

1 BELL SOUTH TELECOMMUNICATIONS, INC.  
2 DIRECT TESTIMONY OF RONALD M. PATE  
3 BEFORE THE NORTH CAROLINA PUBLIC UTILITIES COMMISSION  
4 DOCKET NO. P-140, SUB 73 & P-646, SUB 7  
5 MAY 26, 2000  
6

7 Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELL SOUTH  
8 TELECOMMUNICATIONS, INC. AND YOUR BUSINESS ADDRESS.  
9

10 A. My name is Ronald M. Pate. I am employed by BellSouth  
11 Telecommunications, Inc. ("BellSouth") as a Director, Interconnection  
12 Services. In this position, I handle certain issues related to local  
13 interconnection matters, primarily operations support systems ("OSS").  
14 My business address is 675 West Peachtree Street, Atlanta, Georgia  
15 30375.  
16

17 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.  
18

19 A. I graduated from Georgia Institute of Technology in Atlanta, Georgia, in  
20 1973, with a Bachelor of Science Degree. In 1984, I received a Masters of  
21 Business Administration from Georgia State University. My professional  
22 career spans over twenty-five years of general management experience in  
23 operations, logistics management, human resources, sales and marketing.

1 PROMULGATED BY THE FCC FOR CHANGE MANAGEMENT. WHAT  
 2 IS YOUR RESPONSE?

3  
 4 A. I have listed these "guidelines" in a table format that follows and stated  
 5 whether BellSouth's change control process meets those guidelines. I  
 6 have also provided comments on each of Mr. Bradbury's and BellSouth's  
 7 compliance with them as appropriate.  
 8

Bradbury Guideline	BellSouth's Change Management	Comments
CLP participation	Yes	
Procedures documentation	Yes	
Prioritization and stratification of changes	Yes	
Schedules for notifications	Yes	
A testing environment and minimum 30 day test window new releases	Yes/No	BellSouth offers a test environment for Beta and New Carrier Testing; BellSouth does not currently offer a minimum 30 day test window for new releases. This issue will be discussed below.
A go/no go decision	Yes	
Versioning of releases (maintaining the old version of an interface along with the new)	Yes	
Memorialization of the process, including a means by which the process can be modified	Yes	
Dispute resolution process for CLPs, specific to change management disputes	Yes	
Followed consistently over time	Yes	
Subject to regulatory oversight (which includes enforcement)	Yes/No	BellSouth is negotiating with CLPs, including AT&T, to include compliance with the CCP in interconnection agreements. This will make it binding on the CLP and BellSouth. The dispute resolution process included in the CCP includes referral to state regulatory commissions

> -----Original Message-----  
> From: Gibbs, Edward L, NCAM  
> Sent: Friday, February 09, 2001 11:57 AM  
> To: 'ranae.stewart1@bridge.bellsouth.com'  
> Subject: Metrics, OSDA  
>  
> Hi Ranae,  
>  
> Thanks for the good conversation last week. Glad to hear the things  
have dramatically improved for your family.  
>  
> Quick couple of things. Next week is not a good week for some of the  
> folks who plan to join our Metrics Discussion. Can we move the  
meeting to the following week? Preferably Thursday or Friday morning?  
Please advise.  
>  
> I also need to make sure I understand one part of our conversation.  
I am still confused a little about OS/DA. You indicated that you fixed  
the 5E switch and it is now available. While I am fuzzy on the dates,  
I thought that we were supposed to have tested OS/DA in October then  
due to delay, December. I thought that we asked for an extension to  
the end of December primarily to test OS/DA. I keep thinking that as  
such that should have been a part of Phase III. What changed and why  
do we need a contract to test?  
>  
> Lastly, what will you turn on in your switch after we sign the  
contact to give us our own branding? Is this a feature you will be  
able to turn on or off based on future contracts in the commercial  
environment?  
>  
> Would appreciate your thoughts,  
>  
> Edward

**Procedures for Selective Carrier Routing Footprint Implementation.**

**General**

- 3.20.1 In order for BellSouth to provide branded or unbranded Operator Services and/or Directory Assistance ("OS/DA"), any of three technologies may be elected by AT&T; (1) Selective Carrier Routing using the BellSouth Advanced Intelligence Network (AIN) platform; (2) Selective Carrier Routing using a Line Class Code (LCC) platform; or (3) Originating Line Number Screening (OLNS). 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. AT&T may also elect to have BellSouth provision Alternative Operator Services Routing (AOSR) to AT&T using AIN or LCC technologies. The parties anticipate that Line Class Codes unique to AT&T will be required when AT&T purchases local switching using UNE ports for all three technologies (AIN, LCC, and OLNS), and may be requested when AT&T purchases local switching as a reseller.
- 3.20.2 LCCs and the trunking arrangements required to implement AT&T's chosen technology and OS/DA routing options shall be ordered through the BellSouth Account Team dedicated to AT&T ("Account Team"). BellSouth shall provide AT&T with all of the appropriate ordering forms and written methods and procedures required to identify to BellSouth, in a single submission, the entirety of AT&T's request for its choices of technology and routing options. Such forms and written methods and procedures include, but are not limited to, the Selective Routing Ordering Document, the Selective Routing End Office Detail Form, the CLEC Branding Questionnaire, the Network Design Request, Trunk Order Forms, etc., and are attached as Exhibit [X] to this Attachment.
- 3.20.3 For each request for a selective carrier routing footprint, AT&T shall provide a single submission, using the forms identified in Section 3.20.2. AT&T shall identify the BellSouth end offices where it would like to offer end user service; describe each set of end user call blocking restrictions, each set of call routing instructions, and each class of service to be offered by AT&T; and provide a forecast of call volumes for each end office. BellSouth shall verify the Line Class Code capacity for the end offices identified by the AT&T. Within two weeks of receiving the request from AT&T, the BellSouth Account Team shall notify AT&T in writing whether the Line Class Code and Selective Carrier Routing request can be satisfied and shall commit to a due date for completion of the project.
- 3.20.4 In the event that BellSouth finds that Line Class Code capacity does not exist for a given end office, BellSouth shall provide without charge one of the following options in that end office according to the following preferred order:

OLNS - AT&T Branded;  
OLNS - Unbranded;  
AIN - AT&T Branded;  
AIN - Unbranded; or  
BellSouth Branded.

**Docket No. 2000-465**  
**JMB-R3**  
**Page 1 of 5**

This "fallback" option shall be provided without charge until the end office LCC capacity problem is relieved.

- 3.20.5 BellSouth shall program the LCCs to meet AT&T's request in the end offices identified by AT&T. At the same time, BellSouth shall update all databases, including any look-up tables, necessary to accept and process AT&T-submitted LSRs as described in Section 3.30 of this Attachment.
- 3.20.6 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 end office for each serving TOPS Tandem.

#### **AT&T-branded BellSouth OS/DA**

- 3.20.7 Where BellSouth is providing local switching to AT&T, and where BellSouth is providing AT&T-branded OS/DA through selective carrier routing using Line Class Code technology, AT&T's end user traffic is routed to a dedicated trunk group uniquely identified by LCC instructions.
- 3.20.8 If Line Class Code capacity exists within the end offices identified by the AT&T, and AT&T has requested AT&T-branded OS/DA, AT&T will order the required dedicated trunks from the desired BellSouth end office to the BellSouth TOPS Tandem. Separate trunk groups are required for Operator Services and for Directory Assistance. AT&T shall prepare and submit the Selective Routing Ordering Document, Selective Routing Detail forms, CLEC Branding Questionnaire, Network Design Request and Trunk Order forms to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary within 3 business days of receipt. AT&T shall verify and provide any information requested by BellSouth. No later than one day after the determination made in 3.20.3 above, the BellSouth Account Team will submit the Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator; the CLEC Branding Questionnaire to BellSouth Operator Services Organization; and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.
- 3.20.9 The intervals from the determination made in 3.20.3 above to provide up to 20 LCCs per end office using this process are as follows: 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval to provide dedicated trunking is 30 calendar days for all trunks per end office. BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.

#### **Unbranded OS/DA**

- 3.20.10 Where BellSouth is providing local switching to AT&T, and where BellSouth is providing unbranded OS/DA through selective carrier routing using LCC technology, AT&T's end user traffic is routed to a trunk group(s) installed by BellSouth.

- 3.20.11 If LCC capacity exists within the end offices identified by AT&T, BellSouth shall order the trunk groups necessary to carry the unbranded Operator Services traffic to each TOPs tandem. The interval for the installation of the trunk groups and associated LCCs shall be 30 calendar days from the determination made in 3.20.3 above, for each TOPS tandem. The number of trunk groups required shall be based upon the forecast of traffic volume received from AT&T and may affect the provisioning interval. If so, BellSouth shall promptly notify AT&T. A separate trunk group is required for Operator Assistance and for Directory Assistance. AT&T shall prepare and submit the Selective Routing Ordering Document, Selective Routing Detail forms, CLEC Branding Questionnaire, and Network Design Request forms to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary within 3 business days of receipt. AT&T shall provide and verify any information requested by BellSouth. No later than one day after the determination made in 3.20.3 above, the BellSouth Account Team will submit the Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class' Code Administrator; the CLEC Branding Questionnaire to BellSouth Operator Services Organization; and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.
- 3.20.12 The intervals from the determination made in 3.20.3 above to provide up to 20 LCCs per end office using this process are as follows: 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval to provide BellSouth trunking is 30 calendar days for all trunks per end office. BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.

### **Alternative Operator Services Routing**

- 3.20.13 Where BellSouth is providing the local switching to AT&T, and where AT&T is utilizing an Alternative Operator Services Provider through selective carrier routing using LCC technology, AT&T's end user traffic will be routed to a dedicated trunk group, which shall 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. Such dedicated trunking may also utilize BellSouth tandem switching as a means of aggregating end office traffic to an efficient tandem trunk group. Should BellSouth implement tandem trunking in its own OS/DA network, and it is technically feasible to do so, AT&T may elect to have its tandem routed OS/DA traffic carried over these same BellSouth trunks from the end office to the tandem.
- 3.20.14 If Line Class Code capacity exists within the end offices identified by AT&T, and AT&T has requested an Alternate Operator Services Routing, AT&T shall order the required dedicated Trunks from the desired BellSouth end offices to the Alternative Operator Services Provider Point of Interface. AT&T shall prepare and submit the Selective Routing Ordering Document, Selective Routing Detail forms, Network Design Request and Trunk Order forms to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary within 3 business days of receipt. AT&T shall verify and provide any information requested by BellSouth. No later than one day after the determination made in 3.20.3 above, the BellSouth Account Team will submit the Selective Routing Ordering Document and the Selective

Routing End Office Detail forms to the Line Class Code Administrator; and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.

- 3.10.15 The intervals from the determination made in 3.20.3 above to provide up to 20 LCCs per end office using this process are as follows: 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval to provide dedicated trunking is 30 calendar days for all trunks per end office. BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.
- 3.20.16 Where AT&T is using an Alternative Operator Services Provider, AT&T, may 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.

#### **Procedures for Selective Carrier Routing Customer-Specific Electronic LSR Ordering**

- 3.30.1 All AT&T OS/DA calls originated from a customer in an end office where BellSouth is providing the local switching to AT&T and where AT&T has requested only a single customized OS/DA routing option, shall be routed to that option by BellSouth following the submission of AT&T's LSR without the need for AT&T to provide any indication of the routing on the LSR. BellSouth shall accept LSRs electronically and shall not subject them to any human intervention associated with implementation of customized OS/DA routing, regardless of which routing option is in use from that end office. Until such time as BellSouth is able to accept and process an electronic LSR as described in this section, AT&T may submit such orders manually, without additional charge, and BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA. Likewise should BellSouth implement a process that will accept an electronic LSR, but then subject that LSR to designed manual fallout, BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA.
- 3.30.2 Where BellSouth is providing local switching to AT&T, and where AT&T has requested more than one customized OS/DA routing in the end office serving AT&T's customer, AT&T's customer-specific LSR will provide an indicator identifying to BellSouth which routing to assign to the customer's port. This indicator will appear in the "Feature" field of the LSR and shall be the same for the selected option across all end offices in BellSouth's nine-state region. (For example, the single indicator "UB/BLS" could identify the Unbranded at BellSouth option, the single indicator "CB/BLS" could identify the CLEC Branded at BellSouth option, and the single indicator "C/AOSR" could identify the Alternative Operator Services Routing option.)
- 3.30.3 Where BellSouth is providing local switching to AT&T, and where AT&T has requested more than one customized OS/DA routing option in the end office serving AT&T's customer, BellSouth shall accept AT&T's LSRs providing the indication of which option to apply to a specific customer electronically and shall not subject the LSR to any human intervention

associated with the implementation of customized OS/DA routing. This shall be true regardless of the option indicated. Until such time as BellSouth is able to accept and process an electronic LSR as described in this section, AT&T may submit such orders manually, without additional charge, and BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA. Likewise should BellSouth implement a process that will accept an electronic LSR, but then subject that LSR to designed manual fallout, BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA.

**Docket No. 2000-465**  
**JMB-R3**  
**Page 5 of 5**



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

From: Michael.Willis1@bridge.bellsouth.com  
[mailto:Michael.Willis1@bridge.bellsouth.com]  
Sent: Monday, February 12, 2001 3:28 PM  
To: Peacock, Billy C (Bill), NCAM  
Subject: OS/DA/OLNS  
Importance: High

Attached is the latest draft of the SCC via Line class codes language.  
I have added the OLNS language as 3.40 for your review.

Please send available dates for your smes to discuss this issue along  
with local interconnection issues.

AT&T's  
Proposed Contract Language addition for AT&T/BellSouth Interconnection Agreement:  
~~November 21, 2000~~ February 12, 2001

**Procedures for Selective Carrier Routing Footprint Implementation.**

**General**

- 3.20.1 In order for BellSouth to provide ~~CUSTOM BRANDING~~ Custom Branding branded or ~~UNBRANDING~~ Unbranding unbranded for FOR Operator Services and/or Directory Assistance ("OS/DA"), any of three technologies may be elected by AT&T: (1) Selective Carrier Routing using the BellSouth Advanced Intelligence Network (AIN) platform; (2) Selective Carrier Routing using a Line Class Code (LCC) platform; or (3) ~~VIA~~ Originating Line Number Screening (OLNS) ~~SOFTWARE~~ Software. 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. AT&T may also elect to have BellSouth provision Alternative Operator Services Routing (AOSR) to AT&T using AIN or LCC technologies. Currently OLNS SOFTWARE Software is only and option for unbranded and custom branding in IN Georgia. BellSouth will make ~~CUSTOM BRANDING~~ Custom Branding and ~~AND UNBRANDING~~ Unbranding via VIA OLNS SOFTWARE Software available to AT&T as it is rolled out in the remaining BellSouth region. ~~The parties anticipate that Line Class Codes unique to AT&T will be required when AT&T purchases local switching using UNE ports for all three technologies (AIN, LCC, and OLNS), and may be requested when AT&T purchases local switching as a reseller.~~
- 3.20.2 LCCs and the trunking arrangements required to implement AT&T's chosen technology and OS/DA routing options shall be ordered through the BellSouth Account Team dedicated to AT&T ("~~Account Team~~"). BellSouth shall provide AT&T with all of the appropriate ordering forms and written methods and procedures required to identify to BellSouth, in a single submission, the entirety of AT&T's request for its choices of technology and routing options. ~~Such forms and written methods and procedures include, but are not limited to, the Selective Routing Ordering Document, the Selective Routing End Office Detail Form, the CLEC Branding Questionnaire, the Network Design Request, Trunk Order Forms, etc., and are attached as Exhibit [X] to this Attachment.~~
- 3.20.3 For each request for a selective carrier routing footprint, AT&T shall provide the following information a single submission, using the forms identified by BellSouth in Section 3.20.2. AT&T shall identify the BellSouth end offices where it would like to offer end user service; describe each set of end user call blocking restrictions, each set of call routing instructions, and each class of service to be offered by AT&T; and provide a forecast of call volumes per NPA for each end office. BellSouth shall verify the Line Class Code capacity for the end offices identified by the AT&T. Within two weeks of receiving the request from AT&T, the BellSouth ~~Account Team~~ shall notify AT&T in writing whether the Line Class Code and Selective Carrier Routing request can be satisfied, ~~and shall commit to a due date for completion of the project.~~
- 3.20.4 ~~In the event that BellSouth finds that Line Class Code capacity does not exist for a given end office, BellSouth shall provide without charge one of the following options in that end office according to the following preferred order:~~

- ~~\_\_\_\_\_ OLNS - AT&T Branded;~~  
~~\_\_\_\_\_ OLNS - Unbranded;~~

Docket No. 2000-465  
JMB-R4  
Page 2 of 7

~~AIN - AT&T Branded;~~  
~~AIN - Unbranded; or~~  
~~BellSouth Branded.~~

~~This "fallback" option shall be provided without charge until the end office LCC capacity problem is relieved.~~

- 3.20.5 BellSouth shall program the LCCs to meet AT&T's request in the end offices identified by AT&T. At the same time, BellSouth shall update all databases, including any look-up tables, necessary to accept and process AT&T-submitted LSRs as described in Section 3.30 of this Attachment.
- 3.20.6 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 each the Line Class Codes in each end office, for each serving TOPS Tandem.

#### **AT&T-branded BellSouth OS/DA**

- 3.20.7 Where BellSouth is providing local switching to AT&T, and where BellSouth is providing AT&T-branded OS/DA through selective carrier routing using Line Class Code technology, AT&T's end user traffic is routed to a dedicated trunk group uniquely identified by LCC instructions.
- 3.20.8 If Line Class Code capacity exists within the end offices identified by the AT&T, and AT&T has requested AT&T-branded OS/DA, AT&T will order the required dedicated trunks from the desired BellSouth end office to the BellSouth TOPS Tandem. Separate trunk groups are required for Operator Services and for Directory Assistance. AT&T shall prepare and submit the appropriate ~~Selective Routing Ordering Document, Selective Routing Detail forms, CLEC Branding Questionnaire, Network Design Request and Trunk Order forms~~ to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary ~~within 3 business days of receipt~~. AT&T shall verify and provide any information requested by BellSouth. ~~No later than one day~~ After the determination made in 3.20.3 above, ~~the BellSouth Account Team will submit the appropriate documents to its internal organizations, Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator, the CLEC Branding Questionnaire to BellSouth Operator Services Organization, and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.~~
- 3.20.9 The intervals from the determination made in 3.20.3 above ~~to provide up to 20 LCCs per end office using this process are as follows: the intervals will be negotiated between the BellSouth Account Team and AT&T to establish the appropriate intervals based on the number of line class codes and end offices requested, 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval to provide dedicated trunking is approximately 45-30 calendar days for all trunks per end office where facilities are available. BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may request specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.~~

**Docket No. 2000-465**

**JMB-R4**

**Page 3 of 7**

## Unbranded OS/DA

- 3.20.10 Where BellSouth is providing local switching to AT&T, and where BellSouth is providing unbranded OS/DA through selective carrier routing using LCC technology, AT&T's end user traffic is routed to a trunk group(s) installed by BellSouth.
- 3.20.11 If LCC capacity exists within the end offices identified by AT&T, BellSouth shall order the trunk groups necessary to carry the unbranded Operator Services traffic to each TOP's tandem. The interval for the installation of the trunk groups and associated LCCs shall be approximately 45 calendar days from the determination made in 3.20.3 above, for each TOP's tandem. The number of trunk groups required shall be based upon the forecast of traffic volume received from AT&T and may affect the provisioning interval. ~~If so, BellSouth shall promptly notify AT&T.~~ A separate trunk group is required for Operator Assistance and for Directory Assistance. AT&T shall prepare and submit the appropriate forms ~~Selective Routing Ordering Document, Selective Routing Detail forms, CLEC Branding Questionnaire, and Network Design Request forms to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary within 3 business days of receipt.~~ AT&T shall provide and verify any information requested by BellSouth. ~~No later than one day after the determination made in 3.20.3 above, the BellSouth Account Team will submit the forms to its internal organizations~~ Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator; the CLEC Branding Questionnaire to BellSouth Operator Services Organization; and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.
- 3.20.12 The intervals from the determination made in 3.20.3 above shall be negotiated between the BellSouth Account Team and AT&T based on the number of line class codes and end offices requested above to provide up to 20 LCCs per end office using this process are as follows: 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. ~~If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval for the installation of the trunks will be approximately 45 days for all trunks per end office where facilities are available to provide BellSouth trunking is 30 calendar days for all trunks per end office.~~ BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may request specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.

## Routing to an Alternative Operator Services Provider ~~Routing~~

- 3.20.13 Where BellSouth is providing the local switching to AT&T, and where AT&T is utilizing an Alternative Operator Services Provider through selective carrier routing using LCC technology, AT&T's end user traffic will be routed to a dedicated trunk group, which shall 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. ~~Such dedicated trunking may also utilize BellSouth tandem switching as a means of aggregating end office traffic to an efficient tandem trunk group. Should BellSouth implement tandem trunking in its own OS/DA network, and it is technically feasible to do so, AT&T may elect to have its~~

tandem-routed OS/DA traffic carried over these same BellSouth trunks from the end office to the tandem.

- 3.20.14 If Line Class Code capacity exists within the end offices identified by AT&T, and AT&T has requested an Alternate Operator Services Provider Routing, AT&T end user traffic will be routed to a dedicated trunk group, which shall be provisioned in accordance with BellSouth's and the Alternative Operator Services Provider's requirements, shall order the required dedicated trunks from the desired BellSouth end offices to the Alternative Operator Services Provider Point of Interface. AT&T shall prepare and submit the appropriate forms Selective Routing Ordering Document, Selective Routing Detail forms, Network Design Request and Trunk Order forms to the BellSouth Account Team, which shall review such documents and request any further information that may be necessary, within 3 business days of receipt. AT&T shall verify and provide any information requested by BellSouth. No later than one day after the determination made in 3.20.3 above, the BellSouth Account Team will submit the appropriate forms to its internal organizations, Selective Routing Ordering Document and the Selective Routing End Office Detail forms to the Line Class Code Administrator, and the Network Design Request and Trunk Order forms to the Interconnection Trunking Center.
- 3.20.15 The intervals from the determination made in 3.20.3 shall be negotiated between the BellSouth Account Team and AT&T based on the number of line class codes and end offices requested made in 3.20.3 above to provide up to 20 LCCs per end office using this process are as follows: 30 days for up to 100 end offices, 60 days for 101-200 end offices, and 90 days for over 200 end offices. If AT&T requests more than 20 LCCs for each end office, the parties shall negotiate the appropriate intervals. The interval to provide dedicated trunking is 30 calendar days for all trunks per end office. BellSouth shall simultaneously build LCCs and install trunks for a given end office and BellSouth translations shall point the codes to the appropriate trunk groups for testing at the end of the applicable LCC build interval. If LCCs have been requested for more than one end office in a single order, AT&T may request specify the order in which BellSouth shall implement the end offices. BellSouth may assign a Project Manager to ensure timely and accurate implementation.
- 3.20.16 Where AT&T is using an Alternative Operator Services Provider, AT&T, may 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.

### **Procedures for Selective Carrier Routing Customer-Specific Electronic LSR Ordering**

- 3.30.1 All AT&T OS/DA calls originated from a customer in an end office where BellSouth is providing the local switching to AT&T and where AT&T has requested only a single customized OS/DA routing option, shall be routed to that option by BellSouth following the submission of AT&T's LSR without the need for AT&T to provide any indication of the routing on the LSR. BellSouth shall accept LSRs electronically, and shall not subject them to any human intervention associated with implementation of customized OS/DA routing, regardless of which routing option is in use from that end office. Until such time as BellSouth is able to accept and process an electronic LSR as described in this section, AT&T may submit such orders manually, without additional charge, and BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA. Likewise should BellSouth implement a process that will

accept an electronic LSR, but then subject that LSR to designed manual fallout, BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA.

**3.40 Custom Branding AND Unbranding via Originating Line Number Screening (OLNS) Software in Georgia**

3.40.1 Custom Branding and Unbranding via OLNS Software -will be made available to AT&T as it becomes available in the other BellSouth states.

3.40.2 Unbranding and Custom Branding are available for Directory Assistance and Operator Call Processing via OLNS Software. Rates for Custom Branding will be as set forth in Exhibit A of this Attachment.

3.40.3 For Custom Branding, using OLNS Software, allows BellSouth to brand in the name of AT&T by use of announcement trunk groups.

3.40.4 Unbranding, using OLNS Software, allows BellSouth to route to "No Announcement" trunk groups which are common trunk groups provisioned by BellSouth.

3.40.5 Any Branding Request and subsequent changes will cause AT&T to incur a Loading charge and the (rate element entitled "DRAM or front end loading, per TOPS switch") and the applicable Announcement Charge will also apply as set forth in Exhibit A of this Attachment.

~~3.40.6~~ 3.40.6 Custom Branding and Unbranding via the OLNS software currently is ordered via a manual process through the BellSouth Account Team. AT&T will be required to complete the appropriate forms and submit to the BellSouth Account Team. BellSouth will, in turn, submit the forms to the appropriate BellSouth internal organizations. This process will take sixty (60) calendar days.

Where BellSouth is providing local switching to AT&T, and where AT&T has requested more than one customized OS/DA routing in the end office serving AT&T's customer, AT&T's customer-specific LSR will provide an indicator identifying to BellSouth which routing to assign to the customer's port. This indicator will appear in the "Feature" field of the LSR and shall be the same for the selected option across all end offices in BellSouth's nine state region. (For example, the single indicator "UB/BLS" could identify the Unbranded at BellSouth option, the single indicator "CB/BLS" could identify the CLEC Branded at BellSouth option, and the single indicator "C/AOSR" could identify the Alternative Operator Services Routing option.)

3.30.3 Where BellSouth is providing local switching to AT&T, and where AT&T has requested more than one customized OS/DA routing option in the end office serving AT&T's customer, BellSouth shall accept AT&T's LSRs providing the indication of which option to apply to a specific customer electronically and shall not subject the LSR to any human intervention associated with the implementation of customized OS/DA routing. This shall be true regardless of the option indicated. Until such time as BellSouth is able to accept and process an electronic LSR as described in this section, AT&T may submit such orders manually, without additional charge, and BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA. Likewise should BellSouth implement a process that will accept an electronic LSR, but then subject that LSR to designed manual fallout, BellSouth shall expedite such orders, without additional charge, to meet the due date offered for BellSouth branded OS/DA.

|

6

**Docket No. 2000-465**  
**JMB-R4**  
**Page 7 of 7**

**From:** irwilliamson@att.com  
**Sent:** Monday, June 05, 2000 1:50 PM  
**To:** sr271lib@lga.att.com  
**Subject:** FW: Interim Change Control Process

**Importance:** High

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

From: sandra k evans [mailto:sandra.k.evans@mail.sprint.com]  
Sent: Tuesday, April 18, 2000 5:06 PM  
To: sharon.arnett@openmail.mail.sprint.com; BellSouth@quintessent.net;  
brian.powers@onepointcom.com; brutter@kpmg.com; bszafran@covad.com;  
c\_and\_m@bellsouth.net; cecilia.ortiz@adelphiacom.com;  
Change.Control@bridge.bellsouth.com; cheryl@eatel.com;  
CPolizzotti@northpoint.net; Craig.B.Douglas@MCI.com;  
Craig@exceleron.com; dana.braun@adelphiacom.com;  
Debra.Pasquale@btitele.com; dfoust@deltacom.com; dlasher@eftia.com;  
DoBeck@Mediaone.com; donnas@intetech.com; dpetry@ix.netcom.com;  
drodrigu@accessone.cc; Dwight.Scrivener@wcom.com;  
epadfield@nextlink.com; sandra.k.evans@openmail.mail.sprint.com;  
evdoty@nextlink.com; Gary@CSil.net; generalg@cris.com;  
george@accessone.com; jason.estep@adelphiacom.com; Jdavid4715@aol.com;  
JDoherty@accessone.cc; jeffrey@cellularsouth.com; jhoze@kmctelecom.com;  
JMMaxwell@intermedia.com; Williamson, Jill R, NCAM; Wilson Jr, Jack T  
(Tom), BGM; Kelley.Dunne@onepointcom.com; khudson@nextlink.com;  
Kimberly.O.Williams@MCI.com; kmiller@northpointcom.com;  
kschwart@covad.com; lhall@floridajigital.net; Lminasola@Mediaone.com;  
Lorraine.Watson@wcom.com; Mark.E.Turner@MCI.com;  
mconquest@tcdeltacom.com; microsun@bellsouth.net; mubeen@nightfire.com;  
jicole.Moorman@adelphiacom.com; PBarker@aol.com; PBohn@Mediaone.com;  
kinghorn@extalktelephone.com; rbuffa@interloop.net;  
rlthompson@nextlink.com; RSchell@rhythms.net; Sandraif@intetech.com;  
sbowling@caprock.com; shane@eatel.com; sharon.russo@btitele.com;  
sjenning@nowcommunications.com; smason@interloop.net;  
srober@kmctelecom.com; steve.taff@allegiancetelecom.com;  
TAYLORJG@LCL.COM; tbrooks@mantiss.com; TLA@magicnet.net;  
tmontemayer@mantiss.com; Todd@CSil.net; tvercellotti@mantiss.com;  
Tyra.Colbert@wcom.com; wmknappek@intermedia.com; wmontano@uslsec.com;  
wolfsbrg@cris.com; WWalker@mantiss.com  
Cc: jim.a.lenihan@openmail.mail.sprint.com  
Subject: Interim Change Control Process  
Importance: High

#### Change Control,

Due to past experience with BellSouth's Change Management Process, Sprint does not agree with the New/Interim Change Control Process becoming a baseline at the end of 3 months without a review. The original Change Management Process formed a Steering Committee for the purpose of reviewing the process and suggest changes. Few of the requested changes were implemented. Currently there is no way to introduce changes to the process. The new process eliminates the Steering Committee without creating a User's Forum or some other means for CLECs to request changes to the CCP.

Sprint does not agree with the following processes included in the New/Interim Change Control Process:

- Definition of a defect versus feature changes.
- Lack of testing support and environment.
- Lack of a solid question resolution process.
- The dispute Resolution Process needs re-defined.



- Carrier Notifications process. An email should also be included in these type of notifications.
- Retirement of systems.
- Interval of Type 2-5 notifications are too long.

Again Sprint cannot agree to this New/Interim Change Control process as long as the above issues remain open and no resolution process in place to work through these and future issues.

Sandy Evans  
Product Manager  
Sprint National Integrated Services  
913-433-8499

**^ SR 271 Library**

---

**From:** jrwilliamson@att.com  
**Sent:** Monday, June 05, 2000 1:52 PM  
**To:** sr271lib@lga.att.com  
**Subject:** FW: Update on Pending Change Requests

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

**From:** sandra k evans [mailto:sandra.k.evans@mail.sprint.com]  
**Sent:** Thursday, March 23, 2000 3:20 PM  
**To:** sharon.arnett@openmail.mail.sprint.com;  
brian.powers@onepointcom.com; brutter@kpmg.com; bszafran@covad.com;  
c\_and\_m@bellsouth.net; Change.Control@bridge.bellsouth.com;  
cheryl@eatel.com; CPolizzotti@northpoint.net; Craig.B.Douglas@MCI.com;  
Craig@exceleron.com; dbraun@adelphia.com; Debra.Pasquale@btitele.com;  
dfoust@deltacom.com; dlasher@eftia.com; DoBeck@Mediaone.com;  
donnas@intetech.com; dpetry@ix.netcom.com; drodrigu@accessone.cc;  
sandra.k.evans@openmail.mail.sprint.com; Gary@CSII.net;  
generaig@cris.com; george@accesscomm.com; jason.estep@adelphiacom.com;  
Jdavid4715@aol.com; JDoherty@accessone.cc; jeffrey@cellularsouth.com;  
jhoze@kmctelecom.com; JMMaxwell@intermedia.com;  
JOSEPH.ONEAL@adelphiacom.com; Williamson, Jill R, NCAM; Wilson Jr, Jack  
T (Tom), BGM; kelley.dunne@onepointcom.com; Kimberly.O.Williams@MCI.com;  
krmiller@northpointcom.com; lhall@floridadigital.net;  
Lminasola@Mediaone.com; Mark.E.Turner@MCI.com;  
mconquest@itcdeltacom.com; microsun@bellsouth.net;  
Nicole.Moorman@adelphiacom.com; PBarker@aol.com; PBohn@Mediaone.com;  
Pkingborn@eztalktelephone.com; Sandrajf@intetech.com;  
sbowling@caprock.com; shane@eatel.com; sharon.russo@btitele.com;  
sjenning@nowcommunications.com; srober@kmctelecom.com;  
teve.taff@allegiancetelecom.com; TAYLOR.J@LCl.COM; tbrooks@mantiss.com;  
TLA@MAGICNET.NET; tmonemayer@mantiss.com; Todd@CSII.net;  
tvercellotti@mantiss.com; Tyra.Colbert@wcom.com;  
wmknapek@intermedia.com; wmontano@uslec.com; wolfsbrg@cris.com;  
WWalker@mantiss.com  
**Cc:** jim.a.lenihan@openmail.mail.sprint.com  
**Subject:** RE: Update on Pending Change Requests

Change Control Team,

Sprint concurs with AT&T that the below examples should be treated as a Defect. The possibly of delaying or completely shutting down the electronic process of the order flow is detrimental to the CLEC. If a manual work around is suggested or used until the electronic process is corrected, the impact to both the CLEC and BST is great. The manual processes require more time, headcount, and allows for more errors. This is not acceptable to Sprint. Thus the below examples should be treated as a Defect and requiring the same resolution timeframe as a Defect.

Sandy Evans  
Product Manager II  
Sprint National Integrated Services  
913-433-8499

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

**From:** jrwilliamson [SMTP:jrwilliamson@att.com]  
**Sent:** Thursday, March 23, 2000 12:14 PM  
**To:** Change.Control; Arnett, Sharon A.; TLA; PBarker; PBohn;

Docket No. 2000-465  
JMB-R5  
Page 3 of 11

sbowling; dbraun; tbrooks; bszafran; Tyra.Colbert;  
mconquest; CPolizzotti; Jdavid4715; DoBeck; JDoherty;  
Craig.B.Douglas; kelley.dunne; jason.estep; Evans, Sandra  
K.; george; dfoust; generalg; lhali; jhoze; Craig;  
sjenning; Sandrajf; Pkingborn; wmknapak; dlasher;  
JMMaxwell; c.and.m; Gary; Todd; kmiller; Lminasola;  
wmontano; tmontemayer; Nicole.Moorman; JOSEPH.ONEAL;  
Debra.Pasquale; dpetry; brian.powers; microsun; cheryl;  
jeffrey; srober; drodrigu; sharon.russo; brutter; shane;  
donna; steve.taff; TAYLORJG; Mark.E.Turner;  
tvercellotti; WWalker; Kimberly.O.Williams; jtwilson2;  
wolfsbrg

Cc: jrwilliamson  
Subject: RE: Update on Pending Change Requests  
Importance: High

Valerie,

In response to your update, I disagree on BellSouth's assessment of my requests for the following reasons.

DEF030100\_002 (Pre-Order and Order Business Rule Discrepancies)  
While BellSouth may not consider this a systems defect based on the fact that the systems was designed as such, I consider it a defect in the design of the system. For example, BellSouth may allow for 15 characters to be sent to me out of RSAG for a certain field, but only allows for 9 characters on the order. If RSAG gives me back a value greater than 9 (its designed to accommodate more), I cannot place a firm order because of the way the ordering system is designed. Regardless, I cannot send the order and my production is impacted.

DEF030200\_001 (RPON Business Rules and Error Messages)  
You hit on my point exactly when you stated that there is no business rule defined for rejecting RPON'd orders. BellSouth does not have any documented rules around RPON'ing of orders not does it have a reject code specifically for RPON'd orders. We've been told that we can relate the orders sequentially or relate all orders to the first order, but neither seems to generate a consistent result from BellSouth. We've been told that when BellSouth rejects one order in a group of RPON'd orders, it will reject all of the related orders. However, this does not always occur. Sometimes all of our orders are rejected and sometimes only one is rejected and the related PONs are FOC'd. In order for us to solidify our M&Ps and build consistency in our process, BellSouth must document its rules around RPON'ing of orders.

Sincerely,

Jill Williamson  
AT&T Local Services and Access Management

Docket No. 2000-465  
JMB-R5  
Page 4 of 11

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

From: Change.Control@bridge.bellsouth.com  
[mailto:Change.Control@bridge.bellsouth.com]

Sent: Wednesday, March 22, 2000 5:20 PM

To: sharon.arnett@mail.sprint.com; TLA@MAGICNET.NET; PBarker@aol.com;  
PBohn@Mediaone.com; sbowling@caprock.com; dbraun@adelphia.com;  
tbrooks@mantiss.com; bszafran@covad.com; Tyra.Colbert@wcom.com;  
mconquest@itcdellacom.com; CPolizzotti@northpoint.net;  
Jdavid4715@aol.com; DoBeck@Mediaone.com; JDoherty@accessone.cc;  
Craig.B.Douglas@MCI.com; kelley.dunne@onepointcom.com;  
jason.estep@adelphiacom.com; sandra.k.evans@mail.sprint.com;  
george@accesscomm.com; dfoust@deltacom.com; generalg@cris.com;  
lhali@floridadigital.net; jhoze@kmctelecom.com; Craig@exceleron.com;  
sjenning@nowcommunications.com; Sandraj@intetech.com;  
Pkingbom@eztaiktelephone.com; wmknapek@intermedia.com;  
dasher@eftia.com; JMMaxwell@intermedia.com; c\_and\_m@bellsouth.net;  
Gary@CSII.net; Todd@CSII.net; kmiller@northpointcom.com;  
Lminasola@Mediaone.com; wmontano@usfec.com; tmontemayer@mantiss.com;  
Nicole.Moorman@adelphiacom.com; JOSEPH.ONEAL@adelphiacom.com;  
Debra.Pasquale@btitele.com; dpetry@ix.netcom.com;  
brian.powers@onepointcom.com; microsun@bellsouth.net;  
cheryl@eatel.com;  
jeffrey@cellularsouth.com; srober@kmctelecom.com;  
drodrigu@accessone.cc;  
sharon.russo@btitele.com; brutter@kpmg.com; shane@eatel.com;  
donnas@intetech.com; steve.taff@allegiancetelecom.com;  
TAYLORJG@LCl.COM;  
Mark.E.Turner@MCI.com; tvercellotti@mantiss.com; WWalker@mantiss.com;  
Kimberly.O.Williams@MCI.com; Williamson, Jill R, NCAM; Wilson Jr,  
Jack T  
(Tom), BGM; wolfsbrg@cris.com  
Subject: Update on Pending Change Requests

Attention CLECs:

Attached are updates on two pending change requests:

DEF030100\_002 (Pre-Order and Order Business Rule Discrepancies)  
This issue has been reclassified as a feature. The field  
discrepancies  
identified by this request were designed and implemented according to  
the  
original user requirements. BellSouth is investigating this change for  
implementation in a future release.

DEF030200\_001 (RPON Business Rules and Error Messages)  
This issue has been reclassified as a feature. There is not a  
business  
defined  
where a related PON is rejected because one other or several others  
that are  
related are rejected. This issue has been referred to our  
documentation  
staff  
for review.

We will keep you posted with the status. Please let us know if you  
have any  
questions.

Docket No. 2000-465  
JMB-R5  
Page 5 of 11

Thanks,  
Change Control Team

Docket No. 2000-465  
JMB-R5  
Page 6 of 11

^ SR 271 Library

---

**From:** jrwilliamson@att.com  
**Sent:** Monday, June 05, 2000 1:52 PM  
**To:** sr271lib@lga.att.com  
**Subject:** FW: Update on Pending Change Requests

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

**From:** Tyra Colbert [mailto:tyra.colbert@wcom.com]  
**Sent:** Thursday, March 23, 2000 3:16 PM  
**To:** Williamson, Jill R, NCAM; Change.Control@bridge.bellsouth.com; sharon.arnett@mail.sprint.com; TLA@MAGICNET.NET; PBarker@aol.com; PBohn@Mediaone.com; sbowling@caprock.com; dbraun@adelphia.com; tbrooks@mantiss.com; bszafran@covad.com; mconquest@itcdeltacom.com; CPolizzotti@northpoint.net; Jdavid4715@aol.com; DoBeck@Mediaone.com; JDoherty@accessone.cc; Craig.B.Douglas@wcom.com; kelleey.dunne@onepointcom.com; jason.estep@adelphia.com; sandra.k.evans@mail.sprint.com; george@accesscomm.com; dfoust@deltacom.com; generalg@cris.com; lhall@floridadigital.net; jhoze@kmctelecom.com; Craig@exceleron.com; sjenning@nowcommunications.com; Sandrajf@intetech.com; Pkingborn@eztalktelephone.com; wmknappek@Intermedia.com; dlasher@eftia.com; JMMaxwell@Intermedia.com; c\_and\_m@bellsouth.net; Gary@CSII.net; Todd@CSII.net; kmiller@northpointcom.com; Lminasola@Mediaone.com; wmontano@uslec.com; tmontemayer@mantiss.com; Nicole.Moorman@adelphia.com; JOSEPH.ONEAL@adelphia.com; Debra.Pasquale@britele.com; dpetry@ix.netcom.com; brian.powers@onepointcom.com; microsun@bellsouth.net; cheryl@eatel.com; jeffrey@cellularsouth.com; srober@kmctelecom.com; drodrigu@accessone.cc; haron.russo@britele.com; brutter@kpmg.com; shane@eatel.com; jonnas@intetech.com; steve.taff@allegiancetelecom.com; TAYLORJG@LCI.COM; Mark.E.Turner@wcom.com; tvercellotti@mantiss.com; WWalker@mantiss.com; Kimberly.O.Williams@wcom.com; Wilson Jr, Jack T (Tom), BGM; wolfsbrg@cris.com  
**Subject:** RE: Update on Pending Change Requests

Bell South Change Control,

I'm in agreement with AT&T (Jill Williamson) regarding this issue in that it needs to be handled as a priority. If the defect takes us out of business, it needs to be handled in a expeditious manner. If Bell South identifies a work around we should expect some reasonable timeframe to resolve the issue, not just "investigating for a future release".

Sincerely,

Tyra Colbert  
MCI WorldCom

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

> **From:** Williamson, Jill R, NCAM [mailto:jrwilliamson@att.com]  
> **Sent:** Thursday, March 23, 2000 1:14 PM  
> **To:** Change.Control@bridge.bellsouth.com; sharon.arnett@mail.sprint.com;  
> TLA@MAGICNET.NET; PBarker@aol.com; PBohn@Mediaone.com;  
> sbowling@caprock.com; dbraun@adelphia.com; tbrooks@mantiss.com;  
> bszafran@covad.com; Tyra.Colbert@wcom.com; mconquest@itcdeltacom.com;  
> CPolizzotti@northpoint.net; Jdavid4715@aol.com; DoBeck@Mediaone.com;  
> JDoherty@accessone.cc; Craig.B.Douglas@wcom.com;

Docket No. 2000-465  
JMB-R5  
Page 7 of 11

> kelley.dunne@onepointcom.com; jason.estep@adelphiacom.com;  
> sandra.k.evans@mail.sprint.com; george@accesscomm.com;  
> dfoust@deltacom.com; generalg@cris.com; lhall@floridadigital.net;  
> jhoze@kmctelecom.com; Craig@excleron.com;  
> sjenning@nowcommunications.com; Sandrajf@intetech.com;  
> Pkingborn@eztalktelephone.com; wmknapex@Intermedia.com;  
> dlasher@etia.com; JMMMaxwell@Intermedia.com; c\_and\_m@bellsouth.net;  
> Gary@CSII.net; Todd@CSII.net; kmiller@northpointcom.com;  
> Lminasola@Mediaone.com; wmontano@uslec.com; tmontemayer@mantiss.com;  
> Nicole.Moorman@adelphiacom.com; JOSEPH.ONEAL@adelphiacom.com;  
> Debra.Pasquale@btitele.com; dpetry@ix.netcom.com;  
> brian.powers@onepointcom.com; microsun@bellsouth.net; cheryl@eatel.com;  
> jeffrey@cellularsouth.com; srober@kmctelecom.com; drodrigu@accessone.cc;  
> sharon.russo@btitele.com; brutter@kpmg.com; shane@eatel.com;  
> donnas@intetech.com; steve.taff@allegiancatelecom.com; TAYLORJG@LCI.COM;  
> Mark.E.Turner@wcom.com; tvercellotti@mantiss.com; WWalker@mantiss.com;  
> Kimberly.O.Williams@wcom.com; Wilson Jr, Jack T (Tom), BGM;  
> wolfsbrg@cris.com

> Subject: RE: Update on Pending Change Requests

> Importance: High

>

>

> Valerie,

>

> In response to your update, I disagree on BellSouth's assessment of my

> requests for the following reasons.

>

> DEF030100\_002 (Pre-Order and Order Business Rule Discrepancies)

> While BellSouth may not consider this a systems defect based on the fact

> that the systems was designed as such, I consider it a defect in

> the design

> of the system. For example, BellSouth may allow for 15 characters to be

> sent to me out of RSAG for a certain field, but only allows for 9

> characters

> on the order. If RSAG gives me back a value greater than 9 (its

> designed to

> accommodate more), I cannot place a firm order because of the way the

> ordering system is designed. Regardless, I cannot send the order and my

> production is impacted.

>

> DEF030200\_001 (RPON Business Rules and Error Messages)

> You hit on my point exactly when you stated that there is no business rule

> defined for rejecting RPON'd orders. BellSouth does not have any

> documented

> rules around RPON'ing of orders not does it have a reject code

> specifically

> for RPON'd orders. We've been told that we can relate the orders

> sequentially or relate all orders to the first order, but neither seems to

> generate a consistent result from BellSouth. We've been told that when

> BellSouth rejects one order in a group of RPON'd orders, it will

> reject all

> of the related orders. However, this does not always occur.

> Sometimes all

> of our orders are rejected and sometimes only one is rejected and the

> related PONs are FOC'd. In order for us to solidify our M&Ps and build

> consistency in our process, BellSouth must document its rules around

> RPON'ing of orders.

>

> Sincerely,

>

> Jill Williamson

> AT&T Local Services and Access Management

>

>

Docket No. 2000-465

JMB-R5

Page 8 of 11

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

> From: Change.Control@bridge.bellsouth.com  
> [mailto:Change.Control@bridge.bellsouth.com]  
> Sent: Wednesday, March 22, 2000 5:20 PM  
> To: sharon.arnett@mail.sprint.com; TLA@MAGICNET.NET; PBarker@aol.com;  
> PBohn@Mediaone.com; sbowling@caprock.com; dbraun@adelphia.com;  
> tbrooks@mantiss.com; bszafran@covad.com; Tyra.Colbert@wcom.com;  
> mconquest@itcdeltacom.com; CPolizzotti@northpoint.net;  
> Jdavid4715@aol.com; DoBeck@Mediaone.com; JDoherty@accessone.cc;  
> Craig.B.Douglas@MCI.com; kelley.dunne@onpointcom.com;  
> jason.estep@adelphiacom.com; sandra.k.evans@mail.sprint.com;  
> george@accesscomm.com; dfoust@deltacom.com; generalg@cris.com;  
> lhall@floridadigital.net; jhoze@kmctelecom.com; Craig@exceleron.com;  
> sjenning@nowcommunications.com; Sandraj@intetech.com;  
> Pkingborn@eztalktelephone.com; wmknappek@Intermedia.com;  
> dlasher@etia.com; JMMaxwell@Intermedia.com; c\_and\_m@bellsouth.net;  
> Gary@CSII.net; Todd@CSII.net; kmiller@northpointcom.com;  
> Lminasola@Mediaone.com; wmontano@uslec.com; tmontemayer@mantiss.com;  
> Nicole.Moorman@adelphiacom.com; JOSEPH.ONEAL@adelphiacom.com;  
> Debra.Pasquale@btitele.com; dpetry@ix.netcom.com;  
> brian.powers@onpointcom.com; microsun@bellsouth.net; cheryl@eatel.com;  
> jeffrey@cellularsouth.com; srober@kmctelecom.com; drodrigu@accessone.cc;  
> sharon.russo@btitele.com; brutter@kpmg.com; shane@eatel.com;  
> donnas@intetech.com; steve.taff@allegiancetelecom.com; TAYLORJG@LCI.COM;  
> Mark.E.Turner@MCI.com; tvercellotti@mantiss.com; WWalker@mantiss.com;  
> Kimberly.O.Williams@MCI.com; Williamson, Jill R, NCAM; Wilson Jr, Jack T  
> (Tom), BGM; wolfsbrg@cris.com  
> Subject: Update on Pending Change Requests

> Attention CLECs:

> Attached are updates on two pending change requests:

> DEF030100\_002 (Pre-Order and Order Business Rule Discrepancies)

> This issue has been reclassified as a feature. The field discrepancies  
> identified by this request were designed and implemented according to the  
> original user requirements. BellSouth is investigating this change for  
> implementation in a future release.

> DEF030200\_001 (RPON Business Rules and Error Messages)

> This issue has been reclassified as a feature. There is not a business  
> defined  
> where a related PON is rejected because one other or several  
> others that are  
> related are rejected. This issue has been referred to our documentation  
> staff  
> for review.

> We will keep you posted with the status. Please let us know if  
> you have any  
> questions.

> Thanks,

> Change Control Team

Docket No. 2000-465  
JMB-R5  
Page 9 of 11



^ SR 271 Library

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**From:** irwilliamson@att.com  
**Sent:** Monday, June 05, 2000 1:52 PM  
**To:** sr271lib@lga.att.com  
**Subject:** FW: change control

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

**From:** Tyra Colbert [mailto:tyra.colbert@wcom.com]  
**Sent:** Monday, April 10, 2000 7:39 AM  
**To:** sandra.k.evans; sharon.arnett@openmail.mail.sprint.com; Williamson, Jill R, NCAM; mark.e.turner@wcom.com  
**Subject:** RE: change control

All,

MCI WorldCom also agrees that a consensus has not been met between the CLEC community and Bell South, and that a 3 month trial period is a must. Without a trial period this would allow BST to close the door on a process that we have noted clear disagreement and have highlighted several gaps within the process. MCI WorldCom is in support of requesting that a trial period be established before the process is considered final.

Tyra

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

> **From:** sandra.k.evans [mailto:sandra.k.evans@mail.sprint.com]  
> **Sent:** Friday, April 07, 2000 4:34 PM  
> **To:** sharon.arnett@openmail.mail.sprint.com; jrwilliamson@att.com;  
> mark.e.turner@wcom.com; Tyra.Colbert@wcom.com  
> **Subject:** RE: change control

>  
>  
> Jill,

>  
> Sprint agrees BellSouth did not receive consensus. I think a 3 month trial should show a good indication if the CMP is going to work for the CLEC community. Sprint is already experiencing issues with system outage notifications and getting questions resolved between the Change Management Team and the Account Team.

>  
> Sandy  
> 913-433-8499

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

> **From:** jrwilliamson [SMTP:jrwilliamson@att.com]  
> **Sent:** Thursday, April 06, 2000 4:23 PM  
> **To:** mark.e.turner; Arnett, Sharon A.; Evans, Sandra K.;  
> Tyra.Colbert  
> **Cc:** jrwilliamson  
> **Subject:** change control

>  
> As FYI, attached is KPMG's interim report on the Georgia Third Party Testing. Take a look at the Change Control Section highlighted. As far as I'm concerned, we don't have a consensus. Also, I firmly believe, based on my past and current experience with the process, that we need to have a

Docket No. 2000-465  
JMB-R5  
Page 10 of 11

> trial period for the process. Any thoughts???

> Jill

> <<KPMG 4-6-00\_.doc>>

> << File: KPMG 4-6-00\_.doc >>



## EICCP Steering Committee Meeting Minutes

**DATE:** March 23, 2000

**MEETING:** EICCP Steering Committee

**PURPOSE:** Review Interim Change Control Process

### ATTENDEES

<u>Tyra Colbert, MCI</u>	<u>Brian Rutter, KPMG</u>	<u>Valerie Cottingham, BST</u>
<u>Sandy Evans, Sprint</u>	<u>Jill Williamson, AT&amp;T</u>	<u>Edwardine Marrone - BST</u>
<u>Melvin Porter, BST</u>	<u>Tom Montemayer,</u>	<u>Shamne Stapler, ITC-DeltaComm</u>
	<u>Mantiss/Access One</u>	
<u>Bill Shoemaker, BST</u>	<u>Cornelius White, BST</u>	<u>Cheryl Storey, BST</u>
<u>Renard Robinson, BST</u>	<u>Steve Hancock, BST</u>	

### AGENDA

Agenda This was a follow-up conference call to review BST's input regarding the recommended changes made to the Change Control Process during the CLECP/BST February 29, 2000 conference call.

### SUMMARY OF MEETING

TOPIC	DISCUSSION
<i>Opening</i>	<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"> <li>• Review the Interim Change Control Process document.</li> <li>• Review outstanding action items from 2/29/00 conference call.</li> <li>• Review new action items.</li> </ul>

<b>Review of Changes to the CCP</b>	<p>The CCP documentation (Ver 1.3, March 14, 2000) was updated to incorporate the following changes:</p> <ul style="list-style-type: none"> <li>• Addition of Type 6 Change Request, CLEC Impacting Defect</li> <li>• Increased number of participants at Change Review meetings</li> <li>• Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days</li> <li>• Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLBC community</li> <li>• Added web site address for the Change Control Process</li> <li>• Added notification regarding the Retirement and Introduction of new interfaces</li> <li>• Added new status codes for Defect Change Requests: "V" for Validated Defect, "W" for Workaround Developed, "DC" for Defect Cancelled", "S" for Defect Scheduled for Release and "I" Defect Implemented</li> <li>• Added new status codes for Types 2-5 Change Requests: "S" for Scheduled for a Release and "I" for Implemented Change Request</li> <li>• Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages.</li> <li>• Word changes to provide clarification throughout the document.</li> </ul>
<b>Process Change/Review</b>	<p>Each section of the Interim Change Control Process document (Version 1.3, March 14, 2000) was reviewed. Changes agreed upon are reflected in the Action Items.</p>

<p><b>CLEC Concerns</b></p>	<p>The following are concerns expressed by the CLECs regarding the Interim Change Control Process:</p> <ul style="list-style-type: none"> <li>• Introduction of new interfaces and retirement of existing interfaces. All new interfaces must be introduced through the CCP (not just announced) and that the retirement of an existing interface should be facilitated through the CCP.</li> <li>• Issues around or changes to testing of the interfaces and processes should be managed through the CCP.</li> <li>• Any issues or questions surrounding the interfaces, documentation of business processes should also be managed through the CCP.</li> <li>• Notifications and correspondence from BellSouth should be distributed to the industry via BellSouth's web site and email.</li> <li>• Need a process for reporting requests for expedited features.</li> <li>• The intervals for resolution of a defect are too long.</li> <li>• Need to further define defect (system vs. design, lack of business rules)</li> <li>• Software release and documentation notifications of 30 days are not sufficient time for CLECs to build their interfaces.</li> </ul>
<p><b>CLEC Training of new CCP</b></p>	<p>CLEC training will be developed to educate CLECs of the improvements to the process. Training documentation will be posted to the web. BST asked for volunteers from the CLEC community to assist with the development of training. No volunteers were provided.</p>
<p><b>Review of Outstanding Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Backup support for CSMs. Status: For after hours support the appropriate Customer Service Center should be contacted and escalation procedures utilized if necessary.</li> <li>2. Regulatory statements/changes – will BST notify CLEC community if they are not going to comply or if they plan to apply for extension, etc. Status: BellSouth will comply with Regulatory statements/changes. If dates of responding are different a CLEC Notification Letter will be posted to the BellSouth web site.</li> <li>3. Test environment for CLECs. Status: There is a pending change request under review for an EDI Test Environment.</li> <li>4. Web posting of release status and release notification information. Status: Release status and release notification information will be posted to the web site when the new CCP is fully implemented.</li> <li>5. Retirement of existing interfaces. Status: Note was added to Version 1.3, March 14, 2000 CCP document indicating as new interfaces are introduced or retired, BellSouth will post a CLEC Notification Letter to the web 60-90 days prior to the introduction or retirement of the interface. Refer to "CLEC Concerns" – this is an outstanding issue.</li> <li>6. Status of pending change requests. Status: Our monthly status meeting on March 29, 2000 will provide status of all pending requests.</li> <li>7. Copy of notification template. Status: The Type 1 System Outage notification template was reviewed during this meeting.</li> <li>8. BST is currently looking at incorporating the initial notification for Type 1 System Outages via email to all impacted CLECs. Status: No status change.</li> </ol>

<p><b>Review of New Action Items</b></p>	<ol style="list-style-type: none"> <li>1. BellSouth will consider improvement ideas listed in the "CLEC Concerns" section of these minutes.</li> <li>2. BST Electronic Communications Support (ECS) will entertain the suggestion of providing resolution information to the Type 1 System Outage Notification.</li> <li>3. The Change Control Team will make the following changes to the Interim Change Control Process document (Version 1.3, March 14, 2000): <ul style="list-style-type: none"> <li>• Add "billing" to Process and Documentation bullets under types of changes that will be managed by this process (Introduction Section)</li> <li>• Further define "Testing Support" and "Issue Resolution/Questions" under types of changes that Change Control Process does not include (Introduction Section)</li> <li>• Define a process for handling defects that are re-classified as features (design defects and documentation issues).</li> <li>• Change Step 3 cycle time (Types 2-5) from 15 to 20 Bus Days.</li> <li>• Add to Step 10 (Types 2-5) verbiage regarding BellSouth Business Requirements will be presented to CLECs. If needed, BellSouth will incorporate changes and re-baseline.</li> <li>• Add verbiage to reflect that notification will be posted to the web if it is determined that a defect affects more than one CLEC (Section 5.0 – Defect Notification Process opening paragraph).</li> <li>• Reword "NOTE" in Section 6.0 – Change Review to reflect that status meetings will occur monthly. Prioritization meetings will include monthly status agenda.</li> <li>• Terms &amp; Definitions – include verbiage to the definition for Type 1 System Outage to match Type 1 Definition in Section 3.0.</li> </ul> </li> </ol>
<p><b>Closure</b></p>	<p>The goals of implementing the new Change Control Process are:</p> <ul style="list-style-type: none"> <li>• "Work" process as defined</li> <li>• Review performance of defined process</li> <li>• Take "improvement ideas" into consideration</li> <li>• Move forward with implementing new Change Control Process 4/17/00</li> </ul> <p>A follow up call will be scheduled to review status of outstanding issues. Meeting details to follow.</p>

## Change Control Process Meeting Minutes

**DATE:** April 17, 2000

**MEETING:** CCP Interim Document Review Meeting

**PURPOSE:** Review Status of CCP Interim Document changes

**ATTENDEES**

<u>Tyra Colbert, MCI</u>	<u>Mary Conquest, ITC-Deltacom</u>	<u>Valerie Cottingham, BST</u>
<u>Sandy Evans, Sprint</u>	<u>Jill Williamson, AT&amp;T</u>	<u>Edwardine Marrone - BST</u>
<u>Steve Hancock, BST</u>	<u>Cheryl Storey, BST</u>	
<u>Bill Shoemaker, BST</u>		

**AGENDA**

Agenda      Review changes to the Interim CCP Document since last meeting.

**SUMMARY OF MEETING**

TOPIC	DISCUSSION
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"> <li>Review changes to the Interim CCP Document, including the Testing portion.</li> </ul>

	<p>Cheryl Storey – BST discussed the recent changes that have been made to the Interim Change Control Document (Ver. 1.4, April 14, 2000). These included the addition of the Testing Environment portion and clarification of the Dispute Process.</p> <ol style="list-style-type: none"> <li>1. Discussed the verbiage surrounding the addition of “billing” issues to the document in the introduction section. Clarification was offered and discussion was held that Change Control would not handle billing changes as they affect the electronic interfaces. BST will go back internally and clarify the scope of what “billing” will include.</li> <li>2. Change control will not be including testing support.</li> <li>3. Clarified that the issue resolution/questions are not included in Change Control.</li> <li>4. Discussed about Type 1 system outages and that Email notification will now be sent with the web posting. Also clarified the email notification reference throughout the document.</li> <li>5. Discussed about Type 6 defect notification and that Email notification will now be sent with the web posting. Also clarified the email notification reference throughout the document as it relates to Type 6.</li> </ol>
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	<ol style="list-style-type: none"> <li>6. Discussed the Introduction and Retirement of Interfaces section and the posting guidelines.</li> <li>7. Discussed about the addition of the Dispute Resolution Process to the document.</li> <li>8. Discussed the addition of the Informational page regarding the Testing Environment and explained that testing would not be included in change control but should be coordinated through the Account Teams using the current process.</li> <li>9. BST recommends to the CLEC community that if a trial is agreed upon for 3 months using this process and CLEC issues are addressed, a "final" baselined document would be implemented at the end of the 3 month period. MCI and ITC/Deltacom verbally agreed to this.</li> </ol>
<p><b>Issues raised by the CLECs</b></p>	<ol style="list-style-type: none"> <li>1. Tyra Colbert (MCI) asked if Email notification on System 1 outages would include the resolution. BST explained that currently the date, type of outage, brief description of outage and resolution date will be included. ACTION ITEM: BST – Susan Hart will provide the suggested format that the ECS group will publish.</li> <li>2. Jill Williamson (AT&amp;T) is concerned that workarounds are not always working and there needs to be a process or mechanism in place to identify these situations and allow for more expedient resolution.</li> <li>3. Jill Williamson (AT&amp;T) wants clarification on when a defect becomes a "feature" change and gets re-classified as a pending request.</li> <li>4. AT&amp;T, Sprint, and MCI agreed that depending on the situation, the CLECs may not be willing to participate in another "dispute team" before filing a formal complaint with the commissions on items that have been escalated to Level 3.</li> <li>5. CLECs would prefer that the testing environment go through Change Control.</li> <li>6. Tyra Colbert (MCI) recommends that additional terms be added to the term definitions. (e.g., Account Manager, ECS, etc.)</li> <li>7. CLECs recommend to BST that a 3 month trial be implemented using the Interim Change Control process to determine if process is working as outlined before committing the document as "Final".</li> </ol>



**November 13, 2000**  
**Release 9.0 User Requirements**  
**MEETING MINUTES**

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
Release 9.0 User Requirements	Cheryl Storey - Change Control Team	11-14-00

**Participants/Attendees**

PARTICIPANT	COMPANY
Sheriann Lively	Trivergent
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Jill Williamson	AT&T
Donna Cain	AT&T
Anthony Zerillo	Birch Telcom
Woody Roe	Albion Connect
Tami Swanson	Anderson Consulting
Kim Gillette	Quintessent
Gloria Melvin	Trivergent

PARTICIPANT	COMPANY
Kevin McCall	BST
Stephanie Smith	Dset
Brenda Jones	BST
Barry Burnett	Trivergent
Michelle Gemey	Trivergent
Brian Rutter	KPMG
Jane Scott	BST
Lorraine Watson	WorldCom
Jean John	Quintessent

**Meeting Information History**

DATE	START TIME	END TIME
11/13/00	2:00 PM EST	3:00 PM EST

**MEETING PURPOSE**

- Review User Requirements for Release 9.0.
- Discuss reason for removing three (3) targeted features from Release 9.0 scope.

**November 13, 2000**  
**Release 9.0 User Requirements**  
**MEETING MINUTES**

**MEETING MINUTES**

Agenda Items	Discussion
<b>1. Removal of Targeted Features from Release 9.0 Scope</b>	<p>The following features that were targeted for Release 9.0 will not be included in the scope:</p> <p>CR0003 - RPON Electronic Reject &amp; Flow-Through</p> <p>EDI1215990001/CR0133 - TN vs RSAG Validation/Migration of UNE-P Notifications</p> <p>EDI0812990003 - 411 Drops - Electronic Solution</p> <p>Due to the system capacity of Release 9.0, with Number Pooling being a sizable effort, the above 3 (three) targeted features have been removed from the Release 9.0 scope and are being considered for Release 10.0.</p> <p>BellSouth is in the process of finalizing Release 10.0 scope. The prioritization ranking from both the 6/28/00 and 9/27/00 meetings are being considered for Release 10.0. It's probable that all items previously targeted will not be included in Release 10.0.</p> <p>Release 11.0 has not been scheduled yet.</p>
<b>2. Review of UNE to UNE Migrations User Requirements (CR0030)</b>	<p>Jane Scott led the review of the UNE to UNE Migrations User Requirements (CR0030). The scope of this feature is to provide the functionality to electronically support UNE-to-UNE migration service requests for REQTYM: ACT of V for Port/Loop Combo to REQTYM A (Loop).</p> <p>Jill (AT&amp;T) questioned if this feature supported REQTYM to B. The response provided was that REQTYM to B was not included in these User Requirements. If this functionality is needed, a Change Request would need to be submitted.</p> <p>Jill (AT&amp;T) questioned if orders could be related. The response provided is that there is no change in submitting RPONs to relate LSRs.</p> <p>Jill (AT&amp;T) questioned if there were any restrictions with this feature. Jane advised there are no restrictions. If you can perform a function today, you will be able to perform the same function when this feature is implemented.</p> <p>This feature accommodates conversion from CLEC to same CLEC (must own the account).</p>
<b>3. Wrap up/Adjourn</b>	<p>Release 9.0 scope includes:</p> <p>CR0169 - Number Pooling Mandate</p> <p>CR0030 - UNE to UNE Migrations</p> <p>The scheduled implementation date is 01/06/01.</p>



**November 13, 2000**  
**Release 9.0 User Requirements**  
**MEETING MINUTES**

**Docket No. 2000-465**  
**JMB-R7**  
**Page 3 of 19**

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

From: Change.Control@bridge.bellsouth.com  
[mailto:Change.Control@bridge.bellsouth.com]  
Sent: Wednesday, November 08, 2000 5:19 PM  
To:  
Subject: ID: Update to Rel 9.0 Targeted CRs

\_\_\_\_\_ Distributed Message \_\_\_\_\_

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to  
List Manager /ml,mail1a with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.

DRAFT

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted 3/2/00 (2)

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

DEFECT (3A)

Company

Name AT&T \_\_\_\_\_ (4)

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

CCM Email Address jrwilliamson@att.com \_\_\_\_\_ (7) Fax 404-810-8562 \_\_\_\_\_ (8)

Alternate CCM \_\_\_\_\_ (9) Alt Phone # \_\_\_\_\_ (10)

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

Title of Change RPON Business Rules and Error Messages \_\_\_\_\_ (13)

Category  Add New Functionality  Change Existing (14) Desired Due Date 3/10/00 (15)

Originating CCM assessment of impact  Major  Minor  None expected (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 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 checked="" type="checkbox"/> Documentation	<input type="checkbox"/> Hardware <input checked="" type="checkbox"/> New or Revised Edits <input type="checkbox"/> Regulatory	<input type="checkbox"/> Industry Standards <input type="checkbox"/> Process <input type="checkbox"/> Other

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

There are currently no documented business rules for placing orders that are related. AT&T has been sending the orders such that the second PON is related to the first PON, the third PON is related to the second PON and so forth. At one time, BellSouth told us that we should relate all of the orders to the first order. Also, our understanding is that if BellSouth rejects one of the related orders, all of the related orders should be rejected. This does not happen. In most cases when one of the related orders is rejected, the others get FOC'd. BellSouth needs to clearly define its expectations for related orders and fix its systems such that they match the business rules. Also, BellSouth does not have an electronic reject that states the order was rejected because the RPON'd order was rejected. (We've only seen this in the manual environment) BellSouth needs to add a reject code/reason for RPON'd orders.

Known dependencies (21)

\_\_\_\_\_

Additional Information  Yes  No (22)

Attachment A-4A

Docket No. 2000-465  
JMB-R7  
Page 5 of 19

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

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*This Section to be completed by BCCM only.*

Change Request Log # CR0003 23) Clarification  Yes  No (24)

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

Status    RC    (27)

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

Last Modified By    BCCM    (30) Date Modified   11/6/00   (31)

**Review Results** (32)   3-17-00 There is not a business defined where a related PON is rejected because one other or several others that are related are rejected. This issue has been referred to our documentation staff to incorporate the handling of RPONs in the business rules.

6-29-00 Business rules for RPONs are targeted to be included in the next update of the BellSouth Business Rules for Local Ordering (BBR-LO) mid-July, 2000.

7-25-00 Target date for posting RPON business rules in the BellSouth Business Rules for Local Ordering (BBR-LO) guide has changed to August 25, 2000. The request for the electronic reject is currently being sized for a future release.

8/16/00 – Advance copy of RPON business rules provided to CLEC community.

8/31/00 – RPON business rules posted on Web site.

9/14/00 See Related CR0137 and CR0160.

AT&T is requesting that BellSouth modify its systems so that additional order types will flow through its systems without manual intervention. AT&T would like BellSouth to fully mechanized the following order types: All RPON'd orders.

9/22/00 – Targeted for Release 9.0 scheduled for 01/06/01.

11/6/00 – RPON flow-through and electronic reject will not be included with Release 9.0 scope. This issue to be addressed during the 11/13/00 Release 9.0 User Requirements meeting.

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

Cancellation Acknowledgment CLEC    BST    Date   /  /   (34)

**Request Appeal**  Yes  No (35)

**Appeal Considerations** (36)

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Agreed Release Date   /  /   (37)

CMVC #    (38)

**Attachment A-4A**

DDTS# \_\_\_\_\_ (39)

**Docket No. 2000-465**  
**JMB-R7**  
**Page 7 of 19**

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**Attachment A-4A**

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



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted 12/15/99 (2)  
 CLEC  BST (3) Company Name AT&T (4)  
 CCM Jill Williamson (5) Phone 404-810-8562 (6)  
 CCM Email Address jwilliamson@att.com (7) Fax 404-810-8605 (8)  
 Alternate CCM \_\_\_\_\_ (9) Alternate Phone \_\_\_\_\_ (10)  
 Originator's Name Jill Williamson (11) Phone 404-810-8562 (12)  
 Title of Change Validation on TN vs. Address (13)

Category:  Add New Functionality  Change Existing (14) Desired Due Date 2/1/00 (15)  
 Originating CCM assessment of impact  Major  Minor  None expected (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"/> LPOG	<input checked="" type="checkbox"/> Ordering <input checked="" type="checkbox"/> EDI <input type="checkbox"/> LENS <input type="checkbox"/> EDI-PC * OSS'99 and TCIF7	<input type="checkbox"/> Maintenance <input type="checkbox"/> TAFI <input type="checkbox"/> EC-TA Local
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**Type Of Change - Check one or more, as applicable (19)**

<input type="checkbox"/> Software	<input type="checkbox"/> Hardware	<input type="checkbox"/> Industry Standards
<input type="checkbox"/> Product & Services	<input checked="" type="checkbox"/> New or Revised Edits	<input type="checkbox"/> Process
<input 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)  
It appears that BellSouth currently conducts full edits on both the telephone number and service address on all orders, regardless of the activity type. Because the edit requires that every aspect of the address be exactly correct (St. vs Street), a high number of "RSAG invalid" rejects are unnecessarily generated. AT&T concedes that this level of validation is probably necessary on an order for new service, however, should not be required when a migration of or change to existing service is being ordered. In the past, BellSouth did a "partial validation on these order types, validating the TN and street number against its database and the number of RSAG errors dropped significantly. AT&T requests that BellSouth relax its edits on migrations, changes, suspends, etc. and use TN and street number information only for validation purposes. While this request is more critical for non-LNP orders, it also applies to LNP orders.

Known dependencies (21)

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Additional Information  Yes  No (22)

**Docket No. 2000-465**  
**JMB-R7**  
**Page 8 of 19**



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

RF-1870  
(5/98)



# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # ED1121599001 (23) Clarification  Yes  No (24)

Clarification Request Sent 12/16/99 (25) Clarification Response Due 12/23/99 (26)

Status RC (27)

Enhancement Review Date 06/28/00 (28) Target Implementation Date \_\_\_\_\_ (29)

Last Modified By BCCM (30) Date Modified 11/6/00 (31)

### Review Results (32)

9-18-00 For LNP orders, the end user information is needed to ensure the end user is within the Toll Message Rate Center (TMRC).

9-22-00 Edits have been relaxed for changes, disconnects, suspends, restores, seasonal suspends and denies. BST is currently reviewing the business rules to determine electronic programming changes that may need to be made to support conversions and migrations (ACTs V, W, P and Q). For LNP, the edits cannot be relaxed because the end user information is used to ensure that the end user address is in the same TMRC with the serving wire center for that telephone number. Targeted for Release 9.0 scheduled for 01/06/01.

9-27-00 CR0133 - Migration of UNE-P Notifications (WorldCom) combined with ED11215990001.

11-6-00 TN vs RSAG Validation changes will not be included in Release 9.0 scope. This issue will be addressed at the 11-13-00 Release 9.0 User Requirements meeting.

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

Cancellation Acknowledgment CLEC \_\_\_\_\_ BST \_\_\_\_\_ Date \_\_\_\_\_ (34)

Request Appeal  Yes  No (35)

Appeal Consideration (36)

**Docket No. 2000-465  
JMB-R7  
Page 9 of 19**

Agreed Release Date \_\_\_\_\_ (37)

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

**Docket No. 2000-465**  
**JMB-R7**  
**Page 10 of 19**

**Docket No. 2000-465**  
**JMB-R7**  
**Page 11 of 19**



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted 8/12/99 \_\_\_\_\_ (2)

CLEC  BST (3) Company Name \_\_\_\_\_ (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) Alternate Phone \_\_\_\_\_ (10)

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

Title of Change 411 Drop-out \_\_\_\_\_ (13)

Category:  Add New Functionality  \_\_\_\_\_ Desired Due 10/1/99 \_\_\_\_\_ (15)

Originating CCM assessment of impact   Minor  None expected (16)

Originating CCM assessment of priority   High  Medium  Low (17)

**Interfaces Impacted (18)**

<input type="checkbox"/> Pre-Ordering	<input checked="" type="checkbox"/> Ordering	<input type="checkbox"/> Maintenance
<input type="checkbox"/> LENS	<input checked="" type="checkbox"/> EDI	<input type="checkbox"/> TAFI
<input type="checkbox"/> LPOG	<input type="checkbox"/> LENS	<input type="checkbox"/> EC-TA Local
	<input type="checkbox"/> EDI-PC	

**Type Of Change - Check one or more, as applicable (19)**

<input type="checkbox"/> Software	<input type="checkbox"/> Hardware	<input type="checkbox"/> Industry Standards
<input type="checkbox"/> Product & Services	<input type="checkbox"/> New or Revised Ed	<input checked="" type="checkbox"/> Process
<input 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)

In the current environment, when a customer's listing "drops out" of 411/DA, BellSouth requires that CLEC's fax a new LSR to BellSouth to correct the drop out regardless of whether the fall-out is caused by BellSouth or the CLEC. AT&T agrees that when the drop out is caused by the CLEC, a new LSR should be sent. However, when the fall out is caused by BellSouth, a CLEC should not have to send a LSR. AT&T requests that BellSouth adopt its 411 drop out form as an interim solution when the drop out is caused by BellSouth and work jointly to develop an acceptable process for future use and propose our jointly developed form/process to OBF. Because AT&T has nothing to "correct" on that customer's service, it's systems cannot (and should not) generate a new LSR with no changes.

Known dependencies (21)

Additional Information  Yes  No

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



# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # EDI0812990003 (23) Clarification  Yes  No (24)

Clarification Request Sent \_\_\_\_\_ Clarification Response Due \_\_\_\_\_ (26)

Status RC (27)

Enhancement Review Date 9/28/99 (1st) (2) Target Implementation Date \_\_\_\_\_ (29)  
6/28/00 (2nd)

Last Modified By BCCM (30) Date Modified 11/6/00 (31)

**Review Results (32)**

Note: BST agrees that when a listing falls out of 411/DA due to BST error that an LSR should not have to be submitted by the CLEC. BST will be glad to review the form that ATT proposes to be used as an interim solution to the problem and advise if we agree to use it.

09/18/00 - The process for handling 411 drops will be documented and provided to the CLEC community. If a listing drops out of 411/DA, the CLEC should call the LCSC to report the drop. The LCSC retrieves the LSR to investigate cause of error. If determined to be a BST error, it is corrected immediately, no additional paperwork is required. If CLEC error, CLEC will need to resubmit LSR. Change Control is in the process of investigating a standard process for CLECs to use to report 411 drops in batch, if they do not wish to call the LCSC.

09/22/00 - A form for CLECs to use to report 411 drops in batch will be presented at the 10/25/00 Monthly Status meeting. BST is pursuing the possibility of implementing an electronic solution in Release 9.0.

10/25/00 - Documented process for reporting 411 drops and a standard form for submitting drops in batch was presented and discussed at the 10/25/00 Monthly Status Meeting. Updates to the form will be discussed at the 11/15/00 Monthly Status Meeting in addition to when the form can be implemented.

11/6/00 - The electronic solution for reporting 411 drops will not be included in the Release 9.0 scope. This issue to be addressed at the 11/15/00 Monthly Status Meeting.

**Docket No. 2000-465**  
**JMB-R7**  
**Page 13 of 19**

Cancelled Change Request  Duplicate Training  Clarification Not Received (33)

Cancellation Acknowledgment CLEC \_\_\_\_\_ BST \_\_\_\_\_ Date \_\_\_\_\_ (34)

Request Appeal  Yes  No (35)

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

Appeal Consideration (36)

Agreed Release Date \_\_\_\_\_ (37)

**Docket No. 2000-465**  
**JMB-R7**  
**Page 14 of 19**

**Bradbury, J M (Jay) - LGA**

---

**From:** jrwilliamson@att.com  
**Sent:** Tuesday, November 28, 2000 10:05 AM  
**To:** bradbury@att.com; sharonnorris@att.com; eppsteiner@att.com; mrule@att.com; gpterry@att.com; dreinig@att.com; bkgrant@att.com; bobik@att.com  
**Subject:** FW: 11/13/00 Rel 9.0 User Requirements Meeting Minutes  
**Importance:** High

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

From: Williamson, Jill R, NCAM  
Sent: Tuesday, November 28, 2000 10:04 AM  
To: 'Change.Control@bridge.bellsouth.com'; Annette.Cook@espire.net; apatel3@telcordia.com; BellSouth@quintessent.net; best2@surfsouth.com; brutter@kpmg.com; bszafran@covad.com; c\_and\_m@bellsouth.net; cassandrap@networktelephone.net; Catherine.Gray@a1tel.com; cecilia.ortiz@adelphiacom.com; cflanigan@us1ec.com; Chapmanwe@cepb.com; charrison@mpowercom.com; cheryl@eatel.com; chrisg@pvtel.net; christine.shelton@cc.gte.com; colleen.e.sponseller@wcom.com; Craig@exceleron.com; Craig.B.Douglas@MCI.com; CSteele@nuitele.com; daddymax@netbci.com; dana.braun@adelphiacom.com; Debra.Pasquale@btitele.com; DElliott@connectsouth.com; desiree@communitytelephone.com; dfoust@deltacom.com; dkane@aspiretelecom.com; dlasher@eftia.com; DoBeck@MediaOne.com; donnam@networktelephone.net; donnas@intetech.com; dpetry@ix.netcom.com; drodrigu@accessone.cc; Dwight.Scrivener@wcom.com; ed.ramsdell@cc.gte.com; epadfield@nextlink.com; ESingleton@eztalktelephone.com; evdoty@nextlink.com; frankb@cellone-ms.com; Gary@CSII.net; generalg@cris.com; george@accesscomm.com; jason.estep@adelphiacom.com; jbritton@phonesforall.com; Jdavid4715@aol.com; JDoherty@accessone.cc; JDuffey@PSC.STATE.FL.US; jeffrey@cellularsouth.com; JG6837@ctmail.snet.com; jhoze@kmctelecom.com; jmclau@kmctelecom.com; JMMaxwell@intermedia.com; jnovo@mpowercom.com; Wilson Jr, Jack T (Tom), BGM; julie.jacobs@adelphiacom.com; Katherine.Hudler@espire.net; kcooper@eftia.com; kelley.dunne@onepointcom.com; khudson@nextlink.com; Kimberly.O.Williams@MCI.com; kmarshall@telstar.org; kmiller@northpointcom.com; kschwart@covad.com; lhall@floridadigital.net; lisa@annox.com; lminasola@MediaOne.com; Lorraine.Watson@wcom.com; mark@annox.com; marybethkeane@kpmg.com; matt@albionconnect.com; mconquest@itcdeltacom.com; mer@networkwcs.com; microsun@bellsouth.net; mmcclaughlin@dset.com; mt7210@momail.sbc.com; ngiugno@kpmg.com; Nicole.Moorman@adelphiacom.com; PBarker@aol.com; PBohn@MediaOne.com; Pkinghorn@eztalktelephone.com; prehm@nightfire.com; prichardson@Trivergent.com; rbennett@floridadigital.net; rbuffa@interloop.net; rhonda.calvert@adelphiacom.com; robert@alternativphone.com; rszczepanski@kpmg.com; sandra.k.evans@mail.sprint.com; Sandrajff@intetech.com; sbowling@caprock.com; shane@eatel.com; sharon.arnett@mail.sprint.com; sharon.russo@btitele.com; sjenning@nowcommunications.com; smason@interloop.net; smooore@Trivergent.com; smurray@rhythms.net; snole@kpmg.com; srober@kmctelecom.com; SStapler@itcdeltacom.com; steve.taff@allegiancetelecom.com; stuartw@networkonecom.com; talleylinda@mindspring.com; Tanya.Finney@espire.net; TAYLORJG@LCI.COM; tim@networktelephone.net; TLA@MAGICNET.NET; tmontemayer@MANTISS.COM; Todd@CSII.net; usfloridaoss@kpmg.com; Williamsal@cepb.com; wmnapek@Intermedia.com; wolfsbrg@cris.com; woody@albionconnect.com; Yvette.Brown@espire.net; Tyra.Hush@wcom.com; trsmith@Trivergent.com; haynes@Trivergent.com; ssmith@dset.com; sangeloc@bellsouth.net; brown@covad.com; gulfcoast@dotstar.net; Mark.Mecca@dsl.net; Connie@albionconnect.com; ASamson@birch.com; heidi.a.crow@mail.sprint.com; rbreckin@telcordia.com; msykes@telcordia.com; billg@telcordia.com; svc-gate@telcordia.com;

Docket No. 2000-465  
JMB-R7  
Page 15 of 19

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wendy.hernandez@RHTelCo.com; swargo@rhythms.net;  
Alan.Flanigan@twtelecom.com  
Subject: RE: 11/13/00 Rel 9.0 User Requirements Meeting Minutes  
Importance: High

Change Control Team,

This message is to follow-up on the concerns I expressed in our November 13 call to review UNE to UNE Migration requirements. As I stated on the call, the requirements developed by BellSouth do not meet the needs of AT&T. BellSouth's requirements only allow a CLEC to migrate from a port/loop combination (REQTYP M) to a stand alone loop (REQTYP A). This scenario will be a very rare occurrence when converting a customer from UNE-P to UNE-L. In most, if not all, instances, the customer will want to keep his existing telephone number. Because BellSouth failed to include requirements for converting from a port/loop combination (REQTYP M) to a loop with number portability (REQTYP B), CLECs will be forced to send multiple orders to accomplish a migration that could be done with one order. Today's environment allows us to migrate a customer from BellSouth retail to a loop with number portability, therefore, the same process should be available to migrate from UNE-P to loop with number portability.

When BellSouth presented its requirements for UNE to UNE Migrations, it presented the requirements as final with no opportunity for change by the CLECs. This is another instance of BellSouth not providing CLECs the opportunity to provide input during the development phase. The result is that BellSouth will be delivering a product that does not meet the needs of the CLECs, adds expense to CLECs cost of doing business (charges per order), and will cause re-work in the future to change what was implemented.

As part of our CCP Improvement initiative, we MUST create a process with intervals that allow for better communication between CLECs and BellSouth SMEs. Otherwise, both BellSouth and the CLECs will continue to expend resources unnecessarily with little results to show for it.

Sincerely,

Jill Williamson  
AT&T Local Services and Access Management

-----Original Message-----  
From: Change.Control@bridge.bellsouth.com  
[mailto:Change.Control@bridge.bellsouth.com]  
Sent: Friday, November 17, 2000 8:51 AM  
To: Annette.Cook@espire.net; apatel3@telcordia.com;

**Docket No. 2000-465**  
**JMB-R7**  
**Page 16 of 19**



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Docket No. 2000-465

JMB-R7

Page 17 of 19

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Alan.Flanigan@twtelecom.com  
Subject: ID: 11/13/00 Rel 9.0 User Requirements Mcting Minutes

\_\_\_\_\_ Distributed Message \_\_\_\_\_

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to  
List Manager /ml,maila with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.

**Docket No. 2000-465**  
**JMB-R7**  
**Page 18 of 19**

December 15, 2000

Jill,

This message is to acknowledge receipt of your 11-28-00 e-mail expressing concerns with the UNE to UNE Migration user requirements. As part of our CCP Process Improvement meetings we have committed to provide the user requirements earlier in the process, which will allow for better communication between CLECs and BellSouth. As we discussed at our 12-7-00 meeting, BellSouth proposed that draft user requirements will be provided 90 calendar days in advance of the release implementation date and that final user requirements will be provided 45 calendar days in advance of the release implementation date. The CLECs requested that these intervals be changed to state "in advance of the CLEC testing with BST date" in lieu of release implementation date. We are currently addressing this request and will provide an update at our January 10, 2001 CCP Process Improvements Meeting.

BellSouth is committed to ensuring that we have adequate communication with the CLECs to support their needs.

Please let us know if you have questions.

Thanks,

Change Control Team

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

From: Change.Control@bridge.bellsouth.com  
[mailto:Change.Control@bridge.bellsouth.com]  
Sent: Monday, November 13, 2000 2:48 PM  
To:  
Subject: ID: New Change Requests

\_\_\_\_\_ Distributed Message \_\_\_\_\_

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to  
List Manager /ml,mail1a with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted \_11/13/00\_ (2)

- TYPE 5 (CLEC)  
  TYPE 4 (BST)  
  TYPE 3 (INDUSTRY)  
  TYPE 2 (REGULATORY) (3)  
 TYPE 6 (DEFECT)  
 OCN \_\_\_\_\_ (3A)

Company Name BellSouth \_\_\_\_\_ (4)

CCM Brenda Files \_\_\_\_\_ (5) Phone 205-321-2105 \_\_\_\_\_ (6)

CCM Email Address Change.Control@bridge.bellsouth.com (7) Fax 205-321-5160 \_\_\_\_\_ (8)

Alternate CCM \_\_\_\_\_ (9) Alt Phone # \_\_\_\_\_ (10)

Originator's Name \_\_\_\_\_ (11) Phone \_\_\_\_\_ (12)

Title of Change NPORD Data for FOC (Issue 7) (13)

Category  Add New Functionality  
  Change Existing (14) Desired Due Date 11/30/00 (15)

Originating CCM assessment of impact  Major  
  Minor  
  None expected (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 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 checked="" type="checkbox"/> Other	<input type="checkbox"/> Defect

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

The Port out Order number to will now go back on the FOC instead of the C Trigger order. This will only change the **DATA** content that the CLEC will receive in the NPORD field.

Known dependencies (21) \_\_\_\_\_

Additional Information  Yes  No (22)

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



# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # CR0216 (23) Clarification  Yes  No (24)

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

Status   N   (27)

Change Request Review Date    /   /    (28) Target Implementation Date 11/00 (29)

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

## Change Review Meeting Results (32)

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Canceled Change Request  Duplicate  Training  Clarification Not Received (33)

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---



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Cancellation Acknowledgment CLEC     BST     Date    /   /    (34)

Request Appeal  Yes  No (35)

## Appeal Considerations (36)

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---



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Agreed Release Date    /   /    (37)

CMVC #     (38)

DDTS#     (39)

Docket No. 2000-465  
JMB-R8  
Page 3 of 13



# Change Request Form

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

## Defect Validation Results: (40)

Clarification Needed  Yes  No

Defect  Feature  Duplicate  Training Issue  Cancel

Defect/Feature Impacts Other CLECs?  Yes  No

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

Target Implementation Date: \_\_\_\_\_

**Docket No. 2000-465**  
**JMB-R8**  
**Page 4 of 13**



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted \_11/13/00\_ (2)

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

TYPE 6 (DEFECT) OCN \_\_\_\_\_ (3A)

Company

Name BellSouth \_\_\_\_\_ (4)

CCM Brenda Files \_\_\_\_\_ (5) Phone 205-321-2105 \_\_\_\_\_ (6)

CCM Email Address Change.Control@bridge.bellsouth.com (7) Fax 205-321-5160 \_\_\_\_\_ (8)

Alternate CCM \_\_\_\_\_ (9) Alt Phone # \_\_\_\_\_ (10)

Originator's Name \_\_\_\_\_ (11) Phone \_\_\_\_\_ (12)

Title of Change CSR with 888 USOC \_\_\_\_\_ (13)

**Category**  Add New Functionality  Change Existing (14) Desired Due Date 11/30/00 (15)

Originating CCM assessment of impact  Major  Minor  None expected (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 checked="" type="checkbox"/> LNP <input type="checkbox"/> EC-TA Local	<input type="checkbox"/> Maintenance <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 checked="" type="checkbox"/> Other	<input type="checkbox"/> Defect

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

Change to the LNP Gateway to ignore telephone number(s) associated with 888 USOC. The CLEC will no longer be clarified back due to the 888 USOC. This change requires no coding changes for the CLEC community.

Known dependencies (21)

Additional Information  Yes  No (22)

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





# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # CR0217 (23) Clarification  Yes  No (24)

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

Status \_\_N\_\_ (27)

Change Request Review Date \_\_\_/\_\_\_/\_\_\_ (28) Target Implementation Date 11/00 (29)

Last Modified By \_\_\_\_\_ (30) Date Modified \_\_\_/\_\_\_/\_\_\_ (31)

### Change Review Meeting Results (32)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

Cancellation Acknowledgment CLEC \_\_\_\_\_ BST \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_ (34)

**Request Appeal**  Yes  No (35)

### Appeal Considerations (36)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Agreed Release Date \_\_\_/\_\_\_/\_\_\_ (37)

CMVC # \_\_\_\_\_ (38)

DDTS# \_\_\_\_\_ (39)

**Docket No. 2000-465**  
**JMB-R8**  
**Page 6 of 13**



# Change Request Form

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

## Defect Validation Results: (40)

Clarification Needed  Yes  No

Defect  Feature  Duplicate  Training Issue  Cancel

Defect/Feature Impacts Other CLECs?  Yes  No

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

Target Implementation Date: \_\_\_\_\_

**Docket No. 2000-465**  
**JMB-R8**  
**Page 7 of 13**



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted \_11/13/00\_ (2)

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

TYPE 6 (DEFECT) OCN \_\_\_\_\_ (3A)

Company

Name BellSouth \_\_\_\_\_ (4)

CCM Brenda Files \_\_\_\_\_ (5) Phone 205-321-2105 \_\_\_\_\_ (6)

CCM Email Address Change.Control@bridge.bellsouth.com (7) Fax 205-321-5160 \_\_\_\_\_ (8)

Alternate CCM \_\_\_\_\_ (9) Alt Phone # \_\_\_\_\_ (10)

Originator's Name \_\_\_\_\_ (11) Phone \_\_\_\_\_ (12)

Title of Change EDI Map Change for Error text (13)

Category  Add New Functionality  Change Existing (14) Desired Due Date 11/30/00 (15)

Originating CCM assessment of impact  Major  Minor  None expected (16)

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

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

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

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

LNP is changing to allow 264 characters to be returned on the FOC for error messages that are returned to the CLEC. The CLEC will not see any change in this particular LNP feature until the ENCORE systems are able to work their feature to actually change the EDI map to accommodate the 264 characters.

Known dependencies (21)

**Docket No. 2000-465**  
**JMB-R8**  
**Page 8 of 13**

Additional Information  Yes  No (22)

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



# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # CR0218 (23) Clarification  Yes  No (24)

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

Status  N  (27)

Change Request Review Date  / /  (28) Target Implementation Date 11/00 (29)

Last Modified By \_\_\_\_\_ (30) Date Modified  / /  (31)

**Change Review Meeting Results (32)**

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**Cancelled Change Request**  Duplicate  Training  Clarification Not Received (33)

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Cancellation Acknowledgment CLEC \_\_\_\_\_ BST \_\_\_\_\_ Date  / /  (34)

**Request Appeal**  Yes  No (35)

**Appeal Considerations (36)**

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Agreed Release Date  / /  (37)

CMVC # \_\_\_\_\_ (38)

DDTS# \_\_\_\_\_ (39)



# Change Request Form

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

## Defect Validation Results: (40)

Clarification Needed  Yes  No

Defect  Feature  Duplicate  Training Issue  Cancel

Defect/Feature Impacts Other CLECs?  Yes  No

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

Target Implementation Date: \_\_\_\_\_

**Docket No. 2000-465**  
**JMB-R8**  
**Page 10 of 13**



# Change Request Form

Internal Reference # \_\_\_\_\_ (1) Date Change Request Submitted \_11/13/00\_ (2)

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

TYPE 6 (DEFECT) OCN \_\_\_\_\_ (3A)

Company

Name BellSouth \_\_\_\_\_ (4)

CCM Brenda Files \_\_\_\_\_ (5) Phone 205-321-2105 \_\_\_\_\_ (6)

CCM Email Address Change.Control@bridge.bellsouth.com (7) Fax 205-321-5160 \_\_\_\_\_ (8)

Alternate CCM \_\_\_\_\_ (9) Alt Phone # \_\_\_\_\_ (10)

Originator's Name \_\_\_\_\_ (11) Phone \_\_\_\_\_ (12)

Title of Change Standard Interval Changes for Loop (13)

**Category**  Add New Functionality  Change Existing (14) Desired Due Date 11/30/00 (15)

Originating CCM assessment of impact  Major  Minor  None expected (16)

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

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

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

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

Changing internal tables to assign the correct standard interval for Loops as published in the Interval Guide. Currently the system is adding the 2 day FOC interval into the interval that is applied to the service order..

Known dependencies (21)

Additional Information  Yes  No (22)

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



# Change Request Form

*This Section to be completed by BCCM only.*

Change Request Log # CR0219 (23) Clarification  Yes  No (24)

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

Status N (27)

Change Request Review Date    /   /    (28) Target Implementation Date 11/00 (29)

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

### Change Review Meeting Results (32)

Canceled Change Request  Duplicate  Training  Clarification Not Received (33)

Cancellation Acknowledgment CLEC     BST     Date    /   /    (34)

Request Appeal  Yes  No (35)

### Appeal Considerations (36)

Agreed Release Date    /   /    (37)

CMVC #     (38)

DDTS#     (39)

**Docket No. 2000-465**  
**JMB-R8**  
**Page 12 of 13**



# Change Request Form

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

## Defect Validation Results: (40)

Clarification Needed  Yes  No

Defect  Feature  Duplicate  Training Issue  Cancel

Defect/Feature Impacts Other CLECs?  Yes  No

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

Target Implementation Date: \_\_\_\_\_

**Docket No. 2000-465**  
**JMB-R8**  
**Page 13 of 13**





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# CHANGE CONTROL PROCESS

**CCP2\_16.DOC**

**VERSION 2.1A**

**FEBRUARY 16, 2001**

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**Issued: 2/16/01**

Jointly Developed by the Change Control Sub-team comprised  
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**Docket No. 2000-465  
JMB-R9  
Page 1 of 95**

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 2 of 95**

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

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

			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 <sup>rd</sup> Level Escalation contacts for Types 2-6
		Section 11	- Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
		Appendix A	- Removed "Cancellation by BellSouth" from Change Request Form and Checklist
			- Added Letter of Intent Form
		Appendix C	- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
		Appendix D	- Added BellSouth Versioning Policy

		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	<p>Cover</p> <p>Section 3</p> <p>Section 5</p> <p>Section 10</p> <p>Section 11-Terms &amp; Definitions</p> <p>Appendix A</p> <p>All</p>	<ul style="list-style-type: none"> <li>- Removed "Interim" from cover.</li> <li>- Updated Type 6 definition to incorporate new defect and expedited feature definitions.</li> <li>- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process.</li> <li>- Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.</li> <li>- Added Internet Web sites for EDI and TAG Testing Guidelines</li> <li>- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.</li> <li>- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.</li> <li>- Referenced the handling of expedites and expedite notification where appropriate.</li> </ul>
2.1	02/09/01	<p>Section 1 - Introduction</p> <p>Section 3 - Introduction</p> <p>Section 4 - Part 1 Type 1 Detail Process Flow</p>	<ul style="list-style-type: none"> <li>- Added new language to the 8<sup>th</sup> bulleted item - "including User Guides that support OSS systems currently within the scope of CCP"</li> <li>- Added two new bulleted items dealing with the coordination of test agreements, and questions regarding existing documentation.</li> <li>- Added "language" for Types 2, 3, 4 &amp; 5 - "Type xx changes may be managed using the Expedited Feature Process as discussed in Section 4, Part 3."</li> <li>- Type 6 - CLEC Impacting Defects - Added new defect definition.</li> <li>- Added #4 to the Activities - Step 1</li> </ul>

		<p>Section 4 – Part 2 – Types 2-5 Process Flow</p> <p>Section 4 – Part 3 – Expedited Feature Process</p> <p>Section 5 – Part 3 – Defect Process</p>	<ul style="list-style-type: none"> <li>- Added additional sentence to Activity #1 – Step 2</li> <li>- Added Activity #5 – Step 4</li> <li>- Added new Expedited Feature Process definition and flow</li> <li>- New Defect title page and definition.</li> <li>- Table 5-1 – Step 1 – Activity - #4 – Attach related requirements and specifications documents. These attachments must include the following, if appropriate.</li> <li>- Table 5-1 – Step 2 – Cycle Time – Replaced old cycle times with: 4 hrs for High Impact, 1 Bus Day for Medium and Low Impact.</li> <li>- Table 5-1 – Step 3 – Cycle Time – Replaced old cycle times with: 2 Bus Day for High Impact, and 3 Bus Days for Medium and Low Impact</li> <li>- Table 5-1 – Step 3 – Outputs – Added new bullet – “Status provided for High Impact Defects to originator via email with 24 hours”</li> <li>- Table 5-1 – Step 4 – Activity – Added language to Activity #3 - ...and to the CLEC community via email and web posting.</li> <li>- Table 5-1 – Step 4 – Cycle Time – Replaced old cycle times with: 2 Bus Days for High Impact and 4 Bus Days for Medium and Low Impact.</li> <li>- Table 5-1 – Step 5 – Activity – Added language to #1 - ...to the CLECs and BellSouth. Added language to Activity #2 - ...defect is implemented.</li> <li>- Table 5-1 – Step 5 – Cycle Time – Replaced old cycle times to reflect: Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium</li> </ul>
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**Docket No. 2000-465**  
**JMB-R9**  
**Page 7 of 95**

		<p>Part 1 – Change Review-Prioritization – Release Package Development and Approval</p> <p>Section 7 – Introduction and Retirement of Interfaces</p> <p>Section 8 – Escalation Process</p> <p>Section 8 – Dispute Resolution Process</p> <p>Appendix A</p> <p>Appendix C</p>	<p>4-25 business day range, best effort. Medium Impact will be implemented within 90 bus day, best effort. Low Impact will be implemented best effort.</p> <ul style="list-style-type: none"> <li>- Part 1 – Change Review Meeting – 4<sup>th</sup> paragraph NOTE: Added language to address meetings would occur in March, June, September and December</li> <li>- Part 2 – Change Review Meeting – 4<sup>th</sup> bullet – Added new bullet - ...BellSouth’s estimate of the size and scope of each Change Request.</li> <li>- Part 4 – Developing and Approving Release Packages – 1<sup>st</sup> bulleted item: New language</li> <li>- Retirement of Interfaces – 1<sup>st</sup> paragraph sentence: New language</li> <li>- Retirement of Versions – New Language</li> <li>- Retirement of Versions – Appeal Language</li> <li>- New Language for Type 6 High Impact Issues and Medium and Low Impact issues.</li> <li>- Types 2-6 Changes – 1<sup>st</sup> paragraph – new language.</li> <li>- Types 2-6 Changes – Contact List for High, Medium and Low Impact escalations.</li> <li>- New definition language</li> <li>- Updated CR form &amp; checklist</li> <li>- Updated RF1874 User Registration Form</li> </ul>
2.1A	02/15/01	All	<ul style="list-style-type: none"> <li>- Updated various sections of the document to change “language” from defect/expedite to defect and/or expedited features.</li> <li>- Changed reference from Section 9.0 to Section 11.0 – Terms and Definitions where</li> </ul>



		Section 8	appropriate. - Minor "cosmetic" changes throughout document. - New 2 <sup>nd</sup> Level Escalation Contacts for Types 2-6
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## TABLE OF CONTENTS

1.0	INTRODUCTION.....	10
2.0	CHANGE CONTROL ORGANIZATION .....	12
3.0	CHANGE CONTROL DECISION PROCESS.....	13
4.0	CHANGE CONTROL PROCESS FLOW.....	16
	PART 1 - TYPE 1 PROCESS FLOW.....	17
	PART 2 - TYPES 2-5 PROCESS FLOW.....	22
	PART 3 - EXPEDITED FEATURE PROCESS .....	29
5.0	DEFECT PROCESS.....	34
6.0	CHANGE REVIEW .....	41
	PART 1 - CHANGE REVIEW MEETING.....	41
	PART 2 - CHANGE REVIEW PACKAGE .....	41
	PART 3 - PRIORITIZING CHANGE REQUESTS.....	42
7.0	INTRODUCTION AND RETIREMENT OF INTERFACES .....	44
8.0	ESCALATION PROCESS.....	45
	DISPUTE RESOLUTION PROCESS .....	49
9.0	CHANGES TO THIS PROCESS .....	50
10.0	TESTING ENVIRONMENT .....	51
11.0	TERMS AND DEFINITIONS .....	52
	APPENDIX A - CHANGE CONTROL FORMS .....	61
	SEE ATTACHED FORMS .....	61
	APPENDIX B - RELEASE MANAGEMENT.....	62
	SEE ATTACHED FORMS .....	62
	APPENDIX C -ADDITIONAL DOCUMENTS.....	63
	SEE ATTACHED DOCUMENTS .....	63
	APPENDIX D -BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES	64

Docket No. 2000-465  
JMB-R9  
Page 10 of 95

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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, including User Guides that support OSS systems currently within the scope of CCP)
- Defects

The scope of the Change Control Process **does not** include the following which are handled through existing BellSouth processes:

- 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
- 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 defect change request should be submitted through Change Control

#### **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, Part 3.

#### **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, Part 3.

#### **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, Part 3.

#### **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, Part 3.

#### **Type 6- CLEC Impacting Defects**

A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

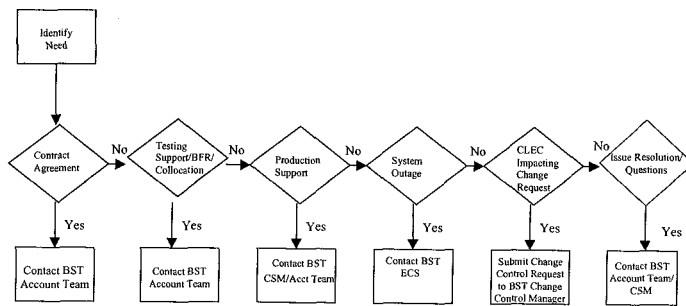
Defect Change Requests will have three (3) Impact Levels:

- High Impact – The failure causes impairment of critical system functions and no electronic workaround solution exists.
- Medium Impact – The failure causes impairment of critical system functions, though a workaround solution does exist.
- Low Impact – The failure causes inconvenience or annoyance.

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



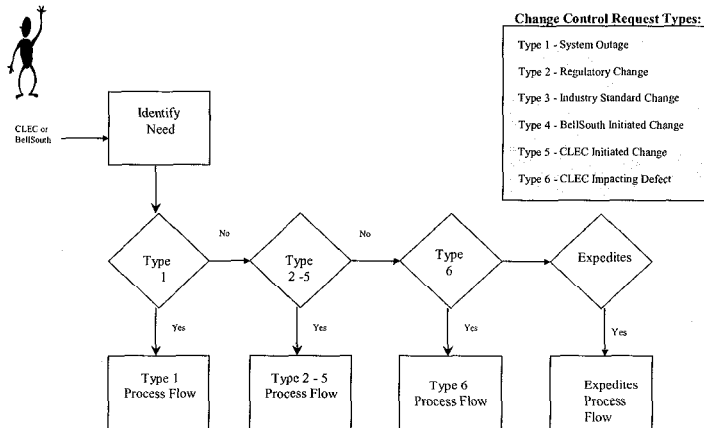
Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.



**Figure 3-1. Change Control Decision Process**

## 4.0 CHANGE CONTROL PROCESS FLOW

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



**Figure 4-1. Change Control Process Flow**

## Part 1 - Type 1 Process Flow

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

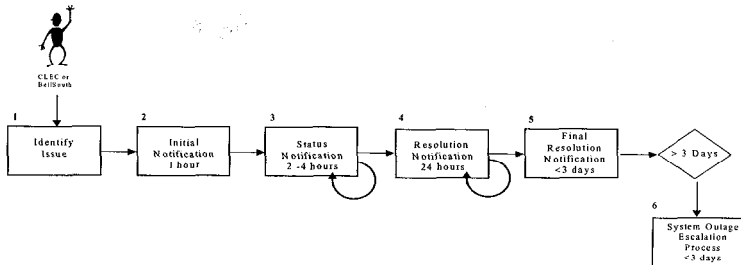


Figure: 4-2. Type 1 Process Flow

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

**Table 4-1. Type 1 Cycle Times**

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

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

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

**Table 4-2. Type 1 Detail Process Flow**

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM  ECS	<p><b><u>IDENTIFY ISSUE:</u></b></p> <ol style="list-style-type: none"> <li>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).</li> <li>Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030.</li> <li>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.</li> <li>ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Issue Characteristics</li> <li>Call to ECS Helpdesk</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Recorded Outage</li> </ul>	N/A
2	ECS	<p><b><u>INITIAL NOTIFICATION:</u></b></p> <ol style="list-style-type: none"> <li>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 system ticket number of the outage will be included in the web posting and the email notification.</li> <li>The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Recorded Outage</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Industry Notification posted on Web</li> <li>E-mail to CLECs participating in Change Control</li> </ul>	1 Hour  If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and posted to the

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<ol style="list-style-type: none"> <li>3. ECS will continue to work towards the resolution of the problem</li> <li>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.</li> </ol>		web.
3	ECS	<p><b><u>STATUS NOTIFICATION:</u></b> <b>(ITERATIVE)</b></p> <ol style="list-style-type: none"> <li>1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem.</li> <li>2. ECS may communicate with the industry / affected parties. The following information may be discussed: <ul style="list-style-type: none"> <li>• Clarification of outage</li> <li>• Current status of resolution</li> <li>• Agreement of resolution</li> </ul> </li> <li>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.</li> <li>4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Industry Notification posted on Web</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul>	2-4 hour intervals
4	ECS  CCCM	<p><b><u>RESOLUTION NOTIFICATION:</u></b> <b>(ITERATIVE)</b></p> <ol style="list-style-type: none"> <li>1. The resolution notification is posted to the Web.</li> <li>2. If the item is determined to be a defect, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box.</li> <li>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.</li> <li>4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Resolution information posted on Web</li> <li>• Final Resolution Information</li> </ul>	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> • Final Resolution Information  <u>OUTPUTS:</u> • 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> • Information or concern relating to a Type 1 - Systems Outage  <u>OUTPUTS:</u> • Documented Escalation • Escalation Response	> 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

## Part 2 – Types 2-5 Process Flow

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

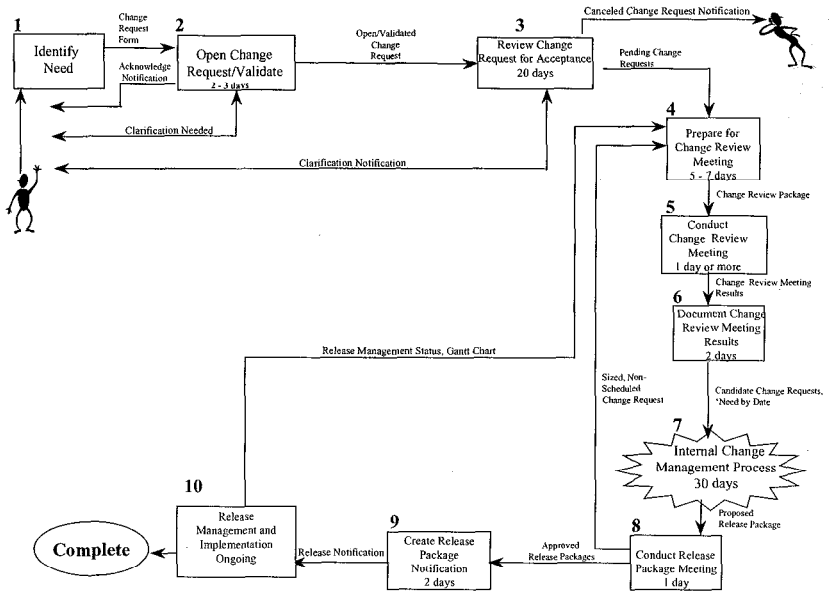


Figure 4-3. Change Control Process Flow



Based on the process flow outlined above:

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

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

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

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM  BCCM	<p><b>IDENTIFY NEED</b></p> <ol style="list-style-type: none"> <li>1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)</li> <li>4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• Change Request Form (Attachment A-1)</li> <li>• Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</b></p> <ol style="list-style-type: none"> <li>1. Log Request in Change Request Log.</li> <li>2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>3. Establish request status ('N' for New Request)</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> <li>• Change Request Form Checklist</li> <li>• Change Request Clarification Response</li> </ul>	2-3 Bus Days  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>4. Review change request for mandatory fields using the Change Request Form Checklist.</p> <p>5. Verify Change Request specifications and related information exists.</p> <p>6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.</p> <p>7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</p> <p><b>CLEC or BellSouth Originator</b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Acknowledgment Notification</li> <li>• Validated Change Request</li> <li>• Clarification Notification</li> <li>• Industry Notification via e-mail and web posting</li> </ul>	
3	BCCM	<p><b>REVIEW CHANGE REQUEST FOR ACCEPTANCE</b></p> <ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.</li> <li>3. Determine status of request: <ul style="list-style-type: none"> <li>• If change already exists or training issue forward Cancellation Notification (Attachment A-3) to CCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to "P" for Pending in Change Request Log.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>BST may reject the change request based on</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• Pending Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party.</p> <p>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.</p> <p><b>NOTE:</b> If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.</p>		
4	<p>BCCM CCCM</p>	<p><b><u>PREPARE FOR CHANGE REVIEW MEETING</u></b></p> <p><b>NOTE:</b> These activities take place to prepare for Change review meetings when prioritizations take place.</p> <p><b><u>BCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare an agenda.</li> <li>2. Make meeting preparations.</li> <li>3. Update Change Request Log with current status for new and existing Change Requests.</li> <li>4. Prepare and post Change Request Log to web.</li> <li>5. Provide size and scope information on each pending change request to CLECs.</li> </ol> <p><b><u>CCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Analyze Pending Change Requests.</li> <li>2. Determine priorities for change requests and establish "Desired/Want" dates.</li> <li>3. Create draft Priority List to prepare for Change Review meeting.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Pending Change Request Notifications</li> <li>• Project Release Status (Step 10)</li> <li>• Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• Size and scope on each Pending change request</li> </ul>	5-7 Bus Days
5	BCCM	<p><b><u>CONDUCT CHANGE REVIEW MEETING</u></b></p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> </ul>	1 Bus Day <i>(as needed)</i>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
	CCCM	<p><b><u>Monthly Status Meetings</u></b></p> <ol style="list-style-type: none"> <li>1. Communicate regulatory mandates.</li> <li>2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting.</li> <li>3. Review current Release Management statuses.</li> </ol> <p><b><u>Prioritization Meetings (held quarterly in March, June, September and December)</u></b></p> <ol style="list-style-type: none"> <li>1. Follow Steps 1-3 from Monthly Status Meetings.</li> <li>2. Initiators present Change Requests.</li> <li>3. Discuss Impacts.</li> <li>4. Prioritize Change Requests.</li> <li>5. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests.</li> <li>6. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate.</li> <li>7. Review issues and action items and assign owners.</li> </ol>	<ul style="list-style-type: none"> <li>• CLEC Draft Priority List</li> <li>• Desired/Want Dates</li> <li>• Impact analysis</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Meeting minutes</li> <li>• Updated Change Request Log</li> <li>• Candidate Change Request List</li> <li>• Issues and Actions Items (if required)</li> </ul>	<p>(or as needed based on volume)</p> <p>Meeting Day</p>
6	BCCM	<p><b><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare and distribute outputs from Step 5.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• Final Candidate Request List</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Updated Change Request Log</li> <li>• Web posting of meeting output</li> </ul>	2 Bus Days
7	BCCM CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <ol style="list-style-type: none"> <li>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Candidate Change Request List with agreed upon 'Need by Dates'</li> <li>• Change Request Log</li> </ul>	30 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		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.	<b>OUTPUTS:</b> • BellSouth's Proposed Release Package	
8	BCCM  CCCM	<b>CONDUCT RELEASE PACKAGE MEETING</b> 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process. 5. Based on BST/CLEC consensus create Approved Release Package. 6. Identify Release Management Project Manager, if possible. 7. Establish date for initial Release Management Project Meeting. 8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".	<b>INPUTS:</b> • BellSouth's Proposed Release Package • BellSouth's Release Schedule • Change Request Log  <b>OUTPUTS:</b> • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting	1 Bus Day
9	BCCM	<b>CREATE RELEASE PACKAGE NOTIFICATION</b> 1. Develop and distribute Release Notification Package via web.	<b>INPUTS:</b> • Approved Release Package  <b>OUTPUTS:</b> • Release Package Notification	2 Bus Days after Release Package Mtg.
10	BCCM  (Project Managers from each participating company)	<b>RELEASE MANAGEMENT AND IMPLEMENTATION</b> 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth User Requirements will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. 4. Once a Change Request is implemented in a release, the status	<b>INPUTS:</b> • Approved Release Package Notification  <b>OUTPUTS:</b> • Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc • Implemented Change Request	Ongoing

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		will be changed to "T" for Change Implemented.		

### **Part 3 – Expedited Feature Process**

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact
- An enhancement to an existing product or service where the CLEC/BellSouth has determined should be expedited due to impact

#### **Re-classified Defects**

When a defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified feature by updating the Change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

#### **Enhancement to an existing product or service**

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth's offered products and services.

For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the Expedited Feature Process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

Figure 4.4 provides the process flow for the expedited feature process.

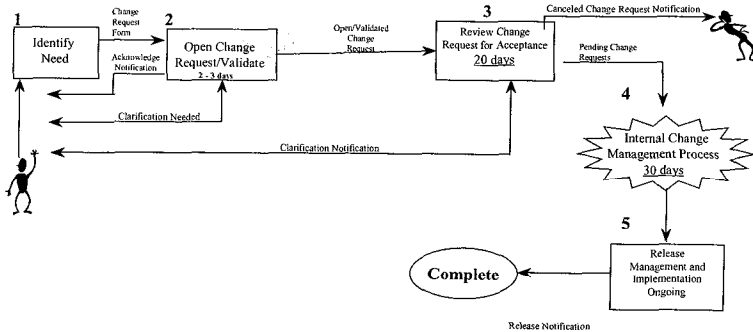


Figure 4.4 – Process Flow for Types 2-5 Expedited Feature Process



The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Expedited Feature process. Steps shown in the table are sequential unless otherwise indicated.

**Table 4-3. Types 2-5 Expedited Feature Detail Process Flow**

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM  BCCM	<p><b><u>IDENTIFY NEED</u></b></p> <ol style="list-style-type: none"> <li>Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>Attach related requirements and Attachment A-1A, Item 22.</li> <li>Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Form (Attachment A-1)</li> <li>Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>Log Request in Change Request Log.</li> <li>Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>Establish request status ('N' for New Request)</li> <li>Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>Verify Change Request specifications and related information exists.</li> <li>Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b><u>CLEC or BellSouth Originator</u></b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> <li>Change Request Form Checklist</li> <li>Change Request Clarification Response</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>New Change Request</li> <li>Acknowledgment Notification</li> <li>Validated Change Request</li> <li>Clarification Notification</li> <li>Industry Notification via e-mail and web posting</li> </ul>	1 Bus Day  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
3	BCCM	<p><b><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></b></p> <ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted area (i.e., system, manual process, documentation) and adverse impacts.</li> <li>3. Determine status of request: <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to "P" for Pending in Change Request Log.</li> <li>• If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>If BellSouth determines that a CLEC initiated expedited change request should not be accepted because of cost, industry direction or because it is considered 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. BellSouth shall consider all possible options for accommodating the request.</p> <p><b>NOTE:</b> If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• Validated Expedited Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.		
4	BCCM  CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Release Date for Expedited Feature</li> </ul>	30 days
5	BCCM  (Project Managers from each participating company)	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <ol style="list-style-type: none"> <li>Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</li> <li>BellSouth User Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</li> <li>BellSouth Documentation changes, including business rules changes will be provided.</li> <li>Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Project Release Status</li> <li>Implementation Date</li> <li>Documentation Changes</li> </ul>	Ongoing

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## 5.0 DEFECT PROCESS

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

A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.

In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process discussed in Section 4, Part 3.

Defect Change Requests will have three (3) Impact Levels:

- **High Impact**

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

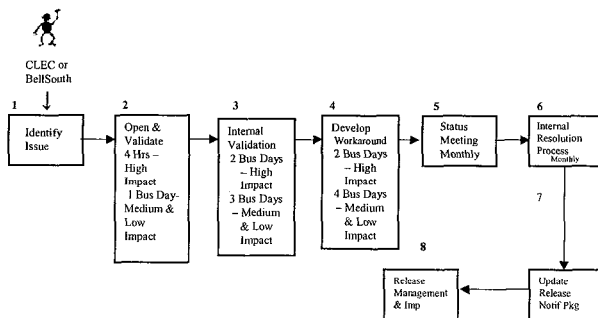
- **Medium Impact**

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

- **Low Impact**

The failure causes inconvenience or annoyance.

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



**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**

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

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>Request Form Checklist.</p> <p>5. Verify specifications and related information exists.</p> <p>6. Send Clarification Notification via email to the originator if needed.</p> <p>7. 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>	<p>receipt with a cutoff time of 4:00 PM Eastern Time)</p>
3	BCCM	<p><b>INTERNAL VALIDATION</b></p> <ol style="list-style-type: none"> <li>1. Validate that it is a defect.</li> <li>2. Perform internal defect analysis.</li> <li>3. <u>Determine status of request:</u> <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team.                             <ul style="list-style-type: none"> <li>• Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification.</li> </ul> </li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is valid, update Change Request status to 'V' for Validated Defect and indicate appropriate Impact Level.</li> <li>• 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).</li> </ul> </li> <li>• If issue is re-classified as a feature change, provide supporting information via email to the originator for review</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• New Defect</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• Validated Defect</li> <li>• Defect notification to CLEC community via e-mail and web posting</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• Status provided for High Impact Defects to originator via email within 24 hours.</li> </ul>	<p>2 Bus Days – High Impact</p> <p>3 Bus Days – Medium &amp; Low Impact</p>

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>and feedback. The Change Request will exit the defect process flow and enter Types 2-5 process flow (enter at Step 3).</p> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.</p> <p>Defect notification will be provided to CLEC community via e-mail and web posting.</p>		
4	BCCM	<p><b><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></b></p> <ol style="list-style-type: none"> <li>Defect workaround identified.</li> <li>Change Request status changed to “W” for workaround identified.</li> <li>Workaround is communicated via e-mail to originating CLEC and to the CLEC community via email and web posting.</li> <li>If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.</li> </ol> <p>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.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Validated Defect</li> <li>Clarification Notification (if required)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Workaround (if applicable)</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> <li>E-mail and web posting of workaround</li> </ul>	<p>2 Bus Days – High Impact</p> <p>4 Bus Days – Medium &amp; Low Impact</p>
5	BCCM	<p><b><u>INTERNAL RESOLUTION PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.</li> <li>Provide status updates to the CLEC community via email as the status changes until the defect is implemented.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>CLEC/ BST input</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Defect Release Schedule</li> </ul>	<p>Validated High Impact Defects will be implemented within a 4-25 business day range, best effort.</p> <p>Medium Impact Defects will be implemented</p>



Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
				within 90 bus days, best effort.  Low Impact Defects will be implemented best effort.
6	BCCM	<p><b><u>UPDATE RELEASE PACKAGE NOTIFICATION</u></b></p> <ol style="list-style-type: none"> <li>Update and distribute release notification package via web.</li> <li>All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</li> </ol> <p><b>Note:</b> The release notification will be published in a timely manner, based on the release constraints associated with the defect.</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Defect Information</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Updated Release Package Notification</li> <li>Scheduled Change Request</li> </ul>	Based on release constraints for defects (may be less than 30 days).
7	BCCM	<p><b><u>MONTHLY STATUS MEETING</u></b></p> <ol style="list-style-type: none"> <li>Provide status of Defect.</li> <li>Solicit CLEC/ BST input.</li> <li>Update Defect information as needed.</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Defects Received</li> <li>Change Request Log</li> <li>Defect Analysis</li> <li>Workaround (if applicable)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Updated status</li> <li>Updated Change Request Log</li> <li>Meeting minutes</li> </ul>	Monthly or when status changes, whichever occurs first.
8	BCCM	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <p>The following release management activities will pertain to Type 6 changes:</p> <ol style="list-style-type: none"> <li>Lead project manager communicates release management project status to</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Approved Release Package Notification</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Project Release Status</li> <li>Implementation Date</li> </ul>	Ongoing

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		BCCM for inclusion in Monthly status meetings. 2. Once a defect is implemented in a release, the status will be changed to "I" for Change Implemented.	• Implemented Change Request	

## 6.0 CHANGE REVIEW

### Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be held quarterly. 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 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
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

### **Part 3 – Prioritizing Change Requests**

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

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

#### **Prioritization Voting Rules**

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- Manual processes and documentation will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- 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 3<sup>rd</sup>. 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

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## **7.0 INTRODUCTION AND RETIREMENT OF INTERFACES**

### **Introduction of New Interfaces**

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

### **Retirement of Interfaces**

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

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

### **Retirement of Versions**

When software versions are retired, BellSouth will give the CLECs a 120 day notification.

A CLEC may respond to Change Control with its desire to extend a retirement date. The CLEC must explain why the scheduled retirement date is not acceptable by providing the impact to it business.

## 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.(Excludes Expedites)
- 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 Impact Issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation.
- For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation. For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) 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 I 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	Don Tighe Manager - EC Support Group Interconnection Operations	404-532-2233	1-800-946-4646 PIN 1436470	<a href="mailto:Don.Tighe@bridge.bellsouth.com">Don.Tighe@bridge.bellsouth.com</a>
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	<a href="mailto:Bruce.Smith@bridge.bellsouth.com">Bruce.Smith@bridge.bellsouth.com</a>
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	<a href="mailto:Bill.C.Reid@bridge.bellsouth.com">Bill.C.Reid@bridge.bellsouth.com</a>

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



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### **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**

**Types 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 Impact Changes:** Within two (2) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

**Type 6 Medium and Low Impact Changes:** Within five (5) business days of receipt, 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  Director Change Control Process	205-321-2168	<a href="mailto:Valerie.cottingham@bridge.bellsouth.com">Valerie.cottingham@bridge.bellsouth.com</a>
2nd Level	Terrie Hudson Director (Test Bed, User Requirements, CCP)	404-927-4535	<a href="mailto:Terrie.Hudson@bridge.bellsouth.com">Terrie.Hudson@bridge.bellsouth.com</a>
	Joy Lofton Director (for Business Rules/Operations Issues)	404-927-7828	<a href="mailto:Joy.A.Lofton@bridge.bellsouth.com">Joy.A.Lofton@bridge.bellsouth.com</a>
	Suzie Lavett Director (TAG/LENS)	205-977-2876	<a href="mailto:Suzie.H.Lavett@bridge.bellsouth.com">Suzie.H.Lavett@bridge.bellsouth.com</a>
	Audrey Thomas Director (EDI)	404-927-7886	<a href="mailto:Audrey.Thomas@bridge.bellsouth.com">Audrey.Thomas@bridge.bellsouth.com</a>

3rd Level	Doug McDougal Senior Director (for Systems Issues)	404-927-7505	<a href="mailto:Doug.Mcdougal@bridge.bellsouth.com">Doug.Mcdougal@bridge.bellsouth.com</a>
	Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-3545	<a href="mailto:Dee.Freeman2@bridge.bellsouth.com">Dee.Freeman2@bridge.bellsouth.com</a>

## Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

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## 9.0 CHANGES TO THIS PROCESS

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

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

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## 10.0 TESTING ENVIRONMENT

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

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

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

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

### **EDI**

[www.interconnection.bellsouth.com/markets/lec.html](http://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](http://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.

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## 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 all Change Requests.

**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.

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**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: Originator 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 or expedited features 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 2-5 – Expedited Feature Change. The inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) A defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) an enhancement to an existing product or service where the CLEC/BellSouth has determined should be expedited due to impact.
- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.

Type 6 – CLEC Impacting Defect. Any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3. The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

**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 = 2<sup>nd</sup> time through process, P2 = 3<sup>rd</sup> 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.

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**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 that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

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

**Defect Status.** The status of a CLEC Impacting Defect 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, or CLEC training issue.
  - **I = Implemented.** Indicates a Defect Change Request has been implemented in a release (Step 6).
  - **N = New Defect Change Request.** Indicates a Defect 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 Change Request has been scheduled for a release (Step 6).
  - **V = Validated Defect.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
  - **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

## E

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

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

**Expedited Feature.** An expedited feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's operations support systems (OSS's) that are in the scope of Change Control. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) a defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) an enhancement to an existing product or service where the CLEC/BellSouth has determined

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should be expedited due to impact. For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

## 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.

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**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 and/or 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.

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## 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.



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## 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.

# Release Management Project Plan Template

## Document Preparation Information

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

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

*See Scope Statement Template*

### Communication Plan

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

Status Communiqué	Distribution	Frequency	Owner
Project Release Status Report	<ul style="list-style-type: none"> <li>Team Members</li> <li>Enhancement Review Team</li> </ul>	<ul style="list-style-type: none"> <li>Weekly</li> <li>Monthly</li> </ul>	Project Manager
Team Member To Do List	<ul style="list-style-type: none"> <li>Team Member</li> </ul>	<ul style="list-style-type: none"> <li>Weekly</li> </ul>	Project Manager
Executive Summary	<ul style="list-style-type: none"> <li>Project Sponsor</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>	Project Manager
Status Meeting/Minutes	<ul style="list-style-type: none"> <li>Team Members</li> </ul>	<ul style="list-style-type: none"> <li>Weekly</li> </ul>	Project Manager

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

*See Project Release Status Report*

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

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

### Project Tracking Plan

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

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

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

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

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

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## Attachment B-1

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

## Work Breakdown Structure

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

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

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

## Roles and Responsibilities

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

### ROLES

Project Manager

### RESPONSIBILITIES

Identify Preliminary Resources  
Hold Kick-off Meeting  
Develop Project Plan Documents  
Track Project Status  
Time  
Cost  
Manage Change Control  
Manage Issues  
Communicate Project Status

Project Sponsor

Understand Current Project Status  
Single Point of Contact for Escalations  
Communicate Project Status  
Define/Approve Milestone Exit Criteria

Stakeholder

Provide Team Members / External Project Support  
Understand Current Project Status  
Define Milestone Exit Criteria

External Project Support

Perform Agreed to Activities as Defined  
Provide Project Manager Status

Team Members

Attend Project Team Meetings  
Perform Agreed to Activities as Defined  
Provide Project Manager Status

## Project Team Roster

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

*See Project Team Roster*

## Risk Management Plan

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

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Attachment B-1

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

**Docket No. 2000-465**  
**JMB-R9**  
**Page 68 of 95**

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

### **Change Control Plan**

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

*See Scope Change Request and Evaluation*

*See Scope Change Request Log*

### **Project Issues**

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

*See Project Issue Log*

# Scope Statement Template

## Document Preparation Information

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

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

Attachment B-2

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

**Docket No. 2000-465**  
**JMB-R9**  
**Page 70 of 95**

# Project Release Status Report

## Document Preparation Information

<small>PROJECT NAME - RELEASE NUMBER</small>	<small>PREPARED BY (PRINT)</small>	<small>SIGNATURE</small>	<small>DATE PREPARED</small>
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## General Information

<small>PROJECT MANAGER</small>	<small>CURRENT PROJECT PHASE</small>	<small>SUPPORTING DOCUMENTATION ATTACHED?</small> <input type="checkbox"/> Yes <input type="checkbox"/> No	<small>WEEK ENDING DATE</small>
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## Report Information

<b>Status Changes from Last Report</b>	<input checked="" type="checkbox"/>	<b>Explain</b>
Assumptions	<input type="checkbox"/>	
Scope	<input type="checkbox"/>	

## Schedule Information

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

## Budget Information

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

## Deliverable Information

<small>COMPLETED DELIVERABLES</small>
<small>DELIVERABLES DUE NEXT PERIOD</small>

Docket No. 2000-465  
JMB-R9  
Page 71 of 95

Attachment B-3

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

# Work Breakdown Structure Template

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

Attachment B-4

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Docket No. 2000-465  
JMB-R9  
Page 72 of 95



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

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

Attachment B-5

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 73 of 95**

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

ID	Task Name	Duration	Start	Finish	Predecessors	Resources
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23F5-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All

# Project Team Roster

## Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
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Guideline: Use this roster format as guidance, expanding or condensing as necessary.

## Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX
-----------------	-------	-------	-------	-----

## Sponsor/Stakeholder

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

## External Project Support

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

## Project Team

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

Attachment B-7

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 75 of 95**

# High-Level Risk Assessment

## Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PRINT)	SIGNATURE	DATE PREPARED
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**Instructions:** Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

## High-Level Risk Assessment

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

Attachment B-8

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Docket No. 2000-465  
**JMB-R9**  
 Page 76 of 95

## Guidelines

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

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

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

<b>Major Obstacles</b>	<p>Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome.</p> <p><i>Low Risk:</i> Few major obstacles exist; for those that exist, there are clear solutions.</p> <p><i>Moderate Risk:</i> Some major obstacles exist; there are clear solutions for most of them.</p> <p><i>High Risk:</i> A significant number of major obstacles exist for which there are no clear solutions.</p>
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# Risk Event Assessment and Planning

## Document Preparation Information

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

RISK EVALUATOR	WBS REFERENCE	OTHER REFERENCE
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## Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT

## Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT

## Probability

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

## Impact

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

## Exposure

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

Attachment B-9

**Risk Mitigation Strategies**

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

**Docket No. 2000-465  
JMB-R9  
Page 82 of 95**

# Scope Change Request and Evaluation

## Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
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(The following information must be filled in by the project manager)

## Scope Change Request Information

CHANGE REQUEST NUMBER	DATE CHANGE REQUEST INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER
PRIORITY			
<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low			

## General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIPTION)		
REFERENCES				
SUBMITTED BY	DATE	INVESTIGATED BY	DATE STARTED	DATE COMPLETED

## Impact Analysis

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

## Scope Change Information

CHANGE APPROVED/REJECTED	DEFERRED TO	DATE
<input type="checkbox"/> Approved <input type="checkbox"/> Rejected		

## Approved By

CUSTOMER	DATE	BST II	DATE
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Attachment B-10

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Docket No. 2000-465  
JMB-R9  
Page 83 of 95

# Scope Change Request Log

## Document Preparation Information

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

CUSTOMER	PROJECT LIBRARY FILE NUMBER
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## Log Information

Change Request Number	Priority			Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	H	M	L							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							





# BELLSOUTH DEFECT NOTIFICATION (SAMPLE)

PREPARED BY: \_\_\_\_\_ DATE PREPARED: \_\_\_\_\_

CHANGE REQUEST ID: \_\_\_\_\_

DATE IDENTIFIED: \_\_\_\_\_

DEFECT TYPE:  DOCUMENTATION  ELECTRONIC INTERFACE  MANUAL

**INTERFACES IMPACTED:**

PRE-ORDERING:  LENS  TAG  CSOTS

ORDERING:  EDI  LENS  TAG  LNP

MAINTENANCE:  TAFI  EC-TA LOCAL

DOCUMENTATION IMPACTED:  YES  NO

**EXPLANATION OF DEFECT:**

WORKAROUND:

RESOLUTION:

Docket No. 2000-465  
JMB-R9  
Page 87 of 95

Attachment C-2

Jointly Developed by the Change Control Sub-team comprised  
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# Preliminary Priority List

Company Name: \_\_\_\_\_

CCCM: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Change Review Meeting Date: \_\_\_\_\_

Check Interfaces Used: <input type="checkbox"/> LENS <input type="checkbox"/> TAG <input type="checkbox"/> EC-TA <input type="checkbox"/> Manual
<input type="checkbox"/> EDI <input type="checkbox"/> TAFI <input type="checkbox"/> CSOTS
If you do not use an interface, do not rate the request.

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

Pending Change Requests to be Prioritized			
Category	Rating	Interface	Change Request Log #
<i>Pre-Ordering</i>			
<i>Ordering</i>			
<i>Maintenance</i>			
<i>Manual</i>			

Attachment C-3



# Monthly Status Meeting Agenda Template

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Opening.....	5 Minutes
<i>Facilitator/BellSouth opens meeting.</i>	
Regulatory Issues.....	10 Minutes
<i>Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.</i>	
<b>Change Request Status:</b>	<b>40 Minutes</b>
<b>New</b>	
<b>Pending</b>	
<b>Scheduled</b>	
<b>Implemented</b>	
<b>Canceled</b>	
<b>Defects</b>	
<i>Review status of all change requests</i>	
Release Management & Implementation Status.....	15 Minutes
<i>Review status of scheduled Releases.</i>	
Issues/Action Items.....	15 Minutes
<i>Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.</i>	
Adjourn.....	5 Minutes
<i>Facilitator/BellSouth reviews next steps.</i>	

# Change Review Meeting Agenda Template

---

- Opening.....10 Minutes  
*Facilitator/BellSouth opens meeting.*
- Change Request Log Status.....30 Minutes  
*Change Requests to be reviewed will have a status of "P" for Pending and will follow the process flow as outlined in Part 2 – Detailed Process Flow.*
- Regulatory Issues.....30 Minutes  
*Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.*
- Release Management & Implementation Status.....30 Minutes  
*Review status of scheduled Releases.*
- Recycled Change Request(s).....30 Minutes  
*Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been scheduled for a target release.*
- Presentation of Change Requests.....20 Minutes/Request  
*The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a maximum of five minutes of presentation time followed by a question and answer session not to exceed 15 minutes. Change Requests will be presented and prioritized by Interface.*
- Develop Candidate Change Request List.....60 Minutes  
*Participating companies will vote on the final prioritization of the Change Requests as indicated in the Change Review Section of the Change Control Process Document. Change Requests to be submitted for sizing and sequencing will be placed on the Candidate Change Request List along with the "Need-by-Date".*
- Present Outputs.....10 Minutes  
*Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List.*
- Issues/Action Items.....15 Minutes  
*Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.*
- Adjourn.....5 Minutes  
*Facilitator/BellSouth reviews next steps.*

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Attachment C-5

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

Docket No. 2000-465  
JMB-R9  
Page 90 of 95



# Change Control Process User Registration Form

Date \_\_\_/\_\_\_/\_\_\_

Company Name \_\_\_\_\_

CCCM Assigned \_\_\_\_\_ Phone \_\_\_\_\_

CCCM Alternate \_\_\_\_\_ Alt Phone \_\_\_\_\_

CCM E-mail Address \_\_\_\_\_ Fax \_\_\_\_\_

CCM E-mail Alternate \_\_\_\_\_ Alt Fax \_\_\_\_\_

Please indicate participation type:  CLEC  Service Provider \*

\* If Service Provider, please attach Letter of Authorization (LOA) from CLEC you will be representing.

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

[List\\_Manager@bridge.bellsouth.com](mailto:List_Manager@bridge.bellsouth.com)

With the Subject Line: **SUBSCRIBE CCP**

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

Interfaces Currently Used:	<input type="checkbox"/> Pre-Ordering	<input type="checkbox"/> Ordering	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Manual
	<input type="checkbox"/> LENS	<input type="checkbox"/> EDI	<input type="checkbox"/> TAFI	
	<input type="checkbox"/> TAG	<input type="checkbox"/> LENS	<input type="checkbox"/> EC-TA Local	
	<input type="checkbox"/> CSOTS	<input type="checkbox"/> TAG		

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Form Completed By  
 (Signature) \_\_\_\_\_

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

Attachment C-6

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 91 of 95**



## Change Control Process User Registration Form

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**RETURN TO:**

BCCM  
FAX 205-321-5160

OR

Valerie Cottingham  
8<sup>th</sup> Floor  
600 No. 19<sup>th</sup> Street  
Birmingham, AL 35203

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 92 of 95**



## Change Control Process CR LOG Legend

<b>CR LOG #</b>	Log number assigned to each change request.
<b>Status</b>	Status of change request: N=New (being reviewed for acceptance), P=Pending (accepted-to be prioritized), PC=Pending Clarification, S=Scheduled for a Release, I=Implemented in a Release, C=Canceled Request, V=Validated Defect, W=Workaround Identified, CRC=Change Review Complete, RC=Candidate Request for a Release
<b>Type</b>	Type of CR: Type 2=Regulatory, Type 3=Industry Standard, 4=BST Initiated, 5=CLEC Initiated, 6=CLEC Impacting Defect
<b>Title</b>	Title of Change Request
<b>Step 1 Date Sent/Date Received</b>	Date CR was sent/received by Change Control
<b>Step 2 Open &amp; Validate CR (Target Date)</b>	Target date for the Change Control Team to open CR and validate for completeness. Interval is 2-3 business days from date received (for Types 2-5). Interval is 1 business day for Type 6 (defects). During this step, a CR Log # is assigned, acknowledgment notification is sent to originator, CR is reviewed for mandatory fields and completeness.
<ul style="list-style-type: none"> <li>Types 2-5 (target is 3 bus days)</li> <li>Type 6 (target is 1 bus day)</li> </ul>	
<b>Clarification Date Sent (if needed)</b>	Date clarification was sent to originator of CR. Clarification times would be in addition to cycle time.
<b>Clarification Response Rec'd Date</b>	Date clarification response was received from originator.
<b>Open &amp; Validate CR (Actual Date)</b>	Actual date CR was opened and validated by Change Control Team.
<b>Step 3 Review CR for Acceptance (Target Date)</b>	For Types 2-5, target date to review CR and determine status (20 bus day interval). CR reviewed for impacted areas. Status codes include: Pending, Pending Clarification or Canceled.
<ul style="list-style-type: none"> <li>Types 2-5 (target is 20 bus days)</li> <li>Type 6 (target is 3 bus days for internal validation, an additional 4 bus days to develop workaround if, applicable)</li> </ul>	For Type 6- status codes include: Pending, Pending Clarification, Validated Defect, Workaround Identified or Canceled.
<b>Clarification Sent Date (if needed)</b>	Date clarification notification was sent to originator of CR. Clarification times would be in addition to cycle time.
<b>Clarification Response Rec'd Date</b>	Date clarification response was received from originator.
	Actual date CR was accepted or results provided to originator for review/discussion.
	Date CR was canceled and notification provided to

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## Change Control Process CR LOG Legend

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

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## Change Control Process CR LOG Legend

<p><b>Soft Rel Notif (Actual Date)</b></p> <p><b>Doc Changes Notif (Target Date)</b></p> <ul style="list-style-type: none"> <li>• 30 calendar days prior to release</li> </ul> <p><b>Doc Changes Notif (Actual Date)</b></p>	<p>Actual date release notification letter is posted to web.</p> <p>Target Date for BST posting documentation changes (business rules) associated with a release (target is 30 days in advance of release implementation).</p> <p>Actual Date documentation notification is posted to web.</p>
<p><b>Doc Updates Only Notif (Target Date)</b></p> <ul style="list-style-type: none"> <li>• 5 business days prior to documentation posting date</li> </ul> <p><b>Doc Updates Only Notif (Actual Date)</b></p>	<p>Target date for BST posting notification letter for documentation updates (non-system) changes only. Target is 5 business days prior to documentation posting date.</p> <p>Actual date CLEC notification letter is posted to the web announcing the documentation only changes to be posted.</p>
<p><b>Notes</b></p>	<p>Area to document additional status information for each CR (i.e., date workaround notification is provided, escalations, etc.).</p>

Attachment C-7

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**Docket No. 2000-465**  
**JMB-R9**  
**Page 95 of 95**



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# CHANGE CONTROL PROCESS

**CCP2\_16.DOC**

**FEBRUARY 16, 2001**

**VERSION 2.1**

**(WORKING DOCUMENT)**

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Issued: 2/19/2001

Jointly Developed by the Change Control Sub-team comprised  
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**Docket No. 2000-465**  
**JMB-R10**  
**Page 1 of 81**



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**Docket No. 2000-465**  
**JMB-R10**  
**Page 2 of 81**

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**Docket No. 2000-465**  
**JMB-R10**  
**Page 3 of 81**

## VERSION CHANGE HISTORY

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

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

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

		Section 2	Participants" description. - Added statement regarding submittal of Change Requests
		Section 4	- Clarification provided for documentation changes for business rules
		Part 2	- Step 2-Added email notification - Step 3-Removed "Cancellation by BellSouth" - Step 3-Clarification on reject reasons - Step 3-Clarification on internal validation activities
		Section 5	- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround - Added defect implementation range - Changed prioritization from "by interface" to "by category"
		Section 6	- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days - Modified the prioritization voting rules - Updates to the Introduction and Retirement of Interfaces
		Section 7	- Added Type 6 escalation turnaround time
		Section 8	- Changed 3 <sup>rd</sup> Level Escalation contacts for Types 2-6 - Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
		Section 11	- Removed "Cancellation by BellSouth" from Change Request Form and Checklist
		Appendix A	- 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	<ul style="list-style-type: none"> <li>- Added BellSouth Versioning Policy</li> </ul> <p>Word changes to provide clarification throughout the document.</p>
2.0	08/23/00	Cover  Section 3  Section 5   Section 10 Section 11-Terms & Definitions  Appendix A  All	<ul style="list-style-type: none"> <li>- Removed "Interim" from cover.</li> <li>- Updated Type 6 definition to incorporate new defect and expedited feature definitions.</li> <li>- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process.</li> <li>- Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.</li> <li>- Added Internet Web sites for EDI and TAG Testing Guidelines</li> <li>- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.</li> <li>- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.</li> <li>- Referenced the handling of expedites and expedite notification where appropriate.</li> </ul>

## TABLE OF CONTENTS

<b>1.0 INTRODUCTION</b>	<b>7</b>
<b>2.0 CHANGE CONTROL ORGANIZATION</b>	<b>9</b>
<b>3.0 CHANGE CONTROL DECISION PROCESS</b>	<b>10</b>
<b>4.0 CHANGE CONTROL PROCESS FLOW</b>	<b>14</b>
PART 1 - TYPE 1 PROCESS FLOW	15
PART 2 - TYPES 2-5 PROCESS FLOW	20
PART 3 - EXPEDITED FEATURE PROCESS	35
<b>5.0 DEFECT PROCESS</b>	<b>41</b>
<b>6.0 CHANGE REVIEW - PRIORITIZATION - RELEASE PACKAGE DEVELOPMENT AND APPROVAL</b>	<b>48</b>
PART 1 - CHANGE REVIEW MEETING	48
PART 2 - CHANGE REVIEW PACKAGE	48
PART 3 - PRIORITIZING CHANGE REQUESTS	49
PART 4 - DEVELOPING AND APPROVING RELEASE PACKAGES	50
SUBSEQUENT TO THE CHANGE REVIEW MEETING BELL SOUTHWEST 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	50
<b>8.0 INTRODUCTION AND RETIREMENT OF INTERFACES</b>	<b>52</b>
<b>8.0 ESCALATION PROCESS</b>	<b>54</b>
DISPUTE RESOLUTION PROCESS	61
<b>9.0 CHANGES TO THIS PROCESS</b>	<b>62</b>
<b>10.0 TESTING ENVIRONMENT</b>	<b>63</b>
<b>11.0 TERMS AND DEFINITIONS</b>	<b>65</b>
<b>APPENDIX A - CHANGE CONTROL FORMS</b>	<b>75</b>
SEE ATTACHED FORMS	75
<b>APPENDIX B - RELEASE MANAGEMENT</b>	<b>76</b>
SEE ATTACHED FORMS	76
<b>APPENDIX C - ADDITIONAL DOCUMENTS</b>	<b>77</b>
SEE ATTACHED DOCUMENTS	77
<b>APPENDIX D - BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES</b>	<b>78</b>

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**Docket No. 2000-465  
JMB-R10  
Page 9 of 81**



## 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 and 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, including User Guides that support OSS systems currently within the scope of CCP)

- Defects
- Expedited Features

The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes:

- 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
- 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 defect Change Request should be submitted through Change Control Team.

#### **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, Part 3.

#### **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, Part 3.

#### **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, Part 3.

#### **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, Part 3.

#### **Type 6- CLEC Impacting Defects**

A Type 6 defect request is any non-Type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.

In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business user requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three (3) Impact Levels:

- High Impact – The failure causes impairment of critical system functions and no electronic workaround solution exists.
- Medium Impact – The failure causes impairment of critical system functions, though a workaround solution does exist.
- Low Impact – The failure causes inconvenience or annoyance.

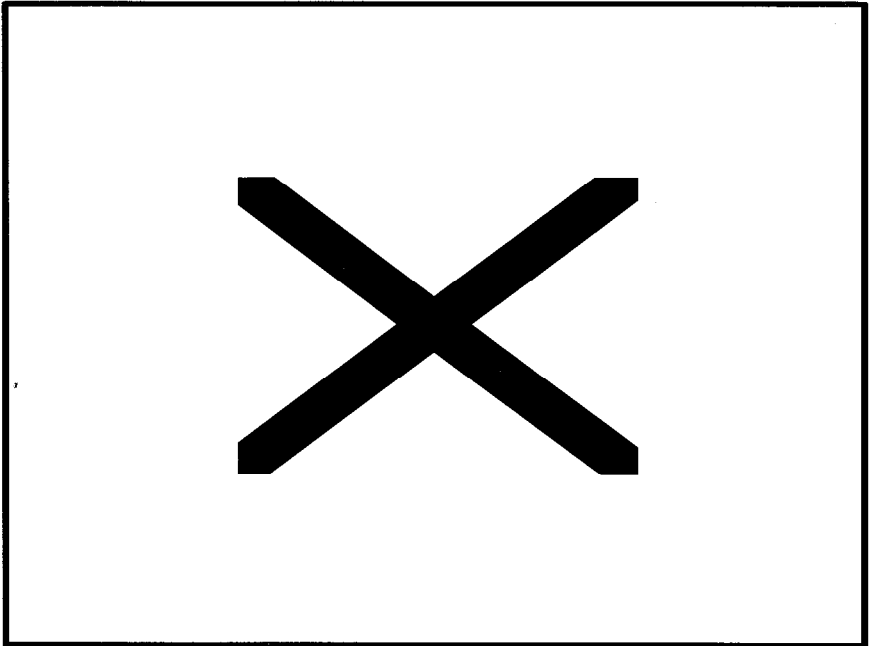
The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLECs and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Order, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds 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, defects and expedited features will be handled through the Change Control Process.

**Figure 3-1. Change Control Decision Process**

## 4.0 CHANGE CONTROL PROCESS FLOW

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

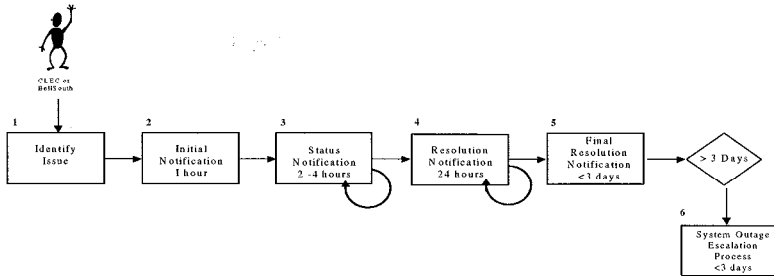


**Figure 4-1. Change Control Process Flow**



### Part 1 - Type 1 Process Flow

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



**Figure: 4-2. Type 1 Process Flow**

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

**Table 4-1. Type 1 Cycle Times**

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

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

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

**Table 4-2. Type 1 Detail Process Flow**

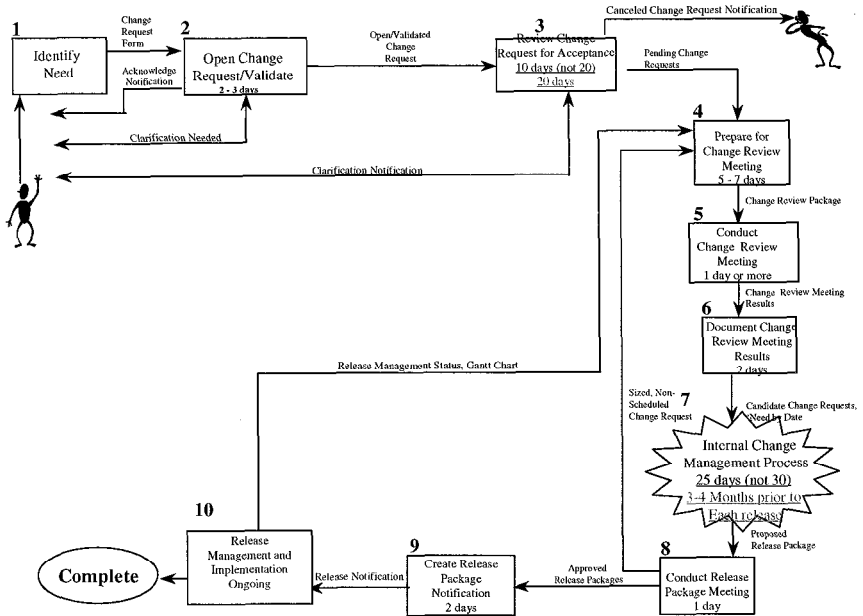
Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM  ECS	<p><b><u>IDENTIFY ISSUE:</u></b></p> <ol style="list-style-type: none"> <li>Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface).</li> <li>Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030.</li> <li>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.</li> <li>ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Issue Characteristics</li> <li>Call to ECS Helpdesk</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Recorded Outage</li> </ul>	N/A
2	ECS	<p><b><u>INITIAL NOTIFICATION:</u></b></p> <ol style="list-style-type: none"> <li>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 system ticket number of the outage will be included in the web posting and the email notification.</li> <li>The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Recorded Outage</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Industry Notification posted on Web</li> <li>E-mail to CLECs participating in Change Control</li> </ul>	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
		3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		posted to the web.
3	ECS	<u><b>STATUS NOTIFICATION: (ITERATIVE)</b></u> 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"> <li>• Clarification of outage</li> <li>• Current status of resolution</li> <li>• Agreement of resolution</li> </ul> 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.	<u><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Industry Notification posted on Web</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul>	2-4 hour intervals
4	ECS CCCM	<u><b>RESOLUTION NOTIFICATION: (ITERATIVE)</b></u> 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect, 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".	<u><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Resolution Information posted on Web</li> <li>• Final Resolution Information</li> </ul>	24 hours after reporting outage

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
5	ECS	<u><b>FINAL RESOLUTION NOTIFICATION:</b></u> 1. The final resolution notification is posted on the Web.	<u><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Final Resolution Information</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Final Resolution Notification</li> </ul>	< 3 days
6	CCCM ECS	<u><b>ESCALATION</b></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><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Information or concern relating to a Type 1 - Systems Outage</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Documented Escalation</li> <li>• Escalation Response</li> </ul>	> 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, fFinal 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, Ddraft 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 Ddocumentation changes that do not impact CLEC software, ffor including business rules changes, will be provided to CLECs 30 calendar days or more in advance of implementation date.

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(12-7-00) CLEC community requested that for the following bullets associated with user requirements, specifications and documentation, replace "in advance of the release implementation date" with "in advance of the CLEC test date with BST".

- Draft user requirements for major software releases will be provided to CLECs at least 90 calendar days in advance of the release implementation date.
- Final user requirements for major software releases will be provided to CLECs at least 45 calendar days in advance of the release implementation date.

(12-7-00) CLEC community requested that final specifications (EDI specs and TAG APD) for software releases (non-TCIF) be provided at least 45 calendar days in advance of CLEC test date with BST.

(12-7-00) CLEC community requested that the notification for a new TCIF map be provided at least 240 calendar days in advance of the CLEC test date with BST. Also begin working jointly with them in the development of the User Requirements for a new TCIF map 240 calendar days in advance of CLEC test date with BST.

- Notification for the implementation of a new TCIF map will be provided at least 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map at least 180 calendar days in advance of the release implementation date.

(12-7-00) CLEC community requested draft user requirements for a new TCIF map be provided at least 180 calendar days in advance of CLEC test date with BST.

- Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs at least 120 calendar days in advance of the release implementation date.

(12-7-00) CLEC community requested final user requirements for a new TCIF map be provided at least 120 calendar days in advance of CLEC test date with BST.

(12-7-00) CLEC community requested final specifications (EDI specs and TAG API) for a new TCIF map be provided at least 120 calendar days in advance of CLEC test date with BST.

- Final user requirements for the implementation of a new TCIF map will be provided to CLECs at least 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute updates to the user requirements up to one month prior to the implementation of the new TCIF map. (Remove "BellSouth will distribute the user requirements at least once a month until one (1) month beyond implementation of the new TCIF map.")
- (1-10-01) CLEC community requested all documentation changes be provided at least 30 calendar days in advance of CLEC test date with BST.
- All additions and changes to BellSouth business rule documentation, both system and non-system impacting, will be provided to CLECs at least 30 calendar days in advance of the release implementation date.

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~~CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.~~ (Agree to Remove)



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	<p><b><u>IDENTIFY NEED</u></b></p> <ol style="list-style-type: none"> <li>Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>Attach related requirements and specification documents. (See Attachment A-1A, Item 22)</li> <li>Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Form (Attachment A-1)</li> <li>Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>Log Request in Change Request Log.</li> <li>Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>Establish request status ('N' for New Request)</li> <li>Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>Verify Change Request specifications and related information exists.</li> <li>Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b><u>CLEC or BellSouth Originator</u></b> If clarification is needed, make necessary</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> <li>Change Request Form Checklist</li> <li>Change Request Clarification Response</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>New Change Request</li> <li>Acknowledgment Notification</li> <li>Validated Change Request</li> <li>Clarification Notification</li> <li>Industry Notification via e-mail and web posting</li> </ul>	2-3 Bus Days  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>		
3	BCCM	<p><b>REVIEW CHANGE REQUEST FOR ACCEPTANCE</b></p> <ol style="list-style-type: none"> <li>Review Change Request and related information for content.</li> <li>Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.</li> <li>Determine status of request: <ul style="list-style-type: none"> <li>If change already exists, or <u>CLEC</u> training issue forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</li> <li>If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>If request is accepted, update Change Request status to "P" for Pending in Change Request Log.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 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><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>New Change Request</li> <li>Validated Change Request</li> <li>Clarification Notification (if required)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Pending Change Request</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> <li>CR status updated on web</li> </ul>	<p><del>20-10</del> Bus Days 20 Bus Days</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>(1-10-01) If BellSouth determines that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is considered 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. BellSouth shall consider all possible options for accommodating the request.</p> <p>(2-16-01) BellSouth may determine that a CLEC initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. If requested, the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. The SME must be provided a minimum of two-week advance notice to participate in the upcoming Monthly Status Meeting.</p> <p><b><u>OBF Issues (02-16-01)</u></b>                      All change requests that are being actively discussed at OBF, or are on the agenda to be discussed, will be deferred. If the issue is not active and will not be considered within the next six (6) months, and there is agreement between BellSouth and affected CLECs to proceed prior to an OBF resolution, BellSouth will determine if it can support the request.</p> <p><del>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. (Agree to Remove)</del></p> <p><del>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.</del></p>		

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>(Agree to Remove)</p> <p><b>NOTE:</b> If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting. (Remove)</p>		
4	<p><b>BCCM</b> <b>CCCM</b></p>	<p><b><u>PREPARE FOR CHANGE REVIEW MEETING</u></b></p> <p><b>NOTE:</b> These activities take place to prepare for Change review meetings when prioritizations take place.</p> <p><b><u>BCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare an agenda.</li> <li>2. Make meeting preparations.</li> <li>3. Update Change Request Log with current status for new and existing Change Requests.</li> <li>4. Prepare and post Change Request to web.</li> <li>5. Provide preliminary size and scope information on each pending change request to CLECs.</li> </ol> <p><b><u>CCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Analyze Pending Change Requests.</li> <li>2. Determine priorities for change requests and establish "Desired/Want" dates.</li> <li>3. Create draft Priority List to prepare for Change Review meeting.</li> </ol> <p>(2-16-01) The sizing information provided with the Change Review Meeting package is a preliminary estimate of the work effort. After prioritization, each interface is assessed in depth to determine the scope of the change request. Based on this assessment, an adjustment in the sizing may be required.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Pending Change Request Notifications</li> <li>• Project Release Status (Step 10)</li> <li>• Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• Preliminary Size and scope on each Pending change request</li> </ul>	5-7 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><b>SIZING OF WORK EFFORTS:</b></p> <p><u>LARGE</u></p> <ul style="list-style-type: none"> <li>• Multiple Systems Dependencies</li> <li>• New Functionality</li> </ul> <p><u>MEDIUM</u></p> <ul style="list-style-type: none"> <li>• Limited Systems Dependencies</li> <li>• New/Change Existing Functionality</li> </ul> <p><u>SMALL</u></p> <ul style="list-style-type: none"> <li>• No system dependencies</li> <li>• Change Existing Functionality</li> </ul>		
5	BCCM  CCCM	<p><u>CONDUCT CHANGE REVIEW MEETING</u></p> <p><u>Monthly Status Meetings</u></p> <ol style="list-style-type: none"> <li>1. Communicate regulatory mandates.</li> <li>2. Review status of pending/approved Change Requests (including defects and expedited features) at monthly status meeting.</li> <li>3. Review current Release Management statuses.</li> <li>4. Review issues and action items and assign owners. (Agree to Accept)</li> <li>5. Present new change requests submitted since previous Monthly Status Meeting. (Agree to Accept)</li> </ol> <p><u>Prioritization Meetings (held quarterly in March, June, September and December)</u></p> <ol style="list-style-type: none"> <li>1. Follow Steps 1-3 from Monthly Status Meetings.</li> <li>2. Initiators present Change Requests.</li> <li>3. BellSouth presents size and scope of each change request and potential release package combinations.</li> </ol>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• Desired/Want Dates</li> <li>• Impact analysis</li> <li>• Preliminary Size and scope on each Pending change request</li> </ul> <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> <li>• Meeting minutes</li> <li>• Updated Change Request Log</li> <li>• Candidate Change Request List</li> <li>• Issues and Actions Items (if required)</li> </ul>	<p>1 Bus Day (or as needed based on volume)</p> <p>Meeting Day</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>(1-10-01) BellSouth presents the size and scope of each change request.</p> <p>(2-16-01) BellSouth presents the preliminary size and scope of each change request. BellSouth presents the number of major releases and dates targeted for the next 12 months.</p> <ol style="list-style-type: none"> <li>4. Discuss Impacts.</li> <li>5. Prioritize Change Requests.</li> <li>6. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests.</li> <li>7. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate.</li> <li>8. Review issues and action items and assign owners.</li> </ol>		
6	BCCM	<p><b><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare and distribute outputs from Step 5.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• Final Candidate Request List</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Updated Change Request Log</li> <li>• Web posting of meeting output</li> </ul>	2 Bus Days
7	BCCM CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <ol style="list-style-type: none"> <li>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities <del>only</del>(Agree to remove)-to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process.(Agree to Remove) This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</li> <li>2. Sizing and sequencing of prioritized</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Candidate Change Request List with agreed upon 'Need by Dates'</li> <li>• Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• BellSouth's Proposed Release Package</li> <li>• CLEC analysis.(Agree to add)</li> </ul>	<p>30-25 Bus Days</p> <p>3-4 months prior to each major release. (Interval will vary as a result of design, construction,</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>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> (1-10-01) Agree to add 'for the next release' – Delete: each future release.</p> <p>(2-16-01) 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.</p> <p>3. <u>All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.</u> (1-10-01 BellSouth cannot support)</p> <p>(2-16-01) At a minimum, a target release date will be provided for the top five (5) change requests which could include the next and/or future release.</p>		<p>and testing efforts.)</p>
8	BCCM CCCM	<p><b><u>CONDUCT RELEASE PACKAGE MEETING</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare agenda.</li> <li>2. Make meeting preparations.</li> <li>3. Evaluate proposed release schedule.</li> <li>4. <u>Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process.</u></li> <li>4. (1-10-01) BellSouth recommends the following two (2) scenarios: a) Non-scheduled Change Requests will need to be re-prioritized at the next Change Review Meeting along with new pending requests to accommodate changes in the Industry's business requirements (Return to Step 4) or b) Prioritize only the new "Pending CR's" since</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• BellSouth's Proposed Release Package (2-16-01 Remove "Two Scenarios")</li> <li>• BellSouth's Release Schedule</li> <li>• Change Request Log</li> <li>• <u>CLEC analysis</u>(Agree to add)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package</li> <li>• Updated Change Request Log</li> <li>• Meeting Minutes</li> <li>• Scheduled Change Requests</li> <li>• <u>Non-Scheduled Change Requests (Return to Step 4 (BellSouth cannot support))</u></li> </ul>	<p>1 Bus Day</p> <p><u>1-10-01 CLEC community requested RPM be held 6 months prior to each major release</u></p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>the last Change Review Meeting and incorporate rankings into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR's.)</p> <p>4. (2-16-01) Non-scheduled change requests will be combined with the new pending requests and re-ranked quarterly to ensure a current list of priorities is always available. This includes any of the top 5 items that may not be scheduled for a release.</p> <p>5. 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>                      (1-10-01) Based on BST/CLEC consensus determine which scenario should be implemented. Create the Approved Release Package and schedule.                       (2-16-01) Based on BST/CLEC consensus create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requested changes and re-present the proposed package to the CLEC community.</p> <p>6. Identify Release Management Project Manager, if possible.</p> <p>7. Establish date for initial Release Management Project Meeting <u>for newly established releases.</u>(for the next new release)</p> <p>8. All Change Requests that are in the</p>	<ul style="list-style-type: none"> <li>Date for initial Release Management Project Meeting <u>for newly established releases.</u>(for next new release)</li> </ul>	



Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		approved scheduled release (s)(Remove) will be changed to "S" status for "Scheduled".		
9	BCCM	<p><b><u>CREATE RELEASE PACKAGE NOTIFICATION</u></b></p> <ol style="list-style-type: none"> <li>Develop and distribute Release Notification Package via web.</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Approved Release Package (s)(Remove)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Release Package Notification</li> </ul>	2 Bus Days after Release Package Mtg.
10	BCCM  (Project Managers from each participating company)	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <ol style="list-style-type: none"> <li>Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</li> <li>BellSouth User Requirements for <u>software changes</u> (Agree to accept) will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.</li> </ol> <ul style="list-style-type: none"> <li><u>For new features or changes to existing functionality, Draft Specifications and Requirements will be provided NLT 90 days in advance of Implementation. (12-7-00) at least 90 days in advance of CLEC Test Date with BST.</u></li> <li>Draft User Requirements for <u>major</u> software release will be provided to the CLECs at least 90 calendar days in advance of the release implementation date.</li> <li><u>For new features or changes to existing functionality, Final Specifications and Requirements will be provided NLT 3045 days in advance of Implementation. (12-7-00)</u></li> </ul>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Approved Release Package Notification</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Project Release Status</li> <li>Implementation Date</li> <li>Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc</li> <li><u>Draft Specifications and Requirements</u></li> <li><u>Final Specifications and Requirements</u></li> <li><u>Documentation Changes</u></li> <li>Implemented Change Request</li> <li>Draft User Requirements</li> <li>Final User Requirements</li> <li>Documentation Changes</li> </ul>	Ongoing

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>At least 45 days in advance of CLEC test date with BST.</u></p> <ul style="list-style-type: none"> <li>• Final User Requirements for major software releases will be provided to the CLECs at least 45 days in advance of the release implementation date.</li> <li>• <u>(12-7-00) Final specifications (EDI Specs and TAG APD) for software releases will be provided to the CLECs at least 45 days in advance of CLEC test date with BST.</u></li> <li>• <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></li> <li>• <u>(12-7-00) Notification for the implementation of a new TCIF will be provided at least 240 calendar days in advance of the CLEC Test Date with BST. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map at least 240 calendar days in advance of the CLEC test date with BST.</u></li> <li>• Notification for the implementation of a new TCIF map will be provided at least 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map at least 180 calendar days in advance of the release implementation date.</li> <li>• <u>(12-7-00) Draft user requirements for</u></li> </ul>		

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>the implementation of a new TCIF map will be provided to the CLECs at least 180 calendar days in advance of the CLEC test date with BST.</u></p> <ul style="list-style-type: none"> <li>• Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs at least 120 calendar days in advance of the release implementation date.</li> <li>• <u>(12-7-00) Final user requirements and specifications (EDI Specs and TAG APD) for the implementation of a new TCIF map will be provided to CLECs at least 120 calendar days in advance of the CLEC test date with BST.</u></li> <li>• Final User Requirements for the implementation of a new TCIF map will be provided to CLECs at least 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute <u>updates to the user requirements up to one month prior to the implementation of the new TCIF map.</u> (2-16-01 Remove "BellSouth will distribute the user requirements at least once a month until one (1) month beyond the implementation of the new TCIF map")</li> </ul> <p><u>4. BellSouth Documentation changes, including business rule changes will be provided.</u>(Agree to add)</p> <ul style="list-style-type: none"> <li>• <u>All such changes will be provided NLT 30 days in advance of Implementation.</u> (12-7-00) <u>provide at least 30 calendar days in advance of CLEC test date with BST.</u></li> <li>• All additions and changes to BellSouth business rule documentation, both</li> </ul>		

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		system and non-system impacting, will be provided to CLECs at least 30 calendar days in advance of the release implementation date.  5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.		

### **Part 3 – Expedited Feature Process**

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact
- An ordering enhancement to an existing product or service interface where the CLEC/BellSouth has determined should be expedited due to impact

#### **Re-classified Defects**

When a submitted defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified feature by updating the Change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited feature process using agreed upon intervals.

#### **Ordering Enhancement to an existing product or service interface**

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an ordering enhancement to an existing product or service interface where the functionality does not currently exist in BellSouth's offered products and services interfaces.

For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an ordering enhancement to an existing product or service interface
- Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point minor release, best effort.

Figure 4.4 provides the process flow for the expedited feature process.

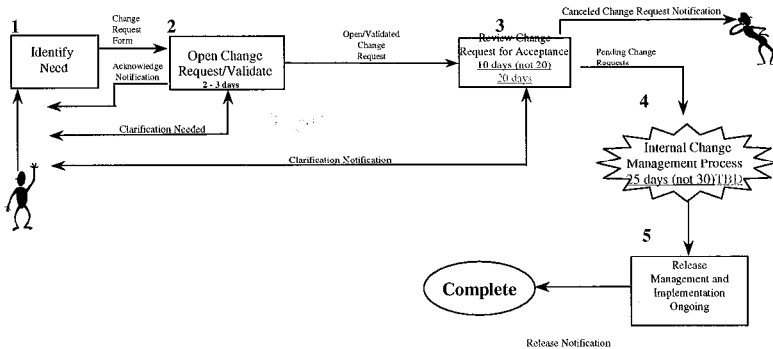


Figure 4.4 – Process Flow for Types 2-5 Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the expedited feature process. Steps shown in the table are sequential unless otherwise indicated.

**Table 4-3. Types 2-5 Expedited Feature Detail Process Flow**

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM  BCCM	<p><b>IDENTIFY NEED</b></p> <ol style="list-style-type: none"> <li>Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>Attach related requirements and Attachment A-1A, Item 22.</li> <li>Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Change Request Form (Attachment A-1)</li> <li>Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</b></p> <ol style="list-style-type: none"> <li>Log Request in Change Request Log.</li> <li>Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>Establish request status ('N' for New Request)</li> <li>Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>Verify Change Request specifications and related information exists.</li> <li>Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b>CLEC or BellSouth Originator</b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> <li>Change Request Form Checklist</li> <li>Change Request Clarification Response</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>New Change Request</li> <li>Acknowledgment Notification</li> <li>Validated Change Request</li> <li>Clarification Notification</li> <li>Industry Notification via e-mail and web posting</li> </ul>	1 Bus Day  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
3	BCCM	<p><b>REVIEW CHANGE REQUEST FOR ACCEPTANCE</b></p> <ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted area (i.e., system, manual process, documentation) and adverse impacts.</li> <li>3. Determine status of request:                             <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to "P" for Pending in Change Request Log.</li> <li>• If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>(1-10-01) If BellSouth determines that a CLEC initiated expedited change request should not be accepted because of cost, industry direction or because it is considered 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. BellSouth shall consider all possible options for accommodating the request.</p> <p>(2-16-01) BellSouth may determine that a</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• Validated Expedited Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>	20 Bus Days



Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>CLEC initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. If requested, the appropriate BST SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. The SME must be provided a minimum of two-week advance notice to participate in the upcoming Monthly Status Meeting.</p> <p>(2-16-01 REMOVE ) NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.</p>		
4	BCCM  CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</li> </ol> <p>Expedited Features will be implemented in the current, next release, or <u>point minor</u> release, best effort. (02-16-01)</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Release Date for Expedited Feature</li> </ul>	30-25 (Still under discussion)
5	BCCM  (Project Managers from each participating company)	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <ol style="list-style-type: none"> <li>Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</li> <li>BellSouth User Requirements for software changes will be presented to</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Project Release Status</li> <li>Implementation Date</li> <li>Documentation Changes</li> </ul>	Ongoing

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</p> <p>4. BellSouth Documentation changes, including business rules changes will be provided.</p> <p>5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.</p>		

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## 5.0 DEFECT PROCESS

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

A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.

In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business user requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three Impact Levels:

- **High Impact**

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

- **Medium Impact**

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

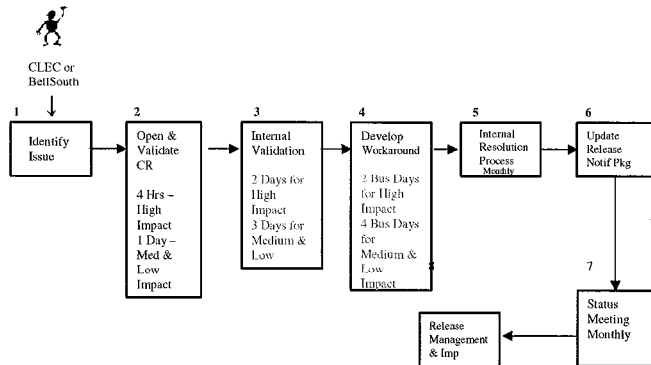
- **Low Impact**

The failure causes inconvenience or annoyance.

The CLECs and/or BellSouth may initiate these types of changes affecting interfaces between the CLECs 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 clarifications.

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



**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**

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, 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	<b>IDENTIFY NEED</b> 1. Identify Defect. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. 3. Include description of business need and details of business impact. 4. Attach related requirements and specification documents. These attachments must include the following, if appropriate: <ul style="list-style-type: none"> <li>• PON</li> <li>• OCN</li> <li>• Specific Scenario</li> <li>• Interface(s) affected</li> <li>• Error message (if applicable)</li> <li>• Release or API version (if applicable)</li> </ul> 5. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	<b>INPUTS:</b> <ul style="list-style-type: none"> <li>• Type 6 Change Request</li> </ul> <b>OUTPUTS:</b> <ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>	N/A
2	BCCM	<b>OPEN &amp; VALIDATE DEFECT FORM FOR COMPLETENESS</b> 1. Log Defect in Change Request Log. 2. Send Acknowledgment Notification via email to initiating CLEC. 3. Establish CR status ('N' for New Defect) 4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist. 5. Verify specifications and related information exists. 6. Send Clarification Notification via	<b>INPUTS:</b> <ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul> <b>OUTPUTS:</b> <ul style="list-style-type: none"> <li>• New Defect</li> <li>• Acknowledgment Notification</li> <li>• Clarification Notification (if required)</li> </ul>	4 Hours for High Impact  1 Bus Day for Medium and Low Impact  (Time to be calculated from time of receipt with a cutoff time of 4:00 PM

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		email to the originator if needed. 7. Update CR status to "PC" for Pending Clarification if clarification is needed.  If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.		Eastern Time)
3	BCCM	<u>INTERNAL VALIDATION</u> 1. Validate that it is a defect. 2. Perform internal defect analysis. 3. <u>Determine status of request:</u> <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue, forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.</li> <li>• Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification.</li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is valid, update Change Request status to 'V' for Validated Defect and indicate appropriate Impact Level.</li> <li>• If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate.</li> <li>• Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request.</li> <li>• 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).</li> <li>• If issue is re-classified as a feature</li> </ul>	<u>INPUTS:</u> <ul style="list-style-type: none"> <li>• New Defect</li> </ul> <u>OUTPUTS:</u> <ul style="list-style-type: none"> <li>• Validated Defect</li> <li>• Defect notification to CLEC community via e-mail and web posting</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• Status provided for High Impact Defects to originator via email within 24 hours.</li> </ul>	1 Bus Day for High and Medium Impact  2 Bus Days for High Impact  3 Bus Days Medium and Low Impact

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect process flow and enter Types 2-5 process flow (enter at Step 3).</p> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.</p> <p>Defect notification will be provided to CLEC community via e-mail and web posting.</p>		
4	BCCM	<p><b><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></b></p> <ol style="list-style-type: none"> <li>Defect workaround identified.</li> <li>Change Request status changed to “W” for workaround identified.</li> <li>Workaround is communicated via e-mail to originating CLEC and to the CLEC community via email and web posting.</li> <li>If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.</li> </ol> <p>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.</p>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Validated Defect</li> <li>Clarification Notification (if required)</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Workaround (if applicable)</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> <li>E-mail and web posting of workaround</li> </ul>	<p>4 Bus Days-1 Bus Day for <u>High and Medium Impact</u></p> <p>2 Bus Days for High Impact</p> <p>4 Bus Days for <u>Low Impact</u></p> <p>4 Bus Days for Medium and Low Impact</p>
5	BCCM	<p><b><u>INTERNAL RESOLUTION PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.</li> <li>Provide status updates to the CLEC community via email as the status changes until the defect is implemented.</li> </ol>	<p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>CLEC/ BST input</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Defect Release Schedule</li> </ul>	<p>Monthly or when status changes, whichever occurs first:</p> <p><u>Validated High and Medium Impact defects will be</u></p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
				implemented within a 4 – 10 business day range, best effort.  Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium Impact Defects will be implemented within 90 days. Low Impact defects will be implemented best effort. Low Impact defects will be implemented within a 4 – 20 business day range, best effort. (REMOVE)
6	BCCM	<u>UPDATE RELEASE PACKAGE NOTIFICATION</u>  1. Update and distribute release notification package via web. 2. All Change Requests that are in the approved scheduled release will be changed to “S” status for	<u>INPUTS:</u> • Defect Information  <u>OUTPUTS:</u> • Updated Release Package Notification • Scheduled Change Request	Based on release constraints for defects (may be less than 30 days).



Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>“Scheduled”.</p> <p><b>Note:</b> The release notification will be published in a timely manner, based on the release constraints associated with the defect.</p>		
7	BCCM	<p><b><u>MONTHLY STATUS MEETING</u></b></p> <ol style="list-style-type: none"> <li>1. Provide status of Defect</li> <li>2. Solicit CLEC/BellSouth input</li> <li>3. Update Defect information as needed.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Defects Received</li> <li>• Change Request Log</li> <li>• Defect Analysis</li> <li>• Workaround (if applicable)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Updated status</li> <li>• Updated Change Request Log</li> <li>• Meeting minutes</li> </ul>	Monthly or when status changes, whichever occurs first.
8	BCCM	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <p>The following release management activities will pertain to Type 6 changes:</p> <ol style="list-style-type: none"> <li>1. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</li> <li>2. Once a defect is implemented in a release, the status will be changed to “I” for Change Implemented.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Project Release Status</li> <li>• Implementation Date</li> <li>• Implemented Change Request</li> </ul>	Ongoing

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## 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, maintenance, manual and documentation, etc.). Prioritization meetings will be held quarterly. Remove: 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 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 preliminary estimate of the size and scope of each Change Request.
- Schedule of releases and capacity in each (BellSouth cannot support providing capacity information)

- 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
- (2-16-01) Types 3, 4 and 5 change requests will be prioritized (non-expedites).
- 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.
- (1-10-01) CLECs may choose to “defer” on voting on change requests that may negatively impact its business. A rating of “defer” will not be counted in the overall rating.
- (2-16-01) BellSouth accepts with the addition of the following language: “...may potentially negatively impact its business or have little value to the CLEC.”
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- Manual processes and documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes.
- 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 3<sup>rd</sup>. 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.

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 three (3) to four (4) months prior to each major release.

- Sizing and sequencing of change requests will be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items.
- BellSouth will develop several variations of release packages to include all of the prioritized requests.

(1-10-01) BellSouth will develop and present two scenarios for the next release. Based on group consensus at the Release Package Meeting, the determination will be made as to which scenario should be implemented. BST/CLEC consensus will be used to create the Approved Release Package and schedule.

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(2-16-01) At a minimum, a target release date will be provided for the top five (5) change requests, which could include the next and/or future release.

- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.

(1-10-01) BellSouth to propose two (2) scenarios: 1) Unscheduled change requests will need to be re-prioritized at the next Change Review Meeting along with the new pending requests to accommodate changes in the "Industry's business requirements or 2) Prioritize only the new "Pending" CR's since the last Change Review Meeting. Rankings will be incorporated into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR's.

(2-16-01) At a minimum, a target release date will be provided for the top five (5) change requests, which could include the next and/or future release. Non-scheduled change requests will be combined with new pending requests and re-ranked quarterly to ensure a current list of priorities is always available. This includes any of the top 5 items that may not be scheduled for a release.

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. (1-10-01) BellSouth cannot support.

(2-16-01) During the Release Package Meeting, BellSouth will present its proposed release package for the next release, along with target dates for the top five (5) change requests. BST/CLEC consensus will be used to create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed release scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requested changes and re-present the proposed release package to the CLEC community.

(2-16-01) Change Requests may not be implemented in priority order due to the complexity of the Change Request, the relationship between the implementation of one change and changes specified in other Change Requests, and other factors. Implementation decisions will remain with BellSouth's discretion, consistent with applicable law and regulatory authority and resource constraints. BellSouth will consider the prioritization in exercising this discretion.

## **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 document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.~~

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

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## **Retirement of Interfaces**

As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request(Remove) 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 give the CLECs a 120 day notification.

A CLEC may respond to Change Control with its desire to extend a retirement date. The CLEC must explain why the scheduled retirement date is not acceptable by providing the impact to its business.

## 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.(Excludes Expedites)
- For Type 6 High and Medium Impact(See next bullet) issues, the escalation process is agreed to allow BellSouth a threeone-day turnaround to provide a status for each cycle of escalation.
- For Type 6 High Impact issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a two (2) to five (5) 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.(See next bullet)
- For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.
- Each level will go through the same Cycle, which is described below.



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- 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	Don Tighe Manager - EC Support Group  Interconnection Operations	404-532-2233	1-800-946-4646 PIN 1440050	<a href="mailto:Don.Tighe@bridge.bellsouth.com">Don.Tighe@bridge.bellsouth.com</a>
2nd Level	Bruce Smith  Operations Director - EC Support Group  Interconnection Operations	205-988-7211	1-800-542-3260	<a href="mailto:Bruce.Smith@bridge.bellsouth.com">Bruce.Smith@bridge.bellsouth.com</a>
3rd Level	Bill Reid  Operations Assistant Vice President  Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	<a href="mailto:Bill.C.Reid@bridge.bellsouth.com">Bill.C.Reid@bridge.bellsouth.com</a>

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

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### **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**

**Types 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. **Types 2-5 Changes:** Within appropriate intervals, depending upon Change Request Type, BellSouth will reply through Change Control with a status and explanation. (02-16-01)

**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 High Impact Changes:** Within two (2) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. **Type 6 Medium and Low Impact Changes:** Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

**For Type 6 High Impact issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a two (2) to five (5) day turnaround to provide a status for each cycle of escalation. (02-16-01)**

**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.

**Type 2-5 Expedite Changes:** Within three (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.

**For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation. (02-16-01)**

Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	<b>Valerie Cottingham</b>  Director Change Control Process	205-321-2168	<a href="mailto:Valerie.cottingham@bridge.bellsouth.com">Valerie.cottingham@bridge.bellsouth.com</a>
2nd Level	<b>Terrie Hudson</b> Director (Test Bed, User Requirements, CCP)	770-936-3740	<a href="mailto:Terrie.Hudson@bridge.bellsouth.com">Terrie.Hudson@bridge.bellsouth.com</a>
	<b>Joy Lofton</b> Director (for Business Rules/Operations Issues)	404-927-7828	<a href="mailto:Joy.A.Lofton@bridge.bellsouth.com">Joy.A.Lofton@bridge.bellsouth.com</a>
	<b>Suzie Lavett</b> Director (TAG/LENS)	205-977-2876	<a href="mailto:Suzie.H.Lavett@bridge.bellsouth.com">Suzie.H.Lavett@bridge.bellsouth.com</a>
	<b>Audrey Thomas</b> Director (EDI)	404-927-7886	<a href="mailto:Audrey.Thomas@bridge.bellsouth.com">Audrey.Thomas@bridge.bellsouth.com</a>
3rd Level	<b>Doug McDougal</b> Senior Director (Systems Issues, Test Bed, User Requirements)	404-927-7505	<a href="mailto:Doug.McDougal@bridge.bellsouth.com">Doug.McDougal@bridge.bellsouth.com</a>
	<b>Dee Freeman-Butler</b> Senior Director (for Business Rules/Operations Issues)	404-927-3545	<a href="mailto:Dee.Freeman2@bridge.bellsouth.com">Dee.Freeman2@bridge.bellsouth.com</a>



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## **Dispute Resolution Process**

In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

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## 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.

(1-10-01) BellSouth continuing to review.

(2-16-01) To be discussed at the February 21, 2001 meeting.



## 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.

(1-10-01) NOTE: BellSouth would prefer to re-evaluate this section after the CLEC Test Environment is implemented in 1<sup>st</sup> Qtr. 2001.

(2-16-01) NOTE: Targeted implementation date changed to 2<sup>nd</sup> Qtr. 2001.

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](http://www.interconnection.bellsouth.com/markets/lec.html)

Select "Customer Guides"

Select "Local Exchange Ordering Guides"

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Select "BellSouth EDI Specifications – TCIF 9"  
Select "Section 7 – EDI Testing Guidelines for CLECS"

**TAG**

[www.interconnection.bellsouth.com/markets/lec.html](http://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.

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## 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 all Change Requests.

**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.

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**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: Originator 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 functionality to existing interfaces, defects and expedited features (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

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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. The inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) An ordering enhancement to an existing interface where the CLEC/BellSouth has determined should be expedited due to impact. For both re-classified defects and ordering to an existing interface, the rules surrounding the expedited feature request will be:
  - Must be an ordering enhancement to an existing interface
  - Will follow the Expedited Feature process flow which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated
  - The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or minor release, best effort.
- Type 6 – CLEC Impacting Defect. A defect is any non-Type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business user requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. The CLEC and/or BellSouth may initiate defect 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.

**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, or CLEC training issue.
- **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 = 2<sup>nd</sup> time through process, P2 = 3<sup>rd</sup> 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).

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**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 that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business user requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

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

**Defect Status.** The status of a CLEC Impacting Defect 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, or CLEC training issue.
- **I = Implemented.** Indicates a Defect Change Request has been implemented in a release (Step 6).
- **N = New Defect Change Request.** Indicates a Defect 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 Change Request has been scheduled for a release (Step 6).
- **V = Validated Defect.** Indicates internal analysis has been conducted and it is determined that it is a validated defect (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



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with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

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

**Expedited Feature.** An expedited feature is the inability for CLEC to process certain types of LSR's based on the existing functionality to BellSouth's operations support systems (OSS's) that are in the scope of Change Control. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) a submitted defect that has been re-classified as a feature where the CLEC has determined should be expedited due to impact and 2) an ordering enhancement to an existing product or service interface where the CLEC has determined should be expedited due to impact. For both re-classified defects and ordering to an existing interface, the rules surrounding the expedited feature request will be:

- Must be an ordering enhancement to an existing interface
- Will follow the Expedited Feature process flow which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or minor release, best effort.

## 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

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**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.

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**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 and/or Expedite Notification, etc.

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

## S

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**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.

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## 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.

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## **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.