# EXHIBIT OSS – 48

## Diagrams depicting flow-through and flow-through calculations

# CLEC Ordering Process Flow



**CLEC Caused Fallout Errors**

**Rejects (Auto Clarification)**

**Fatal Rejects**

C
L
E
C

Manual
LSR

LENS
EDI
TAG

LEO

R

LESOG

R'

M

E

E

SOCS

BellSouth
Legacy
Systems

DOE / SONGS

L
C
S
C

**BST Caused Fallout
Errors**
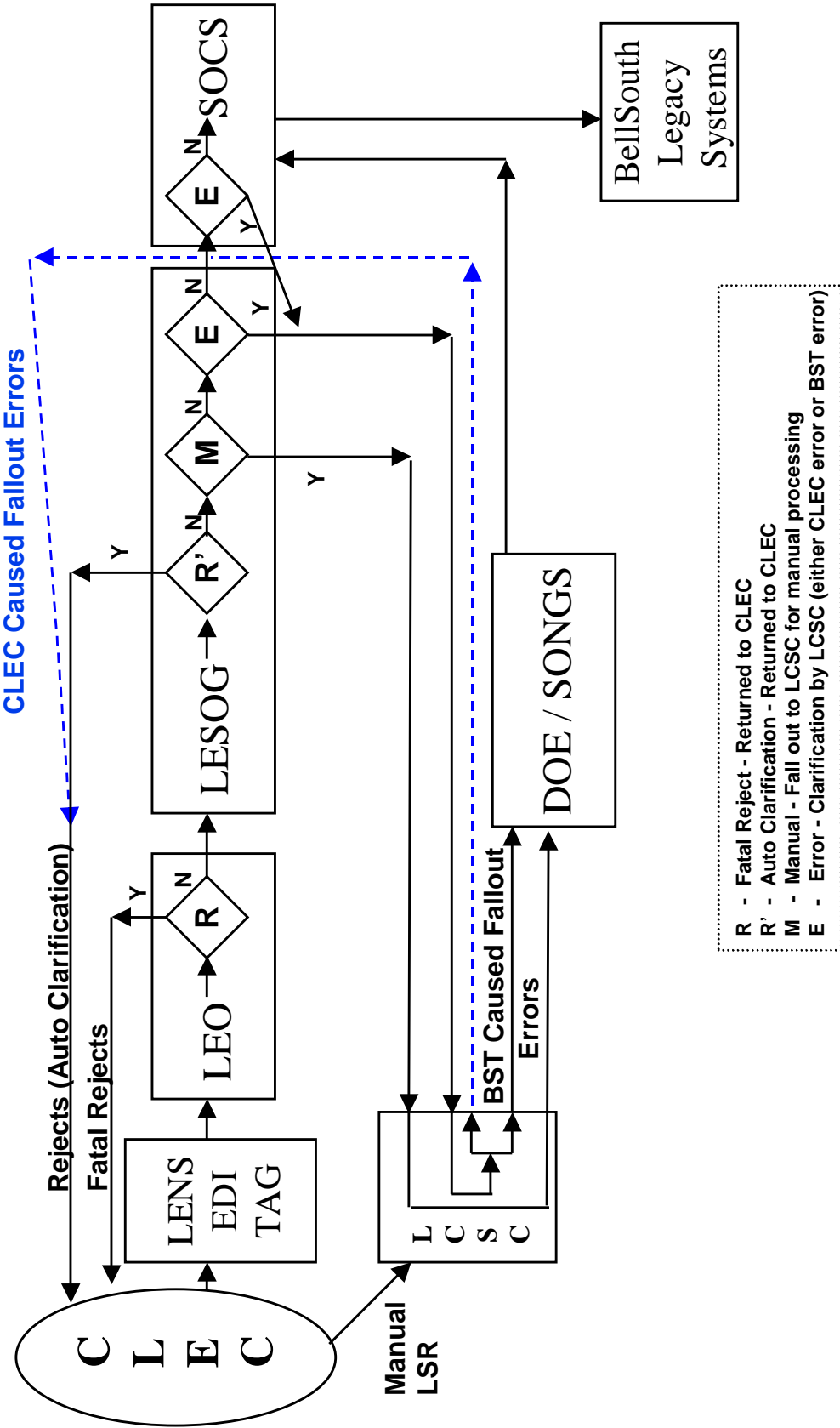
R  -  Fatal Reject - Returned to CLEC
R'  -  Auto Clarification - Returned to CLEC
M  -  Manual - Fall out to LCSC for manual processing
E  -  Error - Clarification by LCSC (either CLEC error or BST error)

# *Flow-Through*

**CLEC Error Excluded Calculation** $=$ $$\dfrac{\text{Issued Svc Orders}}{\text{Total Mech LSRs - (Manual FO + Auto Clar + Pending Supps + CLEC Errors)}}$$

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**Base Calculation** $=$ $$\dfrac{\text{Issued Svc Orders}}{\text{Total Mech LSRs - (Manual FO + Auto Clar + Pending Supps)}}$$

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**Achieved Flowthrough** $=$ $$\dfrac{\text{Issued Svc Orders}}{\text{Total Mech LSRs - (Auto Clar + Pending Supps + CLEC Errors)}}$$