



# **EXHIBIT OSS – 55**

## **ECTA Start-Up Guide**



# **ECTA Start-Up Guide**

**Issue A (Draft)**  
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\*\*\* DRAFT \*\*\*

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**1 REVISION HISTORY**

This document will be updated periodically to reflect relevant changes in the process for CLECs to obtain access to ECTA. This section will summarize these changes.

*Table 1 – Document Revisions*

<b>Date</b>	<b>Issue</b>	<b>Changes</b>
12/00	A (Draft)	Initial draft of the ECTA Start-Up Guide



**ABOUT THIS GUIDE****2.1 DESCRIPTION**

This document provides a high level overview of the Electronic Communications Trouble Administration System (ECTA) system. It discusses the implementation of the appropriate ANSI standards to achieve a uniform communications medium for the exchange of end-user trouble report information.

The reader should obtain a copy of the *Joint Implementation Agreement (JIA) for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service between CLEC and BellSouth Telecommunications, Inc.* This “generic” JIA serves as the boilerplate to build a specific JIA for the CLEC. The current version (Issue 3) is available along with this document at:

**[http://www.interconnection.bellsouth.com/guides/clec\\_ar.html](http://www.interconnection.bellsouth.com/guides/clec_ar.html)**

**2.2 INTENDED AUDIENCE**

This guide is written to provide the CLEC community a better understanding of the ECTA process.

**2.3 ASSUMPTIONS**

ECTA is a non-trivial machine-to-machine solution for the administration of end-user trouble reports submitted by CLECs to BellSouth. The following are assumed:

1. The CLEC is familiar with the appropriate ANSI T1 Standards, which governs the development and deployment of the ECTA interface.
2. The CLEC has the requisite resources and skills in the area of CMIP programming structure and X.25 communications protocols.
3. The CLEC is totally responsible for the development of the ECTA “Manager” gateway along with a suitable user interface. BellSouth does not provide instruction, guidance nor recommendations on how the CLEC should build their end of the interface ... other than conformance to the ANSI standards as detailed in the Joint Implementation Agreement (JIA).
4. The CLEC is responsible for provisioning the X.25 communications path(s) between their ECTA environment and BellSouth’s ECTA production and test environments.
5. The CLEC has read the generic JIA document.

## 2.4 HOW TO READ THIS GUIDE

This guide is organized in sections that describe the various aspects of the ECTA process. Throughout each section, this guide attempts to emphasize important information that the user should pay particular attention to. This information is usually brought to the attention of the user in the following manner:

- (1) ⇒ **Note:** Emphasizes important information.
- (2) Words **bolded in the text** refer to specific field names, section, link or functions being discussed.

**Information in a shaded box indicates critical operational information.**

## 2.5 ORGANIZATION

This guide is designed for front-to-back printing to conserve paper and is organized as described below:

1. **Revision History** provides a listing of changes between versions of the document.
2. **About This Guide** provides an overview of this document, its audience, assumptions, style, and organization.
3. **Background** provides some history of the ECTA system. It also provides specific references where the CLEC may secure information on the ANSI standards.
4. **An Introduction to Electronic Communications** provides an overview of the ECTA process.
- 5.
6. Error! Reference source not found. provide useful supplemental information.

## BACKGROUND

ECTA was initially developed to support the trouble administration requirements for the Interexchange Carriers (IXC). In 1997 it was expanded to support the needs of the CLEC community. Each client (IXC and CLEC) has its own unique module (or instance) residing on the same physical processor at the BellSouth side of the interface.

ECTA is built to the American National Standards Institute (ANSI) standards for the exchange of telecommunications trouble administration information as defined by the Electronic Communications Implementation Committee (ECIC) of the Alliance for Telecommunications Industry Solutions (ATIS). Specifically, these standards include T1.227-1995, T1.227A-1998, T1.228-1995 and T1.262-1998<sup>1</sup>. A copy of these standards is available (for a fee) at the ANSI web site. The total price for all four standards is \$237. The ANSI web site is:

<http://webstore.ansi.org/ansidocstore/dept.asp>

To learn more about the functions of ECIC, go to their web site at:

<http://www.atis.org/atis/tcif/ecic/5tc40a00.htm>

These standards define a broad-spectrum of data elements and specify how they are requested and returned. Although these standards allow for a number of items, BellSouth only supports a sub-set of these in its OSSs. Therefore, to ensure a successful implementation, the “trading partners” (CLEC and BellSouth) negotiate a Joint Implementation Agreement (JIA). A copy of this CLEC boilerplate document was defined in Section 2.1.

### 3.1 SUPPORT CONTACTS

Once the CLEC has review this documentation and has decided to move forward with this interface, he should request that his Account Team set up an initial meeting with the ECTA Project Manager. It is recommended that technical individuals from both sides participate in this initial JIA negotiation meeting.

Once the interface has been successfully tested and deployed, subsequent system troubles should be reported to the EC Support team at 800-662-3604. After hours, the CLEC should contact the ‘duty pager’ at 800-946-4646, pin 1116111.

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<sup>1</sup> T1.262 provides the CLEC user with the ability to request an MLT test and obtain the test results raw data. This functionality is not available to the IXC user.

## 4 AN INTRODUCTION TO ELECTRONIC COMMUNICATIONS

Electronic Communications (EC) is an Open System Interconnection (OSI) Network Management compliant platform providing Common Management Information Protocol (CMIP) services for supported applications. CMIP is a network management protocol.

The EC platform, commonly referred to as the EC Gateway<sup>2</sup>, supports the Trouble Administration (TA) application. This application runs under a single login ID for system administration.

In a CMIP environment, a Manager sends requests to an Agent, and the Agent processes the requests and returns responses to the Manager. While processing these requests, the Agent accesses one or more databases.

The following diagram illustrates how a very simple OSI Network Management compliant platform might appear using the CMIP protocol:

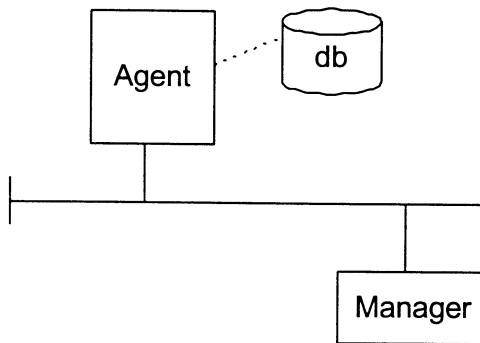


Figure 1 – Sample OSI platform using CMIP

A Gateway provides communications between two applications or computer networks. An OSI stack contains the communication protocol for each application or network communicating. As mentioned earlier, the application supported in the EC Gateway is TA. The following diagram illustrates the communication in a typical Gateway. This diagram depicts an Operational Support System (OSS) on the Manager Gateway and Agent Gateway.

<sup>2</sup> Also referred to as ECTA. Some CLECs refer to this interface as EB or Electronic Bonding.

CLEC Side

BellSouth Side

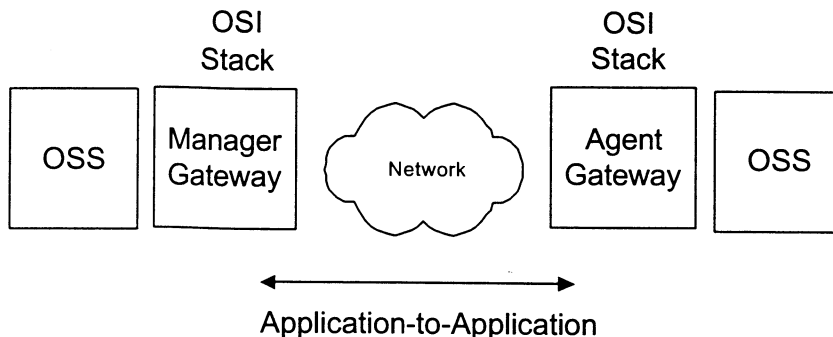


Figure 2 – Sample Gateway Configuration

CLECs may use ECTA to generate, modify and track trouble tickets. These CLECs usually create trouble tickets electronically through ECTA. However, there are times when the tickets are created manually in the back-end systems. For instance, a trouble ticket is created in the back-end systems when the EC Gateway is down or when the trouble ticket contains incorrect information.

⇒ **Note:** These systems are known as Work Forces Administration (WFA) and the Loop Maintenance Operational Services (LMOS).

Trouble tickets are created when a problem on a circuit is reported by the Interexchange Carrier or by one of the carrier’s customers, or when one of the representatives in the back-end systems reports a problem on a circuit. Since the back-end systems maintain numerous circuits in addition to the ones used by the Interexchange Carriers, the back-end systems do not send information to the Interexchange Carriers on every trouble ticket created. Instead, information is sent on those trouble tickets that pertain to the Interexchange Carriers’ circuits.

5 **CONNECTIVITY**

As specified in Section 2 of the JIA (page 6) the ECTA application requires the ECTA Customer to provide one 56K bit circuit for connecting to the ECTA production system and one 56K bit circuit for connecting to the ECTA test system. The ECTA customer must first contact their respective BellSouth Account Team Representative and inform the representative that they wish to order the two 56K bit circuits for connectivity with the BellSouth ECTA Gateway. The following information can be given to the BellSouth Account Team Representative for ordering the circuits.

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**5.1 LOCATION OF ECTA TEST SYSTEM:**

BellSouth  
Birmingham Data Center  
Data Drive  
Birmingham, AL  
CLLI: \_\_\_\_\_

**5.2 LOCATION OF ECTA PRODUCTION SYSTEM:**

BellSouth  
Charlotte Data Center  
9139 Research Drive  
First Floor Telco Room 309  
Charlotte, NC  
CLLI: CHRLNCWA1

**5.3 EXAMPLE OF CSU/DSU SETTINGS**

SW1 BANK = D4  
SW2 RATE = 56  
SW2 SL = OFF  
SW1 ZCS = ON  
SW1 EC = OFF  
SW1 ABS16 = OFF  
SW1 LLB = ON  
SW1 QUAL MON = OFF

**5.4 TESTING CONNECTIVITY**

The ECTA Customer should contact the EC Support hotline (800-663-3604) once the 56K Bit circuits have been provisioned. EC Support hotline personnel can assist the ECTA manager in scheduling Connectivity Testing with both the ECTA Test and ECTA Production Systems.

## 6 TESTING

Since ECTA will support all types of trouble reports, the CLEC is responsible for developing the specific test plans. (e.g., If the CLEC is only providing Resale POTS service, there is no need to test the interface to WFA for designed services.)

### 6.1 SAMPLE TEST PLAN

More to follow ...

### 6.2 TEST NUMBERS

The initial system testing takes place between the CLEC's system and the BellSouth test environment. The BellSouth test environment is a mirror image of specific geographies and the CLEC's own accounts may not be included. Therefore, for test environment testing, the following telephone numbers and circuit IDs may be used:

More to come ...

