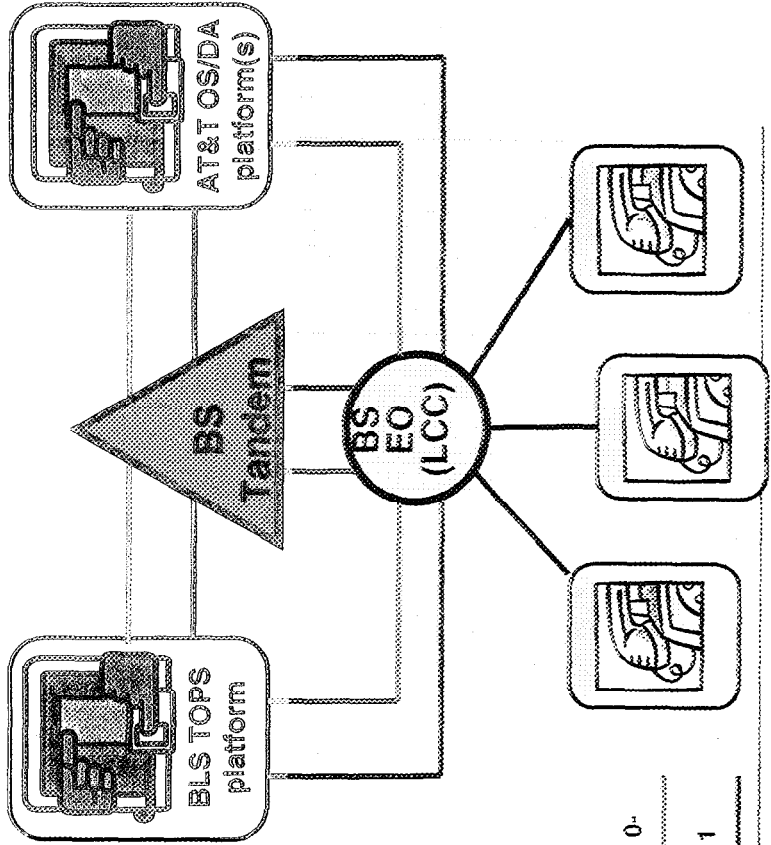


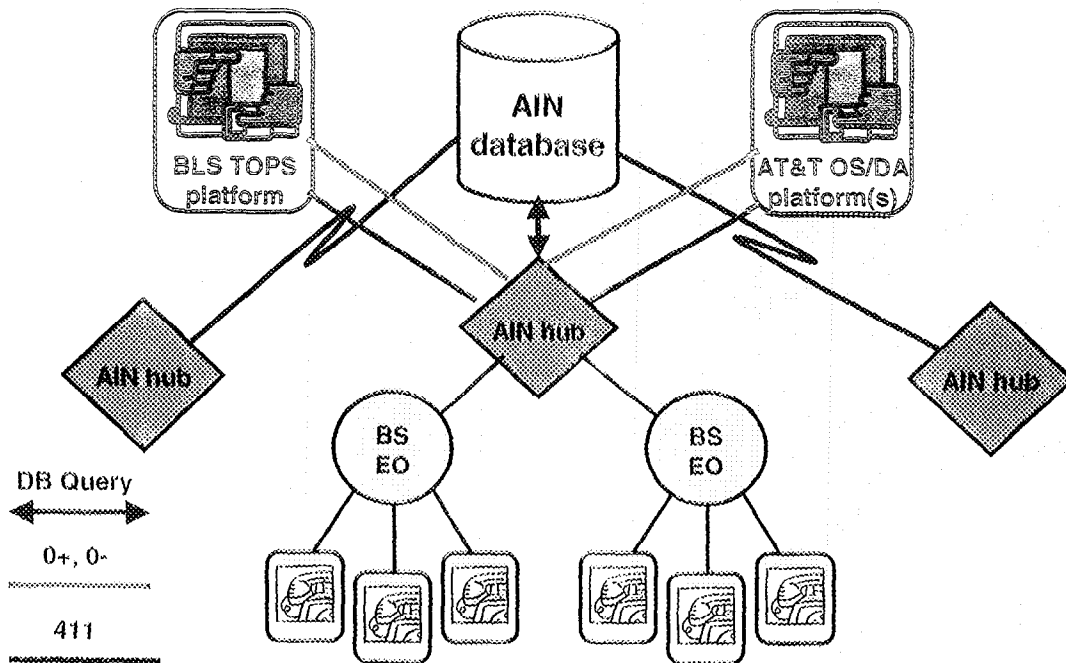
BellSouth line class code method



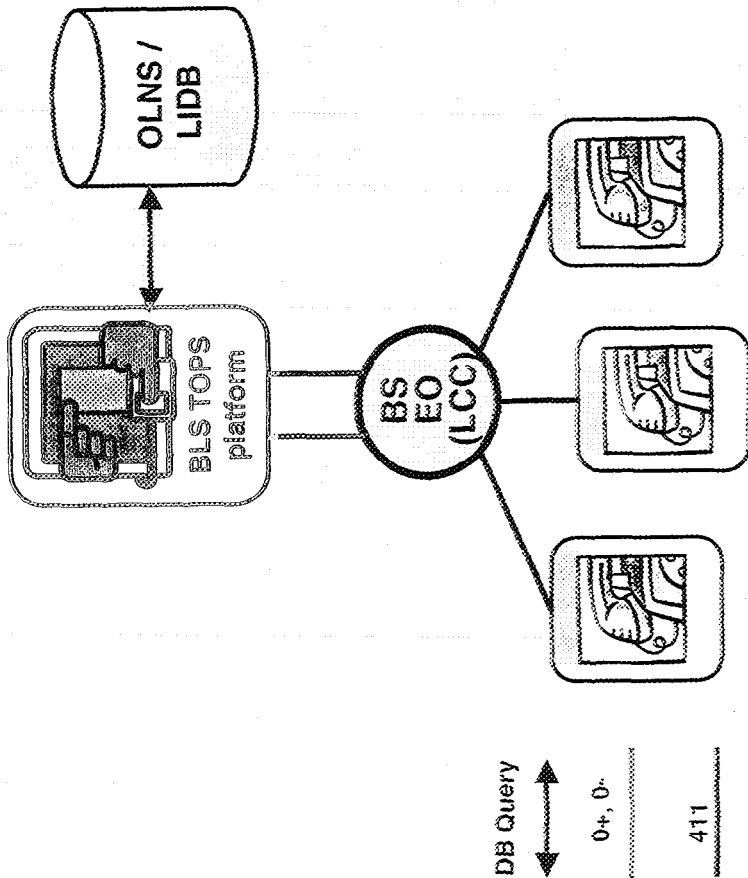
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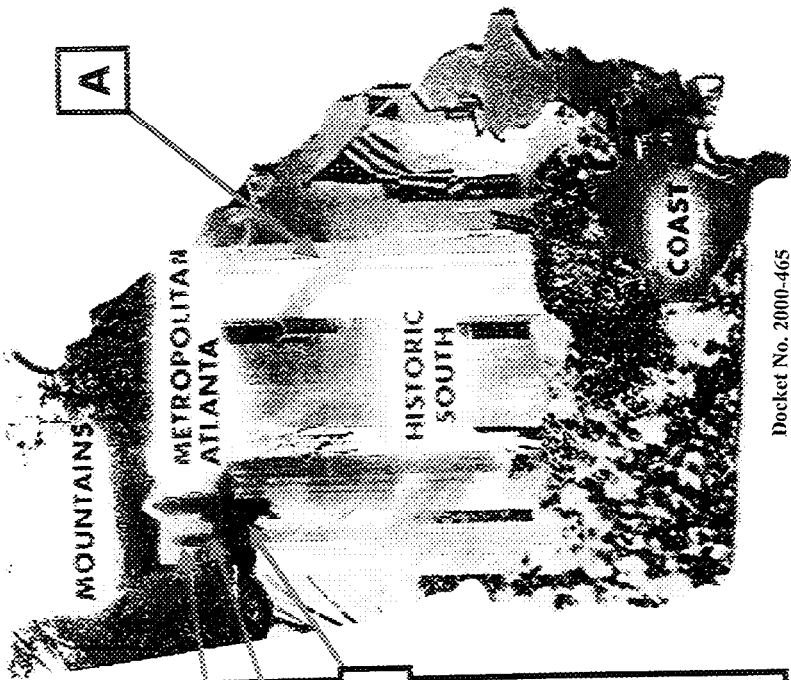
BellSouth AIN hubbing method



BellSouth OLNS method



OS/DA ordering



TWO-PART PROCESS

1. FOOTPRINT ORDER

Establish and Implement

Trunking and routing

- A. CLEC branded
- B. Un-branded
- C. Other platform

Geographic grouping

2. CUSTOMER SPECIFIC ORDERS

Local Service Request (LSR)

- Identify desired arrangement

A

B

C

-----Original Message-----

From: Michael.Willis1@bridge.bellsouth.com
[mailto:Michael.Willis1@bridge.bellsouth.com]
Sent: Thursday, October 26, 2000 3:17 PM
To: Byrd, Dawn B (Bone), NCAM; Peacock, Billy C (Bill), NCAM
Subject: Revised LCC with Alternate Provider Language
Importance: High

Bill and Dawn: Attached is the revised LCC provisions with language
re:
use
of an Alternate Provider. We are still waiting on a response on the
electronic
ordering procedures.

Thanks,

Michael

Proposed Contract Language addition for AT&T:

3.20 Procedures for Selective Carrier Routing.

- 3.20.1 In order for BellSouth to provide branded or unbranded BellSouth Operator Services (Operator Assistance and Directory Assistance), two options may be elected by AT&T; (1) Selective Carrier Routing using the BellSouth Advanced Intelligence Network (AIN) platform; or (2) Selective Carrier Routing using a Line Class Code platform. Custom Branding for Directory Assistance is not available for certain classes of service, such as: Hotel/Motel, WATS, cellular type 1, and certain PBX services.
- 3.20.2 Where BellSouth is providing branded BellSouth Operator Services through selective carrier routing using a line class code platform and where BellSouth is providing the local switching, AT&T's end user traffic is routed to a dedicated trunk group by uniquely identifying by line class codes such end users in BellSouth's central office. AT&T shall order the dedicated trunks from the desired BellSouth end office to the BellSouth TOPS tandem (switch).
- 3.20.3 Where BellSouth is providing unbranded BellSouth Operator Services through selective carrier routing using a line class code platform, AT&T's end user traffic is routed to a trunk group installed by BellSouth.
- 3.20.4 Where AT&T is utilizing an Alternative Operator Services Provider through selective carrier routing using a line class code platform and where BellSouth is providing the local switching, AT&T's end user traffic is routed to a dedicated trunk group, which will be provisioned in accordance with BellSouth's and the Alternate Operator Service Provider's requirements, from the desired BellSouth End Offices to the Alternative Operator Services Point of Interface.
- 3.20.5 BellSouth shall program the Line Class Codes requested by AT&T in the central offices identified by AT&T. The line class codes shall uniquely identify each set of the call blocking restrictions and each class of service AT&T offers its end users. In addition to the end user attributes that line class codes identify, line class codes are used to further identify the BellSouth central office from which AT&T offers end users service. As such, if AT&T utilizes NPAs or NXXs associated with other BellSouth rate centers to provide end user service from a particular central office, additional line class codes are required to appropriately identify and route AT&T's end users.
- 3.20.6 Line Class Codes shall be ordered through AT&T's Account Team. AT&T shall submit a written request identifying the BellSouth central offices where it would like to offer end user service; each set of end user call blocking restrictions and each class of service to be offered by AT&T; and a forecast of call volumes for each central office. BellSouth will verify the Line Class Code capacity for the central offices identified by the AT&T. Within two weeks of receiving the request from AT&T, the BellSouth Account Team

will provide AT&T with a response regarding whether the Line Class Code request can be satisfied.

- 3.20.7 If line class code capacity exists within the central offices identified by the AT&T, and AT&T has requested branded BellSouth Operator Services, AT&T will order the required dedicated trunks from the desired BellSouth end office to the BellSouth TOPs Tandem. A separate trunk group is required for Operator Assistance and Directory Assistance. The trunk groups must be installed prior to the programming of the line class codes in each central office. The Account Team shall submit the Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator. The AT&T Account Team may need additional information from AT&T to complete these documents and AT&T shall provide such information in a timely manner. The interval for this process is 30 days for up to 20 line class codes per end office, and the Account Team work shall work with AT&T to determine in what order AT&T wants the end offices implemented. If there is more than one end office, there may be a Project Manager assigned to ensure timely and accurate implementation. Additionally, AT&T shall also complete the CLEC Branding Questionnaire and shall fax the Questionnaire to the fax number identified on the questionnaire.
- 3.20.8 If line class code capacity exists within the central offices identified by AT&T, BellSouth shall order the trunk groups utilized to carry the unbranded Operator Services traffic to each TOPs tandem. The interval for the installation of the trunk groups shall be approximately 45 calendar days from the receipt of the completed form for each TOPs tandem. The number of trunk groups required which shall be based upon a forecast of traffic volume received from AT&T may affect the provisioning interval and, if so, AT&T shall be notified. A separate trunk group shall be required for Operator Assistance and for Directory Assistance. Trunk groups must be installed prior to the programming of the line class codes in each central office. The Account Team shall also submit the Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator. The Account Team may need additional information from AT&T to complete these documents and AT&T shall provide said information in a timely manner.
- 3.20.8 If line class code capacity exist within the central offices identified by AT&T, and AT&T has selected an Alternate Operator Services Provider, AT&T shall order the required dedicated Trunks from the desired BellSouth end offices to the Alternative Operator Services Provider Point of Interface. The trunk groups must be installed prior to the programming of the line class codes in each central office. The Account Team shall submit the Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator.
- 3.20.9 Where BellSouth is providing Unbranded Operator Services, the line class codes may be built simultaneously with the installation of the trunk groups. Once the trunk groups are installed and the line class codes built, BellSouth Translations will translate the line class codes and point said codes to the appropriate trunk groups. The process shall take

approximately 45 calendar days. Testing shall be conducted after all work activities have been completed and shall take approximately 15 calendar days.

- 3.20.9 Where AT&T is using an Alternative Operator Services Provider, AT&T, at its option, order dedicated trunks between its Alternative Operator Services Provider's Point of Interface and the BellSouth Operator Services Platform. If AT&T elects to install said dedicated trunks, AT&T's Operators may provide verify busy line or line interruption services on numbers located in the BellSouth Switch at the rates set forth in Exhibit C.
- 3.20.10 The rates for Line Class Codes are set forth in Exhibit C of this Attachment. These charges include non-recurring charges to build and program the line class codes in each central office for each serving TOPs Tandem.
- 3.20.11 Electronic ordering of Line Class Codes will be negotiated between the parties once the Line Class Codes are established.

**BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION
ATLANTA, GEORGIA**

In the Matter of:)	
)	
BellSouth Telecommunications, Inc.'s)	
Entry into InterLATA Services Pursuant)	Docket No. 6863-U
To Section 271 of the Telecommunications)	
Act of 1996.)	
BellSouth Telecommunications, Inc.'s)	
Statement of Generally Available Terms)	Docket No. 7253-U
and Conditions under Section 252(f) of)	
the Telecommunications Act of 1996.)	

AFFIDAVIT OF W. KEITH MILNER

NOVEMBER 21, 2000

W. Keith Milner, being duly sworn, deposes and says:

**Docket No. 2000-465
JMB-4
Page 1 of 21**

1. My name is W. Keith Milner. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am Senior Director - Interconnection Services for BellSouth Telecommunications, Inc. ("BellSouth"). The purpose of this affidavit is to provide the Commission with the most current information concerning unbundled network elements, interconnection services, and resold services furnished by BellSouth.

Checklist Item No. 1 (Interconnection)

2. As of September 30, 2000, BellSouth had provisioned 92,409 trunks interconnecting BellSouth's network and 28 facility-based CLECs' networks in Georgia, (that is, trunks between CLECs' switches and BellSouth's switches) including AT&T, MFS, MCImetro, MediaOne, and US LEC. In its nine-state region, BellSouth had installed 351,380 interconnection trunks from CLECs' switches to BellSouth's switches as of September 30, 2000.

Checklist Item No. 2 (Unbundled Network Elements)

3. In 1998, BellSouth received 181 physical and 73 virtual collocation requests in Georgia. In 1999, BellSouth received 455 physical and 96 virtual collocation requests in Georgia. In 2000, year-to-date as of September 30, BellSouth received 697 physical and 41 virtual collocation requests. In Georgia, collocation growth has been concentrated in the metro Atlanta exchanges. As of September 30, 2000, 26% of all physical collocation arrangements in Georgia were in the Atlanta exchange and 52% were in the Metro Atlanta exchanges. Similarly, for the same time period, 34% of all virtual collocation arrangements in Georgia were in the Atlanta exchange and 45% were in the Metro Atlanta exchanges.
4. The tremendous growth in the number of collocation requests and the concentrated nature of such requests has, in the past, caused some delays in

the provisioning of physical collocation. To address this issue, BellSouth has taken steps to better manage the process in light of the growth in demand. A new group called the Centralized Collocation District (CCD) was established in January 2000 to off-load certain functions from various line organizations so that the line organizations can focus more on meeting the specific needs of BellSouth's collocation customers. The primary purpose of the CCD is to reduce the cycle time on collocation requests. A program management group has been assigned within the CCD to track and ensure that all collocation requests are processed in a timely fashion.

5. In Georgia, BellSouth had completed 526 physical collocation arrangements, and 158 additional physical collocation arrangements are in progress as of September 30, 2000. CLECs requesting physical collocation in Georgia include AT&T, MCImetro, MFS, COVAD, Mpower, and NEXTLINK.
6. BellSouth also is providing virtual collocation to CLECs in Georgia in 43 different central offices in 28 different cities. In Georgia, as of September 30, 2000, there were 128 virtual collocation arrangements in place, with another 12 virtual collocation arrangements in progress. Allegiance, MediaOne, and Mpower are among the CLECs that have made the most significant number of requests for virtual collocation from BellSouth in Georgia.
7. BellSouth provides access to unused transmission media, which in some cases is referred to as "Dark Fiber". (SGAT §II.B.7) BellSouth has no such arrangements in place in Georgia because to date no CLEC has requested such; however, there are ten (10) CLECs with dark fiber arrangements in place in three (3) states within BellSouth's nine-state region.

Checklist Item No. 3 (Poles, Ducts, Conduits, and Rights-of-Way)

8. As of November 8, 2000, there were 83 CLECs, including 43 that operate in Georgia, that have executed license agreements with BellSouth that allow them to attach their facilities to BellSouth's poles and/or place their facilities in BellSouth's ducts and conduits. CLECs operating in Georgia that have executed license agreements include MCImetro, Knology, Hyperion, Nextlink, TCG, Vyvx, Mpower, Level 3, and MFS. In addition, BellSouth has been providing cable television companies with access to poles, ducts, conduits, and rights-of-way for many years. Since July 1997, BellSouth has received and successfully responded to 798 requests for access to poles, ducts, conduits, and rights-of-way from 22 CLECs operating in Georgia. BellSouth has never denied an application/request when facilities/structures were available.

Checklist Item No. 4 (Loops)

9. As of September 30, 2000, BellSouth had provisioned 64,117 unbundled loops to 22 CLECs in Georgia, including 2,384 two-wire ADSL loops, 112 two-wire HDSL loops, and seven (7) four-wire HDSL loops. The majority of the unbundled loops were provided to Allegiance, KMC, and COVAD. As of that same date, BellSouth had provisioned 237,685 unbundled loops to CLECs in its nine-state region, including 8,356 two-wire ADSL loops, 380 two-wire HDSL loops, and 22 four-wire HDSL loops. The unbundled loops BellSouth provides to CLECs are of a quality equal to that of the loops BellSouth uses in the provision of its retail services, and are provided using the same equipment and technical specifications that BellSouth uses for itself.
10. BellSouth arbitrated the question of providing access to unbundled loops served by IDLC in each of its nine in-region states. In Georgia, this issue was raised in Docket 6801-U (AT&T), Docket 6865-U (MCI), and Docket 10854-U

(ITC^DeltaCom). In these arbitration proceedings, the Georgia PSC held that where loops are served by IDLC, BellSouth had to provide unbundled access through one of eight approved methods and BellSouth is in compliance with this Commission's Order.

Checklist Item No. 5 (Transport)

11. As of September 30, 2000, BellSouth had provided 1,889 dedicated local transport trunks to CLECs in Georgia, including MediaOne, Mpower, and KMC. BellSouth had provided 8,723 dedicated trunks for interoffice transport to CLECs in its nine-state region as of that same date. For common transport, CLEC traffic follows transmission paths identical to BellSouth's traffic, using the routing tables in BellSouth's central office switches.

Checklist Item No. 6 (Switching)

12. As of September 30, 2000, BellSouth had provided 321 unbundled switch ports and 47,798 unbundled combinations (loop and switch port) to CLECs in Georgia. Region-wide, BellSouth had provided 362 unbundled switch ports and 137,867 unbundled loop and switch port combinations to CLECs as of that same date, which evidences the availability of unbundled local switching from BellSouth. Many CLECs are providing their own switching capabilities and are interconnecting their networks to BellSouth's network via the interconnection trunks discussed earlier.
13. Customized routing (which has also been referred to as selective routing) allows the calls from a CLEC's customer served by a BellSouth switch to reach the CLEC's operator service or directory assistance service platforms instead of BellSouth's operator service and directory assistance service platforms. BellSouth makes available two different methods for customized routing.

- Customized routing using the first method, Line Class Code, is available to all CLECs in Georgia and throughout BellSouth's nine-state region.
14. BellSouth's second method for providing selective routing is through the use of BellSouth's Advanced Intelligent Network (AIN) platform. A technical trial of customized routing using BellSouth's AIN platform commenced in Louisiana, in August 1998, and was successfully completed in September 1998. A second trial commenced in May 1999 and successfully completed in August 1999. This method is available to CLECs in addition to the Line Class Code method.
 15. BellSouth has not denied any requests for selective routing due to a lack of line class code capacity, and given the level of demand for selective routing experienced to date, there is no reason to believe that there is imminent danger of exhaustion of line class codes.

Checklist Item No. 7 (911 and E911, Directory Assistance and Operator Services

16. As of September 30, 2000, CLECs in Georgia have requested and BellSouth has provided 879 E911/911 trunks. In its nine-state region, as of that same date, BellSouth had provided 3,062 trunks connecting CLECs' switches with BellSouth's E911 arrangements. In its nine-state region, 58 CLECs were sending mechanized updates to BellSouth for inclusion in the 911 database as of September 30, 2000. Those mechanized updates include both end user customers to whom CLECs provide service via the resale provisions of the Act as well as those end user customers to whom facilities-based CLECs provide service from the CLECs' own switches or through the use of unbundled switch ports provided by BellSouth.
17. With respect to operator services and directory assistance, BellSouth has parity by design in that the flow of service orders from various sources (BellSouth's

retail units, CLEC resale, CLEC UNE, and CLEC UNE and resale with customized routing) is precisely the same regardless of the source of the service order. Universal Service Order Codes ("USOCs") on the service orders are used to establish switch translations that provide dial tone and various service features listed on each service request. The exact same list of USOCs, with the exception of four unique provisioning USOCs used for UNEs, is used on both BellSouth and CLEC orders to describe various features and functions. If the service order being processed is for a CLEC, it contains a special four-digit Field Identifier Code ("FID") that ultimately identifies the CLEC to the billing system. However, the FID is not input to the switch. Thus the switch is "blind" as to whether a given end user customer is BellSouth's customer or a CLEC's customer. The service orders enter a system called the Line Class Code Assignment Module ("LCCAM"). The LCCAM converts the USOCs assigned on service orders to a Line Class Code ("LCC"), a three-character entry that identifies the routing and screening characteristics of that line to the switch. Nothing in the LCC distinguishes a BellSouth customer from a CLEC customer. The LCC information flows into a computer system named MARCH. MARCH is a memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches. Routing, screening, and trunking of calls by the switch are identical for lines containing identical LCCs. Therefore, it is not necessary to perform measurements beyond this point in the process to demonstrate parity in the handling of operator services and directory assistance calls. The LCCAM to MARCH handoff merges traffic from all sources into a single flow determined solely by LCCs.

18. The Traffic Operator Position System ("TOPS") Queuing Management System ("QMS") is where calls are initially queued based on call origination type. For example, a determination is made whether the call originated from a coin trunk group or a directory assistance trunk group. Next, calls are ordered based on whether or not they have previously received some form of automated treatment or operator handling. Then the calls are processed through six refinement tables to enable them to be handled by operator groups best equipped to handle specific types of calls. For example, this process routes calls requiring fluency in a particular language to operators with skills in that language. Finally, the calls are routed to queues based on such factors as the age of the call, equipment availability, and force management considerations. As a result, treatment of CLECs' customers' calls to BellSouth's TOPS platform are handled in a nondiscriminatory manner at parity with the treatment of calls from BellSouth's retail customers.
19. BellSouth provides CLECs with Directory Assistance Access Service (DAAS), which allows CLEC end users to obtain telephone listing information from BellSouth. CLECs also have access to BellSouth's Directory Assistance Call Completion (DACC) service, which gives the CLEC's end user the option to have a call to BellSouth's Directory Assistance (DA) completed automatically to the requested telephone number. Facilities-based CLECs obtain access to these services through trunks connecting the CLEC's point of interface to BellSouth's DA platform. As of September 30, 2000, BellSouth had provided 528 directory assistance trunks to CLECs in Georgia. In BellSouth's nine-state region, BellSouth had provided 2,547 directory assistance trunks to CLECs as of that same date. As of October 31, 2000, sixteen (16) CLECs were purchasing DAAS

and nine (9) CLECs were purchasing DACC from BellSouth in Georgia. These include e.spire, ICI, MCImetro, MediaOne, MFS, and Mpower. In its nine-state region, 39 CLECs were purchasing DAAS and 27 CLECs were purchasing DACC from BellSouth as of that same date.

20. CLECs also have access to BellSouth's intercept service, which refers calls from a disconnected or non-working telephone number to the proper telephone number or announcement. Facilities-based CLECs obtain access to BellSouth's intercept service through dedicated trunk facilities. As of September 30, 2000, BellSouth had provided CLECs in Georgia with 28 intercept trunks. In BellSouth's nine-state region, BellSouth had provided 170 intercept trunks to CLECs as of that same date.

21. BellSouth provides CLECs and other service providers with access to BellSouth's Directory Assistance Database Service (DADS). This allows the CLEC to use BellSouth's subscriber listing information to set up their own directory assistance services. BellSouth also provides CLECs and other service providers with access to BellSouth's Direct Access to Directory Assistance Service (DADAS), which gives CLECs direct access to BellSouth's DA database in order to provide a traditional directory assistance service. BellSouth currently provides both DADS and DADAS to CLECs and to various third-party service providers, which in turn furnish the service to CLECs. As of September 30, 2000, nine (9) service providers in Georgia were using BellSouth's DADS. Twelve (11) service providers were using DADS across BellSouth's nine-state region as of that same date. As of September 30, 2000, one (1) third party service provider was using DADAS in Georgia to provide service to CLECs. Two (2) third party service providers were using DADAS across BellSouth's nine-state

region as of that same date. BellSouth provides requesting carriers all subscriber listings in its databases, including those from CLECs and independent carriers.

22. Operator call processing, which allows CLECs to obtain both live operator and mechanized functionality, is available from BellSouth. Facilities-based CLECs can obtain access to BellSouth's operator call processing by connecting to BellSouth's operator services platform. As of September 30, 2000, BellSouth had provided 395 operator services trunks to CLECs in Georgia, including Mpower, US LEC, Teleport, and KMC. Across its nine-state region, BellSouth had provided CLECs with 2,521 operator services trunks as of that same date. In Georgia, BellSouth had provided CLECs 59 verification trunks as of September 30, 2000. Across its nine-state region, BellSouth had provided CLECs with 423 verification trunks as of that same date.

Checklist Item No. 9 (Numbering Administration)

23. During February 1998, Lockheed-Martin assumed the North American Numbering Plan Administrator (NANPA) functions previously provided by Bell Communications Research, Inc. (Bellcore). This did not include the central office code assignment and Numbering Plan Administration (NPA) relief planning functions that continued to be performed by the incumbent Local Exchange Carrier (ILEC) serving the particular geographic territory until a transition plan could be finalized to transfer these functions to Lockheed-Martin. The central office code assignment function was transferred to Lockheed-Martin on a region-by-region basis based on an industry accepted transition plan. Specifically for BellSouth, that transition began July 6, 1998, and concluded August 14, 1998. NeuStar assumed all NANPA responsibilities on November 17, 1999 when the

FCC approved the transfer of Lockheed-Martin's Communication Industry Service division to NeuStar.

24. Responsibility for NPA relief planning has also transitioned to NeuStar. When BellSouth was responsible for NPA relief planning and a NPA was found to be in jeopardy of exhausting before a NPA relief plan could be implemented, the BellSouth Central Office Code Administration Center implemented code conservation measures complying with consensus decisions of the local industry as expressed in one or more Industry Jeopardy Meetings. NANPA now has the responsibility for jeopardy declaration in a given NPA, with current jeopardy situations in Georgia existing in the 678 NPA and the 912 NPA.
25. BellSouth, while serving as the Central Office Code Administrator for its territory, maintained neutrality in performing the code administration functions and ensured that CLECs had nondiscriminatory access to telephone numbers for assignment to their customers. BellSouth adhered to the code administration guidelines published by the Industry Numbering Council (INC); a national industry body under the Carrier Liaison Committee (CLC) sanctioned by the Alliance for Telecommunications Industry Solutions (ATIS). INC documents, including final documents, completed guidelines, and issue resolutions in final closure, are readily accessible via the Internet, at (<http://www.atls.org/atls/clc/inc/inchom.htm>). These guidelines provide instructions to all service providers including CLECs as to how to request and have NPA/NXX codes assigned. BellSouth established procedures to provide nondiscriminatory NXX code assignments to CLECs that conform to the INC standards. Pursuant to these procedures, BellSouth had assigned a total of 459 NPA/NXX codes for CLECs in Georgia as of August 19, 1998. In its nine-state

region, BellSouth had assigned 2,141 NPA/NXX codes for CLECs as of August 19, 1998. Other than in impending NPA exhaust situations, no requests from CLECs for NPA/NXX code assignments were refused by BellSouth either in Georgia or in BellSouth's nine-state region. BellSouth has never charged wireline providers for number administration and did not charge any carriers for number administration after 1996.

26. Since the Central Office Code Administration function has been transferred to the NANPA (now NeuStar), BellSouth no longer has any responsibility for the administration or assignment of central office codes (NXXs) to CLECs or any other telecommunications service provider. BellSouth follows the Central Office Code (NXX) Assignment Guidelines developed by the INC in submitting BellSouth's NXX code requests to NANPA, entering code information into the appropriate national databases, activating in BellSouth's network NXX codes assigned to any service provider, making available BellSouth NXX codes that are no longer in use, and all other areas covered by these and other appropriate industry guidelines. It is now NANPA's responsibility to supply competitively neutral number administration services and to ensure that all service providers have equal and non-discriminatory access to telephone numbers.
27. BellSouth furnishes data to NANPA (currently NeuStar). For example, BellSouth provides the following: (1) COCUS Report – BellSouth prepares a Central Office Code Utilization Survey (COCUS) Report and forwards it to NANPA pursuant to FCC directives. NANPA uses the COCUS Reports from all carriers to estimate when all NPAs (area codes) will exhaust. (2) Months-to-exhaust Worksheet – When BellSouth requests a new central office code assignment for growth from NANPA CO Code Administration, BellSouth submits a Months-to-Exhaust

Worksheet that shows when the existing supply of telephone numbers in the central office will exhaust. (3) Part 4 – New central office codes must be put to work within six months of being assigned or returned to NANPA. This is accomplished by the Code Holder who furnishes NANPA a Part 4 Form informing NANPA that the NXX has been put to work.

28. Where Number Pooling is in place, carriers must report additional items to the Pooling Administrator. Such data includes contamination levels of thousands blocks within assigned central office codes. However, pooling has not yet been implemented within any NPA that BellSouth serves so none of this reporting has yet been initiated.

Checklist No. 10 (Database and Signaling)

29. From January 1997 through October 2000, CLECs and other service providers across BellSouth's nine-state region completed approximately 5.2 billion queries to BellSouth's Toll Free Number database. Additional facilities-based CLECs may obtain access to the database as described in BellSouth's tariff (FCC No. 1). Once the CLEC puts the required signaling links in place, access to the Toll Free Number database is available.
30. BellSouth's region-wide Line Information Database (LIDB) processed more than 1.4 billion queries from CLECs and others during the period January 1997 through September 2000. Access to the LIDB is at present through a third party "signaling hub" provider or interexchange carrier directly connected to BellSouth's signaling network. LIDB queries are billed to the third party "signaling hub" provider or interexchange carrier, not the CLEC. Accordingly, of the more than 1.4 billion queries completed, BellSouth cannot separate out the number completed by facilities-based CLECs. Facilities-based CLECs can,

however, obtain access to the database as described in BellSouth's tariff (FCC No. 1). Once the CLEC puts required signaling links in place, access to the LIDB database is available.

31. As of September 30, 2000, there were 18 facilities-based CLECs directly connected to BellSouth's signaling network and another nine (9) are interconnected by using a third-party signaling hub provider which in turn accesses BellSouth's signaling network. Additional facilities-based CLECs may obtain access to the database as described in BellSouth's tariff (FCC No. 1). Once the CLEC puts the required signaling links in place, access to the signaling network is available.
32. Because BellSouth's Signal Transfer Point (STP) does not distinguish between BellSouth's end users and the end users of resellers, BellSouth does not know how many queries have been made to BellSouth's databases from the end-user customers of resellers.

Checklist Item No. 11 (Number Portability)

33. Interim number portability (INP) is available from BellSouth in accordance with applicable FCC requirements. BellSouth offered interim number portability under four methods which the Commission found to be technically feasible: (1) Remote Call Forwarding (RCF) and Direct Inward Dialing (DID); (2) Route Index-Portability Hub (RI-PH); (3) Directory Number-Route Index (DN-RI); and (4) Local Exchange Routing Guide (LERG) Reassignment. BellSouth agreed in certain interconnection agreements (for example, AT&T's agreement) to provide Route Index-Portability Hub (RI-PH) as a comparable arrangement in provisioning interim number portability. Similarly, BellSouth has agreed in certain interconnection agreements (for example, AT&T in connection with the AT&T

Arbitration in North Carolina Docket No. P-140, SUB 50) to provide interim number portability using the LERG Reassignment method.

34. As of September 30, 2000, BellSouth had successfully ported 4,012 business directory numbers and 655 residence directory numbers for CLECs in Georgia using interim number portability ("INP") solutions. The predominant CLECs requesting INP with respect to business directory numbers are e.spire and KMC. As of September 30, 2000, Mpower and Knology were the primary CLECs with ported residence directory numbers. In its nine-state region, BellSouth had ported 37,447 business and 922 residence directory numbers as of September 30, 2000, which evidences the availability of INP.
35. As to the implementation of a long-term number portability ("LNP") solution, BellSouth has implemented permanent number portability in Georgia in accordance with FCC rules. As of September 30, 2000, BellSouth had ported 207,987 business directory numbers and 45,104 residence directory numbers in Georgia using LNP. In its nine-state region, BellSouth had ported 855,240 business and 87,641 residence directory numbers as of September 30, 2000, which evidences the availability of LNP.

Checklist Item No. 14 (Resale)

36. CLECs are reselling significant quantities of BellSouth's retail telecommunications services. Exhibit WKM-1, which is attached to this affidavit, identifies the service and the number of units being resold in Georgia and BellSouth's nine-state region as of September 30, 2000.
37. This concludes my affidavit.

I hereby swear that the foregoing is true and correct to the best of my information and belief

W. Keith Milner

W. Keith Milner
Senior Director-Interconnection Services
BellSouth Telecommunications, Inc.

Subscribed and sworn to before me this 21ST
Day of November, 2000.

Suzy A. Sherwood
Notary Public



ACCUPULSE #1	-	-	4	-	-	-	3	-	-	7
AREA PLUS #2	2,473	8,865	5,827	1,367	7,612	2,832	641	2,244	4,619	36,480
BASIC RATE ISDN #3	176	632	710	176	573	146	347	280	277	3,317
PRIMARY RATE ISDN #4	41	210	101	13	210	71	43	111	24	824
CALL WAITING #5	18,176	31,566	56,251	9,246	36,722	25,578	20,868	18,233	17,984	234,544
CALL WAITING DELUXE #6	4,636	13,905	18,758	1,730	6,127	3,420	5,395	1,228	5,051	60,250
CALLER ID DELUXE #7	12,720	32,985	44,753	7,898	23,454	19,383	13,996	9,336	13,625	178,158
CALLER ID ENHANCED #8	185	1,046	334	121	253	123	67	114	139	2,382
CENTREX/ESSX #9	1,252	1,218	6,318	1,157	1,298	1,038	2,287	4,119	334	19,021
CUSTOM CALLING - 3 WAY CALLING #10	4,595	19,138	26,930	1,582	8,001	5,004	5,256	2,489	6,551	79,546
CUSTOM CALLING - CALL FORWARDING VARIABLE #11	6,051	17,791	15,408	2,413	8,114	4,793	6,951	2,399	5,693	69,613
CUSTOM CALLING - REMOTE ACCESS TO CF #12	294	3,115	1,211	205	386	177	366	366	263	6,383
CUSTOM CALLING - SPEED CALLING 8 & 30 #13	4,585	12,840	21,676	1,441	4,346	2,661	5,645	1,059	7,677	61,058
DID #14	434	1,162	1,089	381	1,008	448	463	333	210	5,520
E911/SAL1 #15	-	-	-	-	-	-	-	-	-	-
ENH CID/MULTILINE CID DELUXE/ENH CID ACR #16	7	360	142	14	19	-	11	39	26	618
FLAT RATE PBX TRUNKS #17	875	4,246	3,087	1,061	730	582	270	1,199	224	12,274
FLAT RATE RESIDENCE #18	33,237	58,845	98,287	19,404	59,265	41,611	71	38,730	32,720	374,170
FLAT RATE/BASIC LOCAL EXCHANGE #19	18,652	86,407	41,797	14,635	17,939	3,712	18	19,620	9,460	212,240
FLEXSERV #20	1	47	64	-	119	-	1	1	-	233
FRAME RELAY AND CDS #21	204	348	1,402	38	191	136	257	167	87	2,830
GEORGIA COMMUNITY CALLING #22	-	-	1,889	-	-	-	-	-	-	1,889
HUNTING #23	11,051	48,275	21,185	8,570	10,583	3,003	16,785	13,983	4,604	138,039
INDEPENDENT PAYPHONE PROVIDER #24	159	4,239	1,288	779	845	382	714	158	966	9,330
INTEGRATED PACKAGES #25	1,797	-	1,889	438	11,388	13,217	69,090	1,601	3,026	102,446
LIGHTGATE #26	-	-	1	-	-	-	-	-	-	1
MEASURED RATE BUSINESS #27	167	1,675	302	199	1,011	177	299	474	579	4,883
MEASURED RATE RESIDENCE #28	2	215	561	5	21	114	-	54	83	1,055
MEGALINK #29	265	312	468	26	665	82	291	71	58	2,238
MEGALINK ISDN #30	12	7	1	1	18	-	-	2	19	60
MEMORYCALL #31	2,380	13,565	10,383	816	2,731	973	5,142	3,112	1,921	41,023
MESSAGE TELEPHONE SERVICE (MTS) #32	56	101	70	53	51	45	37	45	57	515
MEASURED RATE PBX TRUNKS #33	366	4,319	370	122	1,100	524	1,228	169	776	8,974
MULTISERV #34	78	1,651	2,598	108	763	137	335	238	43	5,951
NATIVE MODE LAN INTERCONNECTION #35	-	-	-	-	-	-	-	-	-	-
OFF PREMISE EXTENSIONS (OPX) #36	78	180	137	58	263	38	191	46	73	1,064
OPTIONAL CALLING PLAN #37	125	615	393	345	494	789	3,497	2,413	190	8,861
REMOTE CALL FORWARDING (RCF) #38	325	3,280	1,662	163	517	215	955	535	306	7,958
RINGMASTER #39	793	2,917	2,989	478	910	802	1,002	886	2,224	12,921
SMARTPATH #40	-	-	-	-	1	-	-	-	-	-
SMARTRING #41	-	-	-	-	-	-	-	-	-	1

SYNCHRONET #42	27	141	268	16	146	22	112	68	29	829
TOUCHSTAR -CALL BLOCK #43	3,585	11,246	18,821	1,432	3,837	2,275	4,758	1,189	5,341	44,484
TOUCHSTAR -CALL RETURN #44	6,588	19,162	27,398	2,518	7,713	6,332	10,948	3,812	7,697	92,168
TOUCHSTAR -CALL SELECTOR #45	671	4,009	6,149	202	734	463	793	403	1,201	14,625
TOUCHSTAR -CALL TRACING #46	1,353	7,162	7,060	459	2,015	1,462	1,565	815	3,189	25,080
TOUCHSTAR -PREFERRED CALL FORWARDING #47	240	343	635	79	216	139	212	78	203	2,145
TOUCHSTAR -REPEAT DIALING #48	3,896	11,874	18,598	1,361	4,876	3,530	4,019	1,046	5,692	46,802
TOUCHSTONE #49	48,178	138,246	122,914	31,575	84,658	52,317	60,747	53,639	43,274	635,548
VISUAL DIRECTOR # 50	-	-	3	-	-	2	-	-	-	5
TOTAL	90,616	297,460	381,611	11,685	311,915	108,785	245,675	126,824	186,435	2,566,547

CERTIFICATE OF SERVICE

6863-U/7253-U

This is to certify that I have this day served a copy of the within and foregoing, **Affidavit of W. Keith Milner**, upon all known parties of record, by depositing in the United States Mail, addressed as follows:

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Specially Appointed Hearing Officer
Georgia Public Service Commission
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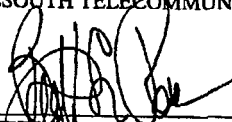
Mr. Rodney L. Joyce
Counsel for Network Access Solutions Corporation
Shook, Hardy & Bacon, L L.P.
600 14th Street, N.W., Suite 800
Washington, DC 20005-2004

[signature on the following page]

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This ^{22nd} 21st of November, 2000.

BELLSOUTH TELECOMMUNICATIONS, INC.



BENNETY L. ROSS
General Counsel - Georgia
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125 Perimeter Center West
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141847

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8.0 Requirements Review Minutes

October 12, 2000

Document Preparation Information

PROJECT NAME	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
Rel 8.0 User Requirements Review	Kevin McCall		10/13/00

Announcement Information

TO	COMPANY	TO	COMPANY
Brenda Jones	BellSouth	Valerie Cottingham	BellSouth
Kevin McCall	BellSouth	Cheryl Story	BellSouth
Kathy Smith	BellSouth	Darryl Castellaw	BellSouth
Liz Goings	BellSouth	Jaime Hunter	KPMG
Wayne Johnson	BellSouth	Stephanie Smith	DSET
Yvette Brown	E.spire	Woody Roe	Albion Connect
Bob Henderson	SBC Telcom	Michelle Jones	Sprint
Lorraine Watson	WorldCom		

Meeting Information

DATE	START TIME	END TIME	LOCATION
10/12/00	10:00 A.M. EDT	12:30 P.M. EDT	205-970-3744 Access code 6637

Review of User Requirements for ENCORE Release 8.0		
CALLED BY	PHONE	FAX
Change Control	205-321-2113	205-321-5160

Agenda

Agenda Items	Discussions
Introductions	
OS/DA	BST CCP advised that the OS/DA change request would be handled outside of Release 8.0. A new database called Originating Line Number Screening (OLNS) is being finalized that will provide this service in a more efficient manner. A meeting to discuss OLNS with interested CLECs is being coordinated for Monday, October 16, 2000. CCP also advised that the Methods and Procedures for OLNS are still under development.

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8.0 Requirements Review Minutes

October 12, 2000

Agenda Items	Discussions
TAG Platform Upgrades	<p>BST provided an overview of the TAG platform enhancements that are in scope for TAG Release 7.5, included in Release 8.0. Those enhancements include a change from HP Unix 10.2 to 11.0.</p> <p>There will be no new functionality associated with this upgrade for TAG 2.3 (Issue 7). For TAG 7.5, the addition of DID is the only change in functionality from 7.1.2.1.</p> <p>A question was asked as to which TAG Release would be the base Release for the system upgrades due to the sunset of several TAG versions. BST will follow up and advise. The response since provided is Versions 2.2.0.11 and 7.1.2.</p> <p>Another question was raised asking if the CLECs are now responsible for gaining software licenses for the platform changes. BST responded that this should be handled in the same manner that is in place today.</p>
Review of 8.0 User Requirements	<p>BST reviewed the requirements of the following documents: 9343—LENS to allow basic class of service 9883—add the word "add, change and delete" to the feature to add field 10212—Strip USOCS not available for CSR</p> <p>The DID user requirement documents, LEO5005 and LEO8610, were not reviewed individually since this is not new functionality. The feature being implemented with Release 8.0 provides the ability to order DID via TAG.</p> <p>BST took an action item to advise when the BellSouth Business Rules for Local Ordering (BBR-LO) document will be updated with the DID information.</p> <p>The response to the action item is that the DID business rules are already published in the existing BBR-LO.</p> <p>BST advised that the user requirements for CLEC change requests that are not code impacting were reviewed as a courtesy to the CLEC community. Going forward, a review of only the code impacting user requirements will be held, and the non-code impacting user requirements will not be reviewed unless requested.</p>

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10/16/00 OLNS Meeting Minutes

Participants.

Evelyn Ruffin, WorldCom
Sherri Lichtenberg, WorldCom
Graham Watkins, KPMG
Sandy Evans, Sprint
Trya Hush, WorldCom
Jennifer Browbridge, Birch Telcom
Sherian Lively, Trivergent
Jill Williamson, AT&T
Jane Hunter, Sprint
Toni Martin, dset
Rhonda McKinney, BST
Claudette Hawkins, KMC
Thomas McFall, BST
Jeff Anderson, BST
W Kay, KMC
Valerie Cottingham, BST
Cheryl Storey, BST

Purpose of Meeting

Provide an overview of Originating Line Number Screening (OLNS)

Opening

Valerie Cottingham opened the meeting and stated that the change request for electronically order routing to OS/DA was removed from the Release 8.0 scope because BellSouth is currently in the process of finalizing the Originating Line Number Screening (OLNS) database option that will provide this service in a more efficient manner

OLNS Discussion

Jeff Anderson stated that the OLNS database would eliminate the need for CLECs to specify Line Class Codes for selective routing. It will provide a more efficient route for Resale/UNEP Unbranding/Custom Branding options and reduce the cost of trunks for non-facility based CLECs when the Custom Branding option is selected. The target date for providing OLNS to non-facility based CLECs is by the end of the year for the state of Georgia.

OLNS will be driven by information off of the service order

Jill (AT&T) questioned whether OLNS would support a non-facility CLEC if they chose someone other than BST for OS/DA. We should have the response for this question once OLNS is rolled out.

There is a project team working on cost issues and ordering procedures. Additional information will be provided as this team finalizes these issues.

Target Timeline for OLNS

Complete M&Ps.

Complete loading of the OLNS database by end of October to mid November

Complete end-to-end testing (internal)

State of Georgia – First state to implement by 12/31/00

All other states will be rolled out in phases – 2Q01 Target Completion date

The CLECs recommended that the timeline be distributed through Change Control for project coordination and user requirements. Valerie advised that Change Control would coordinate this effort and provide additional information on the status of OLNS as the outstanding issues are finalized.

Contracts would need to be discussed with your Account Team representative.

**10/16/00 OLNS Conference Call with AT&T
Meeting Notes**

Participants.

Jill Williamson – AT&T
Rich Bobik – AT&T
Jeff Anderson – BST
Sandra Jones – BST
Beverly Shelton-Williams – BST
Rhonda McKinney – BST
Valerie Cottingham – BST
Cheryl Storey – BST

Purpose of Meeting:

Provide an overview of Originating Line Number Screening (OLNS)

Opening

Valerie opened the meeting and stated that BellSouth has changed the delivery method for providing OS/DA selective routing electronically. The Originating Line Number Screening (OLNS) database is an option that BellSouth is currently in the process of finalizing that will provide this service in a more efficient manner.

OLNS Discussion

Jeff Anderson stated that OLNS would benefit both CLECs and BellSouth. OLNS will eliminate the need for CLECs to specify Line Class Codes for selective routing. It will provide a more efficient route for Resale/UNEP Unbranding/Custom Branding options and reduce the cost of trunks for non-facility based CLECs when the Custom Branding option is selected. BellSouth is working to complete the OLNS database by the end of October/mid-November time frame. End-to-end testing will need to be conducted before rolling out this service. M&Ps are being developed and will be completed prior to the rollout of this service.

A Special Provider ID (SPID) will drive OLNS. The SPID contains the owner of the line. AT&T would have a SPID common to AT&T. Jill questioned if this would be the same SPID that they use for LNP? The answer to this question is not known at this time. It was stated that we believe the OCN will be used as the SPID.

OLNS is a part of LIDB and also is an alternative to AIN.
There are three options for selective routing: AIN, LCCs and OLNS.

There is no need to set up OLNS if a CLEC wishes to use the default BellSouth OS/DA.

There is a project team working on cost issues and ordering procedures. Additional information will be provided as this team finalizes these issues.

Target Timeline for OLNS

Complete loading of the OLNS database by end of October to mid November

Complete end-to-end testing

State of GA – 1st state to implement by 12/31/00

All other states will be rolled out in phases – Targeted to be completed by 2Q01

AT&T stated an interest in testing with BellSouth if we decide to test OLNS with CLECs.

Rhonda McKinney will be the liaison with the AT&T Account Team on OLNS

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

In the Matter of:	:
	:
AT&T'S Petition for Arbitration of	:
Rates, Terms and Conditions with	:
BellSouth Telecommunications	:
	:
	:

Docket No. 11853-U

Hearing Room 507
47 Trinity Avenue
Atlanta, Georgia

Tuesday, October 31, 2000

The above-entitled matter came on for hearing
pursuant to adjournment at 2:03 p.m.

BEFORE:

ROBERT DURDEN, Chairman
DAVID BURGESS, Vice Chairman
LAUREN "BUBBA" MCDONALD, Commissioner
ROBERT BAKER, Commissioner

* * *

Brandenburg & Hasty
231 Fairview Road
Ellenwood, Georgia 30294

Docket No. 2000-465

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APPEARANCES:

On behalf of AT&T Communications of the Southern States, Inc.:

SUZANNE OCKLEBERRY, Attorney
JAMES LAMOUREUX, Attorney
MARSHA RULE, Attorney
AT&T Communications of the Southern States, Inc.
1200 Peachtree Street, Suite 8100
Atlanta, Georgia 30309

On behalf of BellSouth Telecommunications, Inc.:

DOUGLAS LACKEY, Attorney
BENNETT ROSS, Attorney
BellSouth Telecommunications, Inc.
125 Perimeter Center West, Room 376
Atlanta, Georgia 30346

On behalf of Consumers' Utility Counsel:

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KEALIN CULBREATH, Attorney
Consumers' Utility Counsel Division
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On behalf of the Commission Adversary Staff:

THOMAS BOND, Attorney
Special Assistant Attorney General
State Law Department
40 Capitol Square
Atlanta, Georgia 30334

I N D E X

<u>WITNESSES:</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RE CROSS</u>
David L. Talbott				
By Mr. Lamoureaux	612	--	721	--
By Mr. Lackey	--	676	--	--
Alphonso J. Varner				
By Mr. Ross	727	--	--	--
Keith Milner				
By Mr. Lackey	809	--	947	--
By Mr. Lamoureaux	--	899	--	--
Ronald M. Pate				
By Mr. Lackey	951	--	--	--
By Ms. Rule	--	1089	--	--

<u>EXHIBITS:</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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AT&T:

47 through 61 - Talbott Exhibits	669	726
62 through 64 - Talbott Exhibits	721	726
65 - CLEC Information Package	940	947
66 - LA-II Order Excerpt	1109	1112

BellSouth:

4 and 5	--	611
6 - Diagram	681	725
7, 8 Diagrams	692	725
9 through 12 - Varner Exhibits	728	729
13 - Varner Summary	804	804
14 through 21 - Milner Exhibits	809	950
22 - Milner Exhibit	887	950
23 through 39 - Pate Exhibits	1083	1111

1 own and operate. So we're not singling AT&T's employees
2 out, we're not asking them to do anything we don't do for
3 our own prospective employees. We're just saying simply,
4 AT&T, for those employees that you send in to BellSouth's
5 buildings, if they've not been your employee for over five
6 years, do -- you know, show us that you've done a criminal
7 background check. That's really all we're asking.

8 Q Let's change the subject to OSMDA. At page 63 of
9 your testimony, you say that the line class code and AIN
10 methods are available today. BellSouth has not made
11 electronic ordering of both those solutions available as of
12 today, has it?

13 A No, it has not.

14 Q And do you understand that the real issue here is
15 that AT&T wants to be able to order the routing
16 electronically, not that AT&T wants more than one routing
17 option?

18 A No, I don't think that is the entirety of the
19 issue. As I read Mr. Mills' testimony and Mr. Bradbury's
20 testimony, I think there also is a disagreement as to the
21 so-called footprint orders. But regarding the first issue
22 of electronic ordering, BellSouth will accommodate
23 electronic ordering, either in release 8.0 of its electronic
24 access, which I believe will be available on November 18th
25 of this year, or possibly in a point release that may happen

1 two to three weeks after that. So that would overcome the
2 problem of electronic ordering that you mentioned.

3 COMMISSIONER BURGESS: Let me ask a question.

4 There seemed to be some uncertainty last night whether or
5 not the electronic ordering is or is not in the next
6 release. Can you say with some definity that it is or not?

7 THE WITNESS: No, sir, unfortunately as I sit
8 here, I cannot. I talked with my boss and with the people
9 who are responsible for getting that change into the point
10 release -- or into our what we call encore releases. And
11 they said that it would either be in release 8 or it would
12 be in a point release, which would be two to three weeks
13 after that November date. So that's as definitive as I can
14 be at this moment.

15 COMMISSIONER BURGESS: If you could, I would
16 request that as a late file hearing exhibit for this
17 proceeding to update the Commission on the status of whether
18 or not the electronic ordering will be available or will not
19 be available in the current -- in the next proposed release
20 or some subsequent release.

21 THE WITNESS: Yes, sir, we'll be glad to do that.

22 And I should know just really within the -- and even
23 perhaps by tomorrow morning whether -- you know, whether
24 we'll be in 8.0 or in a point release. So I'll be glad to
25 do that.

1 BY MR. LAMOUREUX:

2 Q In fact, Mr. Milner, isn't it correct that
3 BellSouth has dropped the electronic ordering capability
4 from its expected capabilities of release 8?

5 A No, sir, that's not correct, and here's why. I
6 think what you may be referring to is a memorandum that was
7 sent to CLECs last week or the week before that said that
8 that had -- that that electronic ordering capability had
9 been dropped from release 8.0. That was a mistake on the
10 people -- on the part of the people that released that
11 memorandum. A copy of that memorandum was left in my chair
12 in my office. The first thing I did when I came in to work
13 that morning and found that memo was to find the people that
14 had written that memo and had them in my office and had them
15 retract that to show that the line class code method would
16 be available. And I immediately set about making sure that
17 the people doing the software upgrades did not divert their
18 attention and move that out of release 8.0. So that's --
19 that's an unfortunate e-mail or memorandum that might have
20 been sent to AT&T, and in fact, all CLECs, but in fact, it
21 was a mistake on the part of the people that sent that.
22 We've corrected that.

23 Q To your knowledge, has BellSouth sent out another
24 memorandum saying that the first memorandum was a mistake?

25 A A -- yes. The -- I directed the production of the

1 second memorandum that said that the line class code method
2 would still be available, in addition to another method
3 called OLNS. So yes.

4 Q When did that memorandum go out, to your
5 knowledge?

6 A Just off the top of my head, it was the day after
7 the first one was sent.

8 Q You were in the North Carolina arbitration,
9 correct?

10 A Yes, sir, I was.

11 Q Did you hear in that arbitration Mr. Pate agree to
12 provide to AT&T all the methods and procedures necessary for
13 AT&T to be able to place this footprint order?

14 A I heard that yes.

15 Q To your knowledge, has BellSouth provided all
16 those methods and procedures?

17 A Yes, it has. I understand -- in fact, I wrote
18 myself a note here, if I can find it. I think the -- I
19 think Mr. Mills said yesterday that part of that information
20 AT&T had received and that it was waiting on another part.
21 My understanding is that the part that Mr. Mills has not yet
22 seen addressed electronic ordering, using the line class
23 code method for calls that would be sent to AT&T's platform
24 rather than BellSouth's platform. I spoke to the people
25 responsible for that and they tell me that on October 26,

1 just a few days ago, Michael Willis of the AT&T account team
2 sent that information to AT&T.

3 So I understand that that information has, in
4 fact, been provided.

5 Q Are those all the methods and procedures necessary
6 for placing a footprint order?

7 A To my knowledge, they are, yes. I'm not an
8 ordering expert so you may, you know, ask Mr. Pate that same
9 question, but that's my understanding.

10 Q Okay. Let's change subjects and go to hot cuts
11 for a moment.

12 A Okay.

13 Q Would you agree with me that ensuring accurate and
14 timely hot cuts is important to development of facilities-
15 based competition?

16 A Certainly.

17 Q A firm order confirmation indicates only that an
18 order has been submitted by a CLEC without errors, correct?

19 A That's right. It's a -- what we call a so-called
20 clean order, that the order itself can be fulfilled. There
21 are not -- there are not errors in the order that would, you
22 know, leave us with doubt as to what we were supposed to do.

23 The FOC or firm order confirmation also does show the due
24 date on which the cutover would be completed.

25 Q But a FOC does not guarantee that service will be

BellSouth Telecommunications, Inc.
Legal Department
125 Perimeter Center West
Suite 376
Atlanta, GA 30346

Bennett L. Ross
General Counsel - Georgia
770 391 2418
Fax 770 391 2812

November 13, 2000

DELIVERED BY HAND

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

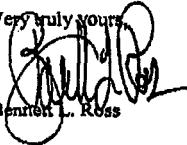
Re: In the Matter of: Interconnection Agreement Negotiations Between AT&T
Communications of the Southern States, Inc., Teleport Communications Atlanta,
Inc., and BellSouth Telecommunications, Inc.; Docket No. 11853-U

Dear Ms. O'Leary:

Enclosed herein please find an original and nineteen (19) copies, as well as an electronic version, of BellSouth Telecommunications, Inc.'s Late File Hearing Exhibits for W. Keith Milner in the above-referenced docket. I would appreciate your filing same and returning the four (4) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Thank you for your assistance in this regard.

Very truly yours,



Bennett L. Ross

BLR:nvd
Enclosures

cc: Parties of Record

235572

Docket No. 2000-465
JMB-8
Page 1 of 25

REQUEST: Please provide an update on the status of whether or not the electronic ordering will be available in the next proposed Encore release or some subsequent release.

Response: Change Request #EDI020900_001 Electronically Order Routing to OS/DA will be included in Release 8.0, which is scheduled to be implemented on November 18, 2000. Once implemented, this electronic ordering capability will automatically identify and generate specified Line Class Codes ("LCC") on behalf of AT&T when AT&T selects the OS/DA unbranded option. Because of the number of operational issues associated with the LCC method of customized routing, other CLECs seeking to avail themselves of this electronic ordering capability must contact their respective account teams.

As BellSouth witness Milner testified at the hearing, an e-mail was sent to CLECs on October 11, 2000 indicating that Change Request #EDI020900_001 Electronically Order Routing to OS/DA had been removed from Release 8.0. Clarification of this issue was subsequently provided to CLECs by e-mail the next day. Copies of both the October 11, 2000 and October 12, 2000 e-mails, which had been requested informally by AT&T, are attached.

October 11, 2000

Attention CLECs,

There has been a change in the scope for Release 8.0. Change Request #EDJ020900_001 Electronically Order Routing to OS/DA has been removed from the scope because BellSouth has developed a more efficient method of delivering this service. BellSouth is in the process of finalizing a new database called Originating Line Number Screening (OLNS) that will eliminate the need for CLECs to specify Line Class Codes for selective routing. OLNS will provide a more efficient route for Resale/UNEP Unbranding/Custom Branding services. OLNS is more efficient for the following reasons:

- It is a central database accessible from every Operator Services switch
- It eliminates the need for separate trunk groups

BellSouth is committed to providing the best solution to the CLEC community.

Additional details are forthcoming.

Please let us know if you have questions.

Thanks,

Change Control Team

October 12, 2000

Attention CLECs,

This is in clarification to the email that you received on October 11 regarding Change Request #EDI020900_001 – Electronically Order Routing to OS/DA. CLECs can currently submit a manual OS/DA order to BellSouth using Line Class Codes or by using our AIN Solution. Customized routing can still be ordered manually. Originating Line Number Screening (OLNS) is an addition to this option. We are only removing the Change Request for mechanizing the ordering process from Release 8.0.

Please let us know if you have questions.

Thanks,

Change Control Team

REQUEST: Please provide implementation time frame and cost involved in BellSouth's providing a facilities database check before returning the FOC transmission to a CLEC.

Response: A change request for BellSouth to provide connecting facility assignment (CFA) as part of its pre-order functionality is being provided through BellSouth's Change Control process. This change request was prioritized and scheduled for implementation on June 30, 2001. Since this change request is in a developmental stage, the costs associated with providing this functionality have not yet been determined. In the meantime, BellSouth will continue to work diligently with AT&T to resolve CFA discrepancies. As an interim process, BellSouth will continue providing a download of AT&T's CFA data via a secured website. This download allows AT&T to resolve discrepancies that may exist between AT&T records and BellSouth databases. Discrepancies are submitted to BellSouth for database correction via a spreadsheet to the BellSouth Account Team. The BellSouth Account Team will handle the clearing of any discrepancies through the Local Carrier Service Center.

CERTIFICATE OF SERVICE

Docket No. 11853-U

This is to certify that I have this day served a copy of the within and foregoing, BellSouth Telecommunications, Inc.'s Late File Hearing Exhibit No. 1 and Exhibit No. 2 for W. Keith Milner, upon all known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

Jim Hurt, Esquire
Consumers' Utility Counsel
2 Martin Luther King Jr. Drive
Plaza Level East
Atlanta, GA 30334

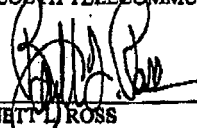
Thomas K. Bond, Esquire
Special Assistant Attorney General
Georgia Public Service Commission
47 Trinity Avenue, S.W.
Atlanta, GA 30334

Suzanne W. Ockleberry, Esquire
AT&T - Law & Government Affairs
Suite 8100
1200 Peachtree Street, N.E.
Atlanta, GA 30309-3579

Mr. Jeffrey C. Star
Hearing Officer
Georgia Public Service Commission
47 Trinity Avenue, S.W.
Atlanta, GA 30334

This 13th day of November, 2000.

BELLSOUTH TELECOMMUNICATIONS, INC.



BENNETT J. ROSS
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199149

October 25, 2000

CCP Monthly Status Meeting

MEETING MINUTES

MEETING NAME Change Control Monthly Status Meeting	MINUTES PREPARED BY Steve Hancock	DATE PREPARED 10/26/00
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Participants

PARTICIPANT	COMPANY
Brenda Files	BST - CCP
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Steve Hancock	BST - CCP
Bill Grant	Telcordia
Brian Rutter	KPMG
Kevin McCall	BST - NCS/CS
John Duffey	FL - PSC
Phyllis Burt	Quintessent
Carolyn Harris	Mpower
Selange Roberts	e.spire
Jean John	Quintessent
Kim Gillette	Quintessent
Shamone Stapler	ITC/Deltacom
Stephanie Smith	dset

PARTICIPANT	COMPANY
Sandy Evans	Sprint
Tyra Hush	Worldcom
Steve Murray	Rhythms
James Hunter	KPMG
Bob Mason	KPMG
Peggy Rehm	Nightfire
Anthony Zerillo	Birch Telecom
Michelle Ewton	XO
Marcia Lees	SBC Telecom
Keen Lee	Andersen Consulting/Ztel
Donna Graham	Mantiss
Jay Bradbury	AT&T
Donna Cain	AT&T
Sherian Lively	Trivergent
Gene Piatkowski	BST

Meeting Information History

DATE	START TIME	END TIME
10/25/00	10:30 AM EDT	12 NOON EDT

MEETING PURPOSE / AGENDA
 Review status of pending/approved Change Requests (including deferrals); review current Release Management status; and discuss Change Control Process.

**October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES**

Agenda Items	Discussion
1. OPENING	<p>The BCCM opened the meeting and covered the items we were to accomplish on this conference call:</p> <ul style="list-style-type: none"> • Review of outstanding action items • Review regulatory mandates • Review status of pending/approved Change Requests • Review status of pending defects • Report of system outages • Review current Release Management statuses • Open Discussion - Change Control Process <ul style="list-style-type: none"> - Letter of Authorization (LOA) for Service Provider Participation - Updates to the Maintenance Interfaces • Summarize Action Items
2. REGULATORY MANDATES	<p>CR0059 - Change TN Reservation Period to 45 days (pre-ordering functionality) FCC Docket #99200 - Order # FCC00-104</p> <p>Status: The deadline for compliance has been extended until December 2000. Target date for implementation is 4Q00.</p> <p>CR0169 - Conservation Rules for Number Pooling. FCC99-200 (revised on 9/31/00 to FCC00-104). Florida 954 - FCC99-249. Florida State FSC docket number is 981-444TP.</p> <p>Status: Targeted for Release 9.0 implementation (01/06/01 and 01/20/01)</p>
3. OUTSTANDING ACTION ITEMS	<p>The following outstanding Action Items are noted from the 9-27-00 Change Review/Monthly Status Meeting:</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Discontinue notification to BCC community regarding October CCP Process Improvement meeting. Status: 11/14/2000</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Provide revision history with Carrier Notification Letters associated with documentation updates.</p> <p>Status: This issue was discussed at the CCP Process Improvement Meeting on Oct. 17 and an update will be provided in the follow-up meeting on 11/01/00.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Have BSI SMEs available for Monthly Status Meetings to discuss carrier Notification letters distributed during Change Control. This issue to be addressed at the October CCP Process Improvement Meeting.</p> <p>Status: Bellsouth will commit to having SMEs at the monthly status meetings. CCP results from the CLECs at least a two (2) week notification to the scheduled meeting.</p>

**October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES**

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Defect/Expedite Process.</p> <p>Status: As a result of the October Process Improvement meeting, BellSouth will commit to identifying a common definition for defects. Status will be provided at the follow-up meeting on 11-01.</p> <p>Jay Bradbury (AT&T) questioned whether BST would continue to use the definition documented in the CCP process document.</p> <p>Tyra Hush went on record as stating that Worldcom does not agree with the current definition of "Defects" as documented in the CCP Process document.</p> <p>Valerie Cottingham (BST) reiterated to the CLECs that the "Defect/Expedite" process is still in "draft" mode, and acknowledged that BST still has some internal issues pertaining to the definition of defects. This will be addressed at the 11-01 Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - BST provide milestones for Release management.</p> <p>Status: Discussed at the October Process Improvement meeting and status will be provided at the follow-up meeting on 11-01.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Change Control will provide a soft copy of Number Pooling presentation.</p> <p>Status: Presentation provided with 9/27/00 meeting minutes.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Change Control will distribute notification regarding Bell Infrastructure Database Sub-team.</p> <p>Status: Distributed on 9/29/00.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - CLEC Community will send Change Control identified requirements for release.</p> <p>Status: Requirements were received from three CLECs. A tickler conference call was held on 10-09/00 to review and reach consensus on the requirements. A Sub-team meeting was held on 11-12-00.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Investigation on outage cause and prevention web notification.</p> <p>Status: The CLEC support group has begun providing cause of outage and web posting of system outages.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Include associated documentation of the CCP Release schedule.</p> <p>Status: CCP has updated the Release schedule on the CLEC Web site to include associated documentation.</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Provide web location for CCP Release schedule.</p> <p>Status: The CCP Release schedule is located at the following URL: www.interconnection.bellsouth.com.</p> <p>Select: Local Exchange Carrier.</p> <p>Select: Change Control process.</p> <p>Select: Status/Release Notification/Proposed Release Schedule.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Add the originator to the title column on the CR016.</p> <p>Status: Change Control has added the originator to the title of all change requests currently on the CR Log.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Change the format of the BellSouth Business Rules for Local Ordering (BBR-LO) guide.</p> <p>Status: Discussed at the October Process Improvement meeting and a status will be provided at the follow-up meeting on 11-01.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Provide CLEC where general information can be found on 319 products.</p> <p>Status: Information on the 319 products can be found at the following URL: www.interconnection.bellsouth.com.</p> <p>Select: Local Exchange Carrier.</p> <p>Select: CLEC Product.</p> <p>Select: 319 Product.</p> <p>NOTE: Questions regarding the 319 products should be directed to your Account team representative.</p>
	<p>ACTION ITEM (BELLSOUTH) - CLOSED - Revisit CR016 and provide originator status.</p> <p>Status: CR016 has been placed in Pending status.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Determine if notification of BST process changes (i.e., system downtime, LCSC processes) can be provided 30 days in advance to accommodate internal M&P changes.</p> <p>Status: This issue was discussed at the CCP Process Improvement Meeting on Oct. 17 and an update will be provided at the follow-up meeting on 11/01/00.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Investigate the cost for additional software needed to support the search/sort capability for CCP web site.</p> <p>Status: The CCP web site is currently being re-designed and search capability will be added upon completion in November.</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - OPEN - Coding changes - 30 days not sufficient time for CLECs to make coding changes, need the business rules sooner. 30 days is sufficient for M&P changes only. Depends on the size of release as to amount of advance notice needed.</p> <p>Status: This was discussed at the October Process Improvement meeting and is still under discussion. An update will be provided at the 11/01 meeting.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - CR0016 - SI Enhancement - Association with 319 products. Why are 319 products targeted for late 2001?</p> <p>Status: BellSouth Release management is working with IT to possibly implement sooner.</p>
	<p>ACTION ITEM (BELLSOUTH) - OPEN - CR0002 - Pre-order/Order Field Discrepancies. BST pursuing the possibility of implementing this change in Release 9.0</p> <p>Status: BST is continuing to pursue getting this request into Release 9.0.</p>
<p>NEW CHANGE REQUESTS (TYPES 2-5)</p>	<p>CR0001 - UNE via ASR21 (AT&T and Worldcom)</p> <p>Status: AT&T and Worldcom advised to leave this CR open.</p>
	<p>CR0002 - TAFI Functionality via ECTA Interface (AT&T)</p> <p>Status: AT&T advised to leave this CR open for further discussions with BellSouth.</p>
	<p>CR0003 - Add LENS 6.3 Tutorial (Irvirgent)</p> <p>Status: Originator advised to place this CR on hold until they have an opportunity to review the new web-based LENS course.</p>
	<p>CR0004 - Electronic Change Notifications (Sprint)</p> <p>Status: Being reviewed for acceptance. Sprint will follow-up with CCP.</p>
	<p>CR0005 - ECTA - Attribute Validation (BST)</p> <p>Status: CLECs have indicated no interest in this request, therefore BST will cancel.</p>
	<p>CR0006 - TAG is failing to accurately calculate due date on deny/restore (BST)</p> <p>Status: A feature will be opened and targeted for a future release.</p>
	<p>CR0007 - Drop the RES ID to Requirement for xDSL Order (Nightfire)</p> <p>Status: BST response provided to originator on 8/14/00 for review. A conference call will be scheduled with originator after 10-30-00 to discuss further.</p>
	<p>CR0008 - LESOG not populating ZNEA & ZNHC on ACT of N or C (BST)</p> <p>Status: This has been canceled by the originator since there is no CLEC impact.</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>BR0121 - LESOG not responding to "C" order adding line & feature on Resale Accounts (BST) Status: 8-22-00 Re-classified as a feature.</p>
	<p>BR0133 - Fielded Completion Notifications (Worldcom) Status: Being reviewed for acceptance. BST will provide a response by 10-31.</p>
	<p>BR0144 - Notification MDR (Mechanized Disaster Reports) (Verizon) Status: Waiting on internal response per clarification request.</p>
	<p>BR0154 - Need to handle HTG USOCs for all calling plans on Port/Loop Combos (BST) Status: Determined to be a feature and will be targeted for a future release.</p>
	<p>BR0158 - Already Pending error message on LSRs where order is being held to not auto clarify (BST) Status: Determined to be a feature and will be targeted for a future release.</p>
	<p>BR0163 - Cable ID Defect (AT&T) Status: Determined to not be a defect, but a feature will be opened and will be targeted for a future release. AT&T has escalated the validation and BST is re-investigating the validation.</p>
	<p>BR0172 - Modify CCP document (AT&T) Status: BellSouth recommended at 10-17 CCP Process Improvements meeting that CLECs meet and reach consensus on what changes the CLEC community would like to see made. Also, the Change Request needs to be divided into sections for discussion/voting purposes. Jill (AT&T) has coordinated a meeting for 10-27 with CLECs and BST to discuss further.</p>
	<p>BR0177 - Allow PIC/LPIC to be submitted as "No change" in LENS & TAG (Network One) Status: This request is 'Pending Clarification'.</p>
	<p>BR0179 - Support Value = D for response type request (RTR) TAG (Sprint) Status: This request is 'Pending Clarification'.</p>
	<p>BR0183 - Provide solicited notifications in TAG (BST) Status: Being reviewed for acceptance.</p>
	<p>BR0184 - TAG Navigator to CORBA Bridge (NCB) Router (BST) Status: Being reviewed for acceptance.</p>
	<p>BR0188 - API Reference Guide recommendations for CLEC Notif Server and Listener (BST) Status: Being reviewed for acceptance.</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>CR020 - Add Grid values for disconnect number field in TAG for all svcs. (BST) Status: Being reviewed for acceptance.</p>
	<p>CR021 - TAG needs to display the "TTRA" in the unfiled IDENT section for Number pooling (BST) Status: Being reviewed for acceptance.</p>
	<p>CR022 - LENS ability to view resold CSR's (XO-BST) Status: Being reviewed for acceptance.</p>
	<p>CR023 - Interactive Agent TCIP/SSL3 (WorldCom) Status: Being reviewed for acceptance.</p>
	<p>CR024 - Allow changes in directory deliveries - LENS99 (BST) Status: Being reviewed for acceptance.</p>
	<p>CR025 - Increase transaction size limit (AT&T) Status: Being reviewed for acceptance.</p>
	<p>CR026 - Extension of the retirement of TAG 3.1.1.1 (Mantiss/Access One) Status: Being reviewed for acceptance.</p>
	<p>CR027 - Extension of TAG 3.1.1.1 Sunset Date (ITC/Deltacom) Status: Originator to cancel. Duplicate request to CR0201.</p>
PENDING CHANGE REQUESTS	<p>The following change requests were prioritized at the September 27, 2000 Change Review Meeting and are currently being assessed for impact, sizing and estimating activities. The results will be discussed at our Release 10.0 Package Meeting. The requests will be in "Candidate Request (RC)" status:</p>
	<p>CR028 - LENS - View multiple CSR's simultaneously (Trivergent)</p>
	<p>CR029 - Change Listing account in LENS (Alltel)</p>
	<p>CR030 - CLEC Ordering Guide not up to date with LSOG 4 (Adelphia) (Documentation only)</p>
	<p>CR031 - Web-based LSR (BST)</p>
	<p>CR032 - LENS Enhancement - Add new listings (Alltel)</p>
	<p>CR033 - EDI Pre-ordering (Nightfire)</p>
	<p>CR034 - LENS large account inquiry (Marietta-Fibernet)</p>
	<p>CR035 - LENS Inquiry - View Customer record (Southern Telecom)</p>
	<p>CR036 - Provide pending service order for CSR via TAG (ITC/Deltacom)</p>
	<p>CR037 - Split Billing Requests (BST) (Manual Environment only)</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	<p>ER0147 - Flowthrough change request - REQ TYP CB, ACT P&Q for LNP Orders (AT&T)</p>
	<p>ER0148 - Update API guide to better relate the Guide to the BellSouth pre-order (BST) (Documentation only)</p>
	<p>ER0149 - Modify and resend FOC's and clarifications (BST)</p>
	<p>ER0150 - Flowthrough change request - REQ TYP BB, ACT P&Q for Loop with LNP (AT&T)</p>
	<p>The following change requests are in "Pending" status:</p>
	<p>ER0151 - Parsed CSR via TAG Pre-order (AT&T)</p>
	<p>Status: Sub Team met on 10-19 to review CLEC requirements. BST in process of addressing action items from meeting. Target date to provide the Sub Team updated CLEC requirements and responses to action items is by 11/3/00.</p>
	<p>ER0152 - Merging of Accounts (AT&T)</p>
	<p>ER0153 - Add LSR Codes in LENS (BST)</p>
	<p>ER0154 - Remove a TN from a LENS LSR (BST)</p>
	<p>ER0155 - Default the listed TN (BST)</p>
	<p>ER0156 - Error Code Defect-LNP (AT&T)</p>
	<p>ER0157 - Electronic payphone service orders (BST)</p>
<p>6. SCHEDULED CHANGE REQUESTS</p>	<p>Cheryl Storey (BST) stated that Release 10.0 originally targeted for 05-31-01 has been moved to 06-30-01 due to the overall work efforts of this Release requiring additional time.</p> <p>Tyra Hush (Worldcom) expressed concern that Releases continue to be moved out and would expect BST to be adding more CLEC prioritized requests in these releases due to the date changes.</p> <p>The following Change Requests are scheduled for upcoming releases:</p>
	<p>ER0158 - The ability to use form for dir listing that drops from 411/DA (AT&T & Worldcom)</p>
	<p>Status: Documented process and standard form reviewed during today's meeting. Electronic process for submitting the form is being investigated.</p>
	<p>ER0159 - Allow LSR to be submitted to change the main account number on a listings only account "J" REQ TYP (AT&T).</p>
	<p>Status: Targeted for Release 10.0 on 6/30/01.</p>
	<p>ER0160 - Jointly assist BST in the development of fields to support the handling of remaining lines when the main account is migrating (AT&T)</p> <p>Status: Targeted for Release 10.0 on 6/30/01.</p>

**October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES**

Agenda Items	Discussion
	<p>CR0128 - Restrictions on LEAN/LEATN be lifted in order for complex services with different classes of service (AT&T) Status: Targeted for Release 10.0 on 6/30/01.</p>
	<p>CR0129 - Provide CFA & NC/NCI codes on Pre-order via TAG (AT&T) Status: Jill (AT&T) advised to remove the "NC/NCI codes" part of request. Targeted for Release 10.0 on 6/30/01.</p>
	<p>CR0130 - BST validate an address using the TN vs RSAG (AT&T) Status: Targeted for Release 9.0 on 01/06/01. NOTE: CR0133 - Migration of UNE-P Notification has been combined with this request.</p>
	<p>CR0131 - Electronically Order Routing to OS/DA (AT&T) Status: This CR removed from Release 8.0 scope. BST is in the process of finalizing the Originating Line Number Screening (OLNS) database that will provide this service in a more efficient manner. Conference call held 10-16-00 with CLEC community. Change Control to provide additional details. Jay Bradbury (AT&T) stated that he did not agree with the removal of this original OS/DA request from Release 8.0 and is "officially" requesting that the original request be re-instated and targeted for Release 8.0. Tyra Hush (Worldcom) agreed that BST was pre-mature in removing this item even though the new approach was followed. (Action item noted)</p>
	<p>CR0132 - BST Test Environment for EDI (AT&T) Status: Targeted for Release 8.1 on 12/9/00. A meeting is scheduled for 10/31/00 to review the user requirements.</p>
	<p>CR0133 - Pre-order/Order business rules discrepancies (AT&T) Status: Targeted for Release 10.0 on 6/30/01.</p>
	<p>CR0134 - RPON Business Rules and Error messages (AT&T) Status: Targeted for Release 9.0 on 01/06/01 (Electronic reject & flow through)</p>
	<p>CR0135 - LENS changes and updating Reference Guides (Trivergent) Status: Scheduled for Release 8.0 on 11/18/00.</p>
	<p>CR0136 - LENS - ACT of C - Change basic class of service (BST) Status: Scheduled for Release 8.0 on 11/18/00.</p>
	<p>CR0137 - Service inquiry enhancements - SL1, SL2, DS0, DS1, ISDN (AT&T) Status: Targeted for Release 10.0 on 6/30/01.</p>
	<p>CR0138 - Partial migration of UNE loops (REQTYP A) (BST) Status: Targeted for Release 10.0 on 6/30/01.</p>

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
CR004	- UNE to UNE migrations (BST) Status: Targeted for Release 9.0 on 01/06/01.
CR005	- TOS Field on LSR - REQTYP J (TCIF 9) (BST) Status: Targeted for Release 10.0 on 6/30/01.
CR006	- Order Tracking Request (AT&T) Status: Targeted for Release 10.0 on 6/30/01.
CR007	- LENS 6.3 not stripping non-resellable USOCs (One Point) Status: Scheduled for Release 8.0 on 11/18/00.
CR008	- TN Reservation changed to 45 days (BST) Status: Targeted for 4Q00 implementation.
CR009	- Pipe Cross USOC (AT&T) Status: Targeted for LNP Release 5.4 on 12/10/00.
CR010	- Extended Loops (AT&T) Status: Targeted for implementation late 2001.
CR011	- Add DFDT to the FOC Status: Targeted for LNP Release 5.4 on 12/10/00.
CR012	- Conservation Rules for number pooling (BST) Status: Targeted for Release 9.0 on 01/06/01 and 01/20/01.
CR013	- TAG hardware/software upgrade to UNIX 11.0 platform. Status: Scheduled for Release 8.0 on 11/18/00.
CR014	- LESOG should allow manual handling instead of auto clarify (BST). Status: Scheduled for Release 8.0 on 11/18/00.
CR015	- LESOG not processing REQTYP JB ACT-A on TCIF 7Correctly (BST) Status: Scheduled for Release 8.0 on 11/18/00.
IMPLEMENTED CHANGE REQUESTS	The following change requests have been implemented:
CR016	- GA 912/229/478 NPA Split (BST) - Release 7.2 on 10/14/00.
CR017	- Conversion AS-IS ACT W Defect (Southern Telecom) - Release 7.1 on 9/30/00.
CR018	- Partial Pre-Order Query DDC (BST) - Release 7.1 on 9/30/00.
CR019	- Premise Visit Indicator (BST) - Release 7.1 on 9/30/00.

October 25, 2000
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
	CR001 - Update Issue 7 Map Due Date Calculation tables w/information from BST products & services interval guide (BST) - TAG Release 2.2.0.11 on 9/21/00.
	CR001 - Remove Housenum prefix for TAG API 2.2.0.10 (BST) - Release 7.1 on 9/30/00.
	CR002 - LESOG failing to apply ZRTI to orders (BST) - Release 7.1 on 9/30/00.
	CR004 - TN Reservation display of switch CLI (AT&T) - CLI verbiage added to the "Helpful Hints" section of the BellSouth Pre-ordering Business Rules - posted 10/10/00.
	CR004 - Remove the business reference for RCFRE, RCFRF, RCFRG, & RCFRN in the RCF matrix of the LEO IG (BST) - Implemented 9/29/00.
	CR005 - Seasonal Suspend - Release 7.0 on 8/12/00.
	CR006 - Add NPT Data Element to the ESDQ Query (BST) - TAG Release 7.1.2.1 on 10/20/00.
	CR006 - Electronic Ordering of CO Based Line Sharing (BST) - Release 7.1 on 9/30/00.
	CR008 - Discrepancies in BBR-LO Version 9G (BST) - Version 9H posted on 9/29/00.
	CR008 - LESOG should not bring over FIDS on line USOCs for LNA of G (BST) - Release 7.2 on 10/14/00.
	CR008 - Incorrect Circuit # on FOC (AT&T) - Release 7.2A on 10/21/00.
	CR008 - LESOG should recognize Street directional for correct validation (BST) - Release 7.2 on 10/14/00.
	CR008 - Release 7.1 Caused Defects (AT&T) - Corrected 10/6/00.
	CR008 - Suppress the premise visit indicator (BST) - TAG Release on 10/9/00.
	CR008 - Listing Order Defect (AT&T) - Release 7.2A on 10/21/00.
6. CANCELED/CHANGE REQUESTS	CR008 - Post - FOC Clarification (AT&T)
	CR008 - Invalid SUP, Subscription Version Defect (AT&T)
	CR008 - Call Forwarding USOC Defect - (AT&T)
	CR008 - "C" order process for UNE-P (Sprint)
	CR008 - Discrepancies in BellSouth Guidelines - CG-LSOR-002 (Nextlink)
	CR008 - Migration of UNE-P Notifications (Worldcom)
	CR008 - Ringmaster Defect (AT&T)

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CCP Monthly Status Meeting
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Agenda Items	Discussion
	<p>CR0179 - New tables to BBR-LO referencing applicability to various TAG Releases (Albion Connect)</p>
	<p>CR0178 - Change Control Log application and release number reference (Albion Connect)</p>
	<p>CR0176 - TAG CLBC Test Environment - Application Support (Albion Connect)</p>
	<p>CR0175 - TAG/COG Lead Project Mgr Role Change (Albion Connect)</p>
<p>9. DEFECT/EXPEDITE CHANGE REQUESTS</p>	<p>Jay Bradbury (AT&T) and Tyra Hush (Worldcom) expressed major concerns with the length of time that several defects have been validated and targeted for a "future release" and still appear on the Change Control Log.</p> <p>Sieve Hancock (BST) explained that although every attempt is made to work defects as quickly as possible, only those defects that are "High Impact" are worked within the documented 4-25 day, best effort. As the CCP documentation states, "Validated High Impact defects will be implemented with a 4-25 business day range, best effort."</p> <p>Jay Bradbury (AT&T) asked BST to add the "Impact" levels to all defects that appear on the Change Control Log. (Action item noted)</p>
	<p>CR0173 - YPQTY-WPQTY (Iss7) Req Type - E Reject Code must be 2 numerics - (Deltacom)</p> <p>Status: Open - Currently under appeal. Deltacom to provide an update.</p>
	<p>CR0172 - OSS'99 Ordering Guidelines (AT&T)</p> <p>Status: Canceled by AT&T on 10/23/00.</p>
	<p>CR0171 - Hunt Group Defect on a Separate CSR (Adelphia)</p> <p>Status: Open - Validated as a defect to be targeted for a future release.</p>
	<p>CR0170 - LENS TNs for each PON on bulk order (AT&T)</p> <p>Status: Pending clarification</p>
	<p>CR0169 - LEO should pull ported number & return on FOC/CN (BST)</p> <p>Status: Determined to be a defect and will be corrected in a future release.</p>
	<p>CR0168 - TAG is requiring the end user address in error for REQTYP E: ACT of C (BST)</p> <p>Status: Determined to be a defect and is targeted for a future release.</p>
	<p>CR0167 - TAG is requiring "INIT" (BST)</p> <p>Status: Determined to not be a defect. Originator has appealed validation.</p>
	<p>CR0166 - LESOC is failing to issue Port Loop combo accurately (BST)</p> <p>Status: Determined to be a defect and will be targeted for a future release.</p>

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Agenda Items	Discussion
	<p>PROG - LEO is failing to edit for LOCQTY (BST)</p> <p>Status: BST requested further clarification from originator.</p>
	<p>PROG - Re-Calculate due date intervals (BST)</p> <p>Status: Determined to not be a defect. Waiting on originator to authorize closure.</p>
	<p>PROG - Order MA'd and service order info deleted (BST)</p> <p>Status: Determined to not be a defect, however the decision is being made as to whether this will become a feature.</p>
	<p>PROG - Listings over the number of 2 are not shown on LSR or order (BST)</p> <p>Status: Determined to be a defect and is targeted for a future release.</p>
	<p>PROG - LESOG should pull the correct CNF number for enhanced MMC (BST)</p> <p>Status: Determined to be a defect and is targeted for a future release.</p>
	<p>PROG - Address validating in LENS but not in TAG on old RSAG history (BST)</p> <p>Status: Determined to be a defect and is targeted for a future release.</p>
	<p>PROG - LESOG not recognizing disposition of additional/foreign listing (BST)</p> <p>Status: Determined to be a defect and is targeted for a future release.</p>
	<p>PROG - Missing Completion Notices Defect (AT&T)</p> <p>Status: BST validated that the completion notices did not go back to AT&T because they were manually archived by a Svc. Rep. AT&T appealed BST's response. BST has re-validated that this is a training issue and will be covering their svc. Reps regarding archiving LSR's. BST will also explore a mechanized way to restrict this mechanically from happening.</p>
	<p>PROG - Connect:Direct Request (AT&T)</p> <p>Status: Open - BST recommended to AT&T to submit this request due to problem encountered in testing. System changes have been made and AT&T is validating if the changes have corrected the problems.</p>
	<p>PROG - OTN Defect Issue 7 (ITC/Deltacom)</p> <p>Status: Determined to be a defect and will be targeted for a future release.</p>
	<p>PROG - Discrepancies in BellSouth Guidelines - CGT=LEO0-009-LNUM field on Loop (BST)</p> <p>Status: Reclassified from a feature to a documentation defect. Will be corrected in the next issue of the BBR-LO.</p>

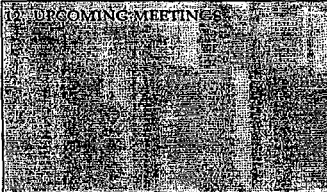
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Agenda Items	Discussion
	<p>CR018 - RSAG Address vs. CSR Address (ITC/Deltacom) Status: Determined to not be a defect. Waiting on originator to authorize closure.</p>
	<p>CR023 - Pre-order/Firm Order Data element inconsistencies for TCIF9 (Albion-Connect) Status: Determined to not be a defect. BST Business Rules for Local Ordering (BBR-LO) currently reflects the correct data characteristics for EU-Room (15 A/N)</p>
	<p>CR019 - Missing interval guide for port/loop combos (AT&T) Status: Determined that this is a documentation defect and will be corrected in the next issue of the Interval Guide targeted for 12/00.</p>
	<p>CR024 - Sup to Cancel Defect Request (AT&T) Status: Determined to not be a defect. AT&T is asking for further clarification.</p>
	<p>CR020 - Listing Order Defect (AT&T) Status: Determined to be a defect and was corrected in Release 7.2A on 10/21/00.</p>
	<p>CR021 - LNP Qualifier Defect (AT&T) Status: Determined to not be a defect. LNP is sending the DLORD as per the OSS'99 LNP FOC requirements. AT&T has asked for further clarification.</p>
<p>10. REPORT ON SYSTEM OUTAGES NOTE: Details of each outage are posted on the Change Control website at www.interconnection.bellsouth.com</p>	<p>The following Type 1 System outages have occurred since the last Status Meeting: LENS - 10 EDI - 1 TAG - 3 CSOTS - 0 ECJA - 1</p>
<p>11. RELEASE MANAGEMENT STATUS</p>	<p>The CLECs suggested that there needs to be a clearer way of correlating Releases with documentation. In addition, there remains concern with the timeframes associated with these documents. A suggestion was made that BST should make their documentation version mirror the Release number that it is representing. BST responded that documentation versions are marked according to the platform that they support (i.e., Version 9G would equate to TCIF 9 platform) Tyra Hush (Worldcom) will provide a copy of a Release Package that she has received from another ILEC for BST to review for content. The following release management status was provided:</p>

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Agenda Items	Discussion
	<p>LNP Release 5.3 is targeted for 11/12/00:</p> <ul style="list-style-type: none"> • Ability for BellSouth to send CLECs the RESID field on 855/865 transaction/Firm Order Confirmation (FOC) for Issue 9 (associated with XDSL functionality that was implemented with Release 7.0). • Charges associated with Service Level 1 (SL1) Non Designed Loops when more than one loop is requested per LSR for Issue 7 and 9. The charges will apply to all additional loops ordered, excluding the first loop on the LSR. (Notification only) <p>Carrier Notification Letter SN91081991 posted to the BellSouth Interconnection Web site on 10-6-00.</p>
	<p>Jay Bradbury (AT&T) asked Change Control to add the Change Request numbers that initiated the changes that are resulting in the LNP Release 5.3. (Action item noted)</p>
	<p>Release 8.0 (TAG 7.5) is scheduled for 11/18/00:</p> <ul style="list-style-type: none"> • CR0045 - Strip Non-Resellable USOCs (EMP1S and EMP1X) • CR0015 - ACT of C - Change Basic Class of Service in LENS <ul style="list-style-type: none"> • CR0014 - Change Verbiage on LENS Screen to read "Number of Features to Add/Change/Delete" vs. "Number of Features to Add" • CR0193 - TAG Hardware/Software Upgrade to UNIX 11.0 Platform - TAG 7.5 (Issue 9) • OSS99 - TAG DID (REQTYP N) • CR0203 - LESOG should allow manual handling instead of auto clarify • CR0204 - LESOG not processing REQTYP JB/ACT=A correctly (YCIF7) <p>User Requirements distributed 10-5-00.</p> <p>User Requirements reviewed with CLEC community 10-12-00.</p> <p>Carrier Notification Letter SN91082004 posted 10-17-00 to the BellSouth Web site.</p> <p>No business rule changes are related to Release 8.0. The DID business rules are in the current BBR-LO guide.</p> <p>TAG - Release code, final Release Notes and updated API Reference Guide to be posted to the BellSouth Web site on 11-18-00.</p>
	<p>Release 8.1 is targeted for 12/09/00:</p> <ul style="list-style-type: none"> • EDI030300_001 - CLEC Test Environment <p>Meeting scheduled for 10/31/00 to review requirements with CLEC community.</p>

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	<p>LNP Release 5.A is targeted for 12/10/00:</p> <ul style="list-style-type: none"> • CR0068 - Pipe Cross USOC • CR0091 - Add DFDT to the FOC
	<p>Release 9.0 is targeted for 01/06/01 (LNP Release - Number Pooling 01/07/01):</p> <ul style="list-style-type: none"> • CR0169 - Number Pooling Mandate - Florida Only • CR0030 - UNE to UNE Migrations • EDI0812990003 - 411 Drops • CR0003 - RPON Electronic Reject & Flow Through • EDI1215990001 - TN vs RSAG Validation
	<p>Release 9.0 is targeted for 01/20/01:</p> <ul style="list-style-type: none"> • CR0169 - Number Pooling Mandate - All other states
	<p>Release 10.0 is targeted for 6/30/01 (date changed from 05/31/01):</p> <ul style="list-style-type: none"> • CR0002 - Pre-Order/Order Business Rule Discrepancies • TAG0812990001 - Provide CFA via Pre-Order • EDI0812990005 - Handling of Remaining Service • EDI0812990004 - Change Main Account Number • EDI0812990007 - Use of LEAN/LEATN Fields • CR0016 - SI Enhancement for SL1, SL2, DS0, DS1 and ISDN • CR0029 - Partial Migration of UNE Loops • CR0038 - TOS Field on ReqTyp J • CR0040 - Order Tracking Request
	<ul style="list-style-type: none"> • The CCP Process Improvement Meeting (follow-up) is November 1, 2000 at the Crown/Ravinia Hotel in Atlanta - 9:00 AM EST - Noon - Oakwood Room. A conference bridge will be provided. The bridge number is 205-969-4213 Access Code 6541. • November 15 is the next Monthly Status Meeting. 10:30 - 12:30 AM Eastern. Conference bridge is 205-970-3741 access code 4736. • December 13 - Monthly Status Meeting, 10:30 - 12:30 AM EST. Conference bridge is 205-970-3741 access code 4736.

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Agenda Items	Discussion
13. ISSUES CHANGE CONTROL PROCESS	<ul style="list-style-type: none">• Letter of Authorization (LOA) for Service Provider Participation Change Control explained that they will be issuing a Change Request to update the Change Control User Registration Form to include a section to identify whether a participant is a CLEC or a Service Provider.• Updates to Maintenance Interfaces Gene Piatkowski (BST) provided an overview of three items that BellSouth will be implementing in the near future regarding maintenance:<ol style="list-style-type: none">1. BST has developed new functionality in TAFI to allow trouble reports to be entered by DLECS using line sharing methodology. This is currently documented in the CLEC TAFI User's Guide - Issue 5, Section 14.2. BST is developing a GUI interface, built for IXCs and broadening the scope of users to include CLECs. This interface would be a man-to-machine interface and would be used to enter troubles - CPSS-TA. Currently, this interface is in the "pilot" stage and more details will be provided to the CLECs as they materialize. Target implementation - End of 2000.3. BST is developing a future interface called E-Repair. Release 1 is in the final development stage and will allow large business customers to view "statuses only" of their trouble tickets. This interface is designed for the Retail community. CLECs will also be able to utilize this interface to check statuses of trouble reports. BST will "pilot" this interface in Jan, 2001. Functionality will be expanded over time.

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Agenda Items	Discussion
<p>14. 411 DROPS - STANDARD FORM</p>	<p>BST explained how the 411 drops Multiple-Listings Log (Standard Form) is to provide a standard process for Local Service Providers to use to report multiple listings dropped from BellSouth's Directory Assistance Database, if they do not wish to call the LCSC. BST also explained that this log would not be used to resolve listing disputes/issues from BAPCO Review Pages, Contracted Advertising or Published Directory.</p> <p>Jay Bradbury (AT&T) expressed his concern that the way the form is currently designed, requiring the CLEC to "gain concurrence to submit the log to the LCSC" would become burdensome for the CLECs and BST. BST explained that the LCSC would be more than reasonable to work out simple "concurrence" for multiple logs to be submitted without a call into the LCSC each time.</p> <p>The following fields were identified on the "Multiple Listings Log" form:</p> <ul style="list-style-type: none"> • Fields 1-12 (Required) • Field 13 (only if appropriate) • Field 14 (only if appropriate) <p>BellSouth committed to inform the CLECs through Change Control when the final "Multiple Listings Log form" will be made available for implementation. In addition, BST will inform the CLECs which fields will be required. (Action item noted)</p>
<p>15. ACTION ITEMS</p>	<p>ACTION ITEM (BELLSOUTH) - AT&T is requesting that BellSouth reinstate their original change request ED1020900_001 and re-target this request for Release 8.0 (tent. scheduled for 11/18/00).</p> <p>ACTION ITEM (BELLSOUTH) - CCP to add the originator to CR0187, CR0188, and CR0191 in the "Implemented" section of the Change Request Log.</p> <p>ACTION ITEM (BELLSOUTH) - CCP to add the "Impact" levels of all defects that are displayed on the Change Control Log.</p> <p>ACTION ITEM (BELLSOUTH) - CCP to add the Change Request numbers that initiated the changes that are resulting in the LNP Release 5.3.</p> <p>ACTION ITEM (BELLSOUTH) - BellSouth will let the CLECs know through Change Control when the final form used for 411 drops will be available for implementation. In addition, BellSouth will inform the CLECs which fields will be required.</p> <p>ACTION ITEM (BELLSOUTH) - BellSouth will issue a Change Request to add a section to the CCP User Registration Form to identify whether a participant is a CLEC or a Service Provider.</p> <p>ACTION ITEM (BELLSOUTH) - BellSouth to provide additional information on charges associated with SL1 non-designed Loops - targeted for LNP Release 5.3 on 11/12/00.</p>

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Agenda Items	Discussion
	ACTION ITEM (BELLSOUTH) – CCP to add Worldcom as a co-originator on EDH2159900_001 (Migration of UNE-P notifications). CR0133 is also combined with this change request.
	ACTION ITEM (BELLSOUTH) – CCP to include all rows of information on the Release Management Status report whether applicable for the specific release or not.

> -----Original Message-----

> From: Williamson, Jill R, NCAM
> Sent: Tuesday, November 28, 2000 2:10 PM
> To: 'Cheryl Richardson'; 'Ranae Stewart'
> Cc: 'Sandra C. Jones'
> Subject: GA1000 OS/DA Test using Line Class Codes (LCCs)
> Importance: High

>
> Cheryl and Ranae,

>
> We have reviewed the OS/DA requirements provided by BellSouth to "Generate specified LCC if RESH/AECN present and OCN equals AT&T". In trying to understand the application of BellSouth's requirements against our test cases, we've found that the routing of OS/DA calls to an unbranded platform cannot be accomplished on any of the 800 existing accounts.

> BellSouth made unbranded OS/DA available in a group of NPA/NXXs restricted to the ATLNAPP34A wire center (DMS100 switch). All of the accounts established for our GA1000 Trial were provisioned out of the ATLNAPPDS2 wire center (5ESS switch). At this point, we are only able to test the routing of unbranded OS/DA on orders for new service/additional lines.

>
> I'd like to understand why BellSouth provisioned the switch in which none of the GA1000 lines were established and whether or not BellSouth can add the 5ESS switch to the requirements for the GA1000 Trial. Please provide me with a response no later than Friday, December 1, 2000.

>
> Sincerely,
>
> Jill Williamson

-----Original Message-----

From: jrwilliamson@att.com [mailto:jrwilliamson@att.com]
Sent: Wednesday, November 29, 2000 1:11 PM
To: edwardgibbs@att.com; crafton@att.com; sharonnorris@att.com;
bradbury@att.com; eppsteiner@att.com; jmperry@att.com; mkamal@att.com;
bettybarrett@att.com; gpterry@att.com; mrule@att.com;
follensbee@att.com; sockleberry@att.com; vctate@att.com
Subject: RE: GA1000 OS/DA Test using Line Class Codes (LCCs)

Edward,

I just received some new information about what happened with the setup of OS/DA for the GA1000 Trial. BellSouth loaded our LCCs in the correct switch (SESS), but built the logic for the lookup table using the NPA/NXXs from the incorrect switch (DMS100). They are looking into updating the requirements to include the NPA/NXXs for the SE, but I don't know when or if they'll make the correction.

Because the LCCs are only loaded in the SE switch, we will not be able to even test new orders out of the DMS100 switch. I hope to know more later this week.

Jill

-----Original Message-----

From: Cheryl.Richardson@bridge.bellsouth.com
[mailto:Cheryl.Richardson@bridge.bellsouth.com]
Sent: Friday, December 01, 2000 11:11 AM
To: Williamson, Jill R, NCAM
Cc: Sandra.Jones5@bridge.bellsouth.com;
Cheryl.Richardson@bridge.bellsouth.com;
Ranae.Stewart1@bridge.bellsouth.com
Subject: GA1000 OS/DA Test using Line Class Codes (LCCs)
Importance: High

Jill,

I have investigated this issue. The line class codes were installed in the correct switch, 5E, in the Peachtree Place Central Office. However, our service order generator system was programmed to add the line class codes to TNs out of the DMS switch, which I understand does not help AT&T in testing OS/DA with the GA1000 trial.

Ranae is taking this issue to IT to find out when the necessary correction can be made.

We will keep you informed.

Sincerely,
Cheryl Richardson
AT&T Account Team

-----Original Message-----

From: Cheryl.Richardson@bridge.bellsouth.com
[mailto:Cheryl.Richardson@bridge.bellsouth.com]
Sent: Tuesday, January 23, 2001 10:55 AM
To: Cain, Donna, NCAM
Cc: Cheryl.Richardson@bridge.bellsouth.com
Subject: FW: GA1000 OS/DA Test using Line Class Codes (LCCs)

Donna,

The necessary corrections have been made and OS/DA can now be tested in the next phase of the GA1000 Trial. We will need to negotiate the test agreement.

Sincerely,
Cheryl Richardson
AT&T Account Team

Cheryl,

Here is the email I eluded to on the message I left. Again, I apologize for the cryptic information. I was in the dark on this and as I was leaving your message, I got this email so I was trying to read it and talk at the same time. That doesn't work! Anyway, could you please provide me feedback on this as soon as possible?

Thanks!

Donna R. Cain
Local Services Access Management
404-810-3352
Pager 1-888-858-7243 Pin 103718
email: dreinig@att.com

Jill,

I have investigated this issue. The line class codes were installed in the correct switch, 5E, in the Peachtree Place Central Office. However, our service order generator system was programmed to add the line class codes to TNs out of the DMS switch, which I understand does not help AT&T in testing OS/DA with the GA1000 trial.

Ranae is taking this issue to IT to find out when the necessary correction can be made.

We will keep you informed.

Sincerely,
Cheryl Richardson
AT&T Account Team

Cheryl and Ranae,

We have reviewed the OS/DA requirements provided by BellSouth to

"Generate specified LCC if RESH/AECN present and OCN equals AT&T". In trying to understand the application of BellSouth's requirements against our test cases, we've found that the routing of OS/DA calls to an unbranded platform cannot be accomplished on any of the 800 existing accounts. BellSouth made unbranded OS/DA available in a group of NPA/NXXs restricted to the ATLNGAPP34A wire center (DMS100 switch). All of the accounts established for our GA1000 Trial were provisioned out of the ATLNGAPPDS2 wire center(5ESS switch). At this point, we are only able to test the routing of unbranded OS/DA on orders for new service/additional lines.

I'd like to understand why BellSouth provisioned the switch in which none of the GA1000 lines were established and whether or not BellSouth can add the 5ESS switch to the requirements for the GA1000 Trial. Please provide me with a response no later than Friday, December 1, 2000.

Sincerely,

Jill Williamson

Federal Communications Commission
Washington, D.C. 20554

September 27, 1999

Nancy E. Lubamersky
Executive Director
Regulatory Planning
U S WEST
11 Upper Ardmore Road
Larkspur, CA 94939

Dear Ms. Lubamersky:

During the course of the last several weeks, members of the Common Carrier Bureau's Policy and Program Planning Division ("Division") have met with representatives from U S WEST to discuss third-party testing of operations support systems ("OSS") and the competitive local exchange carriers ("CLECs") access to those systems. The Commission has previously indicated that for a Bell Operating Company ("BOC") to obtain approval under section 271 of the Telecommunications Act of 1996 to provide in-region, interLATA services, it must demonstrate that it provides to CLECs nondiscriminatory access to its OSS and that its systems are operationally ready and capable of handling reasonably foreseeable demand. A number of companies, including yours, have undertaken or are developing independent third party tests of their OSS.

The purpose of the discussions between Division staff and interested parties has been to provide guidance on important elements that a third-party test should include to assist our determination that a BOC is providing nondiscriminatory access to its OSS. These views represent the current thinking of the Common Carrier Bureau and are in no way binding on the Commission. Any final determination concerning whether a BOC is providing nondiscriminatory access to its OSS will be made based upon the record in a section 271 application. It is my hope, however, that the Bureau's views on these issues will be helpful to you and other Bell Operating Companies in formulating successful section 271 applications.

1. Performance Measure Evaluation

A thorough and well-documented independent assessment of the data collection and calculation processes for performance data will considerably facilitate the Commission's review of a section 271 application. An independent review of the performance measurements is crucial in determining the accuracy and validity of performance data. In particular, the staff believes that such an independent review would include the following qualitative and quantitative aspects.

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- An evaluation would include an assessment of whether the raw data being collected by the BOC is accurate, which could be tested by observing the raw data collection processes and by comparing the BOC's raw data to independently-collected data.
- The evaluation would assess the processes by which the raw data is filtered and transformed into final, reported results.
- The evaluator would assess whether the BOC's data collection and data processing functions are consistent with the published performance measurement business rules.
- The evaluator would assess the adequacy and functioning of the BOC's internal controls over the data collection processes and the software programs that process the data (such as the controls over personnel access to the databases, and the controls that ensure that the programs and program modifications are properly authorized, documented, tested and approved).
- The evaluation would include an independent quantitative verification of the reported performance data. To accomplish this, the evaluator could be provided with the BOC's raw data and independently process the data, pursuant to the business rules, to ensure that the stated calculations and algorithms have been accurately applied.

We note that a comprehensive evaluation of the BOC's performance measure processes may include elements in addition to those listed above, as determined by the states or by an independent evaluator. Accordingly, we encourage BOCs to make the details of the proposed evaluation available to the Commission, and to the public, as they are developed.

2. Change Management Test

We also believe it critical that there be an independent review of a BOC's change management process and procedures as well as its implementation of these procedures.¹ The change management test should provide information which can be used to evaluate the methods and procedures that the BOC employs to communicate with CLECs regarding OSS system performance and system updates. The independent evaluator should assess the BOC's change management processes and should include, but not be limited to, a review of the BOC's ability to implement at least one significant software release. The following

¹ For purposes of this discussion, we use the phrase "change management process" as referring to the management of changes to OSS interfaces that affect CLECs' production or test environments. Such changes may include: 1) operations changes to existing functionality that impact the CLEC interface(s) upon a BOC's release date for new interface software; 2) technology changes that require CLECs to meet new technical requirements upon a BOC's software release date; 3) additional functionality changes that may be used at the CLEC's option, on or after a BOC's release date for new interface software; and 4) changes that may be mandated by regulatory bodies.

elements would be indicative, but not dispositive, of a satisfactory change management process and should be evaluated by the independent third-party:

- CLEC Participation: CLECs would have a role in the development of, and modifications to, the change management process.
- Release Implementation: Prior to issuing a new software release or upgrade, the BOC would provide a testing environment that mirrors the production environment in order for CLECs to test the documentation for the new release. The testing environment would be stable (*i.e.*, no changes by the BOC), and would be maintained for an adequate time-period, at least 30 days, for the CLECs to test. To ensure CLECs are not forced to cut over to a new release prematurely, a BOC could adopt a "Go/No Go" vote process to decide whether to implement a new release. Pursuant to this process the new release is delayed if a majority, such as two-thirds, of eligible CLECs vote to delay the release. Similarly, a BOC could maintain a pre-existing version, or versions, of the interface (*e.g.*, Electronic Data Interchange) when issuing a new release rather than switching directly from one version to the next.
- Memorialization of Process: The change management process would be clearly memorialized and set forth in one document that can be readily accessed by the CLECs. Any modifications to the change management process would be included with this document.
- Dispute Resolution: There would be a dispute resolution process for change management that is separate and apart from any process that is set forth in interconnection agreements. This would provide CLECs a forum specifically designated to resolve any change management disputes.

3. xDSL Testing

The third-party test would test significant volumes of xDSL orders (*i.e.*, xDSL capable loops).

4. Normal, High, and Stress Volume Testing

- Normal and High Volume Testing: The third-party test would test projected normal and high volumes of pre-order and order transactions that flow-through the BOC's systems.² The mix of transactions would replicate expected CLEC

² An incumbent LEC's internal ordering system permits its retail service representatives to submit retail customer orders electronically, directly into the ordering system. This is known as "flow-through." Similarly, a competing carrier's orders "flow through" if they are transmitted electronically (*i.e.*, with no manual intervention) through the gateway into the incumbent LEC's ordering systems. Order flow-through applies solely to the OSS ordering function, not the OSS provisioning system. In other words, order flow-through measures only how the competing carrier's order is transmitted to the incumbent's back office ordering system, not how the incumbent ultimately completes that order. Electronically processed service

ordering patterns by including, for instance, error conditions and change orders, and by covering the process end-to-end (*i.e.*, through the receipt of order confirmation notice or electronic error notice). "Normal" volumes would be based on the BOC's reasonable estimate, with input from CLECs, of daily order volumes. "High" volumes would be significantly greater than normal volumes and based on the BOC's reasonable estimate, with input from CLECs, of forecasted demand."

- Capacity or Stress Testing: The third-party stress test would assess scalability of the BOC's OSS systems by testing a mix of transactions similar to those in the normal and high volume testing. These volumes would be significantly greater than the high volume test and be sufficient to identify potential weak points in the systems.

5. Pseudo-CLEC

If no CLEC has constructed an interface with whatever OSS system the BOC is relying on to meet the nondiscriminatory obligations set forth in the 1996 Act, the third-party tester should build a pseudo-CLEC. The pseudo-CLEC should build an interface not only to test the quality of the BOC's documentation for such OSS systems but also to ensure that these systems are capable of submitting and receiving valid transactions. The pseudo-CLEC should build the interface(s) using the BOC's documentation and business rules to determine whether any CLEC can build an interface based upon these materials. Third-party testing can be conducted using orders from a combination of existing CLECs and a pseudo-CLEC.

6. Dissemination of Information

A third-party test of OSS should include a formal, predictable and public mechanism for the third-party tester to communicate to both the BOC and the CLEC community issues identified by the third-party tester that arise during the course of testing. Staff proposes the following options for reporting problems:

- Report issues as they arise; or
- Issue reports pursuant to a specified time-frame (*i.e.*, weekly or bi-weekly); or
- Issue an interim report in the middle of the test and a final report at the end.

Combinations of these options could provide optimal balance between frequency and detail.

7. Functionality

- CLECs would be consulted in developing the test scenarios to reflect their market entry and growth and expansion scenarios in a particular region.

orders are more likely to be completed and less prone to human error than orders that require some degree of human intervention.

- Functionality testing would be conducted for pre-ordering, ordering, provisioning, maintenance and repair, and billing transactions. The transaction mix should replicate CLEC ordering patterns and include, for instance, orders that fall out for manual processing, orders that contain errors, and order changes and supplements. Functionality testing also would test these transactions end-to-end (*i.e.*, orders should be actually provisioned), as applicable.

This letter is intended to provide a summary of staff views regarding key elements of a third-party test which could assist our determination that a BOC's OSS is operationally ready and capable of efficiently supporting ever-increasing volumes of transactions. It is not, however, intended to be an exhaustive list of the necessary elements for a successful third-party test. Moreover, it is possible that additional issues will be raised by interested parties in future section 271 dockets. I emphasize that any final determinations regarding whether a BOC is providing nondiscriminatory access to its OSS will be made by the Commission based on the record of the BOC's 271 application for a particular state. To this end, Bureau staff is committed to working with all parties to ensure that the section 271 application process is as orderly and predictable as possible.

For information purposes, a copy of this letter will be placed in CC Docket No. 98-121³ and CC Docket No. 98-56.⁴

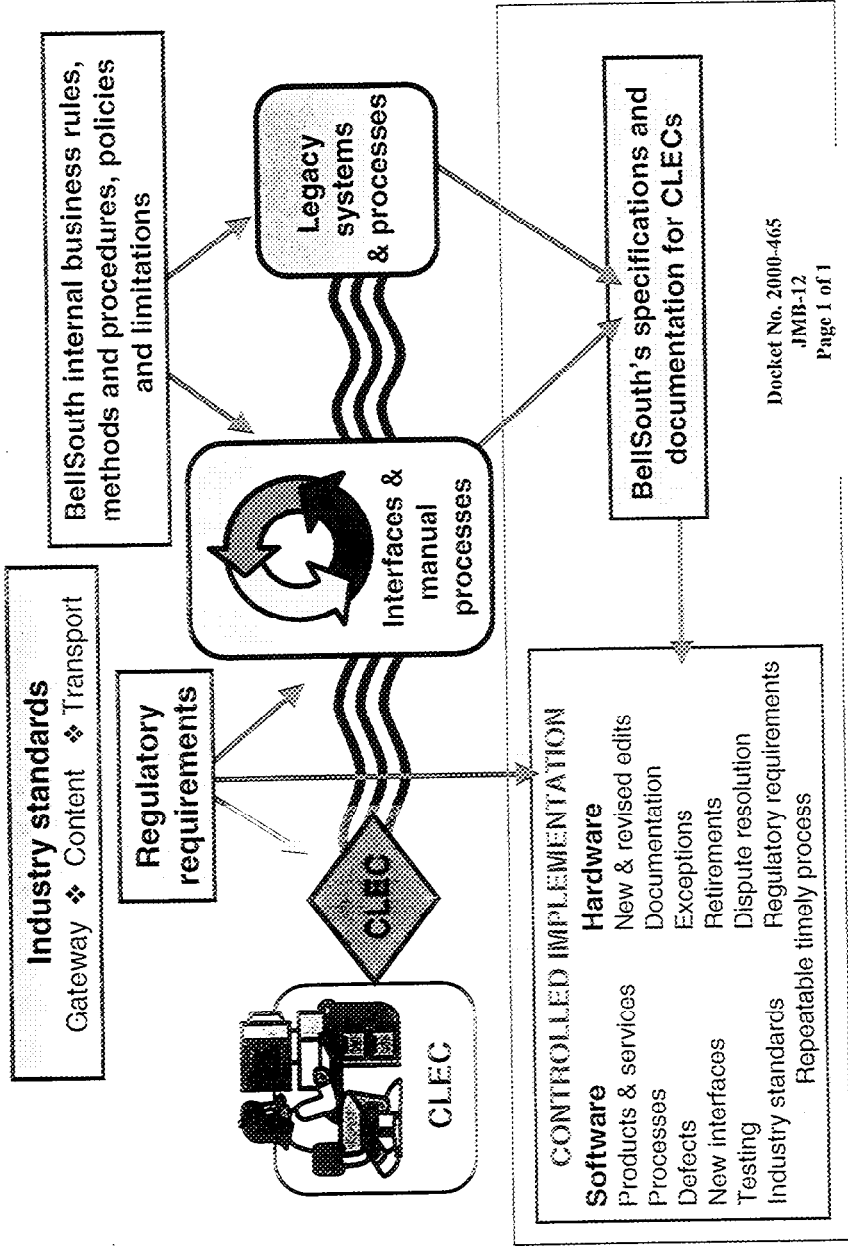
Sincerely,

Lawrence E. Strickling, Chief
Common Carrier Bureau

³ Application of BellSouth Corporation, BellSouth Telecommunications, Inc., and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Louisiana, CC Docket No. 98-121, Memorandum Opinion and Order, 13 FCC Rcd 20599 (1998).

⁴ Performance Measurements and Reporting Requirements for Operations Support Systems, Interconnection, and Operator Services and Directory Assistance, CC Docket No. 98-56, Notice of Proposed Rulemaking, 13 FCC Rcd 12817 (1998).

Change control process





CHANGE CONTROL PROCESS

CCP8_23.DOC

VERSION 2.0

AUGUST 23OCTOBER 27, 2000

Issued: 10/27/00 9/15/00 8/23/00

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

Docket No. 2000-465

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

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VERSION CHANGE HISTORY

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

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	<p>The EICCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

			<p>Introduction of new interfaces</p> <ul style="list-style-type: none"> - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes
1.5	4/26/00	Section 1 Section 8 Section 11	<ul style="list-style-type: none"> - Updated CCP web site address - Updated Escalation Contacts for Types 2-6 - Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1	<ul style="list-style-type: none"> - Added "testing" under process changes

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

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

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1.0 INTRODUCTION

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

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

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

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

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

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

- Defects/Expedites

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

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- Testing Support (i.e. negotiating/ coordinating test agreements and dates)
- ~~Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)~~
- Coordination of test agreements will continue to be supported by the Account Team
- Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a Change Request should be submitted to the Change Control Team.

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

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

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

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

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

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

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

2.0 CHANGE CONTROL ORGANIZATION

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

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

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

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

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

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

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

3.0 CHANGE CONTROL DECISION PROCESS

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

Type 1 – System Outage

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

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request. Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also

include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

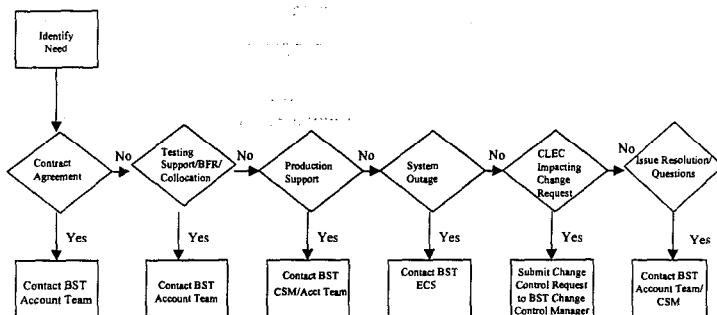
Type 6- CLEC Impacting Defects/Expedites.

A defect is Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects. Type 6 changes may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

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

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

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

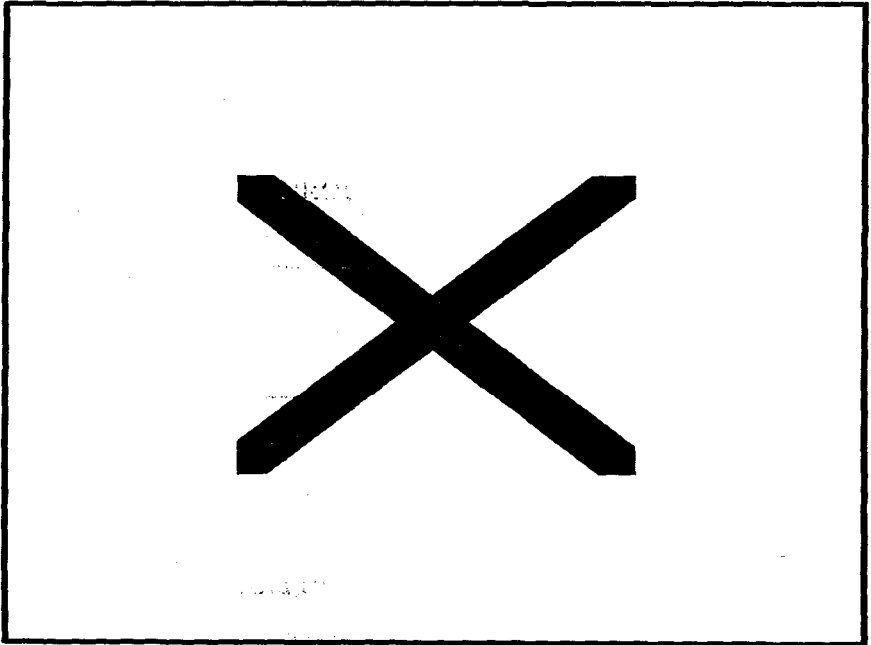


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Figure 3-1. Change Control Decision Process

4.0 CHANGE CONTROL PROCESS FLOW

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



[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 4-1. Change Control Process Flow

Part 1 - Type 1 Process Flow

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

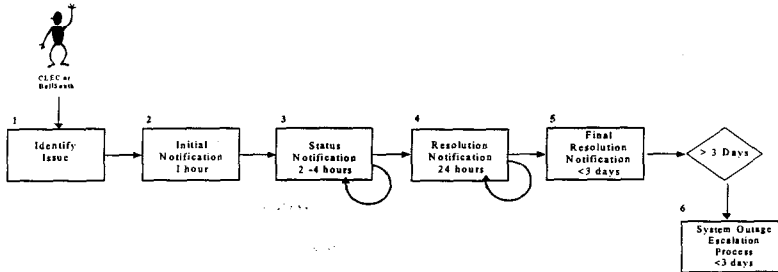


Figure 4-2. Type 1 Process Flow

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

Table 4-1. Type 1 Cycle Times

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

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

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

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	<p>IDENTIFY ISSUE:</p> <ol style="list-style-type: none"> Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. ECS will provide the CLEC with a trouble ticket number and record and track the outage: 	<p>INPUTS:</p> <ul style="list-style-type: none"> Issue Characteristics Call to ECS Helpdesk <p>OUTPUTS:</p> <ul style="list-style-type: none"> Recorded Outage 	N/A
2	ECS	<p>INITIAL NOTIFICATION:</p> <ol style="list-style-type: none"> ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis. ECS will continue to work towards the resolution of the problem 	<p>INPUTS:</p> <ul style="list-style-type: none"> Recorded Outage <p>OUTPUTS:</p> <ul style="list-style-type: none"> Industry Notification posted on Web E-mail to CLECs participating in Change Control 	1 Hour If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		posted to the web.
3	ECS	<p><u>STATUS NOTIFICATION: (ITERATIVE)</u></p> <ol style="list-style-type: none"> 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: <ul style="list-style-type: none"> • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Industry Notification posted on Web <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information 	2-4 hour intervals
4	ECS CCCM	<p><u>RESOLUTION NOTIFICATION: (ITERATIVE)</u></p> <ol style="list-style-type: none"> 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification". 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Resolution Information posted on Web • Final Resolution Information 	24 hours after reporting outage

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
5	ECS	<u>FINAL RESOLUTION NOTIFICATION:</u> 1. The final resolution notification is posted on the Web.	<u>INPUTS:</u> <ul style="list-style-type: none"> Final Resolution Information <u>OUTPUTS:</u> <ul style="list-style-type: none"> Final Resolution Notification 	< 3 days
6	CCCM ECS	<u>ESCALATION</u> 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	<u>INPUTS:</u> <ul style="list-style-type: none"> Information or concern relating to a Type 1 - Systems Outage <u>OUTPUTS:</u> <ul style="list-style-type: none"> Documented Escalation Escalation Response 	> 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

Part 2 – Types 2-5 Process Flow

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

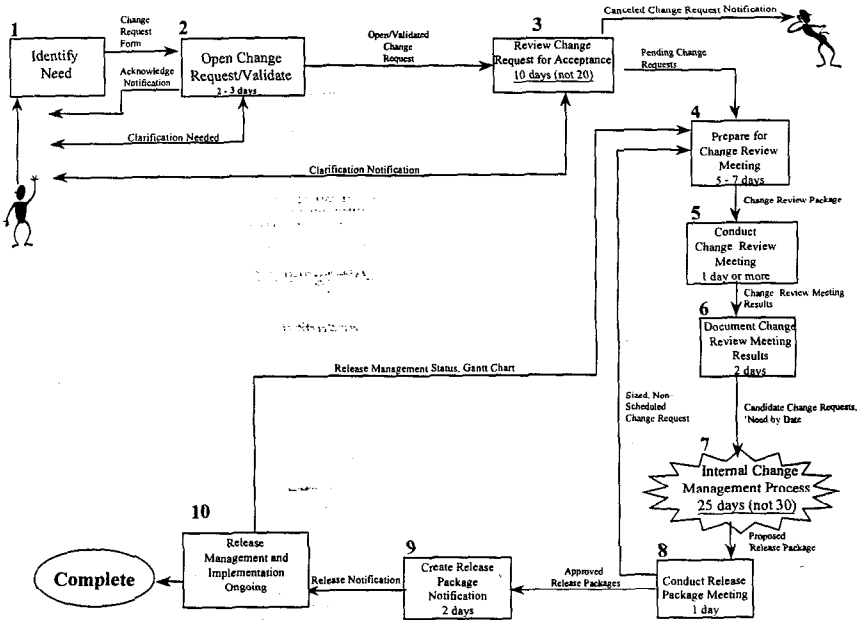


Figure 4-3. Change Control Process Flow

Based on the process flow outlined above:

- For the implementation of new features or modification of current functionality, ~~Final~~ Software Release Notifications requirements and specifications will be provided ~~30-45~~ calendar days or more in advance of the implementation date.
 - For the implementation of new features or modification of current functionality, ~~D~~draft requirements and specifications for software releases or systems modifications will be provided to CLECs 90 calendar days or more in advance of the implementation date.
 - For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 calendar days or more in advance of the implementation date.
 - All additions and changes to any BellSouth ~~D~~documentation changes that do not impact CLEC software, ~~for-including business rules changes,~~ will be provided to CLECs 30 calendar days or more in advance of implementation date.
- CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

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

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

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	IDENTIFY NEED 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and	INPUTS: <ul style="list-style-type: none"> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) OUTPUTS: <ul style="list-style-type: none"> • Completed Change Request Form with related 	N/A

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	documentation	
2	BCCM	<p><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> Log Request in Change Request Log. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. Establish request status ('N' for New Request) Review change request for mandatory fields using the Change Request Form Checklist. Verify Change Request specifications and related information exists. Send Clarification Notification via email to the originator (Attachment A-4) if needed. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. <p><u>CLEC or BellSouth Originator</u> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form with related documentation Change Request Form Checklist Change Request Clarification Response <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> New Change Request Acknowledgment Notification Validated Change Request Clarification Notification Industry Notification via e-mail and web posting 	2-3 Bus Days Clarification times would be in addition to cycle time.
3	BCCM	<p><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></p> <ol style="list-style-type: none"> Review Change Request and related information for content. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. Determine status of request: <ul style="list-style-type: none"> If change already exists or <u>CLEC training issue or training issue</u> forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> New Change Request Validated Change Request Clarification Notification (if required) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Pending Change Request Clarification Notification (if required) Cancellation Notification (if required) 	20-10 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</p> <ul style="list-style-type: none"> • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. <p>NOTE: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p><u>If BellSouth feels that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is believed not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. With input from other participating CLECs, and subsequent to BellSouth's presentation, BellSouth and the originating CLEC will determine the disposition of the request. BellSouth shall consider all possible options for accommodating the request.</u></p> <p><u>4. BST may reject the change request based on the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party.</u></p> <p><u>Prior to rejecting a request, all options for accommodating the request will be exhausted. The rejection reason will be shared with the CLECs for input.</u></p> <p>NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC</p>	<ul style="list-style-type: none"> • CR status updated on web 	

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		community.' SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.		
4	BCCM CCCM	<p><u>PREPARE FOR CHANGE REVIEW MEETING</u></p> <p>NOTE: These activities take place to prepare for Change review meetings when prioritizations take place.</p> <p><u>BCCM</u></p> <ol style="list-style-type: none"> 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. 5. <u>Provide size and scope information on each pending change request to CLECs.</u> <p><u>CCCM</u></p> <ol style="list-style-type: none"> 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List 	5-7 Bus Days
5	BCCM CCCM	<p><u>CONDUCT CHANGE REVIEW MEETING</u></p> <p><u>Monthly Status Meetings</u></p> <ol style="list-style-type: none"> 1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. 4. <u>Review issues and action items and assign owners.</u> 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Desired/Want Dates • Impact analysis <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items 	1 Bus Day (or as needed based on volume) Meeting Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>5. Present new change requests submitted since previous Monthly Status Meeting.</u></p> <p>.....</p> <p><u>Prioritization Meetings (held as needed based on published release schedule)(held quarterly in March, June, September and December)</u></p> <p>1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. <u>BellSouth presents size and scope of each change request and potential release package combinations.</u> 3.4. Discuss Impacts. 4.5. Prioritize Change Requests. 5.6. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. 6.7. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 7.8. Review issues and action items and assign owners.</p>	<p>(if required)</p>	
6	BCCM	<p><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></p> <p>1. Prepare and distribute outputs from Step 5.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • Final Candidate Request List <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Updated Change Request Log • Web posting of meeting output 	2 Bus Days
7	BCCM CCCM	<p><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></p> <p>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log 	30-25 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</p> <p><u>2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for each future release.</u></p> <p><u>3. All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.</u></p>	<p>OUTPUTS:</p> <ul style="list-style-type: none"> • BellSouth's Proposed Release Package (s) • CLEC analysis. 	
8	BCCM CCCM	<p>CONDUCT RELEASE PACKAGE MEETING</p> <ol style="list-style-type: none"> 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. Non-scheduled Change Requests returned to Step 4 as input for the "Prepare for Change Review Meeting" process. 5.4. Based on BST/CLEC consensus create Approved Release Package (s) and schedules. <u>During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability.</u> 6.5. Identify Release Management Project Manager, if possible. 7.6. Establish date for initial Release Management Project Meeting for newly established releases. 8.7. All Change Requests that are in the approved scheduled release (s) will be changed to "S" status for "Scheduled". 	<p>INPUTS:</p> <ul style="list-style-type: none"> • BellSouth's Proposed Release Package (s) • BellSouth's Release Schedule • Change Request Log • CLEC analysis <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting for newly established releases. 	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
9	RCCM	<p><u>CREATE RELEASE PACKAGE NOTIFICATION</u></p> <ol style="list-style-type: none"> Develop and distribute Release Notification Package via web. 	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package (s) <p>OUTPUTS:</p> <ul style="list-style-type: none"> Release Package Notification 	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	<p><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></p> <ol style="list-style-type: none"> Provide Project Management and Implementation of Release (See Release Management @ Appendix B). Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. BellSouth Business Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. <ul style="list-style-type: none"> <u>For new features or changes to existing functionality, Draft Specifications and Requirements will be provided NLT 90 days in advance of Implementation.</u> <u>For new features or changes to existing functionality, Final Specifications and Requirements will be provided NLT 3045 days in advance of Implementation.</u> <u>For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 days or more in advance of the implementation date</u> <u>Implementation will occur NLT 6 months from the date of the prioritization of each change request.</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package Notification <p>OUTPUTS:</p> <ul style="list-style-type: none"> Project Release Status Implementation Date Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc <u>Draft Specifications and Requirements</u> <u>Final Specifications and Requirements</u> Documentation Changes Implemented Change Request 	Ongoing

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>4. <u>BellSouth Documentation changes, including business rule changes will be provided.</u></p> <ul style="list-style-type: none"> • <u>All such changes will be provided NLT 30 days in advance of implementation.</u> • <u>Implementation will occur NLT 90 days from the date of the prioritization of each change request.</u> <p>4.5. <u>Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.</u></p>		

Part 33 – Types 2-5 Exception/Expedited Feature Process

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect Change that has been reclassified as a feature change request. An expedited feature request is made to correct the inability of a CLEC to process certain types of orders to BellSouth due to a lack of programming on BellSouth's side of the interface. An exception may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

These situations will be addressed using the following Exception/Expedited Feature Process. As each situation will likely be unique, this process provides the framework in which the CCP members will make the necessary consensus decisions to achieve implementation of the feature in an exception/expedited manner.

Figure 4-4 provides the process flow for the validation and resolution of a Type 2-5 Exception/Expedited Feature Change.

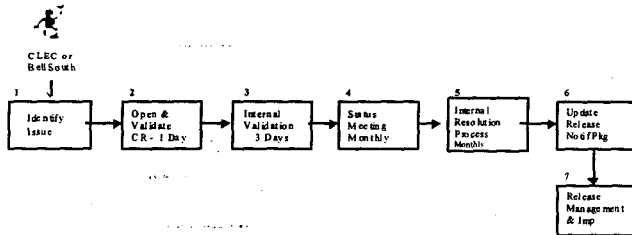


Figure 4-4. Type 2-5 Exception/Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 2-5 Exception/Expedited Feature Process. This process will be used to validate exceptions/expedites, provide status notification(s) and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table -4-4. Type 2-5 Exception/Expedited Feature Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	<u>CCCM</u> <u>BCCM</u>	IDENTIFY NEED 1. <u>Identify Exception/Expedite.</u> 2. <u>Originator and CCCM or BCCM complete the standardized Change Request Form indicating that it is an Expedite Candidate.</u> 3. <u>Include description of business need and details of business impact.</u> 4. <u>Attach related requirements and specification documents. These attachments should include the following, if available:</u> <ul style="list-style-type: none"> • <u>PON</u> • <u>OCN</u> • <u>Specific scenario</u> • <u>Interface(s) affected</u> • <u>Error message (if applicable)</u> • <u>Release or API version (if applicable)</u> 4. <u>Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.</u>	INPUTS: <ul style="list-style-type: none"> • <u>Type 2-5 Change Request</u> • <u>Reclassified Type 6 Change Request</u> • <u>Exception/Expedited Request</u> OUTPUTS: <ul style="list-style-type: none"> • <u>Completed Change Request Form (with related documentation if necessary)</u> 	N/A
2	<u>BCCM</u>	OPEN & VALIDATE EXPEDITE FORM FOR COMPLETENESS 1. <u>Log Exception/Expedite in Change Request Log.</u>	INPUTS: <ul style="list-style-type: none"> • <u>Completed Change Request Form (with related documentation if necessary)</u> 	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>2. <u>Send Acknowledgment Notification via email to initiating CLEC.</u> <u>2-3. Establish CR status ('N' for New Exception/Expedite).</u> <u>3-4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist.</u> <u>4-5. Verify specifications and related information exists.</u> <u>5-6. Send Clarification Notification via email to the originator if needed.</u> <u>6-7. Update CR Status to 'PC' for Pending Clarification if clarification is needed.</u></p> <p><u>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</u></p>	<p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>New Exception/Expedite</u> • <u>Acknowledgment Notification</u> • <u>Clarification Notification (if required)</u> 	
3	<u>BCCM</u>	<p>INTERNAL VALIDATION</p> <ol style="list-style-type: none"> 1. <u>Validate that it is an Exception/Expedite.</u> 2. <u>Perform internal exception/expedite analysis.</u> 3. <u>Determine status of request:</u> <ul style="list-style-type: none"> • <u>If request duplicates existing change request, forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled.</u> • <u>Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification.</u> • <u>If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</u> • <u>If request is valid, update Change Request status to 'V' for Validated Exception/Expedite and indicate appropriate Impact Level.</u> • <u>If issue does not qualify for exception/expedited treatment, re-</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>New Exception/Expedite</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Validated Exception/Expedite</u> • <u>Exception/Expedite notification to CLEC community via e-mail and web posting</u> • <u>Clarification Notification (if required)</u> • <u>Cancellation Notification (if required)</u> 	3 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>classify as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the exception/expedite process flow and enter Types 2-5 normal process flow at Step 3.</p> <p><u>NOTE: See Section 11.0 Terms and Definitions – Expedite Status for valid status codes and descriptions.</u></p> <p><u>Exception/Expedite notification will be provided to CLEC community via e-mail and web posting.</u></p>		
4	<p><u>BCCM</u> <u>CCP Members</u></p>	<p><u>MONTHLY STATUS MEETING</u></p> <ol style="list-style-type: none"> 1. <u>Provide status of Exception/Expedite.</u> 2. <u>Solicit CLEC/ BST input.</u> 3. <u>Reach consensus as to disposition.</u> 4. <u>Update Exception/Expedite information as needed.</u> 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • <u>Exceptions/Expedites Received</u> • <u>Change Request Log</u> • <u>Exception/Expedite Analysis</u> <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • <u>Updated status</u> • <u>Updated Change Request Log</u> • <u>Meeting minutes</u> 	<p><u>Monthly or when status changes, whichever occurs first.</u></p>
5	<p><u>BCCM</u></p>	<p><u>INTERNAL RESOLUTION PROCESS</u></p> <ol style="list-style-type: none"> 1. <u>Schedule and evaluate Exceptions/Expedites based on capacity and business impacts to the CLECs and BellSouth.</u> 2. <u>Provide status updates to the CLEC community via email as the status changes until the exception/expedite is implemented.</u> <p><u>Exceptions will be implemented in the release determined by the consensus reached in Step 4.</u></p> <p><u>Expedites will be implemented in the current, next release, or point release,</u></p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • <u>CLEC/ BST input</u> <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • <u>Expctions/Expedites Release Schedule</u> 	<p><u>Monthly or when status changes, whichever occurs first.</u></p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>best effort, as determined by the consensus of the CCP Members at the <u>Monthly Status Review Meeting</u>.</p>		
6	BCCM	<p>UPDATE RELEASE PACKAGE NOTIFICATION</p> <ol style="list-style-type: none"> 1. <u>Update and distribute release notification package via web.</u> 2. <u>All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</u> <p><u>Note: The release notification will be published in a timely manner, based on the release constraints associated with the expedite.</u></p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>Exception/Expedite Feature Information</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Updated Release Package Notification</u> • <u>Scheduled Change Request</u> 	<p>Based on release constraints for expedites (may be less than 30 days).</p>
7	BCCM	<p>RELEASE MANAGEMENT AND IMPLEMENTATION</p> <p><u>The following release management activities will pertain to Type 2-5 Exception/Expedited Feature changes:</u></p> <ol style="list-style-type: none"> 1. <u>Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</u> 2. <u>BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined.</u> 3. <u>Once an Exception/Expedited Feature Change is implemented in a release, the status will be changed to "I" for Change Implemented.</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>Approved Release Package Notification</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Project Release Status</u> • <u>Implementation Date</u> • <u>Implemented Change Request</u> 	<p>Ongoing</p>

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5.0 DEFECT/EMERGENCY CHANGE/EXPEDITE NOTIFICATION PROCESS

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

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

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and:

- is not working in accordance with the BellSouth baseline business requirements or
- is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth.
- or where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data.

Definition of a defect also This includes errors in documentation, unclear documentation or missing documentation-defects.

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

Type 6 Defect Change Requests will have three Impact Levels:

- **High Impact**

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

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~~Expedited features will be treated as High Impact.~~

- **Medium Impact**

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

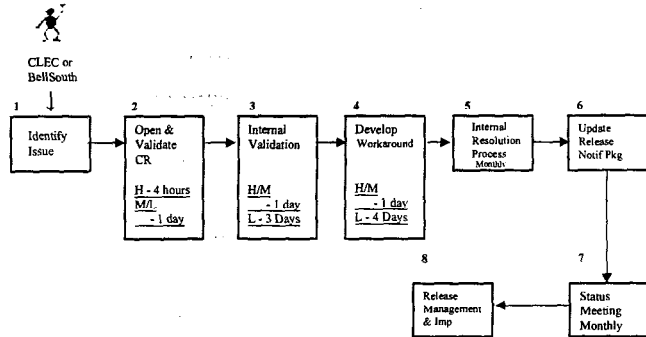
- **Low Impact**

The failure causes inconvenience or annoyance.

Defect Changes identified as High Impact are referred to as **Emergency Changes**. CLECs encountering High Impact defects outside normal business hours (7am – 6pm Eastern) will submit their requests to the Electronic Communications Support (ECS) Group. The ECS Helpdesk number is 888-462-8030.

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



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

[NOTE: The intervals in the boxes above match the intervals in the tables below for High, Medium, and Low Impact defect change requests.]

Figure 5-1. Type 6 Process Flow

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

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p>IDENTIFY NEED</p> <p><u>1-2.</u> Identify Defect/Expedite.</p> <p><u>2-5.</u> Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.</p> <p><u>3-6.</u> Include description of business need and details of business impact.</p> <p><u>4-7.</u> Attach related requirements and specification documents. These attachments should include the following, if available:</p> <ul style="list-style-type: none"> • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) <p>4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Type 6 Change Request <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) 	N/A
2	BCCM	<p>OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS</p> <p>1. Log Defect/Expedite in Change Request Log.</p> <p><u>2-8.</u> Send Acknowledgment Notification via email to initiating CLEC.</p> <p><u>2-9.</u> Establish CR status ('N' for New Defect/Expedite).</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) <p>OUTPUTS:</p> <ul style="list-style-type: none"> • New Defect/Expedite • Acknowledgment Notification • Clarification Notification (if 	<p>4 hours for High Impact</p> <p>1 Bus Day for Medium and Low Impact</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>3-10.</u> BCCM reviews change request for mandatory fields using the Change Request Form Checklist.</p> <p><u>4-11.</u> Verify specifications and related information exists.</p> <p><u>5-12.</u> Send Clarification Notification via email to the originator if needed.</p> <p><u>6-13.</u> Update CR Status to ' PC' for Pending Clarification if clarification is needed.</p> <p>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</p>	<p>required)</p>	
3	BCCM	<p>INTERNAL VALIDATION</p> <p><u>1-4.</u> Validate that it is a defect/expedite.</p> <p><u>2-5.</u> Perform internal defect/expedite analysis.</p> <p><u>3-6.</u> Determine status of request:</p> <ul style="list-style-type: none"> • If change already exists or <u>CLEC training issue or training issue</u> forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. <u>If Training issue, refer to GSM or Account Team.</u> • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect/Expedite and indicate appropriate Impact Level. • <u>If request is not validated as a defect and the requesting CLEC does not agree with the response, the CLEC may follow the escalation process to</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • New Defect/Expedite <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required) 	<p><u>1 Bus Day for High and Medium Impact</u></p> <p><u>3 Bus Days Medium and Low Impact</u></p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>resolve the issue.</u></p> <p><u>Note: High Impact Expedites will skip Step 4 (Develop Workaround) and be scheduled for the current, next release, or point release, best effort.</u></p> <ul style="list-style-type: none"> • If the process is operating as specified in the baselined requirements and published business rules, the BCCM will communicate the results via e-mail to the originator to discuss/determine the next step(s). • If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect/expedite process flow and enter Types 2-5 process flow (enter at Step 3). <p><u>NOTE: See Section 119.0 Terms and Definitions – Defect/Expedite Status for valid status codes and descriptions.</u></p> <p><u>Defect/Expedite notification will be provided to CLEC community via e-mail and web posting.</u></p>		
4	BCCM	<p><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></p> <ol style="list-style-type: none"> 1. Defect workaround identified. 2. Change Request status changed to “W” for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC and to the <u>CLEC community via e-mail and web posting.</u> 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. <p><u>Defect workaround notification will be provided to CLEC community via e-mail</u></p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Validated Defect • Clarification Notification (if required) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of workaround 	<p><u>4 Bus Days-1 Bus Day for High and Medium Impact</u></p> <p><u>4 Bus Days for Low Impact</u></p>

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Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		and web posting. If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.		
5	BCCM	<u>MONTHLY STATUS MEETING</u> 1. Provide status of Defect/Expedite. 2. Solicit CLEC/BST input. 3. Update Defect/Expedite information as needed.	<u>INPUTS:</u> <input type="checkbox"/> Defect/Expedites Received <input type="checkbox"/> Change Request Log <input type="checkbox"/> Defect/Expedite Analysis <input type="checkbox"/> Workaround (if applicable) <u>OUTPUTS:</u> <input type="checkbox"/> Updated status <input type="checkbox"/> Updated Change Request Log • Meeting minutes	Monthly or when status changes, whichever occurs first.
56	BCCM	<u>INTERNAL RESOLUTION PROCESS</u> <u>1.3.</u> Schedule and evaluate Defects/Expedites based on capacity and business impacts to the CLECs and BellSouth. <u>2.4.</u> Provide status updates to the CLEC community via email as the status changes until the defect/expedite is scheduled/implemented. <u>NOTE:</u> Validated defects (High Impact) will be implemented within a 4 – 25 business day range, best effort. Expedites (High Impact) will be implemented in the current, next release, or point release, best effort.	<u>INPUTS:</u> • CLEC/ BST input <u>OUTPUTS:</u> • Defect/Expedites Release Schedule	Monthly or when status changes, whichever occurs first. <u>Validated High and Medium Impact defects will be implemented within a 4 – 10 business day range, best effort.</u> <u>Low Impact defects will be implemented within a 4 – 20 business day range, best effort.</u>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
67	BCCM	<p><u>UPDATE RELEASE PACKAGE NOTIFICATION</u></p> <p>1-3. Update and distribute release notification package via web.</p> <p>2-4. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</p> <p>Note: The release notification will be published in a timely manner, based on the release constraints associated with the defect/expedite.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Defect/Expedite Feature Information <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Updated Release Package Notification Scheduled Change Request 	Based on release constraints for defects/expedites (may be less than 30 days).
7	BCCM	<p><u>MONTHLY STATUS MEETING</u></p> <p>5. Provide status of Defect.</p> <p>6. Solicit CLEC/ BST input.</p> <p>7. Update Defect/Expedite information as needed.</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Defects/Expedites Received Change Request Log Defect/Expedite Analysis Workaround (if applicable) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Updated status Updated Change Request Log <p>Meeting minutes</p>	Monthly or when status changes, whichever occurs first.
8	BCCM	<p><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></p> <p>The following release management activities will pertain to Type 6 changes:</p> <p>1-4. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</p> <p>2-5. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined.</p> <p>3-6. Once a defect/expedite is implemented</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Approved Release Package Notification <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Project Release Status Implementation Date Implemented Change Request 	Ongoing

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Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		in a release, the status will be changed to "I" for Change Implemented.		

6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT AND APPROVAL

Part 1 – Change Review Meeting

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

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

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

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

Part 2 – Change Review Package

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

- Meeting Notice
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- BellSouth's estimate of the size and scope of each Change Request

- Schedule of releases and capacity in each
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

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

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

Prioritization Voting Rules

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- CLECs may choose to vote “no” on change requests that may potentially negatively impact its business. If a majority of CLECs vote “no” on any certain change request, that request will not be implemented.
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- ~~Manual processes and d~~Documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- ~~Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached~~
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

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

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

Part 4 – Developing and Approving Release Packages

Subsequent to the Change Review Meeting BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held 25 business days later.

- Sizing and sequencing of prioritized change requests will begin be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items with the top priority items and continue down through the list until the capacity constraints for each future release have been reached.
- BellSouth will develop several variations of release packages to include all of the prioritized requests.
- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.

During the Release Package Meeting BST will present its proposed release packages. BST and CLECs will then vote on the release package or combination of release packages to be implemented. BST/CLEC consensus will be used to create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes

among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability.

7.08.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as possible. When a new interface request is submitted, BellSouth will present information on the new interface and hold an open discussion at the next monthly status meeting. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30-45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC Community using the timeframes established in Part 4, Section 2. As new interfaces are deployed, they will be added to the scope of this document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

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

Retirement of Versions

When software versions are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process. Once a change request to retire a version

of an interface is initiated, BellSouth will present its proposed changes to the CLECs at the next monthly status meeting. BellSouth will make best effort to jointly develop the requirements with the CLECs and will, at a minimum, provide requirements and related software, if applicable, at least six months in advance of putting the new version into production.

8.0 ESCALATION PROCESS

Guidelines

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

Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

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

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

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

Escalation Cycle for Types 2-6 Change Requests

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

within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

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

Contact List for Escalation - Type 2 - 6 Changes

Type 2-5 Changes: Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6, High and Medium Impact Changes: Within 1 business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6 Low Impact and Type 2-5 Expedite Changes: Within 3 business days of receipt (2 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Escalations should be made according to the following list.

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

	(for Systems Issues) Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-3545	Dee.Freeman2@bridge.bellsouth.com
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Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, including escalation within each company to the person with ultimate authority for Change Control operations, and the services of a Joint Investigative Team when appropriate. BellSouth and the impacted CLEC(s) agree as follows:

~~to follow this Dispute Resolution Process. BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co-chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root-cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.~~

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

- Either party to the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, both parties shall participate in good faith.
- Either party may file a formal complaint with the State PSC, requesting resolution of the issue, without necessity for prior mediation.

9.0 CHANGES TO THIS PROCESS

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

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLEC's and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes will require a two-thirds affirmative _____ vote for approval. All changes will be submitted as a change request and reviewed.

10.0 TESTING ENVIRONMENT

Requests related to the processes of testing an interfaces will be included in the Change Control Process. Changes to BellSouth's testing environments and supporting processes will be submitted through the Change Control Process as a Type 4 or Type 5 request. The requests will follow the guidelines and intervals set forth in the Type 2-5 process flow.

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

BellSouth will also provide a pre-release testing environment for TAG and EDI that will be available to CLEC's 30 days prior to the implementation of any new releases. This environment will be a wholly separate, non-production environment for all preordering and ordering interfaces and will mirror the production environment.

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

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

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

EDI

www.interconnection.bellsouth.com/markets/lec.html

Select "Customer Guides"

Select "Local Exchange Ordering Guides"

Select "BellSouth EDI Specifications - TCIF 9"

Select "Section 7 - EDI Testing Guidelines for CLECs"

TAG

www.interconnection.bellsouth.com/markets/lec.html

Select "OSS Information Center"

Select "TAG Documentation"

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

11.0 TERMS AND DEFINITIONS

A

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

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

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

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

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

B

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

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

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

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

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

C

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

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

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

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

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal

entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 2-5 – Expedited Feature Change. Any Type 2-5 change that either BellSouth or a CLEC submits for exception handling in order to achieve a more rapid implementation.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

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

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

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

- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).
- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).
- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).
- **S = Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

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

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

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

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

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

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

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

D

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

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

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

- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

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

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

Emergency Change. Defect Changes identified as High Impact are **emergency changes**.

Exception Change. An exception change request may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

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

H

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

I

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

L

Low Impact. The failure causes inconvenience or annoyance.

M

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

N

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

P

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

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

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the

Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

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

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

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

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

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

R

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

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

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

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

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

S

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

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

V

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

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

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

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

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

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

APPENDIX C – ADDITIONAL DOCUMENTS

See Attached Documents

APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

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

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

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

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



CHANGE REVIEW PRIORITIZATION RANKING

CATEGORY/INTERFACE	CHANGE REQUEST	TITLE	RANKING*
PRE-ORDERING	CR0020	VIEW MULTIPLE CSRs SIMULTANEOUSLY	4
	CR0047	DISPLAY ENHANCED MEMORY CALL ACCESS NUMBER	5
	CR0016	SERVICE INQUIRY ENHANCEMENT FOR SL1, SL2, DS0, DS1 AND ISDN	3
	TAG0812990001	PROVIDE CFA & NC / NCI CODES	2
	TAG0812990003	PARSED CSR	1
ORDERING	CR0014	FOR CHANGE ORDERS, CHANGE VERBIAGE ON LENS SCREEN TO READ "NUMBER OF FEATURES TO ADD/DELETE" vs "NUMBER OF FEATURES TO ADD"	18
	CR0015	ACT OF C - CHANGE BASIC CLASS OF SVC.	15
	CR0031	ABILITY TO CHANGE LISTING ACCOUNT IN LENS	14
	CR0045	CONVERSION AS IS - STRIP NON-RESELLABLE USOCs	16
	CR0085	WEB-BASED LSR	13
	EDI0812990003	411 DROPS	4
	EDI0812990004	CHANGE MAIN ACCOUNT NUMBER	11
	EDI0812990005	HANDLING OF REMAINING SERVICE	9
	EDI0812990007	USE OF LEAN / LEATN FIELDS	12
	EDI1215990001	TN vs RSAG VALIDATION	6
	EDI020900_001	ELECTRONICALLY ORDER ROUTING TO OS / DA	8
	EDI030300_001	EDI TEST ENVIRONMENT	1

CATEGORY/INTERFACE	CHANGE REQUEST	TITLE	RANKING*
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TARGETED RELEASES 8.0, 8.1, 9.0 and 10.0 SCOPE

Release 8.0 Target Implementation Date: 11/18/00

Change Request #	Change Request Title-Targeted Features
EDI020900_001	Electronically Order Routing to OS/DA
CR0045	Conversion As Is – Strip Non-Resellable USOCs
CR0015	ACT of C – Change Basic Class of Service
CR0014	For Change Orders, Change Verbiage on LENS Screen to Read “Number of Features to Add/Delete” vs “Number of Features to Add”
OSS99	TAG DID

Release 8.1 Target Implementation Date: 12/09/00

Change Request #	Change Request Title-Targeted Features
EDI030300_001	CLEC Test Environment

Release 9.0 Target Implementation Date: 01/06/01

Change Request #	Change Request Title-Targeted Features
	Number Pooling Mandate – Florida only
CR0030	UNE to UNE Migrations
EDI0812990003	411 Drops
CR0003	RPON Electronic Reject & Flow Through
EDI1215990001	TN vs RSAG Validation

Release 9.0 Target Implementation Date: 01/20/01

Change Request #	Change Request Title-Targeted Features
	Number Pooling Mandate – all other states

TARGETED RELEASES 8.0, 8.1, 9.0 and 10.0 SCOPE

Release 10.0 Target Implementation Date: 05/31/01

Change Request #	Change Request Title-Targeted Features
CR0002	Pre-Order/Order Business Rule Discrepancies
TAG0812990001	Provide CFA & NC/NCI Codes
EDI0812990005	Handling of Remaining Service
EDI0812990004	Change Main Account Number
EDI0812990007	Use of LEAN/LEATN Fields
CR0016	SI Enhancement for SL1, SL2, DS0, DS1 and ISDN
CR0029	Partial Migration of UNE Loops
CR0038	TOS Field on ReqTyp J
CR0040	Order Tracking Request

Notes:

TAG0812990003 – Parsed CSR – jointly begin addressing 10/3/00.

CR0078 – Extended Loops is targeted for implementation late 2001 with other 319 products.

-----Original Message-----

From: Williamson, Jill R, NCAM
Sent: Thursday, September 07, 2000 7:30 PM
To: 'Valerie Cottingham'
Cc: 'Sandra C. Jones'; 'Jan M. Burriss'; 'McDougal, Doug'; 'Lofton, Joy'
Subject: ESCALATION: Impacts Of OSS 9G
Importance: High

Valerie,

This is to escalate on BellSouth's response to my concerns regarding BellSouth's implementation of BellSouth's Business Rules for Local Ordering, Issue 9G and LEO Vol 1, Issue 7R. As I stated in my message to Change Control, BellSouth's unilateral implementation of business rule changes without going through change control or regard to the impacts on CLECs is unacceptable. Once again, BellSouth did not follow the Change Control process. If the changes are implemented as scheduled by BellSouth, orders will be rejected and ultimately, customer's due dates will be missed.

Once again, I am requesting that BellSouth withdraw its business rule changes and place its request through Change Control. Given the short timeframe in which we have to work, I'm requesting your response no later than close of business Monday, September 11.

Sincerely,

Jill Williamson

-----Original Message-----

From: Change.Control@bridge.bellsouth.com
[mailto:Change.Control@bridge.bellsouth.com]
Sent: Thursday, September 07, 2000 5:22 PM
To: Williamson, Jill R, NCAM
Cc: Valerie.Cottingham@bridge.bellsouth.com;
Sandra.Jones5@bridge.bellsouth.com; Doug.Mcdougal@bridge.bellsouth.com;
Beverly.Sheltonwilliams@bridge.bellsouth.com
Subject: Impacts Of OSS 9G

Jill,

This is to acknowledge your email regarding the impacts of BDR-LO Issue 9G.

We are currently investigating your concerns. We acknowledge that the documentation defects should have funneled through Change Control, but did not.

We are working diligently to adhere to the process.

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The 9G business rules will go into effect 10/2/00. They were posted to the Web on 8/31/00, which provided the CLEC community with at least 30 day advance notice. BellSouth does not plan to withdraw these business rules.

We will follow up with you by no later than Monday, September 11 with additional information.

Please let us know if you have questions or wish to discuss.

Thanks,

Change Control Team

-----Original Message-----

From: Valerie.Cottingham@bridge.bellsouth.com
[mailto:Valerie.Cottingham@bridge.bellsouth.com]
Sent: Friday, September 08, 2000 3:45 PM
To: Williamson, Jill R, NCAM
Cc: Jan.Burrissl@bridge.bellsouth.com;
Terrie.Hudson@bridge.bellsouth.com; Sandra.Jones5@bridge.bellsouth.com;
Joy.A.Lofton@bridge.bellsouth.com; Doug.Mcdougal@bridge.bellsouth.com
Subject: ESCALATION: Impacts Of OSS 9G
Importance: High

Jill,

I am acknowledging receipt of your escalation re: Impacts of OSS 9G.

In response to your escalation, BellSouth acknowledges that changes to the Business Rules for Local Ordering, Issue 9G, did not come through Change Control, when they should have. We have addressed this issue internally in an effort to prevent it from occurring again.

BellSouth does not plan to withdraw Issue 9G business rules. We are very concerned about any impacts to the CLECs and therefore, provided the business rules a minimum of 30 days in advance.

We are currently investigating the specific items that you listed in your note to Change Control on yesterday. I expect to have a response for each of these items by Tuesday, 9/12, morning.

You also mentioned Leo Vol 1, Issue 7R. A Carrier Notification letter was posted to the Web. Change Control emailed a courtesy copy of the letter to the CLEC participants. We are currently investigating the changes that were made to this guide to see if business rules changes were made. Clarification issues do not flow through Change Control (i.e. business rule does not change, only made clearer).

I have already discussed this escalation with Joy Lofton.

Please let me know if you have additional concerns or would like to discuss.

Sincerely,

Valerie M. Cottingham



Change Request Form

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

Internal Reference # _____(1) Date Change Request Submitted 10/_3/_00(2)

- TYPE 5 (CLEC)
 TYPE 4 (BST)
 TYPE 3 (INDUSTRY)
 TYPE 2 (REGULATORY) (3)
- TYPE 6 (DEFECT/EXPEDITE)
 OCN_7125_(3A)

Company Name AT&T _____(4)

CCM Jill Williamson _____(5) Phone 404-810-8562 _____(6)

CCM Email Address jrwilliamson@att.com _____(7) Fax 404-810-8605 _____(8)

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

Originator's Name Jill Williamson _____(11) Phone 404-810-8562 _____(12)

Title of Change Release 7.1 Caused Defects _____(13)

Category Add New Functionality
 Change Existing (14)
 Desired Due Date 10/_4/_00_(15)

Originating CCM assessment of impact High
 Medium
 Low (16)

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

Interfaces Impacted (18)			
<input type="checkbox"/> Pre-Ordering <input type="checkbox"/> LENS <input type="checkbox"/> TAG <input type="checkbox"/> CSOTS	<input checked="" type="checkbox"/> Ordering <input checked="" type="checkbox"/> EDI <input checked="" type="checkbox"/> LNP <input type="checkbox"/> LENS <input type="checkbox"/> TAG	<input type="checkbox"/> Maintenance <input type="checkbox"/> TAFI <input type="checkbox"/> EC-TA Local	<input type="checkbox"/> Manual

Type Of Change - Check one or more, as applicable (19)			
<input type="checkbox"/> Software <input type="checkbox"/> Product & Services <input type="checkbox"/> Documentation	<input type="checkbox"/> Hardware <input type="checkbox"/> New or Revised Edits <input type="checkbox"/> Regulatory	<input type="checkbox"/> Industry Standards <input type="checkbox"/> Process <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Defect/Expedite

- Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20) AT&T began receiving invalid fatal rejects on orders sent to BellSouth on Monday, October 2. It appears that these rejects are as a result of BellSouth's implementation of Release 7.1. The reject messages are R1640 – No original LSR found for this Sup; R1170 – CHC required when REQTYP is A or B and DFDT is populated; S3530 – LOCNUM=000 LNUM=00001 TELNO=NPT required with this REQTYP LNA type combination. An example PON is ZXMIAB0000876.

Attachment A-1

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

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Change Request Form

Known dependencies (21)

Additional Information Yes No (22)

List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

This Section to be completed by BCCM only.

Change Request Log # CR0188 (23) Clarification Yes No (24)

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

Status (27)

Change Request Review Date / / (28) Target Implementation Date 10/06/00 (29)

Last Modified By BCCM (30) Date Modified 10/05/00 (31)

Change Review Meeting Results (32)

Canceled Change Request Duplicate Training Clarification Not Received (33)

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

Request Appeal Yes No (35)

Appeal Considerations (36)

Agreed Release Date / / (37)

CMVC # _____ (38)

DDTS# _____ (39)

Attachment A-1



Change Request Form

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

Defect/Expedite Validation Results: (40)

10/05/2000

This issue has been validated as a DEFECT, where the "NPT" value was populated on the wrong field. The defect has been corrected and is currently being tested.

The fix is targeted for production on 10/6/00.

Clarification Needed Yes No

Defect Expedite Feature Training Issue Duplicate Cancel

Defect/Expedite Impacts Other CLECs? Yes No

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

Target Implementation Date: ___10/06/00___

Attachment A-1



Change Request Form

Attachment A-4A

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

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Change Request Form

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

Internal Reference # _____ (1) Date Change Request Submitted 09/14/00 (2)

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

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

Company Name BellSouth (4)

CCM _____ (5) Phone _____ (6)

CCM Email Address _____ (7) Fax _____ (8)

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

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

Title of Change **Documentation Defects in the BellSouth Business Rules for Local Ordering – 9G** (13)

Category Add New Functionality Change Existing (14) Desired Due Date _____ (15)

Originating CCM assessment of impact High Medium Low (16)

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

Interfaces Impacted (18)			
<input type="checkbox"/> Pre-Ordering <input type="checkbox"/> LENS <input type="checkbox"/> TAG <input type="checkbox"/> CSOTS	<input type="checkbox"/> Ordering <input type="checkbox"/> EDI <input type="checkbox"/> LENS <input type="checkbox"/> TAG	<input type="checkbox"/> LNP	<input type="checkbox"/> Maintenance <input type="checkbox"/> TAFI <input type="checkbox"/> EC-TA Local
			<input type="checkbox"/> Manual

Type Of Change - Check one or more, as applicable (19)			
<input type="checkbox"/> Software	<input type="checkbox"/> Hardware	<input type="checkbox"/> Industry Standards	<input checked="" type="checkbox"/> Defect/Expedite
<input type="checkbox"/> Product & Services	<input checked="" type="checkbox"/> New or Revised Edits	<input type="checkbox"/> Process	
<input checked="" type="checkbox"/> Documentation	<input type="checkbox"/> Regulatory	<input type="checkbox"/> Other	

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

BellSouth has identified the following documentation defects in the BellSouth Business Rules for Local Ordering – Version 9G:

1. **LSR Form-CIC Field** – The CIC field only appears on the LSR form. It is not present on the EU form in the document. There is an error in the "Summary of Changes" that shows the CIC field on the EU form.
2. **LOCNUM** – LOCNUM does not appear on the EU form. It is on the DL/DCSR form and no change was made in the business rules. There is an error in the "Summary of Changes".
3. **DL Form LACT Field** – The "LACT" field does appear in the Listing Control Section, not the Administrative section of the DL form. There is an error in the "Summary of Changes".

Attachment A-1



Change Request Form

4. **DL Form – ADI Field – PASN** – "PASN" should state "LASN" in the first conditional usage note. BST has added a conditional usage note and a business rule for this field.
5. **DL Form – LAST field** – The business rule referenced in the "Summary of Changes" applies. (Prohibited with cross references).
6. **DL Form – YPH Field** – The example does not follow the field specification. It should be six numerics.
7. **LSR Form REQ TYP M-LSO and CIC Fields** – LSO and CIC fields were changed from required to conditional, however the business rules do not state under what conditions the fields are required.

Known dependencies (21)

Additional Information Yes No (22)

List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

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Attachment A-1



Change Request Form

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

Defect/Expedite Validation Results: (40)

These discrepancies have been identified and will be corrected in the updated BellSouth Business Rules for Local Ordering, Version 9H which is targeted for Sept. 28, 2000.

Clarification Needed Yes No

Defect Expedite Feature Training Issue Duplicate Cancel

Defect/Expedite Impacts Other CLECs? Yes No

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

Target Implementation Date: 09/28/00

Attachment A-1

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Change Request Form

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Attachment A-4A

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