple	LNP	BST	CLEC		X							X					X
387	A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	LNP	CLEC	CLEC	X								X					
388	A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.	Resale	LNP	CLEC	CLEC		X							X					
801	A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.	Simple	LNP	BST	CLEC	X									X				

Figure B3-XI: UNE LNP Ordering Test Scenarios

UNE INP to LNP Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Y	N
393	A CLEC orders a change from INP to LNP for 2 lines.	INP	LNP	CLEC	CLEC		X		X										
~~394~~	~~A CLEC orders a change from INP to LNP for 26 lines.~~	~~INP~~	~~LNP~~	~~CLEC~~	~~CLEC~~		~~X~~		~~X~~										

~~Figure B3 XII: UNE INP to LNP Ordering Test Scenarios~~

UNE Port Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	Y	N
395	A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC	X		X										X			
396	A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC		X	X										X			
397	A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.	None	UNE Port	N/A	CLEC	X		X											X		
398	A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X				X		X	
399	A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC	X								X				X			X
400	A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-	Simple	UNE Port	BST	CLEC		X							X				X		X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	Y	N
	specified" to the CLEC.																				
401	A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X				X			X
402	A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC		X							X					X	X	
403	A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Port	BST	CLEC	X								X					X		X
404	A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.	Resale	UNE Port	CLEC	CLEC	X								X				X			
405	A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.	Resale	UNE Port	CLEC	CLEC		X							X				X			
406	A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.	Resale	UNE Port	CLEC	CLEC	X								X					X		
407	A CLEC orders a change – (e.g., add call waiting) – on 2 business unbundled analog ports in response to a CLEC customer complaint.	UNE Port	UNE Port	CLEC	CLEC	X			X									X			
408	A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.	UNE Port	UNE Port	CLEC	CLEC		X		X									X			
409	A CLEC orders a change (e.g., –add call ~~waiting~~)waiting) – on 2 residential unbundled analog ports in	UNE Port	UNE Port	CLEC	CLEC	X			X										X		

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type		Partial Migration	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	Y	N
	response to a CLEC customer complaint.																				
412	A CLEC orders a suspend on 2 business unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X									X		X			
~~413~~	~~A CLEC orders a suspend on 26 business unbundled analog ports.~~	~~UNE Port~~	~~UNE Port~~	~~CLEC~~	~~CLEC~~		~~X~~									~~X~~		~~X~~			
414	A CLEC orders a suspend on 2 residential unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X									X			X		
415	A CLEC orders a restore on 2 business unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X										X	X			
~~416~~	~~A CLEC orders a restore on 26 business unbundled analog ports.~~	~~UNE Port~~	~~UNE Port~~	~~CLEC~~	~~CLEC~~		~~X~~										~~X~~	~~X~~			
417	A CLEC orders a restore on 2 residential unbundled analog ports.	UNE Port	UNE Port	CLEC	CLEC		X										X		X		
418	An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.	UNE Port	None	CLEC	N/A	X				X								X			
419	An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.	UNE Port	None	CLEC	N/A	X				X									X		

Figure B3-XIII: UNE Port Ordering Test Scenarios

UNE Loop-Port Ordering Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
420	A CLEC orders 2 new business unbundled analog loop -- port combinations from BST in support of a new business customer's service request.	None	UNE Loop -- Port	N/A	CLEC	X		X										X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
~~421~~	~~A CLEC orders 26 new business unbundled analog loop – port combinations from BST in support of a new business customer's service request.~~	~~None~~	~~UNE Loop – Port~~	~~N/A~~	~~CLEC~~		X	X										X	
422	A CLEC orders 2 new residential unbundled analog loop – port combinations from BST in support of a new residential customer's service request.	None	UNE Loop – Port	N/A	CLEC	X		X											X
423	A CLEC orders 2 business unbundled analog loop - port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC	X								X				X	
424	A CLEC orders 26 business unbundled analog loop - port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC		X							X				X	
425	A CLEC orders 2 residential unbundled analog loop - port combinations in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.	Simple	UNE Loop – Port	BST	CLEC	X								X					X
~~426~~	~~A CLEC orders 2 business unbundled analog loop – port combinations from BST for one of its resale business customers.~~	~~Resale~~	~~UNE Loop – Port~~	~~CLEC~~	~~CLEC~~	~~X~~								X				~~X~~	
427	A CLEC orders 26 business unbundled analog loop - port combinations from BST for one of its resale business customers.	Resale	UNE Loop – Port	CLEC	CLEC		X							X				X	
428	A CLEC orders 2 residential unbundled analog loop - port	Resale	UNE Loop –	CLEC	CLEC	X								X					X

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
	combinations from BST for one of its resale residential customers.		Port																
429	A CLEC orders a change on 2 business unbundled analog loop - port combinations in response to a CLEC customer complaint.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC	X			X									X	
~~430~~	~~A CLEC orders a change on 26 business unbundled analog loop - port combinations in response to a CLEC customer complaint.~~	~~UNE Loop - Port~~	~~UNE Loop – Port~~	~~CLEC~~	~~CLEC~~		~~X~~		~~X~~									~~X~~	
~~431~~	~~A CLEC orders a change on 1 residential unbundled analog loop - port combination in response to a CLEC customer complaint.~~	~~UNE Loop - Port~~	~~UNE Loop – Port~~	~~CLEC~~	~~CLEC~~	~~X~~			~~X~~										~~X~~
432	An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop - port combinations from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X				X							X	
433	An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop - port combination from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X				X								X
~~434~~	~~An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex different tenant. The CLEC orders an outside move on both of its customer's unbundled analog loop - port combinations from BST.~~	~~UNE Loop - Port~~	~~UNE Loop – Port~~	~~CLEC~~	~~CLEC~~		~~X~~					~~X~~						~~X~~	
435	An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop - port combination from BST.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X					X							X
438	A CLEC orders a suspend on 2 business unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop – Port	CLEC	CLEC		X									X		X	

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
439	~~A CLEC orders a suspend on 26 business unbundled analog loop—port combinations.~~	~~UNE Loop-Port~~	~~UNE Loop—Port~~	~~CLEC~~	~~CLEC~~		~~X~~									X		X	
440	A CLEC orders a suspend on 2 residential unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop — Port	CLEC	CLEC		X									X			X
441	A CLEC orders a restore on 2 business unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop — Port	CLEC	CLEC		X										X	X	
442	~~A CLEC orders a restore on 26 business unbundled analog loop—port combinations.~~	~~UNE Loop-Port~~	~~UNE Loop—Port~~	~~CLEC~~	~~CLEC~~		~~X~~										~~X~~	~~X~~	
443	A CLEC orders a restore on 2 residential unbundled analog loop - port combinations.	UNE Loop - Port	UNE Loop — Port	CLEC	CLEC		X										X		X
444	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both- of its unbundled loop-port combinations.	UNE Loop - Port	None	CLEC	N/A	X				X								X	
445	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.	UNE Loop - Port	None	CLEC	N/A	X				X									X
604	CLEC orders 1 unbundled analog loop/port combination in support of partial migration. BST customer currently has 3 lines, 2 of which stay with BST, while 1 migrates "as specified" to CLEC	Retail	UNE Loop-Port	BST	CLEC	X								X					X
602	An existing CLEC customer orders BST to disconnect 2 of 4 CLEC analog loop-port combinations.	UNE Loop-Port	UNE Loop-Port	CLEC	CELC	X				X								X	
702	Migrate an existing CLEC single line UNE Loop-Port combination customer to another CLEC UNE Loop-Port combination.	UNE Loop-Port	UNE Loop-Port	CLEC 1	CLEC 2	X								X					X

Figure B3-XIV: UNE Loop-Port Ordering Test Scenarios

Directory Listing Test Scenarios

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
~~450~~	~~A facilities based CLEC orders a directory listing (only) for a new business customer.~~	~~N/A~~	~~Dir. Lstg.~~	~~N/A~~	~~CLEC~~	~~Y~~							~~X~~					~~X~~	
~~451~~	~~A facilities based CLEC orders a residential directory listing (only) for a new residential customer.~~	~~N/A~~	~~Dir. Lstg.~~	~~N/A~~	~~CLEC~~	~~Y~~							~~X~~						~~X~~
452	A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.	UNE loop/port	UNE loop/port w/addl Lstgs	CLEC	CLEC	Y							X					X	
453	A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.	UNE loop/port	UNE loop/port w/addl Lstgs	CLEC	CLEC	Y							X						X
454	An existing CLEC residential loop port combination customer requests a directory listing change.	UNE loop/port	UNE loop/port w/a Chg Lstg	CLEC	CLEC	Y							X						X
455	An existing CLEC business loop port combination customer requests a directory listing change.	UNE loop/port	UNE loop/port w/a Chg Lstg	CLEC	CLEC	Y							X					X	
456	An existing CLEC multi-line business loop port combination customer requests an additional main directory listing.	UNE loop/port	UNE loop/port w/addl Lstg	CLEC	CLEC	Y							X					X	
457	A CLEC customer with LNP orders	LNP	LNP	CLEC	CLEC	Y		X											

BST No.	Scenario Description	Product/Service		Carrier Disposition		Flow-Through		BST Activity Types (Account)										Customer Type	
		From	To	Initial	Final	Y	N	A	C	D	M	T	R	V	W	SS	RS	Bus	Res
	a directory listing.		with DL																
458	A CLEC customer with LNP deletes its directory listing.	LNP	LNP with DL	CLEC	CLEC	Y				X									

Figure B3-XV: UNE Standalone Directory Listing Test Scenarios

D. UNE Ordering Test Scenarios

Scenario #	Order Description
UNE Loop Ordering Test Scenarios	
301	A CLEC orders 2 new SL1 unbundled analog loops from BST in support of a customer's service request.
302	A CLEC orders 26 new SL1 unbundled analog loops from BST in support of a new customer's service request.
303	A CLEC orders 2 new SL2 unbundled analog loops from BST in support of a new customer's service request.
304	A CLEC orders 26 new SL2 unbundled analog loops from BST in support of a customer's service request.
305	A CLEC orders 2 SL1 unbundled analog loops to support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
306	A CLEC orders 26 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
307	A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
308	A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
309	A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.
310	A CLEC orders 26 SL1 unbundled analog loops from BST for one of its resale customers.
311	A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.
312	A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.
315	A CLEC orders a change – add a loop to an existing account – on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.
316	A CLEC orders a change – add a loop to an existing account – on 26 SL2 unbundled analog loops in response to a CLEC customer complaint.
317	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.
318	An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.
319	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.
320	An existing CLEC customer moves across town. The CLEC orders an outside

Scenario #	Order Description
	move on both of its customer's SL2 unbundled analog loops from BST.
323	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.
324	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.
UNE Loop with INP Ordering Test Scenarios	
325	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
326	A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
327	A CLEC orders 26 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
328	A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
329	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
330	A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
331	A CLEC orders 26 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
332	A CLEC orders 26 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
333	A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.
334	A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.
335	A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.
336	A CLEC orders 26 SL2 unbundled analog loops with INP from BST for one of its resale customers.
UNE Loop with LNP Ordering Test Scenarios	

Scenario #	Order Description
349	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
350	A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
351	A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
352	A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
353	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
354	A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
355	A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
356	A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as specified" to the CLEC.
357	A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.
358	A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.
359	A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.
360	A CLEC orders 26 SL2 unbundled analog loops with LNP from BST for one of its resale customers.
361	A CLEC orders a full migration of 2 retail business lines with listings "as is" to 2 SL1 unbundled analog loops with LNP.
UNE INP Ordering Test Scenarios	
373	A CLEC orders INP for 2 partially migrated lines from BST. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
374	A CLEC orders INP for 2 fully migrated lines from BST.

Scenario #	Order Description
375	A CLEC orders INP for 26 partially migrated lines from BST. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
376	A CLEC orders INP for 26 fully migrated lines from BST.
377	A CLEC orders INP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.
378	A CLEC orders INP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.
379	A CLEC orders a change on INP for 2 lines in response to a CLEC customer complaint.
380	A CLEC orders a change on INP for 26 lines in response to a CLEC customer complaint.
382	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.
UNE LNP Ordering Test Scenarios	
383	A CLEC orders LNP for 2 partially migrated lines from BST. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
384	A CLEC orders LNP for 2 fully migrated lines from BST.
385	A CLEC orders LNP for 26 partially migrated lines from BST. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
386	A CLEC orders LNP for 26 fully migrated lines from BST.
387	A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.
388	A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.
UNE INP to LNP Ordering Test Scenarios	
393	A CLEC orders a change from INP to LNP for 2 lines.
394	A CLEC orders a change from INP to LNP for 26 lines.
UNE Port Ordering Test Scenarios	
395	A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.
396	A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.
397	A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.
398	A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as specified" to the CLEC.
399	A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer

Scenario #	Order Description
	lines are migrated "as specified" to the CLEC.
400	A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as specified" to the CLEC.
401	A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as specified" to the CLEC.
402	A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as specified" to the CLEC.
403	A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as specified" to the CLEC.
404	A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.
405	A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.
406	A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.
407	A CLEC orders a change – add call waiting – on 2 business unbundled analog ports in response to a CLEC customer complaint.
408	A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.
409	A CLEC orders a change – add call waiting – on 2 residential unbundled analog ports in response to a CLEC customer complaint.
412	A CLEC orders a suspend on 2 business unbundled analog ports.
413	A CLEC orders a suspend on 26 business unbundled analog ports.
414	A CLEC orders a suspend on 2 residential unbundled analog ports.
415	A CLEC orders a restore on 2 business unbundled analog ports.
416	A CLEC orders a restore on 26 business unbundled analog ports.
417	A CLEC orders a restore on 2 residential unbundled analog ports.
418	An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.
419	An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.
UNE Loop Port Ordering Test Scenarios	
420	A CLEC orders 2 new business unbundled analog loop – port combinations from BST in support of a new business customer's service request.
421	A CLEC orders 26 new business unbundled analog loop – port combinations from BST in support of a new business customer's service request.
422	A CLEC orders 2 new residential unbundled analog loop – port combinations from

Scenario #	Order Description	
	BST in support of a new residential customer's service request.	
423	A CLEC orders 2 business unbundled analog loop - port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as specified" to the CLEC.	
424	A CLEC orders 26 business unbundled analog loop - port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as specified" to the CLEC.	
425	A CLEC orders 2 residential unbundled analog loop - port combinations in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as specified" to the CLEC.	
426	A CLEC orders 2 business unbundled analog loop - port combinations from BST for one of its resale business customers.	
427	A CLEC orders 26 business unbundled analog loop - port combinations from BST for one of its resale business customers.	
428	A CLEC orders 2 residential unbundled analog loop - port combinations from BST for one of its resale residential customers.	
429	A CLEC orders a change on 2 business unbundled analog loop - port combinations in response to a CLEC customer complaint.	
430	A CLEC orders a change on 26 business unbundled analog loop - port combinations in response to a CLEC customer complaint.	
431	A CLEC orders a change on 1 residential unbundled analog loop - port combination in response to a CLEC customer complaint.	
432	An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop - port combinations from BST.	
433	An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop - port combination from BST.	
434	An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an outside move on both of its customer's unbundled analog loop - port combinations from BST.	
435	An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop - port combination from BST.	
438	A CLEC orders a suspend on 2 business unbundled analog loop - port combinations.	
439	A CLEC orders a suspend on 26 business unbundled analog loop - port combinations.	
440	A CLEC orders a suspend on 2 residential unbundled analog loop - port combinations.	
441	A CLEC orders a restore on 2 business unbundled analog loop - port combinations.	
442	A CLEC orders a restore on 26 business unbundled analog loop - port combinations.	

Scenario #	Order Description
443	A CLEC orders a restore on 2 residential unbundled analog loop - port combinations.
444	An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.
UNE Standalone Directory Listing Scenarios	
450	A facilities-based CLEC orders a directory listing (only) for a new business customer.
451	A facilities-based CLEC orders a directory listing (only) for a new residential customer.
452	A CLEC orders an additional directory listing in support of a service request from an existing business loop-port combination customer.
453	A CLEC orders an additional directory listing in support of a service request from an existing residential loop-port combination customer.
454	An existing CLEC residential loop-port combination customer requests a directory listing change.
455	An existing CLEC business loop-port combination customer requests a directory listing change.
456	An existing CLEC multiline business loop-port combination customer requests an additional main directory listing.

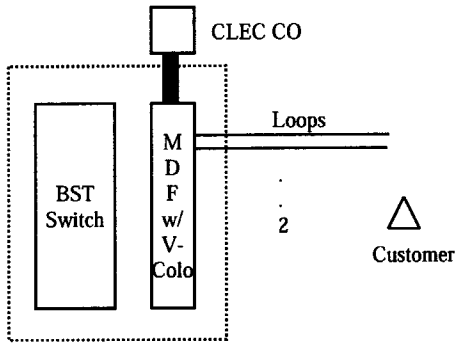
Figure B3 XVI: UNE Ordering Test Scenarios

Scenario # 301: A CLEC orders 2 new SL1 unbundled analog loops from BST.

Scenario Description:

A CLEC orders 2 new SL1 unbundled analog loops from BST in support of a customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

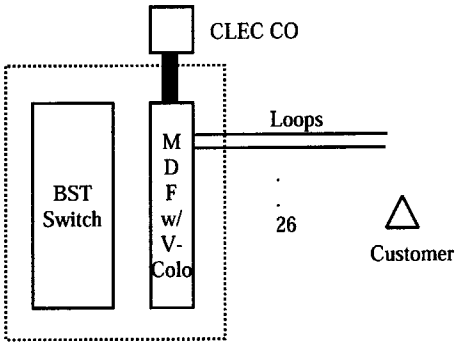
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 302: A CLEC orders 26 new SL1 unbundled analog loops from BST.

Scenario Description:

A CLEC orders 26 new SL1 unbundled analog loops from BST in support of a new customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

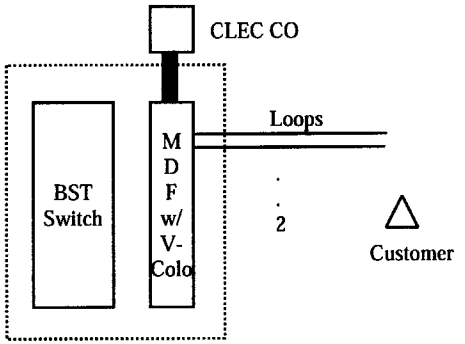
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 303: A CLEC orders 2 new SL2 unbundled analog loops from BST.

Scenario Description:

A CLEC orders 2 new SL2 unbundled analog loops from BST in support of a new customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

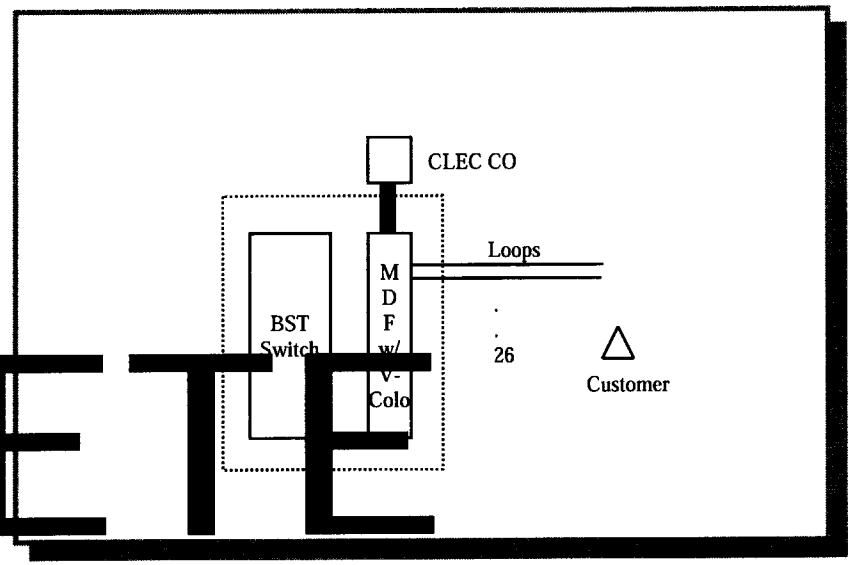
Scenario # 304: A CLEC orders 26 new SL2 unbundled analog loops from BST.

Scenario Description:

A CLEC orders 26 new SL2 unbundled analog loops from BST in support of a customer's service request.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

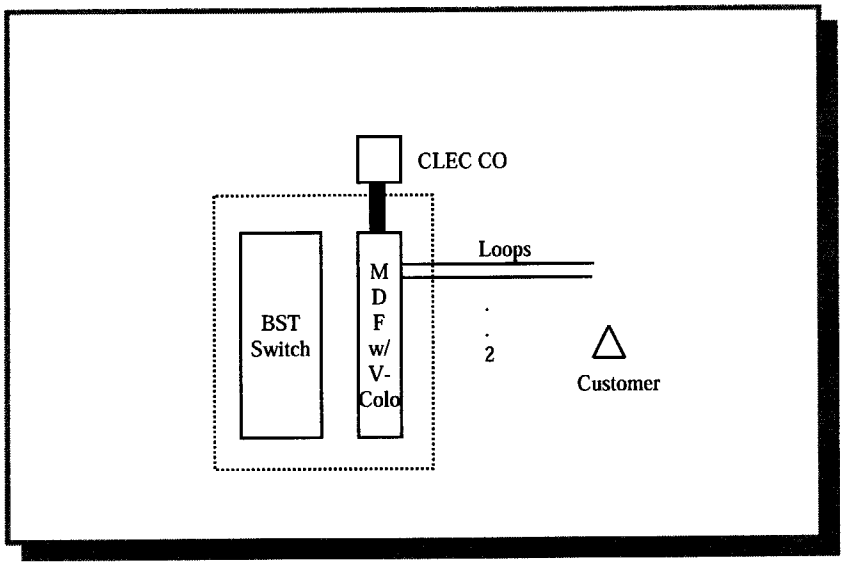
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 305*: A CLEC orders 2 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops to support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

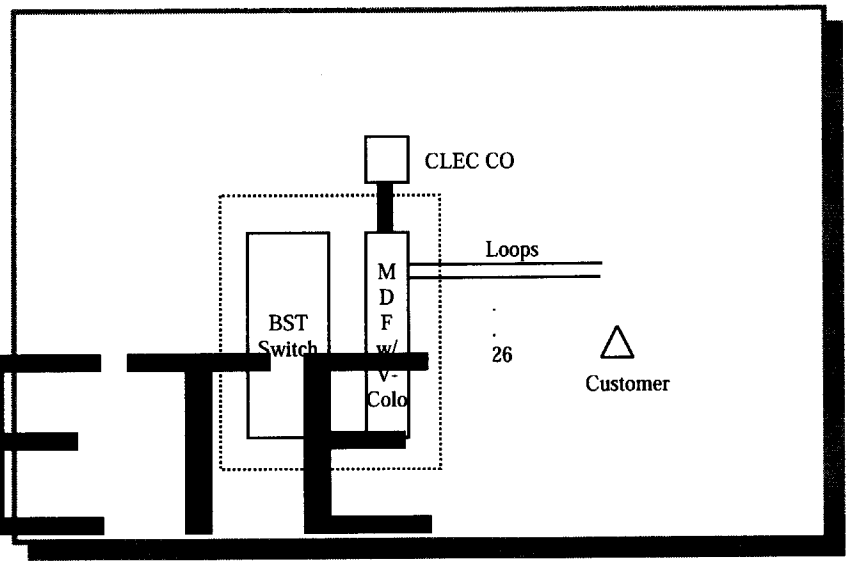
Scenario # 306: A CLEC orders 26 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

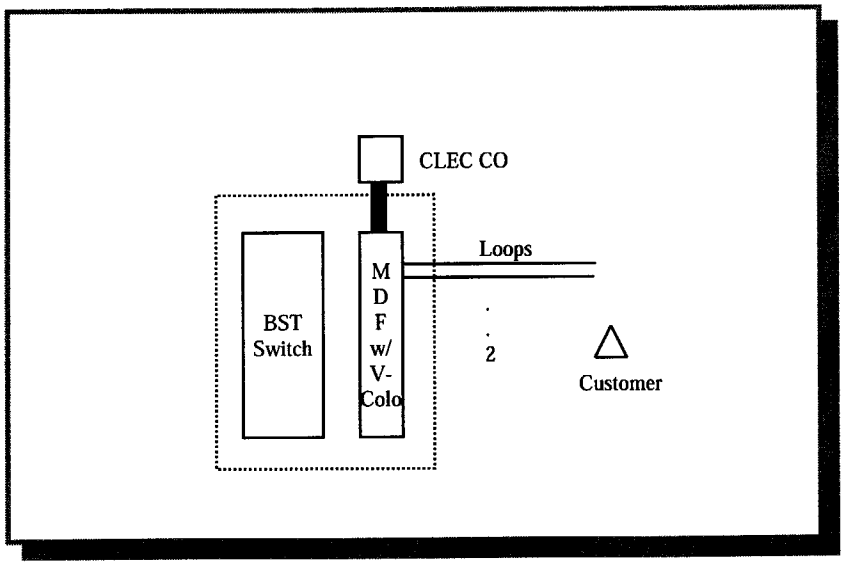
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 307: A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

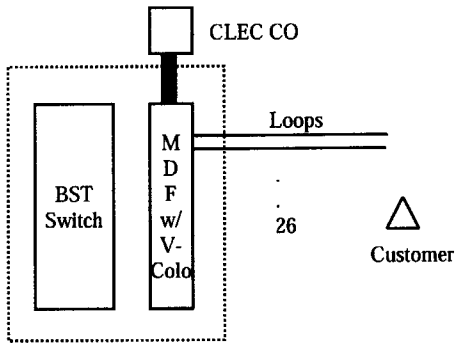
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 308**: A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

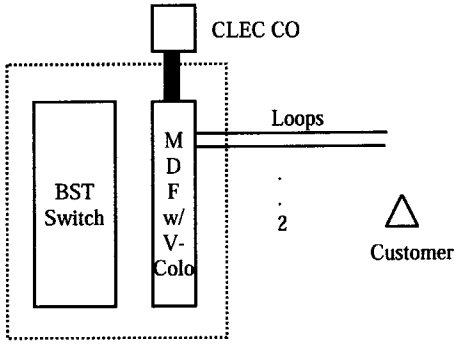
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 309: A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

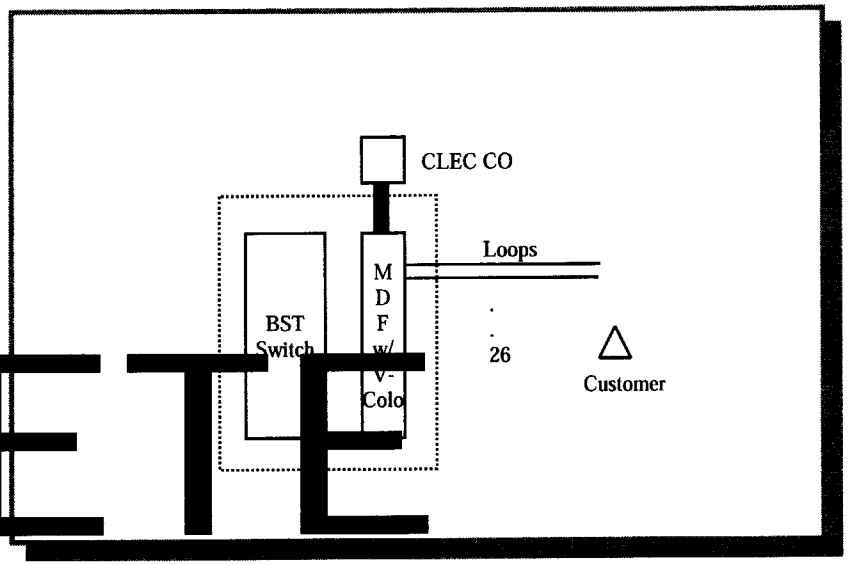
Scenario # 310: A CLEC orders 26 SL1 unbundled analog loops from BST for one of its resale customers.

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops from BST for one of its resale customers.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

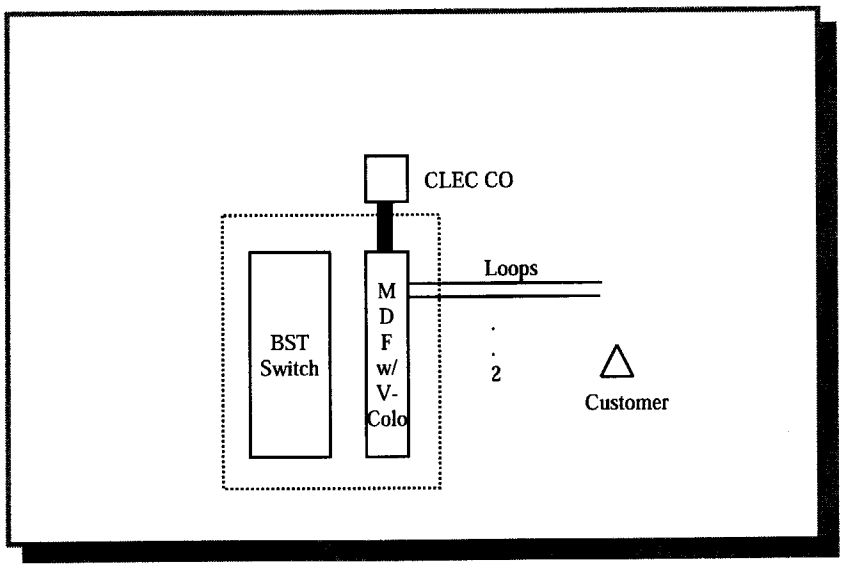
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 311: A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

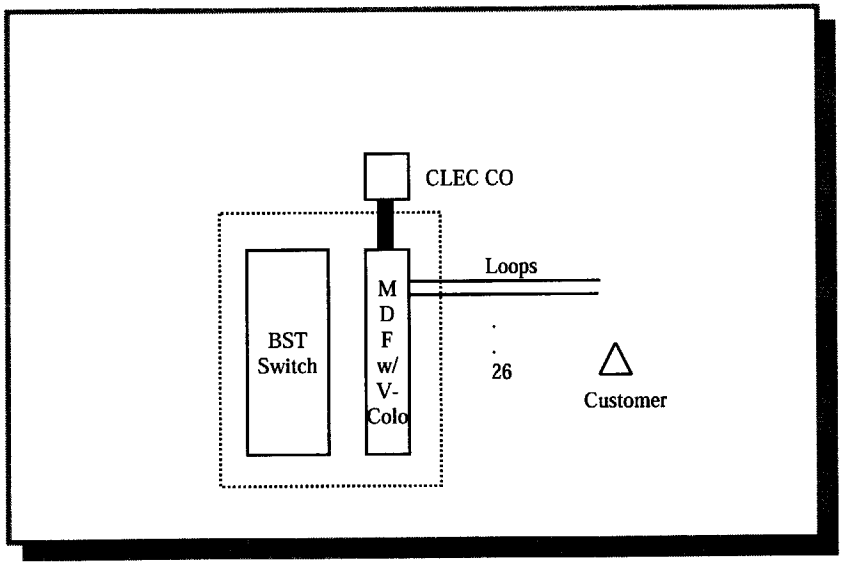
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 312: A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

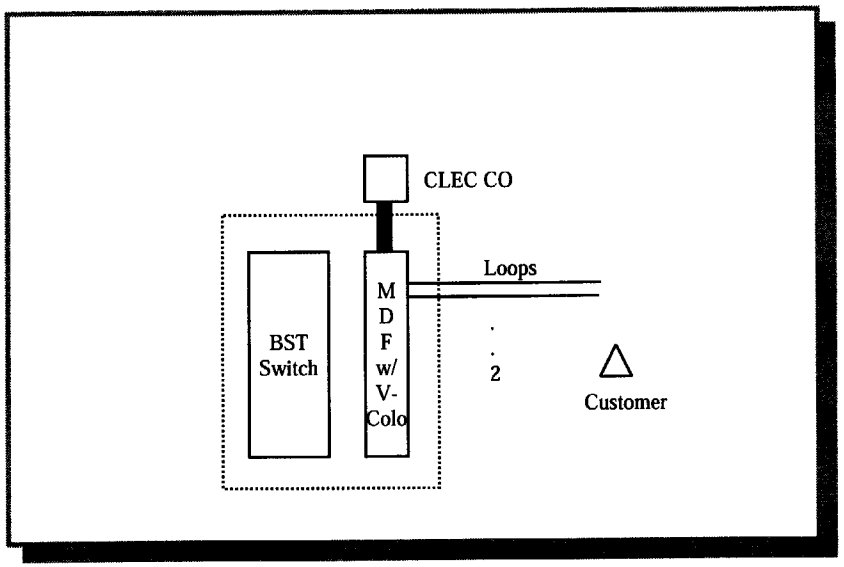
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 315**: A CLEC orders a change - add a loop to an existing account - on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change - (e.g.,add a loop to an existing account) on 2 SL2 unbundled analog loops in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

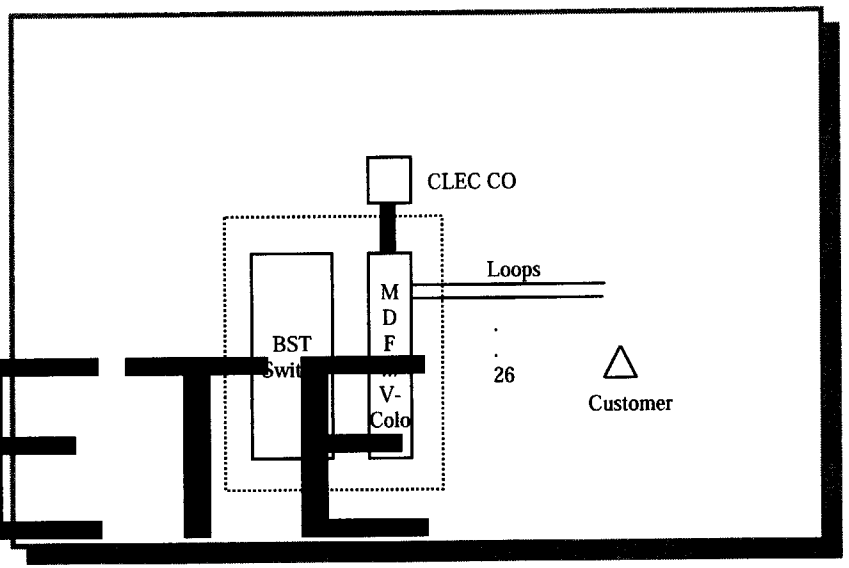
***Scenario # 316**: A CLEC orders a change - add a loop to an existing account - on 26 SL2 unbundled analog loops in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change - add a loop to an existing account - on 26 SL2 unbundled analog loops in response to a CLEC customer complaint.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

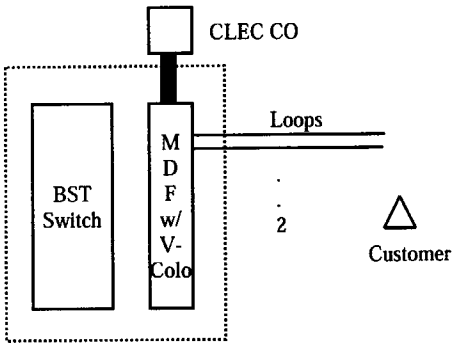
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 317**: An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

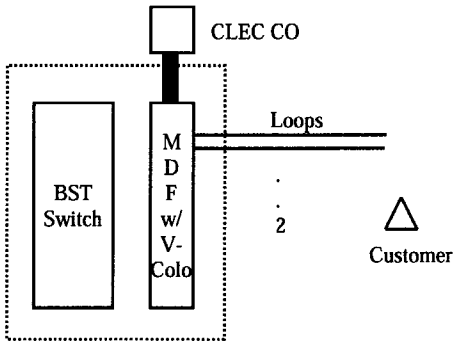
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 318**: An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves from the 3rd to the 5th floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

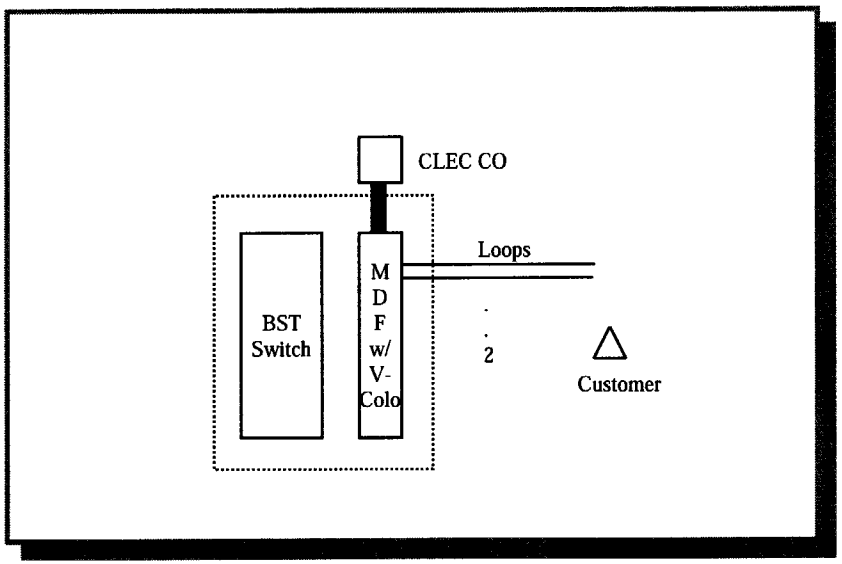
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 319**: An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.*

Scenario Description:

An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

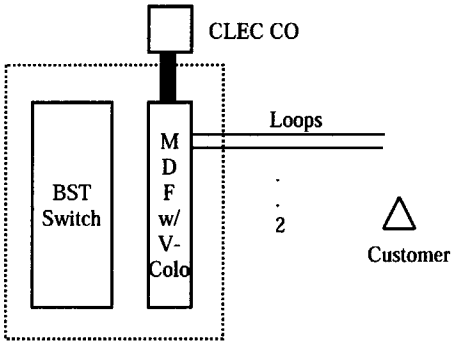
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 320: ***An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.***

Scenario Description:

An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BST.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

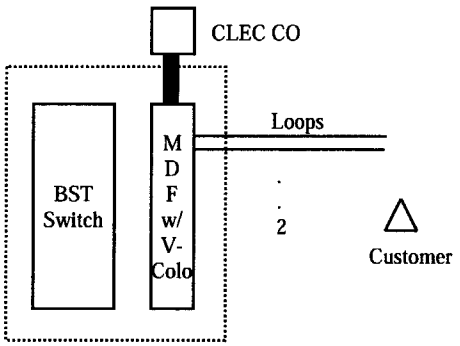
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 323: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL1 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

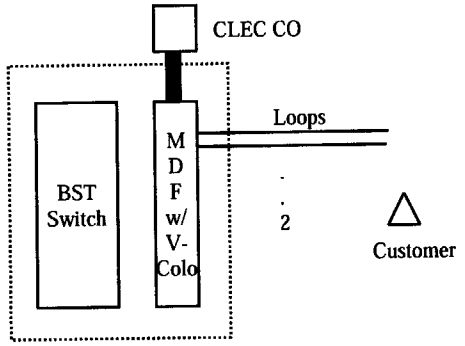
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 324*: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.**

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its customer's SL2 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

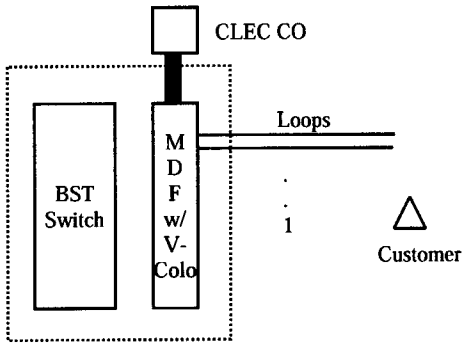
Addition

***Scenario # 620**: An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.*

Scenario Description:

An existing CLEC customer disconnects one of their existing 3 SL1 unbundled analog loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

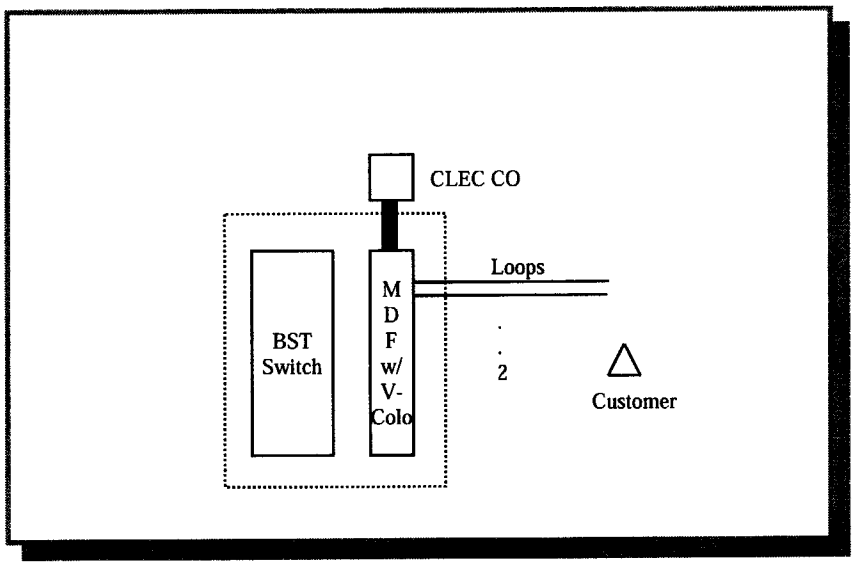
Addition

***Scenario # 630**: A CLEC migrates an existing UNE loop port combination 2-line customer to UNE analog SL2 Loops.*

Scenario Description:

A CLEC migrates an existing UNE loop port combination 2-line customer to UNE analog SL2 loops.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

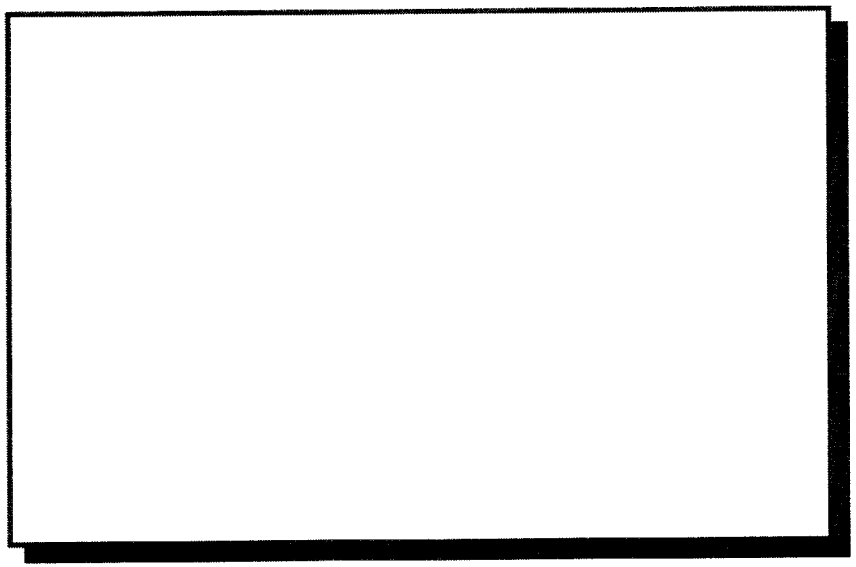
Addition

***Scenario # 700**: Migrate an existing CLEC single line Resale customer to another CLEC UNE SL1 analog loop.*

Scenario Description:

Migrate an existing CLEC single line Resale customer to another CLEC UNE SL1 analog loop.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

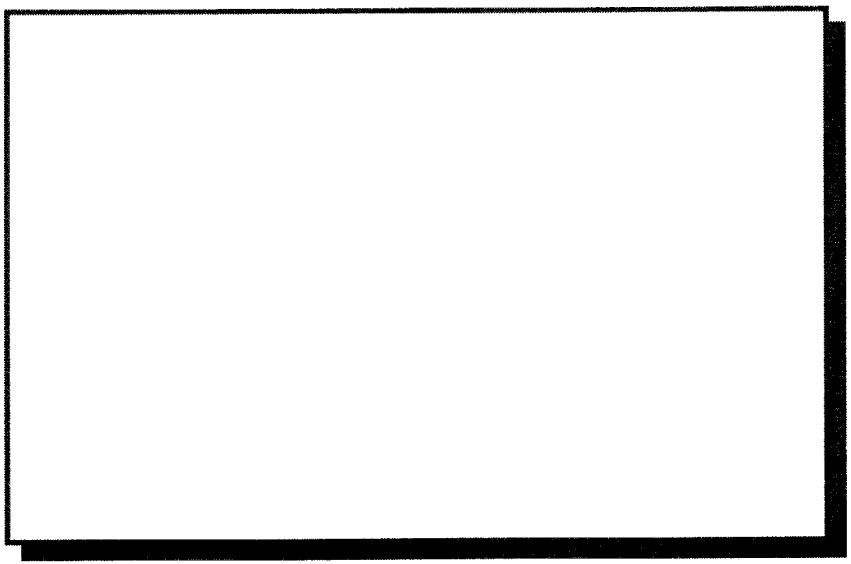
Addition

Scenario # 701: Migrate an existing CLEC single line SL1 loop customer to another CLEC UNE SL1 analog loop.

Scenario Description:

Migrate an existing CLEC single line SL1 loop customer to another CLEC UNE SL1 analog loop.

Network Configuration:



Scenario Summary:

REQTYPE	A
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

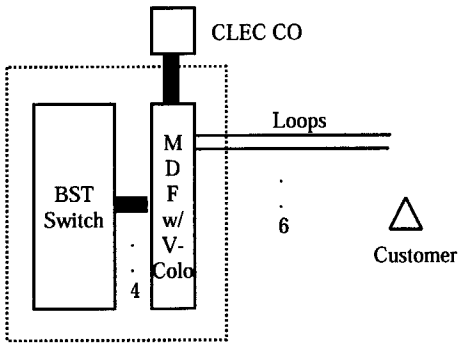
Modified

***Scenario # 325**: A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

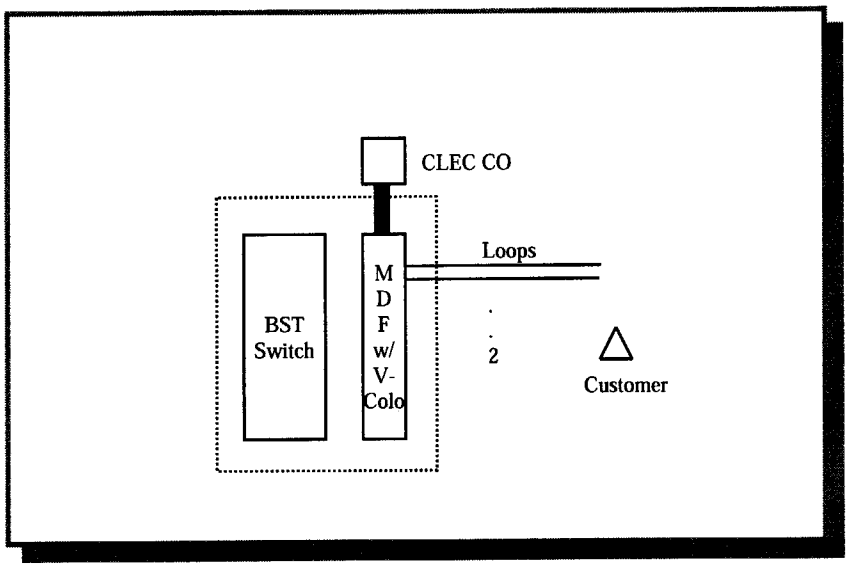
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 326*: A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

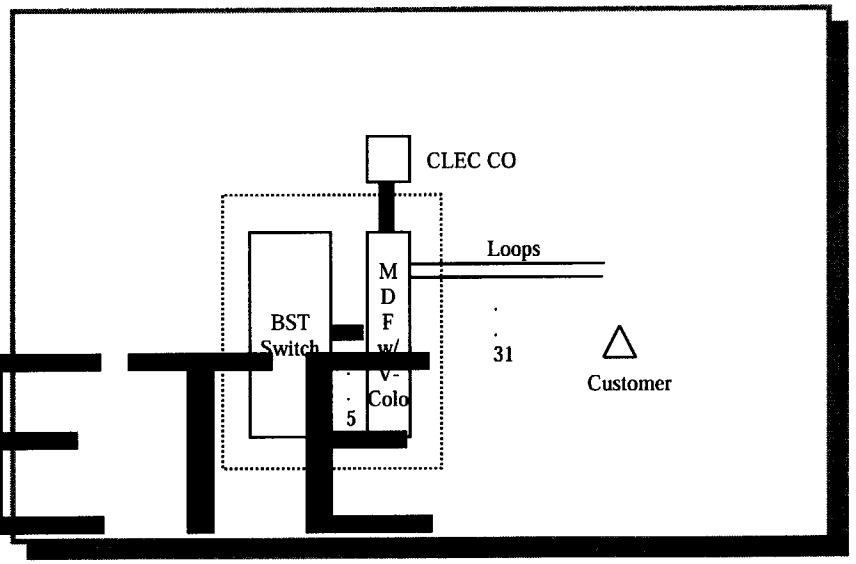
Scenario # 327: A CLEC orders 26 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

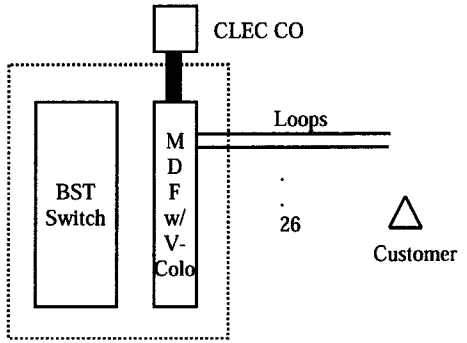
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 328*: A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

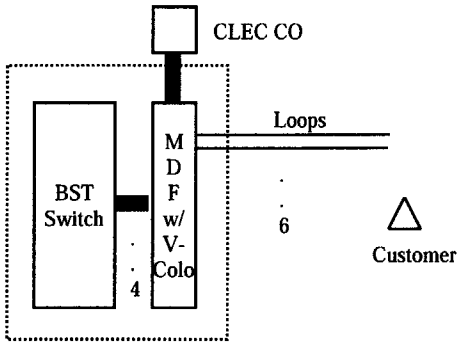
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 329: A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

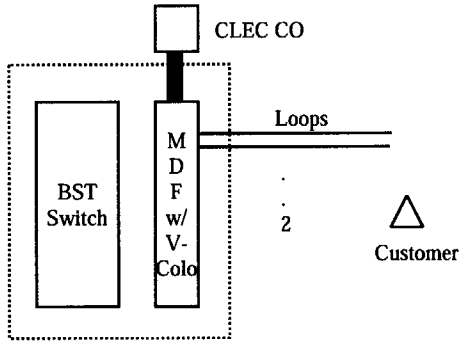
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 330*: A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

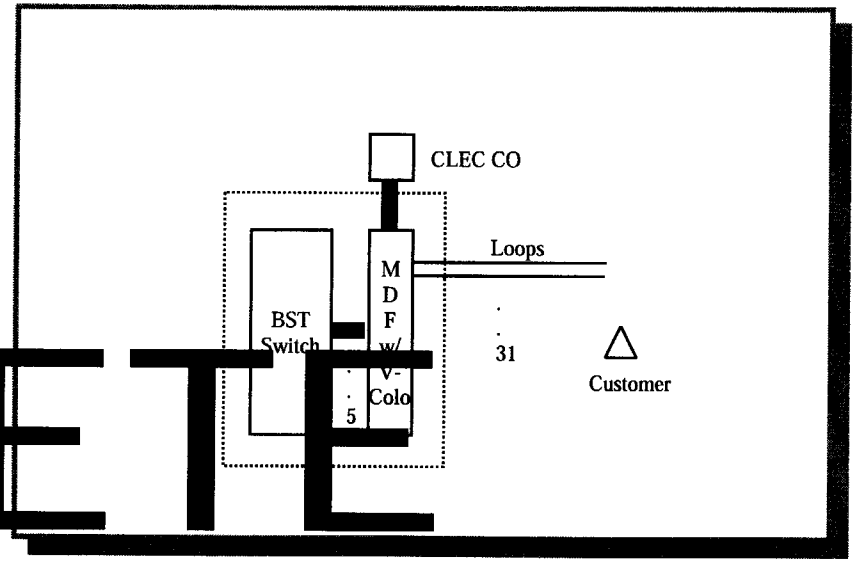
***Scenario # 331*: A CLEC orders 26 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 332: A CLEC orders 26 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer.

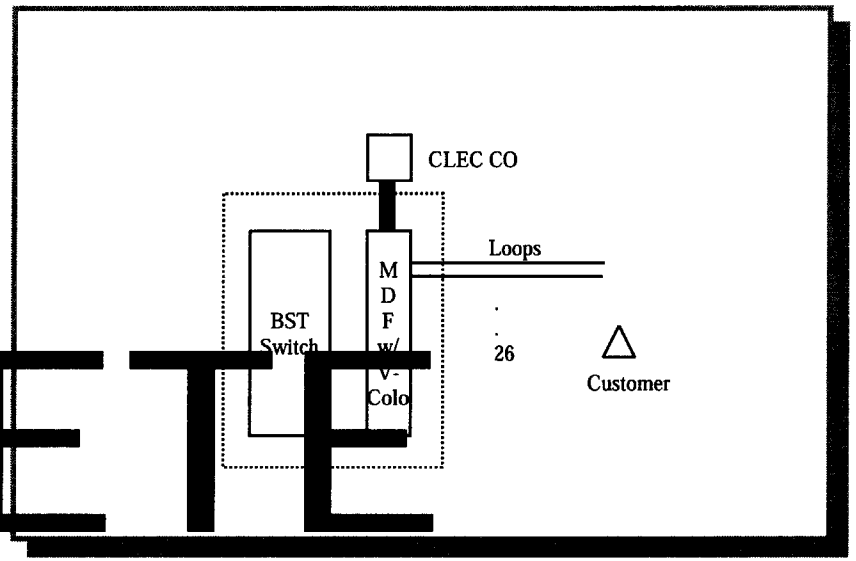
Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with INP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

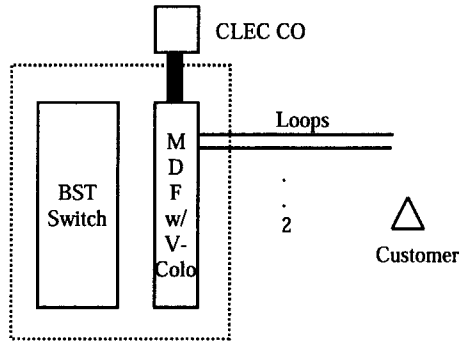
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 333*: A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.**

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

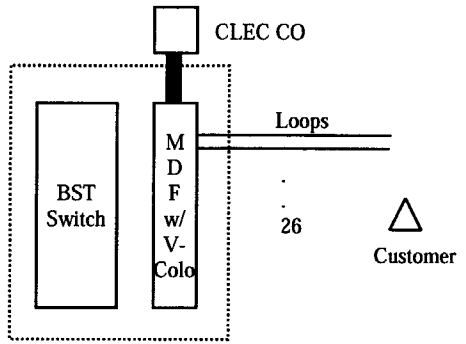
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 334*: A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.**

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

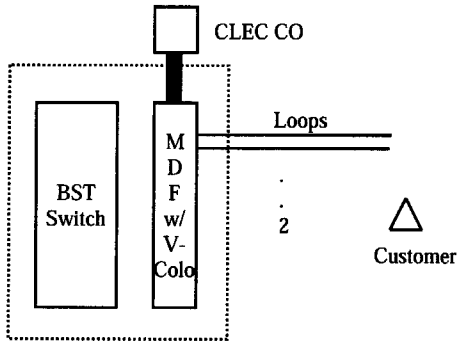
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 335: A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with INP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

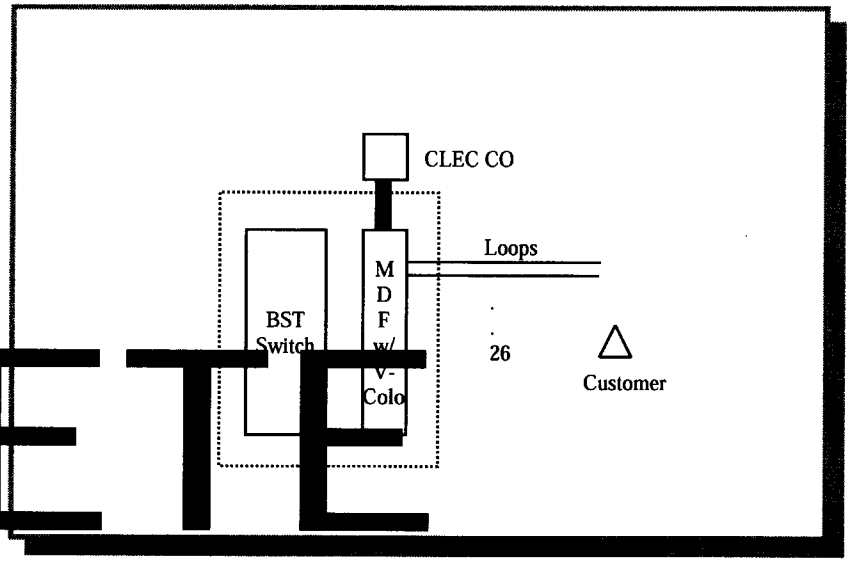
***Scenario # 336*: A CLEC orders 26 SL2 unbundled analog loops with INP from BST for one of its resale customers.**

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with INP from BST for one of its resale customers.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

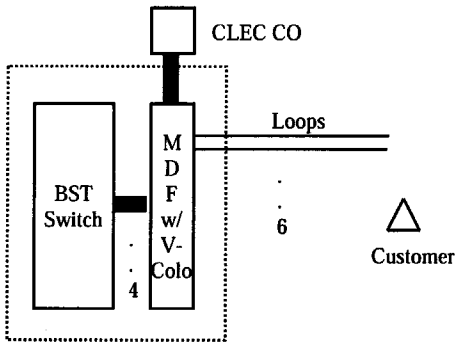
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 349: A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

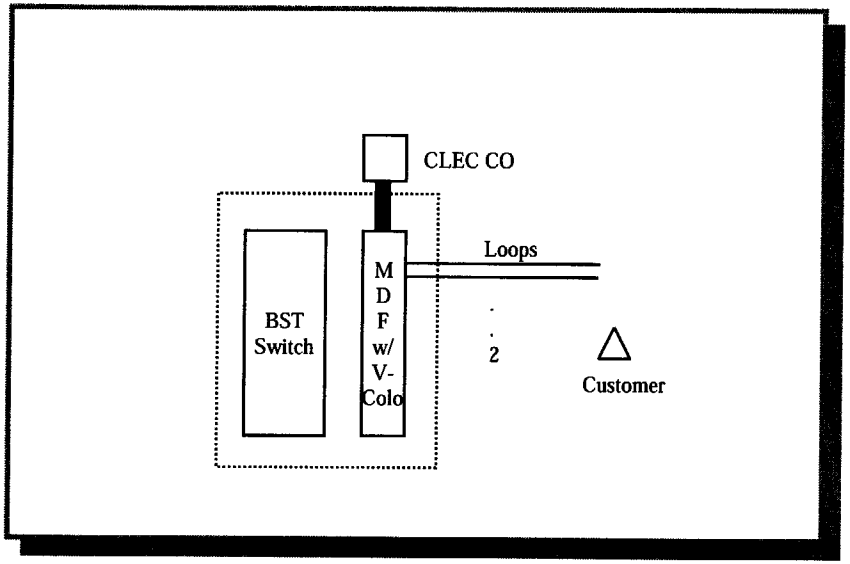
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 350: A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer.

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

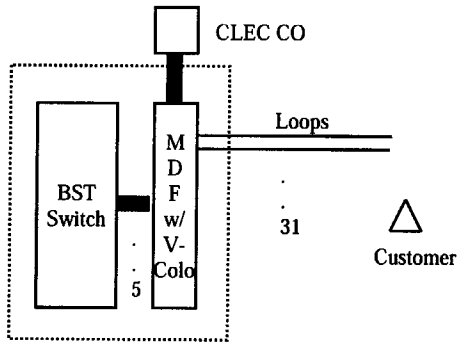
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 351**: A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

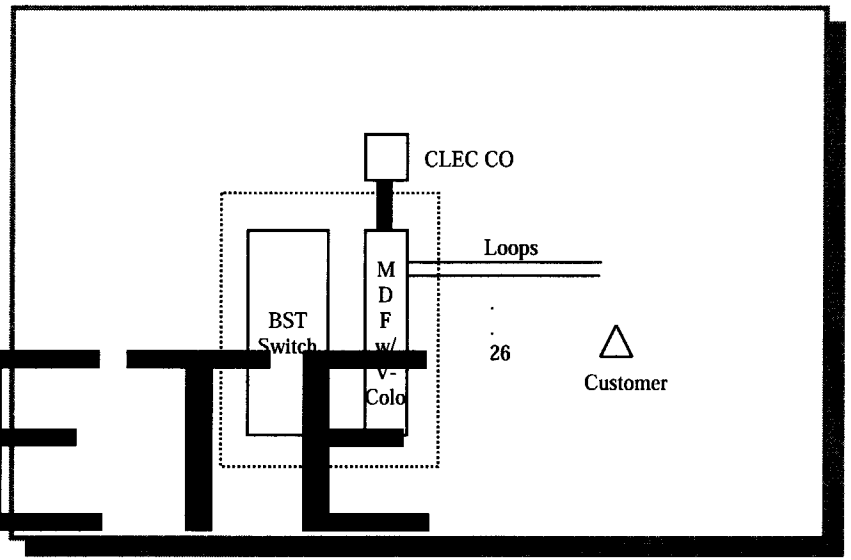
***Scenario # 352*: A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

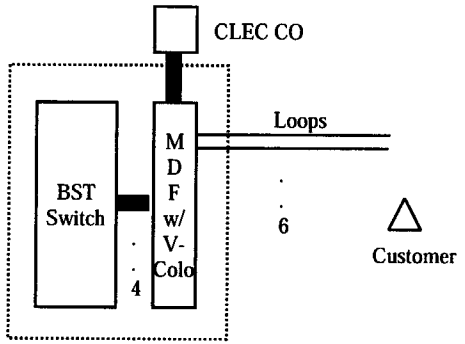
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 353**: A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

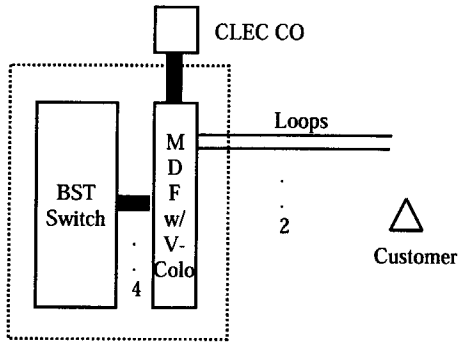
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 354*: A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer.**

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

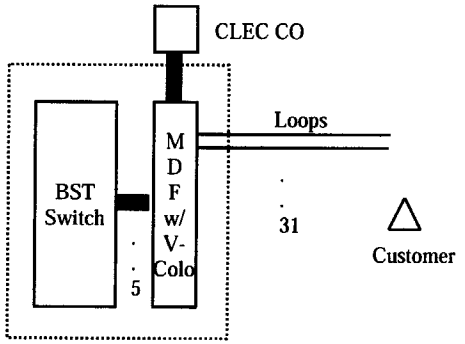
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 355**: A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BST customer. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

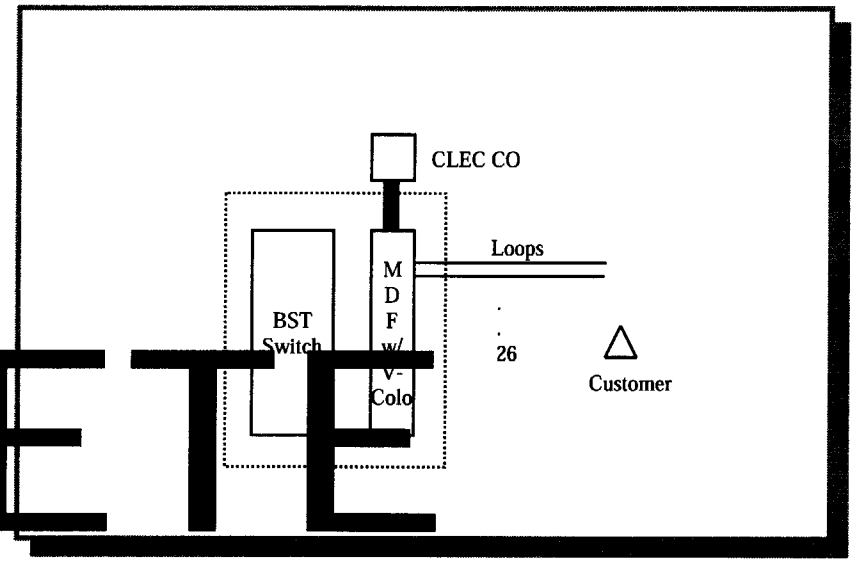
***Scenario # 356**: A CLEC orders 26 SL2 unbundled analog loopswitch LNP in support of a full migration service request from an existing BST customer.*

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BST customer. The customer lines are migrated "as-specified" to the CLEC.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

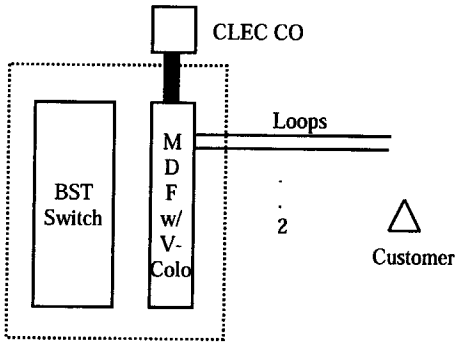
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 357**: A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 2 SL1 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

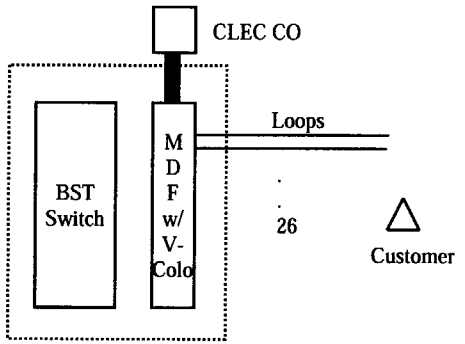
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 358**: A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.*

Scenario Description:

A CLEC orders 26 SL1 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

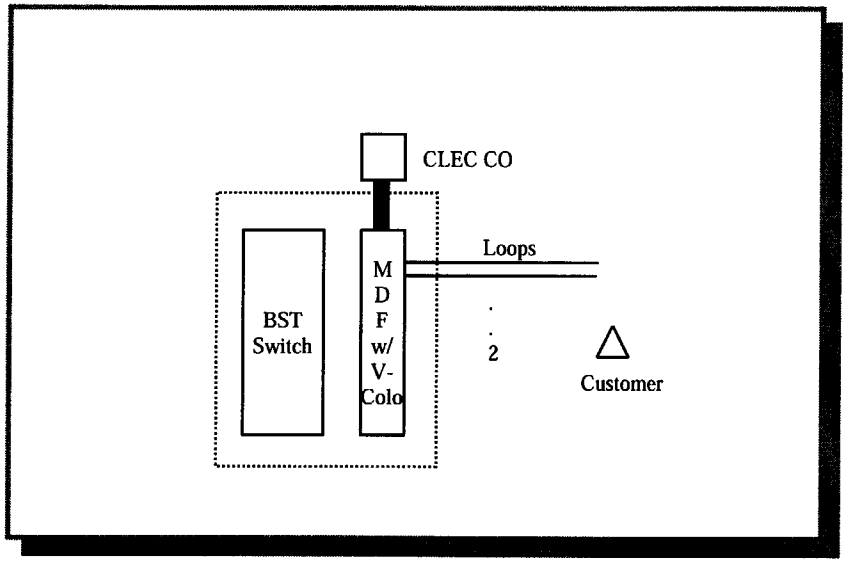
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 359*: A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.**

Scenario Description:

A CLEC orders 2 SL2 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

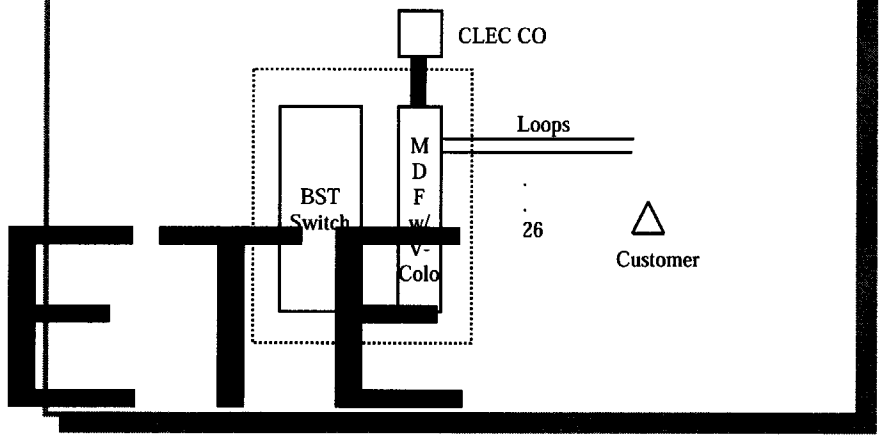
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 360*: A CLEC orders 26 SL2 unbundled analog loops with LNP from BST for one of its resale customers.**

Scenario Description:

A CLEC orders 26 SL2 unbundled analog loops with LNP from BST for one of its resale customers.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	B
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

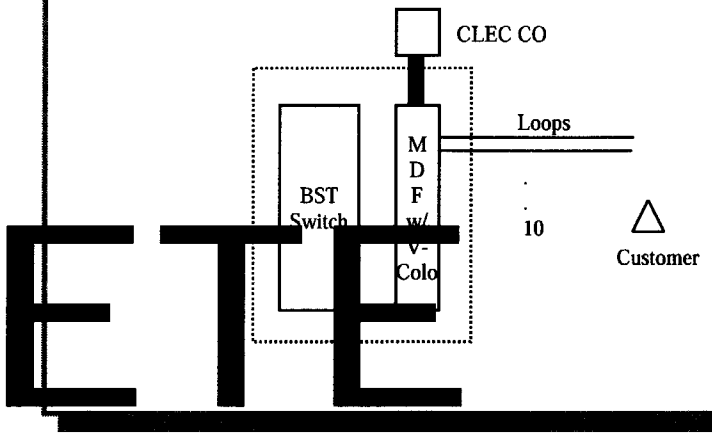
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 361: A CLEC orders a full migration of 2 retail business lines with listings "as is" to 2 SL1 unbundled analog loops with LNP.

Scenario Description:

A CLEC orders a conversion of 2 BST Retail Business lines to 2 unbundled analog loops with LNP.

Network Configuration:



DELETE

NOTE: Unless otherwise stated above, items under SCENARIO SUMMARY, SCENARIO CHARACTERISTICS, AND TEST CASE REQUIREMENTS should not be marked and therefore do not apply.

Scenario Summary:

REQTYPE	B
ACT TYPE	W
NPT	D
Partial Migration	NO
Flow-Through	YES

Scenario Characteristics:

Provisioning	YES
Normal Volume	YES
Peak Volume	YES
EDI	YES
TAG	YES

Test Case Requirements:

Supplement	
Errors	YES
Cancel	
Directory Listing	

Addition

Scenario # 800: Migrate "as-is" a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP.

Scenario Description:

Migrate "as is" a 2-line BST residence customer to 2 UNE analog SL1 loops with LNP. Directory Listings remain the same.

Network Configuration:

Scenario Summary:

REQTYPE	B
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

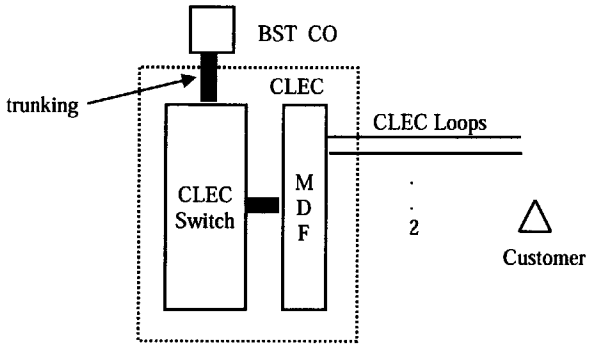
Modified

Scenario # 373: A CLEC orders INP for 2 partially migrated business lines from BST.

Scenario Description:

A CLEC order INP for both of its fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

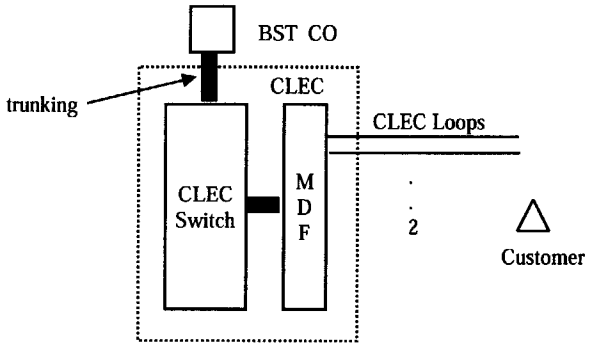
Modified

Scenario # 374: A CLEC orders INP for 2 fully migrated lines from BST.

Scenario Description:

A CLEC orders INP for both of its migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

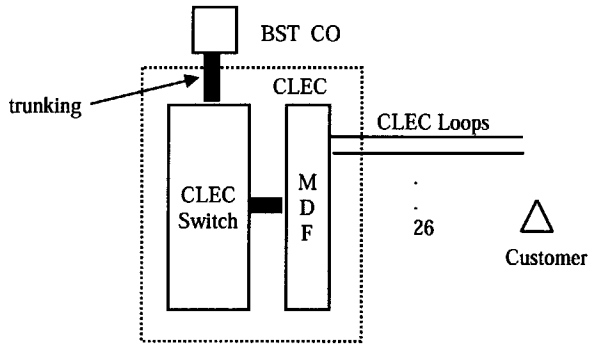
Modified

Scenario # 375: A CLEC orders INP for 26 partially migrated lines from BST.

Scenario Description:

A CLEC ports 26 of its existing 31 numbers to CLEC via INP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

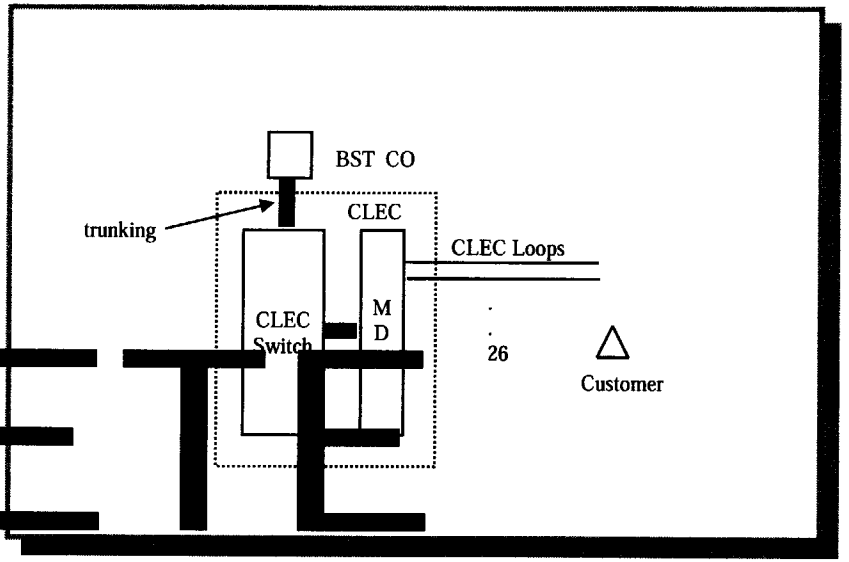
Scenario # 376: A CLEC orders INP for 26 fully migrated lines from BST.

Scenario Description:

A CLEC orders INP for 26 fully migrated lines from BST.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

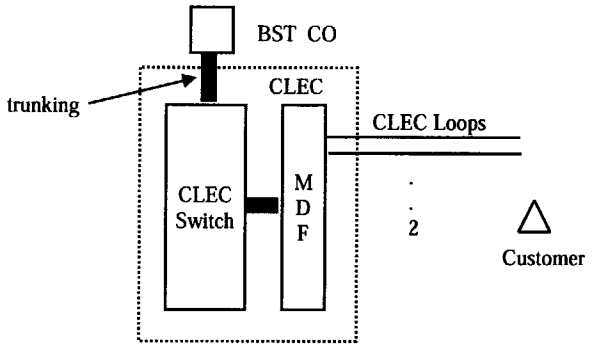
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 377: A CLEC orders INP for 2 lines.

Scenario Description:

A CLEC orders INP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

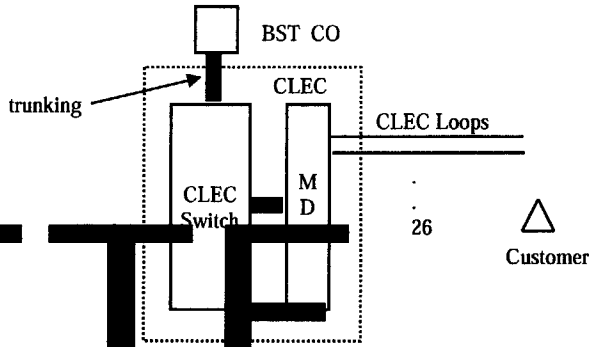
Scenario # 378: A CLEC orders INP for 26 lines.

Scenario Description:

A CLEC orders INP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

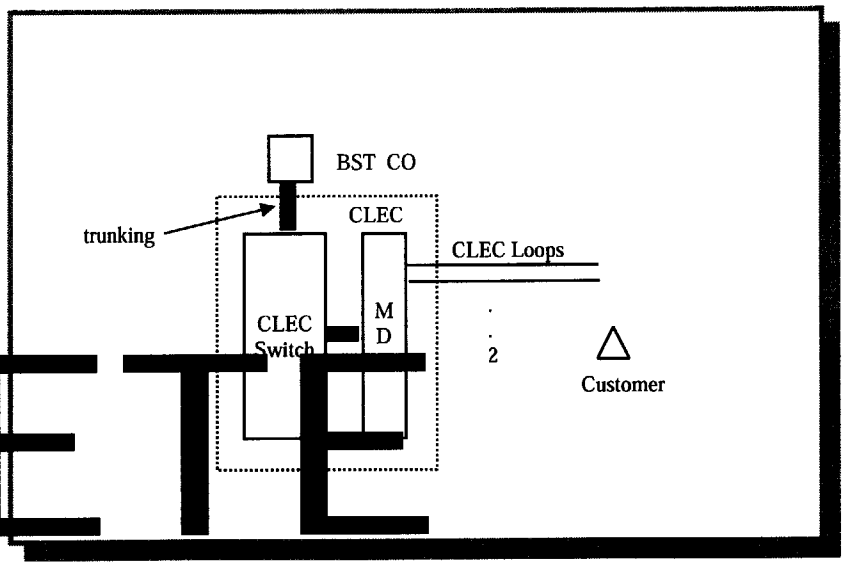
Scenario # 379: A CLEC orders a change on INP for 2 lines.

Scenario Description:

A CLEC orders a change on INP for 2 lines in response to a CLEC customer complaint.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

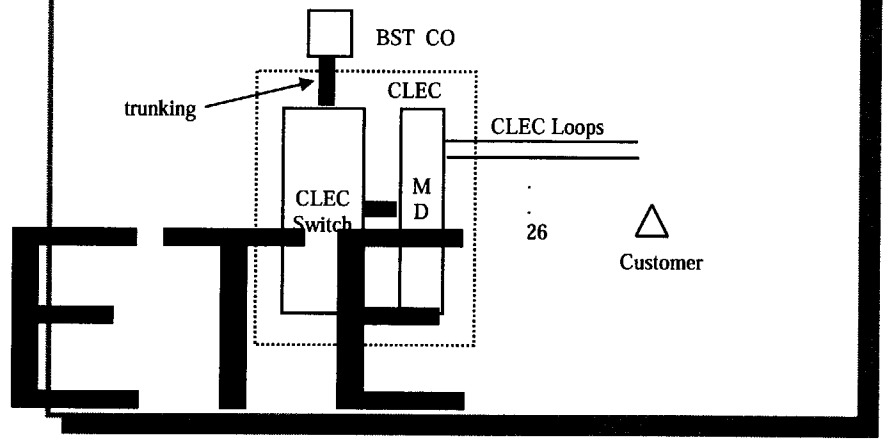
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 380: A CLEC orders a change on INP for 26 lines.

Scenario Description:

A CLEC orders a change on INP for 26 lines in response to a CLEC customer complaint.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

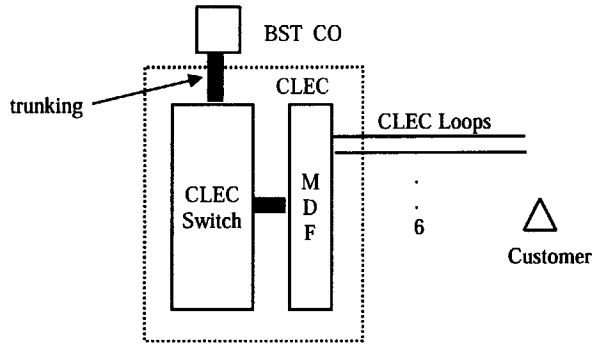
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 382**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

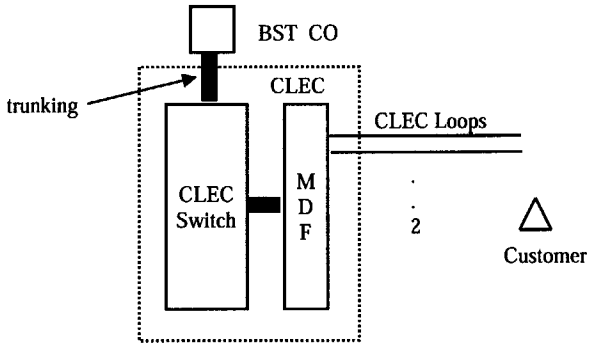
Modified

Scenario # 383: A CLEC orders LNP for 2 partially migrated lines from BST.

Scenario Description:

A CLEC ports 2 of its existing 6 numbers to CLEC via LNP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

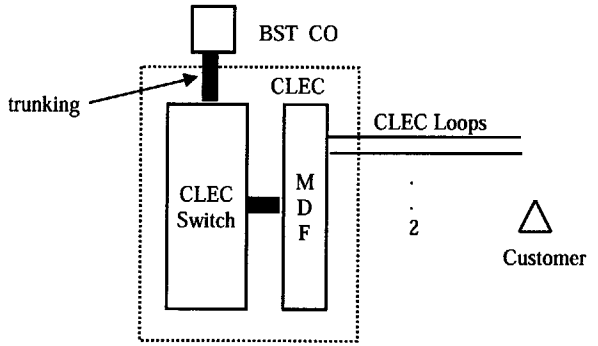
Modified

Scenario # 384: A CLEC orders LNP for 2 fully migrated lines from BST.

Scenario Description:

A CLEC orders LNP for both of its fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

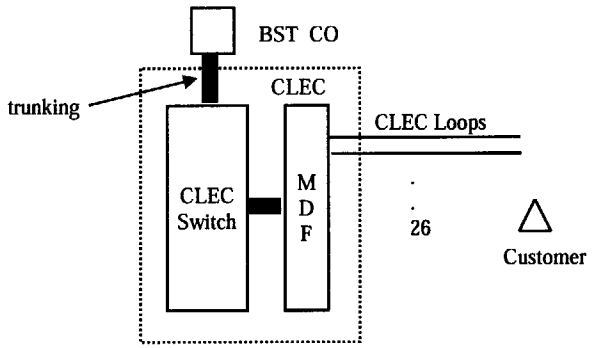
Modified

Scenario # 385: A CLEC orders LNP for 26 partially migrated lines from BST.

Scenario Description:

A CLEC ports 26 of its existing 31 Numbers to CLEC via LNP.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

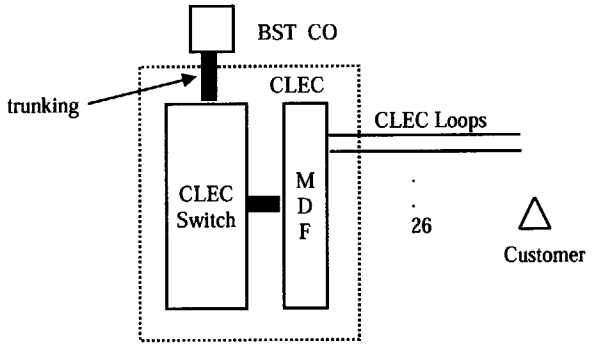
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 386: A CLEC orders LNP for 26 fully migrated lines from BST.

Scenario Description:

A CLEC orders LNP for all 26 fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

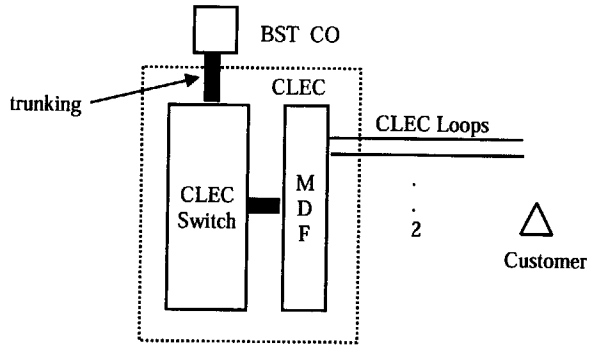
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 387: A CLEC orders LNP for 2 lines of an existing resale customer.

Scenario Description:

A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

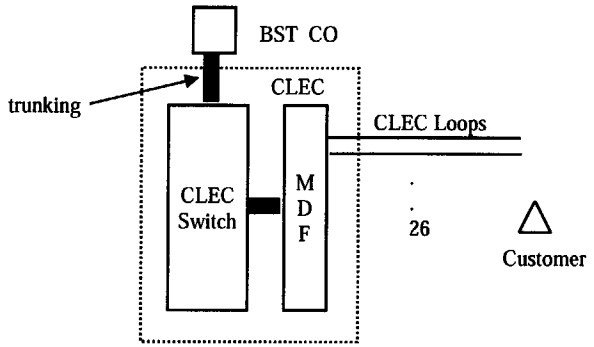
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 388: A CLEC orders LNP for 26 lines of an existing resale customer.

Scenario Description:

A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

Addition

***Scenario # 801**: A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.*

Scenario Description:

A CLEC orders LNP for 2 retail business lines. Directory listings remain the same.

Network Configuration:

Scenario Summary:

REQTYPE	C
ACT TYPE	W
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

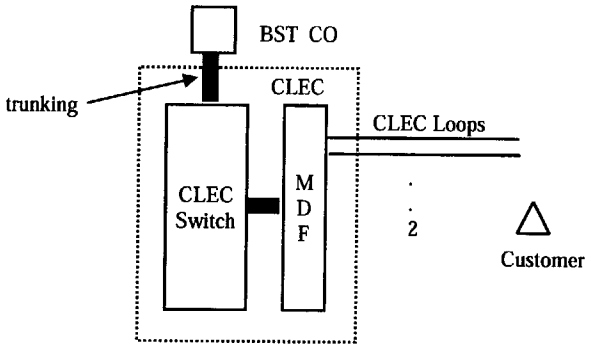
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 393: A CLEC orders a change from INP to LNP for 2 lines.

Scenario Description:

A CLEC orders a change from INP to LNP for 2 lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

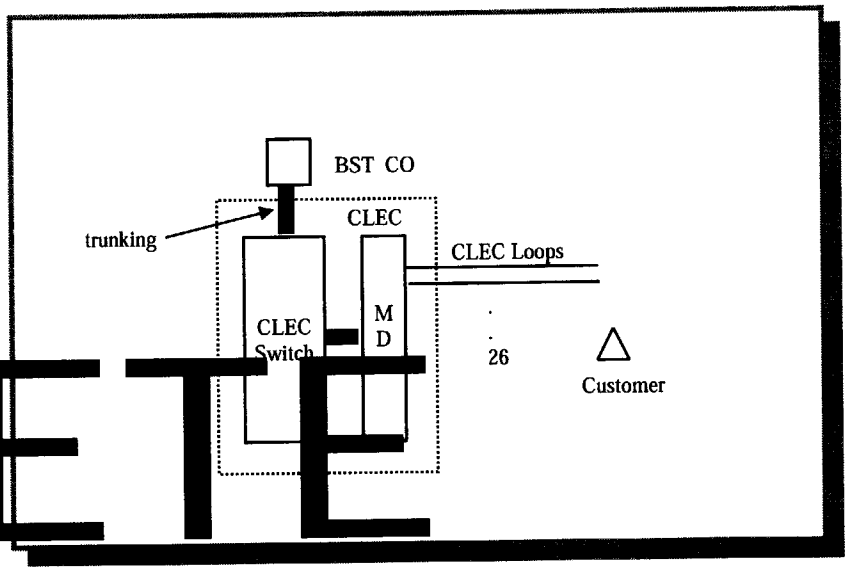
Scenario # 394: A CLEC orders a change from INP to LNP for 26 lines.

Scenario Description:

A CLEC orders a change from INP to LNP for 26 lines.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case R quirements:

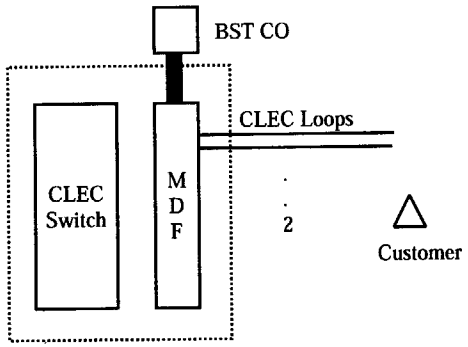
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 395: A CLEC orders 2 new business unbundled analog ports from BST.

Scenario Description:

A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

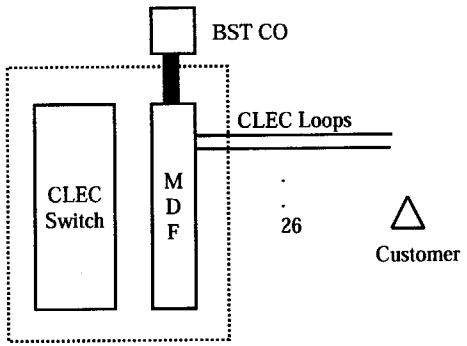
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 396: A CLEC orders 26 new business unbundled analog ports from BST.

Scenario Description:

A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

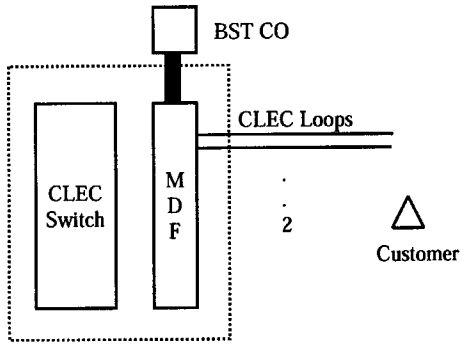
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 397: A CLEC orders 2 new residential unbundled analog ports from BST.

Scenario Description:

A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

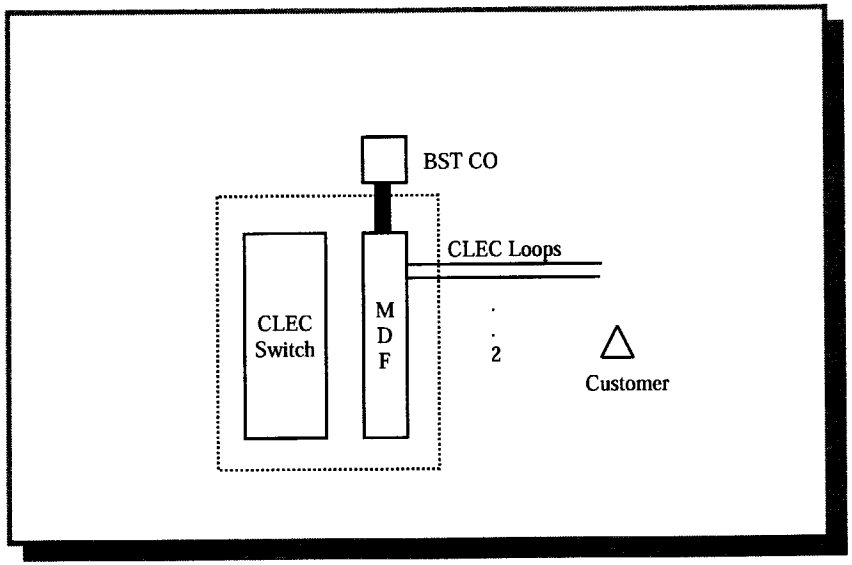
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 398*: A CLEC orders 2 business unbundled analog ports for a partial migration service request from an existing BST business customer.**

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

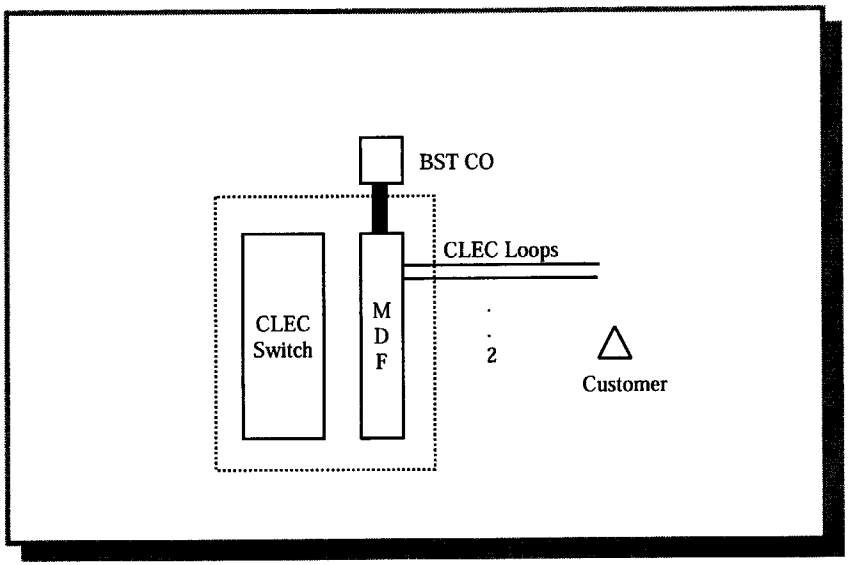
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 399: A CLEC orders 2 business unbundled analog ports for a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

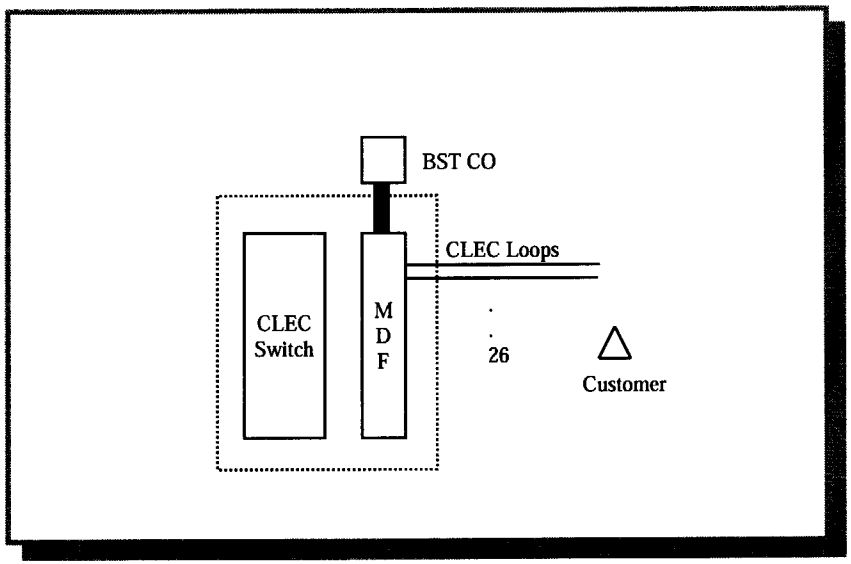
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 400: A CLEC orders 26 business unbundled analog ports for a partial migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

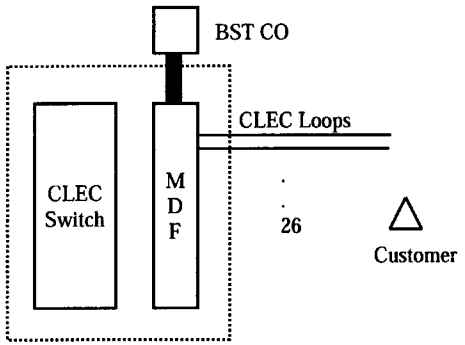
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 401: A CLEC orders 26 business unbundled analog ports for a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

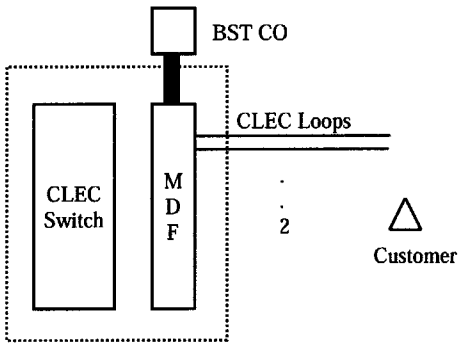
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 402*: A CLEC orders 2 residential unbundled analog ports for a partial migration service request from an existing BST business customer.**

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

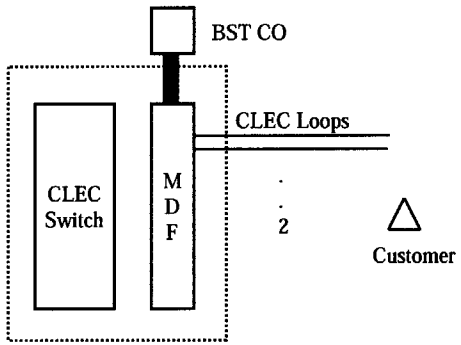
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 403*: A CLEC orders 2 residential unbundled analog ports for a full migration service request from an existing BST business customer.**

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

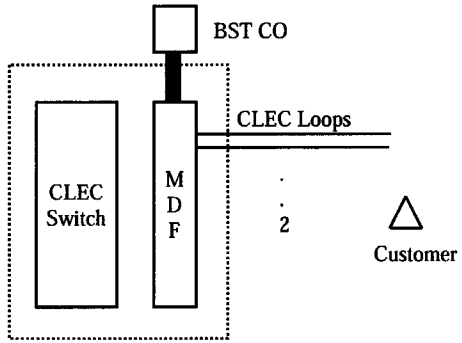
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 404*: A CLEC orders 2 business unbundled analog ports from BST for a resale business customer.**

Scenario Description:

A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

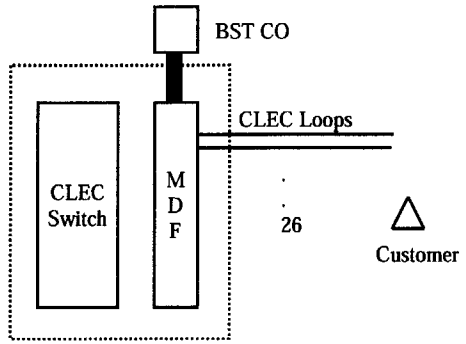
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 405*: A CLEC orders 26 business unbundled analog ports from BST for a resale business customer.**

Scenario Description:

A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

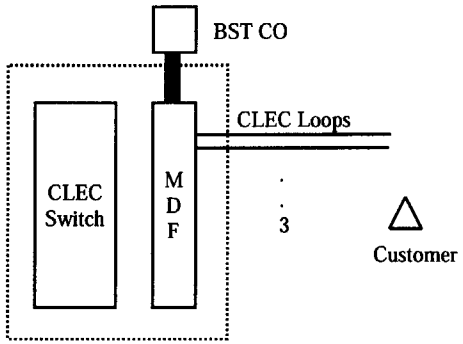
Supplement	X
Errors	X
Cancel	
Directory Listing	X

***Scenario # 406*: A CLEC orders 3 residential unbundled analog ports from BST for a resale residential customer.**

Scenario Description:

A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

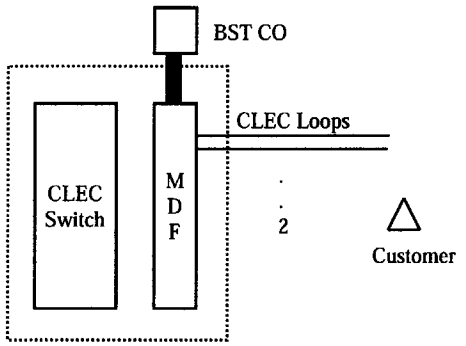
Modified

***Scenario # 407**: A CLEC orders a change (e.g., add call waiting) on 2 business unbundled analog ports in response to a CLEC customer.*

Scenario Description:

A CLEC orders a change -(e.g., add call waiting) - on 2 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

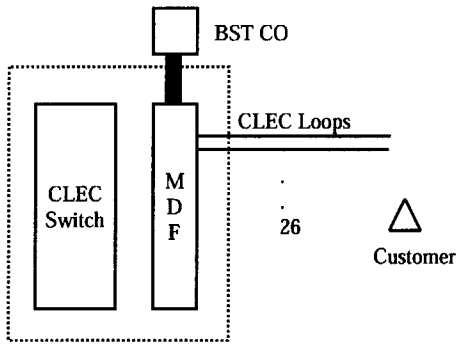
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 408*: A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.**

Scenario Description:

A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

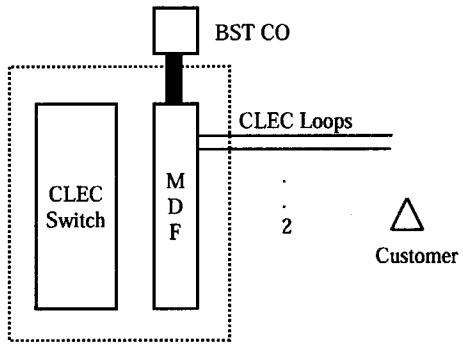
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 409**: A CLEC orders a change - add call waiting - on 2 business unbundled analog ports in response to a CLEC customer.*

Scenario Description:

A CLEC orders a change - add call waiting - on 2 residential unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

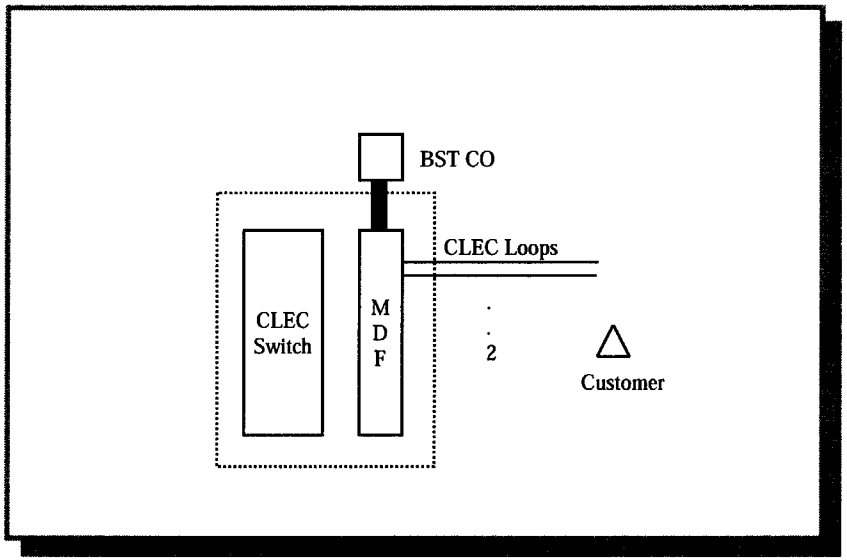
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 412: A CLEC orders a suspend on 2 business unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

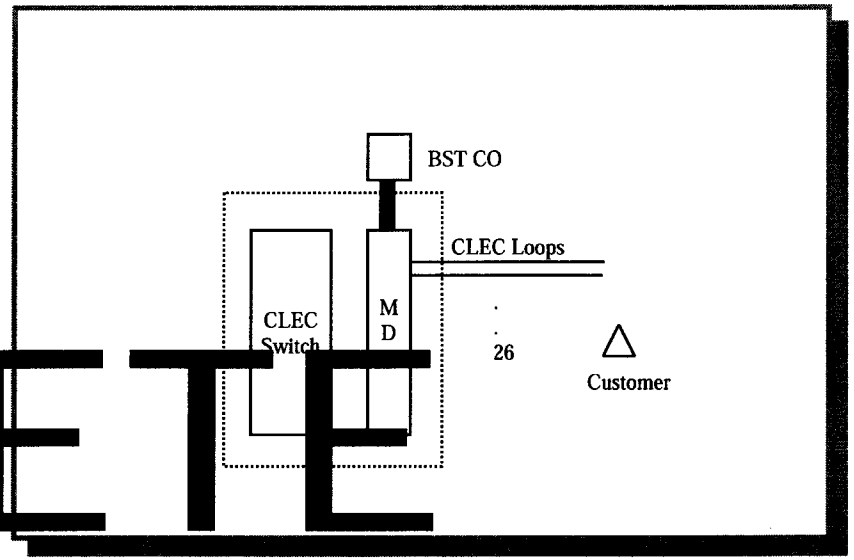
Scenario # 413: A CLEC orders a suspend on 26 business unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 26 business unbundled analog ports.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

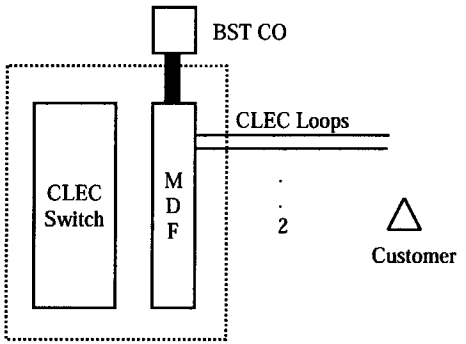
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 414*: A CLEC orders a suspend on 2 residential unbundled analog ports.**

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

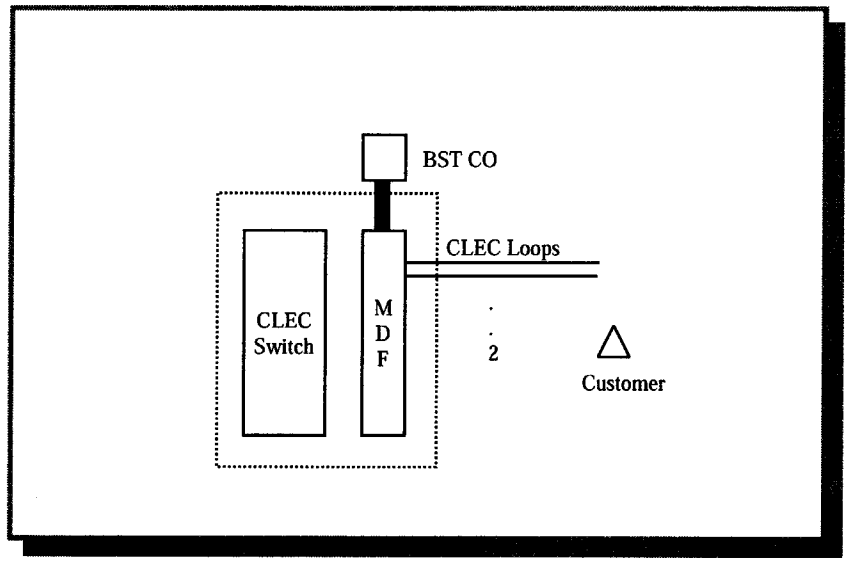
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 415*: A CLEC orders a restore on 2 business unbundled analog ports.**

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

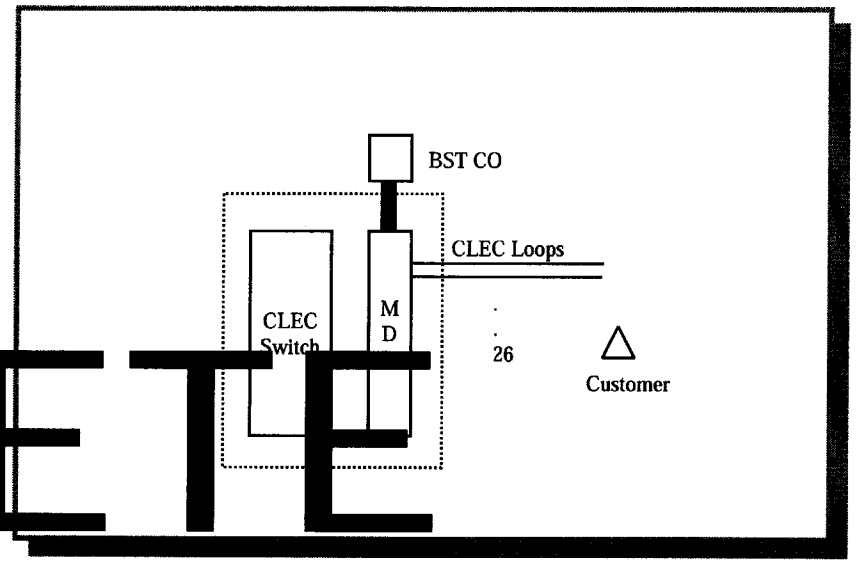
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 416: A CLEC orders a restore on 26 business unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 26 business unbundled analog ports.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

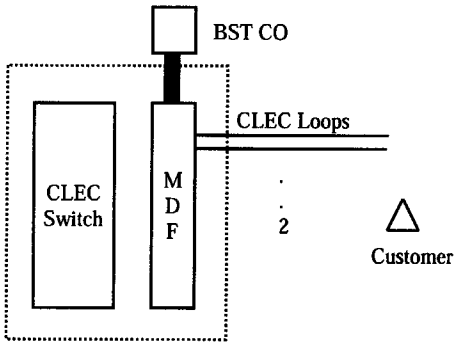
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 417: A CLEC orders a restore on 2 residential unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

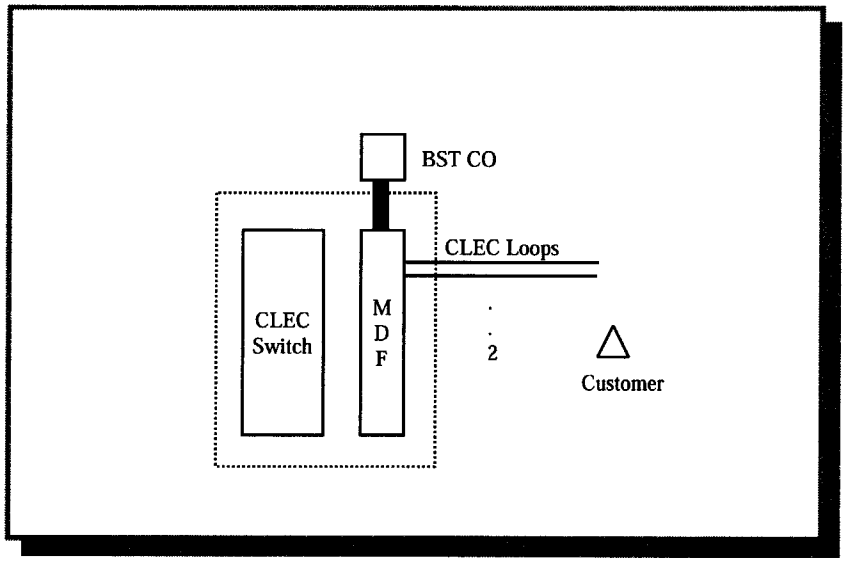
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 418: An existing CLEC business customer is going out of business and disconnects both unbundled analog ports.

Scenario Description:

An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

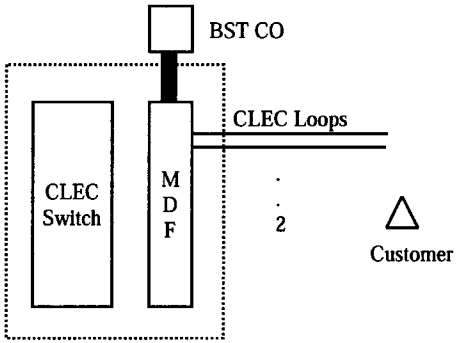
Supplement	X
Errors	X
Cancel	
Directory Listing	

***Scenario # 419*: An existing CLEC residential customer is moving and disconnects both unbundled analog ports.**

Scenario Description:

An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

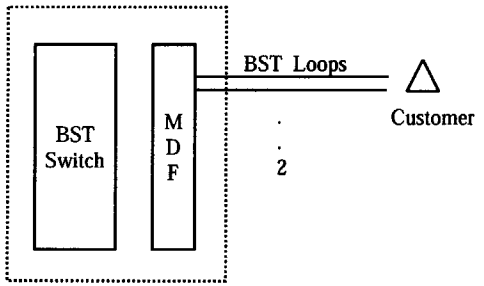
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 420: A CLEC orders 2 new business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 new business unbundled analog loop-port combinations from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

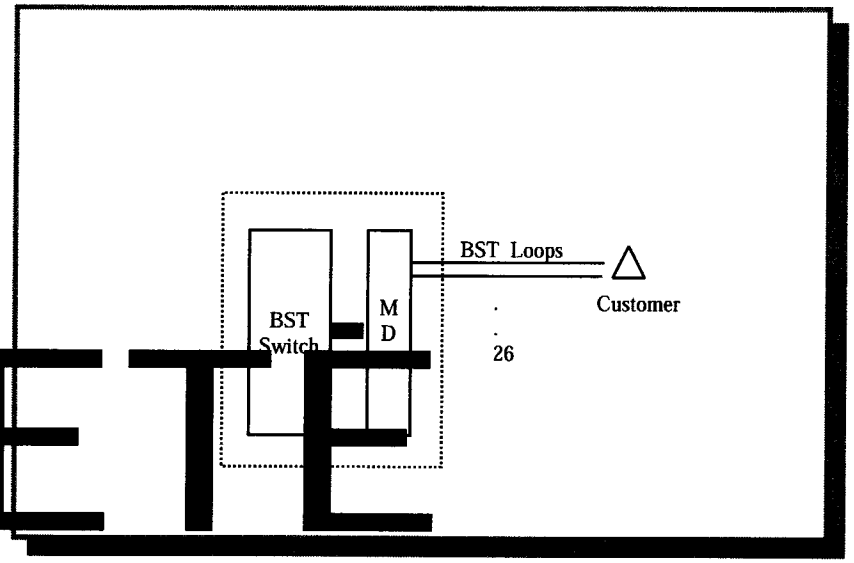
Scenario # 421: A CLEC orders 26 new business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 26 new business unbundled analog loop-port combinations from BST in support of a new business customer's service request.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

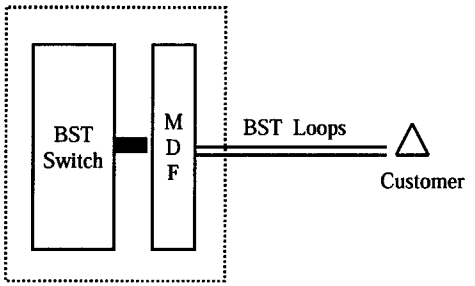
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 422: A CLEC orders 2 new residential unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 new residential unbundled analog loop-port combinations from BST in support of a new residential customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

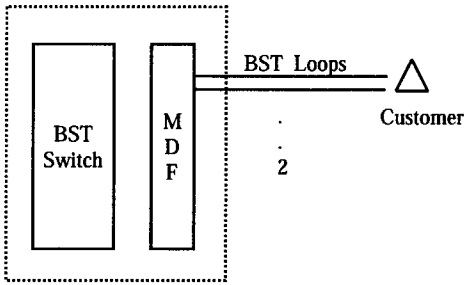
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 423: A CLEC orders 2 business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 business unbundled analog loop-port combinations from BST in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

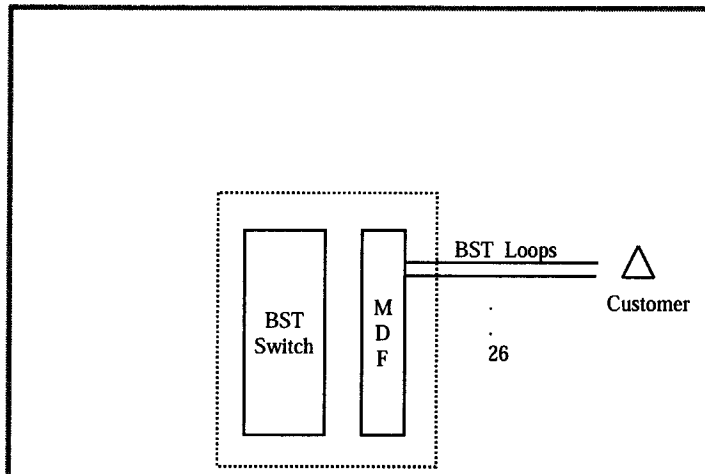
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 424: A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are migrated " "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

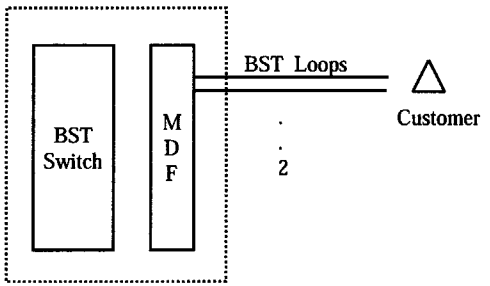
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 425**: A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residential customer.*

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residence customer. The received customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

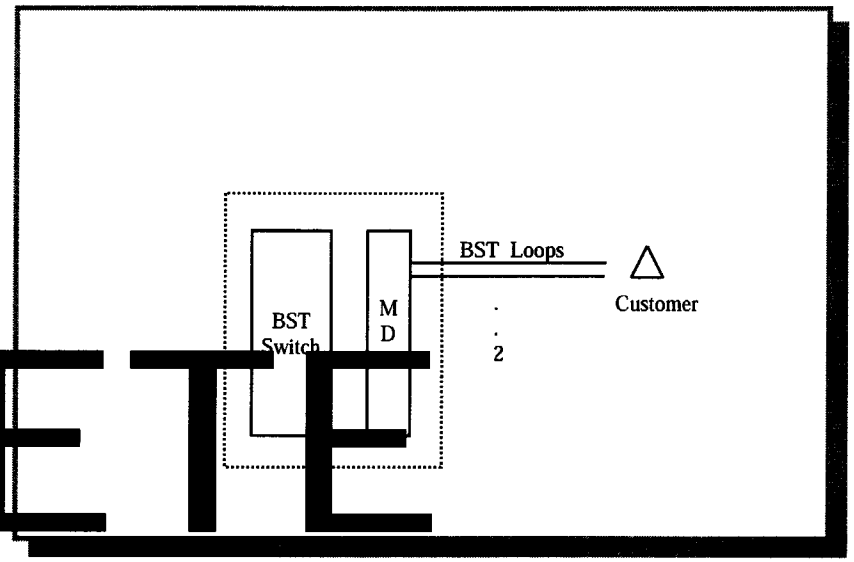
Scenario # 426: A CLEC orders 2 business unbundled analog loop-port combinations for one of its resale business customers.

Scenario Description:

A CLEC orders 2 business unbundled analog loop-port combinations for one of its resale business customers.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

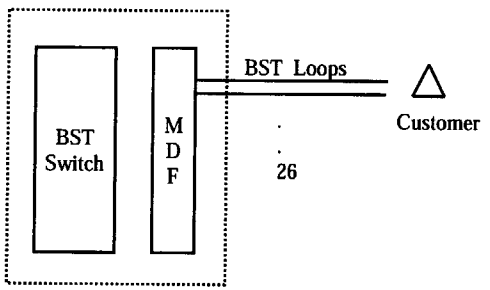
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 427: ***A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.***

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

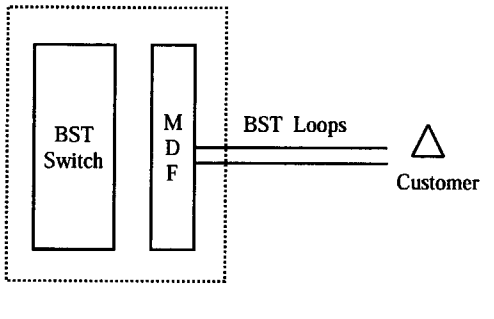
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 428: A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

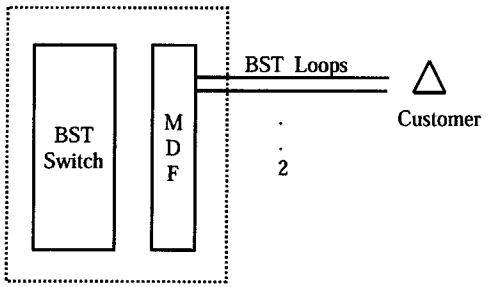
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 429: A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Scenario Description:

A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

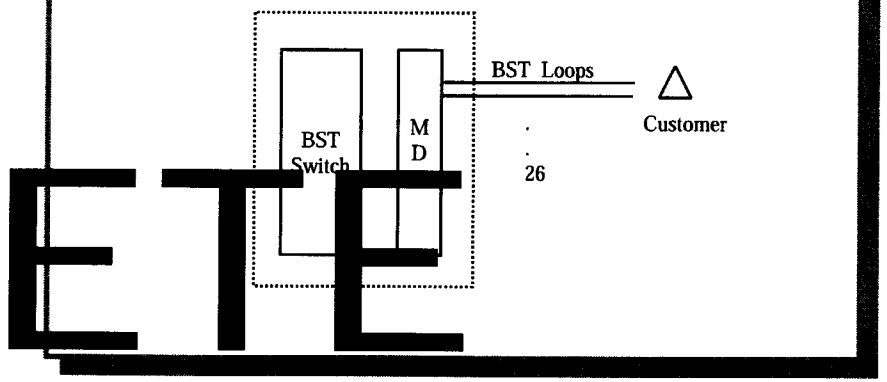
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 430**: A CLEC orders a change on 26 business unbundled analog loop-port combinations in response to a CLEC customers complaint.*

Scenario Description:

A CLEC orders a change on 26 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

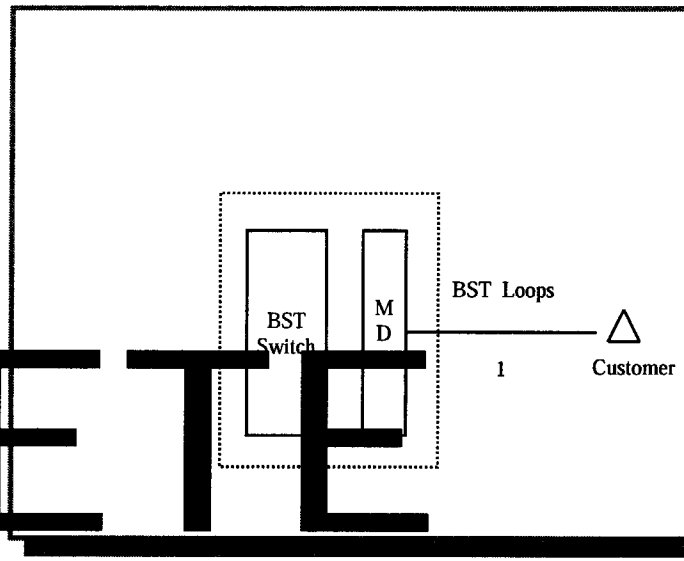
***Scenario # 431**: A CLEC orders a change on 1 residential unbundled analog loop - port combination in response to a CLEC customer complaint.*

Scenario Description:

A CLEC orders a change on 1 residential unbundled analog loop-port combination in response to a CLEC customer complaint.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

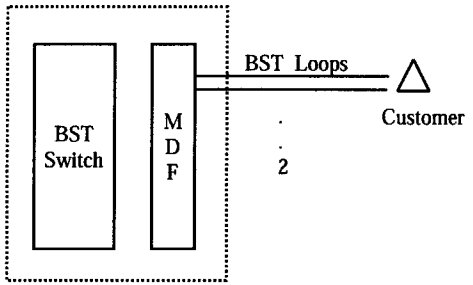
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 432: An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

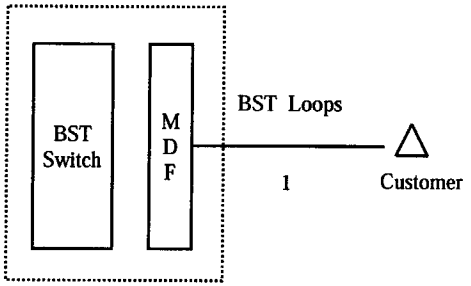
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 433**: An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.*

Scenario Description:

An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

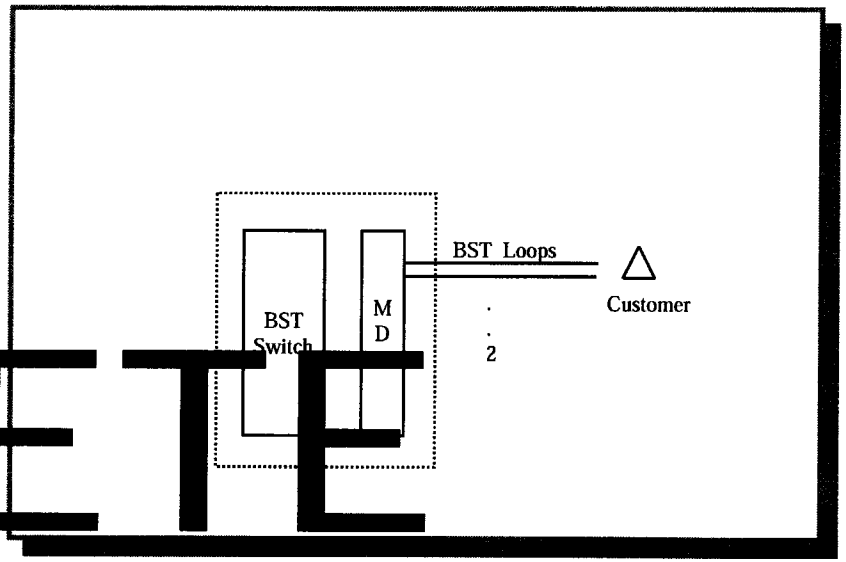
***Scenario # 434**: An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex - different tenant. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.*

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex - different tenant. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

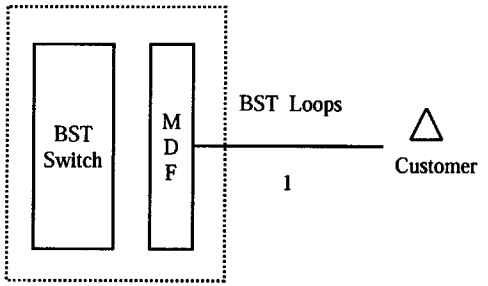
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 435**: An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.*

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

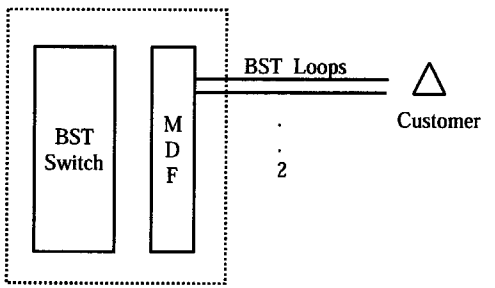
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 438: A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

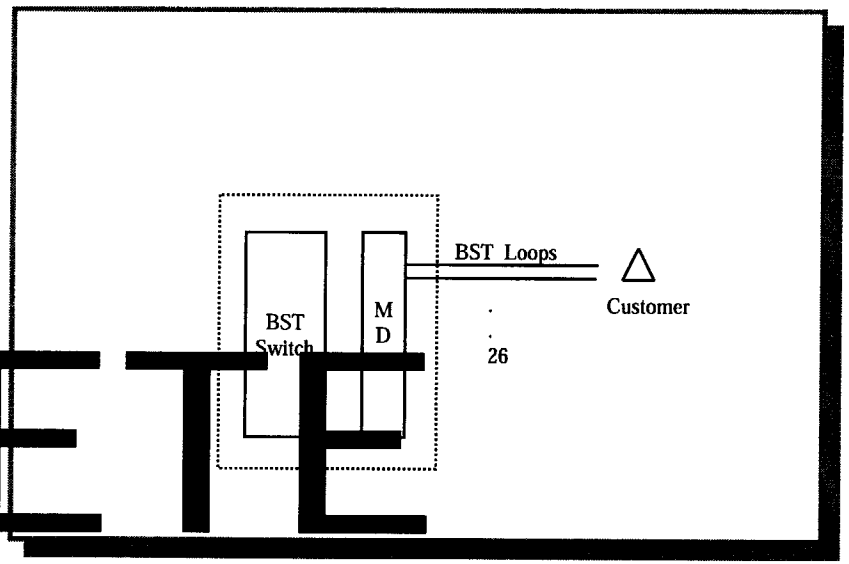
Scenario # 439: A CLEC orders a suspend on 26 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 26 business unbundled analog loop-port combinations.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

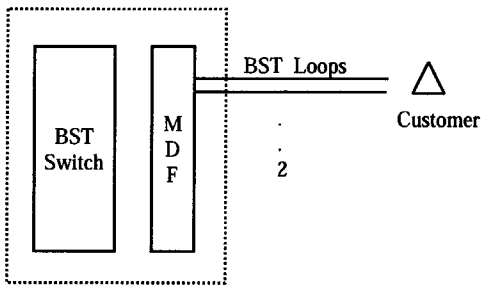
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 440: A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

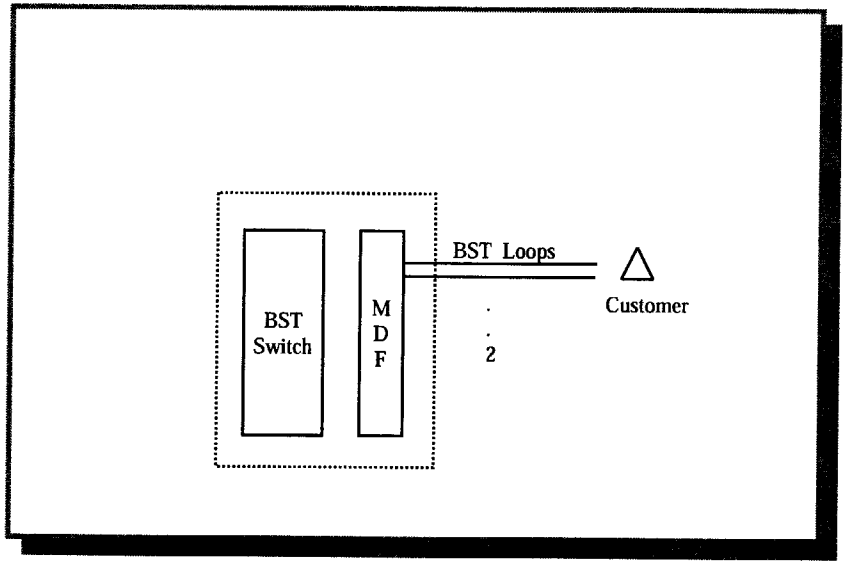
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 441: A CLEC orders a restore on 2 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	

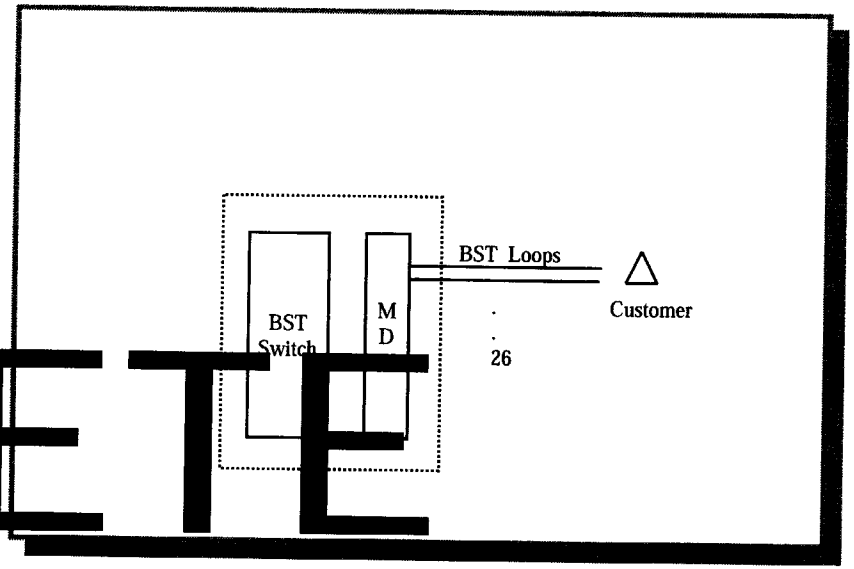
Scenario # 442: A CLEC orders a restore on 26 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 26 business unbundled analog-port combinations.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

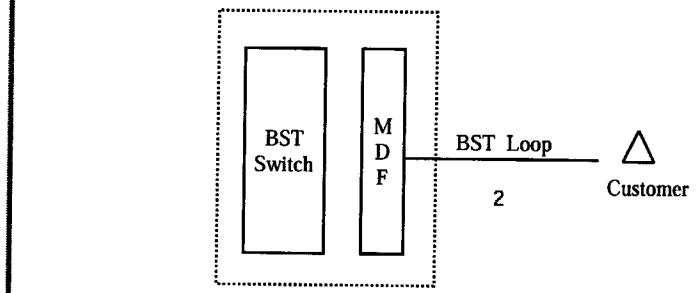
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 443: A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

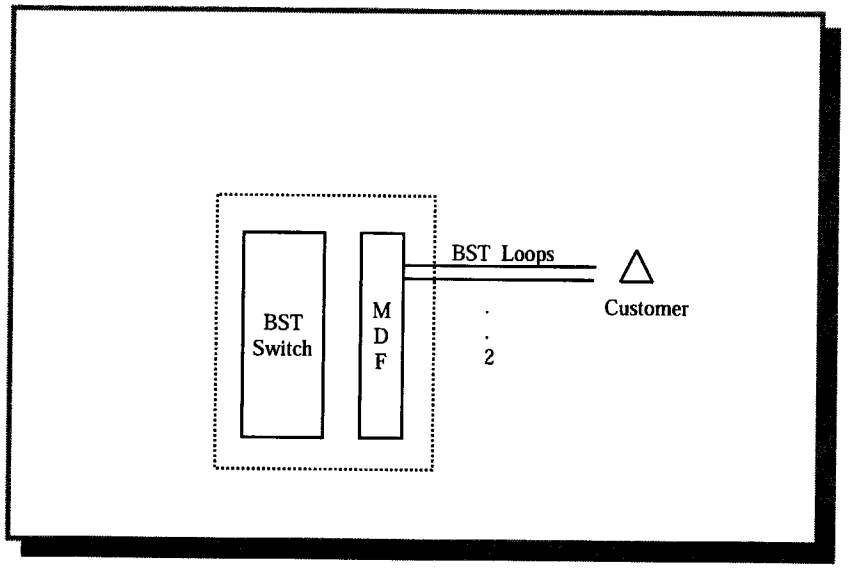
Supplement	X
Errors	X
Cancel	X
Directory Listing	

***Scenario # 444**: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.*

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

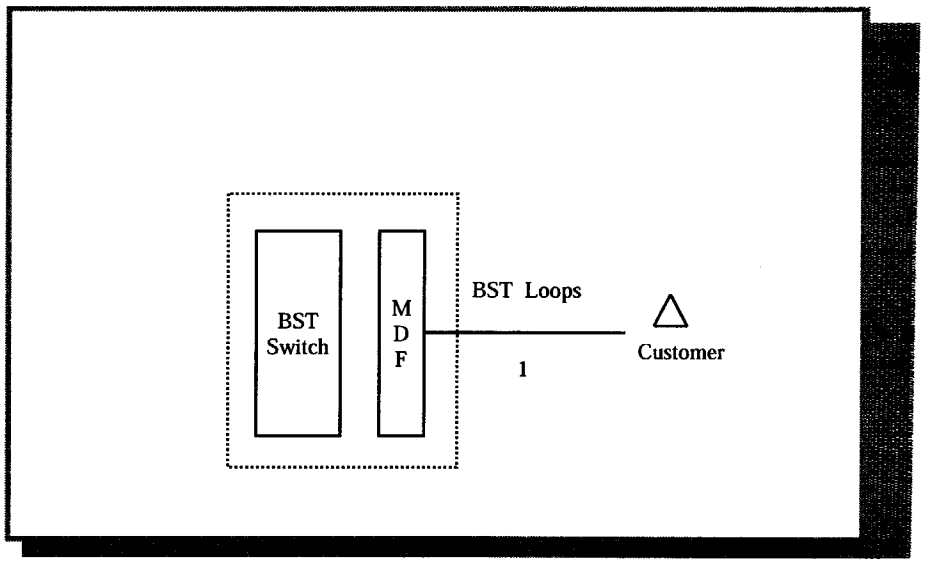
Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

C customer is moving to another state. The CLEC orders BST to oop]port combinations.

Network Configuration:

ving to
BST to
-port



Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

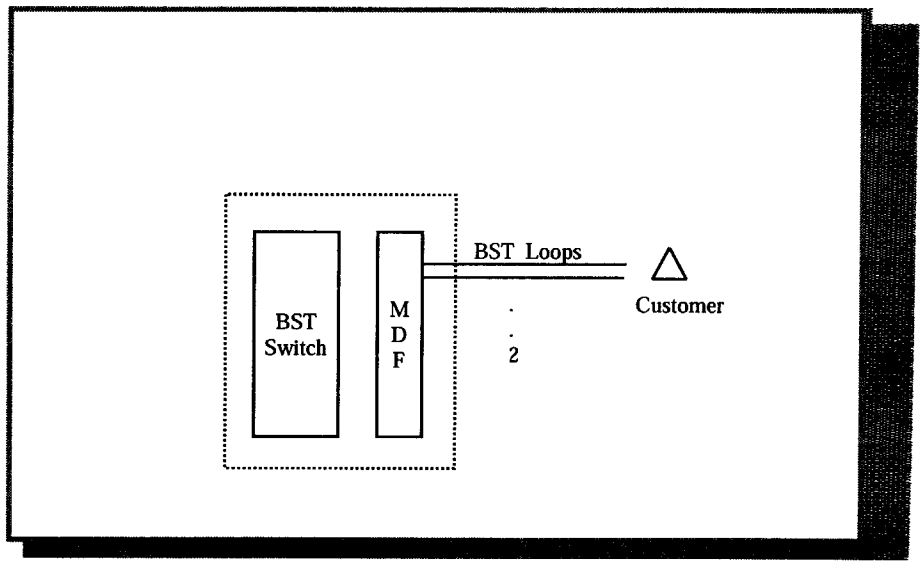
Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

C customer orders BST to disconnect 2 of 4 CLEC analog loop-port

Network Configuration:

s BST
loop-



Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

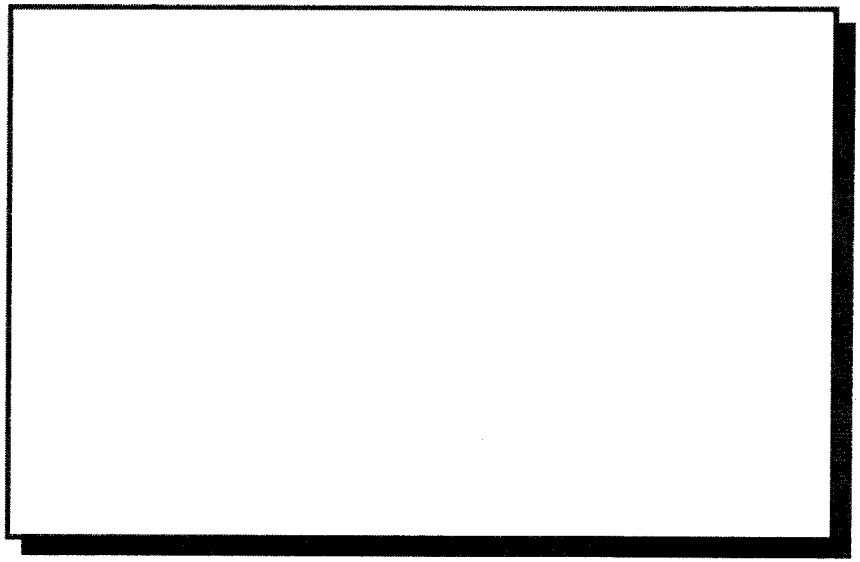
Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

Orders 1 unbundled analog loop/port combination in support of partial migration.

Network Configuration:

d analog
support of
stomer currently
ay with BST,
cified" to CLEC.



Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

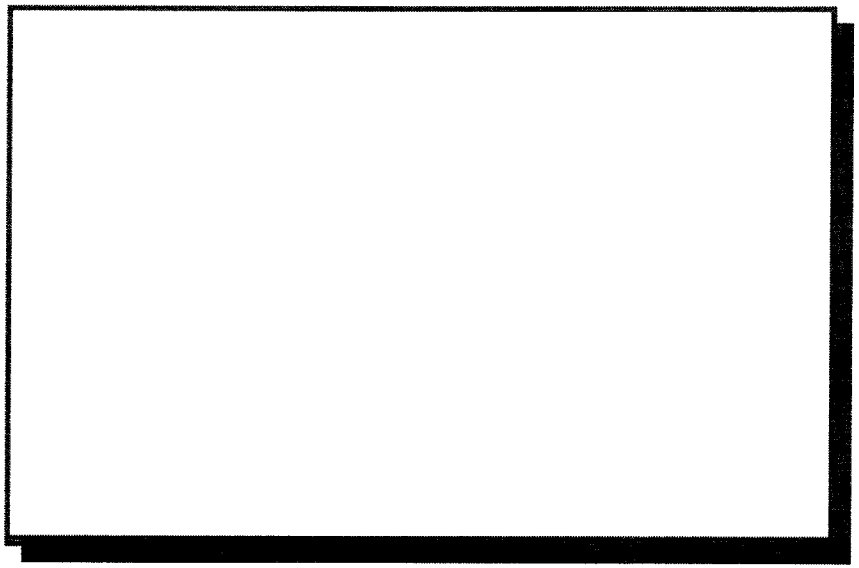
Addition

Scenario # 702: Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.

Scenario Description:

Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

***Scenario # 450**: A facilities-based CLEC orders a directory listing (only) for a new business customer.*

Scenario Description:

A facilities-based CLEC orders a directory listing for a new business customer.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 451*: A facilities-based CLEC orders a directory listing (only) for a new residential customer.**

Scenario Description:

A facilities-based CLEC orders a directory listing for a new residential customer.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 452: ***A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.***

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

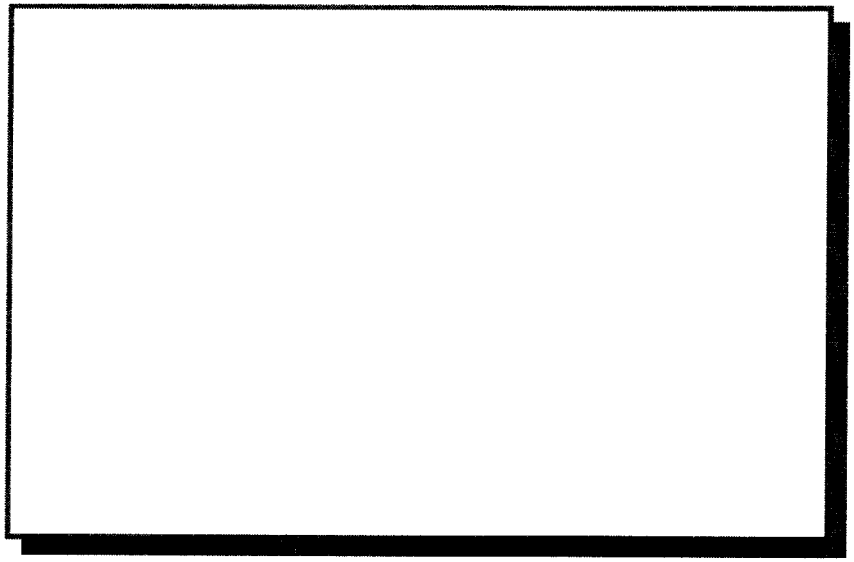
Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 453**: A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.*

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

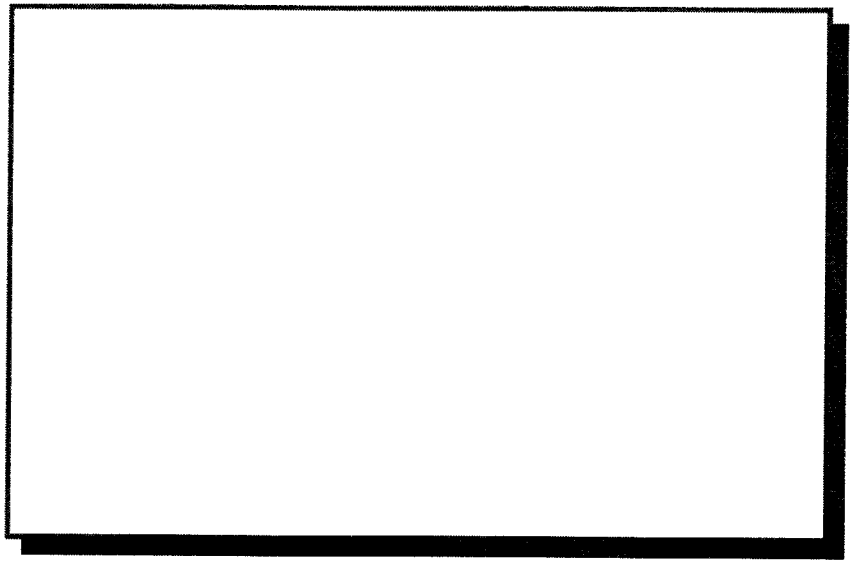
Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 454**: An existing CLEC residential loop port combination customer requests a directory listing change.*

Scenario Description:

An existing CLEC residential loop port combination customer requests a directory listing change.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

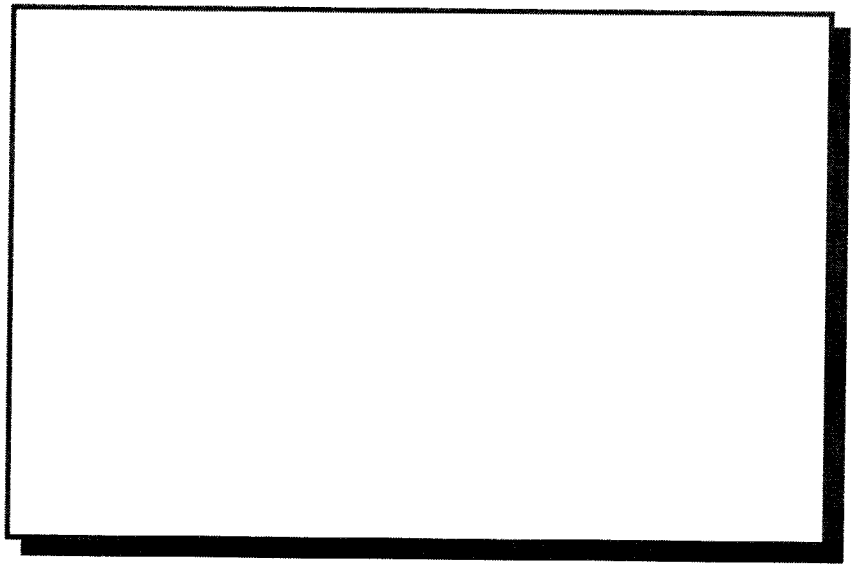
Supplement	
Errors	X
Cancel	
Directory Listing	X

***Scenario # 455**: An existing CLEC business loop port combination customer requests a directory listing change.*

Scenario Description:

An existing CLEC business loop port combination customer requests a directory listing change.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

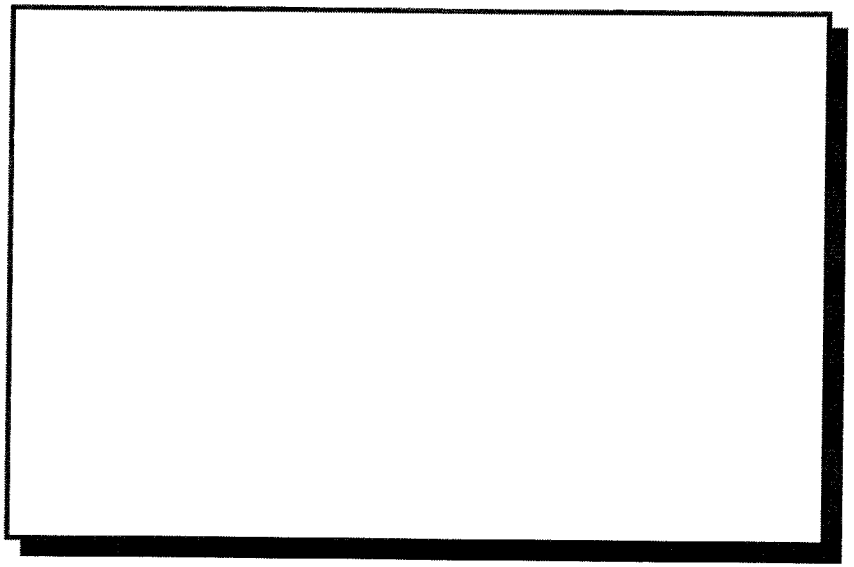
Modified

***Scenario # 456**: An existing CLEC multi-line business customer requests an additional directory listing.*

Scenario Description:

An existing CLEC multi-line business customer requests an additional directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

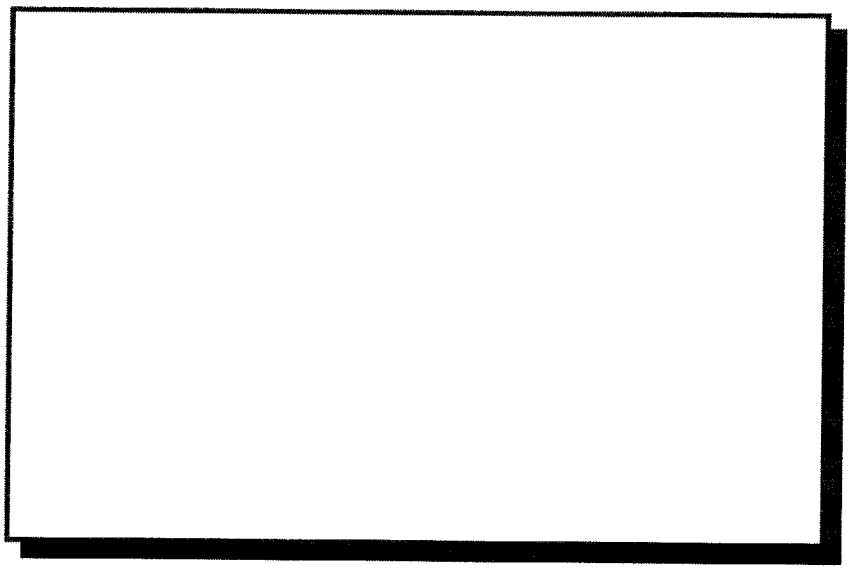
Addition

Scenario # 457: A CLEC customer with LNP orders a directory listing.

Scenario Description:

A CLEC customer with LNP orders a directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

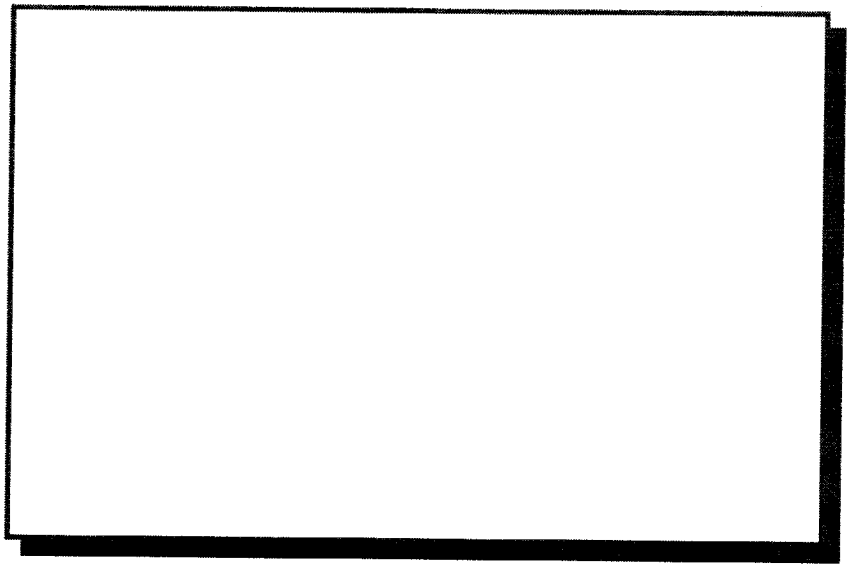
Addition

***Scenario # 458*: A CLEC customer with LNP deletes its directory listing.**

Scenario Description:

A CLEC customer with LNP deletes its directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

Appendix B4:
Billing Scenarios

Billing Scenarios

A. Primary Categories

Billing (BLG) Scenarios were generated by applying BellSouth's OSS electronic billing/usage business rules and logical business considerations across the following primary categories:

Primary Categories	Definition
Billing/Usage Types	The types of system generated reports
Customer Types	The type of BellSouth customer (End User, CLEC, etc~~.~~)
Interface Types	The types of BellSouth interfaces to be tested
Call Types	The types of calls generated (LD, Local, Operator, etc~~.~~)

Figure B.4-I: Billing/Usage Scenario Coverage

1. Billing/Usage Types

Figure B.4-II describes the types of billing/usage reports generated by BellSouth and utilized by CLECs.

Billing/Usage	Description
CRIS/CABS	Primary billing system for POTS and UNE
ADUF	Enables a CLEC to provision its network using BellSouth UNE ports and capture the originating and terminating minutes of use (MOUs) generated when IntraLATA/interlata calls are generated from or terminated to its end user's line.
ODUF	Provides electronic billing data for billable ~~messages which~~messages that are carried over the BellSouth Network, processed in the BellSouth CRIS Billing System, and billed to BellSouth CLEC customer. Also includes electronic billing data for operator-handled calls originating from CLEC subscriber lines for those CLECs who purchase Operator Services from BellSouth.

Figure B.4-II: Billing/Usage Types

2. Customer Type

The Customer Type category addresses only business and residential end users. The MTP excludes government.

B. Billing/Usage Coverage

Case	Description
501	Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.
502	Invoicing test cases will be drawn from selected scenarios found in Appendix B.
504	A CLEC contacts BellSouth and wishes to make changes to existing leased UNE Loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.
505	A CLEC contacts Bell South and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

***Scenario # 501**: Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.*

Scenario Description:

Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

***Scenario # 502**: Invoicing test cases will be drawn from selected scenarios found in Appendix B.*

Scenario Description:

Invoicing test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 503: A CLEC requests EODUF report.

Scenario Description:

A CLEC requests EODUF report

Network Configuration:

Delete

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

***Scenario # 504**: A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.*

Scenario Description:

A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 505: *A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.*

Scenario Description:

A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Appendix B5:
M & R Scenarios

Maintenance & Repair Scenarios

A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

Primary Categories	*Definition*
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

Figure B5-I: Maintenance & Repair Scenario Coverage

1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

Products to be Tested for Maintenance & Repair
UNE Loops
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
4-Wire Analog Designed Loops
4-Wire Analog Designed Loops
4-Wire ISDN~~B~~ Loops
4-Wire DS-1 Loops
UNE Port
Analog Port
Digital Port
UNE Loop-Port
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
Loop-Dedicated Interoffice Transport Combination
Resale
Simple Resale
ISDN-BRI
Analog PBX DID Trunk
Synchronet

Figure B5-II: Products to be Tested for Maintenance & Repair

2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

Trouble Type	Description
Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
Switched Network Problems	Switched network problems include trouble related to the switch.
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

Figure B5-III: M&R Trouble Types

3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

Note: TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

Note: ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (~~due~~ 6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	EGTA
Analog UNE Loop															
601	CLEC reports ~~unbundled designed~~SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or ~~make~~ originate calls.	X				X						X			X
602	CLEC reports ~~unbundled designed~~UNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot ~~make~~ originate or receive calls.	X				X							X		X
603	CLEC reports ~~unbundled designed~~SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
604	CLEC reports ~~unbundled designed~~SL2 UNE analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.	X				X							X		X
605	CLEC reports ~~unbundled designed~~UNE SL2 analog loop trouble to BST in response to CLEC business customer complaint that although they can originate ~~or calls, they cannot~~ receive calls.	X				X						X			X
606	CLEC reports trouble on an ~~unbundled designed~~SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X							X		X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call, Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
607	CLEC submits trouble report on an ~~unbundled designed~~ SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X					X			X
608	CLEC submits trouble report on ~~unbundled designed~~ UNE SL2 analog loop to BST in response to CLEC residential customer's complaints of crosstalk.	X					X						X		X
Digital UNE Loop															
609	~~CLEC reports line failure on unbundled digital loop to BST.~~ Deleted		X			X						X			X
610	CLEC reports line failure to BST ~~on unbundled designed~~SL1 UNE DS0~~0~~ loop.		X			X							X		X
611	CLEC reports trouble on ~~four unbundled designed~~SL1 UNE digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
612	CLEC reports trouble on ~~unbundled designed~~SL1 UNE digital loop to BST on behalf of residential customer who cannot originate calls.		X			X							X		X
613	CLEC reports trouble on ~~unbundled designed~~SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X						X			X
614	CLEC reports trouble on ~~unbundled designed~~SL2 UNE digital loop to BST on behalf of ~~small CLEC~~ residential customer who cannot receive calls.		X			X							X		X
615	CLEC reports high bit error-rates on ~~two unbundled designed~~ SL2 UNE DSO loops to BST in response to CLEC business customer complaint.		X							X		X			X
616	~~CLEC submits trouble report on unbundled digital loop to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.~~Deleted		X							X			X	X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
Analog Loop - Port UNE Combination															
617	~~CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.~~Deleted	~~X~~				~~X~~						~~X~~		~~X~~	~~X~~
618	CLEC reports trouble on ~~unbundled~~ UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X							X	X	X
619	CLEC reports trouble on ~~unbundled~~ UNE analog loop - port combinations to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.	X				X						X		X	X
620	CLEC reports trouble on ~~unbundled~~ UNE analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.	X				X							X	X	X
621	CLEC submits trouble on 6 ~~unbundled~~ UNE analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.	X				X						X		X	X
622	CLEC reports trouble on ~~unbundled~~ UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X
623	~~CLEC submits trouble on four BST provided unbundled analog loop - port combinations to BellSouth in response to CLEC business customer complaint of noisy lines.~~Deleted	~~X~~					~~X~~					~~X~~		~~X~~	~~X~~
624	~~CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.~~Deleted	~~X~~					~~X~~						~~X~~	~~X~~	~~X~~

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
625	~~CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.~~Deleted	~~X~~					~~X~~					~~X~~			~~X~~
626	CLEC reports trouble on ~~nine unbundled non-designed~~ UNE analog loop - port combinations to BST on behalf of CLEC business customer whose ~~vertical~~ Three-Way Calling features ~~is~~are not functioning properly.	X						X				X		X	
	Digital Loop Port UNE Combination														
627	CLEC reports feature trouble on ~~unbundled non-designed digital~~ UNE ISDN ~~loop~~ port ~~combination~~ to BST in response to CLEC residential customer complaint.		X					X					X	X	X
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided ~~unbundled~~ UNE analog loop - port combination.	X									X	X		X	
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by 2 BST provided ~~unbundled~~ UNE analog loop - port combinations.	X									X		X	X	
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
	Digital Loop Port UNE Combination														
632	~~CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC~~		~~X~~			~~X~~						~~X~~			~~X~~

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call, Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	~~business customer who cannot receive or originate calls.~~Deleted														
633	CLEC reports NDT on two~~three unbundled digital~~ UNE ISDN BRI~~loop~~ ports ~~combinations~~ to BST.		X			X						X			X
634	CLEC reports trouble on ~~unbundled digital~~ UNE ISDN BRI ~~loop~~ port ~~combination~~ to BST on behalf of CLEC residential customer who cannot make or receive calls.		X			X							X		X
635	CLEC submits troubles NDT on ~~unbundled digital~~UNE ISDN BRI ~~loop~~ port ~~combination~~ to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X			X							X		X
636	CLEC reports trouble on three ~~unbundled digital loop – port combinations~~UNE ISDN-BRI ports to BST in response to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
637	CLEC reports trouble on unbundled ~~digital loop – UNE~~ ISDN-BRI port ~~combination~~ to BST on behalf of CLEC residential customer who cannot originate calls.		X			X							X		X
638	~~CLEC reports trouble on three unbundled digital loop – port combinations to BST on behalf of CLEC business customer who cannot receive calls.~~Deleted		X			X						X			X
639	~~CLEC reports trouble on unbundled digital loop – port combination to BST in response to CLEC residential customer who cannot receive calls.~~Deleted		X			X							X		X
640	~~CLEC submits trouble on three unbundled digital loop – port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to~~		X					X				X			X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	~~another.~~Deleted														
641	CLEC reports vertical feature trouble on ~~unbundled digital loop – UNE~~ ISDN-BRI port ~~combination~~ to BST for CLEC residential line.		X					X					X		X
642	~~CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.~~Deleted		~~X~~							~~X~~		~~X~~			~~X~~
643	~~CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.~~Deleted		~~X~~							~~X~~			~~X~~		~~X~~
UNE Port (Scenarios 648, 657, 658, and 659 were modified to be used for digital loop observations)															
644	CLEC reports trouble on ~~unbundled~~ UNE analog port to BST in response to business customer's inability to receive or originate calls.	X				X						X		X	X
645	CLEC submits trouble report on two ~~unbundled digital~~UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.		X			X							X	X	X
646	CLEC reports trouble with ~~unbundled~~ UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line ~~on ISDN BRI line~~.		X			X						X		X	X
647	~~CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN BRI line.~~Deleted		~~X~~			~~X~~							~~X~~	~~X~~	~~X~~
648	CLEC reports trouble on ~~unbundled~~ UNE digital loop~~port~~ to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.		X			X						X		X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
649	~~CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.~~Deleted	~~X~~				~~X~~							~~X~~	~~X~~	~~X~~
650	CLEC reports to BST that features for CLEC business customer are not working properly due to ~~unbundled~~ UNE analog port.	X						X				X		X	X
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to ~~unbundled digital~~UNE analog port.	~~X~~	~~X~~					X					X	X	~~X~~
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided ~~unbundled~~ UNE analog port.	X									X		X	X	
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided ~~unbundled~~ UNE analog~~digital~~ port.		X								X	X		X	
654	~~CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.~~Deleted	~~X~~							~~X~~			~~X~~		~~X~~	
655	~~CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.~~Deleted		~~X~~						~~X~~				X	X	
656	~~CLEC reports outage of unbundled analog port to BST.~~Deleted	~~X~~									~~X~~	~~X~~		~~X~~	~~X~~
657	CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.		X			X						X			X
658	CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.		X				X					X			X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans-mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
Resale															
660	~~CLEC reports inability to originate or receive calls on resale POTS line to BST.~~Deleted			X		X							X	X	X
661	~~CLEC reports inability to originate calls on resale POTS line to BST.~~Deleted			X		X						X		X	X
662	~~CLEC reports inability to receive calls on resale POTS line to BST.~~Deleted			X		X							X	X	X
663	~~CLEC reports intermittent noise trouble on resale POTS line.~~Deleted			X			X						X	X	X
664	~~CLEC reports feature trouble on resale POTS line to BST.~~Deleted			X				X					X	X	X
665	~~CLEC reports to BST that Hunting is not working on resale line.~~Deleted				X				X			X			X
666	CLEC reports trouble on resoldsale Synchronet line to BST.				X					X		X			X
667	~~CLEC reports high distortion on resale ISDN BRI line to BST.~~Deleted				X					X		X		X	X
668	~~CLEC reports hunting problems on resale POTS line to BST.~~Deleted			X					X			X		X	X
669	~~CLEC reports PBX trunk failure on resale line to BST~~Deleted				X						X	X			X

Figure B5-IV: Maintenance & Repair Coverage Matrix

D. Maintenance & Repair Scenarios

The following list is a summarization of the maintenance and repair scenarios. They will be used to test ECTA and the TAFI version developed for use by Competitive Local Exchange Carriers (CLECs).

Scenario #	Trouble Description
601	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.Deleted
602	CLEC reports unbundled designedUNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot make originate or receive calls.
603	DeletedCLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.
604	DeletedCLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.
605	CLEC reports unbundled designedUNE SL2 analog loop trouble to BST in response CLEC business customer complaint that although they can originate or receive calls, they cannot receive calls.
606	CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.Deleted
607	CLEC submits trouble report on an unbundled designedSL1 UNE analog loops to BST on behalf of a CLEC business customer who complains about noise on the lines.
608	CLEC submits trouble report on unbundled designedUNE SL2 analog loop to BST in response to CLEC residential customer's complaints of crosstalk.
609	CLEC reports line failure on unbundled UNE SL2 digital loop to BST.
610	CLEC reports line failure to BST on unbundled designed DSO loop.Deleted
611	CLEC reports trouble on four unbundled UNE SL1 digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.

Scenario #	Trouble Description
612	CLEC reports trouble on unbundled SL1 UNE digital loop to BST on behalf of residential customer who cannot originate calls.
613	DeletedCLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC business customer who cannot receive calls.
614	DeletedCLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.
615	DeletedCLEC reports high bit error rates on two unbundled designed DS0 loops to BST in response to CLEC business customer complaint.
616	DeletedCLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.
617	DeletedCLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.
618	CLEC reports trouble on unbundled SL1 UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.
619	CLEC reports trouble on unbundled SL1 UNE analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.
620	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.Deleted
621	CLEC submits trouble on unbundled SL1 UNE analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.
622	CLEC reports trouble on unbundled SL1 UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.
623	DeletedCLEC submits trouble on four BST provided analog loop - port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.
624	DeletedCLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.

Scenario #	Trouble Description
625	Deleted CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.
626	CLEC reports trouble on nine unbundled non-designed SL1 UNE analog loop - port combinations to BST on behalf of CLEC business customer whose Call Waiting vertical features are not functioning properly.
627	CLEC reports feature trouble on unbundled non-designed SL1 UNE ISDN digital loop - port combination to BST in response to CLEC residential customer complaint.
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled non-designed UNE analog loop - port combination.
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled non-designed UNE analog loop - port combination.
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled non-designed analog loop - port combination.
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled non-designed analog loop - port combination.
632	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls. Deleted
633	CLEC reports NDT on three unbundled digital SL1 UNE ISDN BRI loop - port combinations to BST.
634	CLEC reports trouble on unbundled digital SL2 UNE ISDN BRI loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.
635	CLEC submits troubles NDT on unbundled SL2 UNE ISDN BRI digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.
636	Deleted CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.

Scenario #	Trouble Description
637	Deleted CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.
638	Deleted CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.
639	Deleted CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.
640	CLEC submits trouble on three unbundled digital SL2 UNE ISDN BRI loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.
641	CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line. Deleted
642	CLEC reports trouble on unbundled digital SL2 UNE ISDN BRI loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line .
643	CLEC reports trouble on SL2 UNE ISDN BRI unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.
644	CLEC reports trouble on unbundled SL1 UNE analog port to BST in response to business customer inability to receive or originate calls.
645	CLEC submits trouble report on two unbundled digital UNE ISDN BRI ports to BST in response to CLEC residential customer report of NDT.
646	CLEC reports trouble with unbundled UNE ISDN BRI port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN BRI line.
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN BRI line. Deleted
648	CLEC reports trouble on unbundled digital UNE ADSL port to BST in response to CLEC business customer's inability to receive incoming calls.
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls. Deleted

Scenario #	Trouble Description
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled SL1 UNE analog port.
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled SL1 UNE analogdigital port.
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled SL1 UNE analog port.
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled SL1 UNE digital port.
654	DeletedCLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.
655	DeletedCLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.
656	DeletedCLEC reports outage of unbundled analog port to BST.
657	DeletedCLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.
658	DeletedCLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.
659	DeletedCLEC reports PBX trunk failure on unbundled digital loop to BST.
660	DeletedCLEC reports inability to originate or receive calls on resale POTS line to BST.
661	DeletedCLEC reports inability to originate calls on resale POTS line to BST.
662	DeletedCLEC reports inability to receive calls on resale POTS line to BST.
663	DeletedCLEC reports intermittent noise trouble on resale POTS line.
664	DeletedCLEC reports feature trouble on resale POTS line to BST.
665	DeletedCLEC reports to BST that Hunting is not working on resale line.
666	DeletedCLEC reports trouble on resale Synchronet line to BST.

Scenario #	Trouble Description
667	DeletedCLEC reports high distortion on resale ISDN BRI line to BST.
668	DeletedCLEC reports hunting problems on resale POTS line to BST.
669	DeletedCLEC reports PBX trunk failure on resale line to BST.

Figure B5-V: Maintenance & Repair Scenarios

Scenario # 601: ***CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.***

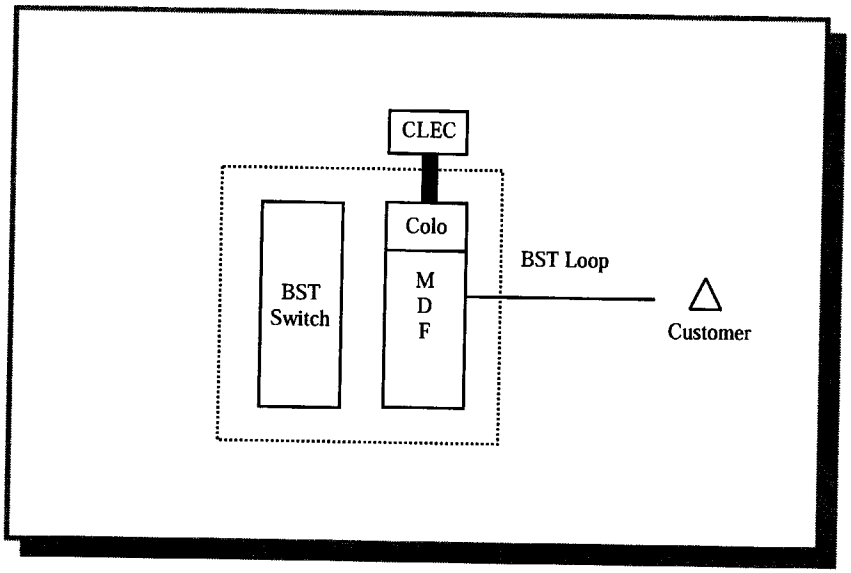
Scenario Description:

CLEC business customer with BST design UNE analog loop reports to CLEC that they cannot receive or originate calls on their line.

CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop circuit id.

After the trouble is reported, the customer calls back to inquire about trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 602**: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.*

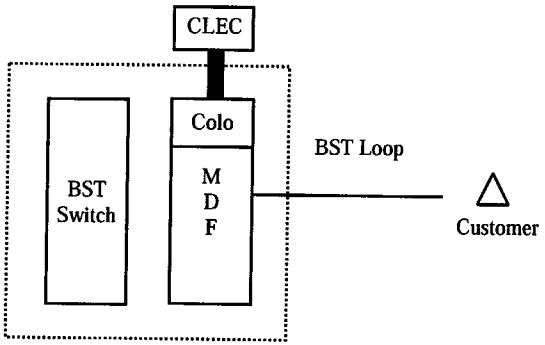
Scenario Description:

A CLEC residential customer reports to CLEC that they cannot receive or originate calls on their line. CLEC provisioned the service through BST supplied design UNE analog loop.

CLEC isolates trouble to analog loop and submits a trouble report to BST using loop circuit id.

Customer calls regarding later regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

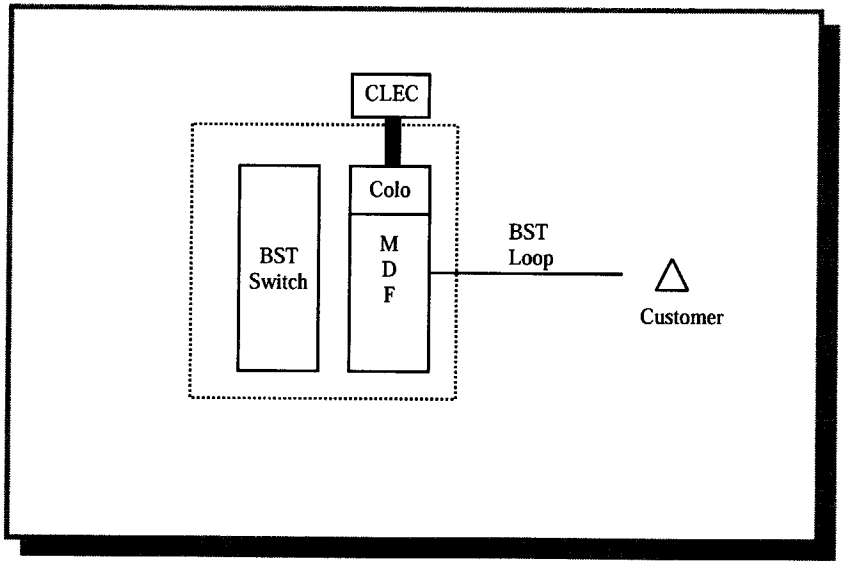
***Scenario # 603**: CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.*

Scenario Description:

A CLEC business customer with two BST supplied design UNE analog loop reports to CLEC that they cannot originate calls.

The CLEC isolates the trouble to BST analog loop and submits a trouble report using the loop circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

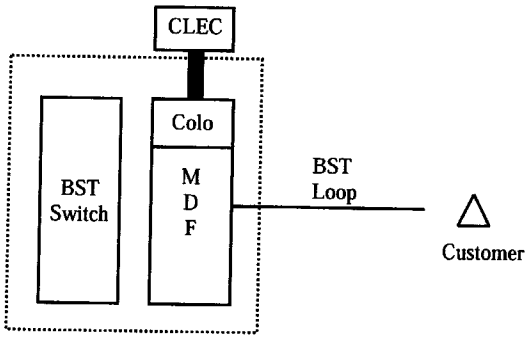
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 604**: CLEC reports SL2 UNE analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.*

Scenario Description:

A CLEC residential customer with BST supplied design UNE analog loop/port combo reports that they cannot originate calls.
CLEC isolates the problem to BST analog loop and submits trouble report

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

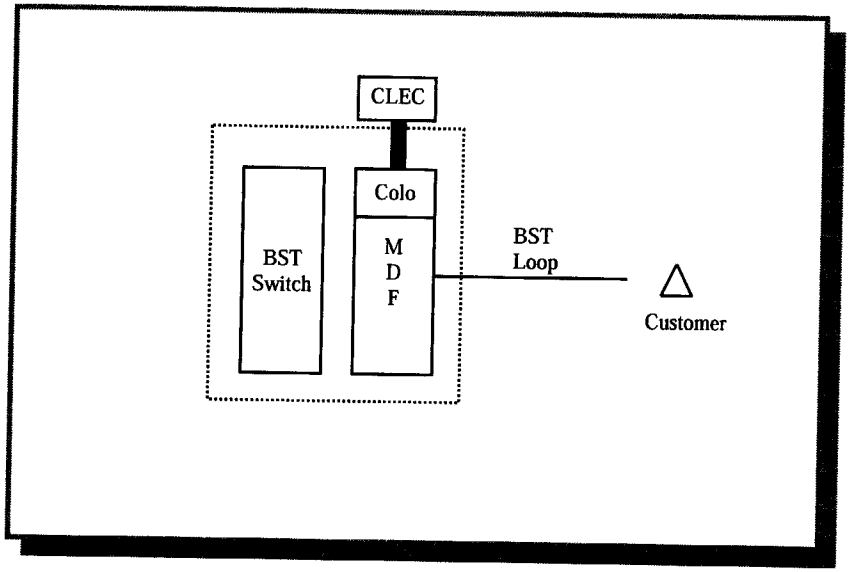
***Scenario # 605**: CLEC reports SL2 UNE analog loop trouble to BST in response CLEC business customer complaint that they cannot originate or receive calls.*

Scenario Description:

A CLEC business customer with BST supplied design UNE analog loop reports that they cannot originate or receive calls.

CLEC isolates problem to BST analog loop and submits trouble report using the loop circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

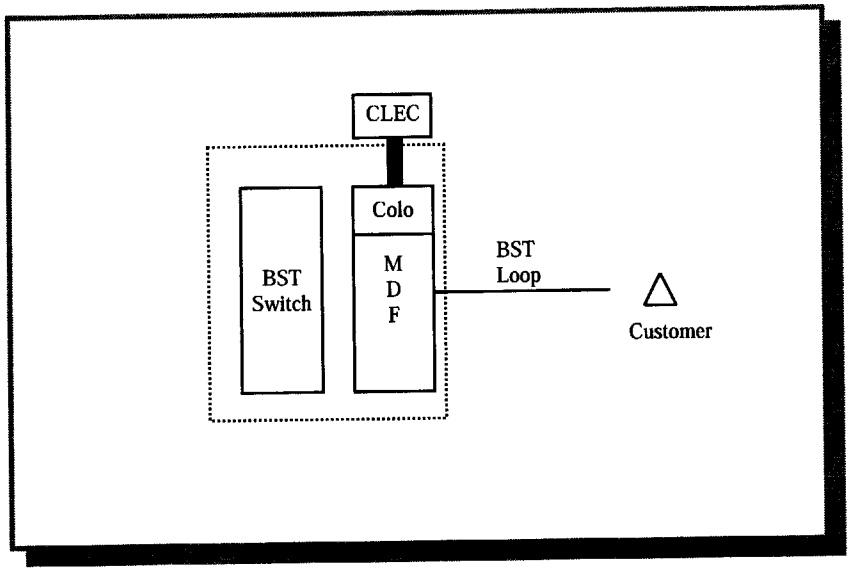
***Scenario # 606**: CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.*

Scenario Description:

A CLEC residential customer with BST supplied design UNE analog loop/port combo reports that they cannot receive calls.

CLEC isolates to BST analog loop and creates a trouble ticket.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

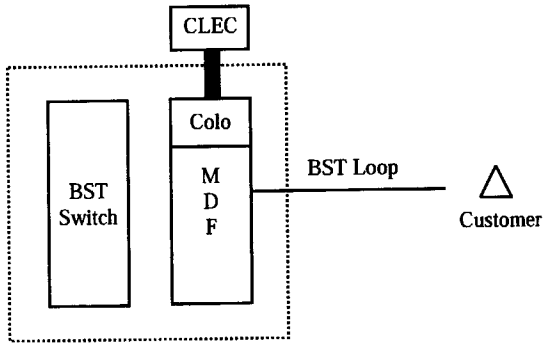
Scenario # 607: ***CLEC submits trouble report on SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the line.***

Scenario Description:

A CLEC business customer with a BST provided design UNE analog loop complains about noisy line.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

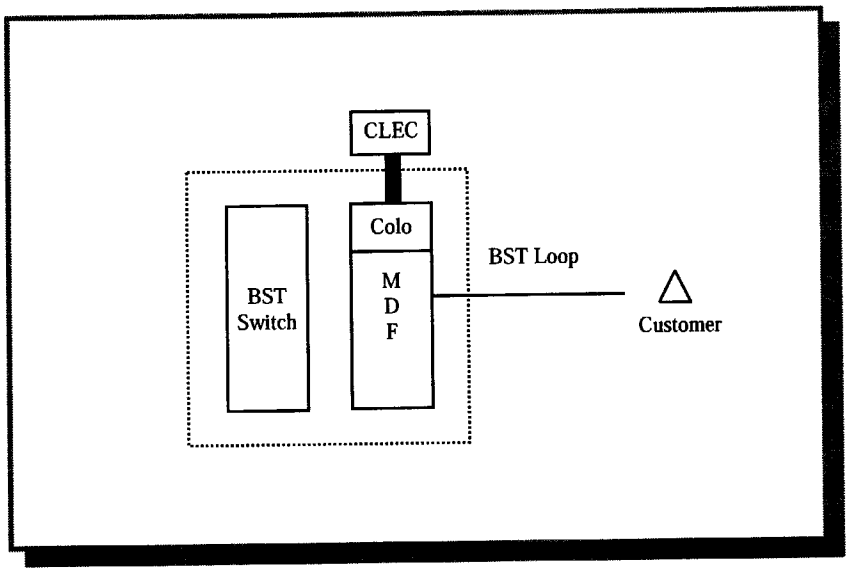
Scenario # 608: ***CLEC submits trouble report on SL2 UNE analog loop to BST in response to CLEC residential customer's complaints of cross talk.***

Scenario Description:

A CLEC residential customer with BST provided design UNE analog loop complains about cross talk.

CLEC isolates to BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 609: CLEC reports line failure on UNE SL2 digital loop to BST.

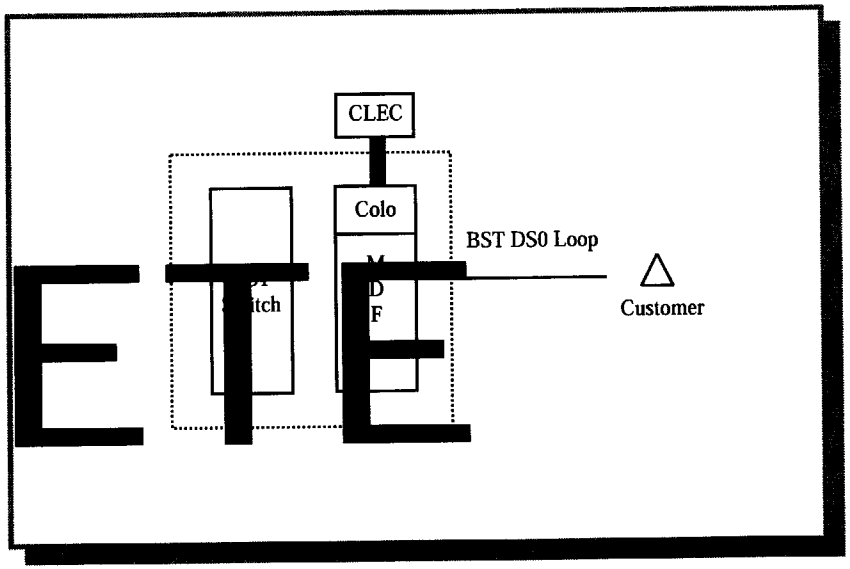
Scenario Description:

Small CLEC business customer served by CLEC switch BST UNE design digital loop cannot originate or receive calls.

CLEC issues test and isolates to the BST loop. CLEC submits trouble report.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 610: ***CLEC reports line failure to BST on SL1 UNE DS0 loop.***

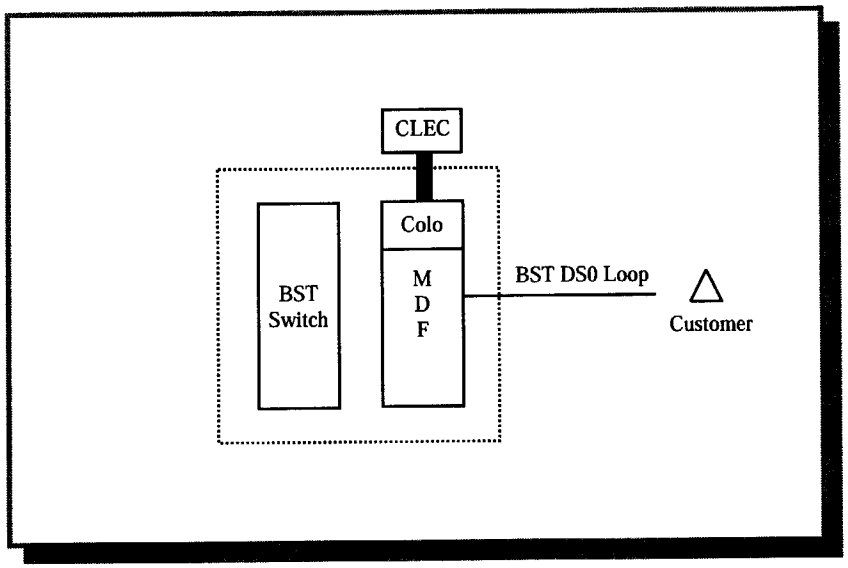
Scenario Description:

CLEC residential customer with BST provided UNE non-design digital loop reports line failure.

CLEC issues test and isolates to the BST loop. CLEC creates trouble report.

.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

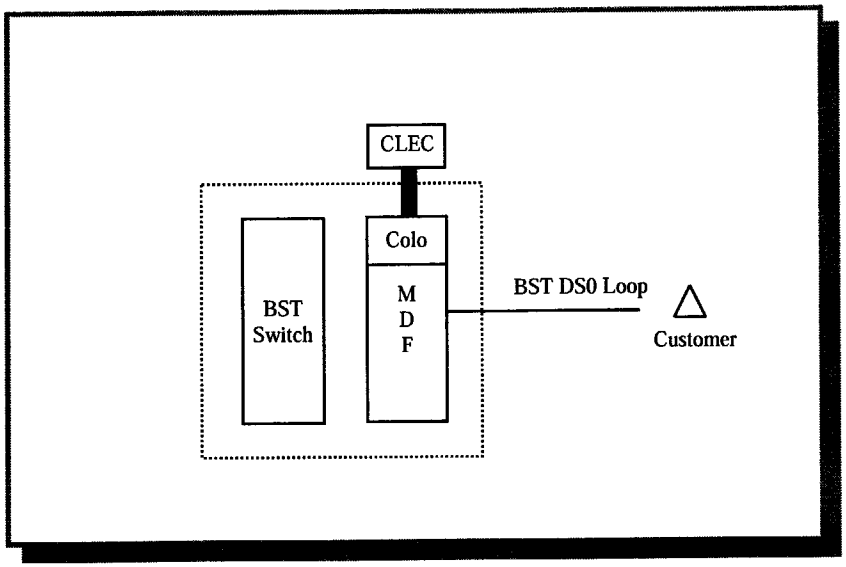
Scenario # 611: ***CLEC reports trouble on SL1 UNE digital loop to BST in regard to CLEC business customer complaint that they cannot originate calls.***

Scenario Description:

Small CLEC business customer, served by CLEC switch and a non-design UNE digital loops, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

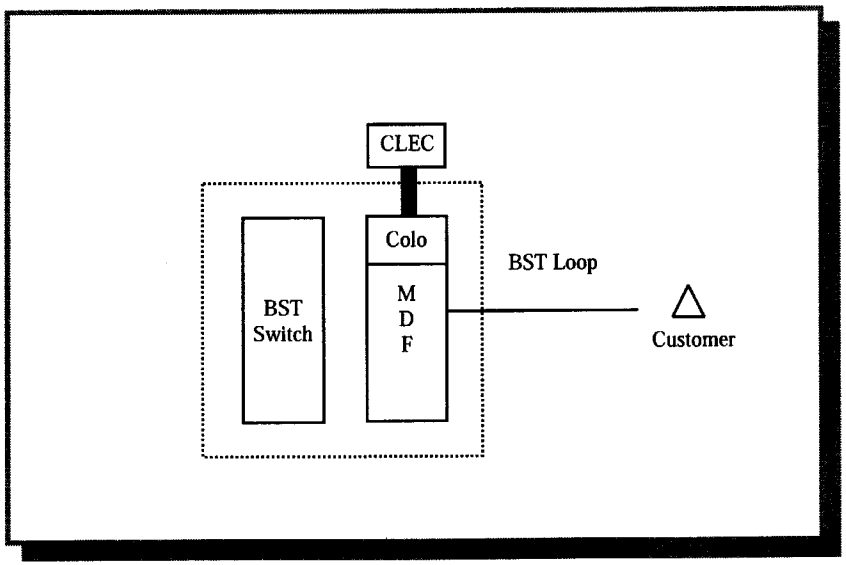
Scenario # 612: ***CLEC reports trouble on SL1 UNE digital loop to BST on behalf of residential customer who cannot originate calls.***

Scenario Description:

CLEC residential customer, served by CLEC switch and BST non-design UNE digital loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

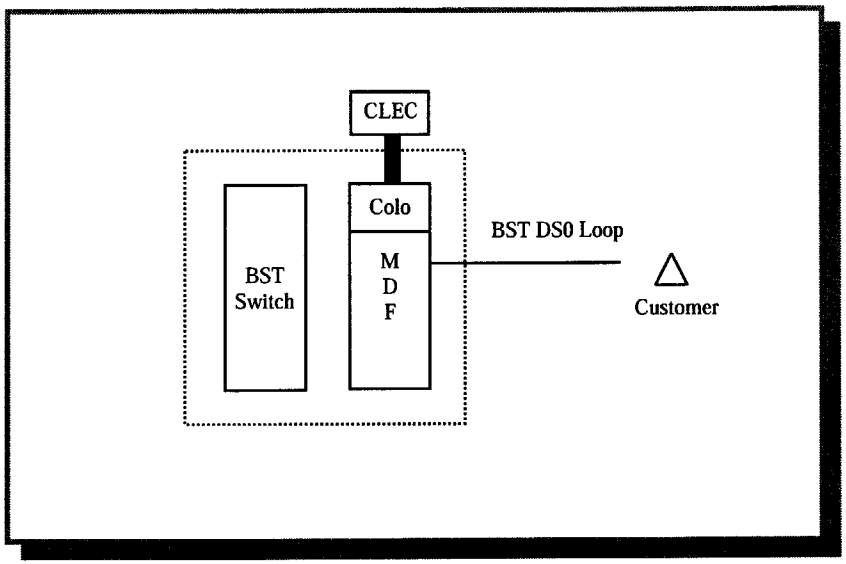
Scenario # 613: ***CLEC reports trouble on SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.***

Scenario Description:

Small CLEC business customer, served by CLEC switch and a BST designed UNE digital loop, cannot originate or receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

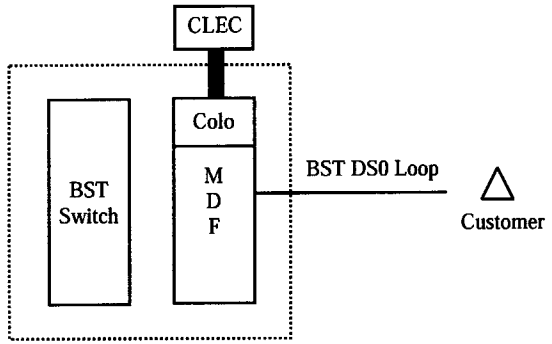
Scenario # 614: ***CLEC reports trouble on SL2 UNE digital loop to BST on behalf of residential customer who cannot receive calls.***

Scenario Description:

CLEC residential customer, served by CLEC switch and BST provided design UNE digital loop, cannot receive calls.

CLEC issues test and isolates to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 615: ***CLEC reports high bit error-rate on SL2 UNE DSO loop to BST in response to CLEC business customer complaint.***

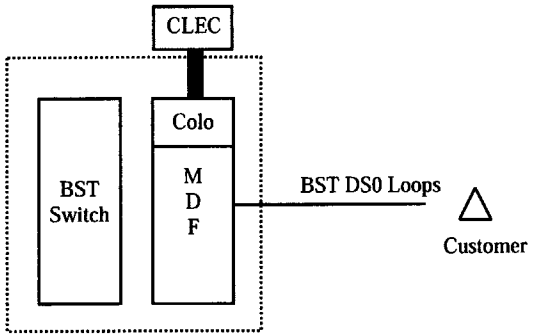
Scenario Description:

CLEC business customer with BST provided design UNE DS0 loop reports high bit error-rates on line.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario #616: ***CLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.***

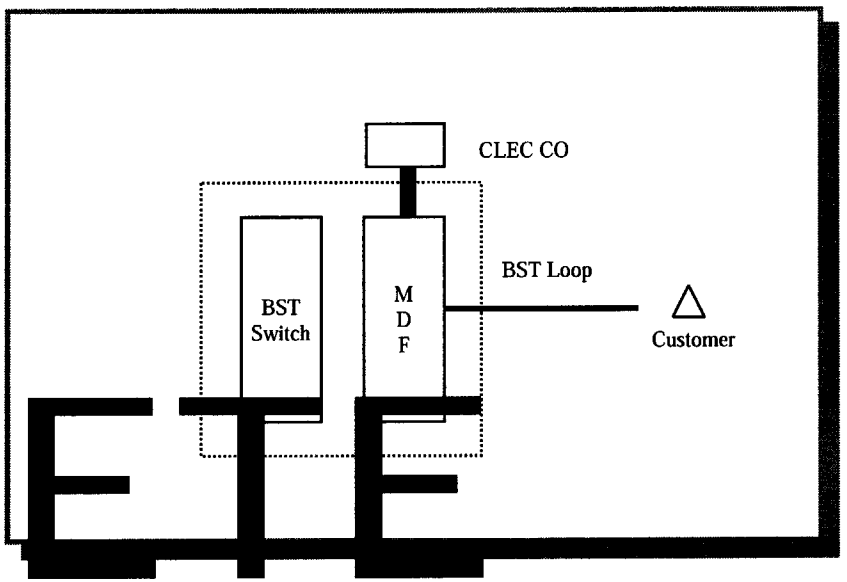
Scenario Description:

CLEC residential customer with BST provided unbundled digital loop reports poor throughput on ISDN line.

CLEC pinpoints trouble to BST digital loop and creates trouble report.

Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 617: ***CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.***

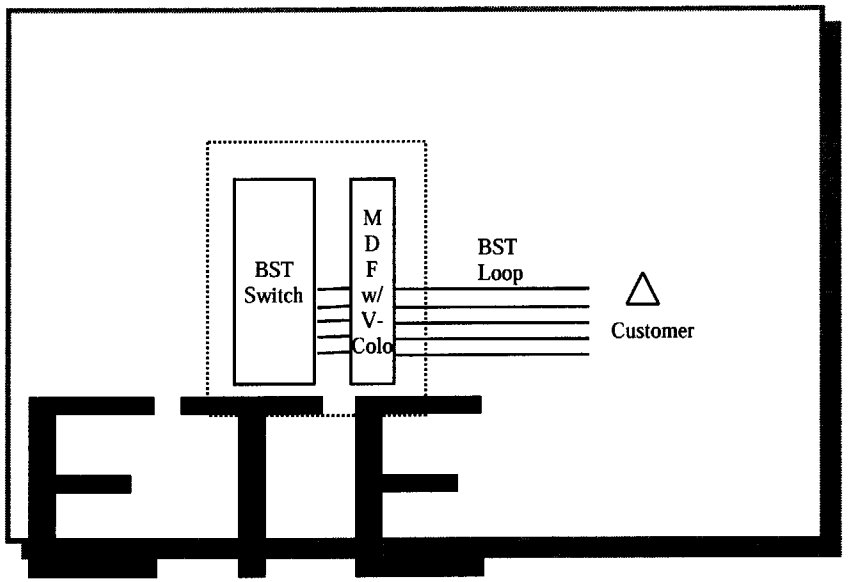
Scenario Description:

CLEC business customer with BST provided unbundled analog loop - port combination reports NDT on two of five lines.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report to BST.

Customer calls CLEC to reschedule repair appointment time.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

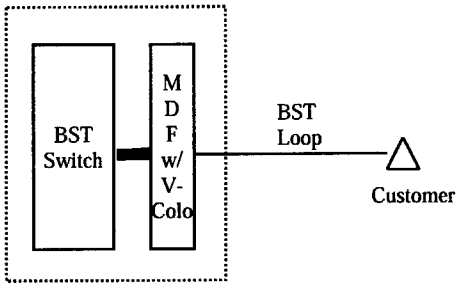
Scenario # 618: CLEC reports trouble on UNE analog loop/port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.

Scenario Description:

CLEC residential customer with BST supplied UNE analog loop/port combination reports that they cannot receive or originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 619**: CLEC reports trouble on UNE analog loop/port combinations to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.*

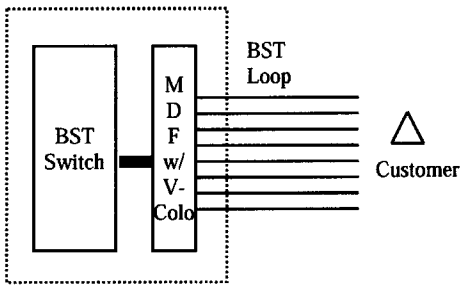
Scenario Description:

A BST business customer migrates "as-specified" to 8 BST provided non-design UNE analog loop/port combinations. After installation, the customer cannot originate calls on any of the 8 lines.

CLEC isolates to BST UNE loops and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 620**: CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC residential customer complaint of inability to originate calls after migration from BST.*

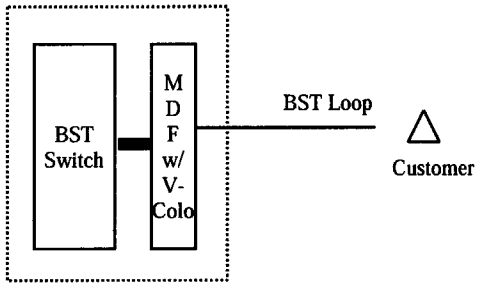
Scenario Description:

Recently after migration from BST, CLEC residential customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 621**: CLEC submits trouble on 6 UNE analog loop/port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.*

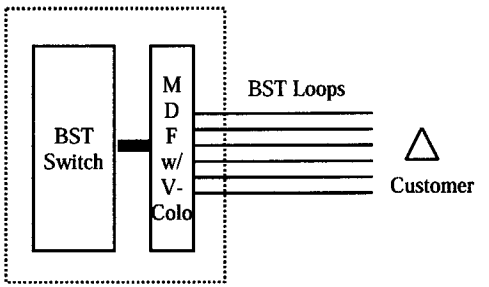
Scenario Description:

A BST business customer migrates "as-specified" to 6 BST provided UNE loop/port combinations. After installation, the customer cannot receive calls.

CLEC determines that problem is confined to BST UNE ports and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 622**: CLEC reports trouble on UNE analog loop/port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.*

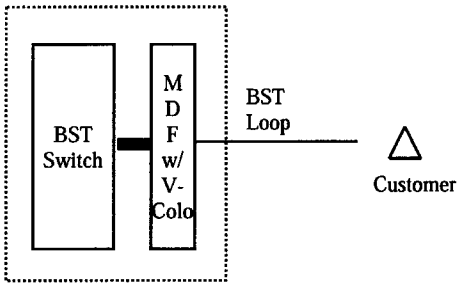
Scenario Description:

A CLEC residential customer with BST provided UNE analog loop/port combination cannot receive calls.

CLEC isolates to BST UNE port and submits trouble report.

Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 623: ***CLEC submits trouble on four BST provided analog loop - port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.***

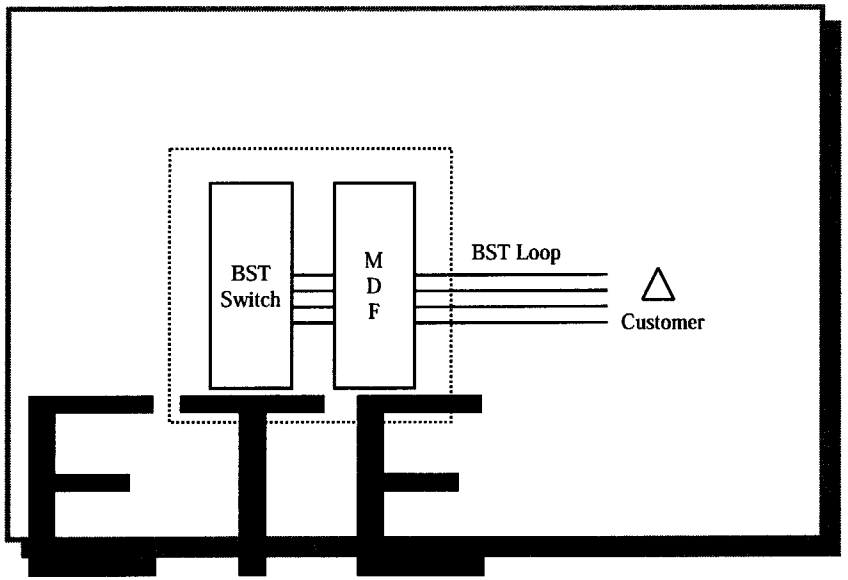
Scenario Description:

A CLEC business customer with four BST provided unbundled analog loop - port combinations complains about noise on one line.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

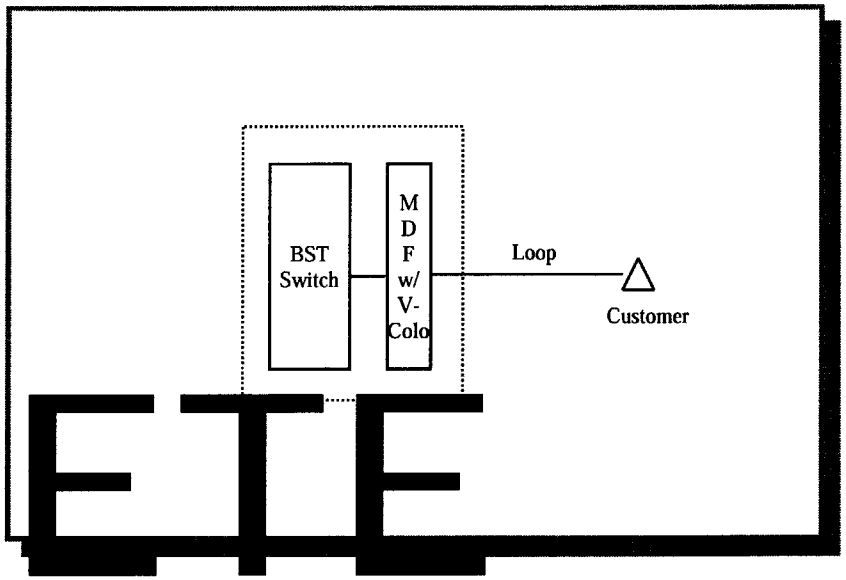
Scenario # 624: ***CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint a of noisy lines.***

Scenario Description:

Three days after installation, a new CLEC residential customer with BST provided analog loop - port combo complains about noise on their line.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

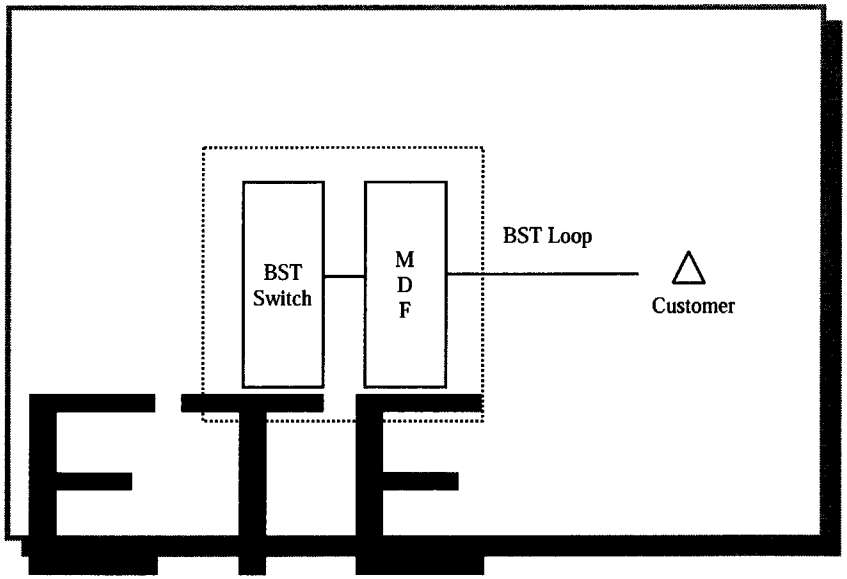
Scenario # 625: ***CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.***

Scenario Description:

CLEC business customer complains about noisy POTS line. Line is serviced by BST provided analog loop - port combination.

CLEC submits trouble report to BST.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

***Scenario # 626**: CLEC reports trouble on UNE analog loop/port combination to BST on behalf of CLEC business customer whose Three-Way Calling feature is not functioning properly.*

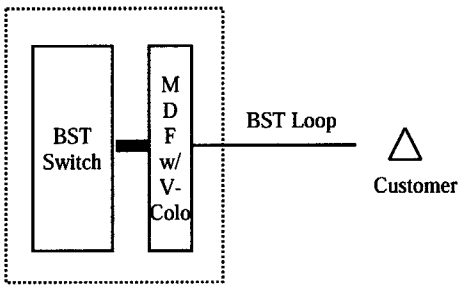
Scenario Description:

A CLEC Business customer with BST supplied UNE analog loop/port combinations reports that Three-Way Calling features are not functioning properly.

CLEC isolates trouble to BST UNE port and submits trouble report.

Customer calls back a week later with same trouble report and CLEC, in turn, submits another trouble report into the TAFI system.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	

Scenario #627: ***CLEC reports feature trouble on UNE ISDN port to BST in response to CLEC residential customer complaint.***

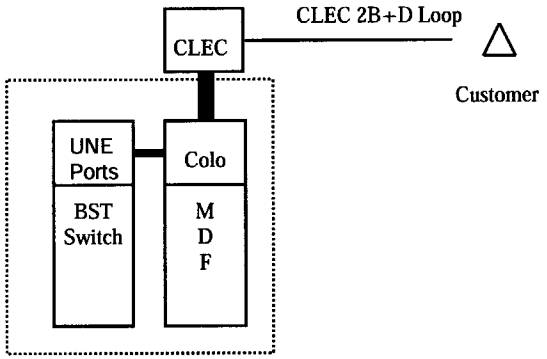
Scenario Description:

Three days after installation, CLEC residential customer with BST provided UNE ISDNBRI port calls in a trouble regarding Call Blocking feature on ISDN line.

CLEC issues test and isolates to the BST port and submits a trouble report.

Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

Scenario # 628: ***CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop/port combination.***

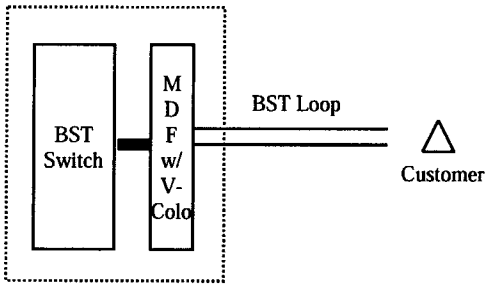
Scenario Description:

CLEC business customer with two BST UNE analog loop/port combinations claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 629: ***CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by 2 BST provided UNE analog loop/port combinations.***

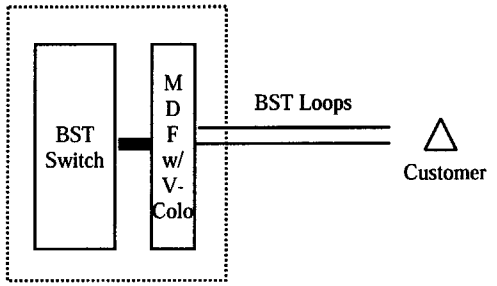
Scenario Description:

CLEC residential customer with 2 BST provided UNE analog loop/port combinations claims that they have been charged for a feature that they don't have on their line.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario #630: *CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.*

Scenario Description:

Small CLEC business customer with BST provided UNE analog loop/port combination requests Trouble History Report for all lines.

CLEC will query BST system to obtain information.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

Scenario #631: ***CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided UNE analog loop - port combination.***

Scenario Description:

CLEC residential customer with BST provided UNE analog loop/port combination requests Trouble History Report for all lines.

CLEC will query BST to obtain information.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

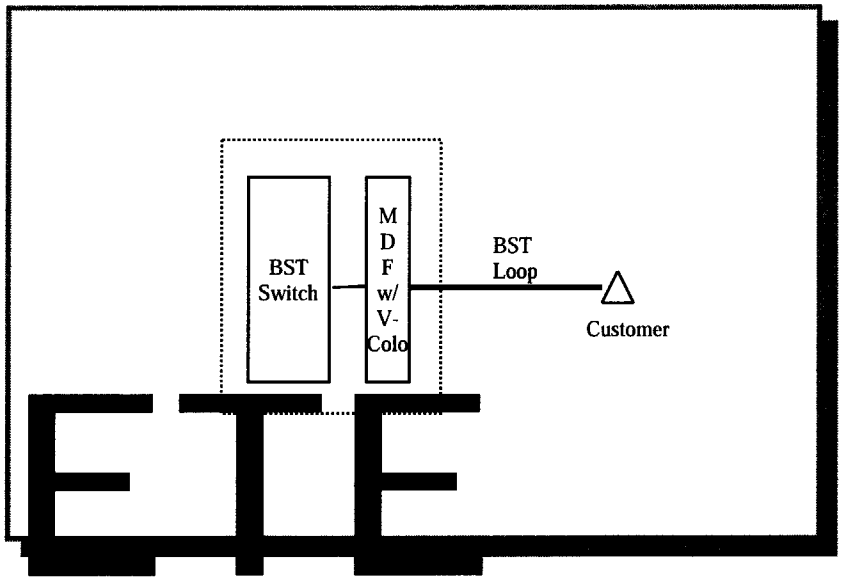
***Scenario # 632*: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.**

Scenario Description:

A CLEC business customer with BST provided unbundled digital loop - port combination complains that they cannot receive or originate calls.

CLEC determines that the problem is confined to BST unbundled network elements and submits a trouble report.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 633: CLEC reports NDT on two UNE ISDN-BRI ports to BST.

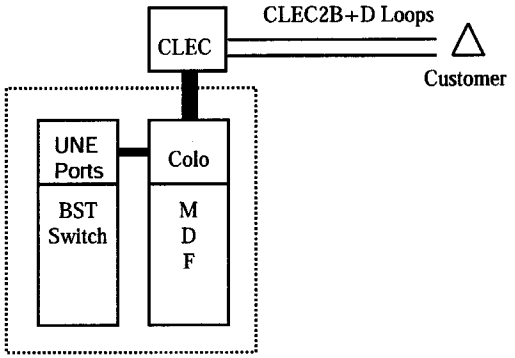
Scenario Description:

CLEC reports NDT on a CLEC business customer's lines. The lines are serviced via two BST provided UNE ISDN-BRI ports.

CLEC determines that the problem is isolated to BST UNE port and submits a trouble report.

Customer calls back two days later with the same complaint. CLEC, in turn, issues another trouble report to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

***Scenario # 634**: CLEC reports trouble on UNE ISDN-BRI port to BST on behalf of CLEC residential customer who cannot make or receive calls.*

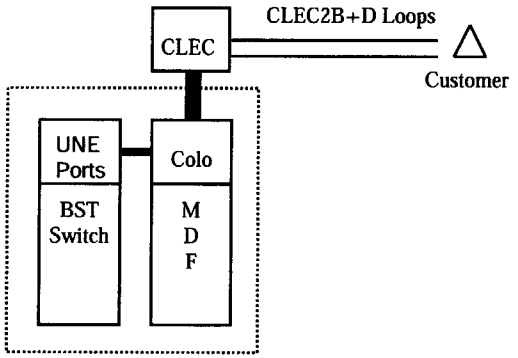
Scenario Description:

A CLEC residential customer with BST provided UNE ISDN-BRI port reports that they cannot receive or make calls on their line.

CLEC determines that problem is confined to BST UNE port and submits trouble.

Customer calls regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

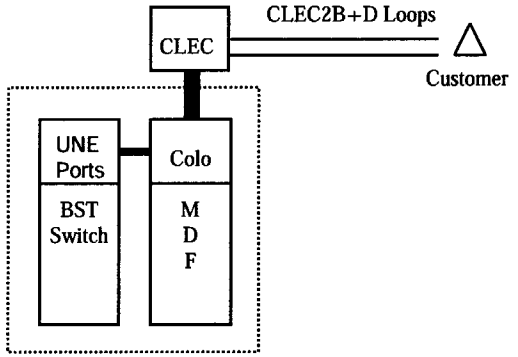
Scenario # 635: ***CLEC submits troubles NDT on UNE ISDN-BRI port to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.***

Scenario Description:

A CLEC residential customer who is an on-call doctor with BST provided UNE ISDN-BRI port reports NDT on their line. Because the doctor is on-call ticket requires emergency commitment.

CLEC determines that problem is confined to BST UNE port and submits trouble ticket into ECTA.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

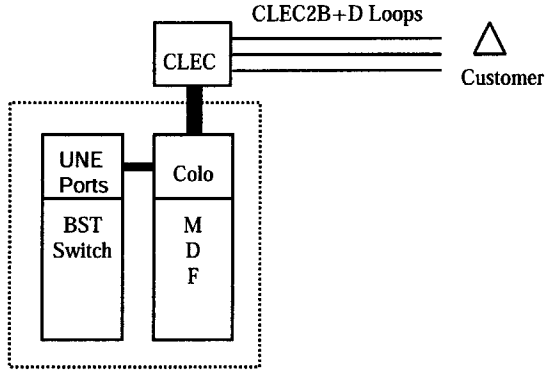
***Scenario # 636**: CLEC reports trouble on three UNE ISDN-BRI ports to BST in response to CLEC business customer complaint that they cannot originate calls.*

Scenario Description:

A CLEC business customer with three BST provided UNE ISDN-BRI ports complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble into ECTA system.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

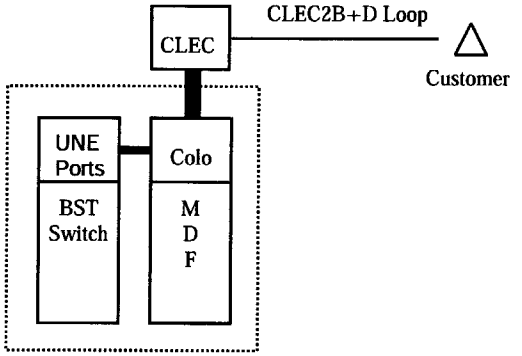
***Scenario # 637*: CLEC reports trouble on UNE ISDN-BRI port to BST on behalf of CLEC residential customer who cannot originate calls.**

Scenario Description:

A CLEC residential customer with a BST provided UNE ISDN-BRI port complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST UNE port and submits trouble via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 638**: CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.*

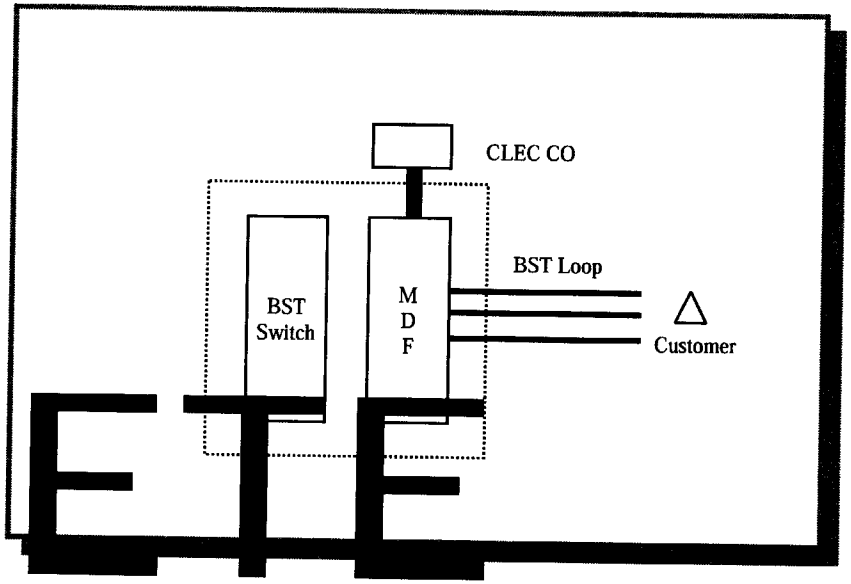
Scenario Description:

A CLEC business customer with a three BST provided unbundled digital loop - port combinations complains that they cannot receive calls, although they can originate calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via ECTA interface.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

***Scenario # 639*: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.**

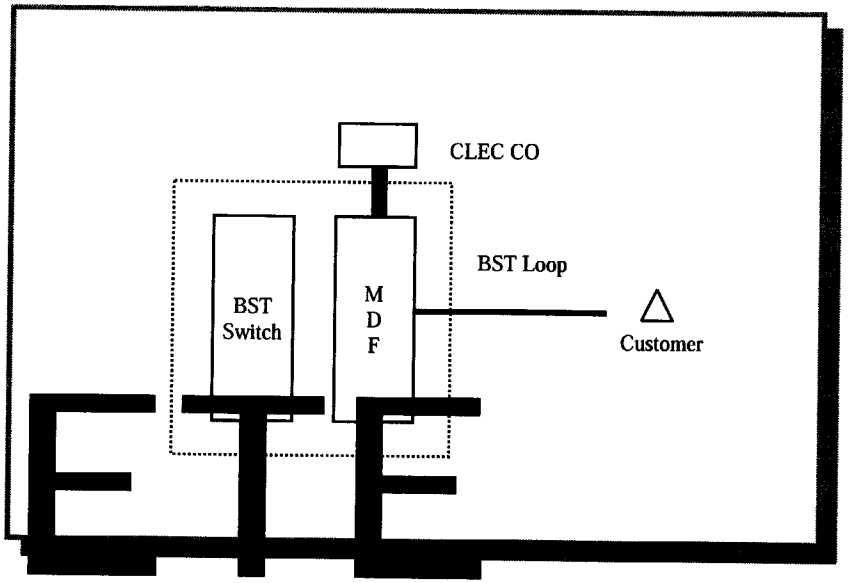
Scenario Description:

A CLEC residential customer with a BST provided unbundled digital loop - port combination complains that although they can originate calls, they cannot receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 640: ***CLEC submits trouble on three UNE ISDN BRI loop/port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.***

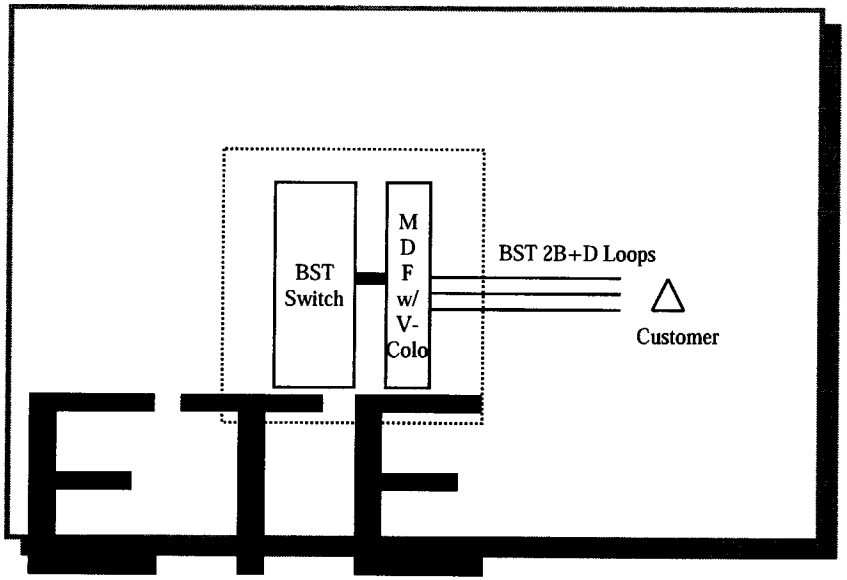
Scenario Description:

On the afternoon of a partial migration, a CLEC business customer served by BST provided design UNE ISDN BRI loop - port combination calls to report that the calls in hunting configuration are not rolling from one line to another.

CLEC determines problem is isolated to BST UNE ports and submits trouble report.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X			X

***Scenario # 641**: CLEC reports vertical feature trouble on UNE ISDN-BRI port to BST for CLEC residential line.*

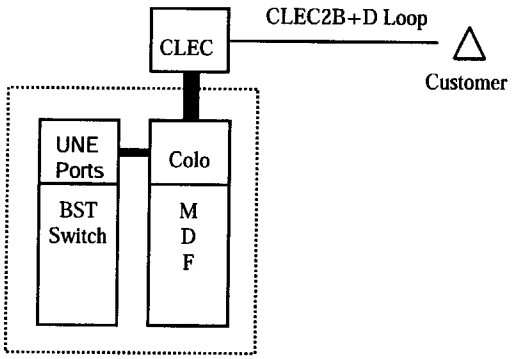
Scenario Description:

A CLEC residential customer with BST provided UNE ISDN-BRI port reports trouble with the vertical feature.

CLEC determines that problem is confined to BST UNE port and submits trouble report via the ECTA interface.

Customer calls back after initial trouble report inquiring as to status of trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X			X

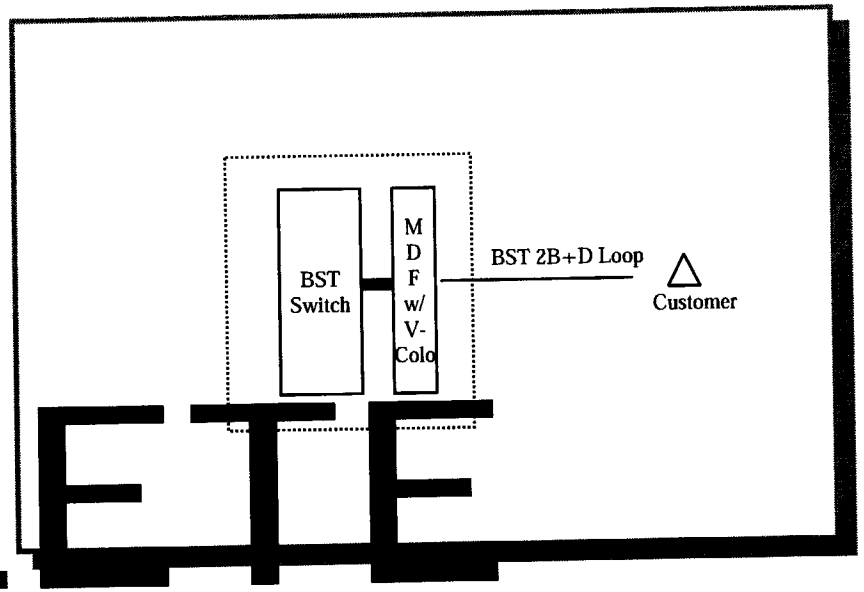
Scenario #642: ***CLEC reports trouble on UNE ISDN BRI loop/port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.***

Scenario Description:

The day after installation, CLEC business customer complains about low data rate on the line. The customer lines are provided by BST design UNE ISDN BRI loop/port combination.

CLEC isolates problem to BST UNE loop and submits trouble report via the ECTA interface.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

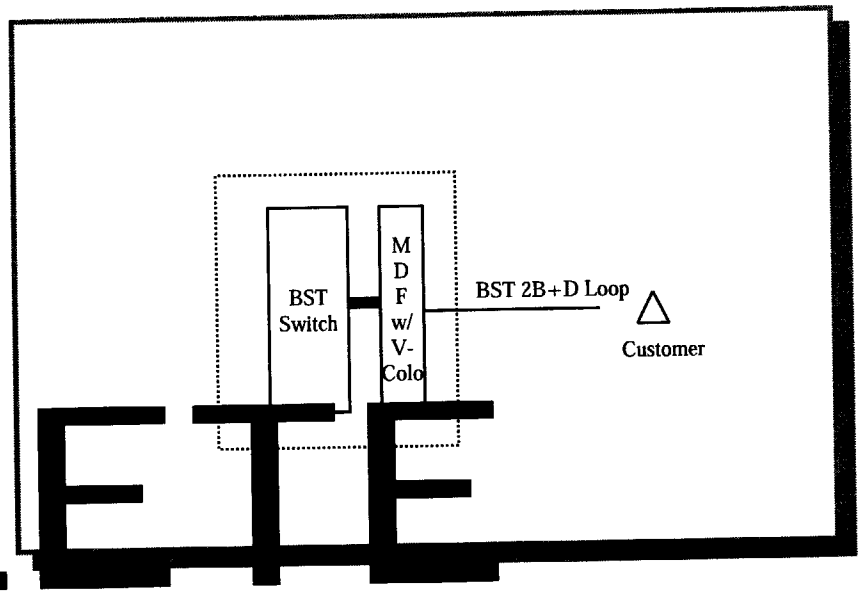
Scenario # 643: ***CLEC reports trouble on UNE ISDN BRI loop/port combination to BST in response to CLEC residential customer's inability to send data.***

Scenario Description:

CLEC residential customer with ISDN line reports inability to send data. Customer is serviced by BST provided design UNE ISDN BRI loop/port combination.

CLEC isolates problem to BST UNE port and submits trouble report via the ECTA interface.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

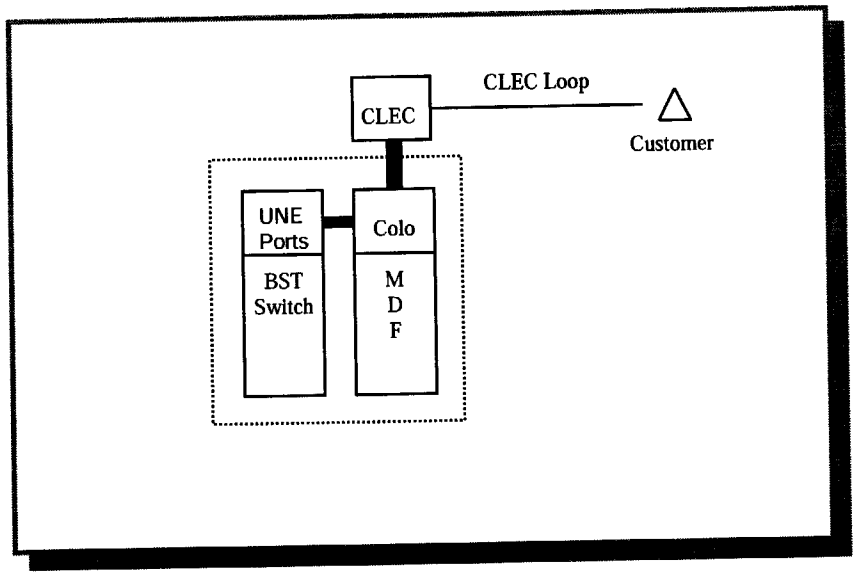
Scenario # 644: CLEC reports trouble on UNE analog port to BST in response to business customer's inability to receive or originate calls.

Scenario Description:

CLEC business customer with BST supplied UNE analog port reports that they cannot receive or originate calls.

CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 645: ***CLEC submits trouble report on two UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.***

Scenario Description:

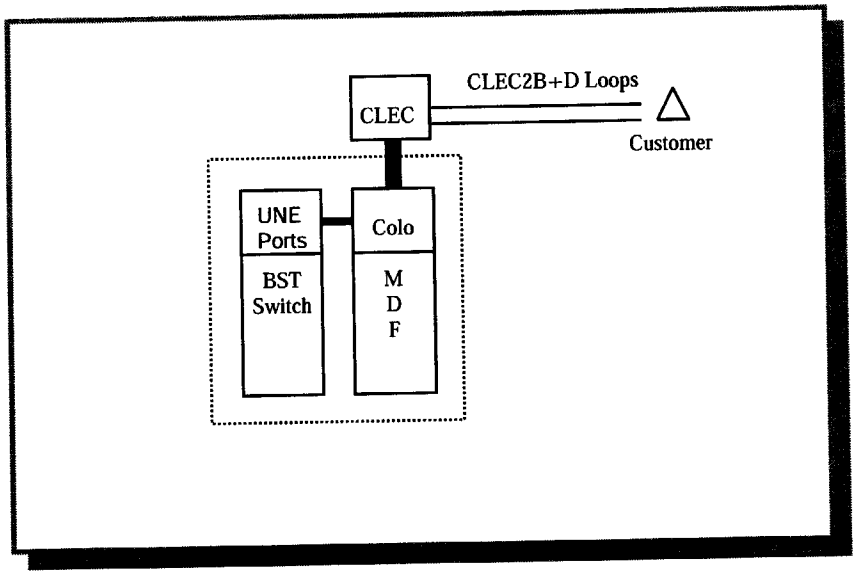
A residential CLEC customer with two BST provided UNE digital port reports NDT on both lines.

CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.

Customer calls in to cancel report.

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 646: ***CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line.***

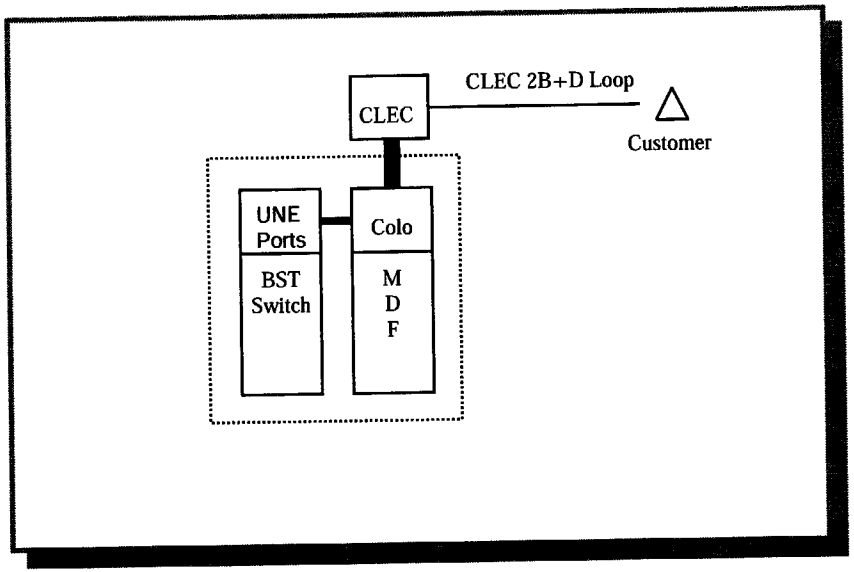
Scenario Description:

CLEC business ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on any line.

CLEC issues test and determines that problem is confined to the BST port. CLEC will enter trouble report in both interfaces.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 647: ***CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.***

Scenario Description:

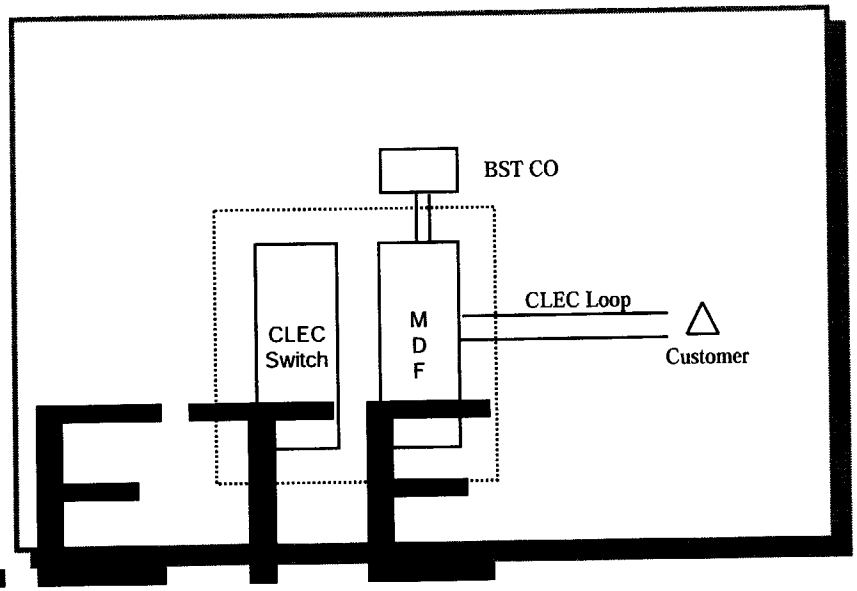
CLEC residential ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on second line.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

DELETE

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

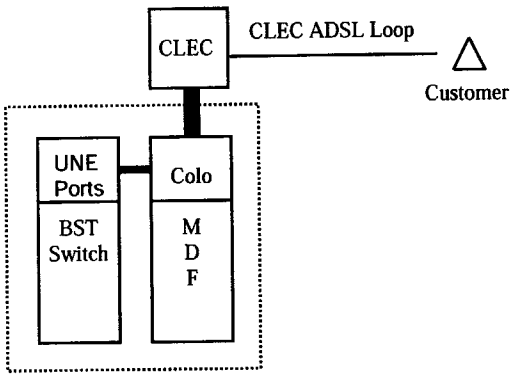
Scenario # 648: ***CLEC reports trouble on UNE digital loop to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.***

Scenario Description:

CLEC business customer with BST line unbundled digital port cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 649: ***CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.***

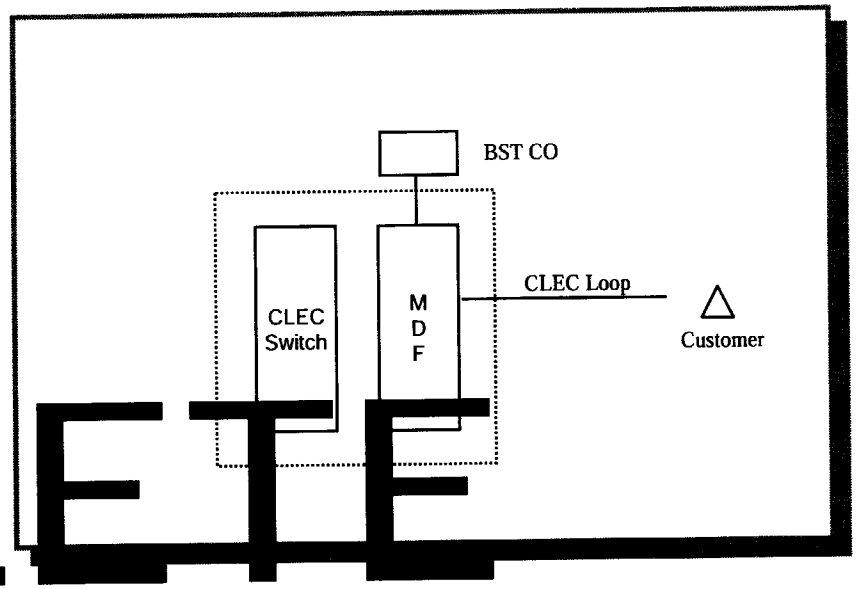
Scenario Description:

CLEC residential customer with BST analog unbundled port cannot receive calls.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

DELETE

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

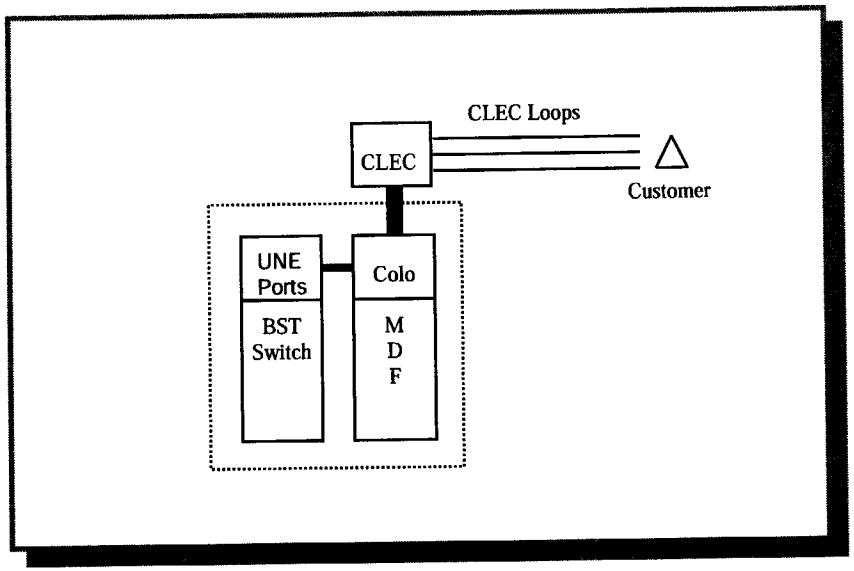
***Scenario # 650:* CLEC reports to BST that features for CLEC business customer are not working properly due to UNE analog port.**

Scenario Description:

CLEC business customer with BST provided UNE analog port reports that vertical features are not working.

CLEC isolates trouble to BST UNE port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

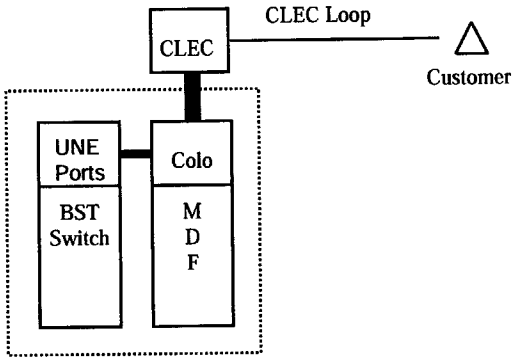
Scenario # 651: ***CLEC reports to BST that features for CLEC residential customer are not working properly due to UNE analog port.***

Scenario Description:

CLEC residential customer with BST provided UNE analog port reports that vertical features are not working properly.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

Scenario # 652: ***CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided UNE analog port.***

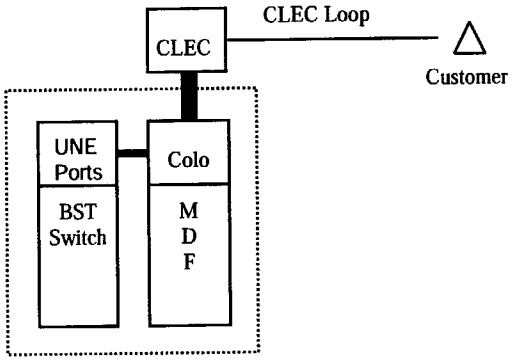
Scenario Description:

CLEC residential customer with BST provided UNE analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 653: ***CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.***

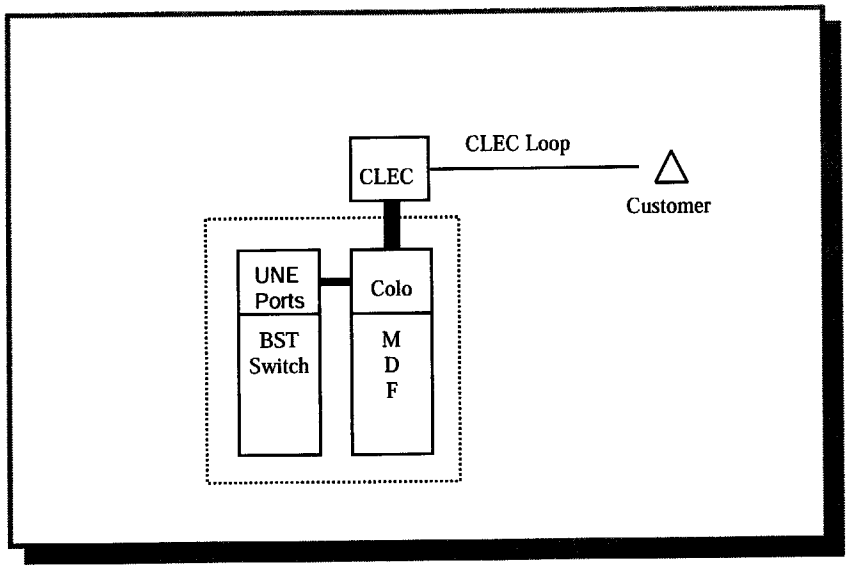
Scenario Description:

CLEC business customer with BST provided UNE analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario #654: ***CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.***

Scenario Description:

CLEC residential customer with BST provided unbundled analog port requests Trouble History Report for all lines.

CLEC will enter trouble report via the TAFI interface.

Network Configuration:

NA

DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X				X	

Scenario #655: ***CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.***

Scenario Description:

CLEC residential customer with BST provided unbundled digital port requests Trouble History Report for all lines.

CLEC enter reports via the TAFI interface.

Network Configuration:

NA

DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X					X	

Scenario # 656: ***CLEC reports outage of unbundled analog port to BST.***

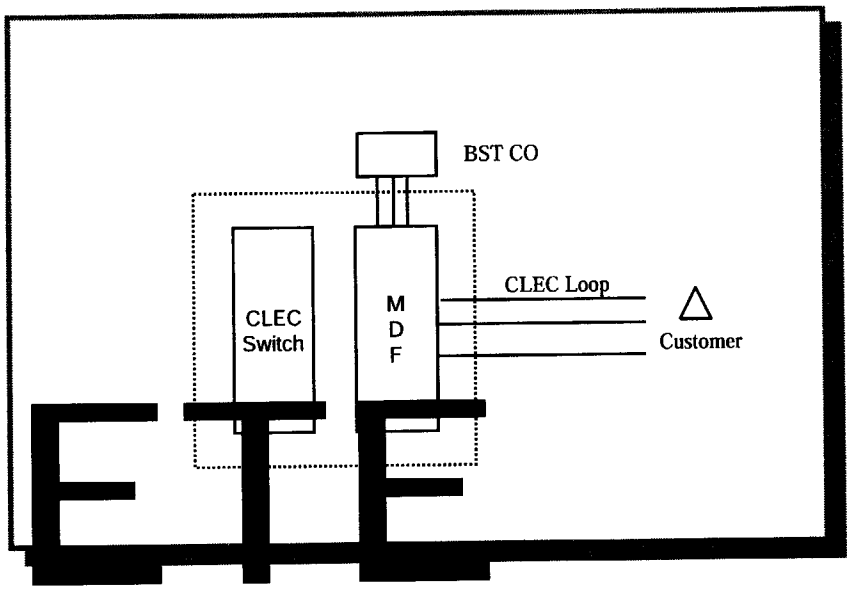
Scenario Description:

While monitoring network, CLEC discovers outage of 3 unbundled analog ports.

CLEC submits trouble via the TAFI interface.

Customer calls back requesting status.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

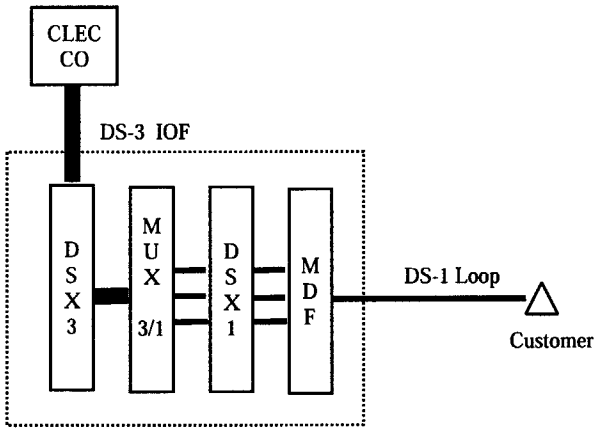
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 657: ***CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.***

Scenario Description:

CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

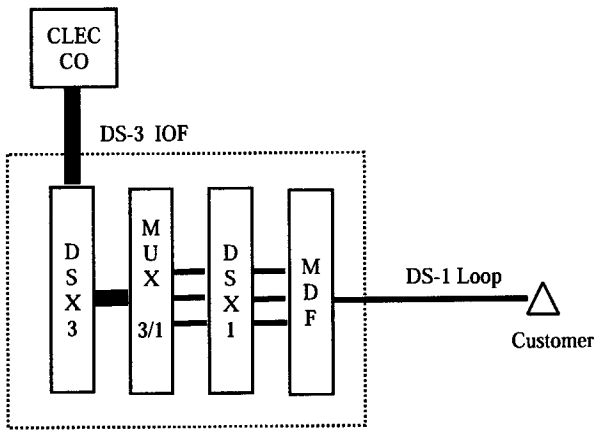
Scenario # 658: ***CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.***

Scenario Description:

CLEC business customer with BST provided unbundled IOF - loop combination reports transmission problems.

CLEC conducts test and determines that problem is on BST side.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

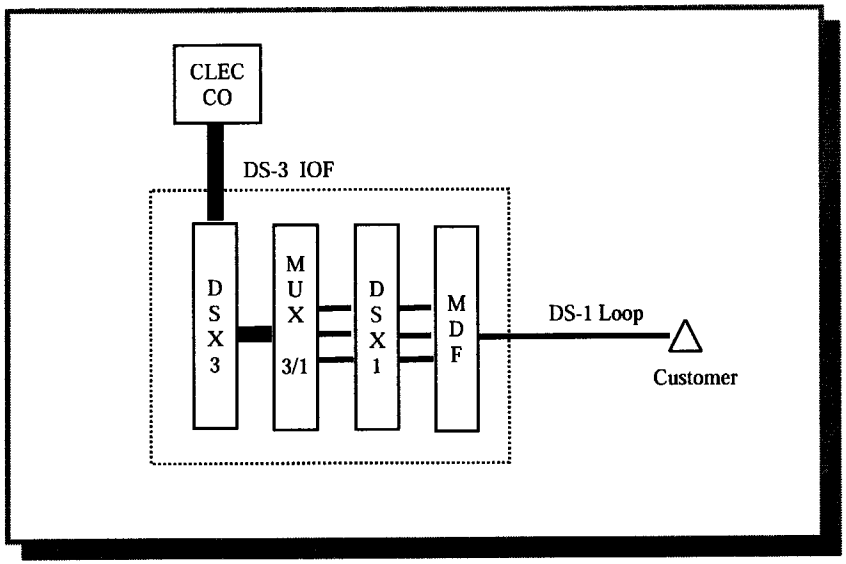
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 659: ***CLEC reports PBX trunk failure on unbundled digital loop to BST.***

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

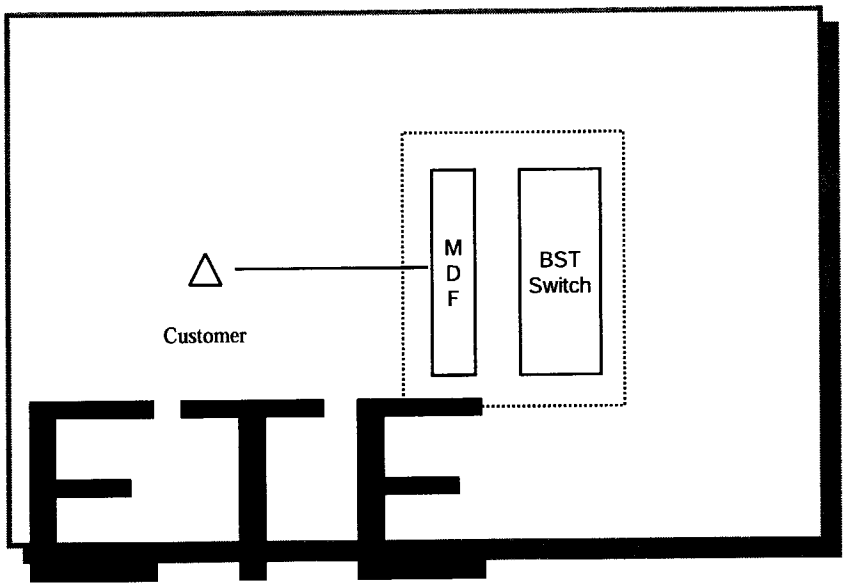
Scenario # 660: ***CLEC reports inability to originate or receive calls on resale POTS line to BST.***

Scenario Description:

CLEC residential customer cannot make or receive calls on resale resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X	X	X

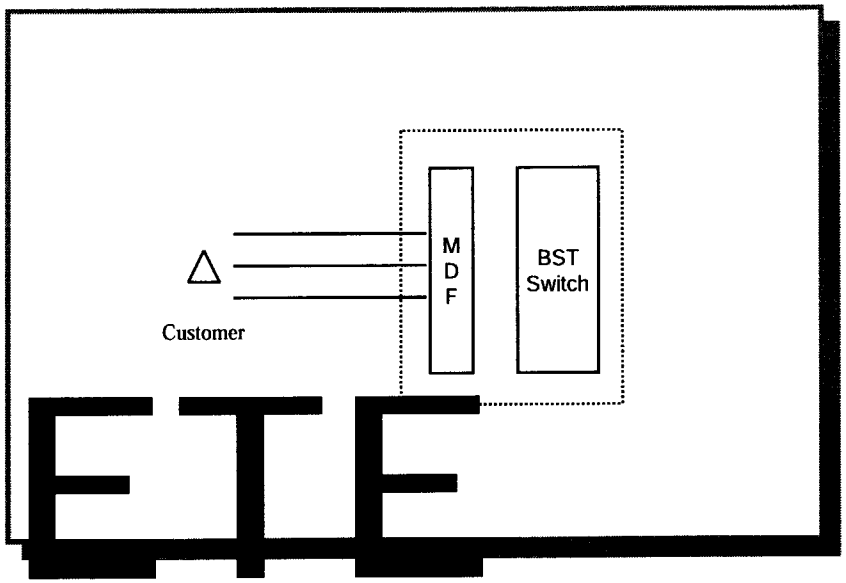
Scenario # 661: ***CLEC reports inability to originate calls on resale POTS line to BST.***

Scenario Description:

CLEC business customer cannot originate calls on resale resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

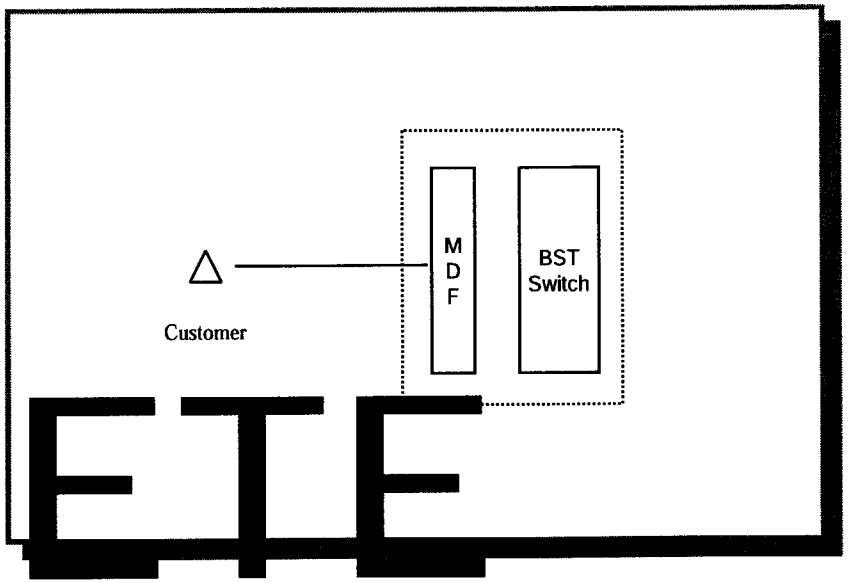
Scenario # 662: ***CLEC reports inability to receive calls on resale POTS line to BST.***

Scenario Description:

CLEC residential customer cannot receive calls on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X	X	X

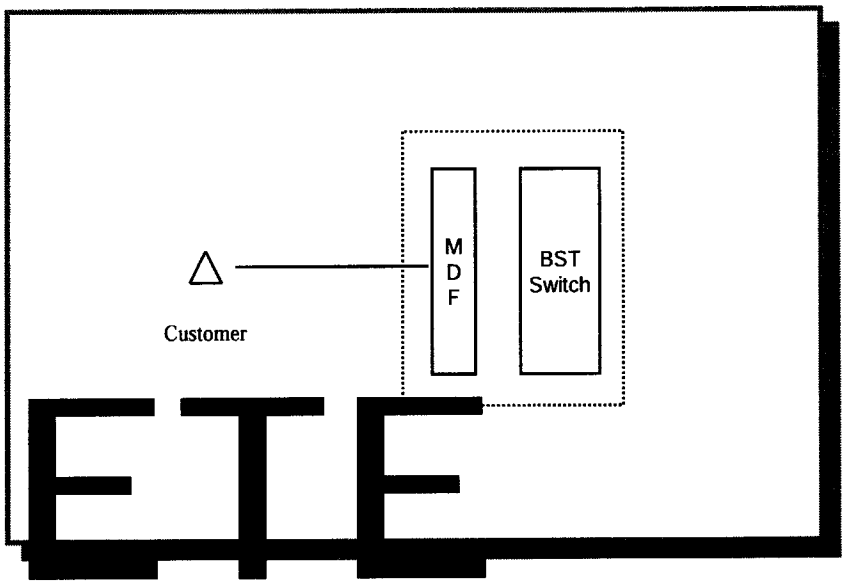
Scenario # 663: *CLEC reports intermittent noise trouble on resale POTS line.*

Scenario Description:

CLEC residential customer reports intermittent noise on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

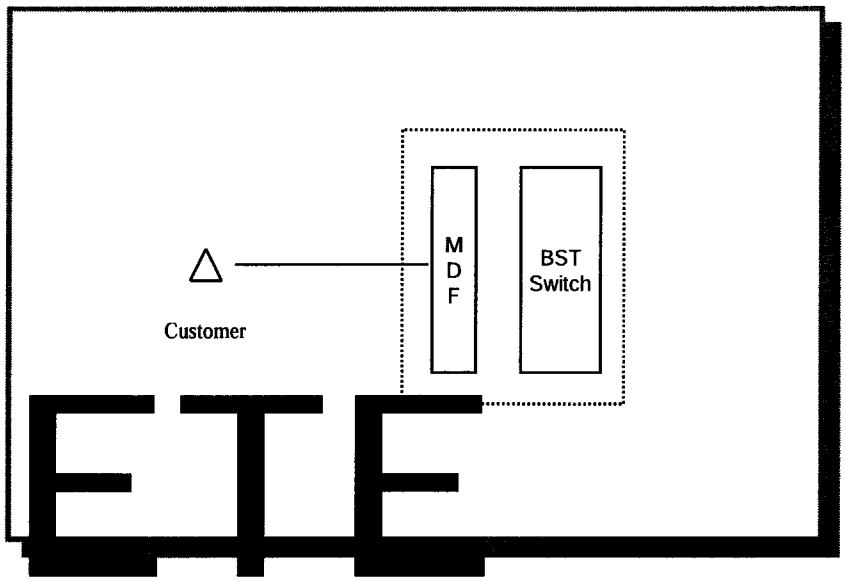
Scenario # 664: ***CLEC reports feature trouble on resale POTS line to BST.***

Scenario Description:

CLEC residential customer complains that feature is not working properly on resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

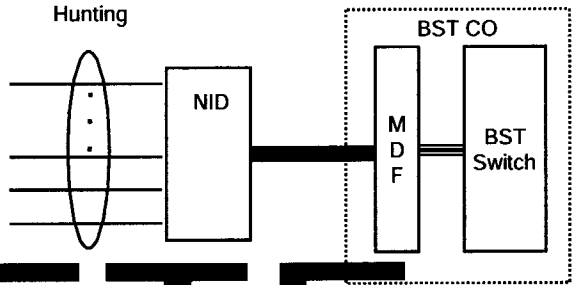
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X	X	X

Scenario # 665: ***CLEC reports to BST that Hunting is not working on resale line.***

Scenario Description:

CLEC business customer reports that calls are not rolling on Hunting configuration.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

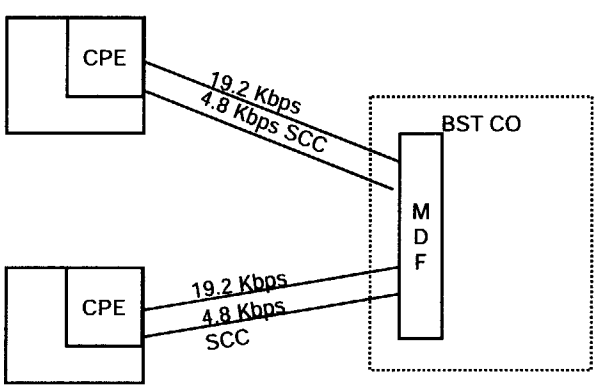
Scenario # 666: ***CLEC reports trouble on resold Synchronet line to BST.***

Scenario Description:

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

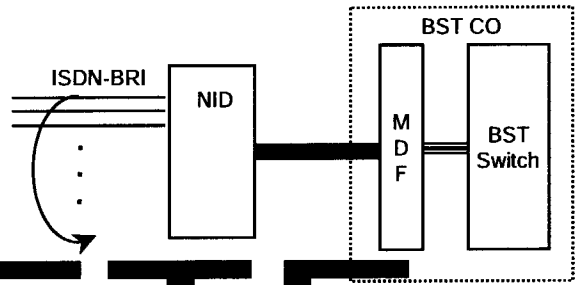
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

Scenario # 667: ***CLEC reports high distortion on resold ISDN-BRI line to BST.***

Scenario Description:

CLEC business customer report high distortion on ISDN line.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

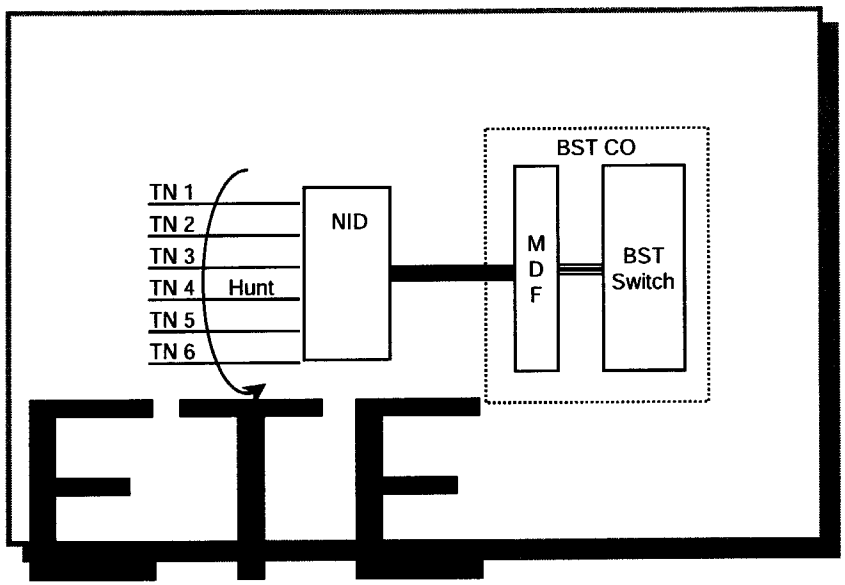
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

Scenario # 668: *CLEC reports hunting problems on resold POTS line to BST.*

Scenario Description:

CLEC business customer with hunting service reports that calls are not rolling over to the fifth and sixth lines of the configuration.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	

Scenario Characteristics:

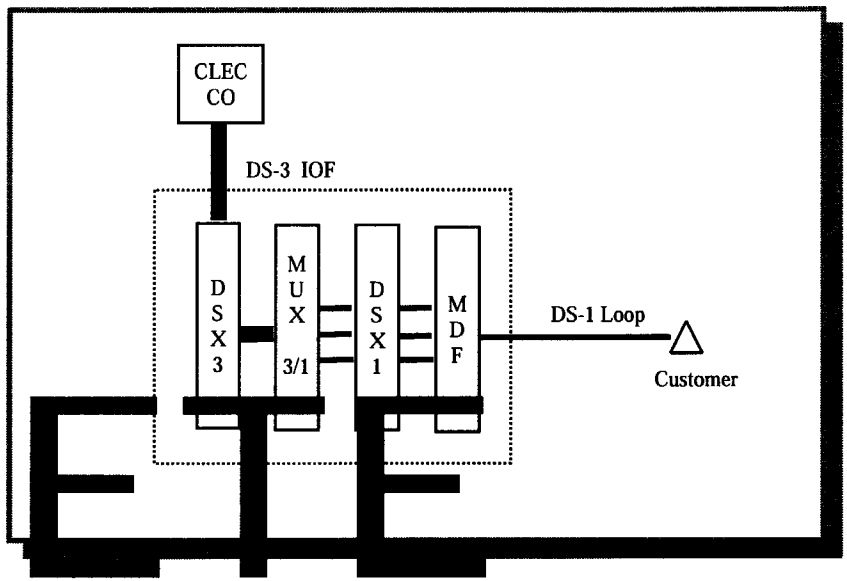
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X		X	X

Scenario # 669: ***CLEC reports PBX trunk failure on resale line to BST.***

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on resale PBX trunk from CLEC to BST.

Network Configuration:



DELETE

Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	
Peak Volume	X	Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

Appendix C:
Volume Analysis Methodology

A. Introduction

This appendix outlines the methodology applied to determine the normal and peak transaction volumes and number of virtual users required to support the t~~T~~est via the TTG. The purpose of the volume-related test cycles is to evaluate BellSouth's ability to process a representative set of near-future wholesale transaction volumes in support of competitive local service providers. The scope of each test cycle is defined in the applicable section of the test plan body.

B. Assumptions

The following assumptions are among those that will be used in development of this volume analysis:

- The volumes to be tested are expected transactions as of year end, 2001 (YE01)
- The volumes to be tested will be representative of the entire BST nine state territory.
- Transaction volumes will be disaggregated by pre-ordering, ordering and M&R business processes, and by resale and UNE product categories in order to generate a representative volume test and address the requirements of the Georgia Order.
- A representative sample of functional test scenarios, increased to reflect forecasted regional transaction, will be the basis for volume testing.

C. *Volume Basis*

The following types of projection will be considered in developing test volumes:

- Trend projections based on current volumes and activities
- Estimated market share loss and market composition at the target date
- Forecast of CLEC and BellSouth retail volumes

The following data sources will be considered in developing test volumes:

- Goldman Sachs Telecom Services Report on CLECs: 1999 Issues and Outlook, January 1999
- Yankee Group CLEC 101: Lessons in Competition, October 1998
- Federal Communications Commission Industry Analysis Division, Report on Local Competition, December 1998
- CLEC forecasts
- BellSouth forecasts

D. *Transaction Types*

Transactions will be distributed between the resale and UNE product categories as well as error and non-error categories based on the projected ratio at YE01.

Transactions will be distributed at the scenario level based on the current ratio of scenario types as defined in Appendix A equivalency classes. Test scenarios will be selected for testing at volumes based on ~~stratified statistical sampling~~estimates of functionally equivalent transaction classes.

Transactions will be distributed by process based on the current ratio of process execution.

Appendix D1: Evaluation Criteria

~~*Appendix D: Evaluation Criteria*~~

This appendix outlines the evaluation criteria to be applied during the various test cycles.

Once the results from each test cycle have been collected, they must be assessed in order to determine performance ~~of the test~~. This activity includes comparing expected results files with actual results. In addition, this activity involves assessing the coverage and accuracy of all test conditions within a test cycle. Those failing validation must be retested during the next cycle. If a significant number of test conditions fail or are not covered during a specific cycle, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

Both transactional testing and operational analysis require evaluation criteria to assess test results. Test evaluation criteria provides the basis for determining whether an individual test event meets stated objectives and achieves expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event.

Evaluation criteria are defined for each test to determine whether the results deviate from expectations. In those cases where results deviate, analysis is undertaken to determine the significance of the deviation.

The following table contains metrics that will be gathered from transactional testing and operational analysis. ~~The references to the BellSouth SQM are specific to the~~ The BellSouth Service Quality Measurements Regional Performance Reports~~, dated 08/10/99.~~ contain BellSouth performance measurement data which will be utilized during the test. This document is available from the BellSouth Web site.

For those areas lacking an existing performance measurement approved by the Georgia PSC, KPMG~~HP~~ has developed a set of process and function evaluation criteria that will be used to evaluate the functional and transactional elements of BellSouth's OSS interfaces and processes. ~~The following table identifies the specific BellSouth quality service measurement(s) and HP evaluation criteria that will be utilized for each test.~~

During test design, ~~HP~~ KPMG will further develop the appropriate metrics and standards of performance. These evaluation criteria and may be applied to all instances of a test execution or to a sampling of instances. The volume tests are an example of where a sampling of test transactions would be appropriate to ensure the integrity and content of the transaction data while testing the capacity of BellSouth's application software and infrastructure.

Business Process	Metric	Test Objective	Test Technique	BellSouth SQM Report/ HP Evaluation Criteria
Pre-Ordering	Average OSS Response Interval	Performance	Transaction Processing Performance Comparison	BST Pre-Order #1
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	BST Pre-Order #2 HP PRE 1 HP PRE 3
	OSS Functionality	Functionality	Transaction Processing	HP PRE 1
	Capacity of Systems	Volume & ScalabilityCapacity Management	Transaction Processing Inspection Document Review	HP PRE 6 HP PRE 6
	Completeness of Documents	Documentation	Document Review	HP PRE 3
	Accuracy of Documents	Documentation	Document Review	HP PRE 3
Ordering	Percent Flow-through Service Requests	Performance	Transaction Processing Performance Comparison	BST Order #1 BST Order #2
	Percent Rejected Service Requests	Performance	Transaction Processing	BST Order #4
	Reject Interval	Performance	Transaction Processing	BST Order #5
	Firm Order Confirmation Timeliness	Performance	Transaction Processing	BST Order #6
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	HP O&P 1, 2 & 3 HP O&P 1, 2 & 3 HP O&P 8 & 9
	OSS Functionality	Functionality	Transaction Processing	HP O&P 1& 2
	Capacity of Systems	Volume & ScalabilityCapacity Management	Transaction Processing Inspection Document Review	HP O&P 3 & 4 HP O&P 6
	Completeness of Documents	Documentation	Document Review	HP O&P 8 & 9
	Accuracy of Documents	Documentation	Document Review	HP O&P 8 & 9
Provisioning	Average Completion Interval & Order Completion Interval Distribution	Performance	Transaction Processing Inspection Performance Comparison	BST Provisioning #4 HP O&P 1 & 2
	Held Order Interval Distribution & Mean Interval	Performance	Transaction Processing Performance Comparison	BST Provisioning #1
	Average Jeopardy Notice Interval	Performance	Transaction Processing Performance Comparison	BST Provisioning #2 HP O&P 7

Business Process	*Metric*	*Test Objective*	*Test Technique*	*~~BellSouth SQM Report/ HP Evaluation Criteria~~*
	Percentage of Orders Given Jeopardy Notices	Performance	Transaction Processing Performance Comparison	~~BST – Provisioning #2~~ ~~HP – O&P 7~~
	Percent Missed Installation Appointments	Performance	Transaction Processing Performance Comparison	~~BST – Provisioning #3~~ ~~HP – O&P 7~~
	Percent Provisioning Troubles within 30 Days	Performance	Transaction Processing Performance Comparison	~~BST – Provisioning #7~~ ~~HP – O&P 7~~
	Coordinated Customer Conversions	Performance	Transaction Processing Inspection	~~BST – Provisioning #6~~ ~~HP – O&P 5~~
	Average Completion Notice Interval	Performance	Transaction Processing Performance Comparison	~~BST – Provisioning #5~~
	Completed Service Order Accuracy	Performance	Transaction Processing Performance Comparison	~~HP – O&P 1, 2 & 5~~ ~~HP – O&P 7~~
	OSS Functionality	Functionality	Transaction Processing	O&P-1,2
	Completeness of Documents	Documentation	Document Review	~~HP – O&P 8 & 9~~
	Accuracy of Documents	Documentation	Document Review	~~HP – O&P 8 & 9~~
Maintenance & Repair	OSS Interface Availability	Interface	Transaction Processing Document Review Observation	~~BST – Maintenance & Repair # 6~~ ~~HP – M&R 8 & 9~~ ~~HP – M&R 1, 2 & 3~~
	Average OSS Response Interval	Performance	Transaction Processing Performance Comparison	~~BST – Maintenance & Repair # 7~~
	Missed Repair Appointments	Performance	Transaction Processing Performance Comparison Inspection	~~BST – Maintenance & Repair #1~~ ~~HP – M&R 7~~ ~~HP – M&R 1 & 2~~
	Customer Trouble Report Rate	Performance	Performance Comparison Inspection Interviews	~~HP – M&R 7~~ ~~BST – Maintenance & Repair # 2~~ ~~HP – M&R 7~~
	Maintenance Average Duration	Performance	Transaction Processing Performance Comparison Inspection	~~BST – Maintenance & Repair # 3~~ ~~HP – M&R 7~~ ~~HP – M&R 1 & 2~~

Business Process	*Metric*	*Test Objective*	*Test Technique*	*~~BellSouth SQM Report/ HP Evaluation Criteria~~*
	Percent Repeat Troubles within 30 Days	Performance	Transaction Processing Performance Comparison Inspection	~~BST – Maintenance & Repair # 3~~ ~~HP – M&R 7~~ ~~HP – M&R 1 & 2~~
	Out of Service > 24 Hours	Performance	Transaction Processing Performance Comparison Inspection	~~BST – Maintenance & Repair # 3~~ ~~HP – M&R 7~~ ~~HP – M&R 1 & 2~~
	OSS Functionality	Functionality	Transaction Processing	~~HP – M&R 1 & 2~~
	Capacity of Systems	Volume & ~~Scalability~~Capacity Management	Transaction Processing Inspection Document Review	~~HP – M&R 3 & 4~~ ~~HP – M&R 5 & 6~~
	Completeness of Documents	Documentation	Document Review	~~HP – M&R 8 & 9~~
	Accuracy of Documents	Documentation	Document Review	~~HP – M&R 8 & 9~~
Billing	Invoice Accuracy & Timeliness	Performance	Transaction Processing	~~BST – Billing #1~~
	Usage Data Delivery Accuracy	Performance	Transaction Processing	~~BST – Billing #3~~
	Usage Data Delivery Timeliness and Completeness	Performance	Transaction Processing	~~BST – Billing #4~~ ~~BST – Billing #5~~
	Completeness of Documents	Documentation	Document Review	~~HP – BLG 7 & 8~~
	Accuracy of Documents	Documentation	Document Review	~~HP – BLG 7 & 8~~
Change Management	Change Development Process	Documentation	Document Review Inspection	
	Change Evaluation Process	Documentation	Document Review Inspection	
	Change Implementation Process	Documentation	Document Review Inspection	
	Change Interval	Documentation	Document Review Inspection	
	Documentation Update Timeliness	Documentation	Document Review Inspection	
	Adequacy and Completeness of Change Management Tracking Process	Documentation	Document Review Inspection	

The following table contains the specific criteria that will be used for each test.

EVALUATION MEASURES

Category	Measure	Description
	Availability of Interface	The interface is accessible during specified hours of availability as described in BellSouth CLEC documentation including CLEC notification letters. System outages or downtimes are within service quality measurements.
	~~Capability of Interface~~	~~The interface can be installed and performs as described in BellSouth CLEC documentation and training.~~
	Presence of Functionality	The functionality exists in the application or OSS and transactions can be executed through the interface as described in BellSouth CLEC documentation and training.
	Accuracy of Response	The data contained in the response (valid response or error response) is accurate and complete in relationship to the event or test case and as described in BellSouth CLEC documentation. ~~For Billing tests, this would also include data fields on the bill. This does not imply completeness of data.~~
	Timeliness of Response	The response is generated and delivered within objective intervals.
	~~Completeness of Data~~	~~All minimum required fields are present. The data contained in the response (valid response or error response) is complete in relationship to the event or test case and as described in BellSouth CLEC documentation. Where applicable, the data contained in the response can be used to further process a subsequent transaction or event. This does not imply accuracy of data.~~
	Clarity of Information	The data contained in the response provides a clear understanding of the requested data, error or status of a transaction.
	Availability of Document(s) ~~and Training~~	The BellSouth CLEC documentation and training is readily available ~~to all legitimate parties~~. Documents are available in electronic or hard copy format. ~~If BellSouth provides a training course, the course is made available at BellSouth training centers or at client sites for a fee, where appropriate.~~
	Accuracy of Document(s)	The BellSouth CLEC documentation accurately describes the process, application, interface, business rules, technical requirements, etc. that are relevant to a CLEC entering the local service market. Documentation is accurate and consistent within the document as well as across BellSouth CLEC documents.
	Structure of Document(s)	The BellSouth CLEC documentation clearly states the scope and intended audience for the document. The document contains change management markings for version/release control and associated dates. The document contains contact information for reporting errors, obtaining additional information or related resources.
	Distribution of Document(s)	The BellSouth CLEC documentation is readily available via various distribution paths (BST web site, training classes, restricted web sites, on request, via functional SMEs, industry groups, etc.).

	Change Management Notification Process	Changes to the BellSouth CLEC documentation are communicated to the CLEC community in a timely and non-discriminatory manner via various distribution paths.
	~~Hardware/Software Scalability~~Adequacy and Completeness of Planning and Forecasting	~~The hardware/software architectural infrastructure is modular in design and supports a scalability model through the incorporation of additional processors or instances of software applications.~~There are clearly defined and documented processes for reviewing and projecting growth in facilities requirements.
	~~Systems Performance Monitoring~~Adequacy and Completeness of Usage Monitoring	There are clearly defined and documented processes for recording and analyzing system usage. ~~performance measurements. There are clearly defined thresholds at which additional hardware/software/processors are added to support increased system usage.~~
	~~Resource Staffing Scalability~~ Adequacy and Completeness of Capacity Management	~~The resources requirements for an individual to perform a function are modular in design and support a scalability model through the incorporation of additional resources.~~ There are clearly defined and documented processes for developing and implementing capacity management plans.
	~~Resource Performance Monitoring~~	~~There are clearly defined and documented processes for recording and analyzing personnel performance and capacity. There are clearly defined thresholds at which additional resources are added to support increased customer workload.~~
	Provisioning Validation	The circuits are provisioned correctly at ~~HP's~~ CLEC co-location facilities. Dial tone is available.
	Process Validation	The steps or processes required for reviewing, balancing or evaluating follow standard business practices and/or documented procedures. The work flow steps required to complete the process (i.e., invoice balancing) are defined. The intervals or time lines defined in the process are reasonable.
	Provisioning Coordination	Provisioning and maintenance activities for Unbundled Network Elements (UNEs) are coordinated between BellSouth, CLECs and end-user customers.
	Provisioning Timeliness of Response/Completion	Provisioning completion/activity notification is required. Confirmation of activity is processed back to BellSouth and CLEC points of contact within objective intervals.
	Provisioning Systems Integrity	Systems utilized in provisioning and coordination of CLEC activities are consistent and comparable with BST retail systems.
Result Types	Satisfied	The ~~test results met the specified evaluation criteria.~~evaluation criterion was satisfied.
	Satisfied, with Qualifications	The ~~test results met the specified evaluation criteria. However, the comments reflect certain qualifications regarding the test or evaluation criteria.~~evaluation criterion was satisfied , however, specific areas might need improvement.

	~~Satisfied with Issue Resolved~~	~~The test initially generated an issue, which has been subsequently resolved, such that the evaluation criteria were successfully met.~~
	Not Satisfied	The ~~test results did not meet the specified evaluation criteria.~~evaluation criterion was not satisfied. Some issues were identified that would have a business impact to CLECs – in some cases an exception was raised.
	~~Insufficient Data Available~~Satisfied, Exception Resolved	~~There was insufficient data available to determine if the evaluation criteria were met.~~The evaluation criterion was not initially satisfied, an Exception was raised, BellSouth changes were made, and the criterion was subsequently satisfied.
	~~Not Applicable~~	~~The specific evaluation criteria was not applicable for this function.~~

IV. Pre-Ordering Test Section

1.0 PRE-1: TAG Pre-Ordering Functional Test

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	*TAG Functional Evaluation*	*Product Category*
Validate Address	X	Product Independent
Retrieve CSR	X	Product Independent
Determine Product/Service Availability	X	Product Independent
Request Available Telephone Number(s)	X	Product Independent
Reserve Telephone Number(s)	X	Product Independent
Cancel Telephone Number(s) Reservation	X	Product Independent
Determine Appointment Availability	X	Product Independent
Calculate Due Date	X	Product Independent

The following evaluation criteria (~~referenced as HP-PRE-1~~) will be used to address the sub-processes and functions evaluated in test PRE-1.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Validate Address	Create address validation request transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-1-1
	Send address request using BTN	~~Capability of Interface~~ Presence of Functionality	PRE-1-1-2
	Send address validation request using WTN	~~Capability of Interface~~ Presence of Functionality	PRE-1-1-3
	Send address validation request using partial address	~~Capability of Interface~~ Presence of Functionality	PRE-1-1-4
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-1-5
	Receive near match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-1-6
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-1-7

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-1-8
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-1-9
	Re-send address inquiry	~~Capability of Interface~~ Presence of Functionality	PRE-1-1-10
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-1-11
Retrieve CSR	Create CSR request transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-2-1
	Send CSR request using BTN	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-2
	Send CSR request using WTN	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-3
	Send CSR request using circuit identifier and state code	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-4
	Send CSR request using miscellaneous account number	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-5
	Send request for directory information only	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-6
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-2-7
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-2-8
	~~Correct errors~~ Receive error response	~~Presence of Functionality~~ Accuracy of Response Clarity of Information Timeliness of Response	PRE-1-2-9

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	~~Receive error response~~ Correct errors	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-2-10
	Re-send CSR inquiry	~~Capability of Interface~~ Presence of Functionality	PRE-1-2-11
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-2-12
Determine Product / Service Availability	Create service availability request transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-3-1
	Send service availability (LPIC, PIC, Switch Service Availability) request transaction	~~Capability of Interface~~ Presence of Functionality	PRE-1-3-2
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-3-3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-3-4
	Correct errors	~~Presence of Functionality~~Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-3-5
	Re-send service availability inquiry	~~Capability of Interface~~ Presence of Functionality	PRE-1-3-6
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-3-7
Request Available Telephone Number(s)	Create available telephone number request transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-4-1
	Send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc)	~~Capability of Interface~~ Presence of Functionality	PRE-1-4-2

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Send TN request for random number(s)	~~Capability of Interface~~ Presence of Functionality	PRE-1-4-3
	Send TN request for a range of specific numbers	~~Capability of Interface~~ Presence of Functionality	PRE-1-4-4
	Send TN request for a range of random numbers	~~Capability of Interface~~ Presence of Functionality	PRE-1-4-5
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-4-6
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-4-7
	Correct errors	~~Presence of Functionality~~Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-4-8
	Re-send available telephone number request	~~Capability of Interface~~ Presence of Functionality	PRE-1-4-9
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-4-10
Reserve TN(s)	Create telephone number reservation transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document (s) Availability of Documentation	PRE-1-5-1
	Send reservation request for a single TN	~~Capability of Interface~~ Presence of Functionality	PRE-1-5-2
	Send reservation request for Multi-line Hunt	~~Capability of Interface~~ Presence of Functionality	PRE-1-5-3
	Send reservation request for Direct-In-Dial	~~Capability of Interface~~ Presence of Functionality	PRE-1-5-4
	Send reservation extension request	Presence of Functionality	PRE-1-5-5
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-5-6~~5~~
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-5-7~~6~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-5-~~8~~7
	Re-send TN reservation request	~~Capability of Interface~~ Presence of Functionality	PRE-1-5-~~9~~8
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-5-~~10~~9
Cancel TN Reservation	Create telephone number reservation cancellation transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-6-1
	Send cancel reservation request for a single TN	~~Capability of Interface~~ Presence of Functionality	PRE-1-6-2
	Send cancel reservation request for Multi-line Hunt	~~Capability of Interface~~ Presence of Functionality	PRE-1-6-3
	Send cancel reservation request for Direct-In-Dial	~~Capability of Interface~~ Presence of Functionality	PRE-1-6-4
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-6-5
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-6-6
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-6-7
	Re-send cancel TN reservation request	~~Capability of Interface~~ Presence of Functionality	PRE-1-6-8
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-6-9
	~~Receive match response~~	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~	~~PRE-1-6-10~~

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Determine Appointment Availability	Create appointment availability request transaction	~~Capability of Interface~~ Presence of Functionality Accuracy of Document(s) Availability of Documentation	PRE-1-7-1
	Send request for appointment availability	~~Capability of Interface~~ Presence of Functionality	PRE-1-7-2
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-7-3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-7-4
	Correct errors	Presence of Functionality Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-7-5
	Re-send available due date request	~~Capability of Interface~~ Presence of Functionality	PRE-1-7-6
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-7-7
Calculate Due Date	Create due date calculation request transaction	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	PRE-1-8-1
	Send request for due date calculation	~~Capability of Interface~~ Presence of Functionality	PRE-1-8-1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-8-2
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-8-3
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-8-4
	Re-send due date calculation request	~~Capability of Interface~~ Presence of Functionality	PRE-1-8-5

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	PRE-1-8-6
Pre-order/Order Integration	Submit pre-order transactions designated for integration test	Presence of Functionality	PRE-1-9-1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE-1-9-2
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE-1-9-3
	Correct error(s)	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE-1-9-4
	Re-send transaction	Presence of Functionality	PRE-1-9-5
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE-1-9-6

2.0 PRE-2: Pre-Ordering Performance Results Comparison

The Pre-Ordering Performance Results Comparison is a comparative analysis of performance results collected by KPMG~~HP~~ test management tools and those collected by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, PRE-4: TAG Normal Volume Performance Test, and PRE-5: TAG Peak Volume Performance Test will be compared to BellSouth's performance ~~metrics~~measurements, accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria ~~(referenced as HP PRE-2)~~ will be used to address the sub-processes and functions evaluated in test PRE-2.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Average OSS Response Interval	Address Validation	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-1
	CSR Retrieval	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-2
	Switched Service Availability	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-3
	PIC/LPIC Availability	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-4
	Product / Service Availability	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-5

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Telephone Number(s) Availability	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-6
	Reserve TN(s)	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-7
	Cancel TN Reservation	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-8
	Determine Due Date / Appointment Availability	~~BST Pre-Order #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-2-1-9

~~2.0~~3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the ~~quality~~availability, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. The following evaluation criteria ~~(referenced as HP PRE 3)~~ will be used to address the sub-processes and functions evaluated in test PRE-3.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Pre-Ordering Documentation	LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-1
	Facilities Based & Resale - CLEC Starter Kit (Pre-Ordering sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-2
	Facilities Based & Resale CLEC Activation Requirements	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-3

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	TAG Technical and Programmer Reference Guide(s)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-4
	Carrier Notification	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-5

4.0 PRE-4: TAG Normal Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-~~thru~~through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	*TAG Normal Volume*	*TAG Peak Volume*	*Product Category*
Validate Address	X		UNE, Resale
Retrieve CSR	X		UNE, Resale
Determine Product/Service Availability	X		UNE, Resale
Request Available Telephone Number(s)	X		UNE, Resale
Reserve Telephone Number(s)	X		UNE, Resale
Cancel Telephone Number(s) Reservation	X		UNE, Resale
Determine Appointment Availability	X		UNE, Resale
Calculate Due Date	X		UNE, Resale

The following evaluation criteria ~~(referenced as HP-PRE-4)~~ will be used to address the sub-processes and functions evaluated in test PRE-4.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit pre-orders in Projected Normal Volumes	Address Validation	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-1
	CSR Retrieval	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-2
	Switched Service Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-3
	PIC/LPIC Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-4

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Product / Service Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-5
	Telephone Number(s) Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-6
	Reserve TN(s)	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-7
	Cancel TN Reservation	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-8
	Determine Due Date / Appointment Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-4-1-9

5.0 PRE-5: TAG Peak Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "peak" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-~~thru~~through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	*TAG Normal Volume*	*TAG Peak Volume*	*Product Category*
Validate Address		X	UNE, Resale
Retrieve CSR		X	UNE, Resale
Determine Product/Service Availability		X	UNE, Resale
Request Available Telephone Number(s)		X	UNE, Resale
Reserve Telephone Number(s)		X	UNE, Resale
Cancel Telephone Number(s) Reservation		X	UNE, Resale
Determine Appointment Availability		X	UNE, Resale
Calculate Due Date		X	UNE, Resale

The following evaluation criteria (~~referenced as HP-PRE-5)~~ will be used to address the sub-processes and functions evaluated in test PRE-5.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit pre-orders in Projected Peak Volumes	Address Validation	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-1
	CSR Retrieval	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-2
	Switched Service Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-3
	PIC/LPIC Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-4

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Product / Service Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-5
	Telephone Number(s) Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-6
	Reserve TN(s)	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-7
	Cancel TN Reservation	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-8
	Determine Due Date / Appointment Availability	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	PRE-5-1-9

6.0 PRE-6: Pre-Order Processing Systems ~~Scalability~~ Capacity Management Evaluation

The Pre-Order Processing Systems ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~technical architecture and direct maintenance and support processes for~~ the cluster of pre-ordering applications. ~~The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture.~~ The following evaluation criteria ~~(referenced as HP PRE 6)~~ will be used to address the sub-processes and functions evaluated in test PRE-6.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
TAG Pre-Order ~~Scalability~~ Capacity Management	~~Technical architecture modularity~~Evaluate business volume tracking and forecasting	~~Hardware/Software Scalability~~ ~~Systems Performance Monitoring~~ Adequacy and Completeness of Planning and Forecasting	PRE-6-1-1
	Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring	PRE-6-1-2
	Evaluate performance management process	Adequacy and Completeness of Performance Management Process	PRE-6-1-3
	~~Operations support resources work capacity~~Evaluate capacity management process	~~Resource Staffing Scalability~~ ~~Resource Performance Monitoring~~ Adequacy and Completeness of Capacity Management	PRE-6-1-~~4~~2

V. Ordering and Provisioning Test Section

1.0 O&P-1: EDI Functional Test

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN). The following evaluation criteria ~~(referenced as HP O&P 1)~~ will be used to address the sub-processes and functions evaluated in test O&P-1.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit an Order	Create order transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-1-1-1
	Send order in LSR format	~~Capability of Interface~~ Presence of Functionality	O&P-1-1-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-1-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-1-4
	Send Expedited Order Transaction	~~Capability of Interface~~ Presence of Functionality	O&P-1-1-5
Submit an Error	Create error transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-1-2-1
	Send error in LSR format	~~Capability of Interface~~ Presence of Functionality	O&P-1-2-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-2-3
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-2-4

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-1-2-5
	Re-send order	~~Capability of Interface~~ Presence of Functionality	O&P-1-2-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-2-7
Supplement an Order	Create Supplement transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-1-3-1
	Send supplement	~~Capability of Interface~~ Presence of Functionality	O&P-1-3-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-3-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-3-4
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-1-3-5
	Re-send supplement	~~Capability of Interface~~ Presence of Functionality	O&P-1-3-6
	~~Determine status of transaction response~~	~~Clarity of Information~~ ~~Timeliness of Response~~	~~O&P-1-3-7~~
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-3-8
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	O&P-1-4-1
	Submit integration orders	Presence of Functionality	O&P-1-4-2
	Receive acknowledgement	Accuracy of Response Clarity of Information Timeliness of Response	O&P-1-4-3

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P-1-4-4
	Correct error(s)	Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-1-4-5
	Re-send integration order	Presence of Functionality	O&P-1-4-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	O&P-1-4-7
~~Cancel an Order~~	~~Create cancel transaction~~	~~Capability of Interface~~ ~~Presence of Functionality~~ ~~Accuracy of Document(s)~~	~~O&P-1-4-1~~
	~~Send cancel~~	~~Capability of Interface~~ ~~Presence of Functionality~~	~~O&P-1-4-2~~
	~~Receive acknowledgment~~	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~	~~O&P-1-4-3~~
	~~Receive FOC~~	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~	~~O&P-1-4-4~~
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-5-1
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-6-1
Check Service Order Status	Check Service Order Status	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-1-7-1

2.0 O&P-2: TAG Functional Test

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN. The following evaluation criteria ~~(referenced as HP-O&P-2)~~ will be used to address the sub-processes and functions evaluated in test O&P-2.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit an Order	Create order transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-2-1-1
	Send order in LSR format	~~Capability of Interface~~ Presence of Functionality	O&P-2-1-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-1-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-1-4
	Send Expedited Order Transaction	~~Capability of Interface~~ Presence of Functionality	O&P-2-1-5
Submit an Error	Create error transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-2-2-1
	Send error in LSR format	~~Capability of Interface~~ Presence of Functionality	O&P-2-2-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-2-3
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-2-4

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-2-2-5
	Re-send order	~~Capability of Interface~~ Presence of Functionality	O&P-2-2-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-2-7
Supplement an Order	Create supplement transaction(s)	~~Capability of Interface~~ ~~Presence of Functionality~~ Accuracy of Document(s) Availability of Documentation	O&P-2-3-1
	Send supplement	~~Capability of Interface~~ Presence of Functionality	O&P-2-3-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-3-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-3-4
	Correct errors	~~Presence of Functionality~~ Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-2-3-5
	Re-send supplement	~~Capability of Interface~~ Presence of Functionality	O&P-2-3-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-3-7
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	O&P-2-4-1
	Submit integration orders	Presence of Functionality	O&P-2-4-2
	Receive acknowledgement	Accuracy of Response Clarity of Information Timeliness of Response	O&P-2-4-3

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P-2-4-4
	Correct error(s)	Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P-2-4-5
	Re-send integration order	Presence of Functionality	O&P-2-4-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	O&P-2-4-7
~~Cancel an Order~~	~~Create cancel transaction~~	~~Capability of Interface~~ ~~Presence of Functionality~~ ~~Accuracy of Document(s)~~	~~O&P-2-4-1~~
	~~Send cancel~~	~~Capability of Interface~~ ~~Presence of Functionality~~	~~O&P-2-4-2~~
	~~Receive acknowledgment~~	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~	~~O&P-2-4-3~~
Receive Completion Notice	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-5-1
	Receive transaction response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-5-2
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-6-1
Check Service Order Status	Create Service Order Status request	~~Capability of Interface~~ Presence of Functionality Accuracy of Document(s) Availability of Documentation	O&P-2-7-1
	Send transaction	~~Capability of Interface~~ Presence of Functionality	O&P-2-7-2
	Receive response	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	O&P-2-7-3

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

The EDI/TAG Normal Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions simultaneously. This test cycle will be executed by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire 9-state region (not simply Georgia) as described in Appendix C: Volume Analysis. The test will be executed during two 10-hour periods by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the t~~T~~est). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or a FOC. The following evaluation criteria ~~(referenced as HP-O&P-3)~~ will be used to address the sub-processes and functions evaluated in test O&P-3.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit Orders in Projected Normal Volumes	Create order transaction(s)	Availability of Interface ~~Capability of Interface~~ ~~Completeness of Data~~ Timeliness of Response	O&P-3-1-1
	Send order in LSR format	Availability of Interface ~~Capability of Interface~~ ~~Completeness of Data~~	O&P-3-1-2
	Receive acknowledgment	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-3-1-3
	Receive FOC or error/reject notification	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-3-1-4
	~~Send transaction response~~	~~Capability of Interface~~ ~~Presence of Functionality~~	~~O&P-3-1-5~~

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow ~~thru~~through pre-ordering (TAG only) and resale and UNE service request test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria ~~(referenced as HP-O&P-4)~~ will be used to address the sub-processes and functions evaluated in test O&P-4.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit Orders in Projected Peak Volumes	Create order transaction(s)	Availability of Interface ~~Capability of Interface~~ ~~Completeness of Data~~ Timeliness of Response	O&P-4-1-1
	Send order in LSR format	Availability of Interface ~~Capability of Interface~~ ~~Completeness of Data~~	O&P-4-1-2
	Receive acknowledgment	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-4-1-3
	Receive FOC or error/rejection notification	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-4-1-4
	~~Send transaction response~~	~~Capability of Interface~~ ~~Presence of Functionality~~	~~O&P-4-1-5~~

5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed in order to test end-to-end provisioning process on UNE Loop orders. In addition, ~~I~~in order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria ~~(referenced as HP O&P-5)~~ will be used to address the sub-processes and functions evaluated in test O&P-5.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
BellSouth provisioned service	Receive design documents	~~Completeness of Data~~ Timeliness of Response Accuracy of ~~Response~~Document(s) Availability of Document(s) Change Management Notification Structure of Document(s) Distribution of Document(s)	O&P-5-1-1
	Establish provisioning date and time	Process Validation	O&P-5-1-2
	Perform provisioning activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness or Response/Completion Provisioning Systems Integrity	O&P-5-1-3
	Perform testing activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness or Response/Completion Provisioning Systems Integrity	O&P-5-1-4

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Turn up service	Provisioning Validation Provisioning Coordination Provisioning Timeliness or Response/Completion Provisioning Systems Integrity	O&P-5-1-5

6.0 O&P-6: Order Processing Systems ~~Scalability~~ Capacity Management Evaluation

The Order Processing Systems ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~technical architecture and direct maintenance and support processes for~~ the cluster of ordering applications. ~~The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture.~~ The following evaluation criteria ~~(referenced as HP O&P 6)~~ will be used to address the sub-processes and functions evaluated in test O&P-6.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
EDI/TAG ~~Scalability~~Capacity Management	Evaluate business volume tracking and forecasting~~Technical architecture modularity~~	~~Hardware/Software Scalability~~ ~~Systems Performance Monitoring~~ Adequacy and Completeness of Planning and Forecasting	O&P-6-1-1
	Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring	O&P-6-1-2
	Evaluate performance management process	Adequacy and Completeness of Performance Management Process	O&P-6-1-3
	Evaluate capacity management process~~Operations support resources work capacity~~	Adequacy and Completeness of Capacity Management ~~Resource Staffing Scalability~~ ~~Resource Performance Monitoring~~	O&P-6-1-~~4~~2

7.0 O&P-7: O&P Performance Results Comparison

The O&P Performance Results Comparison is a comparative analysis of O&P performance results collected by the t~~T~~est through test management tools and those collected by BellSouth's performance measurements system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance measurement systems, variances and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria ~~(referenced as HP O&P-7)~~ will be used to address the sub-processes and functions evaluated in test O&P-7.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Percent Rejected Service Requests	Mechanized	~~BST Order #4~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-1-1
Reject Interval	Mechanized	~~BST Order #5~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-2-1
Firm Order Confirmation Timeliness	Mechanized	~~BST Order #6~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-3-1
Percentage of Subsequent Reports	UNE Designed	~~BST Provisioning #7~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-4-1
	UNE Non-Designed	~~BST Provisioning #7~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-4-2

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Average Completion Interval	UNE Dispatch	~~BST Provisioning #4~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-5-1
	UNE Non-Dispatch	~~BST Provisioning #4~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-5-2
Order Completion Interval Distribution	UNE Dispatch	~~BST Provisioning #4~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-6-1
	UNE Non-Dispatch	~~BST Provisioning #4~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-6-2
Held Order Interval Distribution and Mean Interval	UNE Dispatch	~~BST Provisioning #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-7-1
	UNE Non-Dispatch	~~BST Provisioning #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-7-2
Average Jeopardy Notice Interval	UNE Dispatch	~~BST Provisioning #2~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-8-1
	UNE Non-Dispatch	~~BST Provisioning #2~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-8-2

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Percentage of Orders Given Jeopardy Notices	UNE Dispatch	~~BST Provisioning #2~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-9-1
	UNE Non-Dispatch	~~BST Provisioning #2~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-9-2
Percent Provisioning Troubles within 30 Days	UNE Dispatch	~~BST Provisioning #7~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-10-1
	UNE Non-Dispatch	~~BST Provisioning #7~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-10-2
Percent Service Order Accuracy	UNE Dispatch	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-11-1
	UNE Non-Dispatch	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-11-2
Average Completion Notice Interval	UNE Dispatch	~~BST Provisioning #5~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-12-1
	UNE Non-Dispatch	~~BST Provisioning #5~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	O&P-7-12-2

8.0 O&P-8: EDI Documentation Evaluation

The EDI Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria (~~referenced as HP-O&P-8)~~ will be used to address the sub-processes and functions evaluated in test O&P-8.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
O&P Documentation	LEO Implementation Guides (Volumes 1-4)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-8-1-1
	PC-EDI Training Document	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-8-1-2
	Carrier Notifications off the BellSouth website	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-8-1-3

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Resale CLEC Activation Requirements	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-8-1-4
	Local Number Portability Ordering Guide	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-8-1-5

9.0 O&P-9: TAG Documentation Evaluation

The TAG Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria ~~(referenced as HP O&P 9)~~ will be used to address the sub-processes and functions evaluated in test O&P-9.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
O&P Documentation	LEO Implementation Guides (Volumes 1-4)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-9-1-1
	TAG ~~Technical~~Technical and Programmer Reference Guide(s)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-9-1-2
	Carrier Notifications off the BellSouth website	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-9-1-3

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Resale CLEC Activation Requirements	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-9-1-4
	Local Number Portability Ordering Guide	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	O&P-9-1-5

10.0 O&P-10: EDI/TAG Production Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under current capacities of the production system. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE service request test cases, excluding error conditions.

The test will be executed during an 8-hour period. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-10.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Submit Orders in Production Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	O&P-10-1-1
	Send order in LSR format	Availability of Interface	O&P-10-1-2
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-1-3
	Receive FOC or error/rejection notification	Availability of Interface Accuracy of Response Timeliness of Response	O&P-10-1-4

VI. Billing Test Section

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). ~~HP or the test manager~~KPMG will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing that will be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, the recording of account configuration changes, adjustments, and the accuracy of invoice line item details delivered by both the CABS/CRIS systems. ~~HP~~ KPMG will use process walk-throughs/interviews to ensure quality of internal processes. The following evaluation criteria ~~(referenced as HP-BLG-1)~~ will be used to address the sub-processes and functions evaluated in test BLG-1.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Adjustment	Enter adjustments	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-1-1
	Track adjustments	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-1-2
Maintain Bill Balance	Carry balance forward	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-2-1
Review Bills	Verify normal recurring charges	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-3-1
	Verify one-time charges	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-3-2
	Verify prorated recurring charges	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-3-3
	Verify usage charges	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-3-4
	Verify adjustments (debits and credits)	Presence of Functionality Accuracy of Response ~~Completeness of Data~~	BLG-1-3-5
	Verify late charges	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-3-6

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Balance Cycle	Define balancing and reconciliation procedures	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-1
	Produce control reports	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-2
	Release cycle	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-3
Deliver Bill	Deliver bill media	Presence of Functionality Timeliness of Response	BLG-1-5-1
Maintain Bill history	Maintain billing information	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-1
	Access billing information	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-2
Request re-send	Deliver bill media	Process Validation Presence of Functionality Accuracy of Document(s) Timeliness of Response	BLG-1-7-1

2.0 BLG-2: ODUF/ADUF Usage Functional Test

The Daily Usage File Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by ~~HP~~ KPMG placing test calls on those UNE port and port loop scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports that will be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types. The following evaluation criteria ~~(referenced as HP BLG-2)~~ will be used to address the sub-processes and functions evaluated in test BLG-2.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Receipt of usage by BellSouth	Receive switch records at data center	Process Validation ~~Capability of Interface~~ Presence of Functionality	BLG-2-1-1
	Verify DUF data	~~Capability of Interface~~ Presence of Functionality	BLG-2-1-2
Daily Usage Feed	Create usage feed	Process Validation ~~Capability of Interface~~ Presence of Functionality	BLG-2-2-1
	Define balancing and reconciliation procedures	Clarity of Information Accuracy of Document(s	BLG-2-2-2
	Route usage	~~Capability of Interface~~ Presence of Functionality	BLG-2-2-3
Deliver usage to CLECs	Send Connect:Direct®	~~Capability of Interface~~ Presence of Functionality	BLG-2-3-1
	Acknowledge arrival	Presence of Functionality Timeliness of Response	BLG-2-3-2
Maintain usage history	Create usage backup	Process Validation ~~Capability of Interface~~ Presence of Functionality	BLG-2-4-1
	Request backup data	~~Capability of Interface~~ Presence of Functionality	BLG-2-4-2
Status tracking and reporting	Track valid usage	~~Capability of Interface~~ Presence of Functionality ~~Completeness of Data~~ Accuracy of response	BLG-2-5-1
	Account for no usage	~~Capability of Interface~~ Presence of Functionality ~~Completeness of Data~~ Accuracy of response	BLG-2-5-2
	Account for missing usage (gaps)	~~Capability of Interface~~ Presence of Functionality Accuracy of response	BLG-2-5-3

3.0 BLG-3: Billing Usage Returns Test – Out of Scope

4.0 BLG-4: CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation~~Test~~

The CRIS/CABS Invoicing ~~Scalability Test~~Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ~~the technical architecture and direct maintenance and support processes for the~~ CRIS/CABS applications. ~~The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future CRIS/CABS technology architecture.~~ The following evaluation criteria ~~(referenced as HP BLG 4)~~ will be used to address the sub-processes and functions evaluated in test BLG-4.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
CRIS/CABS ~~Scalability~~ Capacity Management	Evaluate ~~event collection~~business volume tracking and forecasting	~~Process Validation~~ Adequacy and Completeness of Planning and Forecasting	BLG-4-1-1
	Evaluate ~~manual processes~~resource tracking and forecasting	Adequacy and Completeness of Usage Monitoring ~~Process Validation Scalability~~	BLG-4-1-2
	~~Evaluate systems~~Evaluate performance management processes	Adequacy and Completeness of Performance Management Process ~~Hardware/Software Scalability~~	BLG-4-1-3
~~Manage Capacity Planning~~	~~Identify capacity planning procedures~~Evaluate capacity management processes	Adequacy and Completeness of Capacity Management ~~Hardware/Software Scalability Resource Performance Monitoring~~	BLG-4-12-~~41~~
	~~Evaluate capacity planning procedures~~	~~Hardware/Software Scalability Resource Performance Monitoring~~	~~BLG-4-2-2~~
	~~Review staffing plans~~	~~Resource Staffing Scalability Resource Performance Monitoring~~	~~BLG-4-2-3~~

5.0 BLG-5: ODUF/ADUF Daily Usage ~~Scalability~~ Capacity Management Evaluation

The ODUF/ADUF Daily Usage ~~Scalability~~ Capacity Management Test is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the ~~technical architecture and direct maintenance and support processes~~ for the ODUF/ADUF reporting applications. ~~The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ODUF/ADUF reporting technology architecture.~~ The following evaluation criteria ~~(referenced as HP BLG-5)~~ will be used to address the sub-processes and functions evaluated in test BLG-5.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
ODUF/ADUF Reporting ~~Scalability~~ Capacity Management	Evaluate ~~event collection~~business volume tracking and forecasting	Adequacy and Completeness of Planning and Forecasting ~~Process Validation~~	BLG-5-1-1
	Evaluate resource usage tracking and forecasting~~Receive CRIS/CABS input~~	Adequacy and Completeness of Usage Monitoring ~~Capability of Interface Presence of Functionality~~	BLG-5-1-2
	Evaluate performance management processes~~Evaluate manual processes~~	Adequacy and Completeness of Performance Management Process ~~Process Validation Scalability~~	BLG-5-1-3
	Evaluate capacity management processes~~Evaluate systems~~	Adequacy and Completeness of Capacity Management ~~Hardware/Software Scalability~~	BLG-5-1-4
~~Manage capacity planning~~	~~Identify capacity planning procedures~~	~~Hardware/Software Scalability Resource Performance Monitoring~~	~~BLG-5-2-1~~
	~~Evaluate capacity planning procedures~~	~~Hardware/Software Scalability Resource Performance Monitoring~~	~~BLG-5-2-2~~
	~~Review staffing plans~~	~~Resource Staffing Scalability Resource Performance Monitoring~~	~~BLG-5-2-3~~

6.0 BLG-6: Billing Performance Results Comparison

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by the t~~T~~est through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS t~~T~~est invoices
- BellSouth's performance measurements system data collected
- Test Call Log

The following evaluation criteria ~~(referenced as HP BLG-6)~~ will be used to address the sub-processes and functions evaluated in test BLG-6.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Invoicing accuracy	Non-Designed UNE (billed through CRIS)	~~BST Billing #1~~ ~~Completeness of Data~~ Clarity of Information	BLG-6-1-1
	Designed UNE (billed through CABS)	~~BST Billing #1~~ ~~Completeness of Data~~ Clarity of Information	BLG-6-1-2
	Port Usage (billed through CABS)	~~BST Billing #1~~ ~~Completeness of Data~~ Clarity of Information	BLG-6-1-3
Invoice timeliness	Non-Designed UNE (billed through CRIS)	~~BST Billing #2~~ Timeliness of Response	BLG-6-2-1
	Designed UNE (billed through CABS)	~~BST Billing #2~~ Timeliness of Response	BLG-6-2-2
	Port Usage (billed through CABS)	~~BST Billing #2~~ Timeliness of Response	BLG-6-2-3
Usage data delivery timeliness	Port Usage	~~BST Billing #4~~ Timeliness of Response	BLG-6-3-1
Usage data delivery completeness	Port Usage	~~BST Billing #5~~ ~~Completeness of Data~~	BLG-6-4-1

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Usage data delivery accuracy	Port Usage	~~BST Provisioning #3~~ Accuracy of Response ~~Completeness of Data~~ Clarity of Information	BLG-6-5-1

7.0 BLG-7: CRIS/CABS Invoicing Documentation Evaluation

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather invoices, delivery of invoices and the overall format and contents of the invoices delivered. The following evaluation criteria (~~referenced as HP BLG 7~~) will be used to address the sub-processes and functions evaluated in test BLG-7.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Billing Invoicing Documentation	All BellSouth invoicing standards and procedures documentation	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-1
	Resale Handbook (Billing Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-2
	CLEC Training Guide (Billing Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-3
	Invoicing Online Help	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-5

8.0 BLG-8: ODUF/ADUF Documentation Evaluation

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather usage records, delivery of usage records and the overall format and contents of the daily usage files delivered. The following evaluation criteria (~~referenced as HP BLG-8~~) will be used to address the sub-processes and functions evaluated in test BLG-8.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Billing usage reporting documentation	All BellSouth usage reporting standards and procedures documentation	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-1
	Resale Handbook (Billing Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-2
	CLEC Training Guide (Billing Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-3
	Daily Usage File Online Help	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-5

VII. Maintenance and Repair Test Section

1.0 M&R-1: TAFI Functional Test

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth ' s production environment. This test cycle will be executed by submitting trouble reports against ~~two varieties of~~ provisioned test bed accounts ~~(both of which are addressed in Appendix B-5: M&R Scenarios):~~

~~- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~
~~- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements ~~of TN based UNE~~ trouble reporting and screening that will be specifically targeted by this t~~T~~est include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. The following evaluation criteria ~~(referenced as HP-M&R-1)~~ will be used to address the sub-processes and functions evaluated in test M&R-1.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
~~Introduce faults~~	~~Create faults where appropriate~~	~~Not applicable~~	~~M&R-1-1-1~~
Trouble reports	Create trouble report	~~Capability of Interface~~ Presence of Functionality Accuracy of Document(s)	M&R-1-12-1
	Modify trouble report	~~Capability of Interface~~ Presence of Functionality Accuracy of Document(s)	M&R-1-13-21
	Create repeat report	Presence of Functionality ~~Capability of Interface~~ Accuracy of Document(s)	M&R-1-13-32
	Create subsequent report	Presence of Functionality ~~Capability of Interface~~ Accuracy of Document(s)	M&R-1-13-43
	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-13-54

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Execute manual queuing capabilities	Presence of Functionality Accuracy of Response Timeliness of Response Accuracy of Document(s)	M&R-1-1-6
	Execute supervisor functions	Presence of Functionality Accuracy of Response Timeliness of Response Accuracy of Document(s)	M&R-1-1-7
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-1
	View port and loop-port test results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-2
	Obtain customer line record	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-3
	Obtain predictor results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-4
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-5
	View SOCS pending order (open issue)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-24-6
	Close trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~ Accuracy of Document(s)	M&R-1-24-7

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~ Accuracy of Document(s)	M&R-1-24-8
Access error reports	Reset communications	~~Capability of Interface~~ Presence of Functionality	M&R-1-35-1
	Host request errors	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-35-2
Trouble history	Retrieve trouble history	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-46-1
Trouble status	View pending ticket status	Accuracy of Response Clarity of Information Timeliness of Response ~~Completeness of Data~~	M&R-1-57-1

2.0 M&R-2: ECTA Functional Test

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. ~~submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):~~

- ~~electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and~~
- ~~test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions~~

ECTA functionality will be reviewed along with ~~of~~ the documentation addressing its use. The functional elements of ~~TN based and circuit identified UNE~~ trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system. The following evaluation criteria ~~(referenced as HP-M&R-2)~~ will be used to address the sub-processes and functions evaluated in test M&R-2.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
~~Introduce faults~~	~~Create faults where appropriate~~	~~Not Applicable~~	~~M&R-2-1-1~~
Trouble reports	Create trouble report	Presence of Functionality ~~Capability of Interface~~ Accuracy of Document(s)	M&R-2-12-1
	Modify trouble report	~~Capability of Interface~~ Presence of Functionality Accuracy of Document(s)	M&R-2-12-2
	~~Create repeat report~~	~~Presence of Functionality~~ ~~Capability of Interface~~ ~~Accuracy of Document(s)~~	~~M&R-2-12-3~~
	~~Create subsequent report~~	~~Presence of Functionality~~ ~~Capability of Interface~~ ~~Accuracy of Document(s)~~	~~M&R-2-12-4~~
	~~Retrieve LMOS recent status report: TN troubles (LMOS)~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Completeness of Data~~	~~M&R-2-12-5~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Retrieve WFA recent status report : ckt id (WFA)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R 2 12 6
Access to test capability	Initiate port and loop port test	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R 2 23 1
	View port and loop port test results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R 2 23 2
	Close trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R 2 23 3
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R-2-3-41-3
Error reports	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R 2 4 1
	Reset communications	Capability of Interface Presence of Functionality	M&R 2 4 2
	Host request errors	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R 2 4 3
Trouble status	Retrieve Request trouble pending ticket status	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s) Completeness of Data	M&R-2-5-12-1

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	View trouble ticket notifications	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-2-2-2

3.0 M&R-3: ECTA Normal Volume Performance Test

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of ~~flow thru~~ resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions. The following evaluation criteria ~~(referenced as HP M&R-3)~~ will be used to address the sub-processes and functions evaluated in test M&R-3.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface ~~Capability of Interface~~	M&R-3-1-1
	Modify trouble report	Availability of Interface ~~Capability of Interface~~	M&R-3-1-2
	~~Retrieve LMOS recent status report: TN troubles (LMOS)~~Cancel trouble ticket	Availability of Interface ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	M&R-3-1-3
	~~Retrieve WFA recent status report: CKT ID troubles (WFA)~~Request trouble ticket status	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-3-1-4
	~~Receive error response~~Cancel trouble ticket	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-3-1-5

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	~~Reset communications~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R 3-1-6~~
	~~Host request errors~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R 3-1-7~~
	~~Retrieve pending ticket status~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R 3-1-8~~

4.0 M&R-4: ECTA Peak Volume Performance Test

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a selected sample of ~~flow-through~~ resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria ~~(referenced as HP M&R 4)~~ will be used to address the sub-processes and functions evaluated in test M&R-4.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface ~~Capability of Interface~~	M&R-4-1-1
	Modify trouble report	Availability of Interface ~~Capability of Interface~~	M&R-4-1-2

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	~~Retrieve LMOS recent status report: TN troubles (LMOS)~~Cancel trouble ticket	Availability of Interface ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	M&R-4-1-3
	~~Retrieve WFA recent status report: CKT ID troubles (WFA)~~Request trouble ticket status	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-4-1-4
	~~Receive error response~~View trouble ticket notifications	Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-4-1-5
	~~Reset communications~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R-4-1-6~~
	~~Host request errors~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R-4-1-7~~
	~~Retrieve pending ticket status~~	~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R-4-1-8~~

5.0 M&R-5: TAFI ~~Scalability~~ Capacity Management Evaluation

The TAFI ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of TAFI interfaces. ~~technical architecture and direct maintenance and support processes for the TAFI application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future TAFI technology architecture.~~ The following evaluation criteria ~~(referenced as HP M&R 5)~~ will be used to address the sub-processes and functions evaluated in test M&R-5.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
TAFI ~~Scalability~~Capacity Management	Evaluate ~~technical architecture~~business volume tracking and forecasting	~~Hardware/Software Scalability~~ ~~Systems Performance Monitoring~~ Adequacy and Completeness of Planning and Forecasting	M&R-5-1-1
	Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring	M&R-5-1-2
	Evaluate performance management processes	Adequacy and Completeness of Performance Management Process	M&R-5-1-3
	Evaluate ~~operations support resources~~capacity management processes	~~Resource Staffing Scalability~~ ~~Resource Performance Monitoring~~ Adequacy and Completeness of Capacity Management	M&R-5-1-~~4~~2

6.0 M&R-6: ECTA ~~Scalability~~ Capacity Management Evaluation

The ECTA ~~Scalability~~ Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ECTA interfaces. ~~technical architecture and direct maintenance and support processes for the ECTA application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ECTA technology architecture.~~ The following evaluation criteria ~~(referenced as HP M&R 6)~~ will be used to address the sub-processes and functions evaluated in test M&R-6.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
ECTA ~~scalability~~Capacity Management	Evaluate ~~technical architecture~~business volume tracking and forecasting	~~Hardware/Software Scalability Systems Performance Monitoring~~ Adequacy and Completeness of Planning and Forecasting	M&R-6-1-1
	Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring	M&R-6-1-2
	Evaluate performance management processes	Adequacy and Completeness of Performance Management Process	M&R-6-1-3
	Evaluate ~~operations support resources~~capacity management process	Adequacy and Completeness of Capacity Management ~~Resource Staffing Scalability Resource Performance Monitoring~~	M&R-6-1-~~4~~2

7.0 M&R-7: M&R Performance Results Comparison

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by KPMG test management tools ~~the Test at the Build~~ and ~~those collected by~~ BellSouth's OSS performance measurements systems. ~~from BellSouth's OSS.~~ The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems ~~metrics~~, ~~variances~~ accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria ~~(referenced as HP M&R 7)~~ will be used to address the sub-processes and functions evaluated in test M&R-7.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
Missed repair appointment	UNE Designed	~~BST M&R #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-1-1
	UNE Non-Designed	~~BST M&R #1~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-1-2
Percentage of subsequent reports	~~UNE Designed~~	~~BST M&R #3~~ ~~Availability of Interface~~ ~~Capability of Interface~~ ~~Accuracy of Response~~ ~~Completeness of Data~~ ~~Timeliness of Response~~	~~M&R-7-2-1~~
	UNE Non-Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-2-12
Maintenance average duration	UNE Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-3-1

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
	UNE Non-Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-3-2
Out of service > 24 hours	UNE Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-4-1
	UNE Non-Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-4-2
Repeat troubles within 30 days	UNE Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-5-1
	UNE Non-Designed	~~BST M&R #3~~ Availability of Interface ~~Capability of Interface~~ Accuracy of Response ~~Completeness of Data~~ Timeliness of Response	M&R-7-5-2
OSS response interval	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-2
Average answer time	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-2

8.0 M&R-8: TAFI Documentation Evaluation

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the ~~quality,~~availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This t~~T~~est uses records of observations ~~will receive as input~~ from the M&R-1: TAFI Functional Test and CLEC TAFI User Training Manuals ~~an exceptions report due~~ to identify incidents in documentation and ~~which addresses whether system~~ functionality ~~matches that~~ described in the business rules ~~documentation~~. The following evaluation criteria ~~(referenced as HP M&R 8)~~ will be used to address the sub-processes and functions evaluated in test M&R-8.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
M&R Documentation	CLEC TAFI End-User Training and User Guide	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-1
	CLEC Training Guide (M&R Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-2
	TAFI Online Help	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-3
	Carrier Notifications on BellSouth's website	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-4

9.0 M&R-9: ECTA Documentation Evaluation

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the ~~quality~~availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This t~~T~~est will ~~receive as input~~use records of observations from the M&R-2: ECTA Functional Test and CLEC ECTA End User Joint Implementation Agreement (JIA) ~~exceptions reports due~~ to identify incidents in documentation and ~~which address whether system~~ functionality ~~matches that~~ described in the business rules ~~documentation~~. The following evaluation criteria ~~(referenced as HP-M&R-9)~~ will be used to address the sub-processes and functions evaluated in test M&R-9.

Sub Process	*Function*	*Evaluation Criteria*	*Test Cross Reference*
M&R Documentation	CLEC ECTA End-User Demonstration and User Joint Interconnection Agreement (JIA)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-1
	CLEC Training Guide (M&R Sections)	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-2
	ECTA Online Help	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-3
	Carrier Notifications	Availability of Document(s) ~~and Training~~ Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-4
	CLEC ECTA End User Training & User Guide	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-5

10.0 M&R-10: M&R Process Evaluation

The M&R Process Evaluation Test is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-10.

Sub Process	***Function***	***Evaluation Criteria***	***Test Cross Reference***
End-to-End M&R Process	Process flow documentation	Wholesale/Retail Comparison	M&R-10-1-1
	Process evaluation	Wholesale/Retail Comparison	M&R-10-1-2
End-to-End Trouble Report Processing	M&R test situations	Accuracy Timeliness	M&R-10-2

VIII. ~~Forecasting and~~ Change Management Test Section

~~1.0 FCM-1: Forecasting Process Review~~

~~The Forecasting Process Review will evaluate key aspects of BellSouth's ability to forecast future line/UNE growth for CLECs. The results of this Test will depend on checklists and inspections. The following evaluation criteria (referenced as HP-FCM-1) will be used to address the sub-processes and functions evaluated in test FCM-1.~~

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
~~Forecasting~~	~~Forecast development~~	~~Process Validation Accuracy of Document(s)~~	~~FCM-1-1-1~~
	~~Forecast publication and confirmation~~	~~Process Validation Structure of Document(s) Distribution of Document(s)~~	~~FCM-1-1-2~~

12.0 ~~F~~CM-12: Change Management Practices Review

This t~~T~~est evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this t~~T~~est will rely upon checklists and inspections. The following evaluation criteria (~~referenced as HP-FCM-2~~) will be used to address the sub-processes and functions evaluated in test ~~F~~CM-12.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Change Management	Developing Change Proposals	Completeness and consistency of change development process	CM-1.1 CM-1.2
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	CM-1.3 CM-1.4 CM-1.7
	Implementing Change	Completeness and consistency of change implementation process	CM-1.7
	Intervals	Reasonableness of change interval	CM-1.5
	Documentation	Timeliness of documentation updates	CM-1.6

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	CM-1.7 CM-1.8

Appendix D-2:
Service Quality Measurements
Regional Performance Reports
~~8~~10/15/1999

BellSouth
Service Quality Measurements
Regional Performance Reports

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

PRE-ORDERING - OSS

Report/Measurement :	
Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG – TN (Regional Street Address Guide- Telephone Number) – contains information about facilities available and telephone numbers working at a given address. • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability. • DSAP (DOE Support Application) – provides due date information. • HAL (Hands-Off Assignment Logic) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) – provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability.	
Calculation:	
Σ[(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark	
Retail Analog	

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

Revision date: 08/10/99 (lg)

PRE-ORDERING

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
• Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • Legacy contract type (per reporting dimension) • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 06/28/99 (lg)

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)
Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout
Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. **Definitions:** Fatal Rejects: Errors that prevent an LSR submitted by the CLEC from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout. 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS * Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC

representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:

Percent Flow Through Service Requests =Σ[(Total number of valid service requests that flow-through to the BST OSS)] / (Total number of valid service requests delivered to the BST OSS) X 100

Description:
Percent Flow Through = (The total number of LSRs that flow through LESOG to the BST OSS) /(the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- CLEC Aggregate
  - Region
- BST Aggregate
  - Region

Level of Disaggregation:

Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received, by interface, by CLEC: ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code	• Report month • Total number of errors by type: ➢ BST system error

Retail Analog/Benchmark:

Retail Analog: BST Residence Flow Through

Revision Date: 06/25/99 (tm)

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual or human intervention.
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout
Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. **Definitions:** **Fatal Rejects**: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. **Auto-Clarification**: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. **Manual Fallout**: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout: 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS *Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. **Total System Fallout**: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the

LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to the BST OSS) / (Total number of valid service requests delivered to the BST OSS) X 100

Description:

Percent Flow Through = The total number of LSRs that flow through LESOG to the BST OSS /(the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
  - Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total number of LSRs received, by interface, by CLEC ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC errors • Total number of errors by error code	• Report month • Total number of errors by type: ➢ BST system error

Retail Analog/Benchmark:

Retail Analog: BST Residence Flow Through

Revision Date: 06/25/99 (tm)

ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type.	
Report Structure:	
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error
Retail Analog/Benchmark:	
None	

Revision Date: 06/25/99 (tm)

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings	No*	UNE	Yes	no	* yes as of OSS'99

	(simple)					

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

ORDERING

Report/Measurement:	
Percent Rejected Service Requests	
Definition:	
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by the CLEC	
Business Rules:	
Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category: • A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only. • An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs. **Non Mechanized:** An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative.	
Calculation:	
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.	
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Produc Reporting Levels ➢ Resale Residence ➢ Resale Business ➢ Resale Specials ➢ UNE ➢ UNE Loop with NP ➢ Other ➢ Trunks	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region
Retail Analog/Benchmark Retail Analog	

ORDERING

Report/Measurement:	
Reject Interval	
Definition:	
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by CLEC	
Business Rules:	
Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category. **Partially Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until it falls out for manual handling and is rejected back to the CLEC. **Total Mechanized** = Combination of Fully Mechanized and Partially Mechanized LSRs. **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON.	
Calculation:	
Reject Interval =Σ[(Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)	
Report Structure:	
• CLEC Specific • CLEC Aggregate • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks	
Level of Disaggregation:	
• Product Reporting Levels ➢ Interconnection Trunks ➢ Resale – Residence ➢ Resale – Business ➢ Resale – Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours. • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours • Average Interval in Days.	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region
Retail Analog/Benchmark:	
Retail Analog	

ORDERING

Report/Measurement:	
Firm Order Confirmation Timeliness	
Definition:	
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.	
Exclusions:	
• Rejected LSRs • Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.	
Business Rules:	
• **Mechanized** - The elapsed time from receipt of a valid LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS. • **Partially Mechanized** – The elapsed time from receipt of an electronically submitted LSR which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • **Total Mechanized** = Combination of Fully Mechanized and Partially Mechanized LSRs • **Non-Mechanized** - The elapsed time from receipt of an LSR (fax receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS.	
Calculation:	
Firm Order Confirmation Timeliness =Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)	
Report Structure:	
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Product Reporting Levels ➢ Interconnection Trunks ➢ Resale – Residence ➢ Resale – Business ➢ Resale – Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP ➢ Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation (MSA) as required by State Commission Order • < 10 and > 10 Circuits/Lines	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Interval for FOC • Total number of LSRs • State and Region	• Report Month • Interval for FOC • Total Number of LSRs • State and Region
Retail Analog/Benchmark:	
Retail Analog	

ORDERING

Report/Measurement:	
Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.	
Report Structure:	
• CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• CLEC Aggregate • BST Aggregate	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 06/28/99 (lg)

PROVISIONING

Report/Measurement:

Mean Held Order Interval & Distribution Intervals

Definition:

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Order Activities of BST associated with internal or administrative use of local services.

Business Rules:

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).

Calculation:

Mean Held Order Interval:

• (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.

Held Order Distribution Interval:

(# of Orders Held for • 90 days) / (Total # of Orders Pending But Not Completed) X 100

(# of Orders Held for • 15 days) / (Total # of Orders Pending But Not Completed) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with INP (Design and Non-Design)
  - UNE 2 Wire Loop without INP (Design and Non-Design)
  - UNE Loop Other with INP (Design and Non-Design)
  - UNE Loop Other without INP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
  - Local Interconnection Trunks

- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING - (Mean Held Order Interval & Distribution Intervals - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count (under development) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks -BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice
Definition:
When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement • Orders held for CLEC end user reasons • Orders submitted to BST through non-mechanized methods
Business Rules:
When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.
Calculation:
Average Jeopardy Interval =• [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period). **Percent of Orders Given Jeopardy Notice** = • [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Committed (due) in Reporting Period)
Report Structure:
• CLEC Specific and CLEC Aggregate • BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)
Level of Disaggregation:
• Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Under development (8/99)

Retail Analog/Benchmark:

Under Development (8/99)

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are, requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = • (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate **Report explanation:** The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user
Level of Disaggregation:

- Reported in categories of <10 line/circuits; > 10 line/circuits
- Dispatch / No Dispatch
- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with INP (Design and Non-Design)
  - UNE 2 Wire Loop without INP (Design and Non-Design)
  - UNE Loop Other with INP (Design and Non-Design)
  - UNE Loop Other without INP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
  - Local Interconnection Trunks
- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING (Percent Missed Installation Appointments - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks -BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement :

Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition:

The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services
- (Record Orders, Test Orders, etc.)
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:

The actual completion interval is determined for each order processed during the reporting period. The Completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Calculation :

Average Completion Interval:

- [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting Period)

Order Completion Interval Distribution:

Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 6-10, 11-15, 16-20, 21-25, 26-30, 30+
- All Levels are reported <10 line/circuits; >10 line/circuits
- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with INP (Design and Non-Design)
  - UNE 2 Wire Loop without INP (Design and Non-Design)
  - UNE Loop Other with INP (Design and Non-Design)
  - UNE Loop Other without INP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
  - Local Interconnection Trunks

- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING -
(Average Completion Interval (OCI) & Order Completion Interval Distribution - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:

Average Completion Notice Interval

Definition:

The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions:

- Non-mechanized Orders
- Cancelled Service Orders
- Order Activities of BST associated with internal or administrative use of local services
- D & F orders

Business Rules:

Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he enters the completion information in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.

Calculation:

Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate (in development-expected release date 08/15/99 reporting)

Level of Disaggregation:

- Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
- Reported in categories of <10 line/circuits; > 10 line/circuits
- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with INP (Design and Non-Design)
  - UNE 2 Wire Loop without INP (Design and Non-Design)
  - UNE Loop Other with INP (Design and Non-Design)
  - UNE Loop Other without INP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
  - Local Interconnection Trunks
- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Average Completion Notice Interval- Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
Report Month • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• BST Analog expected release 8/15/99 reports
Retail Analog/Benchmark:	
Under Development at this time 8/15/99	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:

Coordinated Customer Conversions

Definition:

This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without INP, and where the CLEC has requested BST to provide a coordinated cutover.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop

Business Rules:

Where the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.

Calculation:

- [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval
- Product Reporting Levels
  - UNE Loops without INP
  - UNE Loops with INP
- Geographic Scope
  - State, Region, and further geographic disaggregation as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (INP Orders) • Total Items NOTE: Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Retail Analog/Benchmark:

There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark under development.

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = • (Trouble reports on all completed orders • 30 days following service order(s) completion) / (All Service Orders in a completed in the report calendar month) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (Under Development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement :

Total Service Order Cycle Time (TSOCT) (under development 3Q99)

Definition:

This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services
- (Record Orders, Test Orders, etc.)
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:

The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Calculation :

Total Service Order Cycle Time
(under development)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- ISDN Orders included in Non Design - GA Only
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Intervals under development
- Product Reporting Levels
  - Interconnection Trunks
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with INP (Design and Non-Design)
  - UNE 2 Wire Loop without INP (Design and Non-Design)
  - UNE Loop Other with INP (Design and Non-Design)
  - UNE Loop Other without INP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching (Under development)
  - Local Transport (Under development)
  - Combos (Under development)
  - NP (Under development as separate category)
  - Local Interconnection Trunks
- Geographic Scope

- State, Region and further geographic disaggregation as required by State Commission Order

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • -Service Type • Geographic Scope
Retail Analog/Benchmark	
Under development (BST retail analog available at this time would be Average Completion Interval)	

Revision date: 06/24/99 (taf)

MAINTENANCE & REPAIR

Report/Measurement:
Missed Repair Appointments
Definition:
The percent of trouble reports not cleared by the committed date and time.
Exclusions:
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.
Calculation:
Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non-Design – GA ONLY • Product Reporting Levels ➢ POTS – Residence, Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MAINTENANCE & REPAIR – (Missed Repair Appointments – Continued)

Retail Analog/Benchmark
CLEC Residence-Resale / BST Residence-Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:

Customer Trouble Report Rate

Definition:

Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with administrative service.
- Customer provided Equipment (CPE) troubles or CLEC equipment troubles.

Business Rules:

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate.

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX, CENTREX, and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching , Local Transport, and Combos (under development)
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration =Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS– Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design Non – Design) ➢ UNE Loop Other (Design Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

MAINTENANCE & REPAIR - (Maintenance Average Duration - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non - Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code parentheses is the corresponding header format found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MANTENANCE & REPAIR

Report/Measurement:

Out of Service (OOS) > 24 Hours

Definition:

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service.)

Exclusions:

- Trouble Reports canceled at the CLEC request
- BST Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules:

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.

Calculation:

Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate.

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX and CENTREX and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching, Local Transport and Combos (under development)
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)

Retail Analog/Benchmark:
• CLEC Residence-Resale / BST Residence- Retail • CLEC Business- Resale / BST Business-Retail • CLEC Design-Resale / BST Design-Retail • CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail • CLEC Trunking-Resale /BST Trunking- Retail • UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Interface Availability	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate • BST/CLEC	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time)	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS
Retail Analog/Benchmark:	
Parity by design; Retail Analog	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Response Interval and Percentages	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
Exclusions:	
Queries received during scheduled system maintenance time.	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\geq$ 4 to 10, $\geq$10, $\geq$30 seconds.	
Report Structure:	
• CLEC • BST Residence • BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate.	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
Average Answer Time – Repair Centers	
Definition:	
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.	
Exclusions:	
None	
Business Rules:	
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.	
Level of Disaggregation:	
Region. CLEC/BST Service Centers and BST Repair Centers are regional.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
• CLEC Aggregate • BST/CLEC Aggregate	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Average Answer Time	• BST Average Answer Time
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

BILLING

Report/Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
Invoice Accuracy = (Total Billed Revenues during current month) – (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation :	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Total Billed Revenue • Billing Related Adjustments	• Report Month • Retail Type ➢ CRIS ➢ CABS • Total Billed Revenue • Billing Related Adjustments
Retail Analog/Benchmark	
Retail Analog	

Revision date: 08/02/99 (lg)

BILLING

Report/Measurement:	
Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date)– (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Invoice Transmission Count • Date of Scheduled Bill Close	• Report Month • Retail Type ➢ CRIS ➢ CABS • Invoice Transmission Count • Date of Scheduled Bill Close
Retail Analog/Benchmark:	
CRIS-based invoices will be released for delivery within six (6) business days CABS-based invoices will be released for delivery within eight (8) calendar days.	

Revision date: 07/30/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy =Σ [(Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs sent during current month) X 100	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Month • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/0/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness =Σ(Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / Σ(Total number of Recorded usage records delivered during the current month) X 100	
Report Structure	
CLEC Specific, CLEC Aggregate, BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/02/99 (lg)

BILLING

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness =Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/02/99 (lg)

BILLING

Report/Measurement:	
Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage $=\Sigma$ (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 07/30/99 (lg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Timeliness $=\Sigma$ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Levels of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

Revision Date: 06/29/99 (tg)

BellSouth

Service Quality Measurements

Regional Performance Reports

E911

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy =Σ(Number of record individual updates processed with no errors ÷ Total number of individual record updates) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

E911

Report/Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = (Date and time of batch order completion - Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

Revision Date: 06/29/99 (tg)

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Aggregate ➢ CTTG ➢ Local • CLEC Aggregate ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk	
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
Retail Analog	

Revision Date: 06/09/99 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks	• CLEC Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
Retail Analog/Benchmark:	
Retail Analog	

Revision Date: 06/09/99 (tm)

COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time =Σ(Request Response Date) – (Request Submission Date) / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time =Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

Appendix A: Reporting Scope*

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input

		into end office switches.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth is in the process of developing a proposed set of reasonable controls associated with individual CLEC audits. If requested by a Public Service Commission, BellSouth will conduct a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years, to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

Appendix E:
Test Cycles

Test Cycles

Test cycles, as defined in Section III - Framework, map test objectives across process domains to form manageable test components. Figure F-I illustrates the test objectives to be tested for each process domain.

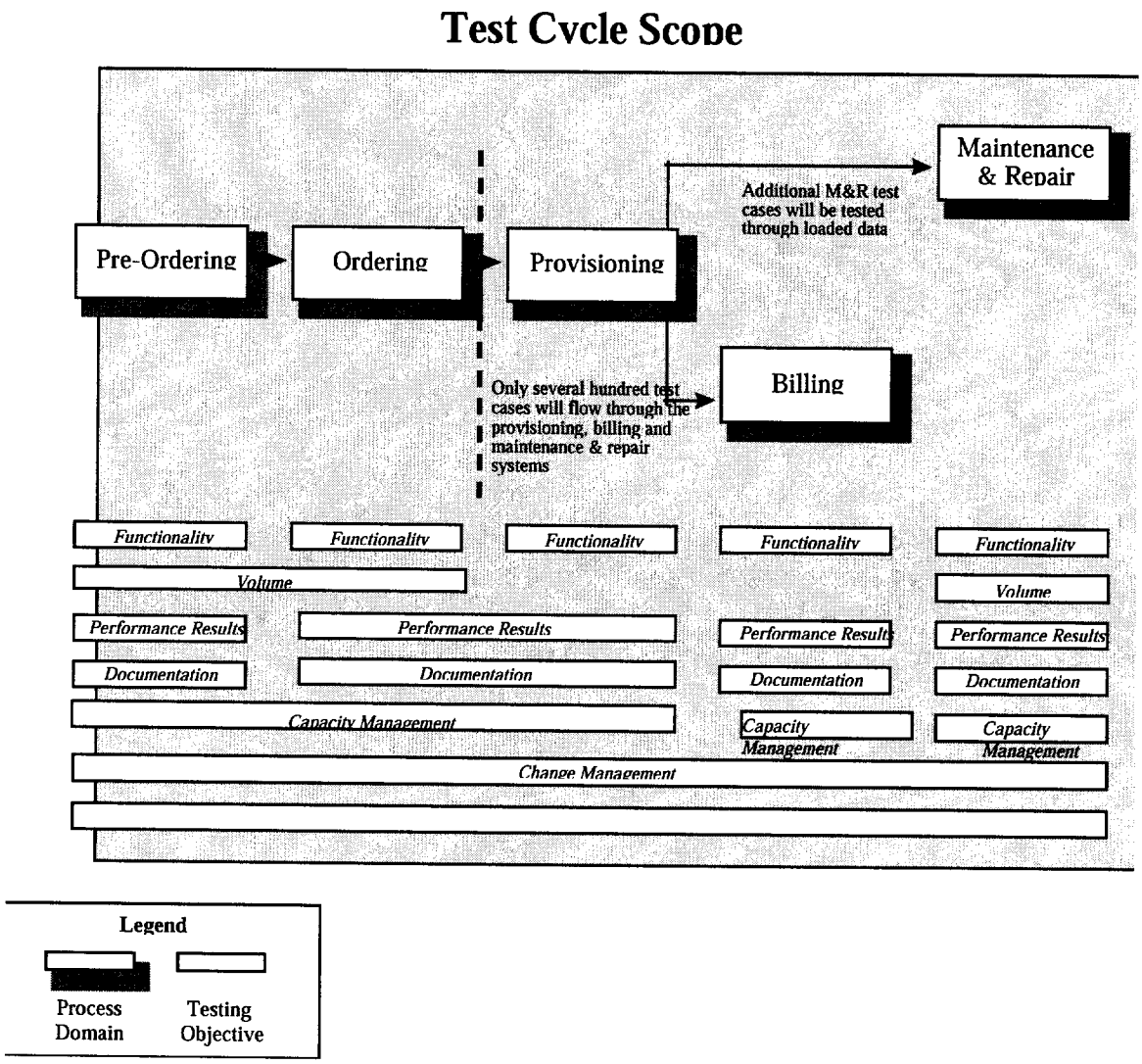


Figure ~~E~~F-I: Test Cycle Scope

The following figures define each test cycle to be used in the Test.

Pre-Ordering

Cycle #	Cycle Name	Cycle Description
PRE-1	TAG Pre-Ordering Functional Test	This cycle will test the pre-ordering functionality available via the TAG interface.
PRE-2	Pre-Ordering Performance Results Comparison	This cycle will compare the results from the pre-ordering functional and volume tests with BellSouth's OSS ~~wholesale~~ performance ~~metrics~~measurement system.
PRE-3	TAG Pre-Ordering Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities.~~will assess the overall quality of BellSouth pre-ordering documentation.~~
PRE-4	TAG Pre-Ordering Normal Volume Test	This cycle will test the capability of the TAG interfaces to support normal production volumes for pre-order inquiries.
PRE-5	TAG Pre-Ordering Peak Volume Test	This cycle will test the capability of the TAG interfaces to support peak production volumes for pre-order inquiries.
PRE-6	TAG Pre-Ordering Processing Systems ~~Scalability~~ Capacity Management Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of pre-ordering applications. ~~will evaluate the scalability of BellSouth's pre-ordering systems complex to handle projected growth.~~

Figure ~~E~~F-II: Pre-Ordering Test Cycle Scope

Ordering and Provisioning

Cycle #	Cycle Name	Cycle Description
O&P-1	EDI Functional Test	This cycle will test the ordering and provisioning functionality available via the EDI interface for UNE products. ~~independent of product transactions.~~
O&P-2	TAG Functional Test	This cycle will test the ordering and provisioning functionality available via the TAG~~EDI~~ interface for UNE products. ~~independent of product transactions.~~
O&P-3	EDI/TAG Normal Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support normal production volumes for pre-order inquiries and resale and UNE orders.
O&P-4	EDI/TAG Peak Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support peak production volumes for pre-order inquiries and resale and UNE orders.
O&P-5	Provisioning Verification Test	This cycle will evaluate BellSouth's ~~performance in the provisioning of UNEs and UNE combinations.~~ability to accurately and expeditiously complete the provisioning of service requests placed in O&P-1 and O&P-2.
O&P-6	Ordering Processing Systems Capacity Management ~~Scalability~~ Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ordering applications.~~This cycle will evaluate the scalability of BellSouth's ordering systems complex to handle projected growth in resale and UNE orders.~~
O&P-7	O&P Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the EDI/TAG interfaces with BellSouth's OSS performance ~~metrics~~measurement system. The comparison will include both resale and UNE products.

O&P-8	EDI Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interface with the EDI systems for ordering and provisioning activities. ~~will assess the overall quality of BellSouth EDI documentation for the ordering and provisioning processes.~~
O&P-9	TAG Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interface with the TAG system for ordering and provisioning activities. ~~will assess the overall quality of BellSouth TAG documentation for the ordering and provisioning processes.~~
O&P-10	EDI / TAG Production Volume Performance Test	This cycle will evaluate simultaneously the behavior and performance of both the interfaces under current capacities of the production system.

Figure ~~E~~F-III: Ordering and Provisioning Test Cycle Scope

Billing

Cycle #	Cycle Name	Cycle Description
BLG-1	CRIS/CABS Invoicing Functional Test	This cycle will ~~test~~ evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. ~~invoicing functionality available via the CRIS and CABS interfaces for UNE products independent of product transactions.~~
BLG-2	ODUF/ADUF Usage Functional Test	This cycle will evaluate ~~test~~ the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. ~~usage functionality available via the ODUF and ADUF files for UNE products independent of product transactions.~~
~~BLG-3~~	~~Billing Usage Returns Evaluation~~	~~This cycle will evaluate the process by which usage returns are processed and test the BellSouth processing of test usage returns.~~
BLG-~~3~~4	CRIS/CABS Invoicing ~~Scalability~~ Capacity Management Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of CRIS/CABS applications for bill generation and invoicing. ~~will evaluate the capability of the CRIS/CABS transaction support processes for resale and UNE products to handle near future growth projections without performance degradation.~~a
BLG-~~4~~5	ODUF/ADUF Usage ~~Scalability~~ Capacity Management Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ODF/ADUF interfaces. ~~will evaluate the capability of the ODUF and ADUF files for resale and UNE products to handle near-future growth projections without performance degradation.~~
BLG-~~5~~6	Billing Performance Results Comparison	This cycle is a comparative analysis of billing performance results collected by KPMG through test management tools and by BellSouth's OSS performance measurement system. ~~will compare the results from the functional, normal volume and peak volume tests for both the billing process.~~
BLG-~~6~~7	CRIS/CABS Invoicing Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. ~~will assess the overall quality of BellSouth's CRIS and CABS documentation.~~

Cycle #	Cycle Name	Cycle Description
BLG-~~7~~8	ODUF/ADUF Documentation Evaluation	This cycle is an analysis of the BellSouth documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. ~~will assess the overall quality of BellSouth's ODUF and ADUF documentation..~~

Figure ~~F~~E-IV: Billing Test Cycle Scope

Maintenance & Repair

Cycle #	Cycle Name	Cycle Description
M&R-1	TAFI Functional Test	This cycle will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth ' s production environment. ~~test the maintenance and repair functionality available via the TAFI interface for UNE products independent of product transactions.~~
M&R-2	ECTA Functional Test	This cycle will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. ~~test the maintenance and repair functionality available via the ECTA interface for UNE products independent of product transactions.~~
M&R-3	ECTA Normal Volume Performance Test	This cycle will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. ~~test the capability of the ECTA interface to support normal production volumes for resale and UNE trouble reports.~~
M&R-4	ECTA Peak Volume Performance Test	This cycle will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. ~~test the capability of the ECTA interface to support peak production volumes for resale and UNE trouble reports.~~
M&R-5	TAFI ~~Scalability~~ Capacity Management Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of TAFI interfaces. ~~will evaluate the scalability of the TAFI transaction support processes to handle near-future growth projections.~~
M&R-6	ECTA ~~Scalability~~ Capacity Management Evaluation	This cycle is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ECTA interfaces. ~~will evaluate the scalability of the ECTA transaction support processes to handle near-future growth projections.~~
M&R-7	M&R Performance Results Comparison	This cycle is a comparative analysis of M&R performance results collected by KPMG test management tools and by BellSouth's OSS performance measurement system. ~~will compare the results from the functional, normal volume and peak volume tests for both the TAFI/ECTA interface.~~
M&R-8	TAFI Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. ~~will assess the overall quality of BellSouth TAFI documentation for the~~

Cycle #	Cycle Name	Cycle Description
		~~maintenance and repair process.~~
M&R-9	ECTA Documentation Evaluation	This cycle is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. ~~will assess the overall quality of BellSouth ECTA documentation for the maintenance and repair process.~~
M&R-10	M&R Process Evaluation	This cycle is an evaluation comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

Figure EF-V: Maintenance & Repair Test Cycle Scope

~~Forecasting &~~ Change Management

Cycle #	Cycle Name	Cycle Description
~~FCM-1~~	~~Forecasting Review~~	~~This cycle will determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring forecasting efforts.~~
FCM-12	Change Management Practices Review	This cycle evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective operations between BellSouth and CLECs. ~~will evaluate the overall policies and practices for managing change specific to the procedures and systems necessary to establish and maintain an effective BellSouth/CLEC relationship.~~

Figure EF-VI: ~~Forecasting &~~ Change Management Test Cycle Scope

Appendix F:
Reference Documents

The purpose of this appendix is to document all references used in the composition of the Master Test Plan.

Title	Author	Authoring Group	Date
BellSouth Regulatory Filings			
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in South Carolina		BellSouth	30-Sep-97
Brief in Support of Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	06-Nov-97
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	09-Jul-98
Reply Brief in Support of Second Application of BellSouth For Provision of In-Region, InterLATA Service in Louisiana		BellSouth	28-Aug-98
Statement of Generally Available Terms & Conditions for Interconnection, Unbundling and Resale Provided by BellSouth Telecommunications, Inc. In the state of Georgia		BellSouth	15-Oct-98
BellSouth Technical Specifications			
BellSouth Work Aid for Ordering Complex Services, Issue 1		BellSouth	Mar-98
CLEC Information Package for Facility Based Providers, Issue 1		BellSouth	Jun-97
CLEC TAFI End-User Training and User Guide, Issue 6		BellSouth	6-Sept-98
CLEC USOC Manual		BellSouth	09-Sept-98
Electronic Interface Change Control Process, Issue 1		BellSouth	Apr-98
LEO Guide, Volume I, Issue 7E		BellSouth	18-Jan-99
LEO Guide, Volume II, Issue 6		BellSouth	05-Feb-99
LEO Guide, Volume III, Issue 3		BellSouth	Aug-98
LEO Guide, Volume IV, Issue 7D		BellSouth	18-Jan-99
Resale CLEC Starter Kit, Issue 2		BellSouth	31-Dec-97
Telecommunication Access Gateway Training - Release 2.1		BellSouth	11-Mar-99
TAG Reference Guide		BellCore	11-Apr-98
TAG API Programmers Guide		BellCore	11-Apr-98
Books & Articles			
CLEC 101: Lessons in Competition		Yankee Group	Oct-98
Communications Systems and Networks	Horak, Ray		1996
The Essential Guide to Telecommunications	Dodd, Annabel Z.		1998
Newton's Telecom Dictionary. 14th Edition	Newton, Harry		Oct-98
Telecom Services: CLECs 1999: Issues & Outlooks		Goldman Sacks	Jan-99

Title	Author	Authoring Group	Date
There ' s No Place Like Home: 1998 U.S. Residential Telecommunications Survey	Thorat, Dana	International Data Corporation	Aug-98
LA II Affidavits			
Affidavit of Robert V. Falcone		AT&T	04-Aug-98
Affidavit of Jan Funderburg		BellSouth	09-Jul-98
Affidavit Of W. Keith Milner		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Operations Support Systems)		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Performance Measures)		BellSouth	09-Jul-98
Affidavit of Alphonso J. Varner		BellSouth	09-Jul-98
Affidavit of Aniruddha Banerjee		BellSouth	09-Jul-98
Affidavit of R. F. (Rook) Barretto		BellSouth	09-Jul-98
Affidavit of Dennis M. Betz		BellSouth	09-Jul-98
Affidavit of Guy L. Cochran		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Richard J. Gilbert		BellSouth	09-Jul-98
Affidavit of Gary M. Wright		BellSouth	09-Jul-98
Affidavit of David A. Kettler		BellSouth	09-Jul-98
Affidavit of Linda M. Kinsey		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of Douglas W. Mcdougal		BellSouth	09-Jul-98
Affidavit of Laura Narducci		BellSouth	09-Jul-98
Affidavit of John W. Putnam		BellSouth	09-Jul-98
Affidavit of D. John Roberts		BellSouth	09-Jul-98
Affidavit of Valerie K. Sapp		BellSouth	09-Jul-98
Affidavit of David Scollard		BellSouth	09-Jul-98
Affidavit of John Shivanandan		BellSouth	09-Jul-98
Affidavit of William L. Smith		BellSouth	09-Jul-98
Affidavit of Pamela A. Tipton		BellSouth	09-Jul-98
Affidavit of Lynn A. Wentworth		BellSouth	09-Jul-98
Affidavit of Glenn A. Woroch		BellSouth	09-Jul-98
Affidavit of Robert L. Yingling		BellSouth	09-Jul-98
Declaration on Behalf of BellSouth by Richard L. Schmalensee		BellSouth	09-Jul-98
Declaration of Professor Jerry A. Hausman		BellSouth	09-Jul-98
United States Department of Justice Documents			
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	10-Dec-97
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	19-Aug-98
DOJ Evaluation of BellSouth South Carolina Application		Department of Justice	04-Nov-97
DOJ Evaluation of Ameritech Michigan Application		Department of Justice	25-Jun-97
Local Competition Operational Readiness, Prepared for United States Department of		Department of Justice	22-Aug-97

Title	Author	Authoring Group	Date
Justice			
Federal Communication Commission Documents			
CC Docket No. 96-98 and 95-185 In the Matter of Implementation of the Local Competition Provisions in the Telecommunications Act of 1996 and Interconnection between Local Exchange Carriers and Commercial Mobile Radio Service Providers		FCC	08-Aug-98
CC Docket No. 98-121 - In the Matter of Application of BellSouth Corporation Telecommunications, Inc. and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Louisiana		FCC	13-Oct-98
CC Docket No. 98-56 RM-9101 - In the Matter of Performance Measurements and Reporting Requirements for Operations Support Systems, Interconnection, and Operator Services and Directory Assistance		FCC	17-Apr-98
CC Docket No. 97-137 In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In Michigan.		FCC	19-Aug-97
CC Docket No. 97-208 In the Matter of Application of BellSouth Corporation, *et al.* Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In South Carolina.		FCC	24-Dec-97
Industry Analysis Division Report of Local Competition		Common Carrier Bureau, FCC	Dec-98
Public Service Commission Documents			
Docket No. 6863-U In re: BellSouth Telecommunications, Inc.'s Entry into InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996		Georgia Public Service Commission	15-Oct-98
Docket No. 960786-TL - In re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996		Florida Public Service Commission	19-Nov-97
Opinion and Order Concerning Methods for Network Element Recombination		New York Public Service Commission	23-Nov-98

Title	Author	Authoring Group	Date
Additional References			
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft Final Report - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	19-Apr-99
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	26-Jun-98
Bell Atlantic-Pennsylvania OSS Evaluation Project Master Test Plan, Draft		State of Pennsylvania Department of Public Services, submitted by KPMG Peat Marwick LLP	29-Mar-99
www.interconnection.bellsouth.com		BellSouth	

Appendix G:
Glossary

Term	Definition
271 APPLICATION	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
~~800 DATABASE~~	~~800 Database Service is provided under two scenarios. One where the CLEC is equipped with Service Switching Point (SSP) functionality requires access to the BellSouth Service Control Point (SCP). Another, where the customer is no SSP equipped, requires routing of the call to a BellSouth SSP. In either case, identification and routing of 800, 888 dialed calls is based on the full ten digits dialed (800,888 NXX XXXX)~~
ADUF (ACCESS DAILY USAGE FILE)	Provides competitors with records for billing interstate access charges to interexchange carriers for calls originating from, and terminating to, unbundled ports
ANALOG	Transmission method employing a continuous (rather than pulsed or digital), electrical signal that varies in amplitude or frequency in response to changes of sound, light or position and is imposed on a transducer in the sending device. ~~Opposite of digital.~~
ANI (AUTOMATIC NUMBER IDENTIFICATION)	(1) -Telephone number of the line initiating a call; number is identified by the switch and passed over the network to equipment at the terminating location. (2) -Number-identifying equipment ~~which~~ that records the number for accounting purposes at local telecom offices. (3) -Display of the final four or all seven numbers of a seven-digit phone number.
~~ASR~~ ~~(ACCESS SERVICE REQUEST)~~	~~Access Service Request. Form used to order interoffice facilities such as dedicated trunk ports.~~
BLACK BOX TESTING	Only tests what goes in and what comes out of the code. No consideration of what is happening to the data while it is inside the box (program or system).
BOC (BELL OPERATING COMPANY)	Any of the 22 local Bell telephone companies owned by AT&T before divestiture. Independent BOCs provide primary access to interexchange carriers

Term	Definition
BRI (BASIC RATE INTERFACE)	Two bearer B-channels at 64 kbps and one data D-channel at 16 kbps in an integrated services digital network (ISDN) configuration.
BUSINESS REQUIREMENTS	~~Business~~ Translation of business needs of a new service, feature, or function into the constituent technical requirements
CALL FORWARDING	Feature of some intelligent network switches and PBXs; allows calls to be rerouted automatically from one line to another.
CENTREX	Local exchange ~~carriers'~~ carrier's (LEC) value-added service which permits incoming calls to be dialed direct to extensions without operator assistance. Outgoing and intercom calls may be dialed by extension users.
CLEC (COMPETITIVE LOCAL EXCHANGE CARRIER)	Competitive Local Exchange Carrier
~~CLEC HANDBOOK~~	~~User documentation for CLEC that describes, in 3 volumes, how to establish a CLEC, the technical specifications for interacting with BellSouth, and the business rules CLECs should follow in order to purchase unbundled network elements.~~
CLEC LIVE DATA	Production data delivered through interfaces that are already operational for real CLEC customers.
CO (CENTRAL OFFICE)	(1) ~~Location~~) Location of telephone switching equipment at which customer's lines are terminated and interconnected. (2) ~~Switching~~) Switching center that provides local access to the public network. Synonyms: end office, local dial office, wire center or switching center.
COMPARATOR	A ~~mechanized~~ tool that will compare actual test results against expected test results.
COMPLEX SERVICE REQUESTS	Complex service requests are for resale or ~~UNEs which~~UNEs that require extra handling outside the service provisioning pipeline, handled by a BellSouth Account Team.
CONDITION	Used to describe requirement or functionality to be tested; will be assigned appropriate ownership. ~~The TestDirector, test management tool, captures this information per test.~~
~~CRITICAL DEFECT~~	~~Defects which cause a Severity 1 Test Exception.~~

Term	Definition
CSR (CUSTOMER SERVICE RECORD)	~~Customer Service Record.~~ Details of a given customer's directory listing, TN, LPIC, USOCs, effective service dates, and related information ~~fixed monthly charges billed~~ electronically stored by the local telephone company.
CUSTOMIZED ROUTING	ILECs, including BOCs, currently use this functionality to direct certain classes of traffic to certain trunks. For example, an ILEC would have its switches send 0 minus and 0 plus calls to its own operator services platform and 411, 555-1212 and area code plus 555-1212 calls to its directory assistance platform. Routing instructions are encoded in the line class code.
DAILY USAGE FEED (DUF)	A daily download of usage data from the switch which is delivered to BellSouth's message processing system and directly to the CLEC.
~~DEDICATED ACCESS~~	~~Connection between a customer's premises and an interexchange carrier (IXC). All transmissions on this dedicated line are automatically routed to the IXC. Provided by a local exchange carrier (LEC), alternate access provider on IXC.~~
~~DEDICATED TRANSPORT~~	~~ILEC transmission facilities dedicated to a particular customer or carrier that provide telecommunications between wire centers owned by ILECs or requesting telecommunications carriers, or between switches owned by ILECs or requesting telecommunications carriers.~~
DOCUMENT REVIEW	Compilation and review of books, manuals, and other publications related to the process and system under study.
EDI (ELECTRONIC DATA INTERCHANGE)	~~Electronic Data Interchange.~~ A process and series of standards for computer-to-computer ~~exchanging~~ exchange of business information ~~that is subject to industry standards.~~
ENTRANCE AND EXIT CRITERIA	The necessary conditions for starting ~~or~~ and completing individual tests described in the Test Plan.
ERROR/REJECTION NOTIFICATION	Notification generated by BellSouth's systems when a request from a CLEC cannot be filled without

Term	Definition
	additional manual clarification.
~~EQUIVALENCE CLASS~~	~~Complete group of conditions to test which result from one requirement or set of requirements~~
PERFORMANCE MEASURES	Discrete set of measures to be applied to specific test components
FCC (FEDERAL COMMUNICATIONS COMMISSION)	U.S. government agency established by the Communications Act of 1934 ~~which~~ that regulates all interstate communications.
FID (FIELD IDENTIFIER)	~~Field Identifier.~~ A code used when administering usage limits on residence and business end users. Also refers to fields of information used in the service order.
FOC (FIRM ORDER CONFIRMATION)	A response from the BellSouth Service Order Processor that acknowledges ~~a~~ successful receipt of an order from a CLEC. Includes the specified due date – i.e. commitment date
FLOW-THROUGH	An order placed by a CLEC's customer service representative that can be provisioned correctly without manual intervention by BellSouth's service representatives.
ILEC (INCUMBENT LOCAL EXCHANGE CARRIER)	~~Incumbent Local Exchange Carrier.~~ The local exchange carrier for a particular area as of 1996. BellSouth is the relevant ILEC.
INSPECTION	Physical reviews of process activities and products, including site visits, walk-throughs, read-throughs, and work center observations.
INP (INTERIM NUMBER PORTABILITY)	The use of existing and available call routing, forwarding, and addressing capabilities to enable an end user to retain the same telephone number regardless of which local service provider is chosen.
ISDN (INTEGRATED SERVICES DIGITAL NETWORK)	Switched network providing end-to-end digital connectivity for the simultaneous transmission of voice, data, video, imaging and fax over several multiplexed communications channels. Employs high-speed, out-of-band signaling protocols that conform to international standards. Signaling and communications are separate, therefore ~~reduces~~

Term	Definition
	reducing network blockage and ~~provides~~ providing faster connectivity for users.
IXC (INTEREXCHANGE CARRIER)	Provider of long-distance service.
LATA (LOCAL ACCESS AND TRANSPORT AREA)	~~Local Access and Transport Area.~~ A geographic area established by law within which a Bell Operating Company may provide telecommunications services.
LCSC (LOCAL CARRIER SERVICE CENTER)	~~Local Carrier Service Center. Customer service center which receives CLEC calls on the BellSouth side~~Serves as the Single Point of Contact for processing local service requests from CLECs. The LCSC processes service order requests and provides status on service requests. The center also delivers authorized customer record information and performs billing inquiries.
~~LENS~~ ~~(LOCAL EXCHANGE NAVIGATION SYSTEM)~~	~~Pre-Ordering system which is able to allow CLECs visibility into the Customer Service Record data prior to ordering service with a potential customer. It also supports ordering functionality. Such pre-ordering data includes:~~ ~~(1) telephone number; (2) listed name; (3) listed address; (4) directory listing information; (5) directory delivery information; (6) billing name; (7) billing address; (8) service address; (9) product and service information; and (10) PIC and LPIC. Does not include credit information at this time.~~
LEGAL AND REGULATORY REQUIREMENTS CRITERIA SOURCE	This includes requirements specified by statute and regulation, such as FCC orders, court orders, regulations, federal and state statutes, and other binding requirements resulting from judicial/governmental proceedings.
~~LIDB~~ ~~(LINE IDENTIFICATION DATABASE)~~	~~Line identification database. Allows validation of credit card, Billed-to-Third Party and Collect calls. Subscribing CLECs are required to interface with BellSouth's LIDB locations as described and listed in the applicable tariffs. No optional network features are associated with this service.~~
LOCAL LOOP	The telephone line that runs from the local telephones company to the end user's premises.
LOGGING	Monitoring activities and collecting information by logging process events and products as they happen. Logging can be mechanized or manual.

Term	Definition
LNP (~~LONG TERM~~LOCAL NUMBER PORTABILITY)	~~Long Term Number Portability~~Mandated by the Federal government as part of the Telecommunications Act of 1996, LNP offers an end-user the opportunity to change his/her local phone company while retaining the same telephone number.
LPIC (LOCAL PRIMARY INTEREXCHANGE CARRIER)	Predesignated Intra-LATA Carrier, or Local Primary Interexchange Carrier. Telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA. These are also known as regional toll calls.
LSR (LOCAL SERVICE ~~RECORD~~REQUEST)	Standard set of forms and data required by the ILEC from the CLEC in order to set up, provision, and bill the CLEC for ~~re~~selling ILEC services to end users.
MASTER TEST PLAN	Identifies the overall framework and structure of the test.
MDF (MAIN DISTRIBUTION FRAME)	~~Main Distribution Frame.~~ The primary point at which outside plant facilities terminate within a Wire Center for interconnection to other telecommunications facilities within the Wire Center.
MLT (MECHANIZED LOOP TEST)	Provides loop testing on the customer's line number.
NID (NETWORK INTERFACE DEVICE)	~~Network Interface Device.~~ Used to connect the loop facility to the customer premise inside wiring. The NID serves as a point of interconnection and includes electrical protection primarily for personnel safety. The NID may or may not provide remote testing and trouble sectionalization capabilities. The NID UNE allows a CLEC to connect its loop to the inside wiring portion of BellSouth's NID. A facility-based CLEC is expected to provision a CLEC loop and a NID to the customer premises. If the CLEC purchases the NID UNE, the CLEC may perform a physical cross-connect of the inside wire to its loop using a BellSouth NID.
OBF (ORDERING AND BILLING FORUM)	The Ordering and Billing Forum -has designed standard forms to be used when ordering telecommunications products (such as LSRs). The OBF provides a forum for customers and providers

Term	Definition
	in the telecommunications industry to identify, discuss, and resolve national issues which affect ordering, billing, provisioning, and exchange of information about access services, other connectivity, and related matters.
ODUF (OPTIONAL DAILY USAGE FILE)	Contains information on billable transactions for resold lines, interim number portability accounts and some unbundled network elements such as unbundled ports.
OPERATIONAL ANALYSIS	Operational analysis focuses on the form, structure, and content of the business process under study. This method is used to evaluate day-to-day operations and operational management practices.
ORDERING	The process and functions by which resale services or unbundled network elements are ordered from the ILEC – the process by which an LSR or ASR is placed with the CLEC.
~~ORDERING AND PROVISIONING DOMAIN~~	~~Tests related to CLEC's acquisition of customer information, placing orders, and ensuring correct and timely provision and notification of order status.~~
OSS (OPERATION SUPPORT SYSTEMS)	~~Operation Support Systems.~~ Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.
PBX (PRIVATE BRANCH EXCHANGE)	~~Private Branch Exchange.~~ Routes calls: • between people located within the organization • from users in an organization to people outside • from people outside to users in the organization
PERFORMANCE AND CAPACITY	Methods used to evaluate the performance and capacity of selected elements within the four domains. Relates to tests to determine if BellSouth's OSS can handle quantities of orders matching a reasonable forecasted demand.
PIC (PRIMARY INTEREXCHANGE CARRIER)	~~Primary Interexchange Carrier.~~ The long distance company to which traffic is automatically routed when an end user dials 1+ in equal access areas.
PORT	Point of access into a network, usually in reference to a telephone company's switch.

Term	Definition
POTS (PLAIN OLD TELEPHONE SERVICE)	~~Plain Old Telephone Service~~The basic service supplying standard single line telephones, telephone lines, and access to the public switched network without added features.
PMAP (PERFORMANCE MEASUREMENT & ANALYSIS PLATFORM)	A performance reporting database that monitors and archives performance metrics for BellSouth retail and wholesale operations
PREDICTOR	BellSouth system that is used by TAFI to confirm how the central office is programmed for a specific customer's line; identifies and verifies the line features present on the customer's line.
PRE-ORDERING	The processes and functions by which vital information is obtained, verified, or validated prior to placing a service request. Access to pre-ordering information is necessary to ensure the smooth provisioning and delivery of requested service, avoiding fall-out and the need for manual intervention due to downstream problems.
PRI (PRIMARY RATE INTERFACE)	Access method to integrated services digital network (ISDN). Provides 23 B + 1 D channels operating at 1.544 Mbps in the U.S.; or 30 B + 1 D channels operating at 2.048 Mbps in Europe.
PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR, and to initiate the proper billing and accounting functions.
~~QUALITY GATE~~	~~A decision point where the quality of phase work products is assessed based on previously defined criteria. Input to a Quality Gate is a set of baselined work products and a recommendation from the team. Based on these inputs, various actions can take place such as risk assessment, escalation, or a no-go decision.~~
~~RELATIONSHIP MANAGEMENT AND INFRASTRUCTURE DOMAIN~~	~~Tests relating to activities, processes and documents that are focused on the establishment and maintenance of the CLEC/ILEC relationship.~~
REPORT REVIEW	Reviews and analysis of historical data, reports, metrics, and other information in order to assess the effectiveness of a particular system or business function. This includes performance measurement

Term	Definition
	reports and other management reports.
~~RESALE HANDBOOK~~	~~User documentation for CLEC that describes how to establish a reseller, the technical specifications for interacting with BellSouth, and the business rules resellers should follow in order to resell BellSouth products and services on an unbundled basis.~~
~~SCALABILITY~~	~~The degree to which an application can be scaled to accommodate order of magnitude increases in transaction volumes and users.~~
~~SEVERITY 1 TEST EXCEPTION~~	~~An error which causes a program or system interrupt or which causes program execution to abort. AT&T and BELL System personnel refer to this type of error as a "show stopper". This error has the highest severity rating.~~
~~SEVERITY 2 TEST EXCEPTIONS~~	~~A severe error which causes a program not to perform properly or to produce unreliable results. Normally, the user cannot find an appropriate "workaround" for this type of error.~~
~~SEVERITY 3 TEST EXCEPTIONS~~	~~An error for which, while not minor, a "workaround" solution can be found for the user.~~
SOCS (SERVICE ORDER CONTROL SYSTEM)	A BellSouth OS which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process. SOCS uses coding placed on the Service Order by the Service Representative or by a front-end logic in systems such as DOE, SONGS, RNS and LESOG.
SUPPLEMENTS	A change to an order taken after the original order was submitted, but before the order has been executed. Order execution should include all supplements.
SWITCH	Electronic ~~device which~~device that opens or closes circuits, changes operating parameters, or selects paths either on a space or time division basis.
TAFI (TROUBLE ANALYSIS FACILITATION INTERFACE)	A rules-based computer system providing automated trouble receipt and screening functionality to BellSouth users in the Residence Repair Center (RRC) and the Business Repair Center (BRC)
TEST CASE	A ~~document comprised~~document comprised of a set of test inputs, execution conditions, and expected results for verifying compliance with specific requirements or evaluating system operations.

Term	Definition
~~TEST CONDITIONS~~	~~Specific to a thread or iteration at a high level and should state what action is to be taken to accomplish a specific expected result with a step-by-step detail.~~
TEST CYCLES	The organizational tools that manage the testing process. Every test cycle includes a description of the test, its objectives, scope, entrance criteria, activities, and exit criteria~~A discrete set of test cases to be executed in a pre-defined order~~.
TEST DOMAIN	A specific testing area with defined targets, measures, scenarios, evaluation methods, and test processes.
TEST SCENARIOS	Scenarios describe realistic situations in which CLECs purchase wholesale services and network elements from BellSouth for resale to the CLEC's end-user customer on a retail basis.
TEST SCRIPT	The clearly and completely defined steps ~~which~~ that a tester must ~~step through~~execute in order to complete a test.
TN (TELEPHONE NUMBER)	~~Telephone number~~Series of ten digits in the NPA-NXX-XXXX format that identifies and routes a call to a specific end user.
TRANSACTION PROVISIONING	The CLEC case method requires extensive participation by the Phase 2 tester to observe the execution, measure and monitor progress and results, and inspect and audit the execution and results.
TRANSACTION DRIVEN SYSTEM ANALYSIS	Transaction driven system analysis relies upon initiation of transactions, tracking of transaction progress, and analysis of transaction completion results to evaluate the automated system under test.
UNBUNDLED ACCESS	Ability of other LECs to access and use BellSouth network components to fill in gaps where these providers' networks do not have their own facilities.
UNBUNDLED INTEROFFICE TRANSPORT – SHARED	Provides a transmission path between switching locations that allows a call to be transported from one location to another. These facilities/trunks groups may be configured in various transmission

Term	Definition
	configurations (e.g. DS1, OC3, etc.) based on total shared network requirements between each BellSouth Telecommunications end office and the BellSouth tandem.
UNBUNDLED DIGITAL LOOP	A transmission channel between an ~~end user~~end-user location and LEC central office that is not a part of, or connected to, other LEC services. This facility will allow the end user to send and receive traffic using such technologies as ISDN, enhanced electronics capabilities such as HDSL/ADSL, and high-capacity services such as DS1 when the loop is connected to the proper packet/circuit switch. This facility will include ~~an~~ NID at the end user customer's location for the purpose of connecting the loop to the customer's inside wire. UDLs can be configured as 2W ISDN, 2W Enhanced Electronics, 4W DS1 & ISDN, or 4W Enhanced Electronics. On 2W and 4W facilities, BellSouth does not provide the Enhanced Electronics.
UNBUNDLED VOICE LOOP	A dedicated transmission facility from BellSouth's main distributing frame (MDF) to a customer premise. The facility will allow an end user to send and receive normal voice communications traffic when connected to a ~~dial tone providing~~dial-tone-providing switch or via a designed point-to-point facility to CPE at another customer premise. This facility will include a Network Interface Device (NID) at the customer's location for the purpose of connecting the loop to the customer's inside wire. UVLs can be configured as 2-wire or 4-wire facilities.
UNBUNDLED PORT	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.
UNE (UNBUNDLED NETWORK ELEMENT)	~~Unbundled Network Element~~A facility used to provide telecommunications services. ILECs are required to provide these pieces such that requesting CLECs can buy and combine them to provide telecommunications services.
USOC (UNIVERSAL SERVICE ORDER CODE)	~~Universal Service Order Code.~~ A 3-5 character alphanumeric code that represents a product or service.

Term	Definition
~~V-CLEC~~	~~Virtual Competitive Local Exchange Carrier. A term created by Consulting Firms within the Telecommunications Industry to denote a "non-revenue generating business entity, used only for the appearance of appearing real to the legacy Operational Support Systems within RBOCs".~~
~~VIRTEL~~	~~A Competitive Local Exchange Carrier (CLEC), begun by employees of Ernst & Young, to act as a Virtual CLEC to gain entry into 271 Compliance issues created out of the 1996 Telecom Act. VirTel's business plan states that it will "never acquire customers."~~

Flow-Through Evaluation~~Audit Plan~~

Version ~~1.1~~2.0

~~May 27~~October 15, 1999

Flow-Through Evaluation

A. Overview

~~*1. Flow-Through Description*~~

A key element in the ability of a Competitive Local Exchange Carrier (CLEC) to compete in the local telecommunications market is the ability of the CLEC's order to "flow through" the incumbent carrier's Operations Support Systems (OSS). Flow-through is defined as electronic transmission through a gateway and acceptance into the incumbent's (in this case BellSouth's) back-office ordering systems without manual intervention by a customer service representative at the incumbent carrier (in BellSouth's case, by the Local Carrier Service Center (LCSC)). ~~In its Second BellSouth Louisiana Order, the Federal Communications Commission emphasizes the importance of flow-through in demonstrating that BellSouth processes competing carriers' orders in a nondiscriminatory manner.~~[1]

~~The flow-through measure is defined as the percentage of valid orders that are processed without manual intervention. Specifically, it is the number of Local Exchange Service Order Generator (LESOG)~~[2] ~~eligible, valid and syntactically correct Local Service Requests (LSRs) submitted from CLECs to the Service Order Control System (SOCS).~~

The purpose of the flow-through evaluation described here is twofold: to review the accuracy of the BellSouth Percent Flow-Through Service Request Service Quality Measurement (SQM)[3] (the "Flow-Through Percent") as reported by BellSouth for the months of July, ~~,~~August, and September 1999 as called for in the Georgia Order[4], and to review the accuracy of the data that are used to calculate that SQM using the results of the transaction test.

B. Scope

The scope of the procedures is defined below in Section D "Procedures to be Performed."

C. Description of BellSouth's Flow-Through Percent Calculation

The Flow-Through Percent is published by
BellSouth ~~publishes a flow-through report~~ on a monthly basis to allow participants an opportunity to evaluate BellSouth and CLEC flow-through ratios. The Flow-Through Percent is calculated based on a compilation of data retrieved from a ~~-~~database (data warehouse) which measures the percentage of LSRs submitted electronically that pass through BellSouth's ordering OSS without manual intervention.

The ~~Performance Measurement~~ database is compiled from data extracted from ~~LEO,~~the Service Order Control System (SOCS) and other systems. ~~, LON, CRIS, and CABS.~~ The extracted data ~~extracted from the databases~~is used to calculate the percentage of flow-through LSRs includinges every mechanized service request submitted to the gateway systems (EDI, LENS and ~~now~~ TAG) that are LESOG eligible. BellSouth *excludes* certain mechanized orders from the Flow-Through

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[1] FCC Second Louisiana Order, paragraph 107
[2] Refer to Appendix A: Overview of Applications for details of BellSouth OSS
[3] As defined in Appendix D-2 to the "BellSouth – Georgia OSS Evaluation Master Test Plan" version 3.0, Dated October 15, 1999.
[4] Order on Petition for Third Party Testing, Dated May 20, 1999, p. 3 - 4

Percent including: 1) all orders which require manual handling by the BellSouth LCSC (such as complex services- including ISDN, hunting, PBX trunks, Synchronet®, and services with special pricing) and 2) service requests containing CLEC errors-. The final number of service requests that flow through to SOCS is the numerator in the calculation of the aggregate percentage of service requests that successfully flow-through the ordering OSS, and the total number of service requests that were truly LESOG eligible (as defined by BellSouth -and discussed in detail below in the section entitled "Flow-Through Percent Calculation") is the denominator ~~used toe~~.

BellSouth Order Flow-Through Process

The following represents the CLEC ordering process flow which outlines LSR transmission by the CLEC to SOCS and the order flow-through process through BellSouth's OSS.

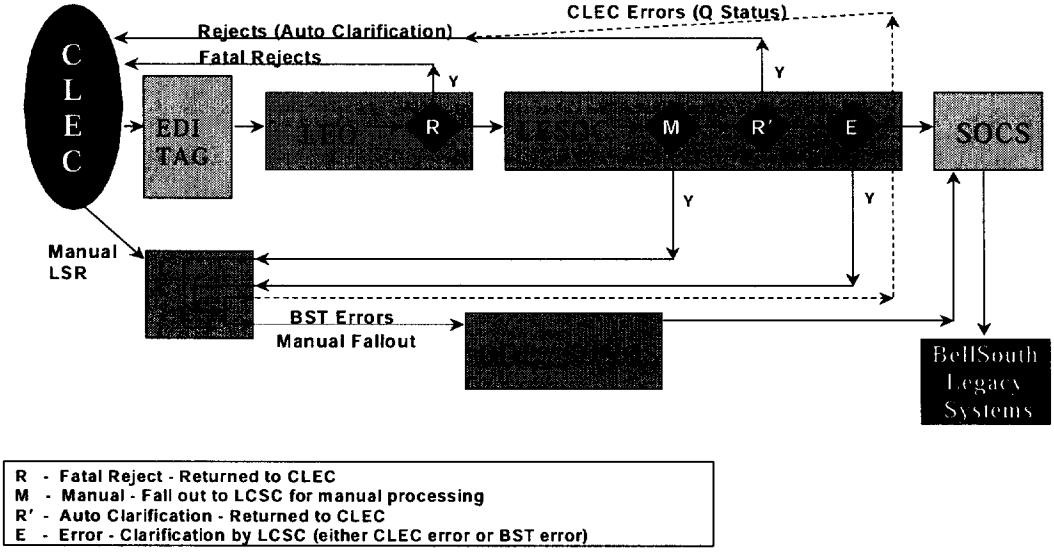


Figure I – Order Flow-Through Process~~Diagram~~

Flow-Through ~~Measure~~ Percent ~~Computation~~Calculation

~~The flow-through measure is computed as the ratio of two key elements: the numerator is the total number of service requests that flow-through to BellSouth's back-office systems (SOCS), while the denominator is the total number of valid service requests delivered to BellSouth's OSS. The amount of flowed through requests measures the number of valid service requests which flow through to the BST OSS during the reporting period. The number of service requests submitted measures the number of valid service requests submitted during the reporting period including resubmissions. The total number of valid service requests delivered to the BST OSS consists of four elements:~~ The flow-through percentage is calculated as follows:

Note: The calculation as well as the definitions described below were obtained from Appendix D-2 to the "BellSouth – Georgia OSS Evaluation Master Test Plan" version 3.0.

Flow-Through % = Issued Service Orders (LESOG Flow-Through) / Valid Service Requests

Where:

Issued Service orders = The total number of service requests that flow through to BellSouth's back-office systems (SOCS).

And valid service requests = Total mechanized LSRs (including resubmissions) ***LESS***: fatal rejects, manual fallout, auto clarification, and CLEC caused fallout.

And where:

Fatal rejects = Errors that prevent an LSR, submitted by the CLEC, from being processed further than LEO. These types of errors will be detected by LEO which performs edit checks to ensure that the data received is formatted correctly and complete.

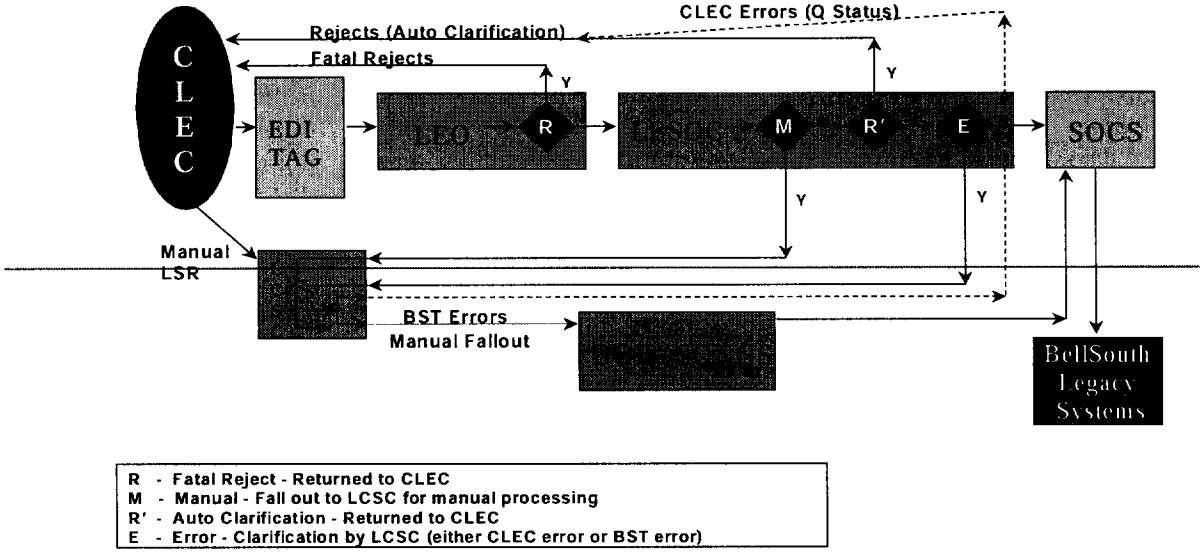
Manual fallout = Certain orders which are sent to BellSouth via an electronic interface are designed to fall out of the mechanized order process due to their complexity. These order types include ISDN, hunting, PBX trunks, Synchronet, etc..

Auto clarification = Errors that occur due to invalid data within the LSR. These types of errors will be detected by LESOG which performs data validity checks to ensure that the data within the LSR is correct and valid.

CLEC caused fallout = Errors which require manual review by the LCSC and are determined by the LCSC to have been caused by the CLEC. If an error is determined to be caused by a CLEC, the LSR will be sent back to the CLEC for clarification.

~~Total mechanized LSRs~~
~~Less:~~
~~Manual Fallout~~
~~Auto Clarification~~
~~CLEC caused fallout~~

~~Flow Through~~



~~= Issued Service Orders (LESOG Flow Through) x 100%~~
~~Total Mechanized LSRs (Designated Manual Handling + Auto Clarify + CLEC caused Fallout)~~

~~The following represents the CLEC Ordering Process flow which outlines LSR transmission by the CLEC to SOCS and the Order Flow Through process through BellSouth's OSS.~~

~~*Figure 1 Flow Through Diagram*~~

~~Flow through reports are a compilation of data retrieved from the Performance Measurement database (data warehouse) which measures the percentage of LSRs submitted electronically that utilize BellSouth's ordering OSS without manual intervention. The Performance Measurement database is compiled from data extracted from LEO, SOCS, LON, CRIS, and CABS. The data extracted from the data base used to calculate the percentage of flow-through LSRs includes every mechanized service request submitted to the gateway systems (EDI, LENS and now TAG) that are LESOG eligible. Several types of service requests are eliminated prior to LESOG service order generation, including the complex orders ISDN, hunting, PBX trunks, Synchronet® , and services with special pricing. These types of orders require manual handling and input by BellSouth retail representatives. The total rejects, i.e., service requests that contained CLEC errors and that require manual handling, are subtracted from the total service requests entering LESOG. This provides the number of service requests that can be forwarded through to SOCS (LESOG eligible). The final number of service requests that flowed through to SOCS is the numerator, and the total number of service requests that were truly LESOG eligible is the denominator used to calculate the aggregate percentage of service requests that successfully flow-through the ordering OSS.~~

D. Procedures to be Performed

~~*2. Flow Through Audit Overview*~~

~~The goal of the Flow Through Audit is to ensure that the performance measures reported in BellSouth's monthly flow through report are accurate and the flow through measurement data is valid. The audit will also include a review of BellSouth's error analyses to ensure that the attribution between CLEC caused and BellSouth caused fallout is accurate. This assessment will be conducted through a combination of transactional and operational testing.~~

~~The following objectives provide an overview of the audit testing requirements for evaluating order flow through:~~

- ~~The functionality and existence of mechanized and manual edits and procedures support the integrity of the flow through measure data.~~

- ~~The flow through measurement computation is designed with the appropriate measure elements and structure.~~

- ~~Data sources are accurate and reliable.~~

- ~~Error handling identifies and returns data validity, accuracy, completeness and format errors throughout the flow through process.~~

The objectives of the test will be met through a combination of transactional and operational procedures described as follows:

Transactional: The first dimension of the test is ~~will be~~ transactional. ~~Transactional~~ and will ~~testing~~ consists of generating, submitting and logging test orders. Testing will be accomplished through the test tools employed in the Third Party OSS Test required by the Georgia Public Service Commission[5] and set out in the corresponding Master Test Plan.[6] These test tools are designed to test all aspects of interfacing with BellSouth's OSS. ~~The results collected from the test management tools will be compared to the corresponding BellSouth measures collected through BellSouth's performance measurement system, which logs and publishes OSS related measures on a monthly basis. Any variances will be identified and analyzed.~~

Operational: The second dimension of the test is~~will be~~ operational. and will be a ~~Operational analysis is a~~ multi-dimensional test method focused on the form, structure, and content of the test target. This ~~testing method~~test will addresses the organizational and~~,~~ process~~, and technology~~ aspects of flow-through reporting. ~~Data sourcing, mechanized and manual data edits, and calculation methodologies will be reviewed to determine that the system design supports accurate reporting.~~

The operational dimension of the test also specifically includes the calculation of the Flow-Through Measurement and the technology supporting it.

The accuracy
of BellSouth's performance measurement system will be assessed by comparing ~~the~~ the transaction data to BellSouth raw data and replicating the SQM values for each of the three months. Replication entails using BellSouth data to calculate SQM values using independent calculations and verifying whether those values differ from the values reported by BellSouth.

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[5] Order on Petition for Third Party Testing, Dated May 20, 1999, p.3

[6] Georgia OSS Evaluation Master Test Plan, version 3.0, Dated October 15, 1999, Section III-5

~~*3. Transactional Test Description*~~

~~*3.1. Entrance Criteria*~~

~~The following criteria must be met in order for testing to begin:~~

- ~~Test data loaded in BellSouth and test systems~~
- ~~Target performance metrics identified~~
- ~~Auditor understanding obtained of error checking process including types, causes and criteria~~
- ~~Auditor understanding obtained of manual error handling criteria~~
- ~~Third Party test management tools installed and operational~~
- ~~Appropriate level of performance measure tracking identified~~
- ~~Sorting keys required for BellSouth and Third Party test tools to separate test transactions identified~~
- ~~Performance metrics evaluation criteria defined and approved~~
- ~~Exceptions reporting process defined~~
- ~~Exceptions reporting template created~~

~~*3.2. Transactional Test Scope*~~

~~Transactional testing consists of transaction processing and performance comparison. Transaction processing is mechanical generation, submission and logging of transactions. Performance comparison is the process of comparing data obtained from the BellSouth performance measurement system to data obtained from the Third Party test management tools for the same transaction.~~

~~Transactional testing will be conducted for all order types that are capable of mechanized flow-through. Those order types correspond to all simple resale services and features, as well as certain UNE services and features. These services and features are detailed in Figure II. All of these mechanized order types are in scope for flow-through testing.~~

Product Type	Product or Service
Simple Resale	Flat Rate Residence Measured Rate Residence Touchtone Optional Calling Plan (OCP) Integrated Package - Area Plus® with Complete Choice®, Complete Choice® Flat Rate/Basic Local Exchange Measured Rate Business Georgia Community Plan Area Plus® Visual Director® Custom Calling - Speed Calling 8 & 30 Custom Calling - 3 Way Calling Custom Calling - Call Forward Variable Custom Calling - Remote Access to CF RingMaster® Message Telephone Service (MTS) TouchStar® - Call Tracing TouchStar® - Call Block TouchStar® - Call Selector TouchStar® - Call Return TouchStar® - Repeat Dialing TouchStar® - Preferred Call Forwarding MemoryCall® MemoryCall® - Answering Service Caller ID Call Waiting Call Waiting - Deluxe Customized Code Restriction Enhanced Caller ID Remote Call Forwarding (RCF)
UNE	2-wire Analog Loops (w/ and w/o number portability) 2-wire Analog Switch Ports 2-wire Analog Loop-Port combinations INP, LNP

Figure II - Orders with Mechanized Flow-Through

For each product or service, the order can be errored or error-free. All errored orders should be returned to the CLEC automatically or classified by a Local Carrier Service Center (LCSC) service representative and either returned to the CLEC or corrected (in the case of BellSouth errors) and sent forward. Error-free orders should flow through, unless they correspond to complex services that are designed to fall out for manual handling. The range of error types that will be submitted in transactional testing is included in Figure III.

Error Type	*Error Handling*	*Detecting System*
Error-free Order	None	None
	Designated for Manual Handling	LESOG
Data Validity Error	Fatal Reject	LEO
	Auto-clarification	LESOG
Data Accuracy Error	Auto-clarification	LESOG
Data Completeness Error	Fatal Reject	LEO
Data Format Error	Fatal Reject	LEO
Other Error	System Error	LESOG / SOCS

Figure III - Error Types

3.3. Test Activities

The following testing activities comprise transactional testing:

1. Execute Third Party testing as specified in the Third Party OSS Evaluation Master Test Plan
3. In areas not covered in the Master Test Plan's ordering sections, such as resale, execute additional testing based on existing resale scenarios in other sections of the Master Test Plan
3. Acquire and format performance data files delivered by test management tools from Third Party testing
4. Verify that transactions expected to error did so, and that those expected to be successful were
5. Flag any deviations from expectations and investigate
6. Compile final flow-through results based on previous and current test management tool data
7. Compare disaggregated BellSouth performance results with test management tools' flow-through results
8. Flag any exceptions in results comparison
9. Log exceptions in exceptions reporting template
10. Identify and quantify root cause for variances in results
11. Troubleshoot any exceptions and determine resolution procedure
12. Resolve exceptions in accordance with the exceptions resolution process
13. Generate comparative analysis results reports

3.4. Exit Criteria

- Comparative analysis report completed
- Variance findings documented
- Variance findings explained
- Test cycle results summary report created
- Results summary and reports delivered

4. Operational Test

Test Type	Description
Inspection	Physical review of activities, documents and systems
Interviews	Directed conversations with BellSouth personnel
Observation	Monitoring activities and collecting information by observing and logging events as they occur
Document Review	Review and analysis of policies, procedures, publications and logs

Figure IV - Operational Analysis Evaluation Techniques

Detailed and comprehensive evaluation checklists will be developed for all test objectives to be analyzed through operational analysis. These checklists will serve as objective criteria to be applied to inspection, interview, observation and document review activity.

4.1. Scope

The following activities fall into the scope of operational analysis:

- Manual error attribution processes
- System error resolution processes
- Change control over:
  - mechanized error analysis
  - calculation methodologies
- System security
- System scalability

4.2. Activities

Operational analysis activities will include:

Test Type	Test Target
Inspect:	Scalability of systems intervening in flow through
	Physical security of systems intervening in flow through
	Logical security of systems intervening in flow through
Interview:	Administrators of intervening systems
	Mechanized error analysis developers
	Manual error attribution SME
Observe:	LCSC error resolution
	Reperform LCSC error resolution process
Document Review:	Order flow through flowcharts
	Change control policies
	Change control logs
	System specifications
	System architecture documents
	System security policies
	Error description documents

Figure V - Operational Analysis Activities

Appendix A: Overview of Applications

TAG

The Telecommunications Access Gateway system (TAG) is a transaction-based messaging system with data translation. TAG provides a bi-directional flow of information from a CLEC to the BST OSS and from the BST OSS to the CLEC. In order for BST to provide information to the CLEC, the TAG system transforms the incoming request into a message that can be understood and routed to LEO as an ordering contract or directly to the Business Logic Processor (BLP) for pre-ordering. Therefore, TAG includes the gateway and BLP and creates contracts recognized by the OSS.

The objective of the TAG system is to provide CLECs and BST Retail Systems the ability to access pre-ordering and ordering functionality provided by BST OSS.

The TAG system functionality supports pre-ordering:

- Address Validation
- Telephone Number Assignment
- Appointment Availability
- Service Availability and
- Retrieval and View of the Customer Service Record.

TAG also supports Firm Order functionality including:

- Local Service Request (LSR) Submission,
- Purchase Orders by Company Code requests,
- Order Status, Firm Order Confirmation, Completion Notice, and Error Messages for a selected Purchase Order Number (PON) views,
- LSR retrievals, and
- Automatic Return of FOCs, Rejects, Confirmation Notices, and Jeopardies.

The CLEC must be able to initiate a request either through a Lan-to-Lan or internet connection through a CORBA (Common Object Request Broker Architecture) interface. CORBA is a middle ware software application, which facilitates client and host server communications. Transmission through the Lan-to-Lan interface will be accomplished through a secure router into the BOSIP network to the TAG gateway. Internet access will be accomplished through secure firewalls into the BOSIP network to the TAG gateway.

Appendix A: Overview of Applications
(Continued)

A transaction is transmitted from a CLEC. The transaction enters TAG via the CORBA server. TAG processes the transaction creating messages to the appropriate inquiry or order BLP. TAG uses the CORBA to Navigator Bridge to pass Firm Order OSS transactions (Local Service Requests) through the LSR Router to LEO. LEO processes the transaction, returning FOCs, Errors, Jeopardies, and Rejects to TAG. TAG uses the CORBA Client to pass pre-Ordering inquiry transactions to the BLP. The BLP passes the transaction to the appropriate pre-ordering OSS. Communication between TAG and the pre-ordering databases is in a CORBA format using TCP/IP protocols.

EDI
The EDI Gateway consists of a Harbinger Trusted Link Gateway and a Harbinger Trusted Link Translator running on an MVS mainframe. It supports:

- Transmission of orders,
- Acknowledgment of receipt of orders,
- Transmission of order error notices,
- Transmission of order jeopardy notices,
- Confirmation of firm orders, and
- Notification of the completion of orders.

The gateway is a collection of secure electronic mail boxes. Electronic mail from a CLEC is initially received by the EDI translator in an industry standard ANSI X.12 format. The translator strips the mail of the "electronic envelope" and transforms it into a flat file usable by the application programs. If the message fails to conform to the standard format, the EDI translator rejects it; otherwise, it deposits the translated message into a file that is retrieved by LEO and stored in the LEO database and control system.

EDI may be accessed through direct network connection, secure dial-in at speeds from 4.8bps to 14.4 bps, or by using a Value Added Network (VAN).

BST's VAN of choice for local exchange ordering is Harbinger. The CLEC may use a different VAN of their choice since the VANs are interconnected. BST is connected to the VAN by a dedicated T1 link supporting 56 KB per second transfer rate. Harbinger delivers mail every 15 minutes into a "hot mailbox" which activates the translator.

Appendix A: Overview of Applications
(Continued)

LEO

The Local Exchange Ordering (LEO) database and control system consists of three main components: an IMS-DC application running on a mainframe using a DB2 database, a service order monitoring application running on an HP-UNIX server, and an IMS on-line work management system running on the same mainframe as the database application.

Orders arriving from the EDI Translator are placed into the database and control system using a remote IMS transaction triggered by the placement of the file by the translator. These transactions load the data into the database, check the data for basic validity, and pass it to the Local Exchange Service Order Generator (LESOG).

The service order monitoring application receives copies of the service order when its status changes in the Service Order Control System (SOCS). The application transmits pertinent information to LESOG using a proprietary file transfer system that has persistent delivery and verifies the data transmitted. The files are batch transmitted every thirty minutes. A confirmation file is transmitted back to the monitoring application upon receipt of the data. Failure to receive the confirmation before the next transmission causes alarms. This application is written in the C programming language and runs on a HP T520. It is monitored using Tivoli.

LESOG

The Local Exchange Service Order Generator converts the service request into a BST internal service order and places it into SOCS. It receives its input from LEO and checks for data validity and data accuracy. This action starts the processing of the order. It communicates with operations support systems to obtain data needed for the order generation. This communication is by TaskMate terminal emulation programs. Any errors are transmitted to the LEO database and control system via BST Navigator. This application runs on two HP T520 systems monitored by Tivoli.

LESOG edits data for validity. Rejects are either returned to the CLEC or are placed in the work management system for manual handling. (See Error and Reject Processing for more information.)

Manual handling is required if:

- The service order is for a complex service designated for manual handling,
- The service order is rejected due to a problem with a BST system,
- The service order could not be routed to the local service order generator,
- The generator system detects an error not designated for automatic clarification.

The work management system includes a set of prioritized queues from which service representatives retrieve work and update the database so the control system can track the work. This software is coded in the COBOL II programming language.

DOE

The Direct Order Entry (DOE) systems provides BST with a means to perform pre-ordering and ordering functions in the states of North Carolina, South Carolina, Georgia, and Florida. DOE is a legacy mainframe application, which requires BST representatives to have intimate knowledge of special internal codes in order to perform pre-ordering and ordering functionality for business orders.

SONGS

The Service Order Negotiation System (SONGS) provides BST with a means to perform pre-ordering and ordering functions in the states of Kentucky, Tennessee, Alabama, Mississippi, and Louisiana. SONGS is a legacy mainframe application, which requires BST representatives to have intimate knowledge of special internal codes in order to perform pre-ordering and ordering functionality for business orders.

SOCS

The Service Order Control System (SOCS) receives service orders from LESOG and routes the service orders to their appropriate downstream provisioning and billing systems. SOCS, and systems that further process SOCS orders, treat LESOG service orders the same as service orders from internal BST systems.

CRIS

The Customer Record Information System (CRIS) is a legacy mainframe database which stores customer information and billing information for each customer. Daily usage data for each customer is transferred into CRIS daily.

CABS

The Carrier Access Billing System (CABS) is a legacy mainframe database which stores interexchange carrier (IXC) information and the billing information associated with access services provided to IXCs. Daily access usage for each customer is transferred into CABS daily.

LON

The Local Order Number System (LON) is a database which stores CLEC LSR order information received via non-mechanized means (fax or mail). The information necessary to process the LSR is manually entered via LCSC reps when received, resulting in the generation of a local order number which is uesd to track the physical copy of the LSR. LON is also used to capture information from mechanized order fallout, for re-entry into the legacy BellSouth ordering platforms, DOE or SONGS.