



# **EXHIBIT OSS – 28**

## **CLEC Service Order Tracking System User's Guide**

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## **User's Guide**

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## Change History

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Issue 1	10/27/99	Incorporated changes from review
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Issue 4	5/18/00	Added section 1.4 as requested by BellSouth Telecommunications Inc.
Issue 5	7/13/00	The URL for the Pending Order Status job aid in section 4.2.2 was updated.

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## Before You Begin

### Purpose

This guide is designed to help you use the CLEC Service Order Tracking System (CLEC SOTS), referred to as the “tracking system.” The guide reviews service order statuses and provides instructions on the various service order fields and system navigation.

**Note:** This guide assumes that you have some familiarity with Web browsers and standard Microsoft Windows conventions.

### Using This Guide

The following table explains the topics addressed in each chapter:

Read...	To learn about...
Section 1.4, "About the System"	The overall functionality.
Chapter 2, "Getting Started"	Accessing the system, getting online help, and logging in and exiting the system.
Chapter 3, "Service Order Inquiry"	Retrieving service order data by date range and quick field searches.
Chapter 4, "Service Orders"	Service Orders, appropriate action, order statuses, and order identification.
Chapter 5, "Using Excel"	Downloading query results into an Excel worksheet.

### Typographical Conventions

The following typographical conventions are used in this guide:

Convention	Purpose
<b>Bold</b>	Indicates values or objects you enter into the system. For example: “Type <b>https://clecview.bellsouth.com.</b> ”
<b>Note:</b>	Indicates an exception or attribute to notice.
<b>Hint:</b>	Indicates an easier alternative to complete a process or step.

## Abbreviations and Acronyms

The abbreviations and acronyms used in this guide are defined in the following table:

<b>Term</b>	<b>Meaning</b>
AECN	Alternate Exchange Carrier Name
AO	Assignable Order
BST	BellSouth Telecommunications
CA	Cancelled
CLEC	Competitive Local Exchange Carrier
CLEC SOTS	CLEC Service Order Tracking System
CP	Completed
CUID	CLEC User Identification
Current DD	Current Due Date
DD	Due Date
HC	Held for Completion
LSR	Local Service Request
PD	Pending Dispatch
PF	Pending Facilities
PON	Purchase Order Number
RESH	Reseller Sharer
SO#	Service Order Number
SOCS	Service Order Control System
SPOC	Single Point of Contact
TN	Telephone Number

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# Chapter 1. Introduction

## 1.1. Purpose of the Tracking System

The tracking system provides CLEC service order information from the BellSouth Service Order Communication System (SOCS) for CLEC service orders via a Web interface. The tracking system is designed to provide the CLEC community with the following capabilities:

- Viewing service orders
- Determining order statuses
- Tracking service orders

## 1.2. System Availability

The tracking system interfaces with SOCS to process your requests to view service orders. The tracking system and SOCS are unavailable at certain times for scheduled maintenance or upgrades, which are normally performed during off-peak hours. You will not be able to obtain information at these times.

Please consider the following maintenance schedule when planning to make your service order viewing requests. All times are in Eastern Standard Time:

<b>Day</b>	<b>Down Time</b>
Monday – Saturday	12:00 AM — 6:59 AM 7:01 PM — 12:00 AM
Sunday	12:00 AM — 11:59 PM

### 1.3. Process Flow


CLECs issue Local Service Requests (LSRs) to request service(s) for their end user customers. The LSR is the mechanism by which a CLEC instructs BellSouth on how to handle end user customers. LSRs may be submitted to BellSouth electronically or manually. A basic LSR is generated and processed in the following order.

1. The CLEC generates an LSR.
2. BellSouth Telecommunications (BST) receives the LSR, generates a service order in SOCS, and notifies the CLEC of the service order.
3. The service is delivered to the customer.

The LSR is translated into a service order and is communicated to other BellSouth departments via SOCS, where CLEC Service Order Tracking System information is derived.

### 1.4. About the System

To obtain access to the CLEC Service Order Tracking System, please contact your BellSouth Account Team.

For user assistance, consult this user guide and the computer based tutorial, which may be accessed via the  in the CLEC Service Order Tracking System. For additional user assistance beyond that provided in the aforementioned resources, contact your BellSouth Account Team.

To report a suspected system or documentation problem, please contact the BellSouth Electronic Interface Support at 888 462-8030. BellSouth Electronic Support will forward needed queries or escalations to the appropriate BellSouth departments.

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## Chapter 2. Getting Started

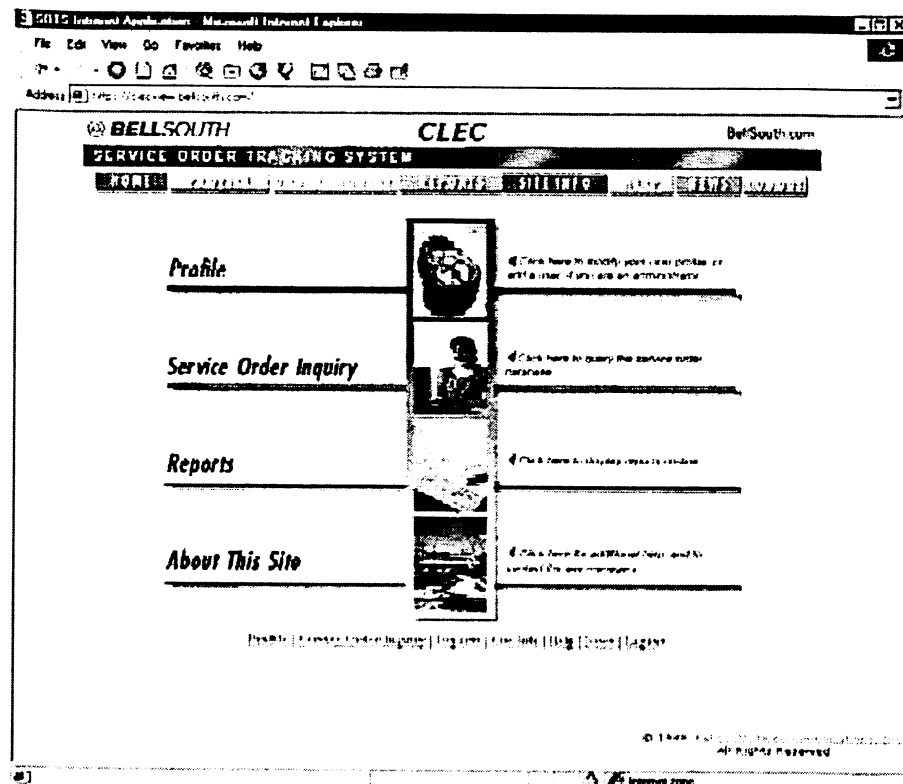
### 2.1. Accessing the System

You will need the following system requirements to successfully access the tracking system through the Internet:






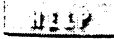


- Excel version 5.0
- 800 x 600 screen resolution or higher
- Internet Explorer 4.01 with SP1 and above for the tutorial
- Netscape Communicator 4.06 and above for the tutorial

In your browser's location toolbar, type <https://clecview.bellsouth.com> and press Enter to access the home page. The following screen appears:


*Figure 1. CLEC Service Order Tracking System Home Page*



The home page contains links to all tracking system functions. Depending on your user access, you can click any button in the top frame or highlighted text in the bottom frame to jump to the appropriate interface.

Button	Description
	Links to the Home page.
	Links to the “User Profile” function, which enables a CLEC to change his or her password.
 or Service Order Inquiry	Links to the “Service Order Inquiry” function.
	May be available for future use.
 or About this Site	Links to a page containing site access, trouble reporting, and system copyright information.
	Links to this guide and the computer based tutorial.
	Links to the News page, which alerts to site updates.
	Allows the CLEC to log out of the system.

## 2.2. Help

 will link you to the appropriate section of the User's Guide based on your location or position in the tracking system. You may choose a section of the guide from the “Contents” frame on the left side of your screen.



## 2.3. Logging In

**Note:** You should have been issued a CLEC User ID (CUID) and password for logging in. If you have lost or do not have a CUID or password, contact the SPOC.

To log in to the tracking system, follow these steps:

1. Open your Internet browser and type **https://clecview.bellsouth.com** in the location toolbar and press Enter.

**Note:** If you have assigned a password to your digital certificate, the system will prompt you to enter it.

2. Click “Service Order Inquiry” or the “Reports” button or link.
3. Enter your CUID and password and click Logon.

**Note:** If your login attempt fails, the screen will refresh and prompt you to re-enter your CUID and password. If your second login attempt fails, contact the SPOC to verify that the CUID and password you are entering is correct.

### 2.3.1. Changing Your Password

You can change your password. Passwords have no minimum character length and can be as long as 16 characters.

To change your password, follow these steps:

1. From the Login screen, click the “Change Password” link. The following appears:

*Figure 2. Change Password Screen*

The screenshot shows a form with four input fields and two buttons. The fields are labeled: CUID, Enter Old Password, Enter New Password, and Please Re-Enter New Password. The buttons are labeled Update and Reset.

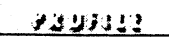
2. Type your CLEC User ID in the CUID field.
3. Type your current password, in the Enter Old Password field.
4. Type your new password in the Enter New Password field.
5. Type your new password in the Please Re-Enter New Password field.
6. Click Update.

**Note:** If you make a mistake and want to re-enter information, click Reset and repeat steps 2 through 6.

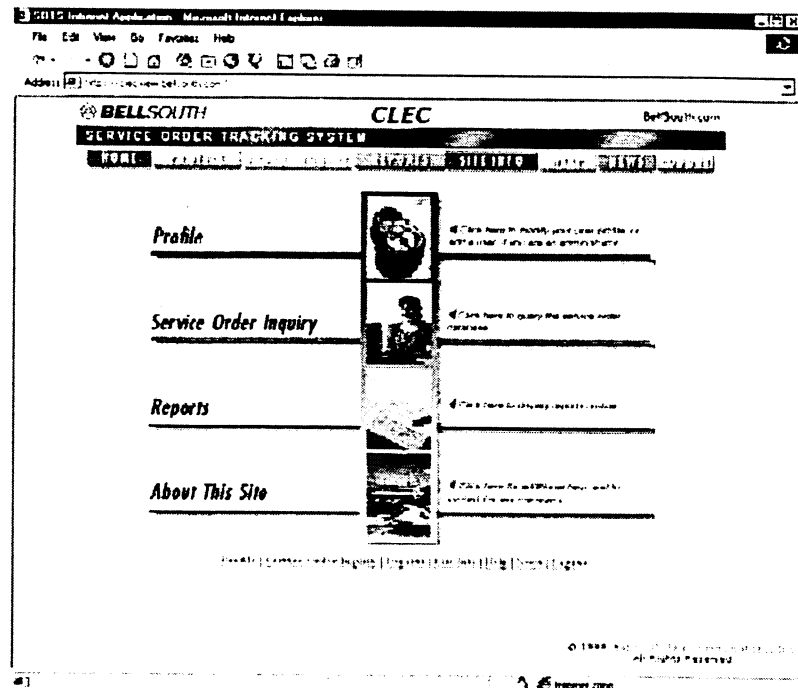
## 2.3.2. Changing Your Password from the Profile Screen

**Note:** If you cannot access the appropriate service order information, please contact the SPOC. The SPOC will correct your user profile, if needed.

To change your password from the Profile screen, follow these steps:

1. Click  or the Profile icon from the tile bar or Home page, as shown in the following figure:

*Figure 3. CLEC Service Order Tracking System Home Page*



2. Select your CUID.

The following screen appears:

*Figure 4. Profile Screen*

3. Type your new password in the New Password field.
4. Retype your new password in the Confirm Password field.
5. Click Update.

---

## Chapter 3. Service Order Inquiry

### 3.1. Using the Order Inquiry Function

Use the Service Order Inquiry function to query service order information based on your security profile, which the Account Team requested, by clicking [ORDER INQUIRY](#).

The following screen appears:

*Figure 5. Order Inquiry Screen*

**BELLSOUTH CLEC**  
**SERVICE ORDER TRACKING SYSTEM**

2000-05-20 SITE INFO HELP LOG OFF

The following query displays the status of all orders for your user profile, which have a Current E.D. on or between the dates you specify.

Select Date Range: From: 04/1/1999 To: 04/2/1999 Show Service Order Status

The following query allows you to display on-screen a service orders matching a specific criteria.

Select Field to Search: ED Enter value to search for: Go to the Same Order List

## 3.2. Searching by a Date Range

To retrieve all orders by a specific date range, follow these steps.

1. Click the  next to the From date field to select the start date or type the date in the field.
2. Click the  next to the To date field to select the end date or type the date in the field.

**Note:** The system will not accept a range greater than 90 days.

3. Click

The following screen appears:

*Figure 6. Service Order Status Screen*

Service Order Status in All States with Current DD between 9/1/1999 and 10/26/1999							
	<u>PD</u>	<u>PF</u>	<u>AO</u>	<u>MA</u>	<u>CA</u>	<u>CP</u>	<u>Total</u>
<u>TEST (8004)</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>
<u>TEST (9000)</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>24</u>	<u>964</u>	<u>989</u>
<u>Total</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>24</u>	<u>964</u>	<u>991</u>

The table (matrix) indicates the number of service orders that have the following CLEC statuses:

- **PD**– Pending Dispatch
- **PF** – Pending Facilities
- **AO**– Assignable Order
- **MA**– Missed Appointment
- **CA**– Cancelled
- **CP**– Completed

### 3.2.1. Breakdown by State

This window allows you to change how you view the matrix. The default view is of the Entire Region.

<b>If you want to...</b>	<b>Then...</b>
View a specific state	Click the state.
Return to the default value	Click the "Entire Region" link.

**Note:** The text above the matrix tells you which view you are seeing.

You can click any underlined entry in the matrix to retrieve service orders based on criteria involving the CLEC Company Code and Order Status you select. The following table lists the information you will see, depending on the entry you select.

<b>Link</b>	<b>Shows all service orders...</b>
Status Type (PF, PD, AO, MA, CA, or CP) or Column Total	In the specified status for all of the CLEC Company Codes.
Number	In the specified status for the specific CLEC Company Code.
Row Total	In the selected status based on the CLEC Company Codes shown.

### 3.2.2. Service Order List Screen

Once you select a matrix header, the following screen appears:

Figure 7. Service Order List Screen

The Service Order List  
for TEST (8004)  
in All States  
with Current DD between 9/1/1999 and 10/26/1999  
Sorted by Current DD

Position	PON	SO#	APP DATE	NPANXX	Status (SR)	Days in Status	Current DD	List Name
1	71285	1071189	10/11/99	803535	MA	8	10/19/99	PUGH, GEKESHA
2	VDFOSVCTP	0929359	09/29/99	843384	PD	8	10/20/99	FLORIDA DIGITAL NETWORK

1 2 of 2 service orders matching your criteria      Download results to Excel

**Note:** The service orders shown are sorted by the Current Due Date. You can reorder the list by selecting any column heading.

The following table defines the field headings in the Service Order List screen:

Field	Description
Position	Position of the service order within the list.
PON	Purchase Order Number.
SO#	Service Order Number.
APP Date	Application Date of the Service Order, which is the day the Service Center or electronic interface receives a correct LSR.
NPANXX	The NPA and NXX on the Service Order.
Status	Service Order Status.
Days in Status	Number of days the order has been in that status.
Current DD	Current Due Date.
List Name	Listed name specified by the LSR.

To view the Service Order Header and Detail information for a specific service order, click the Service Order Number link in the SO# column. The Service Order screen appears.



**Note:** The header information remains at the top of the screen when you scroll.

### 3.2.2.1. Service Order Screen Elements

The following describes the Service Order screen elements.

Element	Description
<<	Click this button to link to the first list.
<	Click this button to link to the previous list.
10	The system will list results based on the number you enter into this box.
>	Click this button to link to the next list.
>>	Click this button to link to the last list.
Download results to Excel	Click this button to download the list into an Excel file on your computer.
Column Header	Click this to view the results for that column.
Position	This column tells the number of the result you are viewing.

### 3.2.2.2. Changing the Sort Order

To re-order a descending column by ascending order, click on the column header. An arrow appears to the right of the column header. To reverse the order, click the column header.



**Note:** The default order is in descending order on the date received.

### 3.2.2.3. Viewing the Service Order

If the order is in “AO,” “PF,” or “MA” status, a button will appear on the Service Order screen labeled “Get Current Status.” It will allow you to view a current status of the service order in SOCS.

### 3.2.2.4. Printing the Service Order

Once you select the service order, it appears in a new screen. The system must format the order to include the header before you can print the order. To print the order, follow these steps:

1. Click Printable Format.
2. Click once within the newly reformatted screen.
3. Click your browser's "Print" button (i.e.  or ) to send the image to your printer.

### 3.2.3. Searching by a Specific Field

From the Order Inquiry screen, you can use the “Search by Specific Field Query” to retrieve a list of service orders by the following criteria:

- Service Order Number (SO#)
- Purchase Order Number (PON)
- RESH
- AECN
- Specific Due Date
- Telephone Number (TN)

To perform a quick search, follow these steps:

1. In the primary search window, click Select Field to Search  and select one of the following:
  - AECN
  - Completion Date
  - Current DD
  - PON
  - RESH
  - SO
  - TN
2. In the Enter Value to Search For field, enter a value and click

**Note:** The values you enter must be exact.

The Service Order List appears.

You can re-sort the list by selecting any column heading. If you click the SO# column link, the Service Order list will appear.

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## Chapter 4. Service Orders

### 4.1. Overview

An LSR is processed in the following order when a CLEC submits it:

1. It is checked for errors.
2. It is characterized for order type (LNP or Non-LNP).
3. The CLEC generates a service order in SOCS.

If an LSR requires additional information to generate a service order, the following notice(s) will be sent to the CLEC, depending on how the LSR was sent:

- A faxed Clarification Notice or Rejected Notice and the PON report, if the order was submitted manually
- An Electronic Notice, if the LSR was submitted electronically

**Note:** You can access a PON Report at <https://clec.bellsouth.com>.

The following list describes the status changes a service order may undergo before it is delivered to the end user:

Status Abbreviation	Meaning	Description
CP	Completed Order	The order is complete and service has been delivered to the end user.
AO	Assignable Order	The order is ready for facility assignment.
CA	Cancelled Order	The order is canceled.
MA	Missed Appointment	The due date for the order has been missed. The associated codes give details.
PD and HC	Pending Order	The order has been assigned facilities and is waiting to be dispatched.
PF	Pending Facilities	It is difficult to provision facilities for the order.

**Note:** Service order status (system request codes) prefixes and suffixes direct efforts of downstream departments and are for BellSouth's internal use only.

## 4.2. Appropriate Action

A Pending Facilities (PF) or Missed Appointment (MA) status on an order usually indicates that there will be a delay in delivering service to the end user. You or BellSouth may need to take action to advance the order to Pending Dispatch (PD). The following sections explain PF and MA statuses and the procedures to follow when you encounter these statuses.

### 4.2.1. PF Status

A service order in PF status indicates a problem provisioning services to the end user. The PF Report gives details on orders in PF status, such as the reason for the delay and the estimated service date. When you encounter an order in PF status, consult the PF Report, which contains the reason for the delay, estimated service, etc., at "<http://clec.bellsouth.com> (<http://clec.bellsouth.com>)."

**Note:** The Web site is password protected. Each CLEC can only view the information about their orders in PR status.

### 4.2.2. MA Status

When an order is in MA status, a problem working the order exists. An MA status indicates the order will require a new due date. The MA status is further explained by the MA codes shown on the order. For more information about the MA codes, consult this URL:  
[http://www.interconnection.bellsouth.com/markets/lec/doc/pend\\_stat.pdf](http://www.interconnection.bellsouth.com/markets/lec/doc/pend_stat.pdf).

#### 4.2.2.1. MA Code Descriptions

The following table lists the MA field codes and their descriptions:

Code	Meaning	Description
CA	Company Assignment	Difficulty with the facility assignment resulted in a missed due date.
CA or EB	Company Business Ofc.	A business office (LCSC) mistake resulted in a missed due date.
CD	Company Designed	A facility design resulted in a missed due date.

<b>Code</b>	<b>Meaning</b>	<b>Description</b>
CF	Company Facilities	Physical facilities resulted in a missed due date.
CI*	Company Independent	Independent company difficulties resulted in a missed due date.
CK	Company Facilities	ISDN BRI Service facilities resulted in a missed due date.
CL	Company Load	An area work load resulted in a missed due date.
CM	Company Mechanization	Mechanization difficulties resulted in a missed due date.
CO	Company Other	Reasons other than those mentioned on this list resulted in a missed due date.
CS	Company Switching	Difficulties with the switching office resulted in a missed due date.
CX	Company Exceptional	Exceptional reasons (natural disaster, etc.) resulted in a missed due date.
CY	Customer Desired Due Date Missed	The due date was missed and the FOC date will follow.
SA*	Subscriber (CLEC/End User) Access	Lack of access at the end user address resulted in a missed due date.
SL*	Subscriber (CLEC/End User) Requests Later Date	CLEC/end user request for a later date resulted in a missed due date.
SP*	Subscriber (CLEC/End User) Requests Earlier Date	CLEC/end user request an earlier date resulted in a missed due date.
SO*	Subscriber (CLEC/End User) Other	CLEC/end user reasons other than those on this list resulted in a missed due date.
SR*	Subscriber (CLEC/End User) Not Ready	CLEC/end user is not ready.

\*Consult the documentation at [http://www.interconnection.bellsouth.com/markets/lec/doc/pend\\_stat.pdf](http://www.interconnection.bellsouth.com/markets/lec/doc/pend_stat.pdf) to determine the appropriate action.

### 4.3. Service Order Identification

Orders are identified in SOCS by service order numbers, which begin with an alpha character followed by seven alphanumeric characters. There are six types of service orders that can be issued in SOCS. Order types are denoted by the first character of the order number. The values for the first character and their meanings are listed in the following table.

Character	Meaning
N	New
C	Change
D	Disconnect
T	Transfer to a new address (works with "F" order)
F	Disconnect from an Old Address (works with "T" order)
R	Record

#### 4.3.1. Service Order Fields

The following table shows the fields that are available for you to view service order information:

Field Number	Title	Description
<b>First Row Header Fields</b>		
1	Order Status	Status of the service order (two alphabetic characters, which may include a prefix or suffix).
2	For BST Internal Use only	
3	For BST Internal Use only	
4	NPANXX	NPANXX used on the service order.
5	For BST Internal Use only	
6	For BST Internal Use only	
7	For BST Internal Use only	
8	For BST Internal Use only	
9	For BST Internal Use only	
10	For BST Internal Use only	

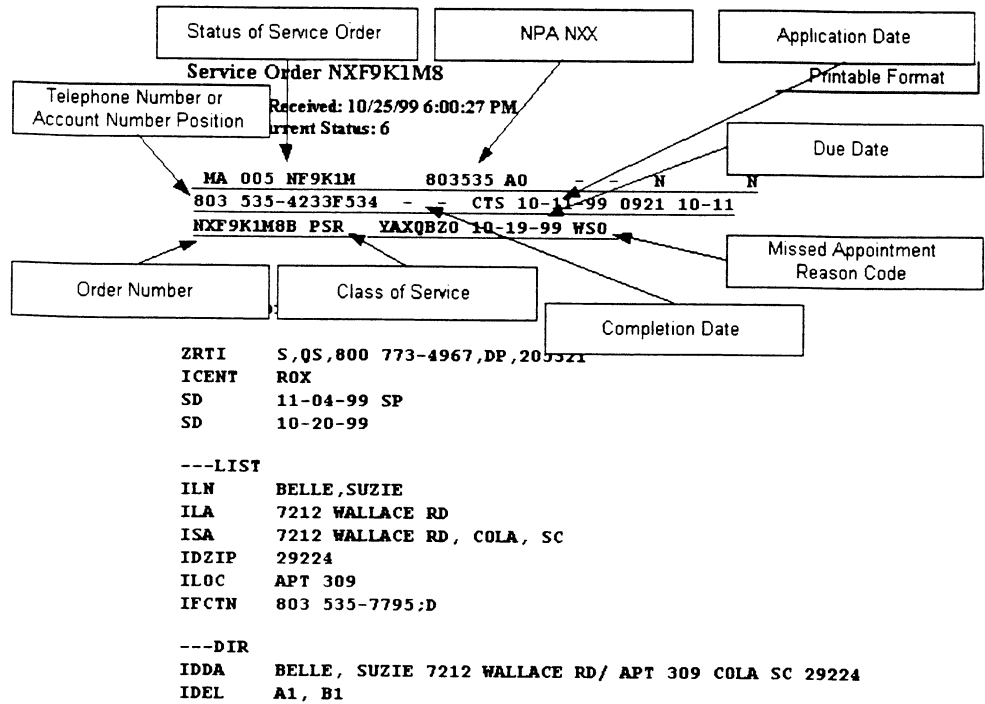


<b>Field Number</b>	<b>Title</b>	<b>Description</b>
<b>Second Row Header Fields</b>		
11	TN or Account Number	Main telephone or account number on which the service number is written.
12	For BST Internal Use only	
13	For BST Internal Use only	
14	Completion Date	Date the end user's service order or service installation is completed.
15	For BST Internal Use only	
16	Application Date	Date the clean LSR was presented and a service order could be issues.
17	For BST Internal Use only	
18	For BST Internal Use only	
<b>Third Row Header Fields</b>		
19	Order Number	Service order number.
20	Class of Service	Type of service as referenced in the USOC Manual.
21	For BST Internal Use only	
22	Due Date	Original due date the service order was to be completed.
23	For BST Internal Use only	
24	For BST Internal Use only	
25	Missed Appt Reason Code	Code indicating why the due date was not met.

## 4.4. Service Order Fields

The service order header provides pertinent information about the service order. When you review an individual service order, the header information appears in blue and is underlined, as shown in the following figure.

Figure 8. Service Order Headers



### 4.4.1. Service Order Detail

Beneath the header information, service order details are separated into sections, which are defined in the following table:

Section	Definition						
Unfielded Identification Information	<p>This section of the service order is placed immediately following the header information. This section includes, but is not limited to, the following items:</p> <ul style="list-style-type: none"> <li>• Subsequent due date information—the new due date on which the order is to be worked. It is indicated by the “SD” followed by the date.</li> <li>• Related order information—a listing of orders related to the displayed order. The relationship between the orders is denoted by three alpha characters preceding the service order, as defined in the following list: <ul style="list-style-type: none"> <li>– “CRO” or “RRSO” indicates related service orders due on the same day.</li> <li>– “RO” indicates related service orders due on different days.</li> <li>– “SEQ” indicates the sequence that related orders are to be worked.</li> </ul> </li> <li>• AECN information is a four numeric CLEC identifier used on LNP and UNE orders.</li> </ul>						
Listing Information	<p>The listing section of the service order is indicated by “- - -LIST.” It includes, but is not limited to, the following codes:</p> <p><b>Abbreviation Meaning</b></p> <table border="0"> <tr> <td data-bbox="704 1318 889 1346">LN</td> <td data-bbox="889 1318 1421 1381">Indicates the Listed Name to be placed in the directory.</td> </tr> <tr> <td data-bbox="704 1402 889 1430">LA</td> <td data-bbox="889 1402 1421 1465">Indicates the Listed Address to be placed in the directory.</td> </tr> <tr> <td data-bbox="704 1486 889 1514">SA</td> <td data-bbox="889 1486 1421 1549">Indicates the location or address where service is working.</td> </tr> </table>	LN	Indicates the Listed Name to be placed in the directory.	LA	Indicates the Listed Address to be placed in the directory.	SA	Indicates the location or address where service is working.
LN	Indicates the Listed Name to be placed in the directory.						
LA	Indicates the Listed Address to be placed in the directory.						
SA	Indicates the location or address where service is working.						
Directory Information	<p>This section is for BellSouth internal use only. It is indicated by “- - -DIR” and contains directory information.</p>						

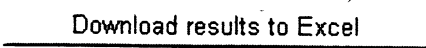

Section	Definition
Billing Information	<p>Billing information on the service order is indicated by the “__BILL” section and may include, but is not limited to, the following information:</p> <p><b>Prefix    Meaning</b></p> <p>IBN1    IBNX Billing Name followed by the address</p> <p>RESH    Four digits preceded by an “R” used to identify the CLEC on resale orders</p> <p>IPON    CLEC purchase order number</p> <p>IBTN    The CLEC billing account or “Q” account number</p>
Service and Equipment Details	<p>The service and equipment section of the order is indicated by “- -S&amp;E.” It refers to service and equipment that is being added, changed, deleted, etc. in accordance with the instructions on the LSR. The USOC codes for BellSouth's products and services can be found in the USOC Manual or the various state subscribers tariffs and will not be discussed in this guide. The codes that indicate the action taken on a product of service are listed below. One or more action codes will be indicated for each item influenced by the service order. The following table lists and describes the S&amp;E Action Codes.</p> <p><b>Code    Meaning</b></p> <p>I        Adding a new feature, line, etc.</p> <p>O        Removing feature, line, etc.</p> <p>R        (Recapped) No change to existing feature, line, etc.</p> <p>C        Change to existing feature, line, etc. Shows existing information (works with “T” action)</p> <p>T        Change to existing feature, line, etc. Shows the new information (works with “C” action)</p> <p>D        Change to existing feature, line, etc. (works with “E” action)</p> <p>E        Change to existing feature, line, etc. (works with “D” action)</p> <p>G        Grouping of information for individual telephone numbers</p>

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## Chapter 5. Using Excel

### 5.1. Downloading Results into MS Excel

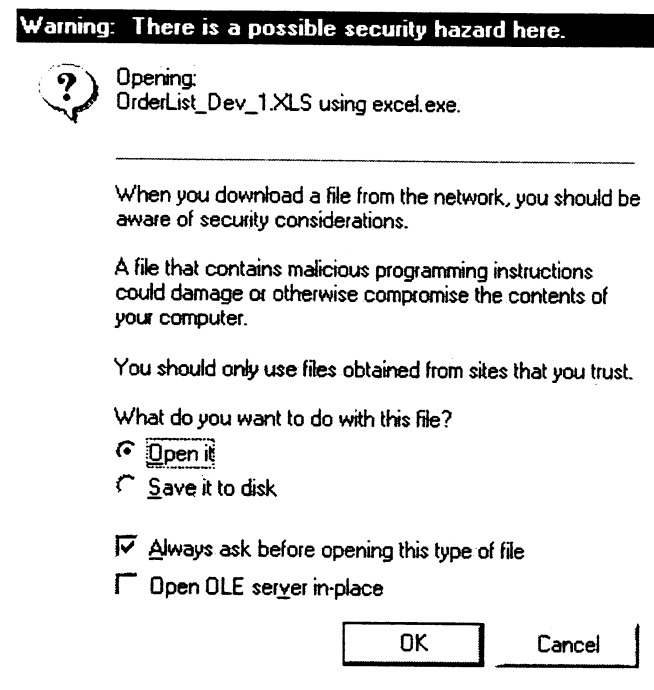
To download the query results from the Service Order List into Microsoft Excel, follow these steps:

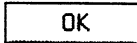
1. From the Service Order List, click  at the bottom of the screen.
2. If you are using **Internet Explorer**, select the Open In Excel link or click the . The file appears on the screen within your browser:

If you are using **Netscape**, follow steps 3 through 4:

3. Select the “Open In Excel” link or click the . The following window appears in your browser:

*Figure 9. Downloading into Excel from Netscape*



4. Select either Open it or Save it to disk and click .

The file is downloaded into your Excel application.