



# **EXHIBIT OSS – 5**

## **BellSouth Pre-Ordering and Ordering Overview Guide**

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## **Disclaimer Statement**

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## Version History / Control

The following is a list of modifications, enhancements, and/or improvements made to this guide. As changes are made to the Pre-Ordering and Ordering information provided in this guide, this document will be updated accordingly.

<b>Section</b>	<b>Date / Issue</b>	<b>Description</b>
All	3/31/00 – Issue 1.0	Initial document release.

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## **1.0 Introduction**

### **1.1 Preface**

BellSouth is a Regional Bell Operating Company (RBOC) offering local service to residential and business customers in the southeastern United States. Through manual and highly automated processes, BellSouth offers Competitive Local Exchange Carriers (CLECs) the ability to submit pre-order transactions. Moreover, these same business processes allow the CLEC to submit local service requests for telecommunications services for resale, unbundled network elements (UNEs), and other such services throughout BellSouth's nine-state region.

To help CLECs submit efficient and accurate inquiries and/or orders, BellSouth has developed a variety of electronic interfaces that interact with its operational support systems (OSS). These interfaces provide the CLEC with several options to conduct business with BellSouth in a manner that supports the CLEC's specific business needs.

BellSouth has created the Local Carrier Service Center (LCSC) to process manual pre-order and order transactions. These centers are strategically located within BellSouth's nine-state region to meet the CLECs' needs by efficiently and effectively processing each transaction.

This guide provides a high-level overview of the Pre-Ordering and Ordering processes at BellSouth. It offers the CLEC a basic understanding of the key activities involved with these processes when conducting business with BellSouth.

### **1.2 Purpose Statement**

The purpose of this guide is to provide an instructional Pre-Ordering and Ordering overview for CLECs engaged in offering local telecommunications services through BellSouth Telecommunications, Inc. It also provides the CLEC with a high-level understanding of the current procedures and processes used to acquire products and services from BellSouth. Specifically, this guide provides the following for CLECs:

- An overview of the Pre-Ordering and Ordering business processes. This is intended to provide a map that guides the CLEC through each activity in these processes. It only provides a high-level overview of each process. Where more detailed information is needed, this guide directs the CLEC to other documents, sources, or references it may utilize to obtain more detailed information.
- A list of available options to electronically or manually submit Pre-Order and Order transactions. By listing them, the CLEC can see the array of options available and how each option can support its business.

- A list of more extensive Pre-ordering and Ordering documentation that is available. By providing a general document description and information on where to obtain it, the CLEC is not overwhelmed with unnecessary information. This enables the CLEC to efficiently locate the information needed to submit and receive transactions to and from BellSouth.

### **1.3 Audience**

This guide is written for the CLEC interested in procuring products and services from BellSouth Telecommunications, Inc. Except where necessary, this guide does not differentiate between resale and facility-based CLECs.

### **1.4 How to Read this Guide**

BellSouth developed this document to assist those CLECs unfamiliar with the current business processes used at BellSouth. A recommended approach is that the CLEC initially read this guide from start to finish; however, the guide is structured so that a CLEC may easily access a particular section without having to read a preceding section.

The guide is organized accordingly:

- Introduction
- Pre-Ordering Process
- Ordering Process
- Additional Ordering Information

#### *Introduction*

This section provides the CLEC with general document information such as the intended audience, the document purpose, and this section, "How to Read this Guide". BellSouth suggests that the CLEC use this information for reference purposes.

#### *Pre-Order Process*

This section provides the CLEC with a step-by-step overview of each activity in the Pre-Order process. It guides the CLEC through each activity explaining the options available in detail. Where more detailed information is needed, such as completing a Letter of Authorization, the CLEC is referred to the appropriate BellSouth documentation and/or Web site. BellSouth suggests that the CLEC use this section to familiarize itself with the Pre-Order process and all the available options.

#### *Order Process*

This section provides the CLEC with a step-by-step overview of each activity in the Order process. It guides the CLEC through each activity explaining the options available in detail. Where more detailed information is needed, such as field requirements of a Local Service Request (LSR) Form, the CLEC is referred to the appropriate BellSouth documentation and/or Web site. BellSouth suggests that the CLEC use this section to familiarize itself with the Order process and all the available options.

### *Additional Ordering Information*

This section provides the CLEC with an abundance of information surrounding the Ordering process. Topics include training, provisioning, and other documentation. The CLEC should use this section only as a reference for additional information that reinforces its understanding of the Ordering process.

## **1.5 General Assumptions**

This guide makes several assumptions that are a starting point for the CLEC conducting business with BellSouth. The CLEC must fulfill these stipulations before proceeding any further. Specifically, this guide assumes:

- The CLEC has completed the Start-Up and Account Activation requirements
- The CLEC has a general understanding of the telecommunications industry and the role that BellSouth plays as an incumbent local exchange company

### *CLEC Start-Up/Account Activation*

CLEC Account Activation requirements must be completed prior to submitting a valid service request electronically or manually. Detailed information regarding the Start-Up processes and CLEC Account Activation requirements can be found in the *BellSouth Start-Up Guide*. The CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

The list contains some of the general requirements that CLECs must complete prior to submitting a valid service request:

- CLEC has a signed contract to conduct business with BellSouth
- CLEC is familiar with the terms and conditions of its executed agreement with BellSouth or the applicable tariff(s) for the service(s) the CLEC wishes to order
- CLEC has reviewed the *BellSouth Start-Up Guide*
- CLEC has met all of the certification requirements of the regulatory entities, federal and state Public Service/Utility Commissions (PSC/PUC)
- CLEC has provided proof of PSC/PUC Certification
- CLEC has submitted a Credit Application
- CLEC has established a master "Q" billing account with BellSouth
- CLEC has obtained an Operating Company Name (OCN)
- CLEC has submitted a Blanket Letter of Authorization (LOA)
- CLEC has completed and submitted a CLEC Misdirected Call Contact Number Form
- CLEC has advised BellSouth of its decision to participate in the disposition of a Line Information Database (LIDB) contract
- CLEC has established a reciprocal agreement for Customer Name and Address Information
- CLEC providing facility-based services must have an Access Customer Name Abbreviation (ACNA) and a Carrier Identification Code (CIC)

*BellSouth/Industry Knowledge*

It is important for the CLEC to have a general understanding of the telecommunications industry and to be familiar with but not limited to general terminology, regulatory requirements, and industry guidelines. This basic knowledge is important for interacting with BellSouth and is not BellSouth's responsibility to provide.

In addition, as an incumbent local exchange carrier offering local service to residential and business customers in the southeastern United States, BellSouth is obligated to offer various network elements and services in accordance with the Telecommunications Act of 1996. It is important that CLECs understand BellSouth's role in offering products and services. The CLEC assumes the responsibility to familiarize itself with this Act and any additional rules and regulations sanctioned by the Federal Communications Commission or respective state regulatory agency.

## 2.0 Pre-Ordering Process

This section highlights those business procedures necessary for CLECs to electronically and/or manually access pre-order data. BellSouth offers the CLEC several options for inquiring about services and features, checking due dates, reserving telephone numbers and performing other Pre-Ordering activities. The information provided by the CLEC can then be used to populate the fields of an LSR. In essence, the Pre-Ordering process is a combination of several activities that together can assist a CLEC in properly completing a service request. These activities are summarized according to the following sub-process levels:

- Gathering CLEC Customer Information
- Identifying and Selecting the Right Option for Submission
- Validating the Information Submitted

These procedures are described in the next few sections in order to provide the CLEC with a map of the available options and general information it needs to conduct business with BellSouth.

### 2.1 Gathering CLEC Customer Information

Before attempting to submit a service request, a CLEC should be familiar with the information it will need to obtain from its customer. Information such as a customer's address, line and feature functions, and installation dates all should be obtained. The CLEC will need this information from its customer in order to submit a valid pre-order query or service inquiry. The information obtained from these inquiries can later be used to complete an order for local service. To help the CLEC obtain such information, BellSouth has prepared documentation that describes in detail the required, conditional, and optional information requirements for Pre-Order transactions such as address validations, service availability, and others. The specific information requirements are contained in the *BellSouth Pre-Order Business Rules* document. A CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

In addition to obtaining information for Pre-Order transactions, a CLEC should also obtain relevant ordering information. As stated before, the Pre-Ordering process is a combination of several activities that can assist a CLEC in properly completing a service request. Therefore, when gathering customer information, a CLEC should ensure it obtains ordering information so that a valid LSR can be submitted manually or electronically. BellSouth has prepared documentation that describes the required, conditional and optional information requirements for electronically and manually submitted order transactions (e.g., loops, ports, port/loop combos, resale). The specific information requirements are contained in the *BellSouth Business Rules for Local Ordering* document (See Supported Guidelines at Section 4.3). A CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

### 2.1.1 Local Service Request Layout

The LSR is required for submitting order transactions to the LCSC. It provides BellSouth with administrative, billing and contact information. The **Administrative Section** contains details pertaining to the service being ordered such as: purchase order number, requisition type, and desired due date. The **Bill Section** provides the CLEC's billing name and address information. The **Contact Section** contains initiator information (i.e., who initiated the request), design contact name (i.e., who to contact for designed services), address and telephone number as well as implementation contact name and telephone number. This request form was designed to provide sufficient information to assist BellSouth in provisioning and billing the service.

In addition to the LSR, the CLEC must also provide an End User Information Form (EU) for each request. This form provides entries for ordering options such as inside wire specifications and disconnect information. The location and access section provides entries for describing end-user locations including entries that may be necessary for gaining access for installation purposes.

Finally, forms have been designed to accommodate ordering conditions specific to a service type and may be required to be completed with an LSR and EU form. These service-specific forms are:

- Resale Service
- DID Resale Service
- Loop Service (Facility-Based)
- Number Portability (Facility-Based)
- Loop Service with Number Portability (Facility-Based)
- Port Service (Facility-Based)
- Directory Service Caption Request
- Directory Listing

As aforementioned, each CLEC should utilize the *BellSouth Business Rules for Local Ordering document* (See Supported Guidelines at Section 4.3) whenever completing these forms. This document will assist the CLEC in identifying the correct form to use and relevant information necessary to accurately complete each form.

## 2.2 Identifying and Selecting the Right Option for Submission

The CLEC has several options to submit Pre-Order and Order transactions. These options range from submitting transactions through one of BellSouth's electronic interfaces to interacting with BellSouth's customer service center (i.e., the LCSC). The table below visually depicts the functionality features of each option to assist the CLEC in deciding which option best addresses its business needs.

Electronic vs. Manual	Option	Pre-Ordering Functionality	Ordering Activities	Ordering Requisition Type
Electronic	Local Exchange Navigation System (LENS)	<ul style="list-style-type: none"> <li>Reserve Telephone Numbers</li> <li>Validate Addresses</li> <li>Check Feature / Service Availability</li> <li>Check Installation Intervals &amp; Scheduling</li> <li>View Customer Service Record</li> <li>View PIC/LPIC Carriers</li> <li>Reserve Miscellaneous Account Numbers</li> <li>Estimate Due Date</li> </ul>	<ul style="list-style-type: none"> <li>New Installation</li> <li>Conversion As Is</li> <li>Conversion As Specified</li> <li>Change to Existing Accounts</li> <li>Partial Migrations</li> <li>Disconnect</li> <li>Suspend / Restore / Deny</li> </ul>	<ul style="list-style-type: none"> <li>Loop Service*</li> <li>Loop w/INP*</li> <li>Resale (Non-Complex)</li> <li>Directory Listing</li> <li>Network Combinations*</li> </ul>
Electronic	RoboTAG™ Software	<ul style="list-style-type: none"> <li>Telephone Number Reservation</li> <li>Address Validation</li> <li>Feature Service/Availability</li> <li>Check Installation Intervals &amp; Scheduling</li> <li>View Customer Service Record</li> <li>Calculate Due Date</li> </ul>	<ul style="list-style-type: none"> <li>All Service Activities</li> </ul>	<ul style="list-style-type: none"> <li>All Service Requisition Types</li> </ul>
Electronic	Electronic Data Interchange (EDI)	<ul style="list-style-type: none"> <li>EDI does not offer Pre-Order Functionality.</li> </ul>	<ul style="list-style-type: none"> <li>All Service Activities</li> </ul>	<ul style="list-style-type: none"> <li>All Service Requisition Types</li> </ul>
Electronic	Telecommunications Access Gateway (TAG)	<ul style="list-style-type: none"> <li>Reserve Telephone Numbers</li> <li>Validate Addresses</li> <li>Check Feature / Service Availability</li> <li>Check Installation Intervals &amp; Scheduling</li> <li>View Customer Service Record</li> <li>Calculate Due Date</li> </ul>	<ul style="list-style-type: none"> <li>All Service Activities</li> </ul>	<ul style="list-style-type: none"> <li>All Service Requisition Types</li> </ul>
Manual	Local Carrier Service Center (LCSC)	<ul style="list-style-type: none"> <li>Reserve Telephone Numbers</li> <li>View Customer Service Records</li> </ul>	<ul style="list-style-type: none"> <li>All Services Activities</li> </ul>	<ul style="list-style-type: none"> <li>All Service Requisition Types</li> </ul>

\* These Requisition Types will be supported in the Release 6.2 of the Local Exchange Navigation System, which is scheduled for production on 4/15/00.

## 2.2.1 Electronic Interfaces

For those CLECs submitting transactions electronically, BellSouth has provided four separate options to submit pre-order and order transactions and check the status of their order requests. They include:

- Local Exchange Navigation System (LENS)
- Robust Telecommunications Access Gateway Software (RoboTAG™)
- Electronic Data Interchange (EDI)<sup>1</sup>
- Telecommunications Access Gateway (TAG)

### *Local Exchange Navigation System (LENS)*

LENS is an online, interactive, menu-driven system that permits subscribers to perform pre-order inquiry functions and process requests for various products, features, and services currently offered by BellSouth. CLECs can use LENS to either order new (no existing telephone number) or existing service. The CLEC is also able to view firm order confirmations (FOC), completion notices (CN), service order status and LSRs in error. CLECs using LENS can cancel pending orders or change due dates on pending orders that they have placed via LENS. For information about LENS the CLEC should review the *Local Exchange Navigation System (LENS) User Guide* at the Web site address below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/guides.html>

### *BellSouth® Robust Telecommunications Access Gateway (RoboTAG™ Software)*

The RoboTAG™ software is an interface to the Telecommunications Access Gateway. CLECs can use the RoboTAG™ software to perform pre-ordering inquiry functions such as address validations and telephone number assignments. CLECs can also submit orders for ports, loops, port/loop combinations, and others using the RoboTAG™ software. In addition, the RoboTAG™ software manages the orders that are submitted to BellSouth and the responses that BellSouth returns to the CLEC. For detailed information about the RoboTAG™ interface the CLEC should contact its Account Team Representative.

### *Electronic Data Interchange (EDI)*

EDI is a computer-to-computer exchange of business documents in a standard format over a communications path. EDI requires the use of industry guidelines that define the format and the data content of the business transaction. This permits properly configured computers to clearly understand the transaction expected and the data necessary to conduct that transaction. Trading partners (i.e., BellSouth and the CLEC) must define the business information and supported standards that are necessary to transact business. This information is then encoded to fit a standard EDI transaction set for data transmission. Currently, BellSouth's EDI gateway only supports specific guidelines applicable to ordering. For more information about these guidelines and the communication requirements, the CLEC should review the *BellSouth EDI Specifications Guide* at the Web site address listed below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/guides.html>

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<sup>1</sup> As represented in Section 2.2, EDI does not offer any Pre-Order functionality.

### *Telecommunications Access Gateway (TAG)*

TAG is similar to EDI, in that it is a machine-to-machine exchange of business documents in a standard format over a communications path. TAG provides a bi-directional flow of information from a CLEC to BellSouth's OSS and from BellSouth's OSS to the CLEC. In addition, TAG provides both pre-ordering and ordering functionality through the CLEC's own application interface. Again, similar to EDI, TAG supports specific guidelines applicable to pre-ordering and ordering. For more information about these standards and the communications requirements, the CLEC should review the *TAG API Reference Guide* at the Web address listed below or contact its Account Team Representative:

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

NOTE: This Web site only contains a link to the TAG documentation Web site address, which is password-protected. Only those CLECs requiring access are granted a user ID and password. For more information, a CLEC should contact its Account Team Representative.

## **2.2.2 Customer Service Centers**

### *Local Carrier Service Center*

The Local Carrier Service Center (LCSC) serves as BellSouth's point of contact for manually processing LSRs from CLECs. Once the required Start-Up/Activation process is complete, the CLEC may begin to manually submit valid service requests to the LCSC in accordance with the ordering business rules defined in the *BellSouth Business Rules for Local Ordering* (See Supported Guidelines at Section 4.3). Again, any CLEC can obtain a copy of this document at:

<http://www.interconnection.bellsouth.com/guides/guides.html>

The LCSC is responsible for providing the following services for its customers:

- Delivering authorized customer record information
- Processing service order requests
- Handling billing inquiries and payment arrangements

To contact the LCSC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ics\\_cntr.html](http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html)

NOTE: To obtain contact information for the Billing Group under the LCSC, see the Web site address listed below:

<http://www.interconnection.bellsouth.com/forms/billing&collections.html>

*Interconnection Purchasing Center*

The Interconnection Purchasing Center (IPC) serves as BellSouth's point of contact to CLECs for the processing of Access Service Requests (ASRs) for local interconnection trunks. The Local Interconnection Trunking Project Management Group, a part of the IPC, is responsible for the project management of all new CLEC Switches interconnecting with BellSouth's local network. This involves the coordination of several groups including, but not limited, to Circuit Capacity Management, Circuit Provisioning Group, and the Central Office. Once the required Start-Up/Activation process is complete, the CLEC may begin to manually submit valid service requests to the IPC in accordance with the ordering requirements listed in the *Access Service Ordering Guidelines* (ASOG) published by the Alliance for Telecommunications Industry Solutions (ATIS). To obtain a copy of these guidelines, a CLEC can visit the ATIS Web site at:

<http://www.atis.org>

The IPC is responsible for providing the following services to its customers:

- Processing Access Service Requests for local interconnection trunks
- Summarizing the Percent Local Usage report for the CLECs to calculate their invoices to BellSouth
- Verify charges for traffic terminating from BellSouth subscribers to CLEC subscribers
- Contacting the CLEC for invoice/billing disputes between BellSouth and the CLEC

To contact the IPC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ics\\_cntr.html](http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html)

*Equal Access Service Center*

The Equal Access Service Center (EASC) is a regional service center responsible for addressing Equal Access issues. CLEC end-users should report unauthorized PIC changes to the preferred CLEC. The preferred CLEC should contact the EASC for resolution. The EASC will correct the Predesignated Interexchange Carrier (PIC) or Local Tolls Predesignated Interexchange Carrier (LPIC) and apply charges and/or credits associated with the PIC/LPIC change charge as appropriate.

To contact the EASC refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ics\\_cntr.html](http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html)

NOTE: CLECs must contact the EASC on behalf of the end-user. The EASC will not accept calls directly from an end-user.

*BellSouth Advertising and Publishing Company*

The BellSouth Advertising and Publishing Company (BAPCO) is responsible for all directories and directory listing information and publishing.

BAPCO is responsible for providing the following services to its customers:

- Serves as the primary liaison for contracting for directory listings with BellSouth
- Processes order requests for directory listings
- Provides support to CLECs to correctly complete the Directory Listing Request
- Provides Directory Review Listing report four to six weeks prior to publication for CLEC accuracy review upon request

To contact the BAPCO refer to the Web site address listed below:

[http://www.interconnection.bellsouth.com/markets/lec/ics\\_cntr.html](http://www.interconnection.bellsouth.com/markets/lec/ics_cntr.html)

NOTE: A CLEC desiring to have specific company information included in the Customer Guide Pages of the BellSouth printed directories should first contract with BAPCO and then complete and mail a BAPCO Directory form.

### **2.3 Validating the Information Submitted**

Data validation is performed to ensure that there is complete and accurate information provided by the CLEC on the LSR. This involves five key activities:

- Address Validation
- Telephone Number Reservation
- Feature/Service Availability
- Installation Intervals and Scheduling
- Customer Record Information

**Address Validation:** This activity is performed to validate a customer provided a correct address.

**Telephone Number Reservation:** This activity is performed to select and reserve a telephone number.

NOTE: Some CLEC customer locations are served by multiple switches that may support different types of services. It is the CLEC's responsibility to understand which switch types support which services when assigning a telephone number. At times, it may be necessary for BellSouth to introduce a "switch freeze" while it replaces or repairs the switch. When this happens, telephone number reservations in the affected BellSouth area will be preempted.

**Feature/Service Availability:** This activity is performed to confirm if a feature/service is available on a particular central office switch.

***Installation Intervals & Scheduling:*** This activity is performed to assign a target installation interval and service dates.

***Customer Service Record Information:*** This activity is performed to reference records for a CLEC's own customers and existing BellSouth customers.

As discussed previously, BellSouth offers various options to interact with its operational support systems. If a CLEC is using one of the BellSouth provided electronic interfaces (e.g., LENS, RoboTAG™ Software), data validation is a function of the interface. For CLEC-developed interfaces (e.g., TAG, EDI), the CLEC is responsible for designing the interface with the CLEC's desired level of data validation functionality. For those CLECs who do not utilize one of BellSouth's electronic interfaces, the LCSC does offer limited Pre-Order validation (e.g., View Customer Service Records, Reserve Telephone Numbers). In addition, as part of the ordering process, the LCSC will perform the data validation.

### 3.0 Ordering Process

The Ordering process defines how a CLEC submits orders for products and services offered by BellSouth. The process begins when an LSR is transmitted by the CLEC via an electronic interface or manually to the LCSC. The Ordering process validates the LSR data, checks the data for errors, and generates a service order. In some instances, the LSR may be returned to the CLEC because the information provided by the CLEC is invalid or incomplete. The CLEC may need to provide additional information or clarify some of the information already provided before the LSR is validated. Once the LSR is validated, BellSouth issues an FOC to the CLEC. This completes the ordering process and prompts provisioning of the service.

Similar to the Pre-Ordering process, the Ordering process can be logically broken down into three key activities:

- Order Process Submission
- Order Process Validation/Clarification
- Order Process Confirmation

**Order Process Submission:** This activity involves completing an electronic or manual LSR and submitting it electronically to BellSouth's OSS or manually to BellSouth's LCSC.

**Order Process Validation/Clarification:** This activity involves the return of an LSR to the CLEC for explanation of information provided in the LSR. BellSouth will return any LSR to the CLEC when incomplete, incorrect, or conflicting information is present on the LSR. Incomplete, incorrect or conflicting information can result in BellSouth's inability to issue the order(s) as requested on the LSR. All clarifications will be returned to the requesting CLEC whereby the CLEC has 10 business days to respond to the request by submitting a supplemental LSR. The LSR will be cancelled after 11 business days if no response is received. A new LSR must be submitted after BellSouth cancels the service request.

**Order Process Confirmation:** This activity involves the return of an FOC to the CLEC after validating the LSR. Specifically, order confirmation occurs when the service request becomes a service order and is recorded in BellSouth's OSS as ready for provisioning.

**NOTE:** The detailed procedures within the above activities may differ depending on whether the requested service/product being ordered is Simple, Complex, or an Unbundled Network Element (UNE). For more information a CLEC may contact its Account Team Representative.

**NOTE:** BellSouth should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected BellSouth internal departments. This will ensure that the order properly reflects all requested service and appropriate billing information.

## 4.0 Additional Ordering Information

### 4.1 Provisioning Process Overview

The Provisioning process includes all of the activities necessary to fulfill a CLEC order for telecommunications service. Activities may involve assigning facilities, updating translations in software, designing circuits, issuing technician work orders, testing facilities and equipment, and activating the product or service. The various activities of Provisioning are determined by factors such as the type of service (Designed or Non-Designed), features requested, and number of new connects. The complexity of the service ordered may dictate additional activities to ensure accurate provisioning of the order.

As described above, there are several activities in the Provisioning process, and for the most part, these activities are conducted exclusively by BellSouth with little interaction from the CLEC. Nonetheless, BellSouth has provided the CLEC with the CLEC Service Order Tracking Systems (CSOTS). CSOTS is an online status tracking system that enables the CLEC to view submitted service orders, determine order status, and track service orders through the Provisioning process. In other words, it facilitates the CLEC's ability to track the status of their end-user's order. For more information on this system, a CLEC should review the *CLEC Service Order Tracking System User Guide* at the Web site address listed below or contact the appropriate Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/guides.html>

In addition to CSOTS, BellSouth offers the CLEC the Pending Facilities (PF) Report. This report is compiled daily and provides a snapshot of the CLEC's orders in PF status. It supplies the CLEC with information such as the telephone number, listed name, and facilities needed on a particular order. In addition the CLEC can obtain the Estimated Completion Date/Estimated Service Date (ECD/ESD). For more information on this report, a CLEC should contact its Account Team Representative.

NOTE: The BellSouth service technician will provide notification to the CLEC when an appointment is missed for end user reasons. The CLEC should issue a supplement with a new desired due date, and forward to the LCSC. The original service order (PON) will be cancelled if a new desired due date is not provided within 14 calendar days.

NOTE: If it is determined on the due date that the service due date commitment can not be met, the CLEC will be notified by a telephone call from the appropriate BellSouth personnel.

### 4.2 Available Training

BellSouth offers several training courses to help each CLEC in conducting business effectively and efficiently with BellSouth. The classes are designed to promote the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved. The curriculum includes courses on BellSouth Products and Services, Ordering Procedures, and more. For more

information on training, a CLEC should review the Web site address listed below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/training/announce.html>

### **4.3 Supported Guidelines**

The predominant standards setting body in the Telecommunications industry is the ATIS. This organization is comprised of several committees that issue guidelines for electronic data interchange (EDI), ordering, provisioning, billing, etc. These guidelines are intended to enhance the efficiency and effectiveness of the interaction between business partners (e.g., BellSouth and the CLEC) in the Telecommunications industry. It is important to note that these guidelines are just 'guidelines' and in some situations BellSouth may not implement a particular portion of the guideline because it is inconsistent with BellSouth's business needs. For this reason, it is important for each CLEC to work closely with BellSouth when interacting electronically or manually with BellSouth.

Currently, BellSouth supports Issues 7 and 9 of the Telecommunications Industry Forum (TCIF) Guidelines dated December 1999.

In addition, BellSouth supports or will be supporting the Local Service Ordering Guidelines (LSOG) Issue 2 and 4 released by the Ordering and Billing Forum (OBF). These guidelines govern the format for ordering local service. LSOG Issue 2 will only be supported through September 2, 2000; however, beginning May 1, 2000, BellSouth will support LSOG Issue 4. For more information on these guidelines, a CLEC may review the ATIS Web site at the Web site address listed below or contact its Account Team Representative:

<http://www.atis.org/home.htm>

### **4.4 Universal Service Order Codes (USOCs) and Field Identifiers (FIDs)**

BellSouth has posted information, on the Internet, mapping USOCs to particular services. CLECs can access the USOC Manuals directly from the Web site. The USOC Manuals are in two formats, service category and USOC alphanumeric codes. The Web site for the CLEC USOC Manuals is:

<http://www.interconnection.bellsouth.com/guides/guides.html>

#### **4.5 BellSouth Work Aid for Ordering Complex Services**

Complex services are typically highly complex products that require customized handling or processing when ordering. To assist the CLEC in ordering these products, BellSouth has developed the *BellSouth Work Aid for Ordering Complex Services*. This work aid provides forms and line by line instructions for requesting BellSouth complex products and services. For information about this work aid, the CLEC should review the document located at the Web site address below or contact its Account Team Representative:

<http://www.interconnection.bellsouth.com/guides/guides.html>

#### **4.6 Local Number Portability Ordering Guide for CLECs**

Local Number Portability (LNP) allows an end-user to keep his/her current telephone number(s) if he/she chooses to switch from their current Local Service Provider to another. To assist each CLEC with ordering LNP, BellSouth has developed the *Local Number Portability Ordering Guide for CLECs*. This guide is intended to increase the CLEC's understanding of the LNP Order process at BellSouth, to provide guidelines for LSR completion, and to offer information on critical success factors for LSR submission. It is not a replacement for the *BellSouth Business Rules for Local Ordering*. The CLEC can obtain a copy of this document at the Web site address listed below:

<http://www.interconnection.bellsouth.com/guides/guides.html>