

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

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

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

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<p><b><u>IDENTIFY NEED</u></b></p> <ol style="list-style-type: none"> <li>1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)</li> <li>4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Change Request Form (Attachment A-1)</li> <li>• Change Request Form Checklist (Attachment A-1A)</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> </ul>
<b>CYCLE TIME</b>	N/A

**STEP 2**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** OPEN CHANGE  
REQUEST/  
VALIDATE  
CHANGE  
REQUEST FOR  
COMPLETENESS

1. Log Request in Change Request Log.
- 3.7. Send Acknowledgment Notification (Attachment A-3) via email to originator.
- 4.8. Establish request status ('N' for New Request)
- 5.9. Review change request for mandatory fields using the Change Request Form Checklist.
- 6.10. Verify Change Request specifications and related information exists.
- 7.11. Send Clarification Notification via email to the originator (Attachment A-4) if needed.
- 8.12. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.

**CLEC or BellSouth Originator**

If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)

**INPUTS**

- Completed Change Request Form with related documentation
- Change Request Form Checklist
- Change Request Clarification Response

**OUTPUTS**

- New Change Request
- Acknowledgment Notification
- Validated Change Request
- Clarification Notification
- Industry Notification via email and web posting

**CYCLE TIME**

1 Business Day  
Clarification times would be in addition to cycle time.

**STEP 3**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** REVIEW  
CHANGE  
REQUEST  
FOR  
ACCEPTANCE

1. Review Change Request and related information for content.
2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.
3. Determine status of request:
  - If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or Account Team.
  - If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.
  - If request is accepted, update Change Request status to "P" for Pending in Change Request Log.
  - If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4.

**NOTE:** See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.

BellSouth may determine that a CLEC initiated expedited change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. In such cases BellSouth's reason will be provided in writing on the updated change request and if requested, the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. The SME must be provided a minimum of two-week advance notice to participate in the upcoming Monthly Status Meeting.

<b>INPUTS</b>	<ul style="list-style-type: none"><li>• New Change Request</li><li>• Validated Change Request</li><li>• Clarification Notification (if required)</li></ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"><li>• Validated Expedited Change Request</li><li>• Clarification Notification (if required)</li><li>• Cancellation Notification (if required)</li><li>• CR status updated on web</li></ul>
<b>CYCLE TIME</b>	10 Business Days <sup>8</sup>

**STEP 3A**

**Accountability:** CCP Participants

**Sub-Processes/  
Activities** PROVIDE  
CONSENSUS  
OF EXPEDITE

1. Change requests validated in Step 2 above shall be considered for expedited status by the CCP participants at the next Monthly Status Meeting. Requests granted expedited status by the consensus of the participants will continue through Step 4 and 5 to implementation. If the request is not granted expedited status it will exit this process and enter the standard Types 2-5 flow, Step 4.

2. If request does not receive expedited feature status, it will exit this process and enter the standard Types 2-5 flow, Step 4.

3. This step will occur in parallel to the activities in Steps 3 and 4 and will only impact the process in those cases where the CCP participants do not concur.

<b>INPUTS</b>	<ul style="list-style-type: none"><li>• New Change Request</li><li>• Validated Change Request</li></ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"><li>• Validated Expedited Change Request</li><li>• Clarification Notification (if required)</li><li>• Cancellation Notification (if required)</li><li>• CR status updated on web</li></ul>
<b>CYCLE TIME</b>	Next Monthly Status Meeting Following Validation in Step 2.

**STEP 4**

**Accountability:** CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** INTERNAL  
CHANGE 4-2. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature

<sup>8</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

**MANAGEMENT PROCESS**

Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.

**2. The DCCoM shall participate with the BCCM in BellSouth's internal process as co-moderator.**

Expedited Features will be implemented in the current, or next release, or minor release, best effort.

**INPUTS**

- Change Request Log

**OUTPUTS**

- Release Date for Expedited Feature

**CYCLE TIME**

Case by Case basis – Not to exceed 25 days

**STEP 5**

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

**Sub-Processes/Activities**

**RELEASE MANAGEMENT AND IMPLEMENTATION**

1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).
2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.
3. BellSouth User Requirements for software changes will be presented to CLECs if applicable. If needed, changes will be incorporated and requirements re-baselined.
4. BellSouth Documentation changes, including business rules changes associated with expedited features, will be provided, if applicable.
5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.

**INPUTS**

- Approved Release Package Notification

**OUTPUTS**

- Project Release Status
- Implementation Date
- Documentation Changes

**CYCLE TIME**

Ongoing

## 5.0 DEFECT PROCESS

### Definition

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

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

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

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature (See Documentation Defect – Sub section 5-2). Type 6 validated defects may not be managed using the Expedited Feature Process discussed in Section 4, Part 3.

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

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists. Correction of high impact defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

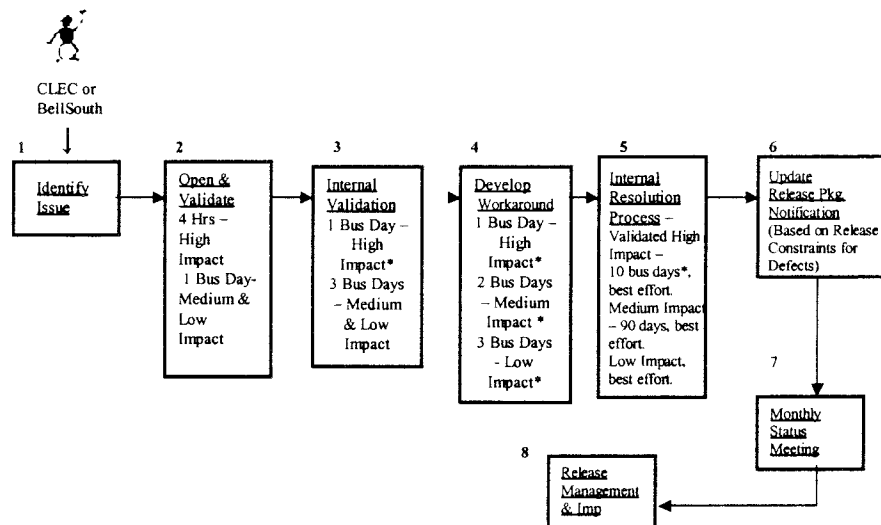
- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist. Correction of medium impact defects will occur within 20 business days following the date upon which BellSouth's defect validation process is scheduled to complete. The implementation of a workaround solution does not constitute correction of a medium impact defect.

- **Low Impact**

The failure causes inconvenience or annoyance. This reduces the efficiency of CLEC operations, increases CLEC operating costs, introduces delay and impacts CLEC customer service performance. Correction of low impact defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

**Figure 5-1: Type 6 Process Flow**  
Validation and Resolution of a Type 6 Change – CLEC impacting Defect (excluding documentation)



**NOTE:** The intervals in the boxes above match the intervals in the tables to follow for High, Medium, and Low Impact defect change requests. **[NOTE: THE CLEC PROPOSED INTERVALS FOR STEP 5 ARE NOT REFLECTED IN THE BOX ABOVE. PLEASE SEE STEP 5, OR THE NARRATIVE ABOVE, IN THE TABLE BELOW FOR THE CLEC POSITION.]**

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**Table 5-1: Type 6 Detail Process Flow**

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects, provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated (This table excludes documentation defects which are detailed in a separate Section 5-2).

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<p><b>IDENTIFY NEED</b></p> <ol style="list-style-type: none"> <li>1. Identify Defect.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.</li> <li>3. Include description of business need and details of business impact.</li> <li>4. Attach related requirements and specification documents. These attachments must include the following, if appropriate: <ul style="list-style-type: none"> <li>• PON</li> <li>• OCN</li> <li>• Specific Scenario</li> <li>• Interface(s) affected</li> <li>• Error message (if applicable)</li> <li>• Release or API version (if applicable)</li> </ul> </li> <li>5. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Type 6 Change Request</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>
<b>CYCLE TIME</b>	N/A



**STEP 2**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/ Activities</b>	<b><u>OPEN &amp; VALIDATE DEFECT FORM FOR COMPLETENESS</u></b>	<ol style="list-style-type: none"> <li>1. Log Defect in Change Request Log</li> <li>2. Send Acknowledgment Notification via email to initiating CLEC.</li> <li>3. Establish CR status ("N" for New Defect)</li> <li>4. BCCM reviews change request for mandatory fields using the Change Request Form checklist.</li> <li>5. Verify specifications and related information exist.</li> <li>6. Send Clarification Notification via email to the originator if needed.</li> <li>7. Update CR Status to 'PC' for Pending Clarification if clarification is needed.</li> </ol> <p>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>	
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• New Defect</li> <li>• Acknowledgment Notification</li> <li>• Clarification Notification (if required)</li> </ul>	
<b>CYCLE TIME</b>	<p>4 Hours – High Impact            1 Business Day – Medium &amp; Low Impact            (Time to be calculated from time of receipt with a cutoff time of 4:00 pm Eastern Time)</p>	

**STEP 3**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** INTERNAL  
VALIDATION

1. Validate that it is a defect.
2. Perform internal defect analysis.
3. Determine status of request:
  - If change already exists or CLEC training issue, forward Cancellation Notification to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or Account Team.
  - Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification.
  - If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.
  - If request is valid, update Change Request status "V" for Validated Defect and indicate appropriate Impact Level.
  - If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate.
  - Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request.
  - If the process is operating as specified in the baseline requirements and published business rules, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s).
  - If issue is re-classified as a feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect process flow and enter Types 2-5 process flow (enter at Step 3)

**NOTE:** See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.

Defect Notification will be provided to CLEC community via email and web posting.

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• New Defect</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Validated Defect</li> <li>• Defect notification to CLEC community via email and web posting</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• Status provided for High Impact Defects to originator via email within 24 hours</li> </ul>
<b>CYCLE TIME</b>	<p>1 Business Day – High Impact<sup>9</sup> (If BellSouth cannot complete internal validation of a High Impact defect within 1 bus day, BST will communicate the reason and expected time period in which the defect validation can occur to both the originator and the CLECs)</p> <p>3 Business Days – Medium and Low Impact</p>

**STEP 4**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/ Activities</b>	<b><u>DEVELOP &amp; VALIDATE WORKAROUND (IF APPLICABLE)</u></b>	<ol style="list-style-type: none"> <li>1. Defect Workaround identified.</li> <li>2. Change Request status changed to "W" for workaround identified.</li> <li>3. Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting.</li> <li>4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.</li> </ol> <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via email and web posting.</p>

<sup>9</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

<b>INPUTS</b>	<ul style="list-style-type: none"><li>Validated Defect</li><li>Clarification Notification (if required)</li></ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"><li>Workaround (if applicable)</li><li>Clarification Notification (if required)</li><li>Cancellation Notification (if required)</li><li>Email and web posting of workaround</li></ul>
<b>CYCLE TIME</b>	1 Business Day – High Impact <sup>10</sup> 2 Business Days – Medium Impact <sup>11</sup> 3 Business Days – Low Impact

**STEP 5**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** **INTERNAL  
RESOLUTION  
PROCESS**

1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.
2. Provide status updates to the CLEC community via email as the status changes until the defect is implemented.

<sup>10</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

<sup>11</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

- |                   |   |
|-------------------|---|
| <b>INPUTS</b>     | • CLEC/BST input  |
| <b>OUTPUTS</b>    | • Defect Release Schedule   |
| <b>CYCLE TIME</b> | <ul style="list-style-type: none"> <li>• <u>Validated High Impact Defects will be implemented within a 10 business day range, best effort<sup>12</sup>. (BST will be required to have daily discussions with the originating CLEC and provide daily updates to other impacted CLECs. If BST is unable to correct a high impact defect in 10 business days, it must notify the designated CLEC and notify all impacted parties)</u></li> <li>• <u>Validated Medium Impact Defects will be implemented within 90 business days, best effort. (BST will be required to have weekly discussions with the originating CLEC and provide weekly updates to other impacted CLECs. If BST is unable to correct a Medium Impact defect in 20 business days, it must notify the designated CLEC and notify all impacted parties.)</u></li> <li>• <u>Low Impact Defects will be implemented, within 30 business days, best effort. (If BST is unable to correct a Low Impact defect in 30 business days, it must notify the designated CLEC and notify all impacted parties.)</u></li> <li>• <u>Validated High Impact Defects will be implemented within a 10 business day range, best effort<sup>13</sup>. (BST will be required to have daily discussions with the originating CLEC and provide daily updates to other impacted CLECs. If BST is unable to correct a high impact defect in 10 bus days, it must notify the designated CLEC and notify all impacted parties)</u></li> <li>• <u>Medium Impact Defects will be implemented within 90 business days, best effort.</u></li> <li>• <u>Low Impact Defects will be implemented, best effort.</u></li> </ul> |

**STEP 6**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** **UPDATE  
RELEASE  
PACKAGE  
NOTIFICATION**

1. Update and distribute release notification package via web.
2. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".

**NOTE:** The release notification will be published in a timely manner, based on the release constraints associated with the

<sup>12</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

<sup>13</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

defect.  
**NOTE: In the event correction of the defect may potentially cause the CLECs to perform coding or business procedure changes BellSouth will provide notification and appropriate documentation with the release notification.**

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Defect Information</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Updated Release Package Notification</li> <li>Scheduled Change Request</li> <li><u>Documentation of potential CLEC coding/process changes</u></li> </ul>
<b>CYCLE TIME</b>	Based on release constraints for defects (may be less than 30 days)

**STEP 7**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b>MONTHLY STATUS MEETING</b>	<ol style="list-style-type: none"> <li>Provide status of defect.</li> <li>Solicit CLEC/BST input.</li> <li>Update Defect information as needed.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Defects Received</li> <li>Change Request Log</li> <li>Defect Analysis</li> <li>Workaround (if applicable)</li> </ul>	
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Updated status</li> <li>Updated Change Request Log</li> <li>Meeting minutes</li> </ul>	
<b>CYCLE TIME</b>	Monthly or when status changes, whichever occurs first.	

**STEP 8**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b>RELEASE MANAGEMENT AND IMPLEMENTATION</b>	<p>The following release management activities will pertain to Type 6 changes:</p> <ol style="list-style-type: none"> <li>Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</li> <li>Once a defect is implemented in a release, the status will be changed to "I" for Change Implemented.</li> </ol>

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Approved Release Package Notification</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Project Release status</li> <li>• Implementation Date</li> <li>• Implemented Change Request</li> </ul>
<b>CYCLE TIME</b>	Ongoing

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

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

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<p><b>IDENTIFY NEED</b></p> <ol style="list-style-type: none"> <li>1. Identify Documentation Defect.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.</li> <li>3. Include description of business need and details of business impact.</li> <li>4. Attach related requirements and specification documents, if appropriate.</li> <li>5. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Type 6 Change Request</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>
<b>CYCLE TIME</b>	N/A

<b>STEP 2</b>	
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>

<b>Sub-Processes/ Activities</b>	<b><u>OPEN &amp; VALIDATE DEFECT FORM FOR COMPLETENESS</u></b>	<ol style="list-style-type: none"> <li>1. Log Defect in Change Request Log</li> <li>2. Send Acknowledgment Notification via email to initiating CLEC.</li> <li>3. Establish CR status ("N" for New Defect)</li> <li>4. BCCM reviews change request for mandatory fields using the Change Request Form checklist.</li> <li>5. Verify specifications and related information exists</li> </ol>
<b>INPUTS</b>		<ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>
<b>OUTPUTS</b>		<ul style="list-style-type: none"> <li>• New Documentation Defect</li> <li>• Acknowledgment Notification</li> <li>• Clarification Notification (if required)</li> </ul>
<b>CYCLE TIME</b>		1 Business Day

**STEP 3**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/ Activities</b>	<b><u>INTERNAL VALIDATION</u></b>	<ol style="list-style-type: none"> <li>1. Validate that it is a documentation defect.</li> <li>2. Perform internal defect analysis.</li> <li>3. Determine status of request: <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or Account Team.</li> <li>• Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification.</li> <li>• If Change Request Clarification Notification not received back from CLEC, validate with CLEC that change request is no longer needed.</li> <li>• If request is valid, update Change Request status to "V" for Validated Defect and indicate appropriate Impact Level.</li> <li>• If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate.</li> <li>• Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request.</li> <li>• If the documentation is correct, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s).</li> </ul> </li> </ol>
<p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.</p> <p>Defect Notifications will be provided to CLEC community via</p>		



email and web posting.

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>New Documentation Defect</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Validated Documentation Defect</li> <li>Defect notification to CLEC community via email and web posting</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> </ul>
<b>CYCLE TIME</b>	3 Business Days

**STEP 4**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b>DEVELOP &amp; PROVIDE CARRIER NOTIFICATION "SUMMARY OF CHANGES"</b>	<ol style="list-style-type: none"> <li>BellSouth prepares and validates the corrected documentation.</li> <li>Carrier Notification "Summary of Changes" is developed.</li> <li>Change Request status changed to "S" for scheduled.</li> <li>Carrier Notification "Summary of Changes" is sent to BCCM via email for distribution to CLECs.</li> </ol> <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via email and web posting.</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Validated Documentation Defect</li> <li>Clarification Notification (if required)</li> </ul>	
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Workaround (if applicable)</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> <li>Email of "Summary of Changes" notification</li> </ul>	
<b>CYCLE TIME</b>	4 Business Days	

**STEP 5**

<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b>CARRIER NOTIFICATION LETTER</b>	<ol style="list-style-type: none"> <li>BellSouth will develop an "official" Carrier Notification Letter.</li> <li>Carrier Notification Letter is posted to the web.</li> </ol>

INPUTS	• Carrier Notification "Summary of Changes"
OUTPUTS	• Carrier Notification Letter posted on web
CYCLE TIME	10 Business Days

## 6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT & APPROVAL

### Part 1: Change Review Meeting

#### Definition

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLECs. Meetings will be structured according to category (pre-order/order, maintenance, manual and documentation, etc.). Prioritization meetings will be held quarterly.

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

The Change Request Log will be distributed 5-7 business days prior to the Change Review Meeting. **Change Requests must be accepted and in "Pending" status at least 30 business days in advance of the distribution of the Change Review Package to provide assurance completion of the preliminary feature sizing model. Other Change Requests, placed in pending status after the 30 business days cutoff will also be available for prioritization but may not have the preliminary feature sizing model information.** A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

NOTE: Status Meetings will occur monthly. Prioritization meetings will be scheduled to occur in March, June, September and December and will include the monthly status meeting agenda items.

### Part 2: Change Review Package

#### Definition

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

- Meeting Agenda
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- BellSouth's preliminary **feature sizing model** estimate of the size and scope of each **future release and each** Change Request (**see Appendix H for information to be provided**)
- BellSouth's preliminary units estimate of: 1) CLEC feature release capacity available and 2) assigned capacity to known CLEC features
- Schedule of Releases **and estimated size (i.e. total units and units available) of each.**
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

### **Part 3: Prioritizing Change Requests**

#### **Definition**

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

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

#### **PRIORITIZATION VOTING RULES**

- CLEC must either be using an interface within a category (i.e., ordering), in the testing phase or have a letter of intent (LOI) on file with the BellSouth Change Control Management Team to participate in the voting process.
- One vote per CLEC, per category.
- No proxy voting

- Types 3, 4 and 5 change requests will be prioritized (non-expedites)
- Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with 1 being the highest) will be used
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- Manual processes and documentation will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- In cases of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

#### REMOTE PRIORITIZATION VOTING RULES

- The ranking sheet, which lists the change requests to be prioritized, will be provided to the CLEC community via email 5-7 business days prior to the Change Review Meeting.
- Presentation of each change request to be prioritized will occur in the morning portion of the meeting.
- Change Management will verify which participants will be submitting their ranking sheets.
- CLECs must be present at the meeting (either via conference bridge or in person) to participate in the prioritization.
- Ranking sheets must be emailed to Change Control by Noon Eastern the day of prioritization meeting:  
  
[Change.Control@bridge.bellsouth.com](mailto:Change.Control@bridge.bellsouth.com)  
Fax Number: 205-321-5160 (if email is not working)
- Results will be tallied during the lunch break.
- The results of the ranking will be presented in the afternoon portion of the meeting.
- In case of a tie, the affected Changes will be re-ranked. Ranking sheets must be emailed to Change Control within one (1) hour after notification of a tie.

**EXAMPLE:**

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

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

## Part 4: Developing and Approving Release Packages

### Definition

Subsequent ~~Prior to and in conjunction with~~ to the Change Review Meeting, BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held as follows:

- Production Major Release – 36 weeks prior to production
- Minor Release – 19 weeks prior to production (if applicable)

Sizing and sequencing of change requests will be accomplished at the Prioritization meeting. CLECs may take into account the size and scope when prioritizing items.

During the Release Package Meeting, BellSouth will present its proposed release package for the next and any necessary additional releases.

- BellSouth will develop several variations of release packages to include all prioritized requests.
- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.

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

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

### **Part 5: Release Capacity Forecasting, Allocation, and Reporting**

**Forecast and Planning Information: In order to facilitate joint planning for long term development between BellSouth and CLECs and production support capacity plans, two OSS development forecasts and specifications will be shared. Each quarter, BellSouth will provide a release capacity forecast covering the remainder of the current calendar year and the following calendar year including high level estimates of when BellSouth intends to release, upgrade or retire its various operational support systems. At the same time and for the same period of time BellSouth will provide an outlook with high-level description of the items to be included in each upgrade release. Included in this outlook will be the size in units of the release capacity and the size in units of the capacity remaining within the release.**

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

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

### **Pre-Release Capacity**

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

#### **Total Release Units**

- **Units required to perform release maintenance**
- **Units required to implement public switched network mandates such as NPA overlays and Number Pooling**
- **Units required to implement Type 6 Change Requests**
- **Units required to implement Type 2 Change Requests**
- **Units required to implement Type 3 Change Requests**

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= Remaining Units Available for the prioritization and implementation  
of Type 4 and Type 5 Change Requests

### Monitoring and Reporting Post-Release Capacity Utilization

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

## 7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

### Introduction of New Interfaces

#### Definition

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

### Retirement of Interfaces

#### Definition

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

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it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

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

## **Retirement of Versions**

### **Definition**

When software release versions of a specific interface (e.g., TAG Application Program Interface Version n.n.n) are retired/expired, BellSouth will give CLECs a ~~180~~120 day advance notification. The Carrier Notification that announces the retirement/expiration of specific interface release versions will also identify when BST will cease CLEC testing of those expiring release versions. For example, BellSouth's TAG, an application interface, has the ability of supporting multiple software release versions per industry map. Therefore, the retirement/expiration of a software release version does not necessarily expire an industry map, but instead only those specific interface release versions. Example of a retirement of a software versions of an interface: On March 8, 2001, BellSouth provided a Carrier Notification Letter that stated effective August 10, 2001, BellSouth would no longer support TAG API versions: 7.1.0.7, 7.5.0.10, and 2.0.0.11.

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

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



## 8.0 ESCALATION PROCESS

### Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.
- Escalations can involve issues related to the Change Control process itself.
- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (i.e., communication timelines) have occurred per the Change Control agreement.
- Three (3) levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround for each cycle of escalation
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround for each cycle of escalation (excludes expedites)
- For Type 6 High Impact Issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a 2-5 day turnaround to provide a status for each cycle of escalation.
- For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.
- Each level will go through the same Cycle, which is described below.
- All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control email unless there is a proprietary issue.

**Cycle for Type 1 System Outages**

**Contact List for Escalation: ECS Group – Type 1 Changes**

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

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1 <sup>st</sup> Level	Byron Franklin Manager – EC Support Group	205-733-5400	1-800-862-0399 PIN 17264913	<a href="mailto:Byron.Franklin@bridge.bellsouth.com">Byron.Franklin@bridge.bellsouth.com</a>
	Interconnection Operations			
2 <sup>nd</sup> Level	Bruce Smith Operations Director EC Support Group	205-988-7211	1-800-542-3260	<a href="mailto:Bruce.Smith@bridge.bellsouth.com">Bruce.Smith@bridge.bellsouth.com</a>
	Interconnection Operations			
3 <sup>rd</sup> Level	Lynn Smith Operations Assistant Vice President	205-714-0010	N/A	<a href="mailto:Lsmith12@imcingular.com">Lsmith12@imcingular.com</a> <a href="mailto:Lynn.A.Smith@bridge.bellsouth.com">Lynn.A.Smith@bridge.bellsouth.com</a>
	Interconnection Operations			

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

**Escalation Cycle for Types 2-6 Change Requests**

**Guidelines**

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

- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.
- Contact information for appropriate Level including Name, Title, Phone Number, and Email ID.
- For escalation Level 2, forward original email and include any additional information including the reason that the matter could not be resolved at Level 1.
- For escalation Level 3, forward original email and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.
- BellSouth will reply to escalation request with acknowledgment of receipt within four (4) hours and begin the escalation process through Level of escalation.
- **BellSouth will provide status daily to CLEC with minimum of expected date and time of BST response to escalation**
- The escalating CLEC should respond to BellSouth within five (5) days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.
- If the BellSouth position suggest a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within one (1) business day of the BellSouth decision in order to provide industry notification with the appropriate executives.
- BellSouth will publish the outcome of the conference call to the industry via web.
- If unsatisfied with outcome, either party can seek appropriate relief.

**Contact List for Escalation: Types 2 – 6 Changes[BellSouth must keep current in the official version & on web site.]**

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

Escalation Level	Name and Title	Office Number	Email Address
1 <sup>st</sup> Level	<b>Valerie Cottingham</b> Director Change Control Process	205-321-2168	<a href="mailto:Valerie.Cottingham@bridge.bellsouth.com">Valerie.Cottingham@bridge.bellsouth.com</a>
2 <sup>nd</sup> Level	<b>Dennis Davis</b> OAVP (Encore Solution Delivery, Test Bed, User Requirements, CCP)	205-977-1103	<a href="mailto:Dennis.L.Davis@bridge.bellsouth.com">Dennis.L.Davis@bridge.bellsouth.com</a>
	<b>Allan Tarr</b> OAVP (Business Rules/Operations Issues)	404-927-7372	<a href="mailto:Allan.F.Tarr@bridge.bellsouth.com">Allan.F.Tarr@bridge.bellsouth.com</a>
	<b>Suzie Lavett</b> OAVP (TAG/LENS)	205-977-2876	<a href="mailto:Suzie.H.Lavett@bridge.bellsouth.com">Suzie.H.Lavett@bridge.bellsouth.com</a>
	<b>Audrey Thomas</b> OAVP (EDI)	404-927-7886	<a href="mailto:Audrey.Thomas@bridge.bellsouth.com">Audrey.Thomas@bridge.bellsouth.com</a>
	<b>Al Bolden</b> OAVP (LNP)	404-927-7011	<a href="mailto:Al.Bolden2@bridge.bellsouth.com">Al.Bolden2@bridge.bellsouth.com</a>
3 <sup>rd</sup> Level	<b>Martha-Sue Blythe</b> Senior Director (for Systems Issues)	404-927-7505	<a href="mailto:Marthasue.Blythe@bridge.bellsouth.com">Marthasue.Blythe@bridge.bellsouth.com</a>
	<b>Dee Freeman-Butler</b> Senior Director (for Business Rules/Operations Issues)	404-927-3545	<a href="mailto:Dee.Freeman2@bridge.bellsouth.com">Dee.Freeman2@bridge.bellsouth.com</a>

## Dispute Resolution Process

### Guidelines

In the event that an issue arises from Section 9, Changes to this Process, or arises from some other Section and is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs, resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the appropriate state regulatory agency, if available. If mediation is requested, parties shall participate in good faith.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.
- All participants in the CCP shall be provided timely notice of any mediations or formal complaints.

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

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

## 9.0 CHANGES TO THIS PROCESS

### Definition

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

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes (format, typographical errors, clarifications of meaning, etc.) may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. The CCP participants present at the meeting (in person or by teleconference) will reach an initial determination regarding the requested change(s) by "consensus". For this purpose consensus will mean that no participant has serious objection to the determination of the group. The following initial determination may be applied:

- **Meeting Consensus** (BellSouth and the other meeting participants have no serious objection to the change. The change will be balloted for Industry Consensus with the indication that a meeting consensus was reached).
- **Contested Issue** (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are firm. The proposals will be balloted for Industry Consensus and the structure of the ballot will indicate that a choice between alternatives must be made).
- **Not Ready for Balloting** (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are not firm. The request will not be balloted and will remain open for review during subsequent monthly meetings. The CCP participants will continue to use the associated current change control process. Working documentation reflecting both the current and proposed language may be created to facilitate further discussion).
- **Implement as Cosmetic** (BellSouth and the other meeting participants determine that the requested change is a clarification of meaning with no potential negative impact. The change will be implemented and the Change Request will be updated to implemented status and update distributed as per the normal process).

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

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

The ballot (a sample ballot may be found in the Appendix) will allow CLECs to indicate their agreement or disagreement with the proposed change across a five (5) step continuum as shown here:

<b>A</b> Agree	<b>B</b> Generally Agree	<b>C</b> Neutral	<b>D</b> Somewhat Disagree	<b>E</b> Disagree
<b>A</b> Agree		<b>B</b> Neutral		<b>C</b> Disagree

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

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

## 10.0 TESTING ENVIRONMENT

### Definition

BellSouth offers Interface and Functional testing to CLECs for the Local Exchange Negotiation System (LENS), the Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are as follows:

- **CLEC Interface Testing** – Testing for CLECs implementing a new interface, product or release.
- **Functional Testing** – Testing conducted in the CLEC Application Verification Environment (CAVE), where CLECs can opt to do further functional testing, or testing to implement a new release.

### Test Phases

The following defines the different phases of testing supported by BellSouth:

- **Physical Connectivity Testing** – This required phase of testing verifies communication is properly established and that both parties can send and receive electronic messages. Applicable to LAN users only.
- **Application Connectivity Testing** – This required phase of testing verifies communication is properly established between BellSouth platforms and CLEC specified connectivity methods such as:
  - EDI – VAN or CONNECT:Direct®
  - TAG
  - LENS
- **API Testing** – This optional phase of testing allows the CLEC to verify their software before Application Testing. No test cases are provided and testing is done against the simulator. This phase of testing applies only to CLECs using TAG.
- **Application Testing** – This conditional phase of testing uses a simulator and verifies that the mapping of data is correct and the CLEC software can communicate with BellSouth. This phase is required for TAG users when implementing a new interface, new TCIF issue or new product. This phase of testing verifies Pre-ordering and Ordering data mapping.



- Syntax Testing – This phase of testing verifies compliance to pre-determined structures such as ANSI ASC X12 EDI standards and TCIF industry standards. This phase of testing is required when implementing a new EDI interface or moving to a new EDI map.
- Validity Testing – This phase of testing verifies that the CLEC software can execute firm order test cases in compliance with the BellSouth Business Rules. This phase of testing is required when implementing a new interface, new product, or new TCIF issue.
- Production Verification Testing – This required phase of testing allows BellSouth and CLECs to confirm that transactions flow to the production environment. CLECs are required to submit a production transaction with live data. BellSouth will monitor to ensure that back-end applications can be accessed.
- Service Readiness Testing – This phase of testing only applies if it is included in the CLEC's Interconnection Agreement. This optional phase of testing allows a CLEC to test firm orders end-to-end. This is in BellSouth production environment.
- Functional Testing – This optional phase of testing, conducted in CAVE, allows a CLEC to perform functional testing for ordering on pre-production and post-production releases during the specified period. CLECs may choose to do additional functional testing in CAVE after other phases of testing are complete, or they may use CAVE for new release Functional testing in preparation for migrating to a new release.

All arrangements for testing should be coordinated with the BellSouth Account Team's Sales Support. Following the completion of the transition process for account team functions described in Carrier Notification Letter SN 91082802, dated January 4, 2002, the proper point of contact will be identified here.] BellSouth will maintain a testing profile for each CLEC that will be updated annually. This profile will preclude the need to provide detailed test survey information or negotiate and individual agreement for each testing session a CLEC wishes to conduct during a calendar year – only information unique to a specific testing session (dates and desired scenarios) will need to be provided.

Change Control will communicate the CAVE opening of the testing window for each release. Once open for a given release BellSouth will provide CAVE access for that release until such time as it is necessary to prepare CAVE for implementation of the next release.

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

[www.interconnection.bellsouth.com/carriertypes/lec/html/oss\\_info.html](http://www.interconnection.bellsouth.com/carriertypes/lec/html/oss_info.html)

### Testing In CAVE

BellSouth provides a CLEC Application Verification Environment (CAVE) for the testing of application-to-application interface for pre-order and order via TAG, EDI and LENS. CAVE allows CLECs to test their application against new release functionality. It also allows CLECs currently in production who need to perform regression testing, due to changes within their own applications, to notify their Account Team Representative as needed to create and implement a test plan in CAVE.

1. BST will provide the required information regarding CAVE and the procedures for testing a new release 30 days prior to the opening of the test window. Such information will include but not be limited to, types of preorder and order transaction available to test via CAVE., account structure, etc.
2. BST will provide Baseline Validation Test Decks. BST will ~~should~~ provide quality baseline validation/regression test decks of pre-order and order transactions that will be used to test a new release. These test deck scenarios accounts are available for CLECs to use during the testing period. However, CLECs are not limited to these transactions and accounts and may request additional support from BST to build specific test accounts in CAVE. BST will run the regression test decks before the CLEC test period begins and at the conclusion of CLEC testing new release testing.
3. BST will identify the process for testing the new release in CAVE.
4. BST will provide a New Release Testing Schedule.
5. Once open for a given release BellSouth will provide CAVE access for that release until such time as it is necessary to prepare CAVE for implementation of the next release.

### RELEASE IMPLEMENTATION DECISION

The implementation of each release shall be mutually agreed between BellSouth and the participating CCP CLECs on the Monday prior to the scheduled implementation. BellSouth's participants shall include subject matter experts familiar with and responsible for the implementation of change requests to the interfaces, linkages and legacy systems impacted by proposed changes. A "go/no go vote" shall be held and decided upon the basis of consensus of the participating CLECs. Where the CAVE environment has been made available and operated satisfactorily the results of that testing shall be considered in addition to CLEC reviews of BellSouth's specifications and internal testing results. Where CAVE testing is either not available or has not functioned properly CLEC reviews of

BellSouth's specifications and internal testing results will be considered and may be sufficient to reach a consensus.

## 11.0 TERMS AND DEFINITIONS

### A

**ACCOUNT TEAM** Following the completion of the transition process for account team functions described in Carrier Notification Letter SN 91082802, dated January 4, 2002, the proper point of contact and functions will be identified here.

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

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

#### **ACCOUNTABILITY**

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

#### **ACKNOWLEDGMENT NOTIFICATION**

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

#### **APPROVED RELEASE PACKAGE**

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

### B

#### **BELLSOUTH CHANGE CONTROL MANAGER (BCCM)**

BellSouth Point of Contact for processing all Change Requests.

#### **BFR (Bonafide Request)**

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

#### **BUSINESS DAY**

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

#### **BUSINESS RULES**

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

- The five (5) primary transactions sets: 850, 855, 860, 865 and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
  - Dependencies relative to other data elements
  - Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

## C

### **CANCELLATION NOTIFICATION**

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

### **CANDIDATE REQUEST LIST**

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

### **CANDIDATE CHANGE REQUEST**

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

### **CHANGE REQUEST**

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

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.
- Type 2-5 – Expedited Feature Change. The inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) an ordering enhancement to an existing interface where the CLEC/BellSouth has determined should be expedited due to impact.
- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems

required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.

- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 6 – CLEC Impacting Defect. Any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

#### CHANGE REQUEST STATUS

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

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
  - **CD = Duplicate Request.** A request for this change already exists.
  - **CT = Training.** Requested change already exists, additional training may be required.
- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).
- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2<sup>nd</sup> time through process, P2 = 3<sup>rd</sup> time through process, etc (Step 8).
- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).
- **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

#### CHANGE REVIEW MEETING

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

**CHANGE REVIEW PACKAGE**

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

**CLARIFICATION NOTIFICATION**

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

**CLEC AFFECTING CHANGE**

~~Any change that requires the CLEC to modify the way they operate or to rewrite system code.~~ Any change that potentially may cause a CLEC to modify the way it operates in conducting wholesale business transactions with BellSouth. Modifications to the way CLECs operate in conducting wholesale business transactions with BellSouth include, but are not limited to: (1) changes to CLEC system code; (2) changes in CLEC employee training; (3) changes to CLEC business methods and procedures at the transaction, clarification, or escalation levels (4) changes to the work assignments of CLEC personnel. Internal BellSouth process changes (either software or procedural) unique to the CLEC wholesale environment are CLEC affecting.<sup>14</sup>

**CLEC CHANGE CONTROL MANAGER (CCCM)**

CLEC Point of Contact for processing Change Requests.

**CSM**

Customer Support Manager which supports resale and facility based CLECs.

**CYCLE TIME**

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

**D**

**DEFECT**

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<sup>14</sup> 1344 The procedures described in this document apply to all three groupings of the components of “interfaces” as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth’s internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or “legacy systems”) that BellSouth uses in providing network elements and resale services to competing carriers.

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

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

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

### DEFECT STATUS

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

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
  - **CC = Clarification.** Requested clarification not received in allotted time (2 days).
  - **CD = Duplicate Request.** A request for this change already exists.
  - **CT = Training.** Requested change already exists, or CLEC training issue.
- **I = Implemented.** Indicates a Defect Change Request has been implemented in a release (Step 6).
- **N = New Defect Change Request.** Indicates a Defect Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **S = Scheduled for Release.** Indicates a Defect Change Request has been scheduled for a release (Step 6).
- **V = Validated Defect.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

## E

### ELECTRONIC COMMUNICATIONS SYSTEMS (ECS)

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

### ENHANCEMENT

Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other

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systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

#### **EXPEDITED FEATURE**

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

- Must be an enhancement to an existing interface
- Will follow the Expedited Feature process flow which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated.

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

## **H**

#### **HIGH IMPACT**

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

## **I**

#### **INTERNAL CHANGE MANAGEMENT PROCESS**

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

## **L**

#### **LOW IMPACT**

The failure causes inconvenience or annoyance.

## **M**

#### **MEDIUM IMPACT**

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

## **N**



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**NEED-BY-DATE**

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

**P****POINTS OF CONTACT (POC)**

An individual that functions as the unique entry point for change requests on this process.

**PRIORITY**

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

One of four priorities may be assigned:

**1-Urgent.** Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

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

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

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

**PROJECT PLAN**

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

**PROPOSED RELEASE PACKAGE**

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

**R****RELEASE – INDUSTRY**

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

**RELEASE – MAINTENANCE**

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

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**RELEASE – PRODUCTION MAJOR**

The implementation of scheduled Change(s) which may impact and require the entire CLEC community to make changes to their interface. A production major release may or may not prohibit the use of an interface upon implementation of the Change(s).

**RELEASE – MINOR**

The implementation of scheduled Change(s) that may not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation.

**RELEASE PACKAGE**

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

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**RELEASE CAPACITY MEASUREMENT – PRE-RELEASE**

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

Total Release Units

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

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**RELEASE CAPACITY MEASUREMENT REPORT – POST RELEASE**

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

**RELEASE PACKAGE NOTIFICATION**

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

**RELEASE SCHEDULE**

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

**S**

**SPECIFICATIONS**

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

**SYSTEM OUTAGE**

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

**V**

**VERSION (DOCUMENT)**

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

## APPENDIX A – CHANGE CONTROL FORMS

### See Attached Forms

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

#### **Change Request Form.**

Used when submitting a request for a change (Attachment A-1)

#### **Change Request Form Checklist.**

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

#### **Change Request Clarification Response.**

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

#### **Change Request Clarification Checklist.**

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

#### **Acknowledgment Notification.**

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

#### **Acknowledgment Notification Checklist.**

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

#### **Cancellation Notification.**

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

#### **Cancellation Notification Checklist.**

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

#### **Clarification Notification.**

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

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**Clarification Notification Checklist.**

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

**Letter of Intent.**

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

## **APPENDIX B – RELEASE MANAGEMENT**

### **See Attached Forms**

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

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

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

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

## APPENDIX C – ADDITIONAL DOCUMENTS

See Attached Documents .

## APPENDIX D – BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

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

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen -- **- updates will be implemented to correct defects (Type 6 Changes) and to comply with Regulatory Mandates within the capabilities of the frozen industry standard. -no other** changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

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

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

## **APPENDIX E – SUB-TEAM DEFINITION AND ROLES/RESPONSIBILITIES**

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

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

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

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



**APPENDIX F – “SAMPLE” VOTING BALLOT**

<p><b>ITEM NO. XX - Meeting Consensus</b> <b>Description of Section</b></p>	<p><input type="checkbox"/> <b>Agree</b>  <input type="checkbox"/> <b>Generally Agree</b>  <input type="checkbox"/> <b>Neutral</b>  <input type="checkbox"/> <b>Somewhat Disagree</b>  <input type="checkbox"/> <b>Disagree</b></p>
<p><b>ITEM NO. XX - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other)</b> <b>Description of Section</b> <b>CLEC Recommendation</b></p>	<p><input type="checkbox"/> <b>Agree</b>  <input type="checkbox"/> <b>Generally Agree</b>  <input type="checkbox"/> <b>Neutral</b>  <input type="checkbox"/> <b>Somewhat Disagree</b>  <input type="checkbox"/> <b>Disagree</b></p>
<p><b>BellSouth Recommendation</b></p>	<p><input type="checkbox"/> <b>Agree</b>  <input type="checkbox"/> <b>Generally Agree</b>  <input type="checkbox"/> <b>Neutral</b>  <input type="checkbox"/> <b>Somewhat Disagree</b>  <input type="checkbox"/> <b>Disagree</b></p>

## APPENDIX G – CARRIER NOTIFICATIONS

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

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

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

**NOTE:** BellSouth Carrier Notifications are located on the BellSouth Interconnection Website at: [www.interconnection.bellsouth.com/main/clec.html](http://www.interconnection.bellsouth.com/main/clec.html)

**Appendix H: Preliminary Feature Sizing Model for CCP Prioritization Planning.**

**Preliminary Feature Sizing Model for CCP Prioritization Planning**

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

Working document for use in CCP forum in Preliminary Stage of Prioritization Planning.  
Actual resource capacity used will be provided in the quarterly Year to Date Capacity Measurement Report that will be issued beginning in 2002.

**Field Description:**

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

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

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

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

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

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

LENS – Local Exchange Navigation System

TAG – Telecommunications Access Gateway

EDI – Electronic Data Interchange

LESOG – Local Exchange Service Order Generator

LNP – Local Number Portability

SGG – Service Gate Gateway

DOM – Delivery Order Manager

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

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

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

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

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

Total Units: Equals the total units of systems impacted.

## Appendix I: Monitoring and Reporting Post-Release Capacity Utilization

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

# Attachment 58

**Florida 3PT Project Plan  
as of January 31, 2002**

Test #	Test Name	% Complete	Completion Date
	<b>Phase I</b>		
TVV1	POP Functional Evaluation	88%	03/29/02
TVV2	POP Volume Tests	57%	03/11/02
TVV3	Order Flow-Through Eval.	64%	03/22/02
TVV4	Provisioning Verification	80%	03/15/02
TVV5	M&R TAFI Functional Eval.	97%	02/06/02
TVV6	M&R ECTA Functional Eval.	97%	02/06/02
TVV7	M&R TAFI Volume	85%	02/06/02
TVV8	M&R ECTA Volume	92%	02/06/02
TVV9	End to end Trouble Reporting	86%	02/06/02
TVV10	Functional Usage -Resale	95%	02/15/02
TVV11	Functional Bill-	82%	12/14/01
PPR1	Change Management	78%	03/22/02
PPR2	Account Management	75%	03/15/02
PPR3	OSS Help Desk	81%	02/26/02
PPR4	CLEC Training	99%	12/7/01
PPR5	OSS Interface Development	83%	03/21/02
PPR6	Collocation/Network Design	95%	02/06/02
PPR7	POP Manual Processing	88%	03/15/02
PPR8	POP Work Center	94%	03/20/02
PPR9	Provisioning Process	81%	03/15/02
PPR14	End to End Repair Process	80%	02/06/02
PPR15	M&R Work Center Support	100%	12/05/01
PPR16	Network Surveillance	100%	02/06/02
PPR10	Billing Work Center	72%	12/24/01
PPR12	Daily Usage Production	95%	02/18/02
PPR13	Billing Production	95%	12/14/01
	<b>Phase II-Bifurcated Test</b>		
PPR12	Daily Usage Production-UNE	27%	04/26/02
TVV10	Functional Usage Test-UNE	0%	05/06/02
TVV11	Functional Billing-UNE	0%	05/20/02
PPR13	Bill Production -UNE	0%	04/26/02
PMR1	Data Collection	91%	06/28/02
PMR2	Definition/Standards Review	97%	06/28/02
PMR3	Metrics Change Management	93%	06/28/02
PMR4	Data Integrity	28%	06/28/02
PMR5	Calculation	64%	06/28/02
	Final Report		07/12/02

# Attachment 59



**2<sup>ND</sup> AMENDED OBSERVATION 135**  
BellSouth Florida OSS Testing Evaluation

Date: February 18, 2002

**OBSERVATION REPORT**

KPMG Consulting has identified an observation as a result of the POP Volume Performance Test (TVV2).

**Observation:**

**KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ\_TN), Customer Service Record (CSRQ), Estimate Due Date (EDD), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Local Exchange Navigation System (LENS) Web interface. (TVV2)**

**Background:**

According to Operations Support Systems OSS-1 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return pre-order responses within an average interval that is at parity +2 seconds with retail performance provided monthly by BellSouth. KPMG Consulting used BellSouth parity metrics for the report period of September 1, 2001 through September 30, 2001<sup>2</sup>.

**Issue:**

During volume testing conducted on October 30, KPMG Consulting received the following results for AVQ, AVQ\_TN, CSRQ, EDD, SAQ and TNAQ pre-orders, submitted using LENS:

	<2.3 Seconds	>6 Seconds	≤6.3 Seconds	Average Response Time
<b>AVQ - KPMG Consulting Performance</b>	0.47%	38.21%	61.79%	8.69 Seconds
<b>BellSouth Parity</b>	95.62%	0.89%	99.19%	0.94 Seconds
<b>AVQ_TN - KPMG Consulting Performance</b>	0.88%	68.51%	31.49%	9.44 Seconds
<b>BellSouth Parity</b>	96.44%	0.73%	99.33%	0.86 Seconds
<b>CSRQ - KPMG Consulting</b>	45.71%	19.06%	80.94%	4.93 Seconds

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved by Florida PSC June 12, 2001

<sup>2</sup> Pre-Ordering and Ordering OSS

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	<2.3 Seconds	>6 Seconds	<=6.3 Seconds	Average Response Time
<b>Performance</b>				
<b>BellSouth Parity</b>	92.55%	1.50%	98.6%	1.43 Seconds
<b>EDD - KPMG Consulting Performance</b>	3.66%	43.90%	56.10%	7.74 Seconds
<b>BellSouth Parity</b>	96.80%	0.86%	99.19%	0.74 Seconds
<b>SAQ - KPMG Consulting Performance</b>	18.51%	42.35%	57.65%	9.82 Seconds
<b>BellSouth Parity</b>	63.06%	8.00%	92.98%	2.51 Seconds
<b>TNAQ - KPMG Consulting Performance</b>	49.22%	21.09%	78.91%	5.29 Seconds
<b>BellSouth Parity</b>	95.55%	1.43%	98.64%	0.95 Seconds

**Amendment:**

KPMG Consulting conducted additional volume testing on December 5, 2001. During the December 5 test, KPMG Consulting received the following results for AVQ, AVQ\_TN, CSRQ, EDD, SAQ and TNAQ pre-orders, submitted using LENS:

	<2.3 Seconds	>6 Seconds	<=6.3 Seconds	Average Response Time
<b>AVQ - KPMG Consulting Performance</b>	44.58%	11.32%	88.68%	4.28 Seconds
<b>BellSouth Parity</b>	95.62%	0.89%	99.19%	0.94 Seconds
<b>AVQ_TN - KPMG Consulting Performance</b>	15.57%	16.42%	83.58%	4.98 Seconds
<b>BellSouth Parity</b>	96.44%	0.73%	99.33%	0.86 Seconds
<b>CSRQ - KPMG Consulting Performance</b>	32.54%	17.75%	92.25%	5.43 Seconds
<b>BellSouth Parity</b>	92.55%	1.50%	98.6%	1.43 Seconds
<b>EDD - KPMG Consulting Performance</b>	10.64%	30.85%	69.15%	10.18 Seconds
<b>BellSouth Parity</b>	96.80%	0.86%	99.19%	0.74 Seconds

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	<2.3 Seconds	>6 Seconds	<=6.3 Seconds	Average Response Time
<b>SAQ - KPMG Consulting Performance</b>	17.31%	57.60%	42.40%	9.72 Seconds
<b>BellSouth Parity</b>	63.06%	8.00%	92.98%	2.51 Seconds
<b>TNAQ - KPMG Consulting Performance</b>	56.74%	12.06%	87.94%	3.96 Seconds
<b>BellSouth Parity</b>	95.55%	1.43%	98.64%	0.95 Seconds

**Summary of BellSouth Responses:**

BellSouth's response stated that some of its applications and network components showed slightly degraded performance during volume testing on October 30, 2001 but that no issue caused a significant performance impact by itself. BellSouth reported according to internal measures that these factors contributed to CSRQ and SAQ response times not meeting the parity +2 seconds standard. BellSouth also presented internal time measurements for all preorders compared to those reported by KPMG Consulting.

BellSouth reported that KPMG Consulting and other CLECs experienced slower than normal response times due to an overloaded mainframe communication link during volume testing on December 5, 2001. BellSouth stated that application processing on the mainframe was not affected, but end-to-end transaction times increased due to the wait time imposed by the backlog.

BellSouth also noted that KPMG Consulting requested significantly more data on SAQs submitted during the December 5, 2001 volume test than is typical of CLECs. BellSouth reported that the large data volume per SAQ increased the overall SAQ response time.

**2<sup>nd</sup> Amended Issue:**

KPMG Consulting conducted additional volume testing on December 20, 2001, January 10, 2002 and January 28, 2002. During these three volume retests, KPMG Consulting received the following results for AVQ, AVQ\_TN, CSRQ, EDD, SAQ, and TNAQ preorders, submitted using LENS:

Query	KPMG Consulting Performance Average Response Time			BellSouth Retail Average
	12/20/2002	1/10/2002	1/28/2002	
<b>AVQ</b>	2.00 Seconds	2.12 Seconds	2.06 Seconds	0.94 Seconds
<b>AVQ_TN</b>	2.91 Seconds	2.92 Seconds	2.59 Seconds	0.86 Seconds
<b>CSRQ</b>	2.23 Seconds	2.53 Seconds	2.69 Seconds	1.43 Seconds

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<b>EDD</b>	3.93 Seconds	7.00 Seconds	4.13 Seconds	0.74 Seconds
<b>SAQ</b>	6.4 Seconds	5.81 Seconds	3.53 Seconds	2.51 Seconds
<b>TNAQ</b>	2.13 Seconds	1.94 Seconds	1.33 Seconds	0.95 Seconds

BellSouth did not return EDD responses within an average interval that is at parity +2 seconds with retail performance during these tests. SAQ responses also did not meet the parity +2 standard for the volume tests conducted on December 20, 2001 and January 10, 2002.

**Impact:**

Delays in receiving pre-order responses could prevent a CLEC from obtaining information necessary to efficiently process a customer's service request, resulting in decreased CLEC customer satisfaction.

# Attachment 60

**2<sup>ND</sup> AMENDED OBSERVATION 136**  
BellSouth Florida OSS Testing Evaluation

Date: February 18, 2002

**OBSERVATION REPORT**

KPMG Consulting has identified an observation as a result of the POP Volume Performance Test (TVV2).

**Observation:**

**KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ\_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web interface. (TVV2)**

**Background:**

According to Operations Support Systems OSS-1 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return pre-order responses within an average interval that is at parity +2 seconds with retail performance provided monthly by BellSouth. KPMG Consulting used BellSouth parity metrics for the report period of September 1, 2001 through September 30, 2001<sup>2</sup>.

**Issue:**

During volume testing conducted on October 30, KPMG Consulting received the following results for AVQ, AVQ\_TN, CSRQ, SAQ and TNAQ pre-orders, submitted using RoboTAG:

	<2.3 Seconds	>6 Seconds	≤6.3 Seconds	Average Response Time
<b>AVQ - KPMG Consulting Performance</b>	0%	95.83%	12.50%	9.04 Seconds
<b>BellSouth Parity</b>	95.62%	0.89%	99.19%	0.94 Seconds
<b>AVQ_TN - KPMG Consulting Performance</b>	0%	66.42%	33.58%	42.72 Seconds
<b>BellSouth Parity</b>	96.44%	0.73%	99.33%	0.86 Seconds

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved by Florida PSC June 12, 2001

<sup>2</sup> Pre-Ordering and Ordering OSS

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	<2.3 Seconds	>6 Seconds	<=6.3 Seconds	Average Response Time
<b>CSRQ - KPMG Consulting Performance</b>	0%	78.35%	21.65%	47.33 Seconds
<b>BellSouth Parity</b>	92.55%	1.50%	98.6%	1.43 Seconds
<b>SAQ - KPMG Consulting Performance</b>	4.55%	95.45%	4.55%	55.64 Seconds
<b>BellSouth Parity</b>	63.06%	8.00%	92.98%	2.51 Seconds
<b>INAQ - KPMG Consulting Performance</b>	64.00%	28.00%	72.00%	47.8 Seconds
<b>BellSouth Parity</b>	95.55%	1.43%	98.64%	0.95 Seconds

**BellSouth's Response:**

BellSouth has correlated the individual test case data for the Pre-Order test cases submitted by KPMG with the data in the TAG logs for the two servers in which responses from KPMG were logged. In summary, BellSouth has determined the following:

	# KPMG reported test cases*	# TAG log reported test cases**	Data Correlation*	Comments
<b>AVQ - LAN box</b>	158	104	No	None of the transactions submitted by KPMG could be tracked in the TAG logs.
<b>AVQ - IN - Internet box</b>	24	32	Yes	See Note #1
<b>CSRQ - Internet box</b>	69	79	Yes	See Note #2
<b>CSRQ - LAN box</b>	128	74	No	None of the transactions submitted by KPMG could be tracked in the TAG logs.
<b>SAQ - Internet box</b>	22	0	N/A	TAG logs show no SAQ transactions sent to the Internet

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	# KPMG reported test cases*	# TAG log reported test cases**	Data Correlation* **	Comments
				box from KPMG.
<b>TNAQ – Internet box</b>	25	0	N/A	TAG logs show no TNAQ transactions sent to the Internet box from KPMG.

**Note #1:** The TAG logs show an average TAG transaction time of 3.0 seconds for this category. The data in the KPMG spreadsheet shows an average RoboTAG transaction time of approx. 9.0 seconds. The observation lists this category as being 42.72 seconds...using the supplied KPMG data, BellSouth is not certain how KPMG derived this number.

**Note #2:** The TAG logs show an average TAG transaction time of 5.8 seconds for this category. The data in the KPMG spreadsheet shows an average RoboTAG transaction time of approx. 11.6 seconds.

In the two categories in which the TAG and RoboTAG time stamps matched up, the average overhead added to RoboTAG transactions after TAG completed it's processing was approx. 6.0 seconds. (This time also includes the time required for the TAG request-response to reach the TAG server over the Internet, the slower of the two network options.) As a result, the amount of time that RoboTAG is taking to process these transactions is typical, given the time required to process the corresponding TAG transactions.

In the remaining categories (in which greater disparities in RoboTAG processing time were reported in the observation), the lack of correlation between TAG and RoboTAG transactions does not allow BellSouth to draw any conclusions regarding where the lengthy transaction times may be coming from. More clarifying information is required from KPMG before BellSouth can do further analysis.

\* Obtained from 'RoboTAG pre-orders 10-30 volume.xls' spreadsheet provided by KPMG.

\*\* Obtained from TAG transaction logs for the LAN and Internet TAG servers.

\*\*\* This is an indication of whether the time stamps supplied by KPMG could be synchronized with the time-stamps in the TAG logs. Where 'Yes' is indicated, then the time stamp data between the KPMG spreadsheets and the TAG logs appears to be in sync. This is important in determining how much time in any given RoboTAG transaction is utilized by TAG processing.



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**Amendment:**

KPMG Consulting conducted additional volume testing on December 5, 2001. During the December 5 test, KPMG Consulting received the following results for AAQ, AVQ, AVQ\_TN, CSRQ, SAQ and TNAQ pre-orders, submitted using RoboTAG:

	<2.3 Seconds	>6 Seconds	<=6.3 Seconds	Average Response Time
<b>AAQ - KPMG Consulting Performance</b>	0%	67.44%	32.56%	17.61 Seconds
<b>BellSouth Parity</b>	96.80%	0.86%	99.19%	0.74 Seconds
<b>AVQ - KPMG Consulting Performance</b>	0%	82.98%	17.02%	26.47 Seconds
<b>BellSouth Parity</b>	95.62%	0.89%	99.19%	0.94 Seconds
<b>AVQ_TN - KPMG Consulting Performance</b>	0%	65.69%	34.31%	10.37 Seconds
<b>BellSouth Parity</b>	96.44%	0.73%	99.33%	0.86 Seconds
<b>CSRQ - KPMG Consulting Performance</b>	0%	77.89%	22.11%	14.78 Seconds
<b>BellSouth Parity</b>	92.55%	1.50%	98.6%	1.43 Seconds
<b>SAQ - KPMG Consulting Performance</b>	0%	100%	0%	47.25 Seconds
<b>BellSouth Parity</b>	63.06%	8.00%	92.98%	2.51 Seconds
<b>TNAQ - KPMG Consulting Performance</b>	61.54%	11.54%	88.46%	2.81 Seconds
<b>BellSouth Parity</b>	95.55%	1.43%	98.64%	0.95 Seconds

**2<sup>nd</sup> Amended Issue:**

KPMG Consulting conducted additional volume testing on December 20, 2001, January 10, 2002 and January 28, 2002. During these three volume tests, KPMG Consulting received the following results for AAQ, AVQ, AVQ\_TN, CSRQ, SAQ and TNAQ pre-orders, submitted using RoboTAG:

Query	KPMG Consulting Performance Average Response Time			BellSouth Retail Average
	12/20/2002	1/10/2002	1/28/2002	

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<b>AAQ</b>	19.77 Seconds	12.48 Seconds	9.50 Seconds	.79 Seconds
<b>AVQ</b>	33.45 Seconds	18.91 Seconds	13.14 Seconds	1.18 Seconds
<b>AVQ_IN</b>	34.41 Seconds	15.5 Seconds	8.42 Seconds	1.06 Seconds
<b>CSRO</b>	29.01 Seconds	16.34 Seconds	10.61 Seconds	1.43 Seconds
<b>SAQ</b>	68.33 Seconds	19.26 Seconds	47.33 Seconds	2.74 Seconds
<b>TNAQ</b>	44.46 Seconds	11.7 Seconds	5.52 Seconds	1.16 Seconds

**Impact:**

Delays in receiving pre-order responses could prevent a Competitive Local Exchange Carrier (CLEC) from obtaining information necessary to efficiently process a customer's service request resulting in decreased CLEC customer satisfaction.