EXHIBIT OSS-72

List of Acronyms Used in Pate's Testimony

Glossary of Terms in this Affidavit

ADSL - Asymmetrical Digital Subscriber Line

ADUF – Access Daily Usage File

AN - Account Number

ANSI – American National Standards Institute

API - Application Programming Interface

ASR – Access Service Request

ATLAS – Application for Telephone Number Load Administration and Selection

ATN - Account Telephone Number

BAPCO – BellSouth Publishing and Advertising Company

BBR – BellSouth Business Rules

BOC – Bell Operating Company

BOCRIS – Business Office Customer Records Information System

CABS – Carrier Access Billing System

CAFE – Common Access Front End

CCP – Change Control Process

CLEC – Competitive Local Exchange Carrier

CLLI - Common Language Location Identifier

CN – Completion Notice

CO – Central Office

COFFI – Central Office Features File Interface

CORBA – Common Object Request Broker Architecture

CPNI – Customer Proprietary Network Information

CRIS – Customer Record Information System

CSOTS – CLEC Service Order Tracking System

CSR – Customer Service Record

DAML – Digital Added Main Line

DID – Direct Inward Dial

DLEC – Data Local Exchange Carrier

DOE – Direct Order Entry

DOM – Delivery Order Manager

DSAP – Distributed Support Application

DSL – Digital Subscriber Line

EAN - Existing Account Number

EATN - Existing Account Telephone Number

ECS – Electronic Communications Support Group

ECTA - Electronic Communications Trouble Administration

EDI – Electronic Data Interchange

EDI/TCP/IP/SSL3 – Electronic Data Interchange Transmission Control Protocol/Internet Protocol over Secure Sockets Layer 3

EICCP - Electronic Interface Change Control Process

EODUF – Enhanced Optional Daily Usage File

ETET – End-To-End Testing

EXACT – Exchange Access Control and Tracking system

FID – Field Identifier

FOC – Firm Order Confirmation

FUEL - FID USOC Editing Library

GUI - Graphical User Interface

HDSL - High-Bit Rate Digital Subscriber Line

HTML - HyperText Markup Language

I & M – Installation & Maintenance

ICS – Interconnection Services

ILEC – Incumbent Local Exchange Carrier

INP – Interim Number Portability

LAUTO – LNP Automation

LAN – Local Area Network

LCSC – Local Carrier Service Center

LENS – Local Exchange Navigation System

LEO – Local Exchange Ordering system

LERG – Local Exchange Routing Guide

LESOG – Local Exchange Service Order Generator

LFACS - Loop Facilities Assignment and Control System

LMOS – Loop Maintenance Operations System

LMU – Loop Make-up

LNP – Local Number Portability

LPIC – Local Presubscribed Interexchange Carrier

LQS – Loop Qualification System

LSI - Local Service Itemization

LSOG – Local Service Ordering Guidelines

LSR – Local Service Request

LSRR – Local Service Request Router

MA – Missed Appointment

MAN – Miscellaneous Account Number

MLH – Multi-Line Hunt

MLT – Mechanized Loop Testing

MTP – Master Test Plan

NANC – North American Numbering Council

NPAC – Number Portability Administration Center

NSP – Network Service Providers

OBF – Ordering and Billing Forum

OCN - Operating Company Numbers

ODUF – Optional Daily Usage File

OSS – Operations Support System

PBX – Private Branch Exchange

PDF - Portable Document Format

PF – Pending Facilities

PIC – Presubscribed Interexchange Carrier

PON – Purchase Order Number

POTS – Plain Old Telephone Service

PRE – Programmable Rules Engine

P/SIMS – Product/Services Inventory Management System

RAO – Revenue Accounting Office

RNS – Regional Negotiation System

ROS – Regional Ordering System

RPON – Related Purchase Order Number

RSAG – Regional Street Address Guide

SL – Service Level

SOCS – Service Order Communications System

SOG - ServiceGate™ Service Order Generator

SOLAR - Service Order Language Analysis Routines

SONGS – Service Order Negotiation System

SPOC - Single Point of Contact

SQM – Service Quality Measurement

SRT – Service Readiness Testing

STP – Supplemental Test Plan

TAFI – Trouble Analysis Facilitation Interface

TAG – Telecommunications Access Gateway

TCIF - Telecommunications Industry Forum

UAT – User Acceptance Testing

UCL – Unbundled Copper Loop

UNE – Unbundled Network Element

UNE-P – Unbundled Network Element Platform

URL – Uniform Resource Locator

USOC – Universal Service Order Code

VAN – Value-Added Network connections

WFA – Work Force Administration