

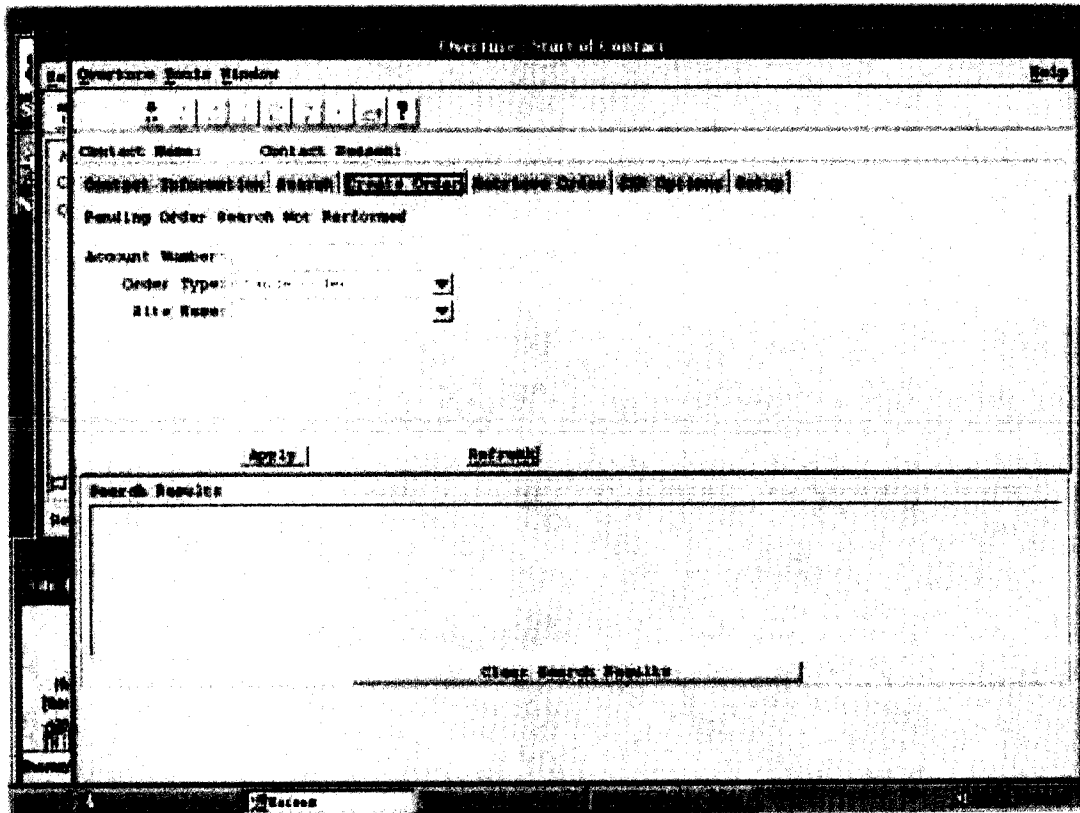
OSS-87

Exhibit to the Rebuttal Testimony of Ron Pate
Public Service Commission of Kentucky
Case No. 2001-105
JULY 30, 2001

Add Call Waiting to an existing account.

Step 1:

After logging into Overture and accepting CPNI disclosure statement open Create Order folder:



Step 2:

Input Account Number in Account Number field and click Apply:
System retrieves order number from SOCS and records from CRIS.
System populates some required entries to service order.

Step 3:

Click CSR Viewer to review account.
Click on Tools/Telephone Number

Overview: CSR Viewer: 901451-8000-401 CNYA CPND

Address Verification
All Addresses

Contact: Account

Order

CSR View: Messages
Listing

Blinded Telephone Number
All Telephone Numbers
Post Group

CSR Viewer:
Service Order Viewer
Service Order Editor
Work History
Special Calling Card

Logins
Non-Design Strucks
Foreign Exchange
All Circuits
Analog - Private Line

Special Calling Card
E911
Toll Free Dialing Service

REG 43, 82-14-86
REG 44-24-96
REG 45, 04-30-96
REG 46-04-00-02

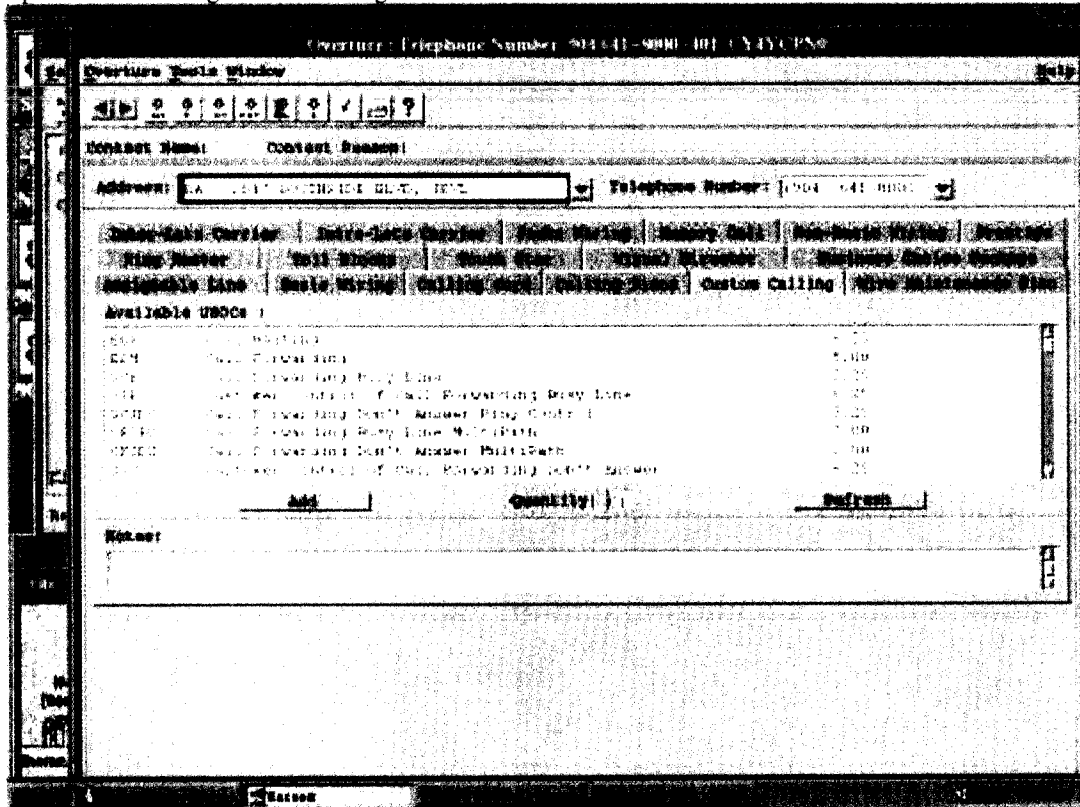
Rate	Explos
0.00	REG - SUBSCRIBER ACCESS TELEPHONE NUMBER
0.00	REG - Singlestar 1 - One Singlestar Number with Dist REG - TELEPHONE NUMBER REG - TELETYPE NUMBER REG - RINGING SERVICE REG - SERVICE ESTABLISHMENT DATE REG - SERIAL NUMBER
28.00	IFB - Business Line REG - TELEPHONE NUMBER REG - PREDEFINATED INTERNATIONAL CARRIER REG - PREDEFINATED INTERNATIONAL CARRIER REG - NO MAINTENANCE CONTRACT REG - LOCAL CALLING PLAN REG - PREDEFINATED CARRIER ASSIGNMENT REG - SERVICE NUMBER REG - LOCATION LINE REG - SERVICE ESTABLISHMENT DATE REG - PRESCRIPTION INTERNATIONAL CARRIER ASSIGN REG - SERIAL NUMBER

Action Bar

CS

Barrow

Step 4:
Open Custom Calling folder and bring TN 904 641-8000 into focus:



Step 5:
Select ESX and click Add button.
System I action codes feature to order with in focus TN.

Overture Service Order Window

Help

↑ ↓ ← → ?

Contact Name: Contact Reason:

LINE **TYPE** **CTL** **DTE** **SPU** **BILL** **BAR** **CODE**

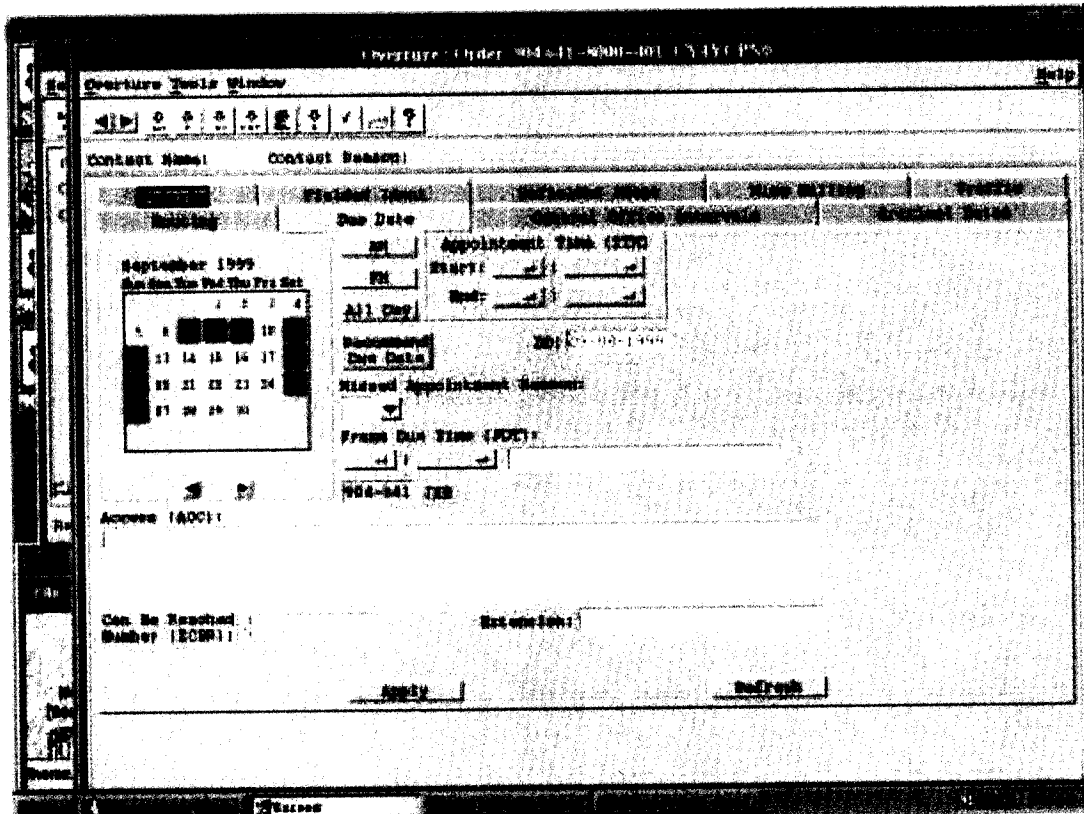
Logical Line	Date	English	Name
---BONY			
0013 V.W. 205 348-6644 00	0.00	0013 - RESPONSE/TRACKING/DEFINITION/INDICATE	
0000 000	0.00	0000 - COST REQUIRED!	
0024 NOV F 05-26-80	0.00	0024 - INCIDENT CLASSIFICATION	Art 100
---LINT			
LW 00000: ENVELOPE COMPANY	0.00	LW - LISTED NAME	Art 100
LA 113 00000: ENVELOPE COMPANY	0.00	LA - LISTED ADDRESS	Art 100
SA 00000: ENVELOPE COMPANY, 0000	0.00	SA - SERVICE ADDRESS	Art 100
VW 00000: PAPER DISTRIBUTION	0.00	VW - YELLOW PAGES NUMBER	Art 100
WIC 0113	0.00	WIC - STANDARD INDUSTRIAL CLASSIFICATION	Art 100
---BILL			
0011 00000: 0000	0.00	0011 - BILLING NAME LINE 1	
0002 PLS 00000	0.00	0002 - BILLING NAME LINE 2	
0003 00000: 0000	0.00	0003 - BILLING NAME LINE 3	
00 0000 FL 10016	0.00	00 - BONE OFFICE	
TRW 011,000	0.00	TRW - SORTING AREA	
---000			
01 000	0.00	01 - Call Waiting	
07H 000 641-0000		07H - TELEPHONE NUMBER	

000000

Step 6:
Select Tools/Order.
Input Remarks and Apply:

The screenshot shows a software window titled "Operations Tools Window" with a "Help" button in the top right corner. Below the title bar is a toolbar with various icons. The main area contains a "Context Name:" label followed by "Context Number:". Below this is a table with columns: "Remarks", "Date Date", "Status", "Status Message", and "Context Name". The "Remarks" column contains a large, empty text input field. At the bottom of the window, there are "Apply" and "Refresh" buttons. The Windows taskbar is visible at the very bottom.

Step 7:
 Open Due Date folder.
 Select due date and apply.



Step 8:
 Open Fielded Ident folder.
 Input Appointment Code of W and Apply.
 (The user may elect to validate the order at this point)
 Or may select Overture/Issue Service Order/Issue.
 System populates additional fields, validates order for errors and sends order to SOCS.
 (If any severe errors exist, the order will not be sent to SOCS. The user will have to review the error messages and correct the order)

OverTime Order Window		Help	
Validate Service Order	↓ / / / / ↓		
Issue Service Order	Issue		
Print Status	Issue Hold Negotiation	Issue Order Negotiation	Display Menu
Print	Issue Hold for Completion	Issue Order	Issue Billing
Clear	Issue Completion	Code Merge Date	Auto Completion
Open	Issue Pending Order		
Class	1111	101	
TIER1 Involvement Special Order Indicator By-Host Fees Multi Point Routing Code			
Telephone Number Special Action Indicator Customer Code Completion Date Exchange			
Application Date Hang-Up Time			
Order Number Suffix Class Of Service Sales Code Use Date Access Instructions			
Appointment Code Planned Appointment Code			
Apply Refresh			