



**EXHIBIT OSS-39**



---

# CHANGE CONTROL PROCESS

**CCP3\_26.DOC**

**VERSION 2.2**

**MARCH 26, 2001**

---

**Issued: 3/26/01**

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

---

BellSouth Telecommunications reserves the right to revise this document for any reason, with concurrence of the CLEC/BellSouth Review Board, including but not limited to, conformity with standards promulgated by various government or regulatory agencies, utilization of advance in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. **LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.**

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

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

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

---

**Issued: 03/26/01**

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

---

## VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	<p>The EICCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> <li>- Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages)</li> <li>- Incorporated manual process</li> <li>- Defined cycle times for process intervals and notifications</li> <li>- Defect Notification process</li> <li>- Escalation Process</li> <li>- Modified Change Control forms to support process changes</li> <li>- Changed EICCP to CCP</li> </ul>
1.3	3/14/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> <li>- Type 6 Change Request, CLEC Impacting Defect</li> <li>- Increased number of participants at Change Review meetings</li> <li>- Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days</li> <li>- Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community</li> <li>- Web Site address for Change Control Process</li> <li>- Notification regarding the Retirement and</li> </ul>

			<p>Introduction of new interfaces</p> <ul style="list-style-type: none"> <li>- New status codes for Defect Change Requests</li> <li>- New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests)</li> <li>- Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages.</li> <li>- Word changes to provide clarification throughout the document.</li> </ul>
1.4	4/12/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> <li>- Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting</li> <li>- Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days</li> <li>- Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements</li> <li>- Introduction and Retirement of New Interfaces Section</li> <li>- Dispute Resolution Process</li> <li>- Testing Environment Section</li> <li>- Word changes to provide clarification throughout the document</li> <li>- Monthly Status Meeting Agenda Template</li> <li>- RF1870 Change Request Form changes</li> </ul>
1.5	4/26/00	Section 1 Section 8 Section 11	<ul style="list-style-type: none"> <li>- Updated CCP web site address</li> <li>- Updated Escalation Contacts for Types 2-6</li> <li>- Added definitions for Account Team and Electronic Communications Support (ECS)</li> </ul>
1.6	7/20/00	Section 1 Section 2	<ul style="list-style-type: none"> <li>- Added "testing" under process changes</li> <li>- Clarification provided in "Change Review Participants" description</li> </ul>

			Participants” description.
		Section 4	- Added statement regarding submittal of Change Requests
		Part 2	- Clarification provided for documentation changes for business rules
			- Step 2-Added email notification
			- Step 3-Removed “Cancellation by BellSouth”
			- Step 3-Clarification on reject reasons
		Section 5	- Step 3-Clarification on internal validation activities
			- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround
			- Added defect implementation range
		Section 6	- Changed prioritization from “by interface” to “by category”
			- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days
			- Modified the prioritization voting rules
		Section 7	- Updates to the Introduction and Retirement of Interfaces
		Section 8	- Added Type 6 escalation turnaround time
			- Changed 3 <sup>rd</sup> Level Escalation contacts for Types 2-6
		Section 11	- Removed “Cancellation by BellSouth” and “Defect Cancelled” definitions
		Appendix A	- Removed “Cancellation by BellSouth” from Change Request Form and Checklist
			- Added Letter of Intent Form
		Appendix C	- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
		Appendix D	- Added BellSouth Versioning Policy

		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	Cover  Section 3  Section 5    Section 10 Section 11-Terms & Definitions  Appendix A  All	<ul style="list-style-type: none"> <li>- Removed “Interim” from cover.</li> <li>- Updated Type 6 definition to incorporate new defect and expedited feature definitions.</li> <li>- Replaced Section 5, Defect Notification Process with a “Draft” Defect/Expedite Notification Process.</li> <li>- Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.</li> <li>- Added Internet Web sites for EDI and TAG Testing Guidelines</li> <li>- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.</li> <li>- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.</li> <li>- Referenced the handling of expedites and expedite notification where appropriate.</li> </ul>
2.1	02/09/01	Section 1 – Introduction       Section 3 – Introduction       Section 4 – Part 1 Type 1 Detail Process Flow	<ul style="list-style-type: none"> <li>- Added new language to the 8<sup>th</sup> bulleted item – “including User Guides that support OSS systems currently within the scope of CCP”</li> <li>- Added two new bulleted items dealing with the coordination of test agreements, and questions regarding existing documentation.</li> <li>- Added “language” for Types 2, 3, 4 &amp; 5 – “Type xx changes may be managed using the Expedited Feature Process as discussed in Section 4, Part 3.”</li> <li>- Type 6 – CLEC Impacting Defects – Added new defect definition.</li> <li>- Added #4 to the Activities – Step 1</li> </ul>



		<p>Section 4 – Part 2 – Types 2-5 Process Flow</p> <p>Section 4 – Part 3 – Expedited Feature Process</p> <p>Section 5 – Part 3 – Defect Process</p>	<ul style="list-style-type: none"> <li>- Added additional sentence to Activity #1 – Step 2</li> <li>- Added Activity #5 – Step 4</li> <li>- Added new Expedited Feature Process definition and flow</li> <li>- New Defect title page and definition.</li> <li>- Table 5-1 – Step 1 – Activity - #4 – Attach related requirements and specifications documents. These attachments <b>must</b> include the following, <b>if appropriate</b>.</li> <li>- Table 5-1 – Step 2 – Cycle Time – Replaced old cycle times with: 4 hrs for High Impact, 1 Bus Day for Medium and Low Impact.</li> <li>- Table 5-1 – Step 3 – Cycle Time – Replaced old cycle times with: 2 Bus Day for High Impact, and 3 Bus Days for Medium and Low Impact</li> <li>- Table 5-1 – Step 3 – Outputs – Added new bullet – “Status provided for High Impact Defects to originator via email with 24 hours”</li> <li>- Table 5-1 – Step 4 – Activity – Added language to Activity #3 - ...and to the CLEC community via email and web posting.</li> <li>- Table 5-1 – Step 4 – Cycle Time – Replaced old cycle times with: 2 Bus Days for High Impact and 4 Bus Days for Medium and Low Impact.</li> <li>- Table 5-1 – Step 5 – Activity – Added language to #1 - ...to the CLECs and BellSouth. Added language to Activity #2 - ...defect is implemented.</li> <li>- Table 5-1 – Step 5 – Cycle Time – Replaced old cycle times to reflect: Validated High Impact Defects will be implemented within a 1-25 business day range, best effort. Medium</li> </ul>
--	--	---	---

		<p>Part 1 – Change Review-Prioritization – Release Package Development and Approval</p> <p>Section 7 – Introduction and Retirement of Interfaces</p> <p>Section 8 – Escalation Process</p> <p>Section 8 – Dispute Resolution Process</p> <p>Appendix A</p> <p>Appendix C</p>	<p>4-25 business day range, best effort. Medium Impact will be implemented within 90-bus day, best effort. Low Impact will be implemented best effort.</p> <ul style="list-style-type: none"> <li>- Part 1 – Change Review Meeting – 4<sup>th</sup> paragraph NOTE: Added language to address meetings would occur in March, June, September and December</li> <li>- Part 2 – Change Review Meeting – 4<sup>th</sup> bullet – Added new bullet - ...BellSouth’s estimate of the size and scope of each Change Request.</li> <li>- Part 4 – Developing and Approving Release Packages – 1<sup>st</sup> bulleted item: New language</li> <li>- Retirement of Interfaces – 1<sup>st</sup> paragraph sentence: New language</li> <li>- Retirement of Versions – New Language</li> <li>- Retirement of Versions – Appeal Language</li> <li>- New Language for Type 6 High Impact Issues and Medium and Low Impact issues.</li> <li>- Types 2-6 Changes – 1<sup>st</sup> paragraph – new language.</li> <li>- Types 2-6 Changes – Contact List for High, Medium and Low Impact escalations.</li> <li>- New definition language</li> <li>- Updated CR form &amp; checklist</li> <li>- Updated RF1874 User Registration Form</li> </ul>
2.1A	02/15/01	All	<ul style="list-style-type: none"> <li>- Updated various sections of the document to change “language” from defect/expedite to defect and/or expedited features.</li> <li>- Changed reference from Section 9.0 to Section 11.0 – Terms and Definitions where</li> </ul>

		Section 8	<p>appropriate.</p> <ul style="list-style-type: none"> <li>- Minor “cosmetic” changes throughout document.</li> <li>- New 2<sup>nd</sup> Level Escalation Contacts for Types 2-6</li> </ul>
2.2	03/26/01	<p>Section 3</p> <p>Section 4</p>	<ul style="list-style-type: none"> <li>- Replaced “business or software requirements” with “user requirements” throughout definition.</li> <li>- Updated the “Type 1 System Outage” language to reflect the posting of outages via email within 15 minutes of verified outage.</li> <li>- Additional language for Step 3 – Reviewing Change Request for Acceptance.</li> <li>- Additional language for Step 3 – OBF issues</li> <li>- Added word “preliminary” in Activity #5 of Step 4 – Prepare for Change Review Meeting</li> <li>- Additional language for Step 4 – Prepare for Change Review Meeting – Sizing information</li> <li>- Added Activities #4 &amp; #5 under Step 5 – Conduct Change Review Meeting.</li> <li>- Updated Activity #3 under Step 5 – Conduct Change Review Meeting – Prioritization Meetings.</li> <li>- Updated Activities #4, #5, #7, &amp; #8 under Step 8 – Conduct Release Package Meeting including Inputs and Outputs.</li> <li>- Updated the 1<sup>st</sup> bulleted statement in Step 9 – Create Release Package Notification.</li> <li>- Added words “for software changes” in Activity #3 under Step 10 – Release Management and Implementation.</li> <li>- Updated Activity #4 in Step 5 – Release Management and Implementation to clarify “associated with expedited features”...”if applicable”.</li> <li>- Added the words “submitted” to define the</li> </ul>

		<p>Section 5</p> <p>Section 6</p>	<p>type of defect; the word “ordering” to define the type of enhancement; and the word “interface” to replace the words “product and services” throughout the definition of Expedited Feature – Part 3.</p> <ul style="list-style-type: none"> <li>- Part 3 – Expedited Feature Process – Step 4 – Internal Change Management Process: Added the word “minor” to better identify the type of release that formerly was identified as “point”. Also updated language in Cycle Time to reflect “case by case basis not to exceed 25 days.”</li> <li>- Updated flow-chart - Figure 5-1 – Type 6 Process Flow to reflect agreed upon cycle times.</li> <li>- Updated Title Page and Definition – Defect Process – 2<sup>nd</sup> paragraph – Added word “user” to identify type of requirements.</li> <li>- Added additional bullets (#5 and #6) to Step 3 – Type 6 Detail Process Flow – Internal Validation.</li> <li>- Updated cycle times for High, Medium and Low Impact Defects in Step 3 – Internal Validation.</li> <li>- Updated cycle times for High, Medium and Low Impact Defects in Step 4 – Develop and Validate Workaround.</li> <li>- Updated 1<sup>st</sup> paragraph in Part 1 – Change Review Meeting to identify categories (pre-order/order, maintenance, manual and documentation, etc.)</li> <li>- Added word “preliminary” to 4<sup>th</sup> bulleted statement in Part 2 – Change Review Package.</li> <li>- Added new 4<sup>th</sup> bulleted item under Part 3 – Prioritizing Voting Rules.</li> <li>- Updated 6<sup>th</sup> bulleted statement under Part 3 – Prioritizing Voting Rules to reverse the forced ranking to read (1 to N, with 1 being the highest)</li> <li>- Added new 7<sup>th</sup> bulleted item under Part 3 – Prioritizing Voting Rules to add the words “or have little value to the CLEC”.</li> </ul>
--	--	-----------------------------------	--

		Section 7	<ul style="list-style-type: none"> <li>- Updated the language for the “Introduction of New Interfaces”.</li> <li>- Updated 1<sup>st</sup> paragraph – 1<sup>st</sup> sentence under “Retirement of Interfaces”.</li> </ul>
		Section 8	<ul style="list-style-type: none"> <li>- Added new 7<sup>th</sup> bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Type 6 High Impact and Medium and Low Impact issues.</li> <li>- Added new 8<sup>th</sup> bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Types 2-5 Expedited Feature Process issues.</li> <li>- Removed the entire section under the “Contact List for Escalation – Types 2-6 Changes” since duplication exists under “Guidelines”.</li> <li>- Updated the entire section under “Changes to the Process” with new language.</li> </ul>
		Section 9	<ul style="list-style-type: none"> <li>- Added a new section in the Appendix to define the “Sub-Team Definition and Roles/Responsibilities”.</li> </ul>
		Appendix	<ul style="list-style-type: none"> <li>- Added a new section in the Appendix to give a “Sample” Voting Ballot</li> </ul>

## TABLE OF CONTENTS

<b>1.0</b>	<b>INTRODUCTION.....</b>	<b>12</b>
<b>2.0</b>	<b>CHANGE CONTROL ORGANIZATION .....</b>	<b>14</b>
<b>3.0</b>	<b>CHANGE CONTROL DECISION PROCESS .....</b>	<b>15</b>
<b>4.0</b>	<b>CHANGE CONTROL PROCESS FLOW.....</b>	<b>18</b>
	PART 1 - TYPE 1 PROCESS FLOW.....	19
	PART 2 – TYPES 2-5 PROCESS FLOW .....	24
	PART 3 – EXPEDITED FEATURE PROCESS .....	31
<b>5.0</b>	<b>DEFECT PROCESS .....</b>	<b>36</b>
<b>6.0</b>	<b>CHANGE REVIEW .....</b>	<b>43</b>
	PART 1 – CHANGE REVIEW MEETING.....	43
	PART 2 – CHANGE REVIEW PACKAGE .....	43
	PART 3 – PRIORITIZING CHANGE REQUESTS .....	44
<b>7.0</b>	<b>INTRODUCTION AND RETIREMENT OF INTERFACES .....</b>	<b>46</b>
<b>8.0</b>	<b>ESCALATION PROCESS.....</b>	<b>49</b>
	DISPUTE RESOLUTION PROCESS .....	53
<b>9.0</b>	<b>CHANGES TO THIS PROCESS .....</b>	<b>54</b>
<b>10.0</b>	<b>TESTING ENVIRONMENT .....</b>	<b>56</b>
<b>11.0</b>	<b>TERMS AND DEFINITIONS .....</b>	<b>57</b>
	<b>APPENDIX A – CHANGE CONTROL FORMS .....</b>	<b>66</b>
	SEE ATTACHED FORMS .....	66
	<b>APPENDIX B – RELEASE MANAGEMENT .....</b>	<b>67</b>
	SEE ATTACHED FORMS .....	67
	<b>APPENDIX C –ADDITIONAL DOCUMENTS.....</b>	<b>68</b>
	SEE ATTACHED DOCUMENTS .....	68
	<b>APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES</b>	<b>69</b>
	<b>APPENDIX E –SUB-TEAM DEFINITION AND ROLES/RESPONSIBILITIES .....</b>	<b>70</b>
	<b>APPENDIX F -"SAMPLE"VOTING BALLOT .....</b>	<b>73</b>

**THIS PAGE INTENTIONALLY LEFT BLANK**

## 1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

**All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.**

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

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

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, including User Guides that support OSS systems currently within the scope of CCP)
- Defects



The scope of the Change Control Process **does not** include the following, which are handled through existing BellSouth processes:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- Coordination of test agreements will continue to be supported by the Account Team
- Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control

**OBJECTIVES OF THE CHANGE CONTROL PROCESS:**

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

[http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)

## 2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

**Change Review Participants.** Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

**BellSouth Change Control Manager (BCCM).** The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

**CLEC Change Control Manager (CCCM).** The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

**Release Management Project Team.** A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

### **3.0 CHANGE CONTROL DECISION PROCESS**

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

#### **Type 1 – System Outage**

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

#### **Type 2 – Regulatory Change.**

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request. Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

#### **Type 3 – Industry Standard Change.**

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

#### **Type 4 – BellSouth Initiated Change.**

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or

standards organizations (which are Type 3 Changes). Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

### **Type 5 – CLEC Initiated Change.**

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

### **Type 6- CLEC Impacting Defects**

A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect.

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

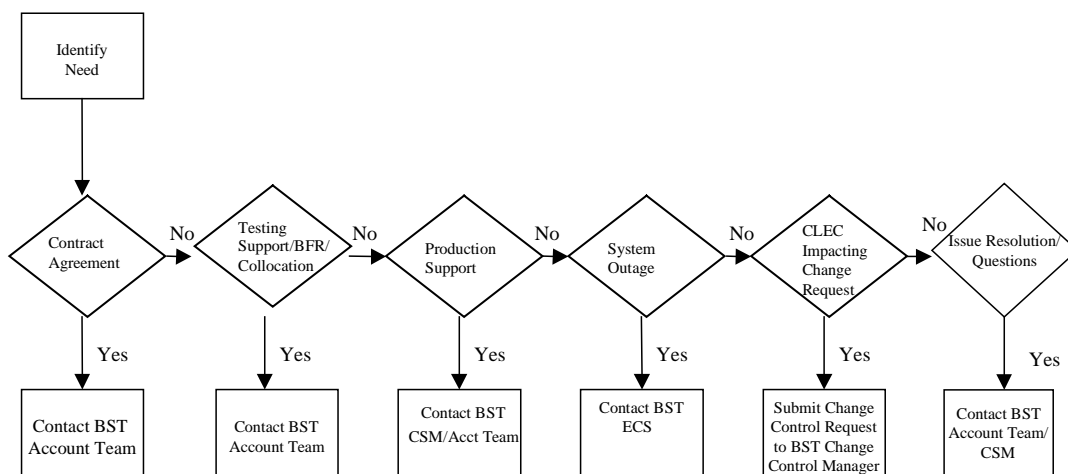
Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

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

- High Impact – The failure causes impairment of critical system functions and no electronic workaround solution exists.
- Medium Impact – The failure causes impairment of critical system functions, though a workaround solution does exist.
- Low Impact – The failure causes inconvenience or annoyance.

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

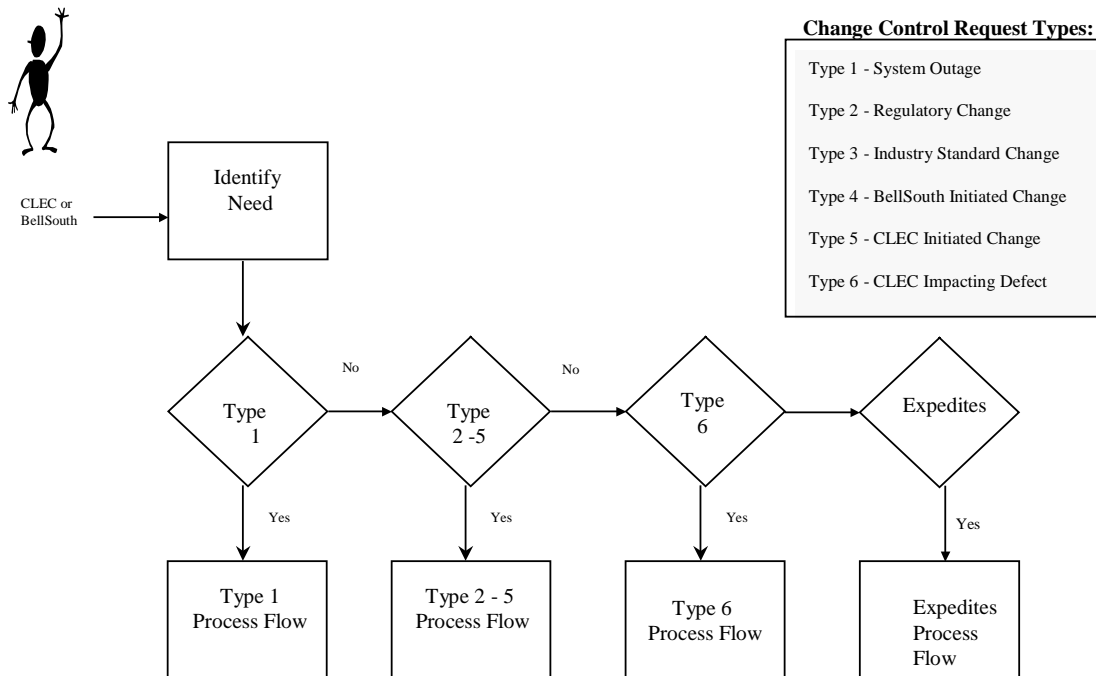
Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.



**Figure 3-1. Change Control Decision Process**

## 4.0 CHANGE CONTROL PROCESS FLOW

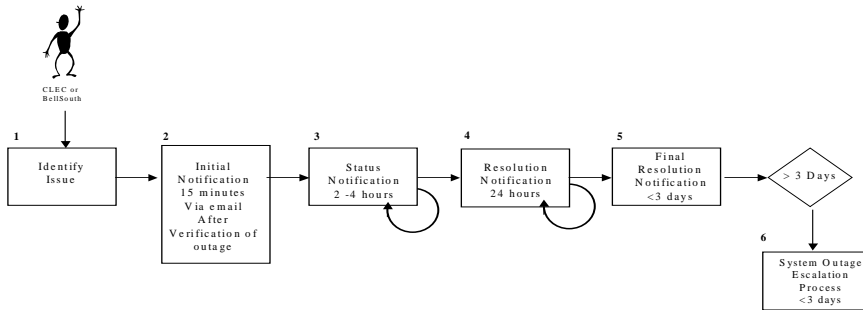
The following three sub-sections describe the process flows for typical Type 1 through Type 5 changes, including expedited features. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:



**Figure 4-1. Change Control Process Flow**

## Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.



**Figure: 4-2. Type 1 Process Flow**

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 “Initial Notification” timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 “Status Notification” and 4 “Resolution Notification” are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

**Table 4-1. Type 1 Cycle Times**

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

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.



The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

**Table 4-2. Type 1 Detail Process Flow**

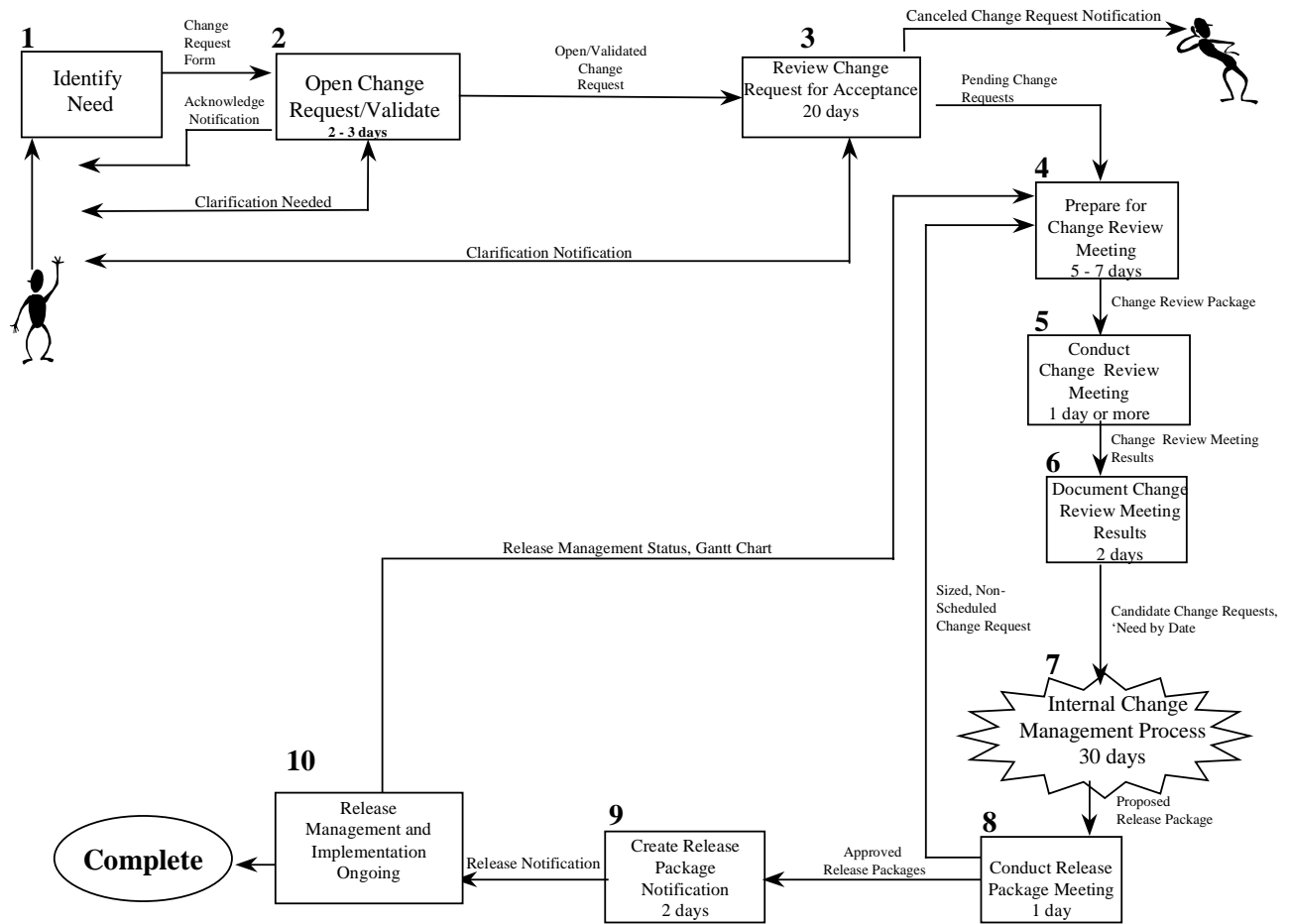
Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM  ECS	<p><b><u>IDENTIFY ISSUE:</u></b></p> <ol style="list-style-type: none"> <li>1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface).</li> <li>2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030.</li> <li>3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis.</li> <li>4. ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Issue Characteristics</li> <li>• Call to ECS Helpdesk</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Recorded Outage</li> </ul>	N/A
2	ECS	<p><b><u>INITIAL NOTIFICATION:</u></b></p> <ol style="list-style-type: none"> <li>1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. The system ticket number of the outage will be included in the web posting and the email notification.</li> <li>2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Recorded Outage</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Industry Notification posted on Web</li> <li>• E-mail to CLECs participating in Change Control</li> </ul>	BellSouth will provide email notification to the CLECs via Change Control of Type 1 system outages within 15 minutes of the

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		outage verification. In addition, BellSouth will continue to post the outage information on the CCP website.
3	ECS	<u><b>STATUS NOTIFICATION: (ITERATIVE)</b></u> 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: <ul style="list-style-type: none"> <li>• Clarification of outage</li> <li>• Current status of resolution</li> <li>• Agreement of resolution</li> </ul> 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.	<u><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Industry Notification posted on Web</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul>	2-4 hour intervals
4	ECS  CCCM	<u><b>RESOLUTION NOTIFICATION: (ITERATIVE)</b></u> 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution.	<u><b>INPUTS:</b></u> <ul style="list-style-type: none"> <li>• Status Notification posted on Web</li> <li>• Resolution information</li> </ul> <u><b>OUTPUTS:</b></u> <ul style="list-style-type: none"> <li>• Resolution Information posted on Web</li> <li>• Final Resolution Information</li> </ul>	24 hours after reporting outage

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".		
5	ECS	<b><u>FINAL RESOLUTION NOTIFICATION:</u></b> 1. The final resolution notification is posted on the Web.	<b><u>INPUTS:</u></b> • Final Resolution Information  <b><u>OUTPUTS:</u></b> • Final Resolution Notification	< 3 days
6	CCCM ECS	<b><u>ESCALATION</u></b> 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	<b><u>INPUTS:</u></b> • Information or concern relating to a Type 1 - Systems Outage  <b><u>OUTPUTS:</u></b> • Documented Escalation • Escalation Response	➤ 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

## Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.



**Figure 4-3. Change Control Process Flow**

Based on the process flow outlined above:

- Software Release Notifications will be provided 30 days or more in advance of the implementation date.
- Documentation changes for business rules will be provided 30 days or more in advance of implementation date.
- CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

**Table 4-3. Types 2-5 Detail Process Flow**

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<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 e-mail to BellSouth.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Form (Attachment A-1)</li> <li>• Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>1. Log Request in Change Request Log.</li> <li>2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>3. Establish request status ('N' for New Request)</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> <li>• Change Request Form Checklist</li> <li>• Change Request Clarification Response</li> </ul>	2-3 Bus Days  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>4. Review change request for mandatory fields using the Change Request Form Checklist.</p> <p>5. Verify Change Request specifications and related information exists.</p> <p>6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.</p> <p>7. Update Change Request Status to “PC” for Pending Clarification if clarification is needed.</p> <p><b><u>CLEC or BellSouth Originator</u></b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Acknowledgment Notification</li> <li>• Validated Change Request</li> <li>• Clarification Notification</li> <li>• Industry Notification via e-mail and web posting</li> </ul>	
3	BCCM	<p><b><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></b></p> <ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.</li> <li>3. Determine status of request: <ul style="list-style-type: none"> <li>• If change already exists or 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>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to “P” for pending in Change Request Log.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>BellSouth may determine that a CLEC</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Pending Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>	20 Bus Days

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. 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.</p> <p><u>OBF Issues</u> All change requests that are being actively discussed at OBF, or are on the agenda to be discussed, will be deferred. If the issue is not active and will not be considered within the next six (6) months, and there is agreement between BellSouth and affected CLECs to proceed prior to an OBF resolution, BellSouth will determine if it can support the request.</p>		
4	BCCM CCCM	<p><b><u>PREPARE FOR CHANGE REVIEW MEETING</u></b></p> <p>NOTE: These activities take place to prepare for Change review meetings when prioritizations take place.</p> <p><b><u>BCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare an agenda.</li> <li>2. Make meeting preparations.</li> <li>3. Update Change Request Log with current status for new and existing Change Requests.</li> <li>4. Prepare and post Change Request Log to web.</li> <li>5. Provide preliminary size and scope information on each pending change request to CLECs.</li> </ol> <p><b><u>CCCM</u></b></p> <ol style="list-style-type: none"> <li>1. Analyze Pending Change Requests.</li> <li>2. Determine priorities for change requests and establish “Desired/Want” dates.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Pending Change Request Notifications</li> <li>• Project Release Status (Step 10)</li> <li>• Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• Preliminary size and scope on each Pending change request</li> </ul>	5-7 Bus Days

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>3. Create draft Priority List to prepare for Change Review meeting.</p> <p>The sizing information provided with the Change Review Meeting package is a preliminary estimate of the work effort. After prioritization, each interface is assessed in depth to determine the scope of the change request. Based on the assessment, an adjustment in the sizing may be required.</p>		
5	<p>BCCM</p> <p>CCCM</p>	<p><b><u>CONDUCT CHANGE REVIEW MEETING</u></b></p> <p><b><u>Monthly Status Meetings</u></b></p> <ol style="list-style-type: none"> <li>1. Communicate regulatory mandates.</li> <li>2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting.</li> <li>3. Review current Release Management statuses.</li> <li>4. Review issues and action items and assign owners.</li> <li>5. Present new change requests submitted since previous Monthly Status Meeting.</li> </ol> <p><b><u>Prioritization Meetings (held quarterly in March, June, September and December)</u></b></p> <ol style="list-style-type: none"> <li>1. Follow Steps 1-3 from Monthly Status Meetings.</li> <li>2. Initiators present Change Requests.</li> <li>3. BellSouth presents the preliminary size and scope of each change request. BellSouth presents the number of major releases and dates targeted for the next 12 months.</li> <li>4. Discuss impacts.</li> <li>5. Prioritize Change Requests.</li> <li>6. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• Desired/Want Dates</li> <li>• Impact analysis</li> <li>• Preliminary size and scope on each pending change request</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Meeting minutes</li> <li>• Updated Change Request Log</li> <li>• Candidate Change Request List</li> <li>• Issues and Actions Items (if required)</li> </ul>	<p>1 Bus Day (or as needed based on volume)</p> <p>Meeting Day</p>



Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>prioritized Change Requests.</p> <p>7. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate.</p> <p>8. Review issues and action items and assign owners.</p>		
6	BCCM	<p><b><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></b></p> <p>1. Prepare and distribute outputs from Step 5.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• Final Candidate Request List</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Updated Change Request Log</li> <li>• Web posting of meeting output</li> </ul>	2 Bus Days
7	BCCM CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <p>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Candidate Change Request List with agreed upon 'Need by Dates'</li> <li>• Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• BellSouth's Proposed Release Package</li> </ul>	30 Bus Days
8	BCCM CCCM	<p><b><u>CONDUCT RELEASE PACKAGE MEETING</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare agenda.</li> <li>2. Make meeting preparations.</li> <li>3. Evaluate proposed release schedule.</li> <li>4. Non-scheduled Change Requests will be combined with the new pending requests and re-ranked quarterly to ensure a current list of priorities is always available. All change requests are considered for every release.</li> <li>5. Based on BST/CLEC consensus create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-...)</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• BellSouth's Proposed Release Package</li> <li>• BellSouth's Release Schedule</li> <li>• Change Request Log</li> <li>• CLEC Analysis</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package</li> <li>• Updated Change Request Log</li> <li>• Meeting Minutes</li> <li>• Scheduled Change Requests</li> <li>• Date for initial Release</li> </ul>	1 Bus Day

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>size CRs). BellSouth will evaluate and determine the impacts of the requests changes and re-present the proposed package to the CLEC community.</p> <ol style="list-style-type: none"> <li>6. Identify Release Management Project Manager, if possible.</li> <li>7. Establish date for initial Release Management Project Meeting for the next new release.</li> <li>8. All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”.</li> </ol>	<p>Management Project Meeting for next new release.</p>	
9	BCCM	<p><b><u>CREATE RELEASE PACKAGE NOTIFICATION</u></b></p> <ol style="list-style-type: none"> <li>1. Develop and distribute Release Notification Package via web.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Release Package Notification</li> </ul>	2 Bus Days after Release Package Mtg.
10	BCCM  (Project Managers from each participating company)	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <ol style="list-style-type: none"> <li>1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</li> <li>3. BellSouth User Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.</li> <li>4. Once a Change Request is implemented in a release, the status will be changed to “I” for Change Implemented.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Project Release Status</li> <li>• Implementation Date</li> <li>• Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc</li> <li>• Implemented Change Request</li> </ul>	Ongoing

## **Part 3 – Expedited Feature Process**

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (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:

- A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact
- An ordering enhancement to an existing interface where the CLEC/BellSouth has determined should be expedited due to impact

### **Re-classified Defects**

When a submitted defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified feature by updating the Change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

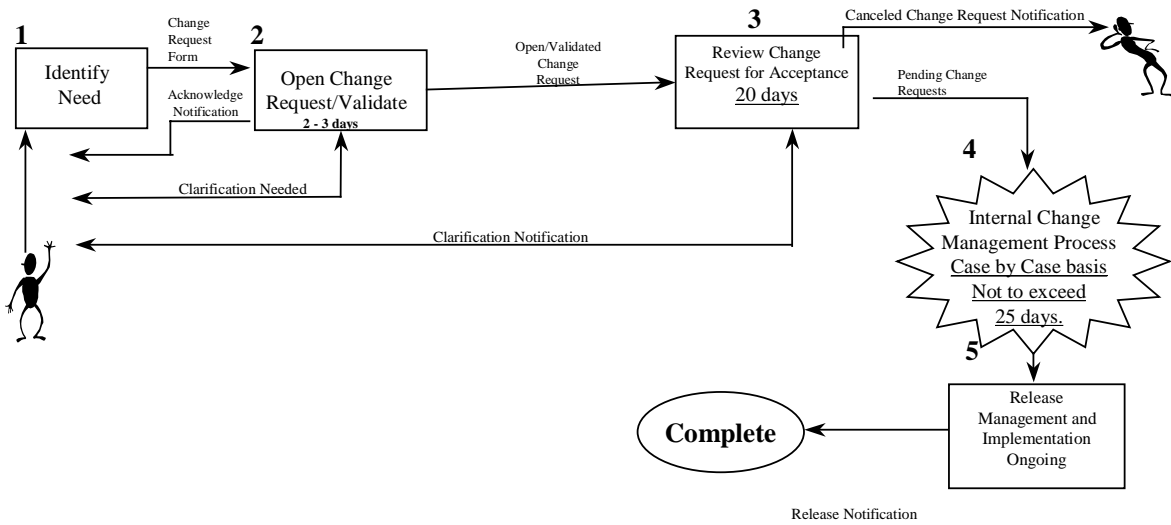
### **Ordering enhancement to an existing interface**

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an ordering enhancement to an existing interface where the functionality does not currently exist in BellSouth's offered interface.

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

- Must be an ordering enhancement to an existing interface
- Will follow the Expedited Feature Process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or minor release, best effort.

Figure 4.4 provides the process flow for the expedited feature process.



**Figure 4.4 – Process Flow for Types 2-5 Expedited Feature Process**

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.

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

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM  BCCM	<p><b><u>IDENTIFY NEED</u></b></p> <ol style="list-style-type: none"> <li>Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>Attach related requirements and Attachment A-1A, Item 22.</li> <li>Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Form (Attachment A-1)</li> <li>Change Request Form Checklist (Attachment A-1A)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> </ul>	N/A
2	BCCM	<p><b><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>Log Request in Change Request Log.</li> <li>Send Acknowledgement Notification (Attachment A-3) via e-mail to originator.</li> <li>Establish request status ('N' for New Request)</li> <li>Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>Verify Change Request specifications and related information exists.</li> <li>Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b><u>CLEC or BellSouth Originator</u></b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form with related documentation</li> <li>Change Request Form Checklist</li> <li>Change Request Clarification Response</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>New Change Request</li> <li>Acknowledgment Notification</li> <li>Validated Change Request</li> <li>Clarification Notification</li> <li>Industry Notification via e-mail and web posting</li> </ul>	1 Bus Day  Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
3	BCCM	<p><b><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></b></p> <ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted area (i.e., system, manual process, documentation) and adverse impacts.</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>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to “P” for Pending in Change Request Log.</li> <li>• If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>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. 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.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <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>	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
4	BCCM  CCCM	<p><b><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</li> </ol> <p>Expedited Features will be implemented in the current, next release, or minor release, best effort.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Change Request Log</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Release Date for Expedited Feature</li> </ul>	Case by case basis – not to exceed 25 days
5	BCCM  (Project Managers from each participating company)	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <ol style="list-style-type: none"> <li>Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</li> <li>BellSouth User Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</li> <li>BellSouth Documentation changes, including business rules changes associated with expedited features, will be provided, if applicable.</li> <li>Once a Change Request is implemented in a release, the status will be changed to “I” for Change Implemented.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Project Release Status</li> <li>Implementation Date</li> <li>Documentation Changes</li> </ul>	Ongoing

---

## 5.0 DEFECT PROCESS

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 e-mail 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. 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:

- **High Impact**

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

- **Medium Impact**

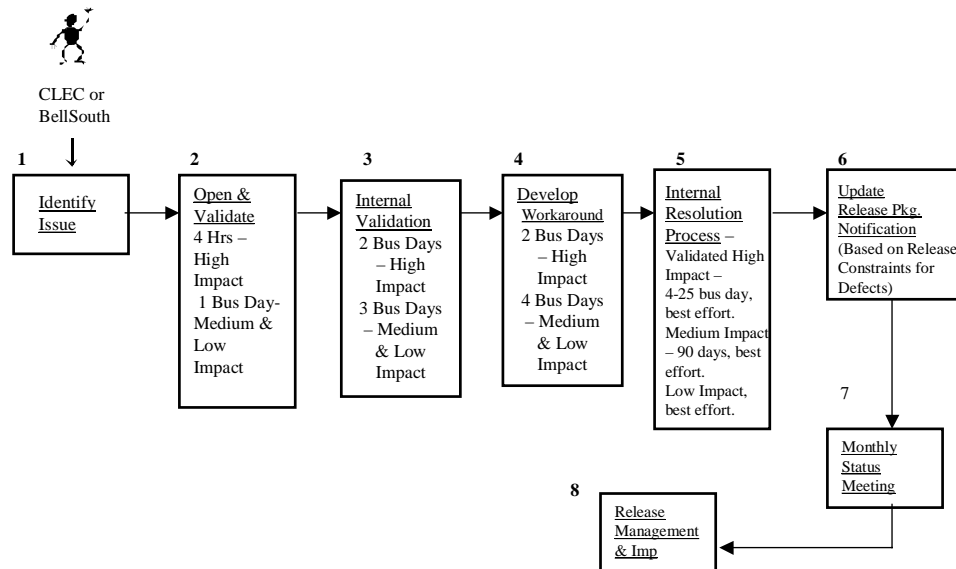
The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

The failure causes inconvenience or annoyance.



Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect.



**NOTE:** The intervals in the boxes above match the intervals in the tables below for High, Medium, and Low Impact defect change requests.

**Figure 5-1. Type 6 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.

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

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM  BCCM	<p><b><u>IDENTIFY NEED</u></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 e-mail to BellSouth Change Management Team.</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Type 6 Change Request</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul>	N/A
2	BCCM	<p><b><u>OPEN &amp; VALIDATE DEFECT FORM FOR COMPLETENESS</u></b></p> <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> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form (with related documentation if necessary)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Defect</li> <li>• Acknowledgment Notification</li> <li>• Clarification Notification (if applicable)</li> </ul>	<p>4 Hours – High Impact</p> <p>1 Bus Day – Medium &amp; Low Impact</p> <p>(Time to be calculated from time of notification)</p>

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>Request Form Checklist.</p> <ol style="list-style-type: none"> <li>5. Verify specifications and related information exists.</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>	required)	receipt with a cutoff time of 4:00 PM Eastern Time)
3	BCCM	<p><b><u>INTERNAL VALIDATION</u></b></p> <ol style="list-style-type: none"> <li>1. Validate that it is a defect.</li> <li>2. Perform internal defect analysis.</li> <li>3. <u>Determine status of request:</u> <ul style="list-style-type: none"> <li>• If change already exists or CLEC training issue forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team. <ul style="list-style-type: none"> <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, 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 process is operating as specified in the baselined requirements and published business rules, the BCCM will</li> </ul> </li> </ul> </li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Defect</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Validated Defect</li> <li>• Defect notification to CLEC community via e-mail 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>	<p>2 Bus Days – High Impact</p> <p>3 Bus Days – Medium &amp; Low Impact</p>

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>communicate the results via e-mail to the originator to discuss/determine the next step(s).</p> <ul style="list-style-type: none"> <li>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).</li> </ul> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.</p> <p>Defect notification will be provided to CLEC community via e-mail and web posting.</p>		
4	BCCM	<p><b><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></b></p> <ol style="list-style-type: none"> <li>Defect workaround identified.</li> <li>Change Request status changed to “W” for workaround identified.</li> <li>Workaround is communicated via e-mail to originating CLEC and to the CLEC community via email and web posting.</li> <li>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 e-mail and web posting.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Validated Defect</li> <li>Clarification Notification (if required)</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Workaround (if applicable)</li> <li>Clarification Notification (if required)</li> <li>Cancellation Notification (if required)</li> <li>E-mail and web posting of workaround</li> </ul>	<p>2 Bus Days – High Impact</p> <p>4 Bus Days – Medium &amp; Low Impact</p>
5	BCCM	<p><b><u>INTERNAL RESOLUTION PROCESS</u></b></p> <ol style="list-style-type: none"> <li>Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.</li> <li>Provide status updates to the CLEC community via email as the status</li> </ol>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>CLEC/ BST input</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Defect Release Schedule</li> </ul>	<p>Validated High Impact Defects will be implemented within a 4-25 business day</p>

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		community via email as the status changes until the defect is implemented.		business day range, best effort.  Medium Impact Defects will be implemented within 90 bus days, best effort.  Low Impact Defects will be implemented best effort.
6	BCCM	<p><b><u>UPDATE RELEASE PACKAGE NOTIFICATION</u></b></p> <ol style="list-style-type: none"> <li>Update and distribute release notification package via web.</li> <li>All Change Requests that are in the approved scheduled release will be changed to “S” status for “Scheduled”.</li> </ol> <p><b>Note:</b> The release notification will be published in a timely manner, based on the release constraints associated with the defect.</p>	<p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Defect Information</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Updated Release Package Notification</li> <li>Scheduled Change Request</li> </ul>	Based on release constraints for defects (may be less than 30 days).
7	BCCM	<p><b><u>MONTHLY STATUS MEETING</u></b></p> <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>	<p><b><u>INPUTS:</u></b></p> <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> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>Updated status</li> <li>Updated Change Request Log</li> </ul>	Monthly or when status changes, whichever occurs first.

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
8	BCCM	<p><b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b></p> <p>The following release management activities will pertain to Type 6 changes:</p> <ol style="list-style-type: none"> <li>1. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</li> <li>2. Once a defect is implemented in a release, the status will be changed to "I" for Change Implemented.</li> </ol>	<ul style="list-style-type: none"> <li>• Meeting minutes</li> </ul> <p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Approved Release Package Notification</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Project Release Status</li> <li>• Implementation Date</li> <li>• Implemented Change Request</li> </ul>	Ongoing

## 6.0 CHANGE REVIEW

### Part 1 – Change Review Meeting

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 CLEC's. 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 5 (five) 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 (five to seven) business days prior to the Change Review meeting. 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

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- BellSouth's preliminary estimate of the size and scope of each Change Request
- 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**

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 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 grow 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
- CLECs may choose to vote “no” on change requests that may potentially negatively impact its business or have little value to the CLEC. If a majority of CLECs vote “no” on any certain change request, that request will not be implemented.
- 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 case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking



**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

---

## **7.0 INTRODUCTION AND RETIREMENT OF INTERFACES**

### **Introduction of New Interfaces**

BellSouth will introduce 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. 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 requested changes will be managed by this process.

### **Retirement of Interfaces**

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

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

### **Retirement of Versions**

When software versions are retired, BellSouth will give the CLECs a 120 day notification.

---

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.



## 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 (e.g. communication timelines) have occurred per the Change Control agreement.
- Three levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation. (Excludes Expedites)
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation.
- 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 two (2) to five (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 e-mail unless there is a proprietary issue.

**Cycle for Type 1 System Outages**

**Contact List for Escalation - ECS Group - Type I Changes**

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:

<b>Escalation Level</b>	<b>Name and Title</b>	<b>Office Number</b>	<b>Pager Number</b>	<b>Email Address</b>
<b>1st Level</b>	<b>Don Tighe</b>  <b>Manager - EC Support Group</b>  <b>Interconnection Operations</b>	<b>404-532-2233</b>	<b>1-800-946-4646</b> <b>PIN 1436470</b>	<a href="mailto:Don.Tighe@bridge.bellsouth.com"><u>Don.Tighe@bridge.bellsouth.com</u></a>
<b>2nd Level</b>	<b>Bruce Smith</b>  <b>Operations Director - EC Support Group</b>  <b>Interconnection Operations</b>	<b>205-988-7211</b>	<b>1-800-542-3260</b>	<a href="mailto:Bruce.Smith@bridge.bellsouth.com"><u>Bruce.Smith@bridge.bellsouth.com</u></a>
<b>3rd Level</b>	<b>Tiffany Ray</b>  <b>Director Customer Service Planning/System Support</b>  <b>Interconnection Operations</b>	<b>404-927-8078</b>	<b>1-800-896-0350</b>	<a href="mailto:Tiffany.Ray2@bridge.bellsouth.com"><u>Tiffany.Ray2@bridge.bellsouth.com</u></a>

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**

- Item must be formally escalated as e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.
- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.
- Content of e-mail 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 E-mail ID.
- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.
- For escalation Level 3, forward original e-mail 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 acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.
- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.
- If the BellSouth position suggests 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 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 an outcome, either party can seek appropriate relief.

### **Contact List for Escalation - Type 2 - 6 Changes**

Escalations should be made according to the following list.

<b>Escalation Level</b>	<b>Name and Title</b>	<b>Office Number</b>	<b>Email Address</b>
<b>1st Level</b>	<b>Valerie Cottingham</b>  <b>Director Change Control Process</b>	<b>205-321-2168</b>	<a href="mailto:Valerie.cottingham@bridge.bellsouth.com">Valerie.cottingham@bridge.bellsouth.com</a>
<b>2nd Level</b>	<b>Terrie Hudson</b> <b>Director</b> <b>(Test Bed, User Requirements, CCP)</b>	<b>404-927-4535</b>	<a href="mailto:Terrie.Hudson@bridge.bellsouth.com">Terrie.Hudson@bridge.bellsouth.com</a>
	<b>Joy Lofton</b> <b>Director</b> <b>(for Business Rules/Operations Issues)</b>	<b>404-927-7828</b>	<a href="mailto:Joy.A.Lofton@bridge.bellsouth.com">Joy.A.Lofton@bridge.bellsouth.com</a>
	<b>Suzie Lavett</b> <b>Director</b> <b>(TAG/LENS)</b>	<b>205-977-2876</b>	<a href="mailto:Suzie.H.Lavett@bridge.bellsouth.com">Suzie.H.Lavett@bridge.bellsouth.com</a>
	<b>Audrey Thomas</b> <b>Director</b> <b>(EDI)</b>	<b>404-927-7886</b>	<a href="mailto:Audrey.Thomas@bridge.bellsouth.com">Audrey.Thomas@bridge.bellsouth.com</a>
	<b>Dennis Davis</b> <b>Director</b> <b>(LNP)</b>	<b>205-977-1103</b>	<a href="mailto:Dennis.L.Davis@bridge.bellsouth.com">Dennis.L.Davis@bridge.bellsouth.com</a>
<b>3rd Level</b>	<b>Doug McDougal</b> <b>Senior Director</b> <b>(for Systems Issues)</b>	<b>404-927-7505</b>	<a href="mailto:Doug.Mcdougal@bridge.bellsouth.com">Doug.Mcdougal@bridge.bellsouth.com</a>
	<b>Dee Freeman-Butler</b> <b>Senior Director</b> <b>(for Business</b>	<b>404-927-3545</b>	<a href="mailto:Dee.Freeman2@bridge.bellsouth.com">Dee.Freeman2@bridge.bellsouth.com</a>



---

	<b>Rules/Operations Issues)</b>		
--	-------------------------------------	--	--

## **Dispute Resolution Process**

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

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 person authorized to update the document version.

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 determinations 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 E-mail 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 week following the Status Meeting. CLEC’s and BellSouth will have one week in which to cast their votes. Only ballots transmitted before midnight of the due date will be counted. BellSouth and each CLEC are allowed one vote on each issue presented on the ballot. The CCCM, or other designated individual will cast each CLEC’s votes. The BCCM, or other designated individual will cast BellSouth’s votes.

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

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

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 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 E –“disagree”.

---

## 10.0 TESTING ENVIRONMENT

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after “major releases”. CLECs are selected on a “first come, first served basis”.

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

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

### **EDI**

[www.interconnection.bellsouth.com/markets/lec.html](http://www.interconnection.bellsouth.com/markets/lec.html)

Select “Customer Guides”

Select “Local Exchange Ordering Guides”

Select “BellSouth EDI Specifications – TCIF 9”

Select “Section 7 – EDI Testing Guidelines for CLECS”

### **TAG**

[www.interconnection.bellsouth.com/markets/lec.html](http://www.interconnection.bellsouth.com/markets/lec.html)

Select “OSS Information Center”

Select “TAG Documentation”

This site is password protected. You should obtain the password from your Account Team representative.

---

## 11.0 TERMS AND DEFINITIONS

### A

**Account Team.** The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' 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.

**Acknowledgement 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 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 defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) an enhancement to an existing product or service 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 business 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 business 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. The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

**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.
  - **CRC = Change Review Complete.** Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).
  - **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.** 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.



---

**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.** 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 business 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.

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

**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 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 defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact and 2) an enhancement to an existing product or service where the CLEC/BellSouth has determined

---

should be expedited due to impact. For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 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

**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 – Major.** Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

---

**Release – Minor.** Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

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

**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.** 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 – A-4A contains sample Change Control forms and line by line Checklists.

**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).

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

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

**Cancellation Notification.** Advises the originator of cancellation of a Change Request (Attachment A-3).

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

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

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

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

## **APPENDIX B – RELEASE MANAGEMENT**

### **See Attached Forms**

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

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

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

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

## **APPENDIX C –ADDITIONAL DOCUMENTS**

**See Attached Documents**



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

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

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI. NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.

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

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

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

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

## APPENDIX F –“SAMPLE”VOTING BALLOT

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