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September 15, 2003

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

RE: *Performance Measurements for Telecommunications Interconnection Unbundling and Resale;* Docket 7892-U

Dear Mr. McAlister:

In the Commission's November 12, 2002 Order in Docket No. 7892-U, BellSouth Telecommunications, Inc. ("BellSouth") was directed to "hire a third party to ensure that the 50-50 plan and all the approved changes are implemented as ordered by the Commission." As we advised in our August 14, 2003 letter to the Commission, BellSouth hired the independent auditing firm of PricewaterhouseCoopers ("PwC") to conduct this review.

In connection with the audit, BellSouth provided PwC a copy of the revised Change Control Process ("CCP") document, which included all the changes ordered by the Commission in its November 14, 2002 Order, along with a copy of the Order. A copy of the CCP document is attached hereto in response to your request for a copy of the procedures provided to PwC. The CCP document's revision history section in the front lists the sections of the CCP document that were changed as a result of the Commission's Order. Also attached is documentation that was provided to PwC that describes the steps taken by BellSouth to populate Appendix I with respect to the 50-50 capacity sharing issue.

The purpose of the audit by PwC is to "ensure" that BellSouth has in fact incorporated all of the Commission approved changes to the CCP and that the available capacity was being split evenly 50-50 between BellSouth releases and CLEC releases. PwC is in the process of completing its first report and BellSouth will file the report with the Commission as soon as it is available.

Enclosed please find for filing an original and seventeen (17) copies of the documents produced to PwC, as well as an electronic copy, for filing in the above-referenced docket. I would appreciate your filing same and returning two (2) copies of this correspondence stamped "filed" in the enclosed self-addressed and stamped envelopes.

Yours very truly,

Bennett L. Ross nvd

Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (via electronic mail)
Parties of Record (via electronic mail)

505008

PARTIES OF RECORD
Docket No. 7892-U

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BELLSOUTH

May 2003

Process for Populating Appendix I

Note: Actual capacity reporting is due to the CLECs within 45 days after the end of each quarter. This process must be complete prior to the due date in order for BU Release Management and CCP organizations to review Appendix I.

1. BTG sends a detailed spreadsheet with actual hours compiled by vendor, by application, by release, along with the CCP spreadsheet detailing CLEC affecting items to the CCP team and the BU contact.

2. The document is reviewed by BU Release Management for verification of the following areas:

   Inclusion of all BU worked items
   Estimate/Actual Comparison
   CCP Type Assignment (see below table)

CCP Feature and Defect Types	Definition
A	Maintenance - Stability
B	Maintenance - Network Infrastructure/ Technology Enablement
C	Maintenance - Internal Defects
D	Maintenance - Performance Improvements (Internal features)
1	System outage notification
2	Regulatory change
3	Industry standard change
4	BellSouth initiated change
5	CLEC initiated change
6	CLEC impacting defects

3. If there is any missing data other than CCP Type, the BTG Contract Manager is contacted to provide the missing data, update the file and resend to CCP and BU Release Management.

4. Any differences between the spreadsheet and the BU Release Management scope tracking document will be verified in Harvest. If the item is not in Harvest, BTG will be contacted for direct verification with the vendor with the vendor and a reconciliation of Harvest will be made by BTG. BTG will update the spreadsheet if required.

5. CCP team and BU Release Management conduct a joint review of final spreadsheet information.

6. Appendix I is populated using the tabulated data from the summary sheet of the spreadsheet. Formulas in the spreadsheet are checked for accuracy.

7. Appendix I, and associated BTG spreadsheet, are reviewed with BU Release Management executive management.

8. Once the review is complete, Appendix I is sent to the CCP Process Team for forwarding to the CLECs.

CHANGE CONTROL PROCESS

CCP02_03.DOC
Version 3.6
April 17, 2003

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

Changes to the Change Control Process as described in this document will only be made with the concurrence of the Change Control participants or as directed by a State Public Service Commission. **LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.**

This document is not to be construed as a suggestion to any manufacturer to modify or change any of its products, nor does this document represent any commitment by BellSouth Telecommunications to purchase any product whether or not it provides the described characteristics.

This document is not to be construed as a contract. It does not create an obligation on the part of BellSouth Telecommunications or the Competitive Local Exchange Carriers to perform any modification, change or enhancement of any product or service.

Nothing contained herein shall be construed as conferring by implication, estoppel or otherwise, any license or right under any patent, whether or not the use of any information herein necessarily employs an invention of any existing or later issued patent.

VERSION CHANGE HISTORY

This section lists changes made to the baseline Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Change Control website at: **www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html**

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/19/98		Initial issue.
1.2	02/28/00	All	The EICCP Documentation has been modified to incorporate: • Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) • Incorporated manual process • Defined cycle times for process intervals and notifications • Defect Notification process • Escalation Process • Modified Change Control forms to support process changes • Changed EICCP to CCP
1.3	03/14/00	All	The CCP Documentation has been modified to incorporate: • Type 6 Change Request, CLEC Impacting Defect • Increased number of participants at Change Review Meetings • Changed cycle time for Types 2-5, Step 3 from 20 days to 15 days • Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community • Web Site address for Change Control Process • Notification regarding the Retirement and Introduction of new interfaces • New status codes for Defect Change Requests • New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (Types 2-5 Change Requests) • Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages • Word changes to provide clarification throughout the document.
1.4	04/12/00	All	The CCP Documentation has been modified to incorporate: • Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting • Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days • Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements

			• Introduction and Retirement of New Interfaces Section • Dispute Resolution Process • Testing Environment Section • Word changes to provide clarification throughout the document • Monthly Status Meeting Agenda Template • RF1870 Change Request Form changes
1.5	04/26/00	Section 1	• Updated CCP web site address
		Section 8	• Updated Escalation Contacts for Types 2-6
		Section 11	• Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	07/20/00	Section 1	• Added “testing” under process changes
		Section 2	• Clarification provided in “Change Review Participants” description
		Section 4	• Added statement regarding submittal of Change Requests
		Part 2	• Clarification provided for documentation changes for Business Rules • Step 2 – Added email notification • Step 3 – Removed “Cancellation by BellSouth” • Step 3 – Clarification on reject reasons
		Section 5	• Step 3 – Clarification on internal validation activities • Step 4 – Changed cycle time from 5 to 4 business days for developing workaround • Added defect implementation range
		Section 6	• Changed prioritization from “by interface” to “by category” • Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 Business days • Modified the prioritization voting rules
		Section 7	• Updates to the Introduction and Retirement of Interfaces
		Section 8	• Added Type 6 escalation turnaround time • Changed 3rd Level Escalation contacts for Types 2-6
		Section 11	• Removed “Cancellation by BellSouth” and “Defect Canceled” definitions • 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	• Added BellSouth Versioning Policy
		All	• Word changes to provide clarification throughout the document.

2.0	08/23/00	Cover	• Removed "Interim" from cover
		Section 3	• Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	• Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process. • Reduced the implementation interval for validated defects (High Impact) from 4-30 business days to 4-25 business days, best effort.
		Section 10	• Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11 – Terms & Definitions	• Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	• Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	• Referenced the handling of expedites and expedite notification where appropriate.
2.1	02/09/01	Section 1 – Intro.	• Added new language to the 8th bulleted item – "including User Guides that support OSS systems currently within the scope of CCP" • Added two new bulleted items dealing with the coordination of test agreements, and questions regarding existing documentation.
		Section 3 – Change Control Decision Process	• Added "language" for Types 2, 3, 4 & 5 – "Type xx changes may be managed using the Expedited Feature Process as discussed in Section 4, Part 3." • Type 6 – CLEC Impacting Defects – Added new defect definition
		Section 4 – Part 1 Detail Process Flow	• Added #4 to the Activities – Step 1 • Added additional sentence to Activity #1 – Step 2
		Section 4 – Part 2 – Types 2-5 Process Flow	• Added Activity # 5 – Step 4
		Section 4 – Part 3 – Expedited Feature Process	• Added new Expedited Feature Process definition and flow
		Section 5 – Part 3 – Defect Process	• New Defect title page and definition • Table 5-1 – Step 1 – Activity - #4 – Attach related requirements and specifications documents. These attachments **must** include the following, **if appropriate.** • 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 • Table 5-1 – Step 3 – Cycle Time – Replaced old cycle times with: 2 Bus days for High Impact, and 3

			Bus Days for Medium and Low Impact • Table 5-1 – Step 3 – Outputs – Added new bullet – "Status provided for High Impact Defects to originator via email within 24 hours" • Table 5-1 – Step 4 – Activity – Added language to Activity #3 - …and to the CLEC community via email and web posting. • 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 • Table 5-1 – Step 5 – Activity – Added language to #1 - …to the CLECs and BellSouth. Added language to Activity #2 - …defect is implemented. • 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 Impact will be implemented within 90-bus days, best effort. Low Impact will be implemented best effort.
		Part 1 – Change Review – Prioritization – Release Package Development and Approval	• Part 1 – Change Review Meeting – 4th paragraph NOTE: Added language to address meetings would occur in March, June, September and December • Part 2 – Change Review Meeting – 4th bullet – Added new bullet - …BellSouth's estimate of the size and scope of each Change Request • Part 4 – Developing and Approving Release Packages – 1st bulleted item: New language
		Section 7 – Introduction and Retirement of Interfaces	• Retirement of Interfaces – 1st paragraph sentence: New language • Retirement of Versions – New language • Retirement of Versions – Appeal language • New Language for Type 6 High Impact Issues and Medium and Low Impact issues • Types 2-6 Changes – 1st paragraph – new language
		Section 8 – Escalation Process	• Types 2-6 Changes – Contact List for High, Medium and Low Impact escalations
		Section 8 – Dispute Resolution Process	• New definition language
		Appendix A	• Updated CR form & checklist
		Appendix C	• Updated RF1874 User Registration Form
2.1A	02/15/01	All	• Updated various sections of the document to change "language" from defect/expedite to defect and/or expedited features • Changed reference from Section 9.0 to Section 11.0 – Terms and Definitions where appropriate • Minor "cosmetic" changes throughout document
		Section 8	• New 2nd Level Escalation Contacts for Types 2-6
2.2	03/26/01	Section 3	• Replaced "business or software requirements" with "user requirements" throughout definition

Section 4	• Updated the "Type 1 System Outage" language to reflect the posting of outages via email within 15 minutes of verified outage • Additional language for Step 3 – Reviewing Change Request for Acceptance • Additional language for Step 3 – OBF issues • Added word "preliminary" in Activity #5 of Step 4 – Prepare for Change Review Meeting • Additional language for Step 4 – Prepare for Change Review Meeting – Sizing information • Added activities #4 & #5 under Step 5 – Conduct Change Review Meeting • Updated activity #3 under Step 5 – Conduct Change Review Meeting – Prioritization Meetings • Updated Activities #4, #5, #7, & #8 under Step 8 – Conduct Release Package Meeting including Inputs and Outputs. • Updated the 1st bulleted statement in Step 9 – Create Release Package Notification • Added words "for software changes" in Activity #3 under Step 10 – Release Management and Implementation • Updated Activity #4 in Step 5 – Release Management and Implementation to clarify "associated with expedited features"… "if applicable" • Added the words "submitted" to define the type of defect; the word "ordering" to define the type of enhancement; and the word "interface" to replace the words "product and services" throughout the definition of Expedited Feature – Part 3. • Part 3 – Expedited Feature Process – Step 4 – Internal Change Management Process: Added the word "minor" to better identify the type of release that formerly was identified as "point". Also updated language in Cycle Time to reflect "case by case basis not to exceed 25 days."
Section 5	• Updated flow-chart – Figure 5-1 – Type 6 Process Flow to reflect agreed upon cycle times. • Updated Title Page and Definition – Defect Process – 2nd paragraph – Added word "user" to identify type of requirements. • Added additional bullets (#5 and #6) to Step 3 – Type 6 Detail Process Flow – Internal Validation. • Updated cycle times for High, Medium and Low Impact Defects in Step 3 – Internal Validation. • Updated cycle times for High, Medium and Low Impact Defects in Step 4 – Develop and Validate Workaround.
Section 6	• Updated 1st paragraph in Part 1 – Change Review Meeting to identify categories (pre-order/order, maintenance, manual and documentation, etc.) • Added word "preliminary" to 4th bulleted statement in Part 2 – Change Review Package. • Added new 4th bulleted item under Part 3 – Prioritizing Voting Rules. • Updated 6th bulleted statement under Part 3 –

			Prioritizing Voting Rules to reverse the forced ranking to read (1 to N, with 1 being the highest) • Added new 7th bulleted item under Part 3 – Prioritizing Voting Rules to add the words "or have little value to the CLEC". • Updated the language for the "Introduction of New Interfaces".
		Section 7	• Updated 1st paragraph – 1st sentence under "Retirement of Interfaces".
		Section 8	• Added new 7th bulleted item under the "Escalation Process – Guidelines" to specify the time allowed for a status for Type 6 High Impact and Medium and Low Impact issues. • Added new 8th bulleted item under the "Escalation Process – Guidelines" to specify the time allowed for a status for Types 2-5 Expedited Feature Process issues. • Removed the entire section under the "Contact List for Escalation – Types 2-6 Changes" since duplication exists under "Guidelines".
		Section 9	• Updated the entire section under "Changes to the Process" with new language.
		Appendix	• Added a new section in the Appendix to define the "Sub-Team Definition and Roles/Responsibilities". • Added a new section in the Appendix to give a "Sample" Voting Ballot
2.3	05/18/01	Section 4	• Updated Step 3, Activity #3, first "bulleted" item to identify a "CLEC" training issue. • Updated Step 5, Activity #7 to remove reference to 'CRC' status. • Updated Step 7, Activity #1 to remove "criteria established by the Internal Change Management Process" language.
		Section 5	• Added separate section (5.2) to document the flow for Documentation Defects.
2.4	07/02/01	Section 4	• Part 2 – Types 2-5 Process Flow – Step 6 – Document Change Review Meeting Results – Cycle Time – 5 days • Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Cycle Time – Quarterly • Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Activity 2 "Sizing and Sequencing of prioritized change requests…" • Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Activity 4 • Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Cycle Time – Major and Minor Releases • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Draft User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity

			4 – Major Releases – Final User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Final Specs • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Business Rules • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Notification • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Draft User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final EDI Specs • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Business Rules • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Draft User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final User Requirements • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final Specs • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Business Rules • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Adding sub-process activity #5 • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity #5 • Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Outputs – Adding four (4) bulleted items
		Section 6	• Part 3 – Expedited Feature Process – Step 3 – Review Change Request for Acceptance • Part 2 – Change Review Package – Adding bulleted statement “Schedule of releases” • Part 4 – Developing and Approving Release Packages – Defining by release when the evaluation and analyzing Candidate Change Requests will take place.
		Section 10	• Part 4 – Developing and Approving Release Packages – Defining what will occur during the Release Package meeting. • Testing Environment – Adding “Language” to define “testing opportunities”.

		Terms and Definitions	• Updated Release definitions
		Appendix	• Added Appendix G – Customer Notifications
2.5	07/18/01	Section 9	• Removed "BellSouth" from voting language (associated with CR0411)
		Section 8	• Updated 1st point of contact for escalating Type 1 system outage process.
2.6	09/10/01	Section 4	• Part 2, Step 3, Changing Cycle time to 10 Business Days for Reviewing Change Request for Acceptance. • Part 2, Step 7, Changing Cycle time to 25 Business Days for Conducting Release Package Meeting ***FL PSC Docket No. 000731-TP, Order # PSC-01-1402-FOF-TP*** • Part 3, Step 3, Changing Cycle time to 20 Business Days for Reviewing Change Request for Acceptance.
		Section 5	• Step 3, Changing Cycle time to 1 Business Day for High Impact • Step 4, Changing Cycle time to 1 Business Day for developing Workaround for High Impact Defects • Step 4, Changing Cycle time to 2 Business Days for developing Workaround for Medium Impact Defects • Step 5, Changing Cycle time to 10 Business Days, best effort. ***FL PSC Docket No. 000731-TP, Order # PSC-01-1402-FOF-TP***
2.7	12/07/01	Section 3	• Type 1 System Outage – Changing "language" to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.
		Section 4	• Part 1 – Tables 4-1 & 4-2 (Step 2) - Type 1 System Outage – Changing "language" to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.
		Section 6	• Adding new rules for "Remote Prioritization Voting"
		Section 7	• Adding "language" to better clarify when Software versions are retired.
2.8	03/15/02	Section 4	• Add "Between Steps 3 & 4" of the flowchart: Pending Change Requests – BST Preliminary Feature Sizing Model • Add (Oval Textbox): 30 bus days allowed to complete preliminary feature sizing model prior to Quarterly prioritization meeting. • Add note after Step 3 and before Step 4: NOTE: 30 business days allowed to complete preliminary feature sizing model on pending change requests. • Step 4, #5 will change to read as follows: (BCCM) 5. Provide Preliminary Feature Sizing Model and scope information on each pending change requests to CLECs. • Add new bullet in the INPUTS section for BST Preliminary Feature Sizing Model • Change the third bullet in the OUTPUTS section to read as BST Preliminary Feature Sizing Model and

			scope on each Pending change request. • Step 5, #3 add language to read: BellSouth presents the Preliminary Feature Sizing Model and scope of each change request. See Appendix H for information to be provided. BellSouth presents the number of major releases and dates targeted for the next 12 months. • Change the last bullet in the INPUTS section to read: Preliminary Feature Sizing Model and scope on each pending change request.
		Section 6	• In the definition, the third paragraph will read: The Change Request Log will be distributed 5-7 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status at least 30 business days in advance of the distribution of the Change Review Package to assure completion of the Preliminary Feature Sizing Model. Other Change Requests, placed in pending status after the 30 business days cutoff will also be available for prioritization but may not have the Preliminary Feature Sizing Model information. • Changed the "language" of the 4th bulleted item under Part 2: Change Review Package – BellSouth's Preliminary Feature Sizing Model and scope of each Change Request (See Appendix H for information to be provided)
		Appendix H	• Added new Appendix H: Preliminary Feature Sizing Model for CCP Prioritization Planning
2.9	4/22/02		
		Section 1	• Added "the development and" in the first paragraph and associated footnotes. • Added "and documentation" in the 2nd paragraph. • Added the proper point of contacts for the coordination of test agreements and questions regarding existing documentation • Added objective "timely and effective implementation of feature and defect change requests"
		Section 2	• Added language under the Change Review Participants section to reflect that a LCSC and IT representative will participate in CCP meetings. • Updated CCCM section to reflect that the CCCM is the individual CLEC point of contact
		Section 3	• Added "Notification" after Type 1 – System Outage • Replaced "change request" with "outage report" on Type 1
		Section 4 – Part 1	• Type 1 Process Flow – Step 4, Activity 4 – ECS will provide the CLEC with a trouble ticket number unless the CLEC caller prefers not to obtain one. • Step 3, Inputs – added "email to CCP distribution"
		Section 4 – Part 2	• Types 2-5 Process Flow – Step 3, Note regarding BST's reason will be provided in writing on the change request if a request cannot be accepted. • Added note between Steps 3 and 4 to reflect there is

			a 30 business day process operating in parallel in which BST completes its preliminary feature sizing model on pending change requests. • Step 8, Activity 6, removed "if possible". • Step 10, Activity 4, re-designation of "major release" as "production release" and elimination of "minor release"
		Section 4 – Part 3	• Removed the word "ordering" in the expedited feature process • Step 3, Note, BST reason will be provided in writing on the updated change request if cannot be supported.
		Section 6	• Removed Type 3 from the Prioritization Voting Rules
		Section 7	• Added that BST will introduce "the development and implementation of business requirements and functionality for" new interfaces. • Word changes in 1st paragraph regarding introduction of new interfaces. • Added in 1st paragraph that BST will proactively seek, consider and respond to CLEC comments and requests for enhancements to the specifications. • Added that BST will maintain an ongoing matrix of current and retired software versions in the monthly CCP meetings
		Section 8	• Wording changes to the Dispute Resolution process and added third bullet to reflect that the impacted CLEC has option to provide notice of any mediations or formal complaints to CCP participants.
		Section 9	• Revised Change Control Process voting from a five-step to a three-step continuum
		Section 10	• Added LENS to the Definition section. • Added language that BST will identify the process for testing the new release in CAVE and will provide a New Release Testing Schedule
		Section 11	• Updated definition of CLEC Affecting Change and added footnote. • Removed "Appeal" under "Change Request Status definition
		Appendix A	• Updated Change Request Form to remove "Appeal" (Attachment A-1) • Updated Change Request Form Checklist to remove "Appeal" (Attachment A-1A) • Updated Change Request Clarification Response (Attachment A-2) • Updated Change Request Clarification Checklist (Attachment A-2A)
		Appendix I	• Added Appendix I – Monitoring and Reporting Post-Release Capacity Utilization
3.0	5/1/02		
		Section 1	• 2nd paragraph – changed "business" to "operational". • 2nd paragraph – added sentence, "Parties agree to discuss the need for deviation from the process

	should such need arise."
Section 3	• Added to System Outage Notification paragraph: A log of all outages will be posted to the CCP website on a monthly basis. • Added "With mutual consent by the participants", Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. • Added "With mutual consent by the participants", Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. • Added "With mutual consent by the participants", Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. • Added under Type 6-CLEC Impacting Defects-High Impact, "Correction of high impact defects will occur within 10 business days following the date upon which BST's defect validation process is scheduled to complete".
Section 4.0 – Part 1	• Added note after Step 5 – "A log of all outages will be posted to the CCP website on a monthly basis." • Add to Step 3 Outputs & Step 4 Inputs: EC Support will provide a status update, via web and email, when the status changes.
Section 4.0 – Part 2	• Step 3 – Removed the note regarding OBF issues.
Section 4.0 – Part 3	• Expedited Feature Process - Removed the word "minor" – "The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next release, best effort." • Expedited Feature Process – Step 4 - Removed the word "minor" – "The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next release, best effort."
Section 5.0	• Added under High Impact, "Correction of high impact defects will occur within 10 business days following the date upon which BST's defect validation process is scheduled to complete". ***FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP*** • Step 5 – spelled out the word "business" • Step 6, Activity #2, added the following note: In the event correction of the defect may potentially cause the CLECs to perform coding or business procedure changes, BellSouth will provide notification and appropriate documentation with the release notification. • Step 6, Activity #2, Outputs, added: Documentation of potential CLEC coding/process changes.
Section 7.0	• 1st paragraph, word changes to the last sentence to

			read: "As new interfaces, within the scope of CCP, are deployed, they will be added to the scope of this document and all subsequently requested changes will be managed by this process.
		Section 8.0	• Added the following bullet for Escalation Cycle for Types 2-6 changes: BST will provide updates to the CLEC when the status changes.
		Section 10.0	• Changed "Account Team" to "CLEC Care EC/OSS Support Team"
		Section 11.0	• Changed "Account Team" to "BST CLEC Care Organization" for BFR. • Added note under Change Request status: "BST will respond within seven (7) business days to a CLEC's request for clarification of a specific BellSouth response to a change request. • Removed "Appeal" status from Defect Status. • Removed "minor" from last sentence under Expedited Feature.
		Appendix C	• Updated "Preliminary Priority List" – changed "N" to "1" • Updated Change Control Process –CR LOG Legend
		Appendix E	• Added the following sentence: "The Sub-Team leader or representative will participate in each Monthly CCP Status Meeting occurring during the life of the Sub-Team.
		Appendix H	• Added the definitions corresponding to Appendix H-Preliminary Feature Sizing Model
3.1	5/29/02		
		Page 2	• Replaced 1st sentence to reflect that changes to the CCP as described in this document will only be made with the concurrence of the CCP participants or as directed by a State Public Service Commission.
		Section 1	• 3rd paragraph – Added "Examples of changes to which the CCP will apply include, but are limited to…" • Added "Interfaces of Gateways" title. • Added "Linkages" • Added "Legacy Systems" and footnote • Added "Work Centers" • For the type of changes handled by this process, added billing: Processes (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance, billing and testing) • Added bullet: Changes to Legacy Systems that arise from the interface or gateway transactions. • Added bullet regarding the scope of CCP does not include the following: Requests for changes to billing functions and systems that require modifications of industry standards will be handled through the appropriate national forum, for example, the OBF or CABS BOS TRG.
		Section 4 Part 2	• Added "and CCCM" to Step 10, Activity 2.
		Section 4 Part 3	• Added "and CCCM" to Step 5, Activity 2.

		Section 7	• Changed “120” to “180” for advance notification BST will provide when software versions of a specific interface are retired/expired.
		Appendix J	• Added Appendix J – Changes to Legacy/Backend Systems for Pre-Ordering, Ordering, Provisioning, Maintenance, Billing and Repair or wholesale work center operations.
3.2	7/29/02		
		Section 1	• Cosmetic change - changed “Tapestry” to “Integrated Billing Solutions” under the Legacy System List.
		Section 2	• Removed reference to quarterly technical meetings.
		Section 3	• Added “billing” in Type 4 and 5 definitions.
		Section 4, Part 2: Types 2-5, Step 5	• Added technical issues as a standing agenda item for the monthly CCP meetings. Included note that CLECs should submit technical questions/issues to Change Control at least two weeks in advance of the Monthly Meeting.
		Section 8	• Revised Escalation Contact List for Types 2-6 changes.
		Appendix C	• Updated Monthly Status Meeting Agenda template to include the discussion of technical issues.
3.3	10/04/02	Section 3.0 – Type 4.0 Definition	• Added that the implementation of Type 4 changes will occur within (no later than) 60 weeks from prioritization of the change. ***FL PSC Order # PSC-02-1094-PAA-TP***
		Section 3.0 – Type 5.0 Definition	• Added that the implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. ***FL PSC Order # PSC-02-1094-PAA-TP***
		Section 3.0 – Type 6 Definition	• Updated Type 6 Definition to include new Severity Levels • Updated defect intervals. ***FL PSC Order # PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 4.0, Part 2: Types 2-5, Step 5	• Added “for CLEC Production Releases” after Prioritization Meetings heading. ***FL PSC Order #PSC-02-1034-FOF-TP.***
		Section 4.0, Part 2: Types 2-5, Step 7	• Added “CLEC Production” to Activity 2. ***FL PSC Order #PSC-02-1034-FOF-TP***
		Section 4.0, Part 2: Types 2-5, Step 7	• Added Activity 3 to reflect that the implementation of Type 4 and Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. ***FL PSC Order # PSC-02-1094-PAA-TP***
		Section 4.0, Part 2: Types 2-5, Step 8	• Cycle Time changed to reflect the Release Package Meeting will be held for Production Releases 36 weeks prior to production
		Section 4.0, Part 2: Types 2-5, Step 10	• Added Table 4-4: Intervals for 2003 Releases

		Section 5.0, Definition	• Updated Type 6 Definition to include new Severity Levels • Updated defect intervals ***FL PSC Order #PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 5.0, Figure 5.1	• Updated Figure 5.1 to include new Severity Levels • Updated defect intervals ***FL PSC Order #PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 5.0 Table 5-1, Step 2	• Updated to add new Severity Level
		Section 5.0 Table 5-1, Step 3	• Cycle Time - Updated to add new interval associated with Severity Level 3 ***FL PSC Order #PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 5.0 Table 5-1, Step 4	• Cycle Time - Updated to add new interval associated with Severity Level 4 ***FL PSC Order #PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 5.0 Table 5-1, Step 5	• Cycle Time - Updated to add new intervals associated with Severity 2-4 defects ***FL PSC Order #PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 6.0, Part 2	• Added the following: (1) BST will provide two views of a rolling release plan annually (2) Total CLEC and BST production releases are equal in estimated number of units of capacity (3) Prioritization of Type 5s and 4s (optional) within this process will be used for assigning priority order within the CLEC Production Releases and (4) Type 5s and 4s will be implemented into the CLEC Production Release being scoped for prioritization within 60 weeks of prioritization. ***FL PSC Order # PSC-02-1094-PAA-TP and Order #PSC-02-1034-FOF-TP***
		Section 6.0, Part 4	• Added Forecast and Planning Information. ***FL PSC Order #PSC-02-1034-FOF-TP***
		Section 8.0 Contact List for Escalations 2-6	• Updated Contact List for Escalation for Types 2-6
		Section 10.0	• Replaced Testing Environment section with new language
		Section 11.0 Terms and Definitions	• Included new Severity Level definitions for defects • Included new defect intervals ***FL PSC Order # PSC-02-0989-PAA-TP/Docket #000121A-TP***
		Section 3.0 – Type 5.0 Definition	• Added that the implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. ***FL PSC Order # PSC-02-1094-PAA-TP***
3.4	11/01/02	Section 1.0 – Introduction –	• Removed BIBS – BellSouth Industrial Billing System – replaced by IBS – Integrated Billing Solutions

		Legacy Systems	
		Section 4.0 – Part 2 - Types 2-5 Process Flow	• Added new Status code "R" for Rejected Change Requests in Step 3, sub-section 3. • Added new Status code "R" in outputs for Step 3.
		Section 4.0 – Part 3 - Expedited Features	• Added new Status code "R" for Rejected Change Requests in Step 3, sub-section 3. • Added new Status code "R" in outputs for Step 3.
		Section 11.0 - Terms and Conditions	• Added new Change Request Status of "R" for Rejected Change Requests.
3.5	2/3/03	Section 2.0- Change Control Process	• Added "for scheduling CLEC Production Releases" to 3rd paragraph under Change Review Participants. ***GPSC Docket #7892-U***
		Section 3.0 – Change Control Decision Process	• Added to Type 2 – Regulatory Change: "When the mandate does not include a specific implementation date the intervals described below for the implementation of Type 4 and Type 5 changes will apply." • Added to Type 4 – BellSouth Initiated Change, 2nd paragraph regarding the implementation of changes in the CLEC Production Releases. • Added to Type 4 – BellSouth Initiated Change, 3rd paragraph – "With mutual consent by the participants, Type 4 changes within the CLEC Production Releases may be managed using the Expedited Feature Process". • Added to Type 5 – CLEC Initiated Change that the implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization unless a negotiated extended implementation interval has been agreed to. • Added to Type 5 – CLEC Initiated Change - 2nd paragraph regarding the implementation of changes in the CLEC Production Releases. ***GPSC Docket #7892-U***
		Section 4.0 – Change Control Process Flow	• 1st sentence –changed "expedited features" to "exceptions". • Updated diagram to replace "expedited feature" to "Exception". ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process Flow, Step 4, Activity 5 (BCCM)	• Added language regarding that sizing is expressed in units and included the definition of a release cycle hour. ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process Flow, Step 4, Activity 3	• Added the following sentence to Step 4, after Activity 3 (CCCM): "CLECs will be notified of release capacity units and units assigned per CR." ***GPSC Docket #7892-U***

		(CCCM)	
		Section 4.0 – Part 2: Types 2-5 Process, Inputs	• Updated 4th bullet to read "BST Preliminary Feature Sizing Model and full release capacity" ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 5, Activity 3	• Updated Activity 3 associated with BST presenting the number of production releases and dates targeted to reflect 60 weeks (14 months) and total capacity units of each Release. ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 5, Activity 6	• Updated Activity 6 to reflect the CLECs' prioritization will be used for the order of implementation into CLEC Production Release. The order of implementation may be altered only with CLEC concurrence. ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 5, Activity 6, Outputs	• Added bullet: Assignment of Candidate Change Requests to future releases ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 6 – Inputs	• Added bullet: Prioritized Assignments to Future Releases ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 7 – Activity 2	• Updated Activity #2 to reflect: "Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list." ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 7 – Activity 3	• Updated Activity #3 regarding the implementation of changes in CLEC Production Releases. • Added paragraph under Activity #3 regarding the CLECs' prioritization will be used for order of implementation into CLEC Production Release. ***GPSC Docket #7892-U***
		Section 4.0 – Part 2: Types 2-5 Process, Step 10 – Activity 4	• Added to Activity #4 – "The estimated units of effort will be provided via Appendix H." ***GPSC Docket #7892-U***
		Section 4.0 – Part 3: Exception Feature Process	• Added new header "Exception Feature Process" and paragraph regarding an exception. ***GPSC Docket #7892-U***
		Section 4.0 – Part 3: Exception Feature Process	• Added "Applicable to CLEC Production Releases" at end of 2nd bullet under Expedited Feature definition. ***GPSC Docket #7892-U***
3.6	04/17/03	Section 3.0 – Change	• Type 2-Regulatory Change added 60-week interval and the Negotiated Extended Implementation

		Control Decision Process – Definitions	Interval. (Change was made to add clarification re the implementation of such changes)
		Section 3.0 – Change Control Decision Process – Definitions	• Type 4-BellSouth Initiated Change added the Negotiated Extended Implementation Interval
		Section 4.0, Part 2: Types 2-5, Step 4 Outputs	• Added Appendix I-A
		Section 4.0, Part 2: Types 2-5, Step 5 Inputs	• Added Appendix I-A
		Section 4.0, Part 2: Types 2-5, Step 5 Outputs	• Added Appendix I-A, if the information changes
		Section 6.0, Part 5	• Added that BellSouth will present the number of production releases to reflect 60-weeks (14-months) ***GPSC Docket #7892-U***

TABLE OF CONTENTS

1.0 INTRODUCTION 21
2.0 CHANGE CONTROL ORGANIZATION 25
3.0 CHANGE CONTROL DECISION PROCESS 27
4.0 CHANGE CONTROL PROCESS FLOW 31
Part 1 – Type 1 Process Flow..... 32
Part 2 – Types 2-5 Process Flow 38
Part 3 – Exception Feature Process 49
5.0 DEFECT PROCESS 57
Documentation Defect Process 66
6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT & APPROVAL 69
Part 1 – Change Review Meeting 69
Part 2 – Change Review Package 69
Part 3 – Prioritizing Change Requests 70
Part 4 – Developing and Approving Release Packages 72
Part 5 – Release Capacity Forecasting, Allocation & Reporting 73
7.0 INTRODUCTION AND RETIREMENT OF INTERFACES 75
8.0 ESCALATION PROCESS 77
Dispute Resolution Process 81
9.0 CHANGES TO THIS PROCESS 82
10.0 TESTING ENVIRONMENT 84
11.0 TERMS AND DEFINITIONS 87

APPENDIX A – CHANGE CONTROL FORMS 96
See Attached Forms
APPENDIX B – RELEASE MANAGEMENT 97
See Attached Forms
APPENDIX C – ADDITIONAL DOCUMENTS 98
See Attached Documents
APPENDIX D – BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES 99
APPENDIX E – SUB-TEAM DEFINITIONS AND ROLES/RESPONSIBILITIES 100
APPENDIX F – "SAMPLE" VOTING BALLOT 101
APPENDIX G – CARRIER NOTIFICATIONS 102
APPENDIX H – PRELIMINARY FEATURE SIZING MODEL FOR CCP PRIORITIZATION PLANNING 103
APPENDIX I – MONITORING AND REPORTING POST-RELEASE CAPACITY UTILIZATION 105
APPENDIX I-A – REPORTING PRE-RELEASE ESTIMATED CAPACITY FORECASTING USED FOR CAPACITY PLANNING ONLY..... 106
APPENDIX J – CHANGES TO LEGACY/BACKEND SYSTEMS..... 108

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 development and introduction of new interfaces[1], and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users[2] of BellSouth's Electronic Interface Applications, associated manual process improvements and documentation, 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 operational requirements. Parties agree to discuss the need for deviation from the process should such need arise. 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.

Examples of changes to which the Change Control Process will apply include, but are not limited to, change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

Interfaces or Gateways

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

[1] The procedures described in this document apply to all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers. Refer to Section 7.0, Introduction of New Interfaces, for further definition of development.

[2] The definition of "CLEC Affecting Changes" is provided in Section 11, Terms and Definitions, below.

Linkages

LEO – Local Exchange Ordering
LESOG – Local Exchange Service Order Generator
LNP Gateway – Local Number Portability Gateway
LAUTO – Local Number Portability Automation
SGG – ServiceGate Gateway
- SOG – Service Order Generator
- DOM – Delivery Order Manager

Legacy Systems[3]

SOCS – Service Order Communications System
LMOS – Loop Maintenance Operations System
RSAG – Regional Street Address Guide
ATLAS – Application for Telephone Number Load Administration & Selection
LFACS – Loop Facilities Assignment & Control System
CRIS – Customer Records Information System
CABS – Carrier Access Billing System
IBS – Integrated Billing Solutions
WFA – Work Force Administration

Work Centers

LCSC – Local Carrier Service Center
CWINS – Customer Wholesale Interconnection Network Services

[3] Legacy System Releases that may impact CLECs and work center operational changes listed in the table above will be posted on the Web. See Appendix J for Legacy Systems Release/Work Center Form.

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 interface)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance, billing and testing)
- Changes to Legacy Systems that arise from the interface or gateway transactions
- 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
- Requests for changes to billing functions and systems that require modifications of industry standards will be handled through the appropriate national forum, for example, the OBF or CABS BOS TRG
- Coordination of test agreements will continue to be supported by the CLEC Care EC/OSS Support Team as indicated at www.interconnection.bellsouth.com/contact/index.html
- Questions regarding existing documentation should be handled by the CLEC Care organization as indicated at www.interconnection.bellsouth.com/contact/index.html
  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:

- Timely and effective implementation of feature and defect change requests
- 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/markets/lec/ccp_live/index.html

2.0 CHANGE CONTROL ORGANIZATION

Definition

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.

A representative of the Local Carrier Service Center (LCSC) and IT will participate in CCP meetings. The appropriate SMEs and Project Managers will participate as needed[4].

The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process Step 7 for Types 2-5 changes) for scheduling CLEC Production Releases.

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notifications. 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.

[4] Where necessary, this is to include BellSouth's authorized representatives.

CLEC Change Control Manager (CCCM)

The CCCM is the individual CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing their company's 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

Definition

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

Type 1 – System Outage Notification[5]

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. BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater. Either BellSouth or a CLEC may initiate the outage report. 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. A log of all outages will be posted to the CCP website on a monthly basis.

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. When the mandate does not include a specific implementation date the 60-week interval will apply unless a Negotiated Extended Implementation Interval has been agreed to. The clock will begin after the next prioritization meeting. With mutual consent by the participants, 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. With mutual consent by the participants, Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

[5] Type 1 – System outages are not in fact "change requests" but are managed within the CCP for convenience.

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, Billing 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). The implementation of Type 4 changes will occur within (no later than) 60 weeks from prioritization of the change.

Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval unless a Negotiated Extended Implementation Interval has been agreed to. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative estimated anticipated work effort required.

With mutual consent by the participants, Type 4 changes within the CLEC Production Releases may be managed using the Expedited Feature Process, as discussed in Section 4.0, Part 3.

Type 5 – CLEC Initiated Change

Any non-Type 1 change affecting the 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, Billing 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). The implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change, unless a Negotiated Extended Implementation Interval has been agreed to. With mutual consent by the participants, Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative estimated anticipated work effort required.

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 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 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 be assigned one of the following severity levels for the purpose of prioritizing the development of a software correction (excluding documentation defects):

- **Severity 1** – Critical – Problem results in a complete system outage and/or is detrimental to the majority of the development and/or testing efforts. (**Note**: Severity 1 defects that are discovered in "production" will be classified as a Type 1 System Outage)

- **Severity 2** – Serious – System functionality is degraded with serious adverse impact to the users and there is not an effective work-around. Correction of Severity 2 defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

- **Severity 3** – Moderate – System functionality is degraded with a moderate adverse impact to the users but there is an effective work-around. Correction of Severity 3 defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

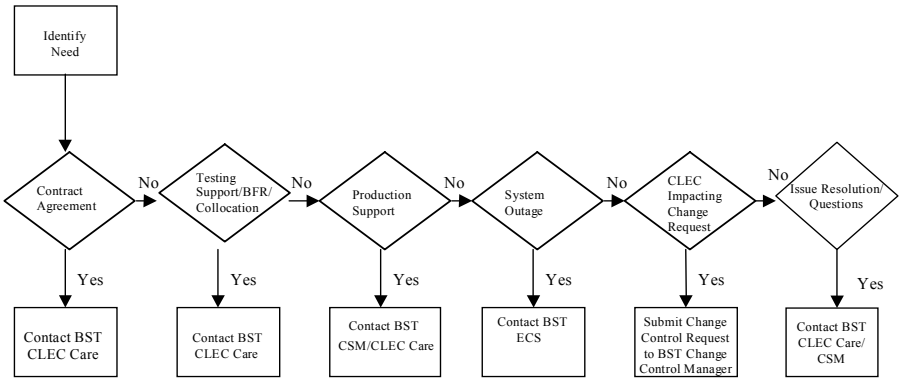
- **Severity 4** – Cosmetic – There is no immediate adverse impact to the users. Correction of Severity 4 defects will occur within 45 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

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.

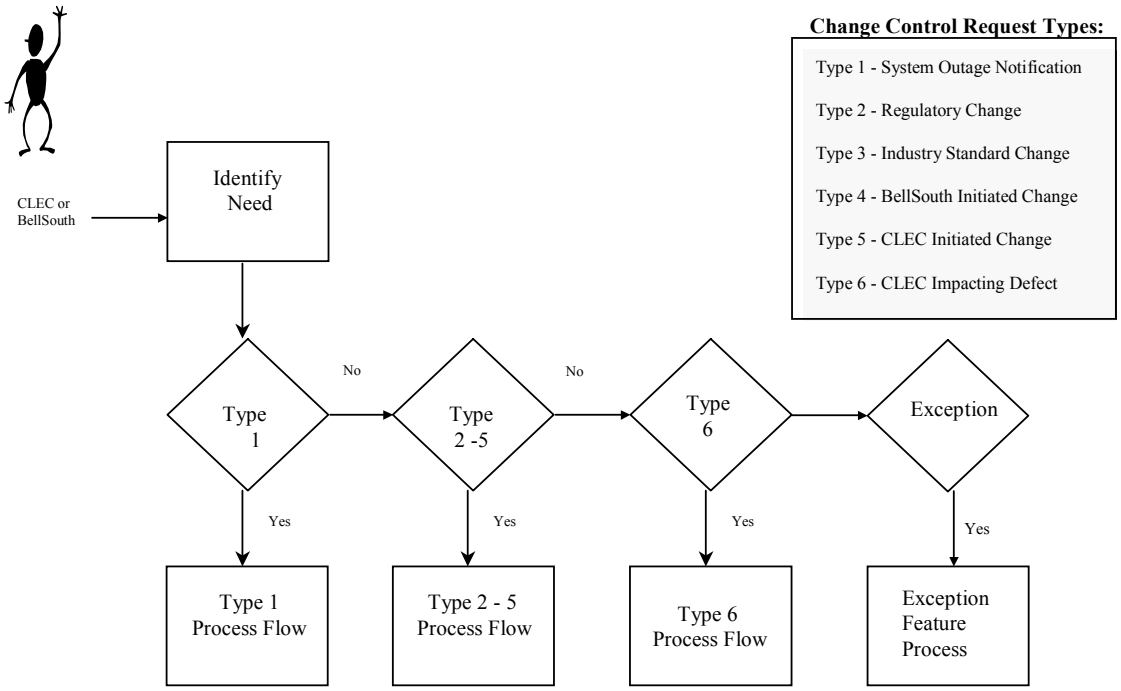
Figure 3-1 – Change Control Decision Process

Shows the top-level process that will be used to evaluate Change Requests. The BellSouth CLEC Care Organization will handle BFR requests and production support issues. Enhancements, defects and expedited features will be handled through the Change Control Process.



4.0 CHANGE CONTROL PROCESS FLOW

The following three (3) sub-sections describe the process flows for typical Type 1 through Type 5 changes, including exceptions. 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:



Part 1: Type 1 System Outage Process Flow

Figure 4-2: 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.

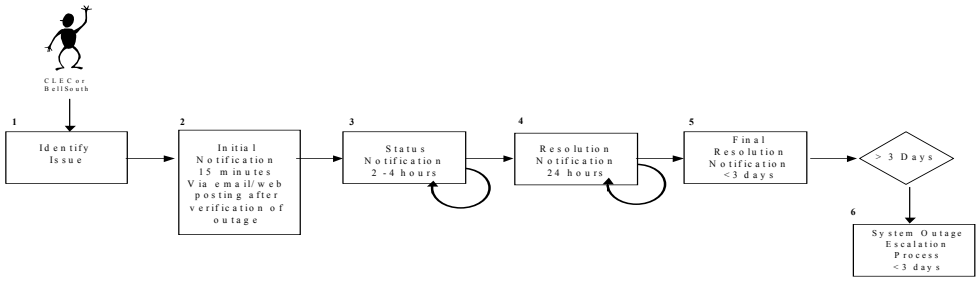


Table 4-1: Type 1 Cycle Times

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 email and post outage information on the web.

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.

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	Via email within 15 minutes of the outage verification BST website will be posted with outage information	**2-4 Hours** **(Iterative)**	**24 Hours** **(Iterative)**	**< 3 Days**	**> 3 Days** **System Outage Escalation Process**

Table 4-2: Type 1 Detail Process Flow

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.

STEP 1		
Accountability:	**CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)**	
Sub-Processes/ Activities	**IDENTIFY ISSUE**	1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface)
		2. Call the BST Electronic Communications Support (ECS) Help Desk at 888-426-8030.
		3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis.
		4. ECS will provide the CLEC with a trouble ticket number, unless the CLEC caller prefers not to obtain one, to record and track the outage.
	INPUTS	• Issue Characteristics • Call to ECS Helpdesk
	OUTPUTS	• Recorded Outage
	CYCLE TIME	N/A

STEP 2		
Accountability:	**Electronic Communications System Support (ECS)**	
Sub-Processes/ Activities	**INITIAL NOTIFICATION**	1. ECS will post to the Web an initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An email 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.
		2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.
		3. ECS will continue to work towards the resolution of the problem.
		4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.
	INPUTS	• Recorded Outage
	OUTPUTS	• Industry Notification posted on Web • Email to CLECs participating in Change Control
	CYCLE TIME	BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater.

STEP 3		
Accountability:	**Electronic Communications System Support (ECS)**	
Sub-Processes/ Activities	**STATUS NOTIFICATION (Iterative)**	1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem.
		2. ECS may communicate with the industry/affected parties. The following information may be discussed: • Clarification of outage • Current status of resolution • Agreement of resolution
		3. If a resolution has not been identified, continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web.
		4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.
	INPUTS	• Industry Notification posted on web and email to CCP distribution
	OUTPUTS	• EC Support will provide a status update, via web and email, when the status changes • Resolution information
	CYCLE TIME	2-4 Hour Intervals

STEP 4		
Accountability:	**Electronic Communications System Support (ECS), CLEC Change Control Manager (CCCM)**	
Sub-Processes/ Activities	**RESOLUTION NOTIFICATION (Iterative)**	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 Defect box.
		3. If the resolution is not the final resolution, the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution.
		4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".

INPUTS	• EC Support will provide a status update, via web and email, when the status changes • Resolution information
OUTPUTS	• Resolution Information posted on web • Final Resolution Information
CYCLE TIME	24 Hours after reporting outage

STEP 5		
Accountability:	**Electronic Communications System Support (ECS)**	
Sub-Processes/ Activities	**FINAL RESOLUTION NOTIFICATION**	1. The final resolution notification is posted on the web.
	INPUTS	• Final Resolution Information
	OUTPUTS	• Final Resolution Notification
	CYCLE TIME	< 3 Days

NOTE: A log of all outages will be posted to the CCP website on a monthly basis.

STEP 6		
Accountability:	**CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)**	
Sub-Processes/ Activities	**ESCALATION**	1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification.
		2. Refer to the Type 1 – Escalation Process documented in Section 8.
	INPUTS	• Information or concern relating to a Type 1 – System Outage
	OUTPUTS	• Documented Escalation • Escalation Response
	CYCLE TIME	> 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: Change Control Process Flow (Types 2-5)

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 (BCCM) 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 (LOI) is on file with the BellSouth Change Control Manager (BCCM).

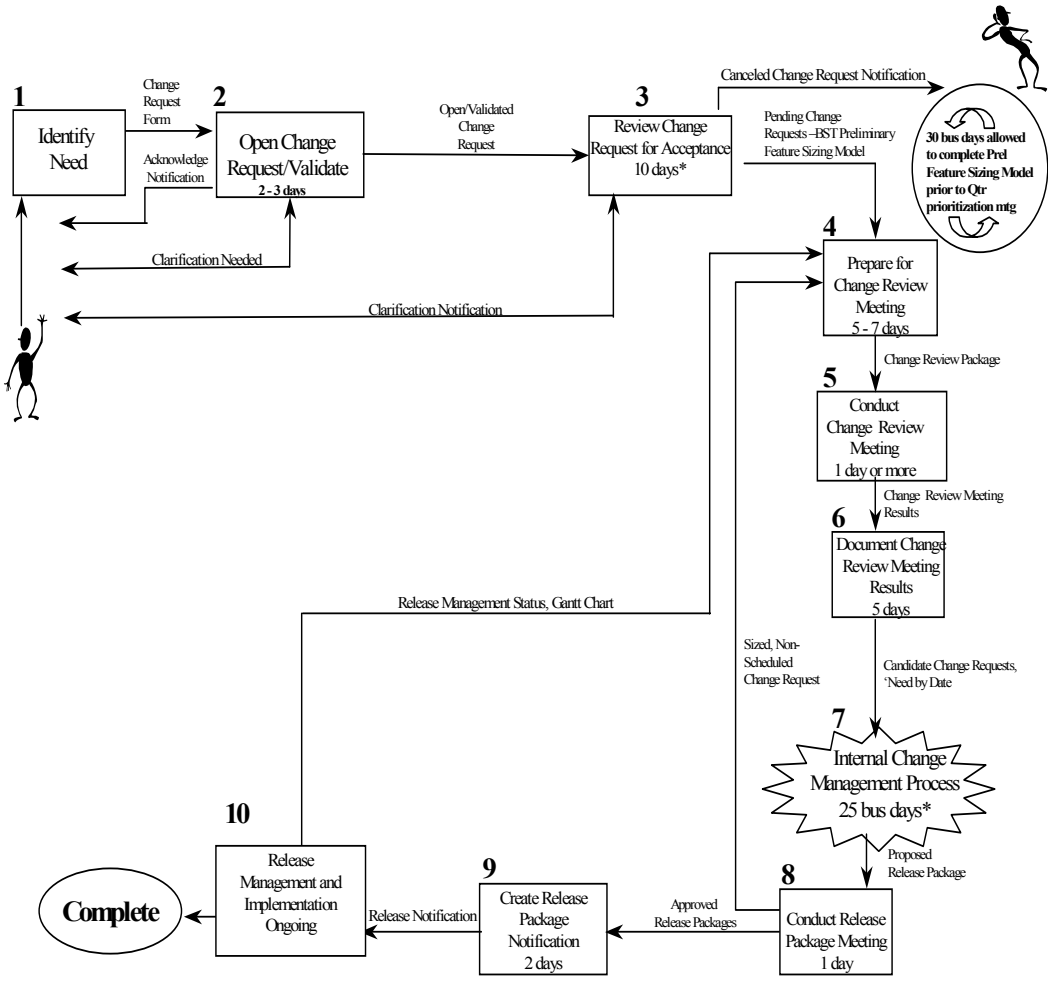


Table 4-3: Types 2-5 Detail Process Flow

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.

STEP 1		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**IDENTIFY NEED**	1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.
		2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.
		3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)
		4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.
	INPUTS	• Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A)
	OUTPUTS	• Completed Change Request Form with related documentation
	CYCLE TIME	N/A

STEP 2		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**OPEN CHANGE REQUEST/ VALIDATE CHANGE REQUEST FOR COMPLETENESS**	1. Log Request in Change Request Log.
		2. Send Acknowledgment Notification (Attachment A-3) via email to originator.
		3. Establish request status ('N' for New Request)
		4. Review change request for mandatory fields using the Change Request Form Checklist.
		5. Verify Change Request specifications and related information exists.
		6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.
		7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.
		CLEC or BellSouth Originator If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)
	INPUTS	• Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response
	OUTPUTS	• New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via email and web posting
	CYCLE TIME	2-3 Business Days Clarification times would be in addition to cycle time.

STEP 3		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**REVIEW CHANGE REQUEST FOR ACCEPTANCE**	1. Review Change Request and related information for content.
		2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.
		3. Determine status of request: • If change already exists or is a 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 CLEC Care Organization. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. • 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. In such cases, BellSouth's reason will be provided in writing on the updated change request and the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. If request is rejected due to one of the reasons stated above, update Change request status to "R" for Rejected in Change Request Log.
		NOTE: See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.
	INPUTS	• New Change Request • Validated Change Request • Clarification Notification (if required)
	OUTPUTS	• Pending Change Request • Rejected Change Request • Clarification Notification (if applicable) • Cancellation Notification (if applicable) • CR status updated on web
	CYCLE TIME	10 Business Days[6]

[6] FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

NOTE: There is a 30 business day process operating in parallel between steps 3 and 4 of this process in which BellSouth completes its preliminary feature sizing model on pending change requests.

STEP 4		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**PREPARE FOR CHANGE REVIEW MEETING**	**NOTE**: These activities take place to prepare for Change Review meetings when prioritization takes place. **(BCCM)** 1. Prepare an agenda.
		(BCCM) 2. Make meeting preparations.
		(BCCM) 3. Update Change Request Log with current status for new and existing Change Requests.
		(BCCM) 4. Prepare and post Change Request Log to web.
		(BCCM) 5. Provide Preliminary Feature Sizing Model and scope information on each pending change request to CLECs. This sizing is expressed in "units" with a unit being equal to 100 release cycle hours. A release cycle hour is the total number of hours estimated for planning, analysis, design, code development, testing, and implementation of a single CR. Appendix I-A will be used to provide future release capacity sizing information.
		(CCCM) 1. Analyze Pending Change Requests
		(CCCM) 2. Determine priorities for change requests and establish "Desired/Want" dates.
		(CCCM) 3. Create draft Priority List to prepare for Change Review Meeting.
		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 the assessment, an adjustment in the sizing may be required. CLECs will be notified of release capacity units and units assigned per CR.
	INPUTS	• Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log • BST Preliminary Feature Sizing Model and full release capacity
	OUTPUTS	• Change Request Log • CLEC Draft Priority List • BST Preliminary Feature Sizing Model and scope on each Pending change request • Appendix I-A
	CYCLE TIME	5-7 Business Days

STEP 5		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**CONDUCT CHANGE REVIEW MEETING**	**MONTHLY STATUS MEETINGS** 1. Communicate regulatory mandates.
		2. Present new change requests submitted since previous Monthly Status Meeting.
		3. Review status of pending/approved Change Requests (including defects and expedited features).
		4. Review current Release Management statuses.
		5. Discuss technical issues.
		6. Review issues and action items and assign owners.
		NOTE: CLECs should submit technical questions/issues to Change Control at least two weeks in advance of the Monthly Meeting.
		PRIORITIZATION MEETINGS for CLEC PRODUCTION RELEASES (Held quarterly in March, June, September and December) 1. Follow Steps 1-3 from Monthly Status Meetings.
		2. Initiators present Change Requests.
		3. BellSouth presents the preliminary feature sizing model and scope of each change request. See Appendix H for information to be provided. BellSouth presents the number of production releases and dates targeted to reflect 60 weeks (14 months). BellSouth presents the total capacity (units) of each Release and the capacity available (units) for the implementation of the change requests.
		4. Discuss impacts.
		5. Prioritize Change Requests.
		6. Develop final Candidate Requests list of Pending Change Requests by category, “Need by Dates” and prioritized Change Requests for the CLEC Production Release being scoped. The CLECs’ prioritization will be used for order of implementation into this CLEC Production Release. The order of implementation may be altered only with CLEC concurrence.

		7. Update Change Request Log to "RC" for Candidate Request List, "C" for Canceled, "P" for Pending, as appropriate.
		8. Review issues and action items and assign owners.
	INPUTS	• Change Request Log • CLEC Draft Priority List • Desired/Want dates • Impact analysis • Preliminary feature sizing model and scope on each pending change request • Appendix I-A
	OUTPUTS	• Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Action Items (if required) • Assignment of Candidate Change Requests to future releases • Appendix I-A, if the information changes
	CYCLE TIME	1 Business Day (or as needed based on volume) Meeting Day

STEP 6		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**DOCUMENT CHANGE REVIEW MEETING RESULTS**	1. Prepare and distribute outputs from Step 5.
	INPUTS	• Change Request Log • Final Candidate Request List • Prioritized Assignments to Future Releases
	OUTPUTS	• Updated Change Request Log • Web posting of meeting output
	CYCLE TIME	5 Business Days

STEP 7		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**INTERNAL CHANGE MANAGEMENT PROCESS**	1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Candidate Change Requests. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities. 2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list. 3. The implementation of Type 4 and Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change. Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval. The prioritization ranking provides the CLECs' evaluation of the relative business value/urgency of the change and the sizing information provides the relative estimated anticipated work effort required. Develop final Candidate Requests list of Pending Change Requests by category, "Need by Dates" and prioritized Change Requests for the CLEC Production Release being scoped. The CLECs' prioritization will be used for order of implementation into this CLEC Production Release. The order of implementation may be altered only with CLEC concurrence.
	INPUTS	• Candidate Change Request List with agreed upon "Need by Dates" • Change Request Log
	OUTPUTS	• BellSouth's Proposed Release Package • CLEC Analysis
	CYCLE TIME	25 Business Days[7]

[7] FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

STEP 8		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**CONDUCT RELEASE PACKAGE MEETING**	1. Prepare Agenda
		2. Make meeting preparations.
		3. Evaluate proposed release schedule.
		4. One CCP master prioritization list will be maintained. One month prior to each Change Review Meeting, CLEC/BST will determine the process for prioritizing change requests. Options include: • Prioritize all change requests (new pending and non-scheduled) • Prioritize only the new pending requests. An average ranking will be calculated and incorporated into the CCP master prioritization list.
		5. 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 requests changes and re-present the proposed package to the CLEC community. CLEC/BST consensus will be used to create the Approved Release Package.
		6. Identify Release Management Project Manager.
		7. Establish date for initial Release Management Project Meeting for the next new release.
		8. All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”.
	INPUTS	• BellSouth’s Proposed Release Package • BellSouth’s Release Schedule • Change Request Log • CLEC Analysis
	OUTPUTS	• Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Date for initial Release Management Project Meeting for next new release.
	CYCLE TIME	1 Business Day Production Release Meeting held 36 weeks prior to production.

STEP 9		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**CREATE RELEASE PACKAGE NOTIFICATION**	1. Develop and distribute Release Notification Package via web.
	INPUTS	• Approved Release Package
	OUTPUTS	• Release Package Notification
	CYCLE TIME	2 Business Days after Release Package Meeting

STEP 10		
Accountability:	**BellSouth Change Control Manager (BCCM) and Project Managers from each participating company**	
Sub-Processes/ Activities	**RELEASE MANAGEMENT AND IMPLEMENTATION**	1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).
		2. Lead Project Manager communicates Release Management Project status to BCCM and CCCM.
		3. Software Release Notifications will be provided 30 calendar days or more in advance of the implementation date.
		4. BellSouth User Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. The estimated units of effort will be provided via Appendix H.
		5. BellSouth Documentation changes, including business rule changes, will be provided. • All non-system impacting changes to BellSouth business rule documentation will be provided to CLECs at least 30 calendar days in advance of the effective date (excluding expedites/defects).
		6. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.

INPUTS	• Approved Release Package Notification
OUTPUTS	• Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc. • Implemented Change Request • Draft User Requirements • Final User Requirements • Documentation Changes • Final Specifications
CYCLE TIME	Ongoing

Table 4-4 Intervals for Releases

Deliverable	Production Release	Industry Release
Notification for the implementation of an Industry Release	N/A	Minimum 60 weeks prior to production
Conduct Release Package Meeting	Minimum 36 weeks prior to production	Minimum 60 weeks prior to production
Provide Draft User Requirements to CLECs	Minimum 34 weeks prior to production. Review meetings of the draft user requirements will be scheduled as often as needed/requested.	Two weeks after the Release Package Meeting. Review meetings of the draft user requirements will be scheduled as often as needed/requested.
Provide Final User Requirements to CLECs	15 weeks prior to production	19 weeks prior to production
Publish Final EDI Specifications	15 weeks prior to production	19 weeks prior to production
Publish TAG API/Reference Guide Version 0	15 weeks prior to production	19 weeks prior to production
Publish TAG API/Reference Guide Version 1	10 days prior to production	10 days prior to production
Publish the Business Rules	15 weeks prior to production	15 weeks prior to production
Pre-Soak CAVE	45 business days prior to production	60 business days prior to production
Post-Soak CAVE	Until the next Release is loaded into CAVE in preparation for the next CAVE soak window	Until the next Release is loaded into CAVE in preparation for the next CAVE Soak window

Part 3: Exception Feature Process

Definition

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect change that has been reclassified as a feature change request. An exception may involve an Expedited Feature, a Re-classified Defect, or a Negotiated Extended Implementation.

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 Operational Support Systems (OSSs) 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 enhancement to an existing interface where the CLEC/BellSouth has determined should be expedited due to impact. Applicable to CLEC Production Releases.

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 re-classified 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.

Negotiated Extended Implementation

The CLECs and BellSouth collectively may determine that an individual or group of normally prioritized change requests should not be implemented within the normal 60-week interval. A negotiated extended implementation may be requested. As each situation will likely be unique, this process provides the framework in which the CCP member will make the necessary consensus decisions to achieve a negotiated implementation. See Figure 4-5 for high-level process overview.

Enhancement to an existing interface

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 interface where the functionality does not currently exist in BellSouth's offered interface.

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

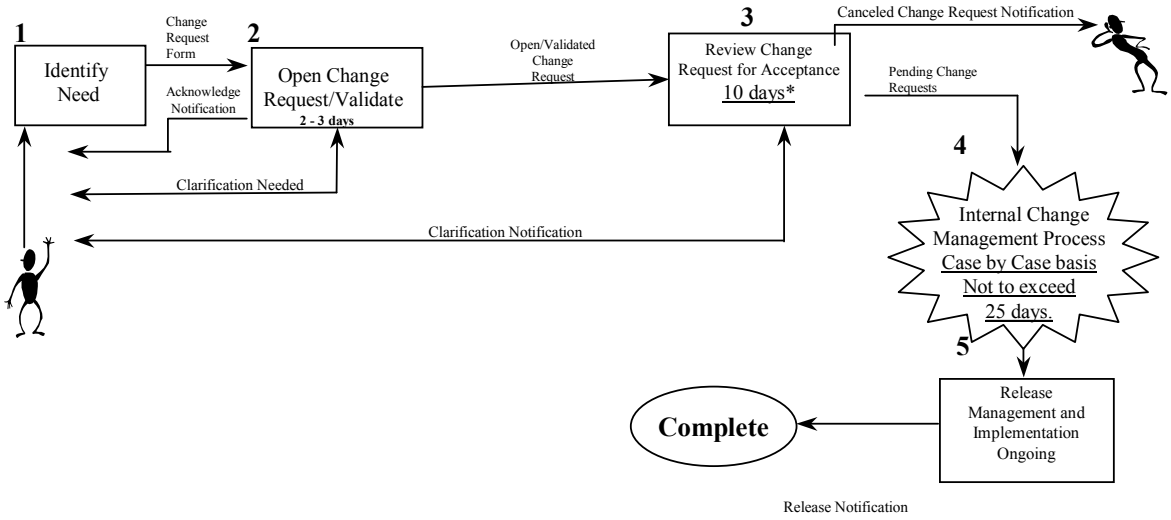
- Must be an enhancement to an existing interface

- 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.

- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current or next release, best effort.

- Applicable for CLEC Production Releases.

Figure 4-4: Process Flow for Types 2-5 Expedited Feature Process



* FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

Figure 4-5: Process Flow for Types 2-5 Negotiated Extended Implementation Feature Process

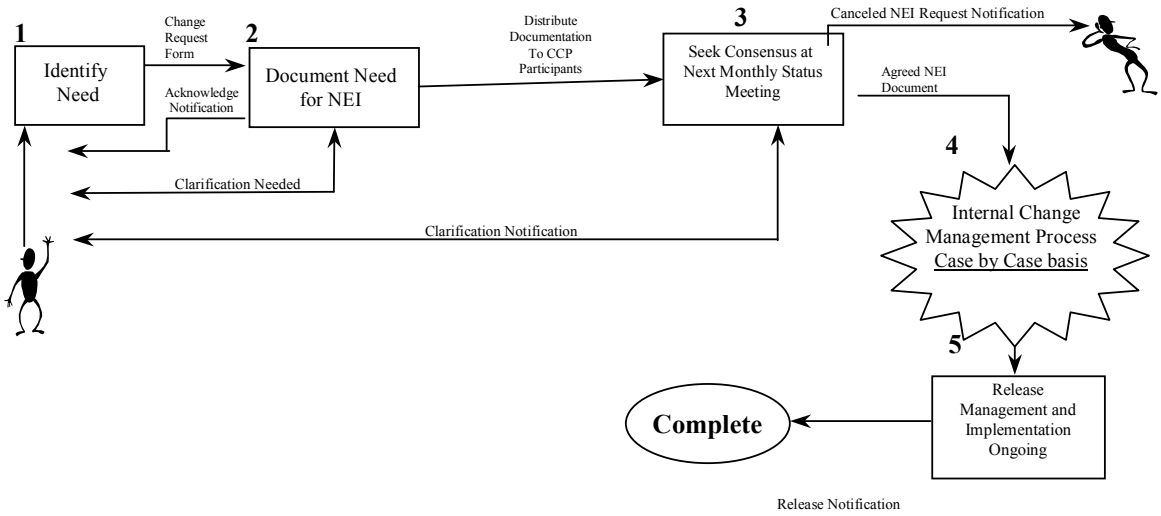


Table 4-5: Types 2-5 Expedited Feature Detail Process Flow

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.

STEP 1		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**IDENTIFY NEED**	1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.
		2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.
		3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)
		4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.
	INPUTS	• Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A)
	OUTPUTS	• Completed Change Request Form with related documentation
	CYCLE TIME	N/A

STEP 2		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**OPEN CHANGE REQUEST/ VALIDATE CHANGE REQUEST FOR COMPLETENESS**	1. Log Request in Change Request Log.
		2. Send Acknowledgment Notification (Attachment A-3) via email to originator.
		3. Establish request status ('N' for New Request)
		4. Review change request for mandatory fields using the Change Request Form Checklist.
		5. Verify Change Request specifications and related information exists.
		6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.
		7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.
		CLEC or BellSouth Originator If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)
	INPUTS	• Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response
	OUTPUTS	• New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via email and web posting
	CYCLE TIME	1 Business Day Clarification times would be in addition to cycle time.

STEP 3		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**REVIEW CHANGE REQUEST FOR ACCEPTANCE**	1. Review Change Request and related information for content.
		2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.
		3. Determine status of request: • If change already exists or 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 CLEC Care Organization. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. • If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4. • BellSouth may determine that a CLEC initiated expedited change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. In such cases, BellSouth's reason will be provided in writing on the updated change request and the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. If request is rejected due to one of the reasons stated above, update Change request status to "R" for Rejected in Change Request Log.
		NOTE: See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.

INPUTS	• New Change Request • Pending Change Request • Rejected Change Request • Validated Change Request • Clarification Notification (if required)
OUTPUTS	• Validated Expedited Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web
CYCLE TIME	10 Business Days[8]

STEP 3A		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**REVIEW REQUEST FOR ACCEPTANCE**	**1.** Change Requests validated in Step 2 above shall be considered for expedited status into the next CLEC Production Release by the CCP participants at the next Monthly Status Meeting. Requests granted expedited status by the consensus of the participants will continue through Step 4 and 5 to implementation. If the request is not granted expedited status, it will exit this process and enter the standard Types 2 – 5 flow, Step 4.

STEP 4		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**INTERNAL CHANGE MANAGEMENT PROCESS**	1. 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. Expedited Features will be implemented in the current or next release, best effort.
	INPUTS	• Change Request Log
	OUTPUTS	• Release Date for Expedited Feature
	CYCLE TIME	Case by Case basis – Not to exceed 25 days

STEP 5	
Accountability:	**BellSouth Change Control Manager (BCCM) and Project Managers from each participating company**

[8] FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

Sub-Processes/ Activities	**RELEASE MANAGEMENT AND IMPLEMENTATION**	1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).
		2. Lead Project Manager communicates Release Management Project status to BCCM and CCCM.
		3. BellSouth User Requirements for software changes will be presented to CLECs if applicable. If needed, changes will be incorporated and requirements re-baselined.
		4. BellSouth Documentation changes, including business rules changes associated with expedited features, will be provided, if applicable.
		5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.
	INPUTS	• Approved Release Package Notification
	OUTPUTS	• Project Release Status • Implementation Date • Documentation Changes
	CYCLE TIME	Ongoing

5.0 DEFECT PROCESS

Definition

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 email 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 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 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 (See Documentation Defect – Sub section 5-2). Type 6 validated defects may not be managed using the Expedited Feature Process discussed in Section 4, Part 3.

Defect Change Requests will be assigned one of the following severity levels for the purpose of prioritizing the development of a software correction (excluding documentation defects):

- **Severity 1** – Critical – Problem results in a complete system outage and/or is detrimental to the majority of the development and/or testing efforts. (**Note**: Severity 1 defects that are discovered in "production" will be classified as a Type 1 System Outage)

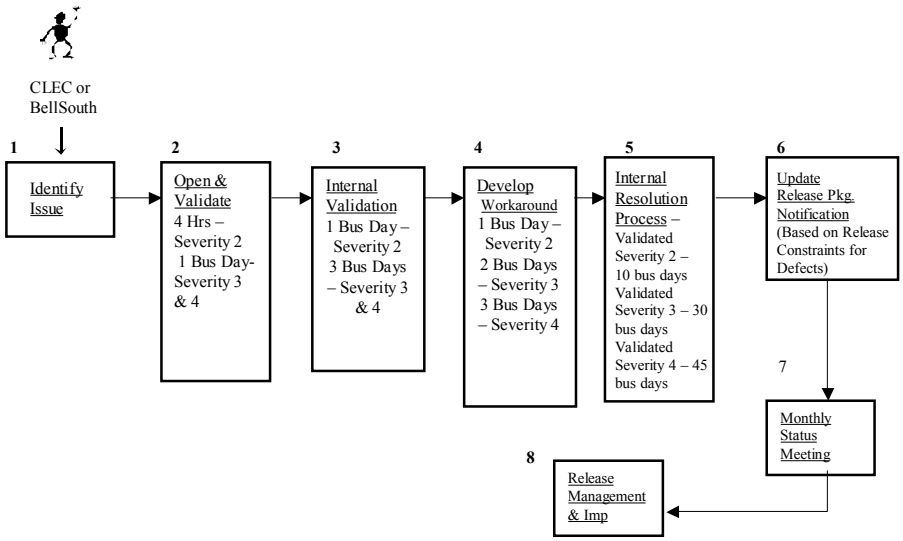
- **Severity 2** – Serious – System functionality is degraded with serious adverse impact to the users and there is not an effective work-around. Correction of Severity 2 defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

- **Severity 3** – Moderate – System functionality is degraded with a moderate adverse impact to the users but there is an effective work-around. Correction of Severity 3 defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

- **Severity 4** – Cosmetic – There is no immediate adverse impact to the users. Correction of Severity 4 defects will occur within 45 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

Figure 5-1: Type 6 Process Flow

Validation and Resolution of a Type 6 Change – CLEC impacting Defect (excluding documentation)



NOTE: The intervals in the boxes above match the intervals in the tables to follow for Severity 2, 3 and 4 defect change requests.

Table 5-1: Type 6 Detail 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 (This table excludes documentation defects which are detailed in a separate Section 5-2).

STEP 1		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**IDENTIFY NEED**	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: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable)
		5. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.
	INPUTS	• Type 6 Change Request
	OUTPUTS	• Completed Change Request Form (with related documentation if necessary)
	CYCLE TIME	N/A

STEP 2		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**OPEN & VALIDATE DEFECT FORM FOR COMPLETENESS**	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 exist.
		6. Send Clarification Notification via email to the originator if needed.
		7. Update CR Status to 'PC' for Pending Clarification if clarification is needed.
		If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.
	INPUTS	• Completed Change Request Form (with related documentation if necessary)
	OUTPUTS	• New Defect • Acknowledgment Notification • Clarification Notification (if required)
	CYCLE TIME	4 Hours – Severity 2 1 Business Day – Severity 3 & 4 (Time to be calculated from time of receipt with a cutoff time of 4:00 pm Eastern Time)

STEP 3		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**INTERNAL VALIDATION**	1. Validate that it is a defect.
		2. Perform internal defect analysis.
		3. Determine status of request: • 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 CLEC Care Organization. • Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status "V" for Validated Defect and indicate appropriate Impact Level. • If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate. • Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request. • If the process is operating as specified in the baseline requirements and published business rules, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s). • If issue is re-classified as a feature 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)
		NOTE: See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions. Defect Notification will be provided to CLEC community via email and web posting.

INPUTS	• New Defect
OUTPUTS	• Validated Defect • Defect notification to CLEC community via email and web posting • Clarification Notification (if required) • Cancellation Notification (if required) • Status provided for High Impact Defects to originator via email within 24 hours
CYCLE TIME	1 Business Day – Severity 2 (If BellSouth cannot complete internal validation of a Severity 2 defect within 1 bus day, BST will communicate the reason and expected time period in which the defect validation can occur to both the originator and the CLECs) 3 Business Days – Severity 3 and Severity 4

STEP 4		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**DEVELOP & VALIDATE WORKAROUND (IF APPLICABLE)**	1. Defect Workaround identified.
		2. Change Request status changed to "W" for workaround identified.
		3. Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting.
		4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.
		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 email and web posting.
	INPUTS	• Validated Defect • Clarification Notification (if required)
	OUTPUTS	• Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • Email and web posting of workaround
	CYCLE TIME	1 Business Day – Severity 2 2 Business Days – Severity 3 3 Business Days – Severity 4

STEP 5		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**INTERNAL RESOLUTION PROCESS**	1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.
		2. Provide status updates to the CLEC community via email as the status changes until the defect is implemented.
	INPUTS	• CLEC/BST input
	OUTPUTS	• Defect Release Schedule
	CYCLE TIME	• Validated Severity 2 Defects will be implemented within a 10 business day range, best effort. (BST will be required to have daily discussions with the originating CLEC and provide daily updates to other impacted CLECs. If BST is unable to correct a high impact defect in 10 business days, it must notify the designated CLEC and notify all impacted parties) • Severity 3 Defects will be implemented within 30 business days. • Severity 4 Defects will be implemented within 45 business days.

STEP 6		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**UPDATE RELEASE PACKAGE NOTIFICATION**	1. Update and distribute release notification package via web.
		2. All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”.
		NOTE: The release notification will be published in a timely manner, based on the release constraints associated with the defect. **NOTE**: In the event correction of the defect may potentially cause the CLECs to perform coding or business procedure changes, BellSouth will provide notification and appropriate documentation with the release notification.

INPUTS	• Defect Information
OUTPUTS	• Updated Release Package Notification • Scheduled Change Request • Documentation of potential CLEC coding/process changes.
CYCLE TIME	Based on release constraints for defects (may be less than 30 days)

STEP 7

Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**MONTHLY STATUS MEETING**	1. Provide status of defect.
		2. Solicit CLEC/BST input.
		3. Update Defect information as needed.
	INPUTS	• Defects Received • Change Request Log • Defect Analysis • Workaround (if applicable)
	OUTPUTS	• Updated status • Updated Change Request Log • Meeting minutes
	CYCLE TIME	Monthly or when status changes, whichever occurs first.

STEP 8

Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**RELEASE MANAGEMENT AND IMPLEMENTATION**	The following release management activities will pertain to Type 6 changes: 1. Lead project manager communicates release management project status to 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.

INPUTS	• Approved Release Package Notification
OUTPUTS	• Project Release status • Implementation Date • Implemented Change Request
CYCLE TIME	Ongoing

Table 5-2: Type 6 Detail Process Flow – Documentation Defects

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

STEP 1		
Accountability:	**CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**IDENTIFY NEED**	1. Identify Documentation 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, if appropriate.
		5. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.
	INPUTS	• Type 6 Change Request
	OUTPUTS	• Completed Change Request Form (with related documentation if necessary)
	CYCLE TIME	N/A

STEP 2		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**OPEN & VALIDATE DEFECT FORM FOR COMPLETENESS**	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

INPUTS	• Completed Change Request Form (with related documentation if necessary)
OUTPUTS	• New Documentation Defect • Acknowledgment Notification • Clarification Notification (if required)
CYCLE TIME	1 Business Day

STEP 3		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**INTERNAL VALIDATION**	1. Validate that it is a documentation defect. 2. Perform internal defect analysis.
		3. Determine status of request: • 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 CLEC Care Organization. • Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification. • If Change Request Clarification Notification not received back from CLEC, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to "V" for Validated Defect and indicate appropriate Impact Level. • If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate. • Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request. • If the documentation is correct, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s).
		NOTE: See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions. Defect Notifications will be provided to CLEC community via email and web posting.
	INPUTS	• New Documentation Defect
	OUTPUTS	• Validated Documentation Defect • Defect notification to CLEC community via email and web posting • Clarification Notification (if required) • Cancellation Notification (if required)
	CYCLE TIME	3 Business Days

STEP 4		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**DEVELOP & PROVIDE CARRIER NOTIFICATION "SUMMARY OF CHANGES"**	1. BellSouth prepares and validates the corrected documentation.
		2. Carrier Notification "Summary of Changes" is developed.
		3. Change Request status changed to "S" for scheduled.
		4. Carrier Notification "Summary of Changes" is sent to BCCM via email for distribution to CLECs.
		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 email and web posting.
	INPUTS	• Validated Documentation Defect • Clarification Notification (if required)
	OUTPUTS	• Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • Email of "Summary of Changes" notification
	CYCLE TIME	4 Business Days

STEP 5		
Accountability:	**BellSouth Change Control Manager (BCCM)**	
Sub-Processes/ Activities	**CARRIER NOTIFICATION LETTER**	1. BellSouth will develop an "official" Carrier Notification Letter.
		2. Carrier Notification Letter is posted to the web.
	INPUTS	• Carrier Notification "Summary of Changes"
	OUTPUTS	• Carrier Notification Letter posted on web
	CYCLE TIME	10 Business Days

6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT & APPROVAL

Part 1: Change Review Meeting

Definition

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 CLECs. Meetings will be structured according to category (pre-order/order, maintenance, manual and documentation, etc.). Prioritization meetings will be held quarterly.

During the Change Review Meeting, each originator of a Change Request will be allowed five (5) 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 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status at least 30 business days in advance of the distribution of the Change Review Package to assure completion of the preliminary feature sizing model. Other Change Requests, placed in pending status after the 30 business days cutoff will also be available for prioritization but may not have the preliminary feature sizing model information.

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

Definition

The Change Review Package will be distributed to all participants 5-7 business days prior to the Change Review Meeting. The package will include the following:

- Meeting Agenda
- Change Request Log (List of Change Requests to be reviewed)
- BellSouth's Preliminary Feature Sizing Model and scope on each Change Request (See Appendix H for information to be provided)
- BellSouth's preliminary units estimate of: 1) feature release capacity available and 2) capacity assigned to known feature changes.

- Schedule of Releases and estimated size (i.e. total units and units available) for each type of change. See Appendix I-A for information to be provided.

- 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

- For prioritization and planning purposes, BellSouth will provide two views of a rolling release plan annually: 1) a view with an Industry Release (i.e., ELMSx), CLEC Production Release(s) and BST Production Release(s) and 2) a view with a CLEC Production Release(s) and BST Production Release(s) and no Industry Release. The CCP membership will vote on which rolling release plan will be implemented for the following year.[9]

- Total CLEC and BST Production Releases are equal in estimated number of units of capacity.

- Prioritization of Type 5s and Type4s (optional) within this process will be used for assigning priority order within the CLEC Production Releases.[10]

- Type 5s and Type 4s will be implemented into the CLEC Production Release being scoped for prioritization within 60 weeks of prioritization.

Part 3: Prioritizing Change Requests

Definition

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 (LOI) on file with the BellSouth Change Control Management Team to participate in the voting process.

- One vote per CLEC, per category.

[9] A set number of maintenance releases will be provided as well. Maintenance releases are primarily intended for implementation of defects.
[10] Type 4s and 5s (optional) will also be assigned to BST Production Releases outside of this process.

- No proxy voting
- Type 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 grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with 1 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 cases of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

REMOTE PRIORITIZATION VOTING RULES

- The ranking sheet, which lists the change requests to be prioritized, will be provided to the CLEC community via email 5-7 business days prior to the Change Review Meeting.
- Presentation of each change request to be prioritized will occur in the morning portion of the meeting.
- Change Management will verify which participants will be submitting their ranking sheets.
- CLECs must be present at the meeting (either via conference bridge or in person) to participate in the prioritization.
- Ranking sheets must be emailed to Change Control by Noon Eastern the day of prioritization meeting:

  Change.Control@bridge.bellsouth.com
  Fax Number: 205-321-3178 (if email is not working)

- Results will be tallied during the lunch break.
- The results of the ranking will be presented in the afternoon portion of the meeting.

- In case of a tie, the affected Changes will be re-ranked. Ranking sheets must be emailed to Change Control within one (1) hour after notification of a tie.

EXAMPLE:

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

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	1	6	10
E2	3	5	1	9 (#2)
E3	1	6	5	12
E4	4	3	3	10
E5	2	2	3	7 (#1)
E6	6	3	2	11

Part 4: Developing and Approving Release Packages

Definition

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 as follows:

- Production Release – 36 weeks prior to production

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.

During the Release Package Meeting, BellSouth will present its proposed release package for the release being scoped and provide a planning view of remaining change requests that may be scheduled for the next CLEC production release(s)[11].

BellSouth may develop several variations of release packages.

The CLECs' prioritization will be used for order of implementation into this CLEC Production Release. The order of implementation may be altered only with CLEC concurrence.

[11] Capacity estimates for change requests and releases will be used as a guide in determining how many change requests will be assigned to these releases.

CLEC/BST consensus will be used to create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CR's). BellSouth will evaluate and determine the impacts of the requested changes and re-present the proposed package to the CLEC community. CLEC/BST consensus will be used to create the Approved Release Package.

Monitoring and Reporting Post-Release Capacity Utilization

BellSouth will track the capacity per the above categories and provide a Year-To-Date (YTD) percent capacity used. This report will be provided at CCP on a quarterly basis, beginning with calendar year 2002. Appendix I provides the report format.

Part 5: Release Capacity Forecasting, Allocation, and Reporting

Forecast and Planning Information

9. In order to facilitate joint planning for long term development between BellSouth and CLECs and production support capacity plans, two OSS development forecasts and specifications will be shared. BellSouth presents the number of production releases and dates targeted to reflect 60 weeks (14 months). BellSouth presents the total capacity (units) of each Release and the capacity available (units) for the implementation of the change requests. At the same time, and for the same period of time, BellSouth will provide an outlook with high-level description of the items to be included in each upgrade release. Included in this outlook will be the size in units of the release capacity and the size in units of the capacity remaining within the release.

   For Type 3 Industry changes, BellSouth will provide the preliminary feature-sizing model at the beginning of the calendar year. The remaining annual capacity will be allocated according for the defined categories per the Change Control Process document.

   All release capacity not required to implement Type 2, Type 3, and Type 6 changes will be utilized for the implementation of Type 4 and 5 changes. The CLEC prioritization will include an order of implementation that BellSouth may alter only with CLEC concurrence.

Pre-Release Capacity

BellSouth will provide preliminary unit measurement estimates accompanying each change request that can be used by the CLECs during prioritization. BellSouth will provide the total number of units available for a specific release to be utilized as a tool for prioritization. Total number of units will be provided as follows:

Total Release Units

- Units required to perform release maintenance
- Units required to implement public switched network mandates such as NPA overlays and Number Pooling
- Units required to implement Type 6 Change Requests
- Units required to implement Type 2 Change Requests
- Units required to implement Type 3 Change Requests
- Remaining units available for the prioritization and implementation of Type 4 and Type 5 Change Requests.

Appendix I-A will be used to present this information.

7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

Definition

BellSouth will introduce the development and implementation of business requirements and functionality for new interfaces to the CLEC community as part of the Change Control Process. BellSouth will 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 process for new CLEC interface functionality, BellSouth will notify all CLECs of the deviation promptly. 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 and proactively seek, consider and respond to CLEC comments and requests for enhancements to the specifications. As new interfaces, within the scope of CCP, are deployed, they will be added to the scope of this document and all subsequently requested changes will be managed by this process.

Retirement of Interfaces

Definition

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

Definition

When software release versions of a specific interface (e.g., TAG Application Program Interface Version n.n.n) are retired/expired, BellSouth will give CLECs a 180 day advance notification. The Carrier Notification that announces the retirement/expiration of specific interface release versions will also identify when BST will cease CLEC testing of those expiring release versions. For example, BellSouth's TAG, an application interface, has the ability of supporting multiple software release versions per industry map. Therefore, the retirement/expiration of a software release version does not necessarily expire an industry map, but instead only those specific interface release versions. Example of a retirement of a software versions of an interface: On March 8, 2001, BellSouth provided a Carrier Notification Letter that stated effective August 10, 2001, BellSouth would no longer support TAG API versions: 7.1.0.7, 7.5.0.10, and 2.0.0.11.

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.

BST will maintain an ongoing matrix of current and retired software versions in the monthly change control meeting materials.

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 (i.e., communication timelines) have occurred per the Change Control agreement.
- Three (3) levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround for each cycle of escalation
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround for each cycle of escalation (excludes expedites)
- For Type 6 Severity 2 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 Severity 3 and 4 issues, the escalation process is agreed to allow BellSouth a 2-5 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 email unless there is a proprietary issue.

Cycle for Type 1 System Outages

Contact List for Escalation: ECS Group – Type 1 Changes

NOTE: 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	Byron Franklin Manager – EC Support Group Interconnection Operations	205-977-2897	1-800-693-7243 PIN 17264913	Byron.Franklin@bellsouth.com
2nd Level	Bruce Smith Operations Director EC Support Group Interconnection Operations	205-977-3589	1-800-542-3260	Bruce.Smith@bellsouth.com
3rd Level	Lynn Smith Senior Director Interconnection Operations	205-977-0173	N/A	Lsmith12@imcingular.com Lynn.A.Smith@bellsouth.com

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

Escalation Cycle for Types 2-6 Change Requests

Guidelines

- Item must be formally escalated as an email sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control email.
- Subject of email must be CLEC (CLEC Name) ESCALATION –CR#, if applicable, Level of Escalation, unless it is proprietary.
- Content of email 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 Email ID.

- For escalation Level 2, forward original email and include any additional information including the reason that the matter could not be resolved at Level 1.

- For escalation Level 3, forward original email 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 acknowledgment of receipt within four (4) hours and begin the escalation process through Level of escalation.

- BellSouth will provide updates to the CLEC when the status changes.

- The escalating CLEC should respond to BellSouth within five (5) days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.

- If the BellSouth position suggest 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 one (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 outcome, either party can seek appropriate relief.

Contact List for Escalation: Types 2 – 6 Changes

NOTE: Escalations should be made according to the following list:

Escalation Level	Name and Title	Office Number	Email Address
1st Level	**Janet Miller-Fields** Operations Assistant Vice-President/BellSouth Customer Care	205-714-0252	Janet.Fields@bellsouth.com
2nd Level	**Brigitte F. Nix** General Manager – BellSouth Wholesale Operations – Local Markets	404-927-3545	Brigitte.Nix@bellsouth.com
3rd Level	**Rachel Russell** Network Vice President – BellSouth Wholesale Operations	205-943-2606	Rachel.Russell@bellsouth.com

Dispute Resolution Process

Guidelines

In the event that an issue arises from Section 9, Changes to this Process, or arises from some other Section and 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 appropriate state regulatory agency, if available. If mediation is requested, parties shall participate in good faith.
- 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.
- The impacted CLEC has the option to provide notice of any mediations or formal complaints to CCP participants.

9.0 CHANGES TO THIS PROCESS

Definition

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 versions.

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 (format, typographical errors, clarifications of meaning, etc.) 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. The CCP participants present at the meeting (in person or by teleconference) will reach an initial determination regarding the requested change(s) by "consensus". For this purpose consensus will mean that no participant has serious objection to the determination of the group. The following initial determination may be applied:

- **Meeting Consensus** (BellSouth and the other meeting participants have no serious objection to the change. The change will be balloted for Industry Consensus with the indication that a meeting consensus was reached).

- **Contested Issue** (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are firm. The proposals will be balloted for Industry Consensus and the structure of the ballot will indicate that a choice between alternatives must be made).

- **Not Ready for Balloting** (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are not firm. The request will not be balloted and will remain open for review during subsequent monthly meetings. The CCP participants will continue to use the associated current change control process. Working documentation reflecting both the current and proposed language may be created to facilitate further discussion).

- **Implement as Cosmetic** (BellSouth and the other meeting participants determine that the requested change is a clarification of meaning with no potential negative impact. The change will be implemented and the Change Request will be updated to implemented status and update distributed as per the normal process).

Subsequent to this initial review, the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official Email ballot for distribution to determine the Industry Consensus. The official Industry Consensus ballot will detail the change(s) being requested, and the significant arguments presented for and against the change during the review. As noted above, the ballot will indicate whether issues are

being voted upon as the result of a Meeting Consensus or as a Contested Issue. Each issue presented on the ballot will contain a statement of the change to be approved and in the case of a Contested Issue, a summary of arguments for and arguments against the alternatives. The ballot will be distributed one (1) week following the Status Meeting. CLECs will have one (1) week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. The CCCM, or other designated individual will cast each CLEC's vote. Each CLEC is allowed one vote on each issue presented on the ballot. The CCCM, or other designated individual will cast each CLEC's vote.

The ballot (a sample ballot may be found in the Appendix) will allow CLECs to indicate their agreement or disagreement with the proposed change across a three (3) step continuum as shown here:

A	B	C
Agree	Neutral	Disagree

When a Contested Issue is presented on the ballot, there will be a continuum for each of the alternatives and the voter must disagree with one (and only one) of the two.

Industry Consensus will exist and the change will be implemented whenever two-thirds of votes cast by the due date are cast in categories A and B. BellSouth may not be able to support all requested changes to the process as proposed. BellSouth will provide a supporting reason(s) to substantiate its position. A CLEC may seek relief through the escalation process if dissatisfied with BellSouth's response. No consensus will exist if over 1/3 of votes for a change are cast in category C – "Disagree".

10.0 TESTING ENVIRONMENT

Definition

BellSouth provides support for interface and functionality based testing with CLECs via the following electronic interfaces:

- Electronic Data Interchange (EDI)
- Local Exchange Navigation System (LENS)
- Telecommunications Access Gateway (TAG)

BellSouth presently offers two (2) test environments between which the testing categories mentioned below support:

- "Traditional" Testing Environment
- CLEC Application Verification Environment (CAVE)

These test environments offer pre-order capability, in addition to ordering capability using the Local Service Request (LSR) process up to and including the service order processor. These test environments do not presently support volume testing.

The testing opportunities offered by BellSouth are divided into three (3) categories, and are as follows:

- The "New Entrant/New Product" Category supports testing for:
  - First Time CLEC EDI Implementations
  - First Time CLEC TAG Implementations
  - Existing EDI CLEC Ordering a new BellSouth Product (REQTYP) for the first time
  - Existing TAG CLEC Ordering a new BellSouth Product (REQTYP) for the first time
- The "New Release" Testing Category supports testing for:
  - Existing TAG, EDI, and LENS CLECs wanting to test an upcoming BellSouth release in CAVE prior to its production implementation
  - Existing TAG CLEC upgrading to a new API version
  - Existing EDI CLEC upgrading to a new MAP
- The "Regression" Testing Category supports testing in CAVE for:
  - Existing EDI CLECs who have made software and/or hardware changes
  - Existing EDI and TAG CLECs utilizing new fields for the first time
  - Existing TAG CLECs using a CAVE supported API version who have made software and/or hardware changes

The above provides a high-level overview of the BellSouth CLEC testing offering. Comprehensive and detailed methods and procedures for the various aspects relating to the BellSouth CLEC testing process and environments can be found in the jointly developed and agreed upon BellSouth/CLEC-Testing Practices and Procedures (TPP)

document. This, as well as all other CLEC testing related documentation, can be found on the BellSouth testing website at (URL to be provided upon implementation of website).

Production Release Implementation Recommendation:

One week before the CAVE deployment date for each release that is to be tested in CAVE, BellSouth will begin publishing a pre-release testing status report. This report will initially address all release-specific unresolved defects that are found by the internal quality assurance testing groups. Information will be provided as to the nature of each defect, severity, and workaround information (if known). BellSouth will update this report on a daily basis until the production implementation of the release. These updates will address any new defects found by BellSouth's internal testing teams or by CLECs that are testing in the CAVE environment as well as status updates on existing defects.

One week prior to the production implementation of a release that is being testing in the CAVE pre-release cycle, BellSouth will host a conference call with the CLEC community to discuss the status of testing and to address any questions and/or concerns that the CLEC community may have in regards to the release. During this conference call, BellSouth will take a CLEC production implementation recommendation vote for the release.

During the conference call, CLECs eligible to vote will be allowed to:

- Vote to recommend implementation of the release as scheduled (PROCEED)
- Vote to recommend deferral of the release implementation to a later date (DEFER)

Only CLECs who utilize interfaces being impacted by the pending release will be called upon to vote. If a CLEC cannot attend the conference call to cast its vote, they may e-mail its vote to the designated BellSouth representative prior to the conference call. BellSouth will confirm receipt of their vote, and count that vote in the final tally. If a CLEC opts to not participate in the voting process, that decision will be recorded but will not affect the final tally of votes that are actually cast (the majority decision will only be determined by counting votes that are submitted).

In order for a CLEC to cast a "defer" vote, there must exist one of the following two (2) conditions:

- An un-resolved validated Severity 1 defect
- An un-resolved validated Severity 2 defect (with no work-around)

BellSouth will solicit the votes verbally from the eligible CLECs during the conference call, and compile a list of the individual responses. BellSouth will tally the votes for "Proceed" vs. "Defer". The response that received the most votes will represent the collective CLEC recommendation for the release. In the event that both options receive an equal number of votes, BellSouth will treat this as a "deadlock" vote.

Once the CLEC recommendation has been determined, BellSouth will publish the recommendation in the daily testing status report that is published on the day that the vote took place. The report will include the collective decision (Proceed, Defer or Deadlock), as well as a list of those CLECs who participated in the voting process and the vote that each CLEC submitted. BellSouth will then use this recommendation, combined with the recommendations of its quality assurance testing teams and the information collected during the pre-release testing cycle to make a final decision as to whether or not the release is implemented on the targeted date.

11.0 TERMS AND DEFINITIONS

A

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

ACKNOWLEDGMENT 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 BellSouth CLEC Care Organization.

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

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

- The five (5) 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 a 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 Notification. 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 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 enhancement to an existing interface 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 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 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.

CHANGE REQUEST STATUS

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

- **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.
- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).
- **I = Change Implemented**. Indicates a Change Request has been implemented in a release (Step 10).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
- **P = Pending**. Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).
- **R = Rejected Request.** Indicates a Change Request has been rejected due to cost, industry direction or because it is considered not technically feasible to implement.
- **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).

NOTE: BellSouth will respond within seven (7) business days to a CLEC's request for clarification of a specific BellSouth response to a change request.

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 potentially may cause a CLEC to modify the way it operates in conducting wholesale business transactions with BellSouth. Modifications to the way CLECs operate in conducting wholesale business transactions with BellSouth include, but are not limited to: (1) changes to CLEC system code; (2) changes in CLECs employee training; (3) changes to CLEC business methods and procedures at the transaction, clarification, or escalation levels (4) changes to the work assignments of CLEC personnel. Internal BellSouth process changes (either software or procedural) unique to the CLEC wholesale environment are CLEC affecting.[12]

CLEC CARE ORGANIZATION

The CLEC Care Organization represents the CLECs and all CLEC interests within BellSouth, that is, it is the CLEC's advocate within BellSouth. Some of the CLEC Care 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

CLEC CHANGE CONTROL MANAGER (CCCM)

Individual 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 user requirements or the business rules that

[12] The procedures described in this document apply to all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers.

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 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 be assigned one of the following severity levels for the purpose of prioritizing the development of a software correction (excluding documentation defects):

- Severity 1 – Critical – Problem results in a complete system outage and/or is detrimental to the majority of the development and/or testing efforts. (Note: Severity 1 defects that are discovered in "production" will be classified as a Type 1 System Outage)
- Severity 2 – Serious – System functionality is degraded with serious adverse impact to the users and there is not an effective work-around. Correction of Severity 2 defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.
- Severity 3 – Moderate – System functionality is degraded with a moderate adverse impact to the users but there is an effective work-around. Correction of Severity 3 defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.
- Severity 4 – Cosmetic – There is no immediate adverse impact to the users. Correction of Severity 4 defects will occur within 45 business days following the date which BellSouth's defect validation process is scheduled to complete.

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.

- **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.

EXCEPTION FEATURE PROCESS

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect change that has been reclassified as a feature change request. An exception may involve an Expedited Feature, a Re-classified Defect, or a Negotiated Extended Implementation.

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 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 enhancement to an existing interface where the CLEC/BellSouth has determined should be expedited due to impact. For both re-classified defects and enhancements to an existing interface, the rules surrounding the expedited feature request will be:

- Must be an 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 that are eliminated.

The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next release, best effort.

I

INTERNAL CHANGE MANAGEMENT PROCESS

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

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.

NEGOTIATED EXTENDED IMPLEMENTATION

The CLECs and BellSouth collectively may determine that an individual or group of normally prioritized change requests should not be implemented within the normal 60-week interval. A negotiated extended implementation may be requested. As each situation will likely be unique, this process provides the framework in which the CCP member will make the necessary consensus decisions to achieve a negotiated implementation.

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 production release, as determined during the Release Package Meeting.
3-Medium. Implement in a future scheduled production release. A scheduled release will be established during the Release Package Meeting.
4-Low. Implement in a future scheduled production 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 – INDUSTRY

The implementation of new industry standard(s) which may impact and require CLECs to make changes to their interface. An industry release may prohibit the use of an interface upon implementation of the Change(s).

RELEASE – MAINTENANCE

The implementation of scheduled maintenance of a BellSouth system that does not require CLECs to make changes to their interface or prohibit the use of an interface upon implementation. System downtime may be required.

RELEASE - PRODUCTION

The implementation of scheduled Change(s) which may impact and require the entire CLEC community to make changes to their interface. A production release may prohibit the use of an interface upon implementation of the Change(s).

RELEASE PACKAGE

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

RELEASE CAPACITY MEASUREMENT – PRE-RELEASE CAPACITY

BellSouth will provide preliminary unit measurement estimates accompanying each change request that can be used by the CLECs during prioritization. BellSouth will provide the total number of units available for a specific release to be utilized as a tool for prioritization. Total number of units will be provided as follows:

Total Release Units

- Units required to perform release maintenance
- Units required to implement public switched network mandates such as NPA overlays and Number Pooling
- Units required to implement Type 6 Change Requests
- Units required to implement Type 2 Change Requests
- Units required to implement Type 3 Change Requests
- Remaining units available for the prioritization and implementation of Type 4 and Type 5 Change Requests.

Appendix I-A will be used to present this information.

RELEASE CAPACITY MEASUREMENT REPORT – POST RELEASE

At the end of each quarter BellSouth will provide a report listing the percent YTD capacity used during the quarter. Quarterly report is APPENDIX I. The process is effective January 2002 with Release 10.3.1. Attached to this report will be a list of all Type 2, 3, 4, 5, 6 change requests that were implemented.

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

SEVERITY LEVELS (TYPE 6 DEFECTS)

Severity 1 – Critical – Problem results in a complete system outage and/or is detrimental to the majority of the development and/or testing efforts (Note: Severity 1 defects that are discovered in "production" will be classified as a Type 1 System Outage).

Severity 2 – Serious – System functionality is degraded with serious adverse impact to the users and there is not an effective work-around. Correction of Severity 2 defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

Severity 3 – Moderate – System functionality is degraded with a moderate adverse impact to the users but there is an effective work-around. Correction of Severity 3 defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

Severity 4 – Cosmetic – There is no immediate adverse impact to the users. Correction of Severity 4 defects will occur within 45 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

SPECIFICATIONS

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

SYSTEM OUTAGE

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

V

VERSION (DOCUMENT)

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

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 = A4A contains sample Change Control forms and line by line Checklist.

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).

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

Acknowledgment Notification Checklist.
Provides line-by-lines instructions for completing the Acknowledgment 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 are 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 Maintenance/Defect Notification Information (web posting)
- Draft Release Project Plan – WBS (email attachment created by the Lead Project Manager(s) assigned in Step 8 of the Change Control Process)
- Lead Project Manager(s) assigned to the Release with reach numbers(s)

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

APPENDIX C – ADDITIONAL DOCUMENTS

See Attached Documents

APPENDIX D – BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

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

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. Defects (Severity 2 and 3) in a frozen map will be corrected based on a collaborative discussion between BST/CLECs and based on user input. 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.

APPENDIX E – SUB-TEAM DEFINITION AND ROLES/RESPONSIBILITIES

A Sub-Team will be formed for issues that are more effectively addressed in a small group setting.

The Sub-Team will consist of CLECs and BellSouth who volunteer to participate in meeting(s) to address a specific issue. This team will be responsible for presenting information and making recommendations to the CLEC participants of Change Control.

The Change Control Management Team will be responsible for coordinating meetings and the flow of communication.

The Sub-Team leader or representative will participate in each Monthly CCP Status Meeting occurring during the life of the Sub-Team.

APPENDIX F – "SAMPLE" VOTING BALLOT

ITEM NO. XX - Meeting Consensus **Description of Section**	☐ **Agree** ☐ **Neutral** ☐ **Disagree**
ITEM NO. XX – Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other) **Description of Section** **CLEC Recommendation** **BellSouth Recommendation**	☐ **Agree** ☐ **Neutral** ☐ **Disagree** ☐ **Agree** ☐ **Neutral** ☐ **Disagree**

APPENDIX G – CARRIER NOTIFICATIONS

Carrier Notifications for updates to the Local Exchange Ordering Guide – Volume 1 and the BellSouth Business Rules for Local Ordering (BBR-LO) indicate if the change impacts documentation only or the electronic and/or manual ordering processes, if known. Details of the change are contained in the Summary of Changes that is distributed to the CLECs via email.

Change Request number(s) will be listed in the associated Carrier Notifications for software releases, if applicable. Associated documentation changes for software releases are also reflected in the Carrier Notification Letter.

A table consisting of the scheduled release dates and an itemization of release features is attached to each revised Carrier Notification letter. Each revised letter provides direct access to the original letter.

NOTE: BellSouth Carrier Notifications are located on the BellSouth Interconnection Website at: www.interconnection.bellsouth.com/main/clec.html

APPENDIX H – Preliminary Feature Sizing Model for CCP Prioritization Planning

CR Number :	DESCRIPTION:		Draft User Requirement: (Y/N)	Synergies with Other Related CRs
Type CR:				
Systems	System impacted Y/N	Level of Work Effort: List Number of Units. (incremental units in quarters is permissible) 1 Unit=100 Release Cycle Hours	Constraints/ Comments	Integrated Testing Required (Y/N)
LENS				
TAG				
EDI				
LESOG				
LEO				
LNP				
SGG				
DOM				
Other (List each)				
Total Units				

Field Description:

CR Number: The Change Control Process Change Request Number (CR) assigned to feature.

Type CR: Type 4 (BST Initiated) or Type 5 (CLEC Initiated)

Description: The Change Control Process Change Request description that coincides with the CR Number.

Draft User Requirement: (Y/N): Yes indicates a Draft User Requirement was available when sizing was performed. No indicates a Draft User Requirement was not available when sizing was performed.

Synergies with Other Related Change Requests: List of related change requests that may benefit from being implemented at the same time as this feature.

Systems: A list of CLEC interface systems and key operation support systems that will require a work effort to implement this feature.

LENS – Local Exchange Navigation System
TAG – Telecommunications Access Gateway
EDI – Electronic Data Interchange
LESOG – Local Exchange Service Order Generator
LEO – Local Exchange Ordering
LNP – Local Number Portability
SGG – Service Gate Gateway
DOM – Delivery Order Manager

System impacted: Yes indicates this system will require a level of work effort to implement this feature. No indicates this system will not require a level of work effort.

Level of Work Effort: List Number of Units. (incremental units in quarters is permissible.): The total number of planning, analysis, design, code development, testing and implementation units required for the implementation of this change request. One Unit=100 Release Cycle Hours.

Release Cycle Hours (RCH): RCH = the total number of hours estimated for planning, analysis, design, code development, testing and implementation for a single change request.

Constraints/Comments: If a constraint in implementing this feature is critical to implementation it will be listed. For example, if a system affected has an annual release schedule, this will be listed as a constraint.

Integrated Testing Required (Y/N): Yes indicates that integration testing is required. No indicates there is no integration testing required.

Total Units: Equals the total units of systems impacted.

Appendix I: Monitoring and Reporting Post-Release Capacity Utilization

Annual Release Capacity Utilization – YTD Quarterly Report										
Categories	1Q		2Q		3Q		4Q		YTD / EOY	
	Units	%	Units	%	Units	%	Units	%	Units	%
Maintenance										
PSN Mandate										
Regulatory (Type 2)										
Defects (Type 6)										
Industry (Type 3)										
BellSouth (Type 4)										
CLEC (Type 5)										
Total										

Appendix I-A: Reporting Pre-Release Estimated Capacity Forecasting Used for Capacity Planning Only

Effective with 2003 Release Schedule
Updated Quarterly after Prioritization Meetings

Annual Estimated Release Capacity Forecast									
	Release	Release	Release	Release	Release	Release	Release	Release	Release
[13]Release Purpose									
Planned Date									
[14]Total Estimated Capacity per release (Units)									
Categories	Units	Units	Units	Units	Units	Units	Units	Units	Units
Maintenance see note : c									
PSN Mandate see note : c									
Regulatory (Type 2) see note: a									
Defects (Type 6) see note : c									
Industry (Type 3) see note: b									

[13] Defines the type release: maintenance, industry, CLEC production or BST production
[14] Depicts the total estimated capacity available for this release prior to assignment of any features. The total estimated capacity for each planned release for the year will be provided annually.

BellSouth (Type 4) see note: a									
CLEC (Type 5) see note: a									
Total see note: d									

Notes:

a. Estimated release capacity for the Type 2s (flow-through), 4s and 5s fields will be summed from the individual feature sizing information provided in appendix H. Implementation of any specific feature is not firm until delivery of the release package for a specific release.

b. Estimated release capacity for Type 3 (ELMSx) field will be assigned on a release level.

c. PSN (i.e., NPA splits) mandates, Type 6s and maintenance features are intended for implementation within maintenance releases based on mandated dates, defect intervals and maintenance intervals respectively. Estimated release capacity for these work activities cannot be provided in advance by separate category due to the normal short duration from identification of need to implementation. These are implemented only on an as needed basis.

d. For production releases, this represents the summing of the features (flow through, BST initiated and CLEC initiated) that have a corresponding appendix H Form. It would not reflect other features such as mandates that may by ordered and will require capacity from the release resulting in a downward adjustment to this total. For maintenance and industry releases, it should equal the total estimated capacity per release (units).

Changes to Legacy/Backend Systems for Pre-Ordering, Ordering, Provisioning, Maintenance, Billing and Repair or wholesale work center operations

RSAG – Regional Street Address Guide:

Release Date	Possible CLEC Impact	Release Information