Attachment 44

December 6, 2001

**EXCEPTION REPORT**

**Exception:**

**The BellSouth Change Control Prioritization Process does not allow CLECs to be involved in prioritization of all CLEC impacting Change Requests. (PPR1)**

**Background:**

The Change Control Prioritization (CCP) Process is the method used by both CLECs and BellSouth to rank the importance of both CLEC and BellSouth-initiated change requests. The Prioritization process is outlined in the description of Step Five of the overall Change Control process[1] in the BellSouth Change Control Process document[2].

BellSouth also utilizes an internal prioritization process in conjunction with the CCP. The internal prioritization process occurs during Step Seven of the Change Control Process and includes review of the ranking determined by the CLECs during Step Five of the Change Control Process. The process is as follows:

- The Release Prioritization Team considers all changes from a variety of sources including the (external) Change Control Process, the Third Party Testing Team, the Regulatory Team, and the LCSC and prioritizes them into one master list.

- The Release Prioritization Team creates the master list and integrates the changes from the different sources using the following procedure: The number one priority change requested from each group is ranked in the master list from one to five with one being the highest. The team then ranks the number two priority change requests from each group from six to ten. The number three priority change requests are ranked from 11 to 15 and so forth.

- Additional factors are considered during the reprioritization process and may result in one customer group having a disproportionate number of Change Requests ranked at the top of the master list: These additional considerations are as follows:

    i. Regulatory changes that have been mandated and are due during this release cycle are prioritized first.

    ii. Change Requests that have related functions are given a higher priority than standalone changes.

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[1] Pages 28-29 and page 47.
[2] v. 2.3, May 18, 2001

iii. Change Requests that are necessary for proper system operation are given a high priority.

iv. Change Requests that are necessary for or concurrent with the implementation of additional change requests are given high priority.

During interviews with members of the BellSouth Internal Change Management Team conducted by KPMG Consulting, BellSouth asserted that all change requests included in the master prioritization list are related to the Wholesale portion of BellSouth's business.

The BellSouth Change Control Process[3] states that the BellSouth Change Control Process is designed to manage all change requests "that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification."

## Issue:

CLECs are unable to participate in the prioritization of change requests that originate from internal BellSouth organizations (Regulatory Team, Third Party testing Team, the LCSC, and Project Managers) that affect BellSouth's Wholesale business and therefore the CLEC Community. This policy inhibits one of the primary objectives of the CCP "to allow for mutual impact assessment and resource planning to manage and schedule changes."
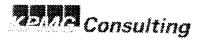
## Impact:

BellSouth's Internal Change Management Prioritization Process does not allow the CLEC community to participate in prioritization of change requests that affect CLEC Business. The CLEC Community's lack of participation in change requests that effect CLEC business could result in change requests important to the CLEC Community not being developed or implemented in a timely manner.

## BellSouth Response:

The Change Control Prioritization Process does allow CLECs to be involved in the prioritization of CLEC impacting Change Requests. A CLEC impacting Change Request is defined as, "Any change that either requires the CLEC to modify the way it operates or causes it to rewrite system code." Examples of this are:

- Business rule LSR field usage changes
- New functionality for an interface

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[3] Version 2.3, May 18, 2001

- Change existing functionality for an interface
- New REQTYPs
- New field on the LSR form
- Electronic ordering of a product/service

This definition should impact the majority of the CLEC community, if not the entire community, since it is impossible to know how each CLEC has coded its systems.

CLEC impacting change requests may originate from various sources: the (external) Change Control Process, the Third Party Testing Team, the Regulatory Team, the LCSC, or Project Managers. It is transparent to the CLECs what internal BellSouth entity is the actual originator of a request since the originator is only identified, on the Change Request form, as BellSouth. Thus, CLECs have already prioritized Change Requests originated by internal BellSouth organizations in four separate Change Review Meetings. Mandates are not prioritized by the CLECs per the Change Control Process.

All such Change Requests should come through the Change Control Process providing the CLECs an opportunity to prioritize them. As a result of BellSouth's commitment to provide CLECs the ability to participate in the prioritization of these requests, BellSouth has a better understanding of what is important to the CLEC community.

**BellSouth Amended Response:**

In an effort to address CLEC and KPMG concerns in CCP about release resource planning, BellSouth is offering the following proposal: BellSouth will allocate 40% of its annual release capacity for implementing CLEC change requests and/or CLEC-driven mandates. The remaining 60% will be used for implementing public switched network mandates such as NPA overlays and Number Pooling (5-10%), defects and maintenance (approximately 25%), and the remaining 25-30% for BellSouth features and change requests. This allocates more release capacity to CLEC requests including CLEC-driven mandates such as TN validation than to BellSouth requests. BellSouth will provide preliminary unit measurements estimates accompanying each change request that can be used by the CLECs during prioritization. BellSouth will also track the capacity per the above categories and provide a YTD percent capacity used for CLEC requests. This report will be provided at CCP on a quarterly basis, beginning with calendar year 2002.

**KPMG Consulting Amendment:**

KPMG Consulting has the following concerns related to BellSouth's Amended Response to Exception 88:

1. The BellSouth proposal does not address the issue of BellSouth's definition of "CLEC Impacting" change requests. KPMG Consulting has expressed concern that the BellSouth Change Management Process does not provide CLECs the ability to view and/or prioritize all BellSouth Change Requests that impact CLEC business operations. BellSouth defines CLEC Impacting as
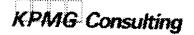
"Any change that requires the CLEC to modify the way they operate or to rewrite system code." CLECs do not view and/or prioritize change requests deemed by BellSouth to be non-CLEC Affecting. KPMG Consulting remains concerned that the BellSouth definition of "CLEC Affecting" does not include issues that impact CLEC business operations and does not allow CLECs to conduct mutual impact assessment and resource planning – a stated objective of the BellSouth Change Control Process.[4]

2.      The BellSouth proposal states that 40% of the BellSouth annual release capacity will be allocated to the implementation of CLEC Change Requests and "CLEC-driven mandates" The BellSouth proposal does not provide a definition of "CLEC-driven mandate." KPMG Consulting cannot respond to this portion of the proposal without an adequate understanding of the BellSouth definition for "CLEC-driven mandate."

3.      The BellSouth proposal states that 25% of BellSouth annual release capacity will be allocated to the implementation of maintenance and defect change requests. BellSouth states that during the period June 24, 1999 through October 15, 2001, 47% (240 of 511 Change Requests)[5] of Change Requests were classified as defects. KPMG Consulting is concerned that 25% of the BellSouth annual release capacity will not be sufficient to correct defects and conduct maintenance of BellSouth production systems.

4.      The BellSouth proposal does not state what mechanism BellSouth will use to determine YTD percent capacity used. Further, BellSouth does not state if this information will be independently verifiable. KPMG Consulting cannot respond to this portion of the proposal without a full understanding of this process.

5.      KPMG Consulting will require review of complete process documentation as well as resolution of the above issues before BellSouth proposal can be evaluated.

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[4] Version 2.6, September 10, 2001

[5] Attachment included in E-mail, From: Change.Control@bridge.bellsouth.com To: CCP Distribution list; Subject: Response to AT&T CR Analysis; October 18, 2001

Attachment 45

Date: November 30, 2001

**OBSERVATION REPORT**

An observation has been identified as a result of test activities associated with the Documentation Review of the Competitive Local Exchange Carrier (CLEC) Application Verification Environment Release Management Process (PPR5).

**Observation:**

**BellSouth will not provide CLECs the opportunity to test in the CLEC Application Verification Environment (CAVE) thirty days before a release enters production.**

**Background:**

The CAVE is a BellSouth testing environment that allows CLECs to test new software releases outside of the normal production system. BellSouth is required to provide CLECs with 30 days to test the software before the release enters production.

**Issue:**

On November 9, 2001, BellSouth announced a revised release schedule for 2002. The release schedule details the times when releases 10.3, 10.4, 10.5, 10.6, and 11.0 will be available for CAVE testing. **Based on the 2002 release schedule, the CAVE will not be available for CLEC to test these five Releases thirty days in advance of the production date.**

| Release | Release Type | CAVE (if applicable) | Production | Available Test Days [1] |
|---------|--------------|----------------------|------------|-------------------------|
| 10.3 | Minor | 12/8/01 | 1/5/02 | 18 |
| 10.4 | Minor | 3/23/02 | 4/6/02 | 10 |
| 10.5 | Minor | 5/4/01 | 5/18/02 | 10 |
| 10.6 | Minor | 6/22/02 | 7/6/02 | 9 |
| 11.0 | Major | 10/19/02 | 11/16/02 | 20 |

**Impact:**

BellSouth's failure to provide thirty days of pre-production testing for all of the 2002 releases limits the CLEC testing window. A reduction in the time available for CLECs to test a release in the CAVE environment may not allow CLECs the opportunity to adequately test their interface changes.

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[1] Business Days

# Attachment 46

**KPMG Consulting**

# EXCEPTION 148

Date: February 11, 2002

## EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Account Establishment and Management Process (PPR2).

**Exception:**

**The Account Establishment and Management Process does not have defined processes or documentation related to certain ordering scenarios. (PPR2)**

**Background:**

The BellSouth Business Rules for Local Ordering[1] (BBRLO) state that the Account Team has a role in the following ordering scenarios:

1. Service Inquiries for: DS1 Loops, DS3 Loops, STS Loops, Local Channels, Interoffice Channels, EELs (Enhanced Extended Links), UCL (Unbundled Copper Loop), xDSL Loops, UDF (Unbundled Dark Fiber), ADSL Loops and HDSL Loops.Ordering Complex Resale Products / Services.

**Issue:**

During KPMG Consulting's review of the Account Team/CLEC Care Team Procedures[2], KPMG Consulting found no processes or documentation related to the Account Team's role in these ordering scenarios.

**Impact:**

Without a documented process for the Account Team's role in these ordering scenarios, the Account Team may not provide consistent and repeatable management of the CLEC ordering process. If the BellSouth Account Team is unable to provide consistent and repeatable ordering processes, CLECs may experience delays in ordering local service affecting their ability to provide products and services to their customers.

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[1] BellSouth Business Rules for Local Ordering, General Information & R/C/O Tables, TCIF 9/LSOG 4, December 5, 2001.
[2] Account Team/CLEC Care Team Procedures, Account Team/CLEC Care Team Information Package, Version 9, January 30, 2002.

**KPMG Consulting**

# EXCEPTION 155
## BellSouth Florida OSS Testing Evaluation

Date: February 22, 2002

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Change Management Practices Verification and Validation Review (PPR1).

**Exception:**

**BellSouth fails to provide the Business Rules and user requirements for Minor releases in accordance with the intervals defined in the Change Control Process[1]. This exception was originally issued as Observation 154 (PPR1).**

**Background:**

The BellSouth Change Control Process states "business rules associated with minor releases will be provided to Competitive Local Exchange Carriers (CLECs) at least 5 weeks prior to production.[2]" The Change Control process further states that "Draft user requirements for the implementation of a Minor release will be provided 19 weeks prior to production and Final user requirements for the implementation of a minor release will be provided 18 weeks prior to production.[3]" BellSouth Minor Release 10.3 was implemented on January 5, 2001. Minor Release 10.4 is scheduled to be implemented on March 23, 2002.

**Issues:**

1. BellSouth provided the Pre-Order business rules for the Parsed CSR feature, scheduled for implementation with Release 10.3, on December 18, 2001. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on November 30, 2001.

2. BellSouth Carrier Notification SN91082873 indicates that the BellSouth Pre-order Business Rules, version 12B (associated with release 10.4) will be available to CLECs on March 1, 2002. BellSouth Carrier Notification SN90182885 changed the availability of the BellSouth Pre-Order Business Rules, version 12B to March 8, 2002. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on February 16, 2002.

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[1] BellSouth Change Control Process, version 2.7, December 7, 2001
[2] BellSouth Change Control Process, version 2.7, December 7, 2001, Table 4-3, Step 10, Page 34
[3] Ibid.

FLA Exception 155 (PPR1).doc

3. BellSouth stated in an email to the Change Control distribution list that the Business Rules for CR 0657 would be provided on February 22, 2002. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on February 16, 2002.

4. BellSouth provided draft user requirements for Release 10.4 features on December 13, 2001. BellSouth provided final user requirements for Release 10. 4 on January 29, 2002. Based on the guidelines stated in the Change Control Process, the draft and final user requirements for Release 10.4 should have been provided on November 10, 2001 and November 17, 2001 respectively.

5. BellSouth provided additional draft user requirements to Release 10.4 (for CR 0657 and 0651) on February 13-14, 2002. Final user requirements have not been published. Based on the guidelines stated in the Change Control Process, the draft and final user requirements for Release 10.4 should have been provided on November 10, 2001 and November 17, 2001 respectively.

**Impact:**

Failure to publish business rules and user requirements in accordance with the intervals required by CCP delays CLECs development, testing, and implementation of release features. Therefore, CLECs are unable to benefit from enhancements and corrections to the BellSouth OSS in a timely manner.

**KPMG Consulting**

# OBSERVATION 164
## BellSouth Florida OSS Testing Evaluation

Date: February 13, 2002

**OBSERVATION REPORT**

KPMG Consulting has identified an observation as a result of the POP Functional Evaluation. (TVV1)

**Observation:**

**BellSouth ordering documents do not provide adequate instructions on how to submit an order for Centrex® service. (TVV1)**

**Background:**

The BellSouth Centrex service enables customers to set up multiple station lines that intercommunicate via "two (2) to ten (10) digit dialing between subscriber system station line"[1] as well as connect via local or long-distance to other customers using BellSouth provided switching equipment located in the local Central Office on BellSouth premises.

The BellSouth Business Rules for Local Ordering, Section 32.2.1, "Completing the LSR and EU Forms", specifies additional requirements for Competitive Local Exchange Carriers (CLECs) when placing an order for Centrex Service: "BellSouth® Centrex® Subsequent Ordering form is required when the ACT is C, V, S, P, or Q and the Electronic Business Set P-Phone form is not submitted. The BellSouth® Centrex® Official Form is required when the ACT is N or T." The ordering forms are categorized by the type of switch at the local Central Office serving the End User. KPMG Consulting is negotiating the installation of new BellSouth Centrex services to be served by the 5ESS and the DMS-100 switches.

**Issues:**
1. The web address for the BellSouth Centrex official forms, http://www.interconnection.bellsouth.com/forms/lec/centrex.htm, which is listed in Section 32.2.1 of the BellSouth Business Rules for Local Ordering – OSS99, Issue 9S, is not a correct address.

2. The process for submitting requests for new Centrex Service is not completely defined. Section 32.2.1 of the BellSouth Business Rules for Local Ordering states "Request for new system ACT = N must be submitted to the Account Team," but fails to clearly define which ordering forms should be forwarded to the Account Team.

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[1] See BellSouth Business Rules for Local Ordering – OSS99, Issue 9S, December 9, 2001, Section 32.1. http://www.interconnection.bellsouth.com/guides/html/leo.html

FLA Observation 164 (TVV1).doc

3. Section 32.2 of the BellSouth Business Rules for Local Ordering, "Ordering Information", requires a DL form be submitted with the LSR and EU forms for Centrex Service when ACT is N, but both the BellSouth Centrex 5ESS and the BellSouth Centrex DMS-100 Line-By-Line Instructions for CLECS (Forms RF-1554 and RF-1555 respectively), Page 1, required when requesting new Centrex Service, state "Attach the LSR and End User Form to this document when you are ready to pass the order."

4. Section 32.2.1 of the BellSouth Business Rules for Local Ordering, "Completing the LSR and EU Forms", contradicts the requirements listed in BellSouth Centrex 5ESS and the BellSouth Centrex DMS-100 Line-By-Line Instructions for CLECS. While Section 32.2.1 specifies that "BellSouth® Centrex® Subsequent Ordering form is required when the ACT is C, V, S, P, or Q and the Electronic Business Set P-Phone form is not submitted," the Centrex Line-By-Line Instructions for the "Initialization Forms" state, "The BellSouth® Centrex Service Request Form RF-1554 is the main ordering vehicle for BellSouth Centrex service as served by the 5ESS switch [or by the DMS-100.] The same form is to be used to make revisions after a 5ESS system is installed."

5. Both the BellSouth Centrex 5ESS and the BellSouth Centrex DMS-100 Line-By-Line Instructions for CLECS (Forms RF-1554 and RF-1555 respectively), required when submitting new Centrex Service, do not adequately define fields nor their conditional requirements. For example, neither manual defines the payment plans that CLECs must choose for ordering service and neither manual explains field requirements.

6. Neither downloadable web ordering forms, Centrex Service Request – DMS-100 or Centrex Service Request – 5ESS, required when ordering new Centrex Service, permit the user to change the page numbering sequence in the header information as required when submitting the service request.

**Impact:**

The lack of a specific instructions process for ordering new BellSouth Centrex service could impact CLECs in the following ways:

- **Decrease in Customer Satisfaction.** CLECs might experience delays if they are unable to correctly populate orders due to a lack of supporting documentation. A delay in delivering a service to a customer could negatively impact a customer's view of a CLEC's quality of service.
- **Increase in Operating Costs.** Ordering problems might require additional CLEC resources for order completion. Delays in problem resolution could increase the effort expended by CLEC resources to successfully process individual customer orders.

**KPMG Consulting**

# OBSERVATION 165
## BellSouth Florida OSS Testing Evaluation

Date: February 18, 2002

**OBSERVATION REPORT**

An observation has been identified as a result of the test activities associated with the Account Establishment and Management Review (PPR2)

**Observation:**

**BellSouth's Account Team/CLEC Care Team Procedures[1] documentation is unclear. (PPR2)**
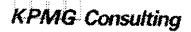
**Background:**

On January 4, 2002, BellSouth Issued Carrier Notification SN91082802 detailing how the "BellSouth Interconnection Services' (ICS) Sales Organization will roll out a functional structure that focuses on Strategic Product Sales and Local Service Support". BellSouth formed two groups to support CLECs, the Account Team and the CLEC Care Team. According to BellSouth, the Account Team will support customers who purchase Premium and Complex Resale products and will have a sales focus. The CLEC Care Team will support CLECs who purchase Unbundled Network Elements (UNEs) and Simple Resale local services.

**Issue:**

KPMG Consulting reviewed BellSouth's Account Team/CLEC Care Team Procedures documentation and found the following issues:

1. The document contains multiple references to "Account Team/CLEC Care Team" and "Sales/Sales Support Directors" which can imply both groups are responsible for performing the same functions. This is inconsistent with KPMG Consulting's understanding of the new Account Team/CLEC Care Team structure.
2. The document states that the Account Team/CLEC Care Team "serves as the single point of contact for all pre-order needs," however it does not address ordering or post-ordering needs (e.g. Management of PMAP and Billing issues).
3. The document does not define Premium and Complex Resale Services supported by the Account Team.
4. The document states: "The criterion for a wholesale customer to have an assigned LSM (Local Support Manager) is annual revenue for BellSouth in

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[1] Account Team/CLEC Care Team Procedures, Account Team/CLEC Care Team Information Package, Version 9, January 30, 2002.

FLA Observation 165 (PPR2).doc

**KPMG Consulting**

# OBSERVATION 166
## BellSouth Florida OSS Testing Evaluation

Date: February 18, 2002

**OBSERVATION REPORT**

An observation has been identified as a result of the test activities associated with the Account Establishment and Management Review (PPR2)

**Observation:**

**BellSouth's Users Guides have inaccurate Account Team references. (PPR2)**

**Background:**

On January 4, 2002, BellSouth Issued Carrier Notification SN91082802 stating the "BellSouth Interconnection Services' (ICS) Sales Organization will roll out a functional structure that focuses on Strategic Product Sales and Local Service Support". BellSouth formed two groups to support Competitive Local Exchange Carriers (CLECs): the Account Team and the CLEC Care Team. According to BellSouth, the Account Team will support customers who purchase Premium and Complex Resale products and will have a sales focus. The CLEC Care Team will support CLECs who purchase Unbundled Network Elements (UNEs) and Simple Resale local services.

**Issue:**

After reviewing BellSouth's Account Team/CLEC Care Team Procedures documentation[1], KPMG Consulting found the following BellSouth Users Guides to have inaccurate Account Team References:

1. BellSouth Start-up Guide[2]
2. Collocation Users Guide[3]
3. Billing Users Guide[4]
4. Interface Development Guides[5]

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[1] Account Team/CLEC Care Team Procedures, Account Team/CLEC Care Team Information Package, Version 9, January 30, 2002.

[2] The BellSouth Start-Up Guide, Issue 1.4, October 2001,

http://www.interconnection.bellsouth.com/guides/activation/pdf/startup5.pdf

[3] Collocation Handbook, Issue 10, January 2002,

http://www.interconnection.bellsouth.com/guides/other_guides/pdf/gcolh001.pdf

[4] Billing CLEC Billing Guide, August 29, 2001,

http://www.interconnection.bellsouth.com/guides/html/understanding_bill.html

[5] Programming (interfaces), http://www.interconnection.bellsouth.com/guides/html/lens_tafi.html

FLA Observation 166 (PPR2).doc

# OBSERVATION 166
## BellSouth Florida OSS Testing Evaluation

In addition, the BellSouth Start-up Guide has incorrect references to the Advisory Team.

**Impact:**

Following inaccurate Users Guides could delay a CLEC's ability to order local services properly and have issues resolved in a timely manner, leading to an increase in customer dissatisfaction.

Attachment 47

## EXCEPTION 155
### BellSouth Florida OSS Testing Evaluation

Date: February 22, 2002

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Change Management Practices Verification and Validation Review (PPR1).

**Exception:**

**BellSouth fails to provide the Business Rules and user requirements for Minor releases in accordance with the intervals defined in the Change Control Process[1]. This exception was originally issued as Observation 154 (PPR1).**

**Background:**

The BellSouth Change Control Process states "business rules associated with minor releases will be provided to Competitive Local Exchange Carriers (CLECs) at least 5 weeks prior to production.[2]" The Change Control process further states that "Draft user requirements for the implementation of a Minor release will be provided 19 weeks prior to production and Final user requirements for the implementation of a minor release will be provided 18 weeks prior to production.[3]" BellSouth Minor Release 10.3 was implemented on January 5, 2001. Minor Release 10.4 is scheduled to be implemented on March 23, 2002.

**Issues:**

1. BellSouth provided the Pre-Order business rules for the Parsed CSR feature, scheduled for implementation with Release 10.3, on December 18, 2001. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on November 30, 2001.

2. BellSouth Carrier Notification SN91082873 indicates that the BellSouth Pre-order Business Rules, version 12B (associated with release 10.4) will be available to CLECs on March 1, 2002. BellSouth Carrier Notification SN90182885 changed the availability of the BellSouth Pre-Order Business Rules, version 12B to March 8, 2002. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on February 16, 2002.

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[1] BellSouth Change Control Process, version 2.7, December 7, 2001
[2] BellSouth Change Control Process, version 2.7, December 7, 2001, Table 4-3, Step 10, Page 34
[3] Ibid.

KPMG Consulting

3. BellSouth stated in an email to the Change Control distribution list that the Business Rules for CR 0657 would be provided on February 22, 2002. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on February 16, 2002.

4. BellSouth provided draft user requirements for Release 10.4 features on December 13, 2001. BellSouth provided final user requirements for Release 10. 4 on January 29, 2002. Based on the guidelines stated in the Change Control Process, the draft and final user requirements for Release 10.4 should have been provided on November 10, 2001 and November 17, 2001 respectively.

5. BellSouth provided additional draft user requirements to Release 10.4 (for CR 0657 and 0651) on February 13-14, 2002. Final user requirements have not been published. Based on the guidelines stated in the Change Control Process, the draft and final user requirements for Release 10.4 should have been provided on November 10, 2001 and November 17, 2001 respectively.

**Impact:**

Failure to publish business rules and user requirements in accordance with the intervals required by CCP delays CLECs development, testing, and implementation of release features. Therefore, CLECs are unable to benefit from enhancements and corrections to the BellSouth OSS in a timely manner.

Attachment 48

# OBSERVATION 154
## BellSouth Florida OSS Testing Evaluation

Date: December 12, 2001

**OBSERVATION REPORT**

An observation has been identified as a result of the test activities associated with the Changes Management Practices Verification and Validation Review (PPR1)

**Observation:**

**BellSouth did not publish the Business Rules associated with Minor release 10.3 as defined in the Change Control Process, Version 2.6, September 10, 2001 (PPR1).**

**Background:**

The BellSouth Change Control Process states "business rules associated with minor releases will be provided to Competitive Local Exchange Carriers (CLECs) at least 5 weeks prior to production.[1]" BellSouth Minor Release 10.3 is scheduled to be implemented on January 5, 2001. **Issues:**

BellSouth has not yet provided the Pre-Order business rules for the Parsed CSR feature scheduled for implementation on January 5, 2001. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on November 30, 2001.

**Impact:**

Failure to publish Pre-Order business rules 5 weeks prior to production of release 10.3 may delay CLECs development, testing, and implementation of release 10.3 features.

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[1] BellSouth Change Control Process, version 2.6, September 10, 2001, Table 4-3, Step 10, Page 36

FLA Observation 154 (PPR1).doc

**⊕ BELLSOUTH**

Florida OSS Test
Observation 154

December 21, 2001

## OBSERVATION REPORT

An observation has been identified as a result of the test activities associated with the Changes Management Practices Verification and Validation Review (PPR1)

**Observation:**

**BellSouth did not publish the Business Rules associated with Minor release 10.3 as defined in the Change Control Process, Version 2.6, September 10, 2001 (PPR1).**

**Background:**

The BellSouth Change Control Process states "business rules associated with minor releases will be provided to Competitive Local Exchange Carriers (CLECs) at least 5 weeks prior to production.[1]" BellSouth Minor Release 10.3 is scheduled to be implemented on January 5, 2001.

**Issues:**

BellSouth has not yet provided the Pre-Order business rules for the Parsed CSR feature scheduled for implementation on January 5, 2001. Based on the guidelines stated in the Change Control Process, these business rules should have been provided on November 30, 2001.

**Impact:**

Failure to publish Pre-Order business rules 5 weeks prior to production of release 10.3 may delay CLECs development, testing, and implementation of release 10.3 features.

**BellSouth Response:**

Multiple documents are pertinent to the Parsed CSR feature: BellSouth User Specifications, Preliminary Field Specifications, Exceptions and Clarifications document, the TAG API Guide, CSR Job Aid and Pre-Order Business Rules.

The documents pertinent to the Parsed CSR feature were provided to CLECs as follows:

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[1] BellSouth Change Control Process, version 2.6, September 10, 2001, Table 4-3, Step 10, Page 36

# FLORIDA OSS BELLSOUTH'S RESPONSE TO OBSERVATION 154

- BellSouth User Specifications was provided to CLECs through the CCP on September 6, 2001. This document was discussed with CLECs on September 20, 2001.
- Preliminary Field Specifications was provided to CLECs on October 12, 2001. This document contains field specific characteristics and was used by CLECs to assist in their preliminary coding efforts.
- Exceptions and Clarifications was provided to CLECs on October 12, 2001. This document provided exceptions and clarifications of CLEC requested fields.
- TAG API Guide was published on November 19, 2001. This document provides details used for coding the CLECs interface.
- CSR Job Aid was updated on November 9, 2001 to include information on parsed CSRs such as what parts of the CSR would be parsed, how that data would be returned to CLECs and examples. On December 13, 2001 the job aid was updated to include additional information on parsed CSRs.
- Pre-Order Business Rules was updated on December 13, 2001 to include information for requesting parsed CSRs. The information updated in this document is similar to information provided in the previous documents.

CLECs have coded and tested parsed CSRs with BellSouth using the information provided in the documents listed above. BellSouth has charged its project management organization with initiating a detailed review of associated business rules documents in advance of the posting date to ensure the timely update of all associated documentation.

Attachment 49

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> Cc:    Valerie.Cottingham@bridge.bellsouth.com; Dennis.L.Davis@bridge.bellsouth.com

> Subject:   RE: BBRLO-Issue 10.3.1 - 10.4 as of Feb 2, 2002

>

> Please note corrections to earlier email below -

>    it is actually 25 clarifications, not 14 and there are 45 changes not 33 without CCP CR numbers. I stopped counting too soon.

>

> BCCM:

> As you know, when a CLEC wants a clarification or change made to the BBRLO, the CLEC must submit a defect CR to CCP.

>

> I am concerned about the way this document, BellSouth Business Rules for Local Ordering (BBRLO) -Issue 10.3.1 - 10.4 as of Feb 2, 2002, has been updated. Many changes have been made without having gone through CCP.

>

> How is it that BST can implement 25, (not 14) "clarifications" to this document without having submitted  document defect CRs to CCP? The clarifications listed appear to be alterations to rules that could impact CLECs EDI coding and/or methods and procedures for ordering.

>

> There are also 45 (not 33) changes listed that reference internal BellSouth change numbers that do not correspond to any CCP CR numbers and therefore have been implemented without the submission of any document defect CRs to CCP. These also appear to be alterations to rules that could impact CLECs EDI coding and/or methods and procedures for ordering.

>

> Why have these changes to the document not gone through CCP?

>

> Bernadette Seigler

> District Manager

> AT&T Local Services & Access Management

> So. Region OSS Interconnection

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3

Attachment 50

-----Original Message-----
From: Seigler, Bernadette M (Bern), NCAM
Sent: Friday, March 01, 2002 12:52 PM
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Cc: 'Valerie.Cottingham@bridge.bellsouth.com'
Subject: RE: BellSouth Response to AT&T RE: BBRLO-Issue 10.3.1 - 10.4 as
of Feb 2, 2002


BCCM:
When CCP met on Feb 27th BellSouth did not provide a draft of its
recommendation for handling "clarifications" to the BBR-LO as was stated
in the email below.

I was happy to hear BST admit at the Feb 27th meeting that some of what
BST had previously believed to be "clarifications" or "format changes"
to the BBR-LO were actually code impacting changes to CLECs and so
probably should have gone through the CCP and been issued with CCP CRs.

Here are just a few examples of "clarifications" that impact CLEC
Coding/Processes with the removal of the previously Required field
"LOCNUM". Please see page 15 of the Feb 4th BBR-LO and note that these
clarifications impact 3 separate products in the BBR-LO for REQTYP A's:
    1) Line Share BST-Owned Splitter
    2) Line Share DLEC-Owned Splitter
    3) RS HFS Remote Site Unbundled DSL.

As I stated on the call, this is just another example of how BellSouth's
very limited view of "CLEC affecting" changes is too detrimental to
CLECS.

I look forward to the March 8th Documentation Subteam meeting where BST
will "Determine how clarification items can be worked through CCP" as
per the agenda attached below.

Thank you,

Bernadette Seigler
District Manager
AT&T Local Services & Access Management
So. Region OSS Interconnection
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frankb@cellone-ms.com; Fred.Brigham@wcom.com; Gary@CSII.net;
generalg@cris.com; gerrig@Lightyearcom.com; Glenn.Sonnier@usunwired.com;
gmelvin@trivergent.com; Lianne.Griffin@BellSouth.com;
gulfcoast@dotstar.net; mhillis@telcordia.com;
Hwhittington@mpowercom.com; james.d.tomlinson@xo.com; jamesk@onisn.net;
Jan.Dumas@accesscomm.com; jason@basicphone.org; jayala@rhythms.net;
jbritton@phonesforall.com; Jdavid4715@aol.com; JDuffey@PSC.STATE.FL.US;
jeanacherubin@yahoo.com; Jeannie.Seguin@adelphia.com;
Jeff.Walker@accesscomm.com; Jennifers@universaltelecominc.com;
jerry.hill@accesscomm.com; jfuller@fairpoint.com;
JG6837@ctmail.snet.com; jhoze@KMCTELECOM.com; jim.lee@dsl.net;
Jim.Meyers@wcom.com; jjohnson@idstelcom.com; jmclau@KMCTELECOM.com;
JMMaxwell@Intermedia.com; joanne.baxter@networktelephone.net;
JOliver@birch.com; jose.aguilar@btitele.com; jshields@globalc-inc.com;
JtWilson2@att.com; jwengert@newsouth.com; jwilwerding@birch.com;
karen.grim@mail.sprint.com; karind@covad.com;
kathryn_hinds@globalcrossing.com; kcooper@EFTIA.com;
Kevin@albionconnect.com; KGillette-Hoskins@quintessent.net;
khudson@nextlink.com; KKester@STIS.com; kmarshall@telstar.org;
kmiller@northpointcom.com; KPollard@birch.com; kschwart@covad.com;
Timmons, King C (K.C.), NCAM; ktrygges@covad.com;

KUchida@northpoint.net; Kyle.Kopytchak@networktelephone.net;
launch-now.notify@cscoe.accenture.com; lavernek@arrowcom.com;
LCamillo@nwp.com; ldavidov@dset.com; len.chandler@btitele.com;
LHamlin@birch.com; LHinton@PrismCSI.net; lijohnso@covad.com;
linda@networkonecom.com; lindak@communitytelephone.com; lisa@annox.com;
Lminasola@MediaOne.com; Lorraine.Watson@wcom.com; lortega@commsouth.net;
Louise.Wilds@accesscomm.com; LWysocki@nwp.com; lynn@mfn.net;
lynnj@nowcommunications.com; Mandy.S.Jenkins@alltel.com;
Marian.Turk@btitele.com; mark@annox.com; Mark.Mecca@dsl.net;
Mary.I.Mitchell@xo.com; marybethkeane@kpmg.com; MatthewBaker@nwp.com;
mcbrunnhilde@juno.com; mchappell@kpmg.com; MConnolly@birch.com;
mconquest@itcdeltacom.com; mdominick@trivergent.com; mer@networkwcs.com;
MGimmi@nuvox.com; michael.dekorte@Lightyearcom.com;
Micki.Jones@wcom.com; mkennedy@newsouth.com; msykes@telcordia.com;
mt7210@momail.sbc.com; MWagner@birch.com; Nancy.Welsh@espire.net;
Natalie.Franklin@KMCTELECOM.com; NDreier@birch.com;
Nicole.Moorman@adelphiacom.com; nmunsie@commsouth.net;
NStuckey@birch.com; PBarker@aol.com; PBohn@MediaOne.com;
Pkinghorn@eztalktelephone.com; pmckay@momentumbusiness.com;
PPinick@birch.com; prehm@nightfire.com; prichardson@trivergent.com;
PRubino@Z-TEL.com; pwilson@mpowercom.com; Quan.Nguyen@KMCTELECOM.com;
Rae.Couvillion@wcom.com; rbennett@floridadigital.net;
rbreckin@telcordia.com; rbuffa@interloop.net; rcostanzo@velocityky.com;
Rdupraw@mpowercom.com; regina.mcday@centurytel.com;
Renee.Clark@espire.net; Renee.Clift@dsl.net; rharsila@commsouth.net;
rhonda.calvert@adelphiacom.com; Rick.Whisamore@wcom.com;
rjohnson@epicus.com; robert@alternativephone.com;
Ronald.Klamer@wcom.com; rturkel@broadriver.com; ruth@mfn.net;
RWilson@City.marietta.GA.US; sandra.kahl@wcom.com;
Sandrajf@intetech.com; sbowling@caprock.com; SchubertJ@birch.com;
schula.hobbs@dsl.net; scott.emener@accesscomm.com;
Scott.Hibbard@wcom.com; SELEAZER@talk.com; shane@eatel.com;
shannon.smith@itchold.com; Sherry.Lichtenberg@wcom.com;
Shirley.Roberts@KMCTELECOM.com; SLively@trivergent.com;
smason@interloop.net; smoore@trivergent.com; srober@KMCTELECOM.com;
ssarem@mpowercom.com; SStapler@itcdeltacom.com; SSullivan@nwp.com;
Stacia.Edwards@KMCTELECOM.com; Debbie.Steen@om1.al.bst.bls.com;
Steve.Filliaux@btitele.com; Steve.Moore@mail.sprint.com;
steve.sulak@nowcommunications.com; steve.taff@allegiancetelecom.com;
susan.sherfey@btitele.com; svc-gate@telcordia.com; swargo@rhythms.net;
tagteam@telexcelpartners.com; talleylinda@mindspring.com;
tami.m.swenson@accenture.com; Tara.Odems@allegiancetelecom.com;
TAYLORJG@LCI.COM; taziz@epicus.com; TChowaniec@dcaweb.net;
tfry@commsouth.net; Tim@exceleron.com; tim.koontz@networktelephone.net;
Debbie.Timmons@om1.al.bst.bls.com; timw@networkonecom.com;
Travis.Tindal@BellSouth.com; TJStokes@trivergent.com;
Tlescudero@idstelcom.com; tmontemayer@mantiss.com; TNorvell@dcaweb.net;
tntel@bellsouth.net; Todd@CSII.net; tom.hyde@Cbeyond.net;
tonyam@communitytelephone.com; trsmith@trivergent.com; ts1336@sbc.com;
Tyra.Hush@wcom.com; usfloridaoss@kpmg.com; Walter.Carnes@accesscomm.com;
wendy.hernandez@comporium.com; WFletcher@birch.com;
wmknapek@Intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net;
Zachary.Baudoin@KMCTELECOM.com; TWimmerstedt@City.marietta.GA.US
Subject: ID: BellSouth Response to AT&T RE: BBRLO-Issue 10.3.1 - 10.4 as
of Feb 2, 2002


Bernadette
CLECs,

In response to AT&T's questions and concerns regarding changes made to
the

BBR-LO and the way these changes are displayed in the Summary:

In the BBR-LO Summary of Changes that precedes an updated version, BellSouth
currently shows changes as "clarifications" or a CRB # will be displayed. The
CRB# may or may not have an associated Change Request with it.

"Clarifications" involve making changes that BellSouth believes to be format
changes, not content changes. For example, BellSouth may take a list and put
it into a table -- not changing the content; but merely changing the format.
Or BellSouth may believe that information can be worded differently and, thus,
clearer. The current information is not incorrect; it is a matter of BellSouth
believing that the reader is better served by a different sentence structure or
word choice. These types of changes typically would not constitute a change
request, therefore no CCP # will be associated with the CRB #. As
clarification, BellSouth assigns a CRB # on all issues that are brought before
the Change Review Board. A corresponding CCP # is assigned when the issue is
considered to be "CLEC affecting".

The Documentation sub-team, consisting of CLECS and BellSouth, met via
conference call, on Friday, February 15. BellSouth took an action item from
this call to develop a recommendation on how all anticipated changes to the
BBR, including "clarifications" could best be presented to the CCP CLEC body to
eliminate any surprises or confusion. A draft of BellSouth's recommendation
will be prepared for discussion at the next CCP Monthly Status Meeting on
02/27.

If you have any other questions, please advise.

Thanks,

Change Management Team


_____ Distributed Message _____

Message sent by:  Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
list.manager@bridge.bellsouth.com  with the Subject line: UNSUBSCRIBE
CCP

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

# Documentation Sub-Team Meeting

# Agenda for March 8, 2002

**Meeting Information**

| DATE | START TIME | END TIME | LOCATION |
|------|-----------|----------|----------|
| 3/8/02 | 10:00 AM ET | 12:00 PM Noon ET | Conference bridge: 205-968-9300 / Access code 176589 |

**MEETING PURPOSE**

To discuss status of suggestions/action items from the 2/15/02 meeting regarding the following CLEC documentation:

- User Requirements
- Business Rules
- EDI Specifications
- TAG API Reference Guide

| CALLED BY | PHONE | FAX |
|-----------|-------|-----|
| Change Control | 205-321-2113 | 205-321-5160 |

**Agenda**

| Agenda Items | Participants | Time |
|-------------|--------------|------|
| Introductions | Change Control | 10:00 – 10:05 |
| Discuss status of suggestions/action items from the 2/15/02 meeting regarding the following CLEC documentation:<br>• User Requirements<br>• Business Rules<br>• EDI Specifications<br>• TAG API Reference Guide | All | 10:05 – 11:50 |
| Review Action Items & Assign Owners | BellSouth | 11:50 – 12:00 Noon |

Attachment 51

**BELLSOUTH**

## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| 02/21/02 | CR0652 | 5 | Translate and Parse data for the following information on CSR (TOA, BRO, STYC, DGOUT) | Translate and parse data for the following information on CSR (TOA, BRO, STYC, DGOUT). Update to parse CSR document to parse these additional fields. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0652.pdf | TAG | BST changed this request to TYPE 5-CLEC Community |
| 02/21/02 | CR0651 | 5 | Translation of BST Hunting Information to LSOG4 format for Parsed CSR | Translation of BST Hunting Information to LSOG4 format for Parsed CSR. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0651.pdf | TAG | BST changed this request to TYPE 5-CLEC Community. |
| 02/21/02 | CR0639 | 6 | Parsed CSR Defect-Add'l Listing that are part of indention arrangement should not parse when "OV" or "UN" listing instruction codes are used | Parsed CSR Defect-Add'l Listing that are part of indention arrangement should not parse when "OV" or "UN" listing instruction codes are used www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0639.pdf | TAG | Workaround and Impact provided if applicable. |
| 02/21/02 | CR0638 | 6 | Parsed CSR Defect - Listed Name is parsed although part of caption arrangement when /DGN is part of the caption | Parsed CSR Defect - Listed Name is parsed although part of caption arrangement when /DGN is part of the caption www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0638.pdf | TAG | Workaround and Impact provided if applicable. |

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CHANGE REQUEST ACTIVITY
FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| 02/21/02 | CR0637 | 6 | Parsed CSR Defect - Caption Listing/the YPH FID is incorrectly incorporated into the caption arrangement & does not parse | Parsed CSR Defect - Caption Listing/the YPH FID is incorrectly incorporated into the caption arrangement & does not parse www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0637.pdf | TAG | Workaround and Impact provided if applicable. |
| 02/21/02 | CR0636 | 6 | Parsed CSR Defect - Directory Delivery Address Parsing when address contains initials | Parsed CSR Defect - Directory Delivery Address Parsing when address contains initials www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0636.pdf | TAG | Workaround and Impact provided if applicable. |
| 02/21/02 | CR0635 | 6 | Parsed CSR Defect - Error message displayed to the CLEC when access to the record is not authorized improperly formats the customer code | Parsed CSR Defect - Error message displayed to the CLEC when access to the record is not authorized improperly formats the customer code www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0635.pdf | TAG | Workaround and Impact provided if applicable. |
| 02/21/02 | CR0634 | 6 | Parsed CSR Defect - A Directory Delivery House Number containing a hyphen parses with hyphen | Parsed CSR Defect - A Directory Delivery House Number containing a hyphen parses with hyphen www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0634.pdf | TAG | Workaround and Impact provided if applicable. |

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2/21/2002

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## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| 02/21/02 | CR0633 | 6 | Parsed CSR Defect - First DID Trunk USOC Parses | Parsed CSR Defect - First DID Trunk USOC Parses www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0633.pdf | TAG | Workaround and Impact provided if applicable. |
| 02/21/02 | CR0644 | 5 | Loop Orders to Include Directory Listing Order | Based on factors such as lack of availability of JB orders in Lens. Inability to get those orders completed successfully manually and the time delays required to send a secondary order through anyway, we wish to add the DL information to any AB, BB, or CB order as can be done with EB (RESALE) orders. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0644.pdf | EDI, TAG, Lens | BST response sent to CLEC. Please see request for details |
| 02/21/02 | CR0181 | 4 | Add Grid Values for Disconnect Number Field in TAG for all Services | Update the grid values for the Disconnect Number field. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0181.pdf | TAG | Canceled. Disconnect values are documented in the business rules. |
| 02/20/02 | CR0569 | 4 | CLEC Affecting Change Request | MODIFIED: 2/20/02 Any change affecting the interfaces between the CLECs and BellSouth's operational support systems. These changes might reflect a business process improvement which BellSouth and/or the CLEC is seeking to implement within its operational support systems and that implies a change in the way the CLEC will interact with BellSouth. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0569.pdf | Process only | Add modified description of requested change. |

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2/21/2002

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| 02/20/02 | CR0135 | 5 | Merging of Accounts | AT&T is requesting a mechanized process to migrate a line to an existing account and also change the main telephone number (ATN) to the migrating telephone number on a single order. Also, AT&T is requesting a mechanized way to combine two accounts that have been migrated (same customer and same location). www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0135.pdf | EDI, LENS, TAG | Candidate Request. Updated to reflect AT&T will contact their OBF rep to discuss 2/15/02 mtg discussion & advise BST of status. (Clarification to the 2-19-02 entry below ) |
| 02/20/02 | CR0501 | 5 | Joint CLEC Proposed Sizing Process | Provide a level of effort to the CLECs for each CR. Provide the CLECs total "units" of release capacity for the release in which they are prioritizing the CRs for. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0501.pdf | Process | Pending Updated to reflect 2/12/02 subcommittee meeting discussion. |
| 02/19/02 | CR0135 | 5 | Merging of Accounts | AT&T is requesting a mechanized process to migrate a line to an existing account and also change the main telephone number (ATN) to the migrating telephone number on a single order. Also, AT&T is requesting a mechanized way to combine two accounts that have been migrated (same customer and same location). www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0135.pdf | EDI, LENS, TAG | Candidate Request. Updated CR to reflect 2-15-02 mtg. AT&T and BST to partner at OBF for the support of a new field, NATN. |
| 02/18/02 | CR0625-FTTF 34 | 2 | DSL | Birch requests the ability to submit an LSR that will drop the DSL USOC (ADL11) upon conversion without receiving a manual or auto clarification. | Lens | E-mail sent to CLEC requesting additional time to |

2/21/2002

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | | www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0625.pdf | | respond (Original response due 02/08/02) |
| 02/18/02 | CR0669 | 6 | NC – Network Channel Code Documentation Defect | NC – Network Channel Code Documentation Defect www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0669.pdf | Documenta tion | Determined to be a defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/18/02 | CR0668 | 6 | BLDG-EU on xDSL FirmOrder is not being mapped by SGG | BLDG-EU on xDSL FirmOrder is not being mapped by SGG www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0668.pdf | TAG, EDI | Determined to be a defect and will be corrected in a future release TBD |
| 02/18/02 | CR0667 | 6 | Documentation Defect - To add business rule to RPON that restricts the use of RESH or AECNs that are different | Documentation Defect - To add business rule to RPON that restricts the use of RESH or AECNs that are different www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0667.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/18/02 | CR0665 | 6 | Documentation Defect - To correct the WEB address for the official Centrex Ordering Forms and add the WEB address for BellSouth Centrex/UNE-P | Documentation Defect - To correct the WEB address for the official Centrex Ordering Forms and add the WEB address for BellSouth Centrex/UNE-P Centrex Ordering Document www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0665.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |

2/21/2002

**CHANGE REQUEST ACTIVITY**
**FEBRUARY 2002**

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | Centrex Ordering Document | | | |
| 02/18/02 | CR0664 | 6 | Documentation Defect - To update BBR-LO Field HLA with correct definition | Documentation Defect - To update BBR-LO Field HLA with correct definition www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0664.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/18/02 | CR0663 | 6 | Documentation Defect - To add EATN to CO Based Line Share End User Form, ACTs of V, P, and Q | Documentation Defect - To add EATN to CO Based Line Share End User Form, ACTs of V, P, and Q www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0663.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02 |
| 02/18/02 | CR0662 | 6 | Documentation Defect - To update the LNA tables for Resale and UPE-P switched combinations | Documentation Defect - To update the LNA tables for Resale and UPE-P switched combinations www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0662.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02 |
| 02/18/02 | CR0661 | 6 | Documentation Defect - To update Interval Guide with interval for Loop Modification for Line | Documentation Defect - To update Interval Guide with interval for Loop Modification for Line Share www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0661.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the |

## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | Share | | | Interval Guide on 03/29/01. |
| 02/18/02 | CR0660 | 6 | Documentation Defect - To correct BBR-LO Data Element Dictionary - WSOP field rules to include REQ M. | Documentation Defect - To correct BBR-LO Data Element Dictionary - WSOP field rules to include REQ M. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0660.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/18/02 | CR0659 | 6 | Documentation Defect - Add example of AN and ATN with hyphens added by electronic system | Documentation Defect - Add example of AN and ATN with hyphens added by electronic system www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0659.pdf | Documenta tion | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/15/02 | CR0639 | 6 | Parsed CSR Defect-Add'l Listing that are part of indention arrangement should not parse when "OV" or "UN" listing instruction codes are used | Parsed CSR Defect-Add'l Listing that are part of indention arrangement should not parse when "OV" or "UN" listing instruction codes are used www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0639.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |
| 02/15/02 | CR0638 | 6 | Parsed CSR Defect - Listed Name is parsed although part of caption | Parsed CSR Defect - Listed Name is parsed although part of caption arrangement when /DGN is part of the caption www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0638.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |

2/21/2002

**CHANGE REQUEST ACTIVITY**
**FEBRUARY 2002**

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| | | | arrangement when /DGN is part of the caption | | | |
| 02/15/02 | CR0637 | 6 | Parsed CSR Defect - Caption Listing/the YPH FID is incorrectly incorporated into the caption arrangement & does not parse | Parsed CSR Defect - Caption Listing/the YPH FID is incorrectly incorporated into the caption arrangement & does not parse www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0637.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |
| 02/15/02 | CR0636 | 6 | Parsed CSR Defect - Directory Delivery Address Parsing when address contains initials | Parsed CSR Defect - Directory Delivery Address Parsing when address contains initials www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0636.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |
| 02/15/02 | CR0635 | 6 | Parsed CSR Defect - Error message displayed to the CLEC when access to the record is not authorized improperly formats the customer code | Parsed CSR Defect - Error message displayed to the CLEC when access to the record is not authorized improperly formats the customer code www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0635.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |
| 02/15/02 | CR0634 | 6 | Parsed CSR Defect - A Directory Delivery House Number containing a hyphen parses with hyphen | Parsed CSR Defect - A Directory Delivery House Number containing a hyphen parses with hyphen www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0634.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |

**CHANGE REQUEST ACTIVITY**
**FEBRUARY 2002**

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| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| 02/15/02 | CR0633 | 6 | Parsed CSR Defect - First DID Trunk USOC Parses | Parsed CSR Defect - First DID Trunk USOC Parses www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0633.pdf | TAG | Release date changed for Release 10.4 to 03/23/02. |
| 02/13/02 | CR0241 | 5 | CN Returned on Incorrect LSR Version | The system will process all related orders when a SUP is submitted to either cancel or to change a due date. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0241.pdf | EDI, LENS, TAG | Scheduled for Rel 10.6 on 7/13/02. |
| 02/13/02 | CR0196 | 4 | Allow Changes in Directory Deliveries (LENS) | Add functionality in LENS to allow for changes in directory deliveries. Add fields to indicate type of directory (white/yellow) and to identify delivery schedule (annual/interim). www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0196.pdf | LENS | Scheduled for Rel 10.6 on 7/13/02. |
| 02/13/02 | CR0029 | 2 | Partial Migration of UNE Loops (REQTYP A) | Provide functionality to submit service requests for partial migrations for UNE loops (REQTYP A). www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0029.pdf | EDI, LENS, TAG | Scheduled for Rel 10.6 on 7/13/02. |
| 02/13/02 | CR0657 | 2 | LSF for REQTYP M, Non-Complex | Allow LSF to be ordered electronically on UNE-P Account (REQTYP M) www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0657.pdf | EDI, LENS, TAG | Scheduled for Rel 10.4 on 3/23/02. |

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**⊕ BELLSOUTH**

## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| 02/13/02 | CR0651 | 2 | Translation of BST Hunting Information to LSOG4 Format for Parsed CSR | Translation of BST Hunting Information to LSOG4 Format for Parsed CSR www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0651.pdf | TAG | Scheduled for Rel 10.4 on 3/23/02. |
| 02/13/02 | CR0652 | 2 | Translate & Parse TOA, BRO, STYC and DGOUT on CSR | Translate & Parse TOA, BRO, STYC and DGOUT on CSR www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0652.pdf | TAG | Modified description New status. |
| 02/12/22 | CR0652 | 2 | Parse data for the following on CSR (TOA, BRO, STYC, DGOUT) | **Mandate FL Docket No 731-** Parse data for the following information on CSR (TOA, BRO, STYC, DGOUT). Update to parse CSR document to parse these additional fields. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0652.pdf | TAG | |
| 02/11/02 | CR0651 | 2 | Update to Parsed CSR documentation to Parse hunting information | **Mandate FL Docket No 731-**Update to parse CSR documentation to Parse hunting information www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0651.pdf | TAG | BellSouth changed the status to TYPE 2 Regulatory |
| 02/11/02 | CR0657 | 2 | Making Local Service Freeze Availability for REQTYP M Non - Complex | **Mandate Docket No. 011581-TX-**Making local service freeze availability for REQTYP M Non-Complex www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0657.pdf | Lens, EDI | This request has been placed in Pending status. |

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## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| 02/11/02 | CR0655 | 5 | PIC/LPIC Issue w/RCFs | When making a change to an account or establishing new service, BellSouth requires us to enter something for both PIC/LPIC. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0655.pdf | EDI | Being reviewed for acceptance by BellSouth |
| 02/08/02 | CR0629 | 5 | Key Indicator on CSR-TACT FID | Network is requesting that the TACT FID indicators on the CSR denote BST Key Customer Accounts. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0629.pdf | Lens, TAG | BellSouth placed this request in Pending Status |
| 02/08/02 | CR0654 | 5 | Loop conversion acceptance policy change | Request that BellSouth revise its Loop Acceptance Policy to allow 24-Hr Loop testing for all Loop installs: or request that BellSouth drop (install) its (at a minimum) in the early morning on the scheduled due date, thus allowing the CLEC adequate time to test the loop before BellSouth's default acceptance time of 6:00PM. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0654.pdf | Process | Being reviewed by BellSouth. |
| 02/08/02 | CR0572 | 5 | Incorrect LSR Summaries in Lens | Display LSR summary for the PON requested. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0572.pdf | Lens | CLEC request Cancel this request. A work around has been identified. Hitting the refresh |

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | | | | button from the browser application brings up the correct LSR |
| 02/08/02 | CR0543 | 4 | Incorporation of LENS into CAVE | Incorporation of LENS into CAVE. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0543.pdf | LENS | Scheduled for Rel. 10.4 on 3/23-3/24/02 (change in Release impl date- to be discussed at 2/13 mtg) |
| 02/08/02 | CR0096 | 5 | Add Ability to Create New Listings in LENS | The ability to process Req Type J Activity N (standalone directory listing) in LENS. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0096.pdf | LENS | Scheduled for Rel. 10.4 on 3/23-3/24/02 (change in Release impl date- to be discussed at 2/13 mtg) |
| 02/08/02 | CR0137 | 2 | Flow Through REQTYP CB, ACTs of P & Q | AT&T would like BellSouth to fully mechanize the following order types: REQTYP CB, Act P & Q for LNP orders. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0137.pdf | EDI, TAG | Scheduled for Rel. 10.4 on 3/23-3/24/02 (change in Release impl date)- to be discussed at 2/13 mtg) |
| 02/08/02 | CR0016 | 5 | SI Enhancement for SL1, SL2, DS0, DS1 and ISDN | This is to request an enhancement to include service inquiry capability for all other types of loops. This request includes inquiries for SL1, SL2, DS0, DS1 and ISDN loops. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0016.pdf | LENS, TAG | Scheduled for Rel. 10.4 on 3/23-3/24/02 (change in Release impl date- to be discussed at 2/13 mtg) |

2/21/2002

## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| 02/07/02 | CR0653 | 4 | To require the CLECs to populate the IWBAN when requesting wiring on REQTYP A (Manual Only) | To require the CLECs to populate the IWBAN when requesting wiring on REQTYP A (manual only) www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0653.pdf | Manual | Being reviewed by BellSouth |
| 02/07/02 | CR0652 | 4 | Parse data for the following information on CSR (TOA, BRO, STYC, DGOUT) | Parse data for the following information on CSR (TOA, BRO, STYC, DGOUT). Update to parse CSR document to parse these additional fields. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0652.pdf | Lens, TAG | Being reviewed by BellSouth |
| 02/07/02 | CR0650 | 6 | Documentation Defect – To update the RCO tables for REQTYP E, ACT of W for ISDN BRI Resale and Private Lines to remove LOCNUM from Req to Optional | Documentation Defect – To update the RCO tables for REQTYP E, ACT of W for ISDN BRI Resale and Private Lines to remove LOCNUM from Req to Optional www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0650.pdf | Documentation | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/07/02 | CR0649 | 6 | Documentation Defect – To add the valid entry of C to the ACTYP combinations table on the PS form and to add the valid entry of C to the LNA table in | Documentation Defect – To add the valid entry of C to the ACTYP combinations table on the PS form and to add the valid entry of C to the LNA table in the Data Dictionary www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0649.pdf | Documentation | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02 |

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## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| | | | the Data Dictionary | | | |
| 02/07/02 | CR0648 | 6 | Documentation Defect – To correct Data Dictionary LACT Field | Documentation Defect – To correct Data Dictionary LACT Field www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0648.pdf | Documentation | Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 03/01/02. |
| 02/07/02 | CR0651 | 4 | Update to Parsed CSR Documentation to Parse Hunting Information | Update to parsed CSR documentation to parse Hunting information and what fields it will go into when CLEC request Pre-Order. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0641.pdf | Lens, TAG | Being reviewed for acceptance by BellSouth. |
| 02/06/02 | CR0647 | 4 | New Process Affecting REQTYP J | To prevent a Wireless Stand alone listing from being processed via a LSR, upon the implementation of Wireless LNP. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0647.pdf | EDI, TAG | Being reviewed by BellSouth. |
| 02/06/02 | CR0646 | 4 | Number Portability Direction Indicator | To add the field NPDI to the EDI/TAG Issue 9 LSOG4 map along with the field valid entries A=Wireless to Wireless, B=Wireless to Wireline and C Wireline to Wireless. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0646.pdf | EDI, TAG | Being reviewed by BellSouth |

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interface Impacted | Status |
|------|----------|------|----------|----------------|--------------------|--------|
| 02/06/02 | CR0645 | 2 | WLNP w/n LNP Gateway and OSS systems | FCC 95-116 – Business Rules/Draft M&P(s) and Porting Scenarios for the Implementation of Wireless Local Number Portability within the LNP Gateway and OSS system. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0645.pdf | EDI, TAG LNP | Being reviewed by BellSouth |
| 02/06/02 | CR0644 | 5 | Loop Orders to Include Directory Listing Order | Based on factors such as lack of availability of JB orders in Lens, inability to get those orders completed successfully manually and the time delays required to send an secondary order through anyway, we wish to add the DL information to any AB, BB, or CB order as can be done with EB (Resale) orders. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0644.pdf | EDI, Lens, TAG | Being reviewed for acceptance by BellSouth. |
| 02/05/02 | CR0622-FITF - 33 | 2 | Loop Modification | When the Loop make-up is not accurate or during installation the BellSouth technician finds loaded loops on the plant facilities, BST needs to develop a process whereby based on a "pre-approval" type of arrangement with the CLEC, BST will condition that loop for delivery. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0622.pdf | Lens, EDI | E-mail sent to CLEC requesting additional time to investigate. |
| 02/04/02 | CR0643 | 6 | UNE-P Due Date Defect – When Line USOC is in feature field, a due date is not calculated | UNE-P Due Date Defect – When Line USOC is in feature field, a due date is not calculated www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0643.pdf | TAG | Determined to be a defect and will be corrected in Maintenance Release 10.3 2 on |

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## CHANGE REQUEST ACTIVITY
## FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | | | | 02/09/02. |
| 02/04/02 | CR0642 | 6 | EDI Mercator Software Incorrectly Sending Positive Functional Acknowledgements | EDI Mercator Software Incorrectly Sending Positive Functional Acknowledgements www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0642.pdf | EDI | Determined to be a defect and will be corrected in Release 10.4 on 04/06/02. |
| 02/04/02 | CR0632 | 6 | FOCs not received/ Status only on DSL | FOCs not received/ Status only on DSL www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0632.pdf | EDI | Determined to not be a defect. |
| 02/04/02 | CR0631 | 6 | Inconsistencies in REQTYPE J documentation | Inconsistencies in REQTYPE J documentation www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0631.pdf | EDI, LENS, TAG | Determined to be a documentation defect and was corrected on 01/18/02, but was not viewable until 02/04/02 |
| 02/04/02 | CR0630 | 6 | Invalid Rejection for Room defect | Invalid Rejection for Room defect www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0630.pdf | EDI | Determined to not be a defect. |
| 02/04/02 | CR0557 | 2 | Electronic Processing of UDC Loop Orders | CCP-FTTF – Electronic ordering of UDC (Universal Digital Channel) for REQTYP A, ACT of N & D. Also, add RCO tables for ACT of D, C, T & W. Add LNA tables for D, C, & W. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s | EDI, LENS, TAG | Implemented w/Rel 10.3.1 on 2/2/02. |

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|---|---|---|---|---|---|---|
| | | | | tatuses/change_requests/cr0557.pdf | | |
| 02/04/02 | CR0371 | 5 | Validation on TN vs Address | AT&T requests that BellSouth relax its edits on migrations, changes, suspends, etc. and use TN and street number information only for validation purposes. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0371.pdf | EDI, TAG | REQTYPs A & E implemented w/Rel 10.3.1 on 2/2/02. |
| 02/04/02 | CR0606 | 4 | Hunting Enhancements | Ordering Enhancement to address Hunting for the following: Partial disconnect placed on ACT of C with Hunting; Partial disconnect placed on ACT of C, LNA of D with Hunting; REQTYP M, ACT=V with HA field populated with "E", Hunting sequence (HTSEQ) & Hunt Line Activity (HLA) www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0606.pdf | TAG, LENS | Implemented w/Rel 10.3.1 on 2/2/02. |
| 02/04/02 | CR0040 | 5 | Order Tracking | Add functionality, similar to that provided by CSOTS, to track PONS/orders from the time the order hits BellSouth's gateway until the order is completed. This order tracking tool will allow CLECs to track orders from the point of origination to order completion, minimizing the need for phone calls and inquiries between workcenters. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0040.pdf | LENS, EDI, TAG | Phase 1A implemented w/Rel 10.3.1 on 2/2/02. Phase 1B targeted for 4/7/02. Phase 2 targeted for 11/17/02. |
| 02/04/02 | CR0133 | 2 | Migration of UNE-P Notifications | Currently BST requires CLECs to submit Customer Name and Service Address for migration orders (ACT=V, P, Q) to UNE-P. WorldCom is requesting that BST allow CLECs to migrate using Customer Name and TN, and not be required to supply the Service Address on these ACT types. | EDI, TAG | Implemented. Removal of the CRIS SANO check implemented w/Rel 10.3.1 on 2/2/02. |

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## CHANGE REQUEST ACTIVITY
### FEBRUARY 2002

| Date | CR Log # | Type | CR Title | CR Description | Interfaces Impacted | Status |
|------|----------|------|----------|----------------|---------------------|--------|
| | | | | www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/st atuses/change_requests/cr0133.pdf | | |
| 02/01/02 | CR0520 | 6 | Lens/TAG miscalculation of UNE P Due Dates | Want standard due dates calculated correctly for orders submitted in Lens. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0520.pdf | LENS | This defect will be corrected in the Release 10.3.2 on February 9, 2002. (Originally scheduled for Release 10.3.1 on February 2, 2002) Please see CR0520 for additional details. |
| 02/01/02 | CR0586 | 5 | No FOCs Received After Jeopardies | Network Telephone received a FOC on a DSL order sent thru EDI and later received a Jeopardy www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0586.pdf | EDI | Being reviewed for acceptance by BellSouth. (Reclassified as a feature) |
| 02/01/02 | CR0640 | 6 | BST Pre-Order Business Rules (AVR) Do Not Match TAG API | BST Pre-Order Business Rules, Version 11-E, Dec 2001, Section 7.0, BST Pre-Order Data Dictionary, Version 7C, Nov 2001, Section 2.262, The TAG API for 7.6.3 are in contradictions. www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/s tatuses/change_requests/cr0640.pdf | Documenta tion | Being reviewed for validation |

Attachment 52

From:                Change.Control@bridge.bellsouth.com
Sent:                Friday, February 22, 2002 10:17 AM
To:                   Alan.Flanigan@twtelecom.com; alee@epicus.com; alejandro@amexcomm.com;
amanda.hill@wcom.com; Annette.Cook@espire.net; Annette.Hardy@accesscomm.com;
annettey@Lightyearcom.com; apatel3@telcordia.com; Lynn.Arthur@BellSouth.com;
avincent@communitytelephone.com; bbil@4pra.com; bellsouth@nightfire.com;
beverly.lockwood@btitele.com; BHughes@nwp.com; Bill.York@wcom.com; billg@telcordia.com;
blsinterfacecontrol@kpmg.com; bmurdo@KMCTELECOM.com;
Bob.Buerrosse@allegiancetelecom.com; Bobik,Richard A - NCAM; Bradbury,Jay M - LGA;
Brenda.Gant@KMCTELECOM.com; Brent.McMahan@networktelephone.net; Seigler,Bernadette M
(Bern) - NCAM; BSNotes@talk.com; BStowe@City.marietta.GA.US; bszafran@covad.com;
bwellman@idstelcom.com; c_and_m@bellsouth.net; c-david.burley@wcom.com; c-
Lorraine.Watson@wcom.com; caren.schaffner@wcom.com; CAshford@birch.com;
cassandrap@networktelephone.net; Catherine.Gray@alltel.com; cbnaadmin@home.com;
cchiavatti@usatelecominc.com; Iacovelli,Christopher D - ALINF; CDrake@City.marietta.GA.US;
Cecere,Chris - Broadband; cecilia.ortiz@adelphiacom.com; Cedric.Cox@wcom.com;
cflanigan@uslec.com; changecontrol.bellsouth@onepointcom.com; Chapmanwe@cepb.com;
charles.a.stahlberger@xo.com; charrison@mpowercom.com; chaynes@trivergent.com;
cheryl@eatel.com; cheryl_acosta@stratosoilandgas.com; chrisg@pvtel.net;
Christine.Schnelle@wcom.com; clarson@dset.com; clhawk@KMCTELECOM.com;
CoDavis@covad.com; colleen.e.sponseller@wcom.com; Connie@albionconnect.com;
Connie.Nathan@KMCTELECOM.com; conniec@arrowcom.com; Craig@exceleron.com;
Craig.B.Douglas@MCI.com; cschneider@concretio.com; CSoptic@birch.com;
daddymax@netbci.com; daisy.ling@wcom.com; darrin.mcclary@centurytel.com;
DDougherty@birch.com; Debra.Pasquale@btitele.com; default.user@BellSouth.com;
desiree@communitytelephone.com; dfoust@deltacom.com; dgraham@mantiss.com;
dkane@aspiretelecom.com; dmcmanus@trivergent.com; DNapovanice@birch.com;
dnathanson@natelcomm.com; DoBeck@MediaOne.com; don@amexcomm.com;
donaldsond@epb.net; donna.poe@knology.com; Doreen.E.Raia@wcom.com;
dpetry@ix.netcom.com; Dwight.Scrivener@wcom.com; dwilliams@nowcommunications.com;
EGunn@birch.com; Elliot.Wrann@dsl.net; epadfield@nextlink.com; ESaeed@northpoint.net;
ESingleton@eztalktelephone.com; evdoty@nextlink.com; eyu@talk.com; Faye.Restaino@dsl.net;
fjohnson@covad.com; fouts@communitytelephone.com; frankb@cellone-ms.com;
Fred.Brigham@wcom.com; Gary@CSII.net; generalg@cris.com; gerrig@Lightyearcom.com;
Glenn.Sonnier@usunwired.com; gmelvin@trivergent.com; Lianne.Griffin@BellSouth.com;
gulfcoast@dotstar.net; mhillis@telcordia.com; Hwhittington@mpowercom.com;
james.d.tomlinson@xo.com; jamesk@onisn.net; Jan.Dumas@accesscomm.com;
jason@basicphone.org; jayala@rhythms.net; jbritton@phonesforall.com; Jdavid4715@aol.com;
JDuffey@PSC.STATE.FL.US; jeanacherubin@yahoo.com; Jeannie.Seguin@adelphia.com;
Jeff.Walker@accesscomm.com; Jennifers@universaltelecominc.com; jerry.hill@accesscomm.com;
jfuller@fairpoint.com; JG6837@ctmail.snet.com; jhoze@KMCTELECOM.com; jim.lee@dsl.net;
Jim.Meyers@wcom.com; jjohnson@idstelcom.com; jmclau@KMCTELECOM.com;
JMMaxwell@Intermedia.com; joanne.baxter@networktelephone.net; JOliver@birch.com;
jose.aguilar@btitele.com; jshields@globalc-inc.com; JtWilson2@att.com; jwengert@newsouth.com;
jwilwerding@birch.com; karen.grim@mail.sprint.com; karind@covad.com;
kathryn_hinds@globalcrossing.com; kcooper@EFTIA.com; Kevin@albionconnect.com; KGillette-
Hoskins@quintessent.net; khudson@nextlink.com; KKester@STIS.com; kmarshall@telstar.org;
kmiller@northpointcom.com; KPollard@birch.com; kschwart@covad.com; Timmons,King C (K.C.) -
NCAM; ktrygges@covad.com; Uchida,Karen - NLNS; Kyle.Kopytchak@networktelephone.net;
launch-now.notify@cscoe.accenture.com; lavernek@arrowcom.com; LCamillo@nwp.com;
ldavidov@dset.com; len.chandler@btitele.com; LHamlin@birch.com; LHinton@PrismCSI.net;
lijohnso@covad.com; linda@networkonecom.com; lindak@communitytelephone.com;
lisa@annox.com; Lminasola@MediaOne.com; Lorraine.Watson@wcom.com;
lortega@commsouth.net; Louise.Wilds@accesscomm.com; LWysocki@nwp.com; lynn@mfn.net;
lynnj@nowcommunications.com; Mandy.S.Jenkins@alltel.com; Marian.Turk@btitele.com;
mark@annox.com; Mark.Mecca@dsl.net; Mary.I.Mitchell@xo.com; marybethkeane@kpmg.com;
MatthewBaker@nwp.com; mcbrunnhilde@juno.com; mchappell@kpmg.com; MConnolly@birch.com;
mconquest@itcdeltacom.com; mdominick@trivergent.com; mer@networkwcs.com;
MGimmi@nuvox.com; michael.dekorte@Lightyearcom.com; Micki.Jones@wcom.com;

1

**To:**

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**Subject:** ID: Voting Ballot - CR0651 - Translation of BST Hunting for Parse d CSR

C_CR651.DOC     CR651_BA.DOC

_____ Distributed Message _____

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
list.manager@bridge.bellsouth.com  with the Subject line: UNSUBSCRIBE CCP

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

February 22, 2002

Attention CLECs,

Based on the concerns expressed during our 2/21/02 user requirements review meeting regarding the reclassification of CR0651-Translation of BST Hunting and CR0652-Translate and Parse data to Type 5s, BellSouth would like to provide the CLEC community the opportunity to vote on whether BST should proceed with the implementation of CR0651 in Release 10.4 on 3/23/02.

As communicated in the 2/21/02 meeting, the enhancements that are documented in CR0651 and CR0652 are part of the original CLEC requests from the Parsed CSR subteam. These change requests represent enhancements to the current Parsed CSR functionality. This is in addition to what BST had committed to deliver in January 2002. Because of the varying data formats for the functionality listed in CR0651 and CR0652, BST needed to investigate a means to translate the data before it could be parsed in such a way that CLECs would be able to map it to the LSR.

BellSouth has heard from several customers that hunting was a high priority. For that reason, BellSouth moved forward with scheduling CR0651. Based on the concerns expressed that CR0651 did not follow the Change Control Process (CCP), BellSouth offered to remove it from Release 10.4 if the CLEC community desired. No comments were made to support this.

CR0652 has not been scheduled and will be eligible for prioritization.

Attached is the voting ballot. Please advise how you would like for BellSouth to proceed with CR0651. The deadline for submitting your ballot is by no later than **Friday, March 1 midnight.** Business rules will be provided, provided the CLEC decision is to proceed with implementation in March.

Please let us know if you have questions.

Thanks,

Change Management Team

# TRANSLATION OF BST HUNTING INFORMATION TO LSOG4 FORMAT FOR PARSED CSR (CR0651)

## VOTING BALLOT

| *CLEC Participant Company Name:* | *Date:* |
|---|---|
|  |  |

Please indicate below if BellSouth should or should not proceed with the implementation of the Translation of BST Hunting Information to LSOG4 Format for Parsed CSR (CR0651) with Release 10.4 on 3/23/02:

☐     BST should proceed with the implementation of CR0651 in Release 10.4.

☐     BST should not proceed with the implementation of CR0651 in Release 10.4. CR0651 should be submitted for prioritization.

Ballots are due by Friday, March 1 midnight.
Send ballot response to: Change.Control@bridge.bellsouth.com

2/22/02

Attachment 53

From: bseigler@att.com
Sent: Friday, February 22, 2002 3:06 PM
To: Dennis.L.Davis@bridge.bellsouth.com;
Change.Control@bridge.bellsouth.com; Alan.Flanigan@twtelecom.com;
alee@epicus.com; alejandro@amexcomm.com; amanda.hill@wcom.com;
Annette.Cook@espire.net; Annette.Hardy@accesscomm.com;
annettey@Lightyearcom.com; apatel3@telcordia.com;
Lynn.Arthur@BellSouth.com; avincent@communitytelephone.com;
bbil@4pra.com; bellsouth@nightfire.com; beverly.lockwood@btitele.com;
BHughes@nwp.com; Bill.York@wcom.com; billg@telcordia.com;
blsinterfacecontrol@kpmg.com; bmurdo@KMCTELECOM.com;
Bob.Buerrosse@allegiancetelecom.com; Bobik,Richard A - NCAM;
Bradbury,Jay M - LGA; Brenda.Gant@KMCTELECOM.com;
Brent.McMahan@networktelephone.net; BSNotes@talk.com;
BStowe@City.marietta.GA.US; bszafran@covad.com; bwellman@idstelcom.com;
c_and_m@bellsouth.net; c-david.burley@wcom.com;
c-Lorraine.Watson@wcom.com; caren.schaffner@wcom.com;
CAshford@birch.com; cassandrap@networktelephone.net;
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DDougherty@birch.com; Debra.Pasquale@btitele.com;
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susan.sherfey@btitele.com; svc-gate@telcordia.com; swargo@rhythms.net;
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Debbie.Timmons@om1.al.bst.bls.com; timw@networkonecom.com;
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tonyam@communitytelephone.com; trsmith@trivergent.com; ts1336@sbc.com;
Tyra.Hush@wcom.com; usfloridaoss@kpmg.com; Walter.Carnes@accesscomm.com;
wendy.hernandez@comporium.com; WFletcher@birch.com;
wmknapek@Intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net;
Zachary.Baudoin@KMCTELECOM.com; TWimmerstedt@City.marietta.GA.US
Cc: Valerie.Cottingham@bridge.bellsouth.com
Subject: BST's not adherence to process CR651, 652 & Ballot


BCCM - Dennis:
I am extremely concerned about the lack of adherence to CCP process by
BellSouth regarding CR651 & CR652. BellSouth's actions communicate to AT&T,
a member of the CLEC community, a community of BellSouth customers, that
BellSouth does not feel the need to comply with the Change Control Processes
in place.

CR369 for Parsed CSR was implemented 1/5/02. Listing and Hunting info is on
CSRs, has been since the creation of this CR and so was expected with the
implementation of CR369 back in January.

BellSouth submitted two Type 4 CRs (BST initiated CRs) on 2/7/02 - CR651 and
CR652. On 2/12/02 BellSouth changed the Type from 4 to 2 (regulatory)
without specifying the specific reason for the change...general references
were made to AT&T and MCI without details.

On the Rel 10.4 call yesterday, 2/21, BellSouth tells CLECs that BellSouth
is once again changing the Type of these CRs. The change this time is from
Type 2s to Type 4s. Multiple CLECs stated on that 2/21 call that they do not
agree with that change. BellSouth decides to send out a ballot on this
CR0651.

First process violation:
Since when does BellSouth submit Type 5 CRs for the CLEC community?

Second process violation:
BellSouth has scheduled CR651 for Rel 10.4 due on March 23, 2002 even though
it has not been prioritized as a Type 4. On the 2/22 call AT&T asked why CR
651 was scheduled. BellSouth answered - because so many CLECS have
complained about the need for this functionality. Well what about all the
other CRs still awaiting implementation yet not scheduled...

Third process violation:
Since when do Ballots get created for CRs? Ballots are for changes to the
process not for deciding CR implementation.

From my view, it looks like these CRs should have been submitted as
Defects/Type 6 in that the functionality was not provided with CR369 as it
should have been.

Fourth process violation:
In the Rel 11.0 call today, 2/22 BellSouth asked CLECs to agree to implement
CR0408 a type 4 CR because it would improve flow. This request was made of
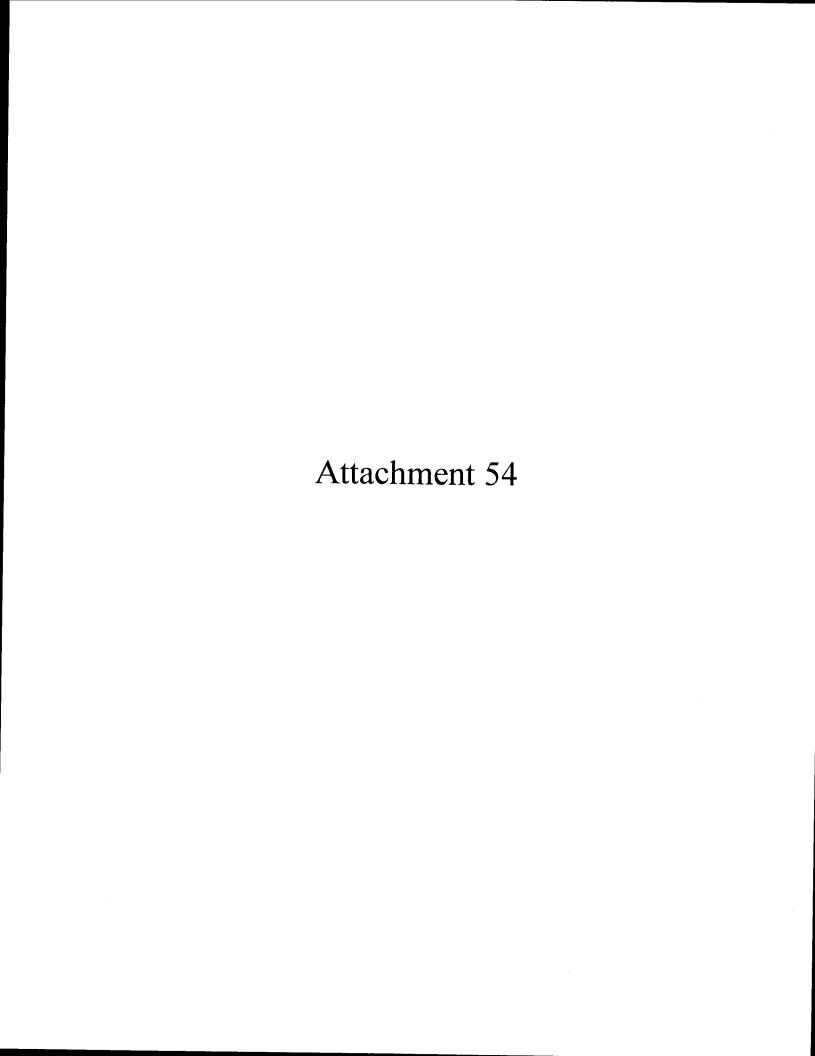the CLECs even though this CR has not been prioritized by the CLECs.

BellSouth - why are you not complying with the CCP?

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Please respond to my concerns prior to our 2/27 CCP meeting.

Thank you,

Bernadette Seigler
District Manager
AT&T Local Services & Access Management
So. Region OSS Interconnection
V: 404-810-8956
F: 404-810-8605
Pager: 888-858-7243 Pin: 125159

Attachment 54

2/27/02

Bernadette
CLECs,

After reviewing the CLECs' request that was reflected on the CLEC user requirement spec sheet, BellSouth communicated to the CLEC community the specific fields that it could parse and provided a reason for those fields that could not be parsed. We implemented all the fields that BST identified that it could parse. These fields were implemented on 1/5/02. BST has continued to investigate ways to translate additional fields that were originally requested by the CLECs and has developed a means to translate the hunting fields, as reflected in CR0651.

Both CR0651 and CR0652 were initially entered as Type 4 requests because the Change Management Team thought that they were BST-initiated. These requests were later reclassified as Type 2 Regulatory requests in error. After revisiting the classification of both requests, it was determined that neither CR0651 nor CR0652 is a Type 2 request, since neither was a regulatory mandate. Rather, because these change requests were part of the original CLEC user requirements spec sheet, they should be classified as Type 5 requests.

Because of the concerns that CLECs expressed in the regulatory arena regarding the need for parsed CSR hunting, BST worked diligently to develop this capability and was able to schedule the translation to populate hunting feature fields as part of Release 10.4 prior to it being prioritized by the CLECs. This deviation from the process was communicated to the CLEC community.

When concerns were expressed from WorldCom that BST was not adhering to the process, BST offered to remove CR0651 from Release 10.4 and put it back into the process for prioritization. Tyra Hush (WorldCom) responded that she could not speak on behalf of the other CLECs. Although BST posed this question to the CLECs several times during the User Requirements meeting, the CLECs never indicated their preference. Therefore, in an effort to better understand the CLEC community's position regarding the implementation of CR0651 and to ensure that BST acts consistently with the desires of the CCP community, a ballot was sent to each CLEC seeking input. The outcome of this ballot has not been determined at this time, and consequently, CR0651 is not scheduled to be implemented as part of Release 10.4.

On February, 22nd, BellSouth presented a feature package for Release 11.0 that included CR0408, BAN1/BAN2 Fields, as "targeted" (not yet planned). During this meeting, BellSouth requested feedback from the CCP membership to consider its inclusion in this release. BellSouth is awaiting feedback from the CCP membership on Wednesday, February 27th on whether to move forward with its implementation.

We apologize for any confusion that was caused in the classification of these requests. However, BST is committed to trying to meet the needs of the CLEC community consistent with the requirements of the CCP.

Change Management Team

Attachment 55

## AMENDED OBSERVATION 124
BellSouth Florida OSS Testing Evaluation

Date: Febuary 11, 2002

**OBSERVATION REPORT**

An observation has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR-1).

**Observation:**

**BellSouth failed to follow the documentation defect procedures as detailed in the BellSouth Change Control Process document[1]. (PPR1)**

**Background:**

During the test CLEC investigation of the TAG interface upgrade from TAG 7.5.0.15 to TAG 7.6.2.1, KPMG Consulting discovered that the following fields or method calls were contained in the TAG 7.6.2.1 API available at, **http://www.interconnection.bellsouth.com/oss/tag/tag_info.html**:

| | |
|---|---|
| File: | xstaOrder.h |
| Structure: | EULocationAndAccessHeader |
| New Field: | xstaString    ncon;  // New Location |
| | |
| New Method: | getPurchaseOrderDetailList |
| New Method: | displayLsr |

| | |
|---|---|
| File: | xstaLoop.h |
| Structure: | Fn |
| New Field: | xstaString    snum; // Segment Number |
| | |
| New Method: | reservationCableAndPair |
| New Method: | CABSCustomerServiceRecordReq |

However, when accessed on October 2, 2001, the TAG API Reference Guide for TAG Release 7.6.2.1 did not contain an explanation of the applicability or use of these fields and methods. When the BellSouth website was again accessed on October 3, 2001 at 6:30PM EST, the missing information had been added to Appendix J of the TAG API Reference Guide for TAG Release 7.6.2.1.

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[1] Version 2.6

# AMENDED OBSERVATION 124
## BellSouth Florida OSS Testing Evaluation

**Issue:**

The BellSouth Change Control Process[2] requires that when BellSouth finds a defect in CLEC-impacting documentation, a defect change request (Type 6)[3] should be entered. BellSouth failed to enter a defect change request for the incorrect documentation and therefore failed to follow the prescribed documentation defect process.

**Amendment:**

On or about December 27, 2001, BellSouth discovered a defect in the BellSouth Business Rules for Local Ordering (BBR-LO). The defective BBR-LO indicated that HFS Line Splitting was available only through manual ordering. This was incorrect as HFS Line Splitting is also available through electronic ordering. BellSouth attempted to correct this defect by issuing Carrier Notification SN91082786 which updated the BBR-LO with corrected ordering information for Line Splitting. BellSouth failed to initiate the documentation defect process as specified by the Change Control Process, version 2.7, December 7, 2001.

**Impact:**

BellSouth's failure to enter a defect change request and follow its prescribed process prevents CLECs' from being made aware of documentation errors and subsequent fixes of those errors.

The incorrect interface development documentation itself and BellSouth's failure to follow the process for correcting it may prevent CLECs from properly developing an OSS to interconnect with BellSouth and, thereby, may deter competition.

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[2] Change Control Process, Version 2.6, September 10, 2001.
[3] Change Control Process, Version 2.6, September 10, 2001, Table 5-2, Pages 49-51.