BELLSOUTH TELECOMMUNICATIONS, INC.

REBUTTAL TESTIMONY OF GLORIA CALHOUN

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 960786-TL

JULY 31, 1997

Q. Please state your name, address and position with BellSouth Telecommunications, Inc. ("BellSouth").

A. My name is Gloria Calhoun. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am employed by BellSouth Telecommunications, Inc. as a Director of Regulatory Planning. In that position I handle matters related to operations planning and implementation for local interconnection, unbundling and resale.

Q. Are you the same Gloria Calhoun who previously filed testimony in this docket?

A. Yes.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to refute the testimony of ICI's witness, Mr. Chase, Sprint's witness Ms. Closz, MCI's witness, Mr. Martinez, WorldCom's' witness, Mr. McCausland, and AT&T's witness, Mr.

Bradbury, regarding BellSouth's electronic interfaces for Alternative Local Exchange Companies (ALECs).

Q. Generally speaking, does the testimony of these witnesses accurately reflect BellSouth's recommended, available ALEC interfaces?

A. No. In many instances it appears that these intervenors are not aware of the electronic interfaces BellSouth has made available for ALECs, are not aware of the capabilities of those interfaces, or have chosen not to take advantage of the interfaces available. The chart attached as Rebuttal Exhibit GC-28 summarizes the currently available interfaces for each required function. Before 1997, BellSouth did deploy some interim interfaces, so that we could support the earlier market entry of companies who indicated they wanted to start doing business. Some ALECs have chosen to continue using those interim interfaces rather than taking advantage of the electronic interfaces we have available today, so BellSouth continues to make the earlier ones available. Many of the intervenors describe those earlier interfaces. However, it is important not to confuse what BellSouth made available early on to allow ALECs to get into business as quickly as possible -- or how some ALECs, for their own reasons, choose to operate -- with the best of what BellSouth has to offer today.

Q. Much of the intervenors' testimony is devoted to criticizing the *ordering* capabilities of BellSouth's Local Exchange Navigation System (LENS). Is ordering the primary function of LENS?

A. No, the industry standard for ALEC ordering is EDI, and BellSouth's EDI interface provides the ordering capabilities many intervenors, particularly Mr. Bradbury, cite as lacking in LENS. BellSouth, along with the industry, recommends EDI for ordering. BellSouth originally intended LENS as a pre-ordering tool, and makes a range of connection options available that support both large and small ALECs for that purpose. BellSouth also developed interactive ordering capabilities as an option through LENS, and over time, we expect the LENS ordering functions to mirror the capabilities already available through EDI. Currently, however, the primary function of the LENS interface is for obtaining real-time, interactive access to pre-ordering information, which is substantially the same time and manner as BellSouth's access for its retail operations. The fact that LENS for *ordering* does not yet provide all the capabilities available through the industry standard EDI ordering interface does not detract from the *pre-ordering* capabilities available through LENS.

Q. Is EDI a viable option for smaller ALECs?

A. Yes. In addition to working with large carriers such as AT&T who want to customize EDI, BellSouth also worked with a third party software vendor to develop a personal computer-based EDI software package, known as EDI-PC. EDI-PC is compatible with BellSouth's EDI interface, and is readily available to even the smallest ALEC that might not want to develop its own system. Examples of screens from the EDI-PC package were included with my direct testimony as Exhibit GC-17.

Rebuttal of J. Lans Chase's Testimony- ICI

Q. Has ICI implemented BellSouth's currently available options for electronic ordering and provisioning, such as the industry-standard electronic data interchange (EDI) interface?

A. No. According to Mr. Chase's testimony, ICI is placing most of its orders manually by facsimile machine and a few by LENS. The fact that ICI has chosen, for its own reasons, not to avail itself fully of BellSouth's electronic ordering capabilities is not a deficiency on the part of BellSouth.

Q. Mr. Chase's direct testimony, at pages 3-5, describes ICI's dissatisfaction with BellSouth's handling of ICI's ordering and provisioning information. Does the process Mr. Chase describes reflect BellSouth's available electronic ordering and provisioning interfaces?

A. No. The problems enumerated by ICI would be obviated by the use of BellSouth's recommended ordering and provisioning interface, EDI. EDI electronically accepts orders, and electronically provides order acknowledgments, firm order confirmations, and completion notifications.

Q. *How long has the EDI interface been available to ICI and other ALECs?*

A. BellSouth's EDI interface has been available since December, 1996. The EDI-PC software has been available since March 31, 1997. This enables any ALEC to use the commercially available EDI software package developed by a third party vendor following BellSouth's specifications.

Q. Mr. Chase complains, on pages 20-21, that when using LENS for ordering "switch-with-changes" service where the only change is long distance service, ICI must recreate each telephone number with all feature codes and then designate a long distance PIC. Is this a BellSouth requirement?

A. No. This ordering requirement was developed by the industry's national Ordering and Billing Forum, and BellSouth complies with the industry's standard.

Q. According to Mr. Chase (pages 21-22), LENS does not automatically send the FOC (Firm Order Confirmation) for orders placed through LENS. Do you agree?

A. No. An ALEC can view at will firm order confirmations for orders placed through LENS.

Q. Mr. Chase complains, at page 22, that LENS does not automatically provide Customer Service Records (CSRs). Please comment.

A. As described in my direct testimony, on-line access to customer service record information is available through LENS. These records may be accessed and printed by ALECs as needed. Examples of customer service record screens seen by ALECs using LENS were attached to my direct testimony as Exhibit GC-15.

Q. On pages 20-22, Mr. Chase complains that LENS does not support all service orders. Does the industry-standard EDI ordering interface support the order types identified by Mr. Chase?

A. Yes. These types of orders are available through EDI, BellSouth's industry-standard ordering interface. While LENS currently supports many of the most common types of orders and its ordering capabilities will expand in the future; the primary purpose of LENS is for pre-ordering.

Rebuttal of Robert W. McCausland's Testimony - Worldcom, Inc.

Q. Mr. McCausland asserts that LENS cannot be used to order unbundled network elements and interim number portability. Do you agree?

A. No. Mr. McCausland appears to base this assertion on an e-mail message that, by my reading, does not address unbundled network elements one way or the other. "Complex services" refers to complex resold services, and is not synonymous with unbundled network elements. The primary ordering interface for loops, ports, and interim number portability is EDI. In addition, BellSouth will accept orders for these services through LENS. Additional unbundled network elements (UNEs) can be ordered through Exchange Access Control and Tracking (EXACT).

Q. Mr. McCausland claims, at page 22, that the EDI interface will not meet WorldCom's needs because "it is not mechanized." Is this accurate?

A. On the contrary, EDI is the mechanized ordering interface recommended by the industry for ALEC ordering. In addition, as described in my direct testimony, BellSouth has implemented mechanized order creation capabilities on BellSouth's side of the EDI interface. Mr. McCausland provides no support for this contention; it appears he is simply mistaken.

Rebuttal of Melissa Closz's Testimony - Sprint

Q. On page 9 of her direct testimony, Ms. Closz asserts that BellSouth's Operational Support System (OSS) interfaces have not met the standard of nondiscriminatory access because the interfaces introduced by BellSouth to date are not fully deployed and tested, and that the proposed OSS interfaces are only interim solutions. Do you agree?

A. No. Contrary to Ms. Closz's assertions, BellSouth's interfaces have been fully tested and have been deployed in a "real world" environment. I described BellSouth's testing methods in detail in my direct testimony. These interfaces are available to and in use by ALECs in BellSouth's region. While these are not intended as interim solutions, the interfaces will, of course, continue to evolve, just as BellSouth's retail systems do. For example, the Regional Negotiation System (RNS) used by BellSouth's retail service representatives has been in use for several years, but changes still are introduced in monthly software releases. An expectation of an unchanging or "permanent" interface is unrealistic, particularly in view of the fact that ALECs themselves request changes and enhancements.

Q. Ms. Closz claims, on pages 16 and 17 of her direct testimony, that Electronic Data Interchange (EDI) is not an industry standard interface, and that an EDI ordering interface will not support the interaction of an ALEC's OSS with BellSouth's OSS. Is either point correct?

A. No, not at all. EDI was adopted by the industry for ALEC order communications in 1996, and is recognized in the testimony of other intervenors' witnesses as the industry standard. Also, the very nature of EDI is to exchange information between independent computer systems on either side of the interface. In other words, EDI supports the system interaction described by Ms. Closz.

Q. Ms. Closz, at page 10 of her testimony, states that ALECs are able only to print one screen of CSR information at a time while BellSouth's representatives are able to print multiple pages on command. Is this accurate?

A. No. ALECs are able to print up to 50 pages with a single command. BellSouth's retail service representatives obtain 50 pages at a time as well.

Q. Ms. Closz further states that LENS only allows ALECs to view the first 50 pages of a customer's record and that a phone call to the LCSC is required to obtain the additional pages. Please comment.

A. Currently, only the first 50 pages of a customer's records are available via LENS. While BellSouth is working to expand the view capabilities for large records, the current view capabilities need not adversely affect the ALECs' ability to provide customer service. Customers with CSRs greater than 50 pages typically are the complex customers for which BellSouth uses many manual processes, and order negotiations with these customers typically occurs over multiple customer contacts.

Q. On page 13, Ms. Closz criticizes BellSouth's Trouble Analysis Facilitation Interface (TAFI) interface for trouble reporting. Are her comments correct?

A. No. First, her statement that TAFI is limited to resale services is incorrect. Ms. Closz's description of how unbundled network elements such as unbundled ports or interim number portability are handled with TAFI is inaccurate. TAFI is the "appropriate" system for any telephone-number based service, whether resale or unbundled network element. TAFI is a real-time, interactive interface, which automatically interacts with the appropriate BellSouth system for the situation, and which often enables the ALEC or BellSouth repair attendant to clear trouble reports remotely. While Ms. Closz complains that TAFI does not support "circuits", TAFI does not support circuits for BellSouth's retail operations, either. There is, however, a separate, industry standard trouble reporting interface currently available for designed services identified by circuit numbers. That interface also was described in my direct testimony as the Electronic Bonding Trouble Reporting interface.

Q. On pages 14 and 15 of her testimony, Ms. Closz describes the methods by which Sprint places orders in Florida, then states, at line 20 on page 14, that "there is no way to electronically coordinate the receipt of these orders by BellSouth." Is this correct?

A. No. While Sprint apparently has *chosen* to use a combination of facsimile and the electronic EXACT system for placing various related orders, BellSouth does not require this method. All the order types Ms. Closz describes -- unbundled loop, local number portability and directory listing -- can be ordered electronically through a single, industry standard EDI ordering interface. The fact that Sprint chooses to do business in another manner is not a failure on the part of BellSouth.

<u>Rebuttal of Jay Bradbury's Testimony - AT&T</u>

Q. Mr. Bradbury devotes more than half his testimony to LENS, and in particular, to the ordering capabilities in LENS. In light of what AT&T has asked BellSouth to undertake on the EDI ordering interface, do you find this puzzling?

A. Yes. For more than a year, AT&T has worked with BellSouth to develop the EDI ordering interface that is the industry's recommended interface for ALEC ordering. Since early this year, AT&T has conducted Service Readiness Testing and Market Readiness Testing, which are described in its interconnection agreement, using the EDI ordering interface. The LENS interface provides an ordering option for ALECs who choose not to implement the industry standard EDI ordering interface, but the primary purpose of LENS is for pre-ordering. Nearly all of Mr. Bradbury's complaints about LENS relate not to pre-ordering but to the ordering capabilities in LENS.

Q. Mr. Bradbury introduces decisions from state commissions outside the BellSouth region about a supposedly-similar interface provided by U.S. West. Has AT&T provided any information to support its contention that BellSouth's LENS pre-ordering interface and U.S. West's interface are technically alike?

A. No. Other than AT&T's assertion that U. S. West's and BellSouth's interfaces are both "web-based," AT&T provides no facts to indicate that the interfaces are technically alike. Based on my review, none of the state commission orders cited by AT&T contain any information indicating that the U.S. West interface is comparable to BellSouth's LENS interface.

Q. Please comment on Mr. Bradbury's discussion, at page 23 of his testimony, in which he disagrees with your direct testimony that electronic bonding is not a requirement for non-discriminatory access, and that manual handling for complex services, as long as the processes are comparable for both BellSouth and ALECs, can provide non-discriminatory access.

A. In a similar proceeding in Louisiana in May, 1997, Mr. Bradbury agreed that it is not necessary to eliminate all manual intervention in order for an interface to meet the non-discriminatory access requirement. (Louisiana Public Service Commission, Docket No. U-22252, May 28, 1997, Hearing Volume Number 7, Page 1782.) As described in my direct testimony, manual intervention is involved in certain of the processes which BellSouth uses to provide certain services to its retail customers. Thus, non-discriminatory access to such functions for ALECs can involve manual processes also.

Q. Mr. Bradbury's Exhibit JB-1 (referred to on page 29 of his testimony) lists "Market Entry Interfaces" with BellSouth. Are these interfaces the best of what BellSouth offers ALECs today?

A. No. These interfaces simply represent how AT&T has chosen to do business with BellSouth for AT&T's market entry. For example, for pre-ordering, AT&T chose a combination of on-line, file transfer and manual processes for the various pre-ordering functions, yet AT&T could have chosen real-time, interactive access for these functions through LENS, and Mr. Bradbury recently testified in a similar proceeding in Georgia that AT&T is in the process of training several hundred AT&T employees on the use of LENS for pre-ordering. Likewise, Mr.

Bradbury's chart shows that AT&T has chosen a manual interface for maintenance and repair, but AT&T could have chosen to use the interactive, real-time TAFI system BellSouth uses for its retail operations.

Q. On pages 32-33 of his direct testimony, Mr. Bradbury states that because LENS does not allow BellSouth's and an ALEC's OSS to interact electronically, the ALEC's service representative must manually input data into BellSouth's OSS, then re-enter that same data into its OSS. Please comment on that statement.

A. There is no need for an ALEC to manually re-enter data obtained from LENS into the ALECs' operational support systems as described in my direct testimony. There are several methods, ranging from simple to more sophisticated, that obviate the need to re-enter data. An ALEC using LENS can simply "cut and paste" information from LENS into any other computer application that supports "cut and paste," such as Microsoft Windows. Another method makes available the data underlying the presentation screens supplied through LENS for customization by an ALEC's software developers, as shown on Rebuttal. The data also can be provided in additional formats independently of the LENS presentation screens, through a process known as Common Gateway Interface, or CGI. CGI is described in my direct testimony at pages 11-12.

Q. At page 38 of his direct testimony Mr. Bradbury suggests that BellSouth has not cooperated with AT&T on the CGI process that would allow AT&T to integrate LENS data with AT&T's OSS. Do you agree?

A. No. BellSouth has made efforts over a number of months to accommodate AT&T, and in fact, is developing an electronic bonding pre-ordering interface designed to AT&T's specifications under the terms of the interconnection agreement. In addition to that effort, BellSouth has made several proposals to AT&T regarding methods for integrating AT&T's OSS with LENS. Mr. Bradbury on page 38, line 15 complains that AT&T received a March 20, 1997 specification that later was withdrawn. What Mr. Bradbury does not say is that BellSouth, in March, 1997, had told AT&T that the CGI specification in question was not ready to be released, and would be available April 30, 1997. The specification at AT&T's insistence was released to AT&T for review on March 20, 1997, before the BellSouth technical developers considered it complete. AT&T was aware of this on April 8, 1997, BellSouth did retract the document for technical reasons. BellSouth then discontinued its work on the specification, given that at that time AT&T indicated it did not plan to proceed, and that there was no other ALEC expressing an interest in the development. Nonetheless, BellSouth is willing to continue development of this approach with any interested ALEC.

Q. Is LENS a stable system?

A. Yes. LENS was designed as a highly reliable system and has continued to perform reliably in actual use. In contending that LENS is an "unstable" system (page 40 of his direct testimony), Mr. Bradbury refers to correspondence from the LENS project manager. However, that correspondence was a response to a request from AT&T for information about whether and how frequently there would be enhancements to LENS. That May 19 correspondence indicates that with the exception of a few changes, some of which already have been made, "the pre-order capabilities are stable." While the letter indicated that changes would occur in the ordering functions over the next six to nine months, for its primary purpose of pre-ordering, LENS is stable.

Q. Beginning on page 40, Mr. Bradbury provides a lengthy chronology regarding the process for obtaining AT&T's LENS user set-up. Is the process described by Mr. Bradbury typical?

A. No. This particular chronology appears to have resulted from a combination of miscommunication on the part of both BellSouth and AT&T, and does not reflect BellSouth's typical experience with other ALECs. The total time averages about two weeks, as AT&T was advised in the May 7, 1997 entry in its chronology. However, where the ALEC has already obtained an appropriate network connection and requires password access only, that process has been accomplished in as little as 48 hours.

Q. Mr. Bradbury, at page 52 of his direct testimony, states that in its Inquiry Mode, LENS requires new entrants to validate addresses repeatedly in order to perform various pre-ordering functions. Do you agree?

A. The ALEC will need to validate the address only for the functions that rely on address information. For example, to determine available telephone numbers or available features, the system must be able to associate an address with a particular central office. However, this association can be made simply by entering an existing telephone number.

Q. On pages 52-53, Mr. Bradbury states that LENS does not display the same type of information that is available to BellSouth's services representatives, such as driving instructions. What is the application of driving instructions in today's world?

A. Driving instructions come into play only where an address is unnumbered, a situation which currently is rare and continues to decline. With the proliferation of 911 services, local authorities have in recent years worked diligently to number all addresses, and most local authorities do not permit BellSouth to install new telephone service at an unnumbered address, nor to assign house numbers, but require the customer to obtain a numbered address first from the local authority.

Q. Mr. Bradbury states, at page 53 of his direct testimony, that "LENS is unable to perform certain telephone number searches as advertised." Please comment.

A. Telephone numbers are not always available that match selected criteria. This is not a LENS limitation, and the same is true for special number searches for BellSouth's retail customers. LENS allows an ALEC to customize a telephone number search, but, just as for BellSouth's retail customers, there is never a guarantee that the telephone number database will have a number available matching the criteria selected. LENS will display *available* telephone numbers that match the requested criteria.

Q. According to Mr. Bradbury, at page 53, LENS does not allow new entrants to select the options of RingMaster®, hunting and specific NXX, but he states that BellSouth service representatives have those capabilities when selecting telephone numbers. Please respond.

A. RingMaster® is available to ALECs through the product and service feature of LENS. Specific NXX is available to ALECs via the telephone number search capabilities of LENS. Hunting is accomplished by an ordering code placed on a service order, not as part of telephone number selection for BellSouth retail orders.

Q. Mr. Bradbury complains, at page 56 of his testimony, about the manner in which LENS presents the list of available interexchange carriers. Please comment.

A. Mr. Bradbury is complaining about the random order in which the list of carriers is presented, and the fact that an ALEC might have to scroll through several screens to find a carrier serving that customer's location. BellSouth's databases are designed to comply with the regulatory requirement that lists of available carriers be presented in random order. In addition, unless AT&T plans to presubscribe its local customers' long distance service to carriers other than itself, it is difficult to imagine how AT&T feels disadvantaged by this arrangement. On the other hand, one of AT&T's suggested remedies, an alphabetical listing of available carriers, could produce an advantage for AT&T.

Q. Mr. Bradbury, at page 75, suggests that BellSouth's EDI ordering interface is deficient in that it does not support complex services of any sort. Do you agree?

A. No. As indicated in my direct testimony, EDI supports "complex business" services such as PBX trunks, SynchroNet® service (a private line service), hunting, and basic rate ISDN service. However, as can be noted from the discussion earlier in this testimony about manual handling of many complex services, it is clear that BellSouth does not use mechanized ordering for all of its retail services. Complex services requiring account team handling are therefore not currently supported by EDI, but given BellSouth's manual handling of those services for its retail customers, that is not discriminatory.

Q. Does the "batch" nature of the EDI interface mean that an ALEC's orders will be delayed, as described by Mr. Bradbury on pages 75-76?

A. No. Batch times can be adjusted to accommodate the needs of ALECs. While the EDI batches currently are set up to run every 30 minutes, they can be adjusted to short intervals to accommodate specific market needs. Also, the EDI-PC package allows orders to be transmitted immediately.

Q. Mr. Bradbury asserts, on page 87, that BellSouth is able to submit orders and obtain status reports for all its trouble reports, while TAFI for ALECs only supports basic local exchange services. Is this correct?

A. No. TAFI is used by BellSouth and ALECs to handle trouble reports for both business and residence basic local exchange services, including a range of features and functions associated with such basic exchange services. Contrary to Mr. Bradbury's statements, an ALEC may use TAFI to input trouble reports, obtain commitment times, and check the status of reports for complex services, such as MultiServ® service or PBX trunks. An ALEC may also use TAFI to report troubles associated with unbundled network elements that are identified by a telephone number, such as unbundled ports or interim number portability. For "designed" or "special" services, principally those identified with a circuit rather than a telephone number, ALECs can report trouble using the same electronic bonding interface used by interexchange carriers for access service.

Q. Mr. Bradbury also suggests, on pages 87-88, that the capacity of TAFI is inadequate because it is smaller than AT&T's total number of repair attendants. Do you agree?

A. No. BellSouth has received no indication that AT&T plans to use TAFI, and Mr. Bradbury recently testified in Georgia that AT&T does not plan to use TAFI at all. In any event, with the cooperation of any ALEC, TAFI can be sized to accommodate any number of ALEC users, just as it is for BellSouth's retail repair attendants. In the meanwhile, the ALEC TAFI system has far more capacity today than is needed to support either current or forecasted TAFI users. As of late July, TAFI supports 130 simultaneous users with a volume of 2600 troubles handled per hour for the BellSouth region. A "hot spare" processor also is in place for TAFI. This can be activated almost immediately if necessary, and would increase capacity by an additional 65 users and 1300 troubles per hour, for a combined total of 195 simultaneous users and 3900 troubles handled per hour.

Q. Is BellSouth building an additional trouble reporting interface at AT&T's request?

A. Yes. At AT&T's request, BellSouth has agreed to develop a local exchange trouble reporting system similar to the existing interexchange carrier gateway, known as the Electronic Communications Gateway. This is scheduled for delivery in December, 1997, and will also be available to any other requesting ALEC.

Rebuttal of Mr. Martinez' Testimony

Q. How will your rebuttal of Mr. Martinez' testimony be organized?

A. MCI's witness Mr. Martinez begins by addressing some "background" themes, and then addresses BellSouth's systems for each function. I will organize my rebuttal to his testimony along these lines.

Rebuttal of Mr. Martinez' Background Themes

Q. Mr. Martinez, at page 6 of his direct testimony, draws a distinction between automated electronic interactive access, which he characterizes as "modern", and manual access, which he characterizes as "primitive." Do you agree with this distinction?

A. No, this is an oversimplification, and also is largely irrelevant. The relevant question from the perspective of non-discriminatory access is not whether processes are "modern" or even mechanized, but whether they provide access to information and functions in substantially the same time and manner as BellSouth's access for its retail customers. BellSouth relies on many manual processes itself when providing complex retail services, and has those same processes available for complex resale services, as described in my direct testimony. Complex, variable processes are relatively difficult to mechanize, and BellSouth has concluded that mechanizing many lower-volume complex retail services for its retail operations would be imprudent, in that the benefits of mechanization would not justify the cost. However, if MCI or any other ALEC, in exercising its independent business judgment, were to reach a different conclusion, it could certainly fund the cost of complex service mechanization through a bona fide request for additional functionality. The statement by Mr. Martinez, at page 10 of his direct testimony, that "manual intervention on the ILEC's side cannot be acceptable in either the short or long term" misses the mark. The requirement is not total mechanization; the requirement is non-discriminatory access.

Q. At line 15, page 3 of his direct testimony, Mr. Martinez states that BellSouth "has immediate real-time access to all information necessary to respond fully and correctly to customer queries . . ." (emphasis added). Do you agree?

A. No. There are many situations in which BellSouth service representatives must obtain information manually in the normal course of business.

Q. Mr. Martinez implies, at page 8 and elsewhere in his direct testimony, that "electronic bonding" is necessary for real-time access to pre-ordering information. Do you agree?

A. No, not at all. BellSouth's pre-ordering interface, the Local Exchange Navigation System (LENS), provides ALECs with real-time interactive access to BellSouth's pre-ordering information, regardless of whether LENS meets MCI's definition of electronic bonding. This was depicted on Exhibit GC-2 filed with my direct testimony. Thus, there is no merit to Mr. Martinez' further claim, at page 35, line 10 of his direct testimony, that a system such as LENS is time-consuming for customers waiting on the phone, nor for his claim, at page 25, line 13, that LENS is a manual dedicated access system that is incapable of integrating with an ALEC's OSS. From the customer's perspective, pre-ordering interactions with an ALEC using LENS are indistinguishable from pre-ordering interactions with BellSouth, regardless of whether LENS meets MCI's definition of electronic bonding.

Q. Would electronic bonding arrangements meet the needs of all market entrants?

A. No. Electronic bonding arrangements, because of the "sophistication" described by Mr. Martinez, are difficult, expensive and time-consuming to implement, and, as experience in the access world has shown, are of interest to only the very largest potential ALECs. While BellSouth has committed through its interconnection agreements to implement additional electronic bonding arrangements for pre-ordering information, BellSouth nonetheless has developed the LENS pre-ordering interface for the entire ALEC industry. LENS provides real-time, interactive access to pre-ordering information, and is available to support any ALEC that chooses to enter the local market today.

Q. In his discussion of industry standard interfaces, Mr. Martinez, at line 21, page 10 of his direct testimony, states that BellSouth uses essentially the same OSS interfaces and formats throughout its region. Is this accurate?

A. No, Mr. Martinez is quite mistaken. As described in my direct testimony, for its retail pre-ordering transactions BellSouth uses different systems, depending on whether the customer is a residence or business subscriber, and based on the customer's location. BellSouth uses the Regional Negotiation System (RNS) for most types of residence orders. For business customers in Alabama, Kentucky, Louisiana, Mississippi and Tennessee, BellSouth uses the Service Order Negotiation System (SONGS); for business customers in Florida, Georgia, North Carolina and South Carolina, the Direct Order Entry (DOE) system is used. SONGS and DOE also are used by service representatives for residence customer transactions not supported by RNS. These systems also vary considerably in their formats and ease of use, as was shown in many of the exhibits attached to my direct testimony. For example, RNS is a newer system that provides more English-language and point-and-click capabilities. SONGS and DOE are older systems that are less user friendly, relying more on the use of special codes and function keys. LENS, however, is superior to the BellSouth systems in that it provides a single interface for both residence and business, and supports all states in the BellSouth region.

Q. Is Mr. Martinez' testimony consistent on the subject of industry standard interfaces?

A. No. Mr. Martinez admits, on page 12 of his direct testimony, that the industry has not yet developed standards for the "information exchanges that typically occur before an ALEC actually places an order with an ILEC" (i.e., pre-ordering information). Nevertheless, at page 25 and again at page 26 of his direct testimony, Mr. Martinez criticizes BellSouth's pre-ordering interface, LENS, as not being an industry standard interface. In the absence of industry standards for pre-ordering, BellSouth has developed LENS. The only current alternatives to LENS are either another non-standard pre-ordering interface, such as the customized interface being developed for AT&T, or no pre-ordering interface at all. Having no pre-ordering interface is hardly the outcome contemplated by the FCC order, or by this Commission's resale and arbitration decisions.

Q. Are there further inconsistencies in Mr. Martinez' testimony on industry standards?

A. Yes. For example, at page 14 of his direct testimony, Mr. Martinez indicates that a satisfactory interface requires that "[w]herever there exists an industry standard, the BOC must have adopted and implemented it". However, at page 44 of his direct testimony, Mr. Martinez suggests that the industry is considering adopting an EDI standard for pre-ordering transactions; Mr. Martinez then suggests that if BellSouth were to implement an EDI interface for pre-ordering transactions, as BellSouth plans to do given the industry's current direction, the interface would still be lacking because EDI is a "batch" interface.

Q. Mr. Martinez states, on pages 12 and 13 of his direct testimony, that in the absence of industry standards, the incumbent should adopt the "least costly interim solution that would give requesting carriers the same level of access to the BOC's OSS functions as the BOC itself enjoys." Is the development of LENS consistent with that view?

A. Yes. While I know of no requirement in either the Telecommunications Act or the FCC's implementing orders that an incumbent adopt the least costly interface, LENS nonetheless is consistent with that view. LENS is compatible with inexpensive, commercially available hardware and software, requires no additional development effort by the ALEC, but also can be adapted by the ALEC with as much customization as the ALEC is willing to undertake. Also, LENS provides ALECs with access to BellSouth's pre-ordering information in substantially the same time and manner as BellSouth's access for its retail customers.

Q. Mr. Martinez also criticizes BellSouth's local exchange trouble reporting interface, TAFI, as not conforming with industry standards. What is your response?

A. The TAFI functionality described in my direct testimony is far superior to the limited functionality supported by the industry standard for trouble reporting, and BellSouth offers ALECs full TAFI functionality. TAFI allows a repair attendant to actually clear many trouble reports with the customer on the line, while the industry standard merely addresses functions such as electronically opening a trouble ticket or obtaining status information. While there is no industry standard for the superior functionality provided by the TAFI interface, it nonetheless allows ALECs to handle local exchange trouble reports in substantially the same time and manner as BellSouth does for its retail customers;

an interface that merely conformed with industry standards would be inferior.

Q. Mr. Martinez concludes his discussion of industry standards by stating, at page 14 of his direct testimony , that "a BOC's OSS interfaces should be deemed satisfactory" only if several conditions he lists are satisfied. Are you aware of any authority in either the Telecommunications Act or the FCC's implementing orders to support MCI's list of conditions that industry standard interfaces must be implemented or contractually agreed upon, or that non-standard interfaces must conform with "expected" industry standards.

A. No. The relevant question with regard to non-discriminatory access is not whether BellSouth's interfaces comply with industry standards that in some cases are still undefined, or whether BellSouth meets other aspects of MCI's wish list, but whether both ALECs and BellSouth have access to the information and the functionality in BellSouth's operational support systems in substantially the same time and manner. BellSouth's interfaces meet this requirement.

Q. At pages 20 and 21 of his direct testimony, Mr. Martinez describes the process of deploying "operationally ready" electronic interfaces as "substantial" and "time-consuming." How does this description compare with Mr. Martinez' testimony during the arbitration proceedings?

A. At page seven of the direct testimony of Terry Farmer of MCI, adopted by Mr. Martinez, and filed in Docket No. 960846-TP on August 22, 1996, MCI contended that "full implementation [of the electronic interfaces]. . . must be achieved . . . before the Section 271 checklist can be met" but that "[t]his need not create a problem of timing . . . since . . . the FCC has ordered the ILECs to comply with its access requirements by January 1, 1997." It is curious that in August, 1996, MCI believed that full implementation of electronic interfaces could be accomplished in about four months, but, now that BellSouth has implemented its interfaces, MCI objects to finding that BellSouth has met the checklist by characterizing the full implementation process as "substantial" and "time-consuming".

Q. Mr. Martinez also cites at page 19 the need for "integration" testing, which he describes as "full end-to-end trials designed to make sure that [BellSouth's and MCI's] systems can communicate properly with each other to accomplish the intended results in the designed manner." Does BellSouth control MCI's EDI testing schedule?

A. No. BellSouth is engaged in EDI implementation discussions with MCI, but whether and when MCI participates in such testing is under MCI's control. BellSouth, nonetheless, has demonstrated through volume testing that its interfaces are capable of supporting the forecasted volume of commercial transactions, as described in my direct testimony.

Q. At page 13 of his direct testimony, Mr. Martinez states, "Quite often, a BOC will restrict . . . data from their Business Office Representative", and uses an example of vanity numbers. Does BellSouth restrict its business office personnel from accessing vanity numbers?

A. No. Mr. Martinez's discussion bears no relationship to BellSouth's telephone number management practices, and in fact, Mr. Martinez recently testified in Georgia that he based this contention on his experience at Southern New England Telephone Company during the 1970s. Meanwhile, LENS provides ALECs the ability to access all available numbers, vanity or otherwise, in substantially the same time and manner as BellSouth's access for its retail customers, i.e., through real-time, interactive access to the database containing those numbers. Mr. Martinez' description of what another BOC might have done is irrelevant to the issues before this Commission.

Rebuttal of Mr. Martinez' BellSouth-Specific Criticisms

Q. Mr. Martinez states, at pages 23 and 24 of his direct testimony, that "BellSouth's interfaces do not support many of the pre-ordering requirements, especially the sub-functions supplying the real-time information that ALECs will need . . .". Is this correct?

A. No. As described in detail in my direct testimony, ALECs using LENS have real-time access to pre-ordering information. It is not clear why MCI would believe otherwise, as MCI personnel have attended both LENS training and ALEC conferences at which the LENS capability was demonstrated, and MCI has obtained a LENS user ID that provides access to the LENS system.

Q. Mr. Martinez states, at page 25 of his direct testimony, that LENS is "incapable" of integrating with an ALEC's OSS system. Do you agree?

A. No. As stated earlier, there are several methods through which an ALEC can accomplish this integration. BellSouth's CGI specification for this purpose has been provided to MCI. Therefore, Mr. Martinez is incorrect in stating, at page 35, line 6 of his direct testimony, that "utilizing LENS . . . the ALEC customer service representative would have to visually read information from the BellSouth database, manually input the information into the ALEC's internal order entry system."

Q. Mr. Martinez complains, at page 25 of his direct testimony, that the LCSC is the back up for LENS, and that the LCSC is only open Monday through Friday from 8:00 a.m. to 5:00 p.m. central standard time. Is this accurate?

A. Yes. Also, while Mr. Martinez complains that ALECs must query the system for each vanity number a customer might request, that is exactly what a BellSouth service representative must do. Moreover, the assertion by Mr. Martinez that "BellSouth as a whole" knows all remaining vanity numbers and has decided to restrict both BellSouth service representatives and ALECs from knowing them is simply wrong. Vanity numbers are highly personal choices made by individual customers; BellSouth has no way of knowing what word a customer might someday want to spell, and does not "lock up" all the numbers that might possibly spell a word, or, for that matter, an acronym such as "MCI". Furthermore, even if BellSouth had a way of knowing, which it does not, it would make little sense to restrict its sales personnel from these numbers, as Mr. Martinez suggests. The facts are these: all available numbers are contained in the number assignment database, and access to any available number is provided for both ALECs and BellSouth in substantially the same time and manner.

Q. According to Mr. Martinez, at pages 26-27, LENS only allows an ALEC to print the billing name and address page of the CSR, and therefore forces an ALEC representative to write the rest of the CSR information. Is this an accurate portrayal?

A. No. LENS allows printing of all displayed customer service record information.

Q. At line 12, page 27, Mr. Martinez states that an ALEC's customer service representative, unlike BellSouth's, after reviewing the CSR, "could not check that all of the customer information needed to submit the order was correct without calling the customer back to verify . . .". Do you agree?

A. No. Information about the customer's current services and features is available electronically to the ALEC while the ALEC is on the initial call with the customer.

Q. Mr. Martinez, at pages 31 and 32 of his direct testimony, criticizes the feature availability capabilities in LENS. What is your response?

A. First, Mr. Martinez indicates that "nothing but the feature name is provided." As shown on Exhibit GC-7 in my direct testimony, this is not correct. LENS provides additional information, such as the availability date of a feature, and the Uniform Service Order Code (USOC). Thus, Mr. Martinez is simply incorrect in stating that "to determine the . . . USOC information the ALEC would need to access and manually record the information before proceeding on . . . while the customer waits patiently on the line . . . .". There is no need for an ALEC to "manually record" information. The ALEC can "select" features, i.e., highlight the desired features on the computer screen. Selected features will be carried forward by the system to a LENS service order. For EDI ordering, MCI has the option of electronically transferring the information from LENS to MCI's ordering documents, as discussed earlier in this testimony.

Q. Does Mr. Martinez, at pages 32-34 of his direct testimony, accurately describe the due date capabilities of LENS?

A. No. *While Mr. Martinez suggests that an ALEC needs "history" to know* BellSouth's installation intervals, in fact, the LENS system provides real-time due date information, as described in my direct testimony, using the same system used for BellSouth's retail customers. While it is true that either a telephone number or an address is required to access the installation calendar, there is a very good reason for this requirement. Installation schedules, whether for retail or ALEC customers, vary depending on the particular circumstances for a given location, such as work load, force schedules, and special *circumstances such as switch conversions in a particular office.* Therefore, either a telephone number or an address is required to identify the particular location for which installation information is needed. This is true for both retail and ALEC due dates.

Q. At page 32, Mr. Martinez claims there is no history of BellSouth's intervals for the assignment of due dates. Has BellSouth provided this information to MCI and other ALECs?

A. Standard due date interval information has been provided to ALECs through an industry letter from BellSouth's Assistant Vice President for Interconnection Services Sales.

Q. Mr. Martinez states a concern, at page 36, line 12 of his direct testimony, about how ALECs will be able to access directory listing information. Will LENS provide this capability?

A. Yes. This information is part of the customer service record information that is available through LENS. This is shown on page three of Rebuttal Exhibit GC-29. The lines labeled "LN" and "LA" provide the listed name and listed address, respectively.

Q. At pages 24-25 of his direct testimony, Mr. Martinez lists seven types of pre-ordering information, which in his view includes "access to the information that an ALEC would require at the pre-ordering stage in order to convert an existing customer's services through an unbundling situation **involving a second ALEC**" (**emphasis** added). Mr. Martinez also refers to this at page 36, line 14. Do you agree that BellSouth must provide this information?

A. No. LENS currently provides six of the seven items on Mr. Martinez' list. However, the seventh item proposed by Mr. Martinez appears to expand the definition of pre-ordering information beyond that addressed in the arbitrations. I am not aware of any requirement for

BellSouth to provide information to one ALEC about another ALEC's customers.

Q. Mr. Martinez, at page 38, line 15 of his direct testimony, states that "BellSouth readily admits that their ordering systems are not and will not be ready for UNEs [unbundled network elements] . . . .". Is this accurate?

A. No. While Mr. Martinez provides neither a source nor a date for this purported admission, the fact is that BellSouth's ordering and provisioning systems can electronically accept orders for unbundled network elements today. This was described in the ordering section of my direct testimony. Thus, Mr. Martinez' further contention that the ALEC must "fill out and then fax four (4) separate order forms" for a UNE order is not correct, because orders can be transmitted electronically today. Furthermore, even where an ALEC chooses to fax orders rather than using BellSouth's available electronic interfaces, BellSouth uses ordering forms approved by the Ordering and Billing Forum (OBF). The OBF establishes the industry ordering requirements Mr. Martinez emphasizes so heavily in other sections of his testimony. Thus, the requirement for four ordering forms merely represents BellSouth's compliance with the standards Mr. Martinez otherwise advocates that BellSouth adopt.

Q. Please comment on Mr. Martinez' testimony, at page 39 of his direct testimony, regarding BellSouth's ordering processes for business services.

A. First, BellSouth has electronic ordering capabilities for many business services; the services available through EDI with mechanized order generation are listed on Exhibit GC-19 in my direct testimony. In addition, BellSouth provides electronic ordering capabilities for some complex services, such as PBX trunks, hunting, SynchroNet® service, and basic rate ISDN service. Mr. Martinez also complains, at page 41 of his direct testimony, *about manual handling of complex orders*. However, as addressed in my direct testimony, BellSouth uses many manual processes for complex retail orders, and BellSouth has established resale procedures for complex services that rely on the same processes.

Q. Mr. Martinez suggests, at page 41 of his direct testimony, that even for complex orders where most of the activities are handled manually, that ALECs should have the ability to physically input the final order into BellSouth's ordering system. Would this affect the ALECs' ability to serve its customers in substantially the same time and manner as BellSouth?

A. No. This capability does not affect the end user customer's interaction with either BellSouth or the ALEC. Consider again the SmartRing®

service example in my direct testimony. The interaction with the end user takes place over an extended period of time, as the sale and implementation proceeds through the service inquiry and design phases. The eventual retail order is typed into BellSouth's systems weeks after the sales and design process has begun, by an employee who has no direct contact with the customer. Thus, the fact that the LCSC, acting on behalf of the ALEC, is the party ultimately typing a final resale SmartRing® service order into the ordering system has absolutely no bearing on the ALEC's ability to serve its customer in substantially the same time and manner as BellSouth. Furthermore, while Mr. Martinez characterizes having the BellSouth ALEC account team "manually in the loop" as "absurd", this is done for the ALEC's benefit, to ensure that the ALEC reselling a complex service like SmartRing® is afforded the same level of systems design and other support as a BellSouth retail customer.

Q. Mr. Martinez' testimony, at page 44, line 3 of his direct testimony, indicates that BellSouth's EDI interface is not acceptable because "it is not keeping pace with the work being done at the OBF." Is this accurate?

A. No, and in fact, Mr. Martinez provides no support for his contention. BellSouth initiated its EDI ordering implementation in May, 1996, on the basis of an April, 1996, OBF recommendation to use EDI, but in advance of detailed implementation work by industry groups such as

OBF and others. Given that BellSouth actually has been operating ahead of the industry, BellSouth has indicated all along that some rework of its EDI ordering interface might become necessary as the industry moved forward, and indeed, that has been the case.

Q. Mr. Martinez states, at page 44, line 20 of his direct testimony, that BellSouth has not provided for electronic ordering of interim local number portability. Is this correct?

A. No. Mr. Martinez apparently is not familiar with the EDI ordering capabilities. Screens used for ordering interim local number portability from the EDI-PC package are shown in Exhibit GC-17 in my direct testimony; page two of that exhibit shows the section in which an ALEC specifies the number of paths for a ported number. The paper forms to which Mr. Martinez refers are made available for ALECs who choose not to order electronically.

Q. Please comment on Mr. Martinez' assertion, at page 44 of his direct testimony, that BellSouth's systems provide for limited "flow through".

A. BellSouth's systems in fact provide for extensive "flow through", which is the mechanized order generation process described in my direct testimony in the discussion of the Local Exchange Service Order Generator (LESOG). The sole purpose of creating LESOG was to allow correct and complete orders transmitted electronically to BellSouth to be entered mechanically into BellSouth's downstream provisioning systems without manual intervention by BellSouth. There is no manual verification process or "extra step" as described by Mr. Martinez. Thus, the "bottleneck" he envisions is illusory.

Q. Mr. Martinez states that BellSouth Long Distance "is the only long distance company listed as a feature that can be selected by clicking on the feature table." Is this accurate?

A. Not at all. Any available long distance company can be selected by clicking on the feature table, or by typing in the carrier code. I have verified this personally by using LENS to make changes to my residence telephone service.

Q. Mr. Martinez also states, at pages 41 and 42 of his direct testimony, that BellSouth "will not permit ALECs to submit orders to switch a customer 'as specified'," and goes on to describe at length the competitive difficulties he envisions as a result. Is Mr. Martinez correct?

A. No, and in fact, this testimony is highly surprising in light of Mr. Martinez' previous testimony in similar proceedings in other states. During cross-examination in hearings before the Georgia Public Service Commission in March, 1997, Mr. Martinez admitted ALECs can submit orders to switch customers "as specified." (Georgia Public Service Commission, Docket No. 6863-U, March 7, 1997, pages 2695-96.) "Conversion as specified" is an activity type agreed upon by OBF, and is supported by BellSouth through both the EDI ordering interface and the LENS ordering capability. This is displayed for EDI on page three of Exhibit GC-17 in my direct testimony.

Q. Mr. Martinez, at page 46 of his direct testimony, states that "BellSouth has provided scant information on the details of how to process a trouble report . . . .". Do you agree?

A. No. First, 22 MCI representatives attended an ALEC conference hosted by BellSouth April 1-3, 1997, during which ALECs were given hands-on demonstrations of BellSouth's TAFI system for trouble reporting. Next, on May 8, 1997, MCI's BellSouth account team provided MCI with a 300 page TAFI user guide.

Q. Is Mr. Martinez correct in his statements on pages 47-49 of his direct testimony, that BellSouth is offering ALECs a "batch" trouble reporting interface for interconnection and unbundled elements?

A. Absolutely not. Beyond TAFI, which also is a real-time interface, the additional trouble reporting interface BellSouth offers for designed services is the industry standard electronic bonding arrangement currently used by interexchange carriers, including MCI. This is a real-time -- not batch -- interface. Therefore, Mr. Martinez' enumeration of the competitive problems he envisions with a batch interface is irrelevant.

Q. Mr. Martinez states, at page 47 of his direct testimony, that BellSouth's LCSC will handle ALECs' maintenance requests for interconnection and unbundled network elements. Is this correct?

A. No. First, as described earlier, there are electronic interfaces available for ALECs' maintenance requests. Troubles for ALECs who choose to report troubles verbally are handled by dedicated provisioning and repair groups, not by the LCSC, which is an ordering center.

Q. Does Mr. Martinez, at pages 48-49 of his direct testimony, provide an accurate description of BellSouth's resale repair processes?

A. No, important information is omitted. As noted earlier in this testimony, TAFI provides ALECs with the ability to handle completely their customers' exchange line troubles, and the electronic bonding interface provides the electronic capability to report troubles and obtain information on resold designed services; both are real-time interfaces. Neither retail repair center nor account team involvement is required.

Q. Please respond to Mr. Martinez' complaints regarding billing usage.

A. It is true that BellSouth's daily billable usage feeds do not contain data on non-billable usage. However, their very purpose is to provide billing data, as required by the FCC and this Commission. To my knowledge, MCI did not arbitrate the issue of whether a billing interface should provide non-billing information. Nonetheless, should MCI determine it requires such information and is willing to pay for the development of an appropriate capability, MCI is free to submit a bona fide request. To date, however, they have not done so.

Q. Both Mr. Bradbury and Mr. Martinez raise questions about BellSouth's documentation of its interfaces. Please describe the documentation available for EDI, LENS and TAFI.

A. The July, 1997 LENS User Guide is provided with this testimony as Rebuttal Exhibit GC-30. The July, 1997, three volume Local Exchange Ordering (LEO) implementation guide is provided as Rebuttal Exhibit GC-31. This guide contains EDI information and ordering requirements. Documentation for the EDI-PC package is available from the third party developer of that software. The July, 1997 version of the TAFI User Guide and reference materials is provided as Rebuttal Exhibit GC-32.

Q. Please summarize your testimony.

A. While other parties' witnesses purport to address electronic interfaces to operational support systems, they focus on many interim processes and procedures while largely ignoring the available electronic interfaces that would obviate many of their stated concerns. Much of the intervenors' testimony is devoted to criticizing the *ordering* capabilities of BellSouth's Local Exchange Navigation System (LENS). However, pre-ordering is the primary function of LENS. The industry standard for ALEC ordering is EDI, and BellSouth's EDI interface provides the ordering capabilities many intervenors, particularly Mr. Bradbury, cite as lacking in LENS. In many instances it appears that these intervenors either are not aware of the electronic interfaces BellSouth has made available for ALECs, or have chosen not to take advantage of the interfaces available. Mr. Martinez' testimony, in particular, is replete with inaccuracies about the capabilities of BellSouth's electronic interfaces for ALECs and the capabilities of BellSouth's retail systems. In his "background" information, Mr. Martinez makes many vague assertions about incumbent local exchange carriers generally, without providing specifics to indicate whether the generalities have any particular relevance to BellSouth. BellSouth provides ALECs with access to the information and functions in BellSouth's operational support systems in substantially the same time and manner as BellSouth's access for its retail systems.

Q. Does this conclude your testimony?

A. Yes.

BellSouth's Currently Available Electronic Interfaces*

Process	CLEC Interface	Functions	Available Since
Pre-Ordering	• Local Exchange Navigation System (LENS) Provides electronic, real-time, interactive access to the same databases from which BellSouth obtains pre-ordering information	• Address validation • Telephone number selection • Products and services information • Due dates • *Customer service record information*	• April 1997 • April 1997 • April 1997 • April 1997 • June 1997
Ordering/ Provisioning	• Industry-standard Electronic Data Interchange (EDI) interface • Industry-standard Exchange Access Control and Tracking system (EXACT) • Interactive ordering through LENS	• 34 resale services, including four complex services, plus unbundled loop, port, and interim number portability • Complex network elements (trunking, transport, tandem switching, etc.) • 30 resale services plus unbundled loop, port, and interim number portability	• December 1996 • 1985 • April 1997
Maintenance and Repair	• Trouble Analysis Facilitation Interface (TAFI) Provides electronic, real-time interactive access to the same trouble handling system used by BellSouth for exchange services • Industry-standard Electronic Gateway Interface Same electronic bonding interface currently used by interexchange carriers	• Trouble reports for both business and residence local exchange services and unbundled network elements identified with telephone numbers (e.g., port) • Trouble reports for designed resold services and circuit-number identified unbundled network elements (e.g., trunks)	• March 1997 • 1995
Billing	• CLEC Daily Usage File Provided in industry standard data format	• Daily file containing such items as directory assistance or other billable usage associated with a resold line, interim number portability account, or unbundled network element such as an unbundled port	• *March 1996*

*This chart describes BellSouth's recommended interfaces for each process. In addition, some CLECs have chosen to continue using certain manual or interim electronic interfaces BellSouth deployed prior to 1997 to support the earlier market entry of local exchange competitors, so BellSouth continues to make those available. BellSouth also is building customized interfaces for some functions in accordance with individual interconnection agreements.

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File Edit View Go Bookmarks Options Directory Window Help

BELLSOUTH
LOCAL EXCHANGE NAVIGATION SYSTEM

Inquiry Only

Inquiry Only Menu

Please select one of the following:

View Customer Record

Note: A valid address must be entered before attempting to reserve telephone numbers, viewing features and services, or viewing an installation calendar. You may validate address by entering the telephone number and state in the fields below. If you have chosen to view a customer record, you must enter the telephone number and state below then click 'OK' to continue.

Telephone Number 9547765555

State FL

Document: Done

Netscape - [CSR AUTHORIZATION]

File Edit View Go Bookmarks Options Directory Window Help

BELLSOUTH

LOCAL EXCHANGE NAVIGATION SYSTEM

Inquiry Only

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Authorized | Not Authorized

Inquiry Only

BELLSOUTH

Netscape - [CSR REQUEST]

File Edit View Go Bookmarks Options Directory Window Help

Inquiry Only

Customer Record

```
 205 234 5555 454 *CSR*



LN   SMITH, JOHN
LA   101 MAIN ST
SA   101 MAIN ST, ALEXANDER
     CITY, AL
DZIP 35010

---DIR
DDA  JOHN SMITH
     101 MAIN ST
     ALEX CITY  AL  35010
DEL  A1

---BILL
BN1  JOHN SMITH
BA2  101 MAIN ST
PO   ALEX CITY  AL  35010
```

Document Done

Netscape - [CSR REQUEST]

File Edit View Go Bookmarks Options Directory Window Help

Inquiry Only

Customer Record

```
---S&E

          (OTHER)

  1  NW1O1 Network interface-Outside+
           /CSN MOA/ZSER 3C10000001

           (LINES & STATIONS)

  1  LW1CL Low Use Measured Resident+
           /PIC 0752/PCA CM, 04-24-96
           /ZSER 4310000002
  1  TTR   Touch-Tone
           /ZSER 4A10000003
  1  AH8   Telecommunications Relay +
           /CSN MOA/ZSER 5110000004
  1  ESC   Three-Way Calling
           /ZSER 5810000005

 205 234 0909 454 *CSR*                                  ALXC LW1CL          3
```

Document Done

Netscape - [CSR REQUEST]

File Edit View Go Bookmarks Options Directory Window Help

Inquiry Only

Customer Record

```
 QTY USOC   S&E                            J
  1  ESL    8 Code Speed Calling
            /ZSER 5F10000006
  1  ESM    Call Forwarding
            /ZSER 6610000007
  1  ESX    Call Waiting
            /ZSER 6D10000008
  1  NSD    TouchStar  Service, Calle+
            /CSN M4A/SED 03-03-94
            /ZSER 7410000009
  1  SEQ1X Inside Wire Maintenance S+
            /ZSER 7B1000000A
  1  9LM    FCC Charge for Network Ac+
            /ZSER 821000000B

---RELATED ACCOUNTS


---BILLING TRANSFERS
```

Document Done

Netscape - [CSR REQUEST]

File Edit View Go Bookmarks Options Directory Window Help

Inquiry Only

Customer Record

```
          /ZSER 821000000B

---RELATED ACCOUNTS


---BILLING TRANSFERS




---RMKS



---COMPLETED ACTIVITY
```

Document Done

BellSouth
FPSC Docket No. 960786-TL
Rebuttal Exhibit GC-29
Page 5 of 6

This Exhibit is the LENS User Guide

BellSouth
FPSC Docket No. 960786-TL
Rebuttal Exhibit GC-30

BELLSOUTH
LOCAL EXCHANGE NAVIGATION SYSTEM

LOCAL

EXCHANGE

NAVIGATION

SYSTEM....

(L E N S)

**** USER GUIDE ****

LOCAL EXCHANGE NAVIGATION SYSTEM (LENS)
USER GUIDE

Table of Contents:

1 INTRODUCTION:

Due to recently enacted telecommunications legislation, many companies may now offer Local Exchange telephone service to their end user customers. This would normally require the establishment of a physical network to handle switching and routing functions and make available the various features and services required by telecommunications customers.

To solve this problem, Certified Local Exchange Carriers (CLECs) can now purchase these telecommunications products, features and services from existing Local Exchange Carriers such as BellSouth, for resale to their customers.

BellSouth has created the Local Exchange Navigation System (LENS) which provides a simple and economical way for CLECs to process service requests. LENS may be used either to gather specific telecommunications information from BellSouth's existing Data Bases, or to place orders for telecommunications products and services.

Welcome aboard! And thank you for selecting BellSouth as your telecommunications service provider of choice!

2 SCOPE:

Specific features and services which are available for resale vary by NXX, or central office switch type. LENS will provide you with information as to which features and services are available for each NXX. This information is also listed in BellSouth's Local Exchange Ordering (LEO) and Implementation Guide, or you may contact your BellSouth Account Team representative.

This LENS User Guide contains information which is intended for use as support documentation and reference material to aid CLECs in working with BellSouth's LENS.

3 OVERVIEW OF THE LOCAL EXCHANGE NAVIGATION SYSTEM:

LENS is an on-line, interactive, menu driven system which permits subscribers to perform inquiry functions, and/or process requests for various products, features and services currently offered by BellSouth. LENS may be used for either new service (no existing telephone number) or existing service.

Information entered via LENS for a firm order populates portions of the Local Service Request (LSR) automatically. It facilitates the mechanized generation of service orders without manual intervention from the Local Carrier Service Center (LCSC).

Options available for the Inquiry function include validating addresses, reserving telephone numbers, viewing features and services for specific NXXs, viewing an installation calendar in order to estimate a due date interval and viewing customer records in states where Public Service/Utility Commission approval has been granted.

Options available for the Firm Order function include validating addresses, selecting telephone numbers or using previously reserved telephone numbers, viewing features and services, due date calculation and submitting the LSR. You can also view Firm Order Confirmations (FOC) or Completion Notices (CN), Service Order Status, Local Service Requests (LSRs) in error and view customer records in states where Public Service/Utility Commission approval has been granted.

Pending orders for telecommunications services can be accessed by CLECs to determine their status, however, CLECs can only access orders which they have placed via LENS. CLECs can not access service orders placed by BellSouth or other CLECs.

LENS provides you access to the same Operational Support Systems that BellSouth's service centers use. System availability and response times will be the same for you as they are for the BellSouth service centers.

LENS may be accessed by one of three ways:

1. Dial-up Access - uses Direct Inward Access Line Security (DIALS) SecureID authentication card.

2. LAN-to-LAN connectivity (TCP/IP) - CLECs may access LENS via BellSouth's External Gateway Access Router.

3. Public Internet Access - To access the BellSouth LENS application from the Internet, you must have two software items. These are: an Internet Graphic Browser software package, and a Digital Certificate from VeriSign, Inc.

SYSTEM AVAILABILITY:

BellSouth's LENS interfaces with various internal BellSouth Operational Support Systems in order to process your requests for information and/or place orders for services. Most of these systems are unavailable at certain times for scheduled maintenance or upgrades. These are normally performed during off peak hours. You will not be able to obtain information contained in these data bases during this down time. Please consider the following schedule when planning to place your inquiries and/or orders.

FUNCTION	DAY OF WEEK	DOWNTIME **
Service Availability		This system will usually be operable. Momentary down time may be experienced between 1:00 AM and 4:00 AM for an occasional system re-boot.
Address Validation	Monday - Saturday	1:00 AM - 4:00 AM and 10:00 PM - 12:00 PM
	Sunday	1:00 AM - 8:00 AM
Telephone Number Assignments	Monday - Friday	2:00 AM - 5:00 AM
	Saturday	2:00 AM - 5:00 AM and 11:00 PM - 1200 PM
	Sunday	1:00 AM - 9:00 AM
Appointment Scheduling	Sunday - Saturday	1:00 AM - 2:00 AM and 10:00 PM - 1200 PM
Customer Records	Monday - Friday	1:00 AM - 4:00 AM
	Saturday	1:00 AM - 4:00 AM
	Sunday	1:00 AM - 8:00 AM

** Eastern Time

4 HOW TO CONNECT TO THE LOCAL EXCHANGE NAVIGATION SYSTEM:

You can connect to BellSouth's initial LENS Login Screen using one of the three methods below:

** DIAL-UP:

Note: **See the BellSouth In-Dial Information Guide (Addendum A) for information on setting up your communications software and modem.**

Step 1 - Dial the modem pool number - 404 893-4500

Step 2 - Connect to the SecureID authentication server @ IP address 10.1.1.1

Step 3 - Enter your USERID (remember to use lower case).

Step 4 - Close your Telnet window.

Step 5 - Access your Web Browser.

Step 6 - Enter the http address for LENS.

** LAN TO LAN:

1. Access your Web Browser.
2. Enter the LENS http address and create a bookmark for LENS (if your Web Browser has the capability), or click on the LENS Bookmark if you've already created one.

** PUBLIC INTERNET:

Note: **See Addendum B for on how to obtain a digital certificate from VeriSign.**

1. Access your Web Browser.

2. Enter the LENS http address and create a bookmark for LENS (if your Web Browser has the capability), or click on the LENS Bookmark if you've already created one.

You should now be at the BellSouth Initial Login Screen.

BELLSOUTH
LOCAL EXCHANGE NAVIGATION SYSTEM

Login Page

Please enter your user name and password.

UserName:

Password:

New Password:

Confirm Password:

Submit Reset

You are now ready for Section 5, USING THE LOCAL EXCHANGE NAVIGATION SYSTEM!

5 USING THE LOCAL EXCHANGE NAVIGATION SYSTEM:

The following information will guide you through the steps necessary to process your service requests using LENS:

LOGIN:

Step 1 - Enter your User Name (**ALL CAPS**) and Password.

UserName: [ ]

Password: [ ]

Step 2 - Click on the **SUBMIT** key.

Submit

About Your User ID and Password:

Prior to your initial Login, you will be given a USERID and temporary password.

Your USERID will remain constant, however for security purposes, your password must be changed every sixty days or so. The system will prompt you when it is time to change your password.

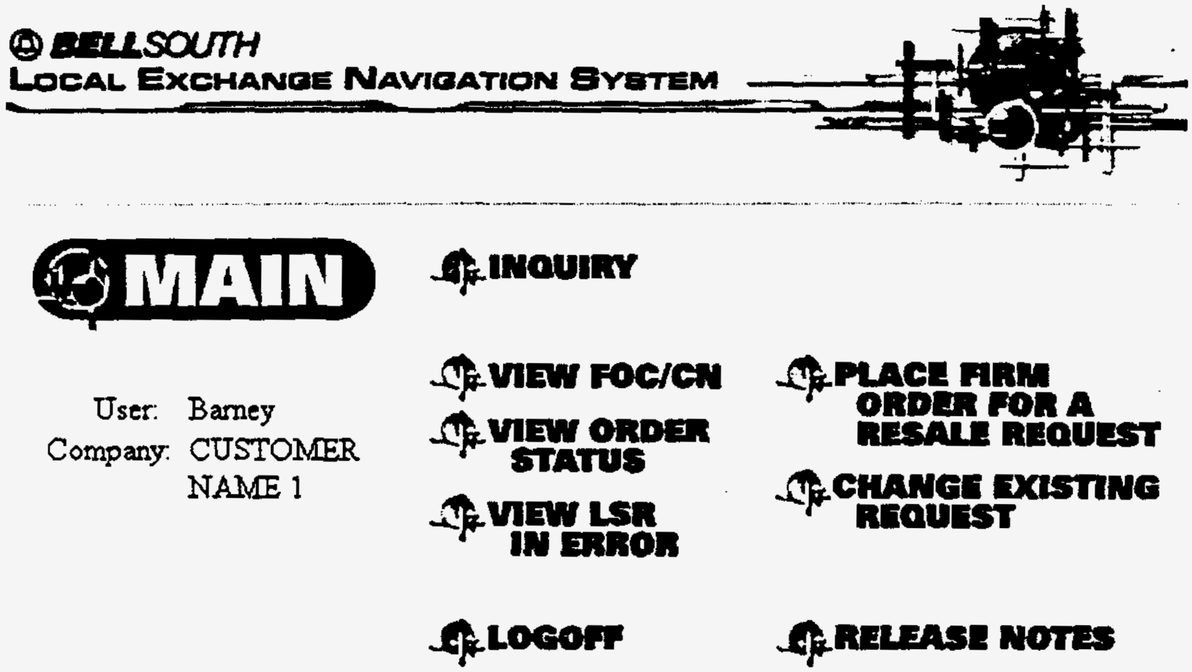
Note: It is important for you to change your temporary password after your first successful login to LENS.

Passwords must at least eight characters in length and consist of at least one alpha, one numeric and one miscellaneous character.

When changing your password, you may not use the same, or a similar password that you have used in the past few months.

MAIN MENU:

You should now be at the LENS Main Menu screen (see below). In the following sections you will be guided through the steps necessary to initiate inquiries, verify the status of pending orders or transmit information to submit a new order.



Note: **Your User Name and Company name will automatically be formatted on the left of the screen.**

Hint! **Cancel and Reset buttons are available at the bottom of some screens for your use. If you click on a Cancel button, the system will ask you to verify the Cancel request by clicking on the Yes button. This will cancel your request and return you to the Main Menu. All information related to your request will be lost.**

The Reset button refreshes the screen you are on and deletes all the information that has been added to that screen.

First let's look at the Inquiry function!

INQUIRY:

The **Inquiry** function is used to:

** Validate addresses

** View Features and Services

** Reserve telephone number(s)

** View an Installation Calendar

** View Customer Record

VALIDATE ADDRESS:

Addresses maintained in BellSouth's Data Bases are 911/E911 compliant and do not necessarily match those listed with the U. S. Postal service. Address information entered into LENS must be 911/E911 compliant and must be entered in ALL CAPITAL LETTERS.

It is recommended that if your End User has a telephone number, you should perform all pre-order functions using the 10 digit telephone number.

Step 1 - From the Main Menu, click on **Inquiry**.

Step 2 - From the pull down menu, click on **Validate Address.**

Step 3 - Enter a 10 digit telephone number if service is already existing,

OR

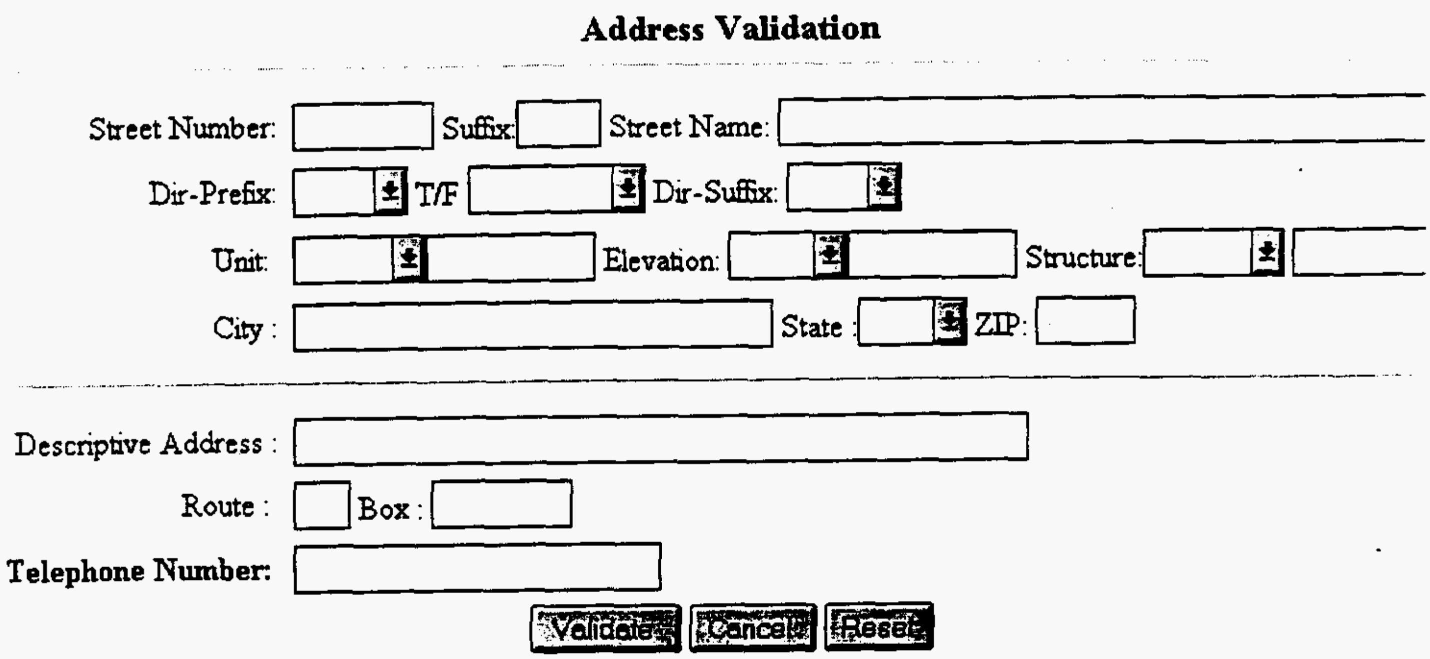
Leave the Telephone Number section blank for new service requests.

Step 4 - From the pull down menu, select the appropriate State.

Hint! You can enter the first letter of the State in the State code field, and LENS will automatically populate the field.

Step 5 - Click on the **OK** button.

Step 6 - Enter the address (for new service) in the appropriate fields and click on the **Validate** button ** **Remember, use ALL CAPS!**



Complete the Address Validation screen with as much information as is available to you. At a minimum, complete the Street Number, Street Name, City and State. Use pull down menus where available.

Step 7 - Verify that the address was validated and click the **OK** button to return to the **Inquiry Menu**. If the validation failed, either make sure you used ALL CAPS, verify that the address is as listed with the 911/E911 Data Base or refer to the Trouble Shooting section of the LENS Guide.

Note: If the address you have specified is not validated, LENS may provide an error message and/or a list of information, depending on the type of error or omission.

VIEW AVAILABLE FEATURES AND SERVICES:

Step 1 - From the **Main Menu**, click on **Inquiry**.

Step 2 - From the pull down menu, click on **View Features and Services.**

Step 3 - Enter a 10 digit telephone number if service is already existing,

OR

Leave the Telephone Number section blank for new service requests.

Step 4 - From the pull down menu, select the appropriate State.

Step 5 - Click on the **OK** button.

Step 6 - Enter the address (if new service) in the appropriate fields and click on the **Validate** button. **** Remember, use ALL CAPS!**

Step 7 - Verify that the address was validated and click the **OK** button to continue. If the validation failed, either make sure you used ALL CAPS, verify that the address is as listed with the 911/E911 Data Base or refer to the Trouble Shooting section of the LENS Guide.

View Switch Details:

The **Switch Details** section provides the 11 character Common Language Location Identification (CLLI) Code, Switch type, NPA, NXX, WATS and 800 serving office information for the address that was validated.

View Available Features and Services for Inquiry

Switch to Business Line

Switch Detail	
CLLI:	DYBHFLOSRS0
Switch Type:	SRSC
NPA:	904
NXX(TTA):	441
WATS Serving Office:	DYBHFLOSRS0
800 Serving Office:	DYBHFLOSRS0

This screen defaults to residential switch information. If you are inquiring about a business, click on **Switch to Business Line** to view business switch information. You can also use these switches to toggle between residential and business switch information screens. The list of available Long Distance Carriers may vary from residential to business services, so be sure you are viewing the appropriate list.

A table showing a random list of available Long Distance carriers for the switch will also be provided. The order these carriers are listed in will change each time you enter the system. You can page through this list by using the **Previous** and **Next** buttons.

Available Carriers

Carrier Name	PIC	Service	Date Available	Carrier TN	ACNA
AMERICAN TEL GROUP	0470	RDDD	1995/12/29	8008282317	AMJ
AMERICAN NETWORK EXCHANGE, INC	0370	RDDD	1991/03/12	8007354900	ANK
AMERICAN NETWORK EXCHANGE, INC	0370	RDDDI	1997/03/22	8007354900	ANK
AMERICOM TECHNOLOGIES INC	6870	RDDD	1996/11/22	8007283288	AOG
AMERICOM TECHNOLOGIES INC	6870	RDDDI	1997/03/22	8007283288	AOG
ATLANTIC TELEPHONE CO., INC.	0125	RDDD	1992/03/06	9042575588	AQT

Previous

Next

The **Carrier Name** field gives you the name of long distance carriers that are available in the switch you have selected.

The **PIC** field contains the PIC code for each long distance carrier.

The **Service** field contains a code which indicates whether the Interexchange long distance carrier is listed for residential (RDDD) or business (BDDD) customers. Codes for IntraLATA long distance carriers end with an "I" (RDDDI and BDDDI).

The **Date Available** field is the date the long distance carrier began or will begin offering service out of that switch.

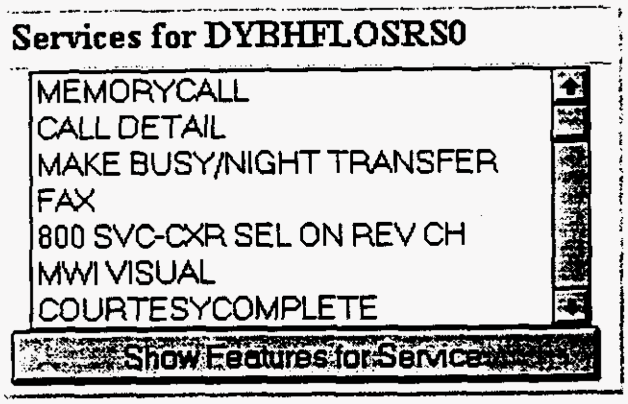
The **Carrier TN** field indicates the telephone number for each long distance carrier.

The **ACNA** (Access Carrier Name Abbreviation) field lists the ACNA codes for each long distance carrier.

Features and Services:

In the Features and Services section of Inquiry, you will see lists of all features and services available for a specific switch. Some of these features and services may not currently be available to be ordered via LENS, however, you can still submit a paper LSR. The Features and Services lists in the Firm Order functionality indicate only the features and services which can be ordered via LENS.

Step 1 - Click on the service you would like to select.



Step 2 - Click on **Show Features For Service** button. The table you see shows Feature Name, Extended Name, Status, Date Available, USOC and Tariff Notes.

Name	Extended Name	Status	Date Avail	USOC	Tariff Notes
MEMORYCALL ANSWERING SVC	RES-AUBURN/OPELIKA ONLY	A	1997/03/22	MBBAO	
MEMORYCALL ANSWERING SVC	RESIDENCE	A	1997/03/22	MBBRX	
MEMORYCALL ANSWERING SVC	BUSINESS	A	1997/03/22	SMBBX	
MEMORYCALL ANS SVC RESDNL	RES MESSAGING	N		MRMXX	
MEMORYCALL					

Note: The Status field has 4 values; N for not available, A for available, R for restricted from sale and RE for restricted for existing customers, not available to new customers.

Step 3 - Click on a feature to add it to the **Selected Features** table.

Note: To remove a feature from the Selected Features table, either click on the feature, or click on the Remove All Features button.

Step 4 - Click on **Return To Switch Details** button.

Step 5 - Repeat the above steps until you have completed adding/viewing features.

Hint! Before going on to the Main Menu you should either print this information or write it down for future reference. It will not be automatically carried over into the Firm Order functionality.

Step 6 - Click on the **Main Menu** button to return to the **Main Menu,** or click on the **Inquiry Menu** button to return to the **Inquiry Menu**.

RESERVE TELEPHONE NUMBER(S):

Step 1 - From the **Main Menu**, click on **Inquiry**.

Step 2 - From the pull down menu click on **Reserve Telephone Number(s)**.

Step 3 - Enter a 10 digit telephone number if service is already existing,

OR

Leave the Telephone Number section blank for new service requests.

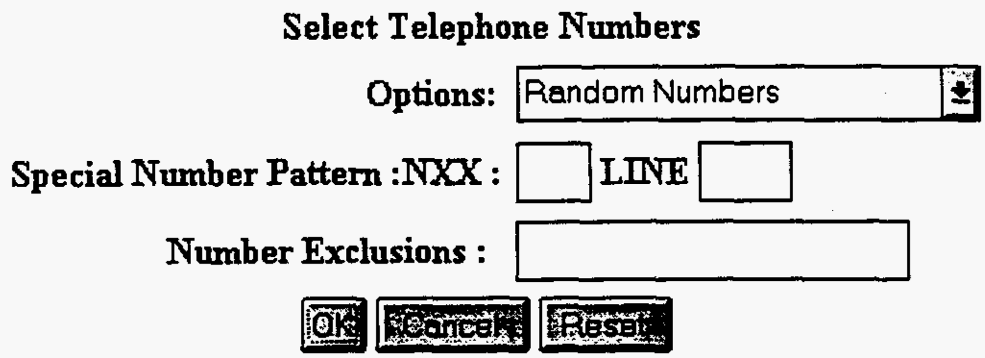
Step 4 - From the pull down menu select the appropriate State.

Step 5 - Click the **OK** button.

Step 6 - Enter the address (if new service) in the appropriate fields and click on the **Validate** button. ** **Remember, use ALL CAPS!**

Step 7 - Verify that the address was validated and click the **OK** button to continue. If the validation failed, either make sure you used ALL CAPS, verify that the address is as listed with the 911/E911 Data Base or refer to the Trouble Shooting section of the LENS Guide.

Now you are ready to reserve telephone number(s)!



Step 8 - From the pull down menu, select one of the available options:

- Random Numbers
- Vanity Numbers
- Easy Numbers
- Ascending Line Digits
- Descending Line Digits
- Identical Line Digits
- Sequential Line Numbers

Note: **Random numbers show you different exchanges that fall under the NXX/TTA's umbrella. If you select any option other than Random numbers, you may notice slow response time. This is caused by the back-end application that searches the data base to fulfill the request, and is not caused by LENS.**

Step 9 - If you would like to select a special number pattern, perform the following steps after selecting the vanity number option:

First enter the **NXX** of the appropriate switch (if known) or leave blank,

Then

In the **LINE** section, enter any special numbers or letters you want.

Note: To exclude a certain telephone number in the LINE field, enter a "#" in the position(s) you do not want a particular number to appear. Then indicate the number to be excluded in the Number Exclusions field.

Step 10 - Click on the **OK** button.

LENS will display a maximum of 10 telephone numbers that meet the criteria of the option selected.

Step 11 - Highlight a telephone number(s) in the **Available** box.

Step 12 - Click on the **Right Arrow** indicator to move the highlighted number(s) to the **Selected** box. (Click on the **Left Arrow** indicator if you want to move the number(s) back to the **Available** box)

Step 13 - To view a new list of numbers in the **Available** box, highlight any you do not want to keep then click on the **Replace** button. LENS will provide up to 10 additional numbers.

Step 14 - Click the **Keep** button to reserve your selected numbers.

Hint! Here you should either print the screen or write down the numbers you have selected. LENS will not retain this information in the Inquiry functionality.

Note: Currently only six (6) numbers may be reserved per order. These numbers are reserved for 9 calendar days.

The system will transfer you back to the **Inquiry Menu.**

VIEW INSTALLATION CALENDAR:

The Installation Calendar provides a convenient means of estimating due dates prior to a firm order being placed. The date is not confirmed or reserved until an error free firm order has been submitted to BellSouth.

Step 1 - From the **Main Menu**, click on **Inquiry**.

Step 2 - From the pull down menu, click on **View Installation Calendar**.

Step 3 - Enter a 10 digit telephone number if service is already existing.

OR

Leave the Telephone Number section blank for new service requests.

Step 4 - From the pull down menu, select the appropriate State.

Step 5 - Click on the **OK** button.

Step 6 - Enter the address (if new service) in the appropriate fields and click on the **Validate** button. ** **Remember, use ALL CAPS!**

Step 7 - Verify that the address was validated and click on the **OK** button to continue. If the validation failed, either make sure you used ALL CAPS, verify that the address is as listed with the 911/E911 Data Base or refer to the Trouble Shooting section of the LENS Guide.

***This will bring you to the* Installation Calendar.**

NPA	TTA	CLLI	Community
904	441	DYBHFLOS	ORM BCH

Work Schedule	CO:	IM:	Key:	Description
Monday	Y	Y	Y	Business/Residential Open All Day
Tuesday	Y	Y	N	Business/Residential Closed All Day
Wednesday	Y	Y	A	Business/Residential Closed in AM
Thursday	Y	Y	P	Business/Residential Closed in PM
Friday	Y	Y	R	Residential Closed All Day
Saturday	Y	Y	S	Residential Closed in AM
Sunday	Y	Y	T	Residential Closed in PM
			B	Business Closed All Day
			C	Business Closed in AM
			D	Business Closed in PM

Work Days Interval

	Bus	Res		
Prem Vis-Reinst 1-2 lines	02	04	Add 3 Lines	04
Reinstall 3 or More Lines	03		Add 4 Lines	04
New Install 1-2 lines	02	02	Add 5 Lines	04
Inside Wire/Dreg Other	04	04	Add 6-10 Lines	07
Additional Line	03		Add 11-15 Lines	10

Closed Date	Reason
19970510	Closed All Day IM Load
19970511	Closed All Day Miscellaneous
19970601	Closed All Day Miscellaneous
19970513	Closed All Day IM Load
19970518	Closed All Day Miscellaneous
19970512	Closed All Day Miscellaneous
19970526	Closed All Day Miscellaneous
19970525	Closed All Day Miscellaneous

OK

** The **CO** field is for work which requires Central Office involvement, such as a translation change or adding features.

** The **IM** field is for work which requires a premise visit.

** **Work Intervals** gives you the number of days to plan for your due date.

** **Closed Dates** are dates the various work centers are not available.

Note: **The Closed Dates are dynamic and subject to change. You should take this into consideration when forecasting due dates.**

Step 8 - Click on the **OK** button to return to the Main Menu.

VIEW CUSTOMER RECORD::

By selecting the **View Customer Record** option from the **Inquiry Menu** you will be provided with the requested customer record information. To view customer records, a copy of your blanket letter of authorization must be submitted to BellSouth in order for your profile to be updated to allow access to customer records.

To access customer records, you may use either a 10 digit account number or a miscellaneous account number, whichever is applicable to your request. CLECs will not be able to access customer records using circuit numbers.

NOTE: When multiple accounts exist for a 10 digit account number, the most current account on file will be displayed.

LENS will display up to the first 50 pages of a customer record. If your account is a complex account with more than 50 pages you will receive a message which will advise you to contact the LCSC to obtain a complete copy of the record via mechanized or manual FAX.

To obtain information on viewing customer records for restricted BellSouth accounts, you must FAX the individual letter of authorization to the appropriate Local Carrier Service Center.

To view a customer record, follow these simple steps:

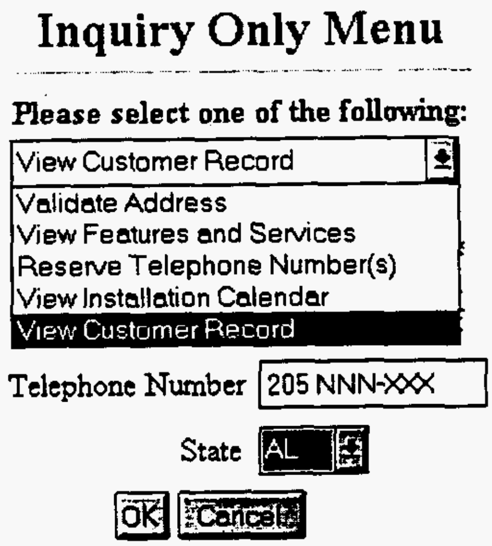
Step 1 - From the **Main Menu** select **Inquiry.**

Step 2 - From the pull down menu select **View Customer Record**.

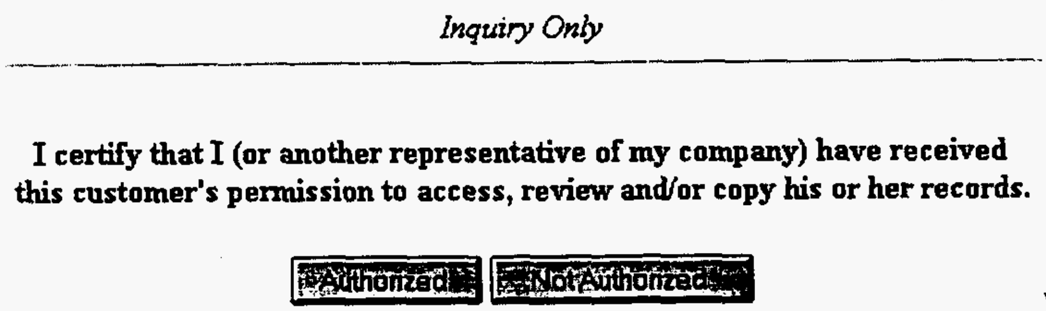
Step 3 - Enter the 10 digit telephone number or miscellaneous account number.

Step 4 - Enter the appropriate state code

Step 5 - Click on **OK**



Step 6 - Indicate you have the end user's permission to view the specific customer record by clicking on the appropriate button.



You should now be at the requested customer record screen.

Customer Record for a Simple Residence account:

```
205 NNN XXXX 015 *CSR*


LN   Customer Name
LA   Customer Address
     , HOOVER
SA   4699 SANDPIPER LN, BIRMINGHAM
DZIP 35244

---DIR
DDA  BA
DEL  A1, B1

---BILL
BN1  Billing Name
BA2  4699 SANDPIPER LN
PO   BIRMINGHAM AL  35244

---S&E

            (OTHER)

  1  NW101 Network interface-Outside+
           /CSN COV/ZSER 3C10000001

            (LINES & STATIONS)

  1  MBBRX MemoryCall  Answering Ser+
           /TN NNN-XXXX/MBTN NNN-XXXX
           /DLNM 2-LISTED NAME
           /SED 06-21-94/ZSER 4310000002
  1  MWW   Message Waiting - Stutter+
           /TN NNN-XXXX/SED 06-21-94
           /ZSER 4A10000003
  1  ACR   Area Calling Service, Res+
           /PIC 0333/PCA CM, 10-28-96
           /NMC/ZSER 5110000004
  1  TTR   Touch-Tone
```

Customer Record, cont....

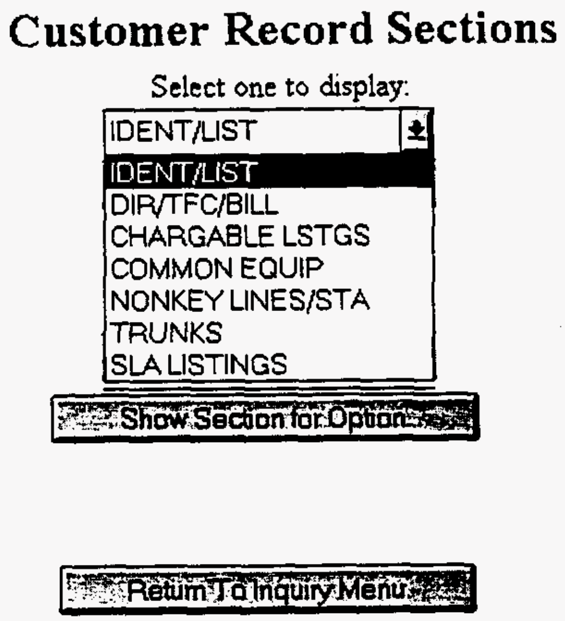
```
             /ZSER 5810000005
  1   AH8    Telecommunications Relay +
             /CSN COV/ZSER 5F10000006
  1   ESX    Call Waiting
             /ZSER 6610000007
  1   GCE    Call Forwarding Busy Line
             /SED 06-21-94/ZSER 6D10000008
  1   GCJ    Call Forwarding Don't Ans+
             /RCYC 3/SED 06-21-94
             /ZSER 7410000009
  1   UPPE1  Area calling service-usag+
             /CSN COV/ZSER 7B1000000A
  1   9LM    FCC Charge for Network Ac+
             /ZSER 821000000B

            (CALLING CARD SERVICE)

 1   BSXCC Co-Branded BellSouth Call+
           /CSN COV/ZSER 891000000C
           /SED 01-16-96

205 NNN XXXX 015 *CSR*

---COMPLETED ACTIVITY
```

Step 7 - LENS does not retain information in the Inquiry functionality. Before proceeding you may want to print this screen for future reference.

Step 8 - Click on the **Return to Inquiry Menu** button.

Following is an example of a complex service customer records:

Customer records for Complex accounts are broken down into sections to make it easier to view. From the pull down menu select the section you wish to view, then click on the **Show Section for Option** button.



listed below are examples of information you will find in customer records for Complex accounts:

IDENT/LIST SECTION

```
DZIP 35205
YPH  PH45250
     PHYSICIANS & SURGEONS-M*D
SIC  8011
ZAEC A12D

XL    (K) (NWPS) (CUSTOMER NAME)
      (1) (1201 11TH AVENUE SOUTH--)
      (FOL) (2) (ADMITTING
      /TN NNN-XXXX)
      (2) CUSTOMER NAME
      /LA (OAD) /TN NNN-XXXX
XL    (L) ASSOC NAME P + M*D
XL    (M) ALABAMA; SPINE INSTITUTE
      /LA 1201 11TH AV S
      /TN NNN-XXXX
```

NONKEY LINES/STATIONS SECTION

```
---S&E

            (LINES & STATIONS)

  1  AH8    Telecommunications Relay +
            /TN /SED 11-04-94
  1  9ZR    FCC Charge for Network Ac+
            /TN /SED 11-04-94
  1  AH8    Telecommunications Relay +
            /TN /SED 11-04-94
  1  CREX4  Custom Toll Restriction
            /TN /CBK B
            /SED 11-04-94
  1  9ZR    FCC Charge for Network Ac+
            /TN /SED 11-04-94
  1  AH8    Telecommunications Relay +
            /TN /SED 11-04-94
  1  CREX4  Custom Toll Restriction
            /TN /CBK B
QTY USOC    S&E
           /SED 11-04-94
 1  9ZR    FCC Charge for Network Ac+
           /TN /SED 11-04-94
 1  CREX4  Custom Toll Restriction
           /TN /CBK B
           /SED 11-04-94
 1  AH8    Telecommunications Relay +
           /TN /SED 11-04-94
 1  9ZR    FCC Charge for Network Ac+
           /TN /SED 11-04-94
 1  AH8    Telecommunications Relay +
           /TN /SED 11-07-94
 1  CREX4  Custom Toll Restriction
           /TN /CBK B
           /SED 11-07-94
 1  9ZR    FCC Charge for Network Ac+
           /TN /SED 11-07-94
 1  AH8    Telecommunications Relay +
           /TN /SED 11-04-94
```

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FIRM ORDERS:

In the **Firm Order** section LENS navigates you through the various preorder functions, remembering information needed to access the various back end systems. In addition, LENS populates the valid address, selected telephone numbers, PIC/LPIC and features in the appropriate LSR fields. Several activity types are available in the **Firm Order** section. These are:

** New Installation

** Disconnects

** Conversion as Specified

** Conversion as Is

New Installation:

Step 1 - From the **Main Menu** click on **Place a Firm Order for a Resale Request**.

Step 2 - Select **New Installation** as the activity type.

Step 3 - Now select the type of service (Residence or Business)

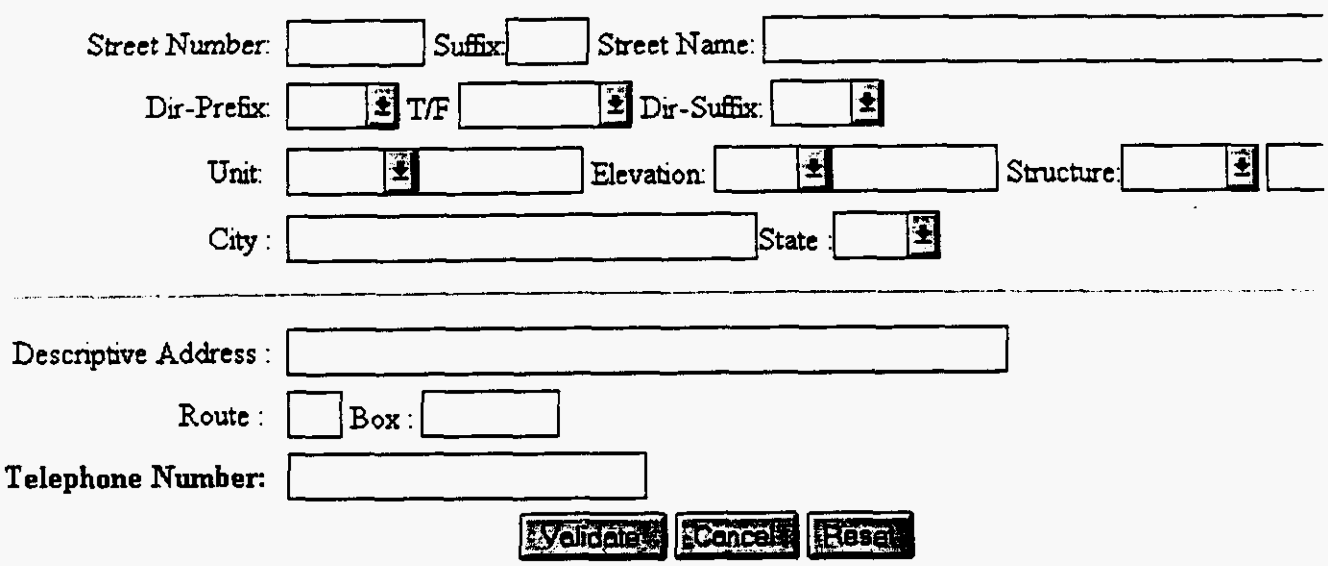
** Currently LENS supports activities for simple Residence or Business requests of 6 lines or less.

Since this request is for a new installation, a telephone number may not be entered.

Step 4 - From the pull down menu, select the appropriate State.

Step 5 - Click on the **Continue** button.
Step 6 - Enter the address in the appropriate fields and click on the **Validate** button. **** Remember, use ALL CAPS!**

Address Validation



Complete the Address Validation screen with as much information as is available to you. At a minimum, complete the Street Number, Street Name, City and State. Use pull down menus where available.

Step 7 - Click on the **OK** button to continue when you receive the **Completed Successfully** message.

Now you are ready to reserve a telephone number(s)!

Step 8 - Select your desired option for telephone numbers:

- Random Numbers
- Vanity Numbers
- Easy Numbers
- Ascending Line Digits
- Descending Line Digits

- Identical Line Digits

- Sequential Line Numbers

Hint! Random Numbers show you different exchanges that fall under the NXX/TTA's umbrella.

Step 9 - If you would like to select a special number pattern, perform the following steps after selecting the vanity number option:

First enter the **NXX** of the appropriate switch (if known), or leave blank.

Then

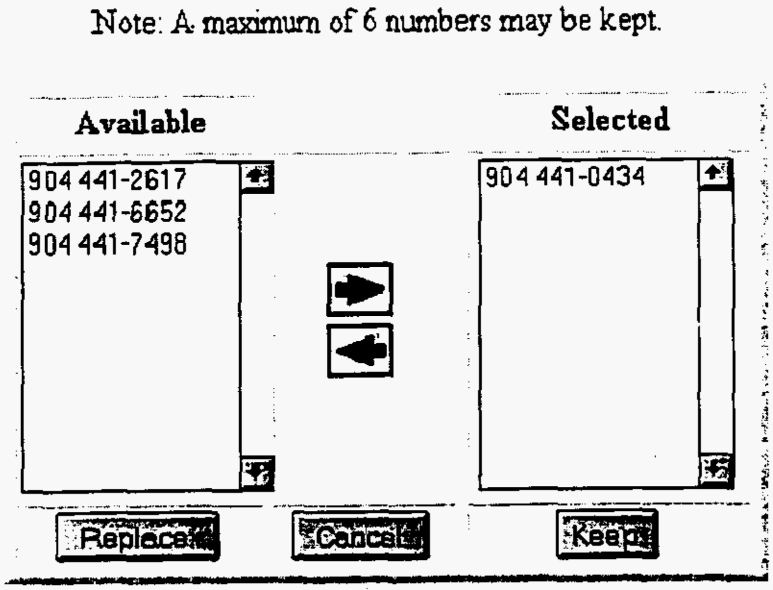
In the **LINE** section enter any special numbers or letters you want.

Note: **To exclude a certain telephone number in the Line field, enter a "#" in the position(s) you do not want a particular number to appear. Then indicate the number to be excluded in the number Exclusions field.**

Step 10 - Click on the **OK** button.

Step 11 - Highlight a telephone number(s) in the **Available** box.

Step 12 - Click on the **right arrow** indicator to move the highlighted number(s) to the **Selected** box. Use the left arrow indicator if you want to move number(s) back to the Available box.



Step 13 - To view a new list of numbers in the **Available** box, highlight any you do not want to keep, then click on the **Replace** button. LENS will provide up to 10 additional numbers.

Step 14 - Click on the **Keep** button to reserve the telephone number(s).

OR

- Enter the telephone number(s) you previously reserved and click OK to continue. You can enter up to 6 numbers. The format is **NPA NXX-LINE.**

VIEW AVAILABLE FEATURES AND SERVICES:

Step 1 - Under the heading **Select Reserved Telephone Number**, click on the first telephone number.

Note: Click on the All Unconfigured Lines button to add the same features and services to additional lines you have selected.

The **Switch Detail** box on the right side of the screen provides you with the Common Language Location Identifier (CLLI) Code of the Switch, the Switch Type (2A, 5ESS, etc.), the Number Plan Area (NPA), the NXX, the Wide Area Telecommunications Service (WATS) Serving Office and the 800 Serving Office.

You will also see a table which indicates which Long Distance Carriers are available in the switch. The table includes the carrier PIC, a Service Code which indicates residential (RDDD) or business (BDDD) use and if the carrier is valid for IntraLATA (R or BDDDI) or InterLATA (R or BDDD) service, a date the carrier was or will be available for the switch, a telephone number for the carrier and the carrier's Access Carrier Name Abbreviation (ACNA).

Step 2 - View the **Line Details** box on the left of the screen. This provides you with the type of service, PIC and LPIC.

Line Details	
Type Of Service	Residential
PIC	
LPIC	

Step 3 - Choose PIC and LPIC by either clicking on the Carrier's name in the list or by manually entering the PIC/LPIC code. You can also enter "None" or "Undc" if you do not wish to specify a PIC.

Note: **Currently, LPIC is valid in Florida, Georgia and Kentucky and prohibited in all other states in the BellSouth area. If LPIC is selected and is not applicable, LENS will "delete" the data prior to submitting the LSR.**

Hint! **You must select a PIC before moving to the features section. Also, you can click on the PREVIOUS or NEXT buttons to page forward or backward through the list of available carriers.**

Services:

Step 4 - Click on a service.

Step 5 - Click on the **Show Features for Service** button.

This will take you to the **View Available Features and Services** screen.

View Available Features and Services:

Step 6 - Click on a feature to add it to the feature list.

Note: **To remove a feature from the Selected Features table, either click on the feature or click on the Remove All Features button.**

Step 7 - Click on the **Return to Switch Details** button.

Repeat steps 4 - 7 until you have finished selecting and adding features.

Step 8 - When you have completed selecting features, click on **Return To Reserved Telephone Numbers** button.

A Check Mark should now appear next to the telephone number to indicate that you have selected features for that line.

Step 9 - If you have selected only one telephone number, click on **the Continue to LSR** button.

Note: **If all lines are not to be configured the same, you will have to configure each line individually as in steps 1 - 8.**

You are now ready to begin building your LSR!

Step 10 - Click on the **Process Firm Order** button.

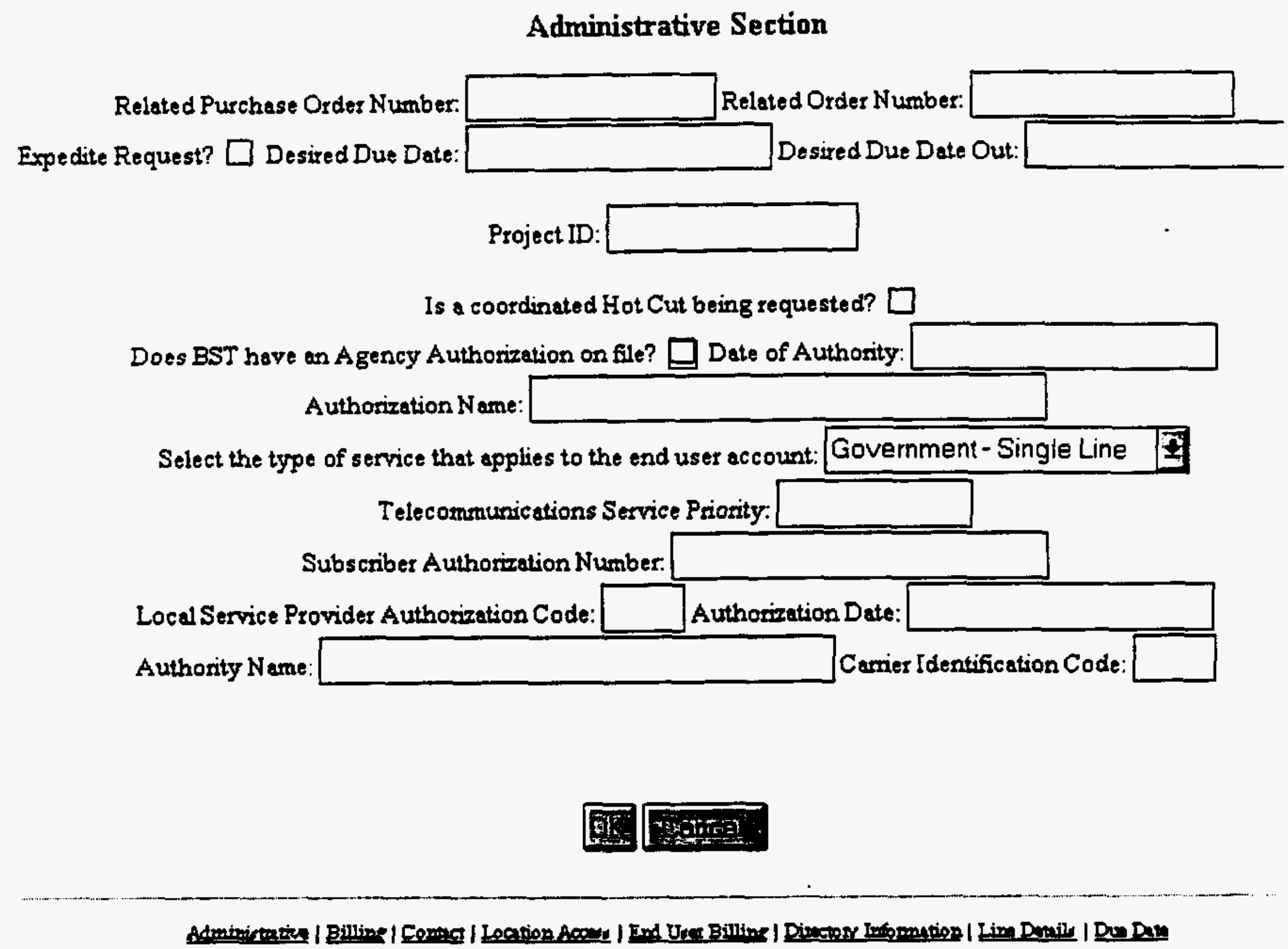
Step 11 - The following information should have been populated from your customer profile:

- Customer Carrier Name Abbreviation (CCNA)
- Company Code
- Customer Name

Step 12 - Enter the Purchase Order Number (PON). A maximum of 16 characters (alpha/numeric) are required.

Note: **If there is a related purchase order, you should enter it in the Related PON field.**

ADMINISTRATIVE SECTION:



Step 13 - Complete the appropriate fields based on request type and activity type.

Step 14 - Click on the **OK** button.

Note: The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the Local Exchange Ordering (LEO) Implementation Guide.

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

OK Cancel

Step 15 - Verify the information contained in the **Bill Section.**

Step 16 - Click on the appropriate boxes to indicate your correct tax exemption status.

Step 17 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: Room/Mail Stop:

Street Address: Floor:

City: State: Zip Code:

Telephone Number: Fax Number:

Implementation

Contact Name:

Telephone Number: Pager:

Alternate person to Contact:

Telephone Number: Pager:

Design/Engineering

Contact Name: Design Routing Code: Room/MailStop:

Street Address: Floor:

City: State: Zip Code:

E-mail Address:

Telephone Number: Fax Number:

Remarks

OK Cancel

Step 18 - All fields should be populated with information provided on your profile.

Step 19 - Click on the **OK** button.

LOCATION AND ACCESS SECTION:

Location And Access

End User Name:

Street:

Street2:

Room: Floor: Building:

City: State: Zip:

Contact Name for Access:

Contact Telephone Number:

Access Information:

Inside Wiring Options

Inside Wire Contact Name:

Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 20- Verify End User Name and zip code.

Step 21 - Enter Contact Name and Telephone Number for Access.

Step 22 - Enter Inside Wiring Options (if applicable).

Step 23 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:

Billing

End User's Billing Account Number: 904 441-0136

OK | Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 24 - Verify the End User Billing Account Number.

Step 25 - Click on the **OK** button.

DIRECTORY DELIVERY INFORMATION:

Directory Delivery Information

Name	**Address**
JOHN STOREY	2950 WATERS RD SW
c/o	
City: ATL	State: GA Zip Code: ZZZZZ

Closing Date of Directory if Advanced Listing requested:

Quantity of White Page books to be sent:

Quantity of Yellow Page books to be sent:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 26 - Verify that the directory delivery information is correct.

Note: **If your request is for a Business order, a Standard Interface Code (SIC) for the Yellow Page Heading is required. Also, a positive entry for the Yellow Page Heading is required. If none is required, enter None.**

Step 27 - Click on the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 601 829-1323

Please click on a telephone number in the table above to input the corresponding information.

Reference Number [ ] **Line Activity** Add **Telephone Number**

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

STOREY, ALVIS + JR

Provide address to be shown or if address will not be shown show "OAD" (Omit Address) in this field:

150 MARSHALL RD

Hunting

Hunt Group Activity New

Hunting Type Code [ ]

Hunting Sequence

Service Details

Carrier Information

Freeze PIC Indicator: N/A Primary Interexchange Carrier: [ ] IntraLATA

Primary Carrier: [ ]

Transfer Call Information

Transfer Calls to Name:

Transfer Calls until date:

LINE DETAILS SECTION Continued...

Jack Information

Jack Code to terminate the service: [ ] New Jack being requested? [ ]

Jack Number at end user connection. Enter 99 if unknown: [ ]

Options Requested

Toll Billing Exception: N/A

Features/Services - Add Only

Feature Activity: Add Feature Codes: NSY Feature Detail:

Feature Activity: Add Feature Codes: DRS Feature Detail:

/RNP B

Feature Activity: Add Feature Codes: Feature Detail:

Basic Class of Service

Provide Basic Class of Service: 1FR

Accept TN Details for Selected TN

Cancel

Step 28 - Click on the first telephone number in the table to input corresponding information. The reference number is system populated.

Step 29 - Enter the Directory Listing Information.

Step 30 - Enter Hunting details (if applicable).

Step 31 - Enter a **Freeze PIC** indicator if requested. PIC/LPIC are automatically populated if selected via the Features and Services menu, or the appropriate codes may be manually entered.

Step 32 - Enter Jack Information (if applicable--associated with inside wiring).

Step 33 - Enter Toll Billing Exceptions (if applicable).

Step 34 - **Feature Codes** (USOCs) will be system populated if selected via the View Features and Services option, or the appropriate codes may be manually entered. Enter **Feature Detail** (FID)information for each feature/service if required. For additional information, please refer to the LEO Implementation Guide.

Step 35 - Enter the **Basic Class of Service**. For additional information, please refer to the LEO Implementation Guide.

Step 36 - Click on the **Accept TN Details for Selected TN** button.

Note: Repeat Steps 28 - 36 if more than one telephone number was selected or manually entered.

Step 37 - Click on the **Determine Due Date** button.

DETERMINE DUE DATE:

NPA	TTA	CLLI	**Community**
601	829	JCSNMSNR	BRANDON

Desired Due Date

AM/PM All Day

Type of Service: **Business**

Number of Lines: **1**

Connect Through: **No**

Calculate Due Date Cancel

Calculated Due Date: 19970515

There is a PREMISE visit required

Submit LSR

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 38 - Verify Desired Due Date and AM/PM information.

Step 39 - Click on **Calculate Due Date** button.

LENS will respond with a calculated due date.

Note: Connect Through:

No indicates that a premise visit will be required.

Yes indicates that no premise visit will be required.

Step 40 - Click on the **Submit LSR** button if the calculated due date is acceptable to the end user, otherwise, change the desired due date and repeat step 39.

Acknowledgment:

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

Steps to be followed for error corrections:

Step 1 - Using the tool bar, return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

Disconnect Orders:

Step 1 - From the **Main Menu** click on **Place Firm Order for a Resale Request.**

Place a Firm Order

Please select the Type of Activity, Type of Service and the State in which the End User is located:

Activity Type	Service Type	State
Disconnect	Residential	AL

Step 2 - Select **Disconnect** as the activity type.

Step 3 - From the pull down menu, select the service type.

Step 4 - From the pull down menu, select the appropriate State.

Step 5 - Enter the 10 digit telephone number and click on the **OK** button.

LENS *will ask you to confirm your authorization to view the Customer Record for the account by clicking on the appropriate button:*

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Authorized | Not Authorized

Step 6 - Click on the **Authorized** button if you are authorized to view the customer record for this account. LENS will respond with a copy of the customer record. Click on the **Continue** button to continue with the address validation.

OR

Click on the **Not Authorized** button to bypass the customer record and continue with the address validation.

LENS ***will respond with the address for the corresponding number entered.***

Step 7 - Click on the **OK** button after receiving the Completed Successfully message.

Step 8 - Click on the **Process Firm Order** button.

Step 9 - Enter the PON.

ADMINISTRATIVE SECTION:

Administrative Section

Related Purchase Order Number: Related Order Number:

Expedite Request? ☐ Desired Due Date: Desired Due Date Out:

Desired Frame Due Time:

Project ID:

Is a coordinated Hot Cut being requested? ☐

Does BST have an Agency Authorization on file? ☐ Date of Authority:

Authorization Name:

Select the type of service that applies to the end user account: Government - Single Line

Telecommunications Service Priority:

Subscriber Authorization Number:

Local Service Provider Authorization Code: Authorization Date:

Authority Name: Carrier Identification Code:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 10 - Complete the appropriate fields based on request type and activity type.

Step 11 - Click on the **OK** button.

Note: **The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the LEO Implementation Guide.**

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

OK Cancel

Step 12 - Verify the information contained in the **Bill Section**.

Step 13 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: Room/Mail Stop:
Street Address: Floor:
City: State: Zip Code:
Telephone Number: Fax Number:

Implementation

Contact Name:
Telephone Number: Pager:
Alternate person to Contact:
Telephone Number: Pager:

Design/Engineering

Contact Name: Design Routing Code: Room/MailStop:
Street Address: Floor:
City: State: Zip Code:
E-mail Address:
Telephone Number: Fax Number:

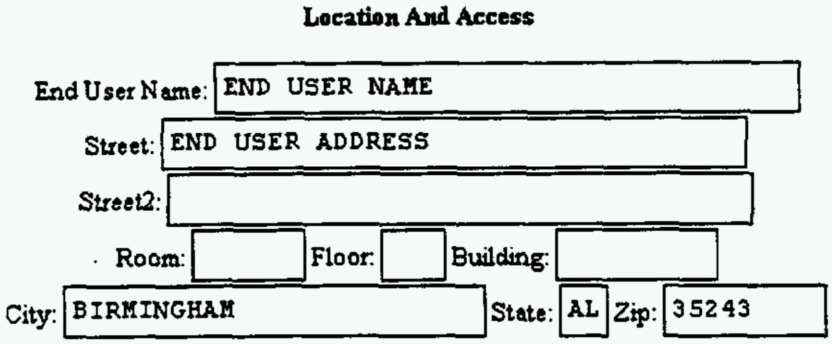
Remarks

OK Cancel

Step 14 - All fields should be populated with information provided on your profile.

Step 15 - Click the **OK** button.

LOCATION AND ACCESS SECTION:



Step 16 - Verify **End User Name** (should be populated).

Step 17 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:

Billing

End User's Billing Account Number:

Should the Final Bill be sent to: Existing Address

Final Billing Name:

Secondary Billing Name:

Street:

Street2:

Floor: Room:

City: State: Zip Code:

Final Bill Contact Name: Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 19 - Enter the end user's billing account number.

Step 20 - Click on the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 205 988-4589

Please click on a telephone number in the table above to input the corresponding information.

Reference Number 0001 **Line Activity** Disconnect **Telephone Number** 205 988-4589

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

END USER NAME

Hunting

Hunt Group Activity New

Hunting Type Code

Hunting Sequence

Service Details

Transfer Call Information

Transfer Calls Option: N/A

Transer Calls primary to: Secondary:

Transfer Calls to Name - Primary:

Secondary:

LINE DETAILS SECTION Continued...

Basic Class of Service

Provide Basic Class of Service: [ ]

[Accept TN Details for Selected TN]

[Cancel]

Step 21 - Click on a telephone number in the table to input the corresponding information.

Step 22 - From the **Line Activity** pull down menu, select Disconnect.

Step 23 - Complete the transfer call information (if requested).

Step 24 - Click on the **Accept TN Details for Selected TN** button.

Step 25 - Click on the **Determine Due Date** button.

Step 26 - Verify Desired Due Date and AM/PM information.

Step 27 - Click on the **Calculate Due Date** button.

LENS will respond with the calculated due date. If the calculated due date is later than the desired due date, LENS will populate the desired due date in the Effective Bill Date field to stop billing on the customer's requested date.

Step 28 - Click on the **Submit LSR** button.

Acknowledgment:

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OK

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

Steps to be followed for error corrections:

Step 1 - Using the tool bar return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

Conversion As Specified:

To Select a New or Additional Telephone Number and Keep Existing Features:

The following steps can be followed to change an existing telephone number or add an additional line and keep the same features (no new features to be added) . The features the customer would like to convert with will need to be recapped in the Service Details section of the LSR.

Step 1 - From the **Main Menu** click on **Place Firm Order for Resale Request**.

Place a Firm Order

Please select the Type of Activity, Type of Service and the State in which the End User is located:

Activity Type	Service Type	State
Conversion As Specified	Residential	AL

Step 2 - Select **Conversion As Specified** as activity type.

Step 3 - From the pull down menu, select service type.

Step 4 - From the pull down menu, select the appropriate state.

Step 5 - Enter 10 digit telephone number then click on the **OK** button.

LENS *will ask you to confirm your authorization to view the Customer Record for the account by clicking on the appropriate button:*

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Step 6 - Click on the **Authorized** button if you are authorized to view the customer record for this account. LENS will respond with a copy of the customer record. Click on the **Continue** button to continue with the address validation.

OR

Click on the **Not Authorized** button to bypass the customer record and continue with the address validation.

Step 7 - Click on the **Continue** button.

Step 8 - Indicate the type of request needed by clicking Yes on:

Is a New Telephone number to be assigned?

OR

Are Additional Telephone numbers to be assigned?

Step 9 - Click on the **Continue** button.

LENS will respond with the address associated with the telephone number entered.

Step 10 - Click on the **OK** button after receiving the Completed Successfully message.

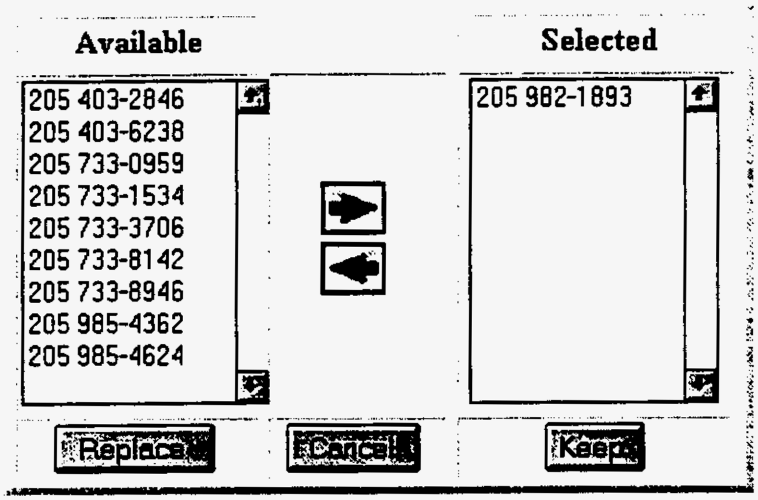
Step 11 - From the pull down menu on the **Select Telephone Numbers** screen indicate the option you want:

- Random Numbers
- Vanity Numbers
- Easy Numbers
- Ascending Line Digits
- Descending Line Digits
- Identical Line Digits
- Sequential Line Numbers

Step 12 - Click on the **OK** button.

Step 13 - Highlight the telephone number in the **Available** box then click on the **Right Arrow** button to move the number to the **Selected** box.

Note: A maximum of 6 numbers may be kept.



Step 14 - Click on the **Keep** button.

OR

Manually enter your previously reserved telephone numbers (if applicable) into one of the blank boxes and click **OK** to continue.

Step 15 - Click on the **Process Firm Order** button.

Step 16 - Enter your PON.

ADMINISTRATIVE SECTION:

Administrative Section

Related Order Number:

Expedite Request? ☐ Desired Due Date:

Desired Due Date Out:

Project ID:

Is a coordinated Hot Cut being requested? ☐

Does BST have an Agency Authorization on file? ☐ Date of Authority:

Authorization Name:

Select the type of service that applies to the end user account: Government - Single Line

Telecommunications Service Priority:

Subscriber Authorization Number:

Local Service Provider Authorization Code: Authorization Date:

Authority Name: Carrier Identification Code:

OK Cancel

Step 17 - Complete the appropriate fields based on request type and activity type.

Step 18 - Click on the **OK** button.

Note: The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the LEO Implementation Guide.

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

OK Cancel

Step 19 - Verify the information contained in the **Bill Section.**

Step 20 - Click on the appropriate boxes to indicate your correct tax exemption status.

Step 21 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: Room/Mail Stop:

Street Address: Floor:

City: State: Zip Code:

Telephone Number: Fax Number:

Implementation

Contact Name:

Telephone Number: Pager:

Alternate person to Contact:

Telephone Number: Pager:

Design/Engineering

Contact Name: Design Routing Code: Room/MailStop:

Street Address: Floor:

City: State: Zip Code:

E-mail Address:

Telephone Number: Fax Number:

Remarks

OK Cancel

Step 22 - All fields should be populated with information provided on your profile.

Step 23 - Click on the **OK** button.

LOCATION AND ACCESS SECTION:

Location And Access

End User Name: END USER NAME

Street: END USER ADDRESS

Street2:

Room: Floor: Building:

City: BIRMINGHAM State: AL Zip: EUZIP

Access Information:

Inside Wiring Options

New

Inside Wire Contact Name:

Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 24 - Verify End User Name and zip code.

Step 25 - Enter Inside Wiring Options (if applicable).

Step 26 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:

Billing

End User's Billing Account Number:

Should the Final Bill be sent to: Existing Address

Final Billing Name:

Secondary Billing Name:

Street:

Street2:

Floor: Room:

City: State: Zip Code:

Final Bill Contact Name: Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 27 - Verify the end user's billing account number.

Step 28 - From the pull down menu, select where the final bill should be sent.

Step 29 - Click on the **OK** button.

DIRECTORY DELIVERY INFORMATION:

Directory Delivery Information

Name:

c/o

Address:

City: State: Zip Code:

Closing Date of Directory if Advanced Listing requested:

Quantity of White Page books to be sent:

Quantity of Yellow Page books to be sent:

Standard Interface Code for Yellow Page Heading:

Indicate the Yellow Page Heading under which this listing should be shown:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 30 - All fields are optional.

Note: **This section should only be completed if the directories are to be delivered to an address other than the Listed Address. If your request is for a Business order, a Standard Interface Code (SIC) for the Yellow Page Heading is required. Also, a positive entry for the Yellow Page Heading is required. If none is required, enter None.**

Step 31 - Click the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 205 988-4589

Please click on a telephone number in the table above to input the corresponding information.

Reference Number 0001 **Line Activity** Add **Telephone Number** 205 988-4589

Additional Telephone Number to Convert: [ ] OK

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

END USER NAME

Hunting

Hunt Group Activity New

Hunting Type Code [ ]

Hunting Sequence [ ]

Service Details

LINE DETAILS SECTION Continued...

Jack Information

Jack Code to terminate the service: [ ] New Jack being requested? [ ]

Jack Number at end user connection. Enter 99 if unknown: [ ]

Options Requested

Toll Billing Exception: N/A

Features/Services - Add Only

Feature Activity: Add Feature Codes: NSY Feature Detail:

Feature Activity: Add Feature Codes: DRS Feature Detail:

/RNP B

Feature Activity: Add Feature Codes: Feature Detail:

Basic Class of Service

Provide Basic Class of Service: 1FR

Accept LN Details in Selected LN

Cancel

Step 32 - Click on the first telephone number in the table to input corresponding information. The reference number is system populated.

Step 33 - Select **Add** for Line Activity.

NOTE: Enter additional numbers to convert (if applicable).

Step 34 - Enter the Directory Listing Information.

Step 35 - Enter Hunting details (if applicable).

Step 36 - Enter a **Freeze PIC** indicator if requested. Enter **PIC/LPIC**.

Step 37 - Enter Jack Information (if applicable--associated with inside wiring).

Step 38 - Enter Toll Billing Exceptions (if applicable).

Step 39 - Recap **USOC** and feature detail information (if required) from the Customer Record for each feature to be converted. For additional information, please refer to the LEO Implementation Guide.

Step 40 - From the Customer Record, enter the **Basic Class of Service**. For additional information, please refer to the LEO Implementation Guide.

Step 41 - Click on the **Accept TN Details for Selected TN** button.

NOTE: **Repeat steps 32 - 41 if more than one telephone number was selected (or manually entered).**

Step 42 - Click on the **Determine Due Date** button.

DETERMINE DUE DATE:.

NPA	TTA	CLLI	Community
601	829	JCSNMSNR	BRANDON

Desired Due Date

AM/PM All Day

Type of Service: **Business**

Number of Lines: 1

Connect Through: No

Calculate Due Date | Cancel

Calculated Due Date: 19970515

There is a PREMISE visit required

Submit LSR

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 43 - Verify Desired Due Date and AM/PM information.

Step 44 - Click on **Calculate Due Date** button.

LENS will respond with a calculated due date.

Note: Connect Through:

No indicates that a premise visit will be required.

Yes indicates that no premise visit will be required.

Step 45 - Click on the **Submit LSR** button if the calculated due date is acceptable to the end user, otherwise, change the desired due date and repeat step 44.

Acknowledgment:

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OK

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

---

Steps to be followed for error corrections:

Step 1 - Using the tool bar return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

Conversion As Specified:

To Select Additional Features or Services for Existing Telephone Number:

The following steps will guide you through adding new features in additional to those being converted for an existing telephone number.

Step 1 - From the **Main Menu** click on **Place Firm Order for Resale Request.**

Place a Firm Order

Please select the Type of Activity, Type of Service and the State in which the End User is located:

Activity Type	Service Type	State
Conversion As Specified	Residential	AL

Step 2 - Select **Conversion As Specified** for the activity type.

Step 3 - From the pull down menu, select service type.

Step 4 - From the pull down menu, select the appropriate state.

Step 5 - Enter 10 digit telephone number and click on the **OK** button.

LENS *will ask you to confirm your authorization to view the Customer Record for the account by clicking on the appropriate button:*

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Authorized | Not Authorized

Step 6 - Click on the **Authorized** button if you are authorized to view the customer record for this account. LENS will respond with a copy of the customer record. Click on the **Continue** button to continue with the address validation.

OR

Click on the **Not Authorized** button to bypass the customer record and continue with the address validation.

Step 7 - Click on the **Continue** button.

Step 8 - Indicate the type of request needed by selecting **Are new features or services being requested?**

Step 9 - Click on the **Continue** button.

LENS will respond with the address associated with the telephone number entered.

Step 10 - Click on the **OK** button after receiving the Completed Successfully message.

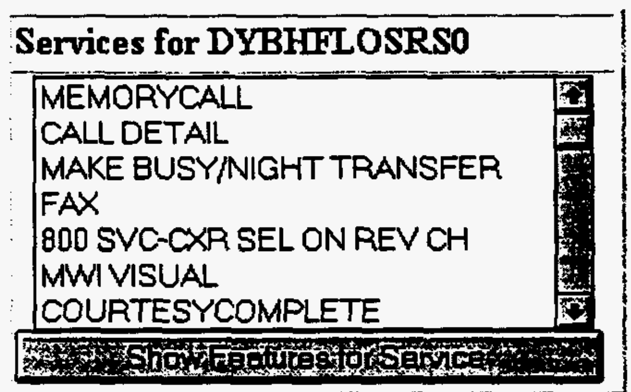
Step 11 - Click on **Reserved Telephone Number** to select services.

Step 12 - View Line and Switch Details.

Step 13 - In the Line Details box, select your Long Distance Carrier's **PIC/LPIC** either by clicking on the carrier's name, or by manually entering the appropriate code.

To select new features for an existing telephone number:

Step 14 - Select the service you want, click on **Show Features for Service** button.



Step 15 - Click on a feature to add it to the Selected Features table.

Name	Extended Name	Status	Date Avail	USOC	Tariff Notes
MEMORYCALL ANSWERING SVC	RES-AUBURN/OPELIKA ONLY	A	1997/03/22	MBBAO	
MEMORYCALL ANSWERING SVC	RESIDENCE	A	1997/03/22	MBBRX	
MEMORYCALL ANSWERING SVC	BUSINESS	A	1997/03/22	SMBBX	
MEMORYCALL ANS SVC RESDNL	RES MESSAGING	N		MRMXX	
MEMORYCALL					

Note: To remove a feature from the Selected Features table click on the feature. To remove all features, click on the Remove All Features button.

Step 16 - Click on the **Return to Switch Details** button.

Repeat steps 14 - 16 to add additional features.

Step 17 - When finished selecting features, click on the **Return to Reserved Telephone Numbers** button.

A check mark should now appear next to the telephone number to indicate that you have completed selecting features for that line.

Step 18 - Click on the **Continue to LSR** button.

Step 19 - Click on the **Process Firm Order** button.

Step 20 - Enter your PON.

ADMINISTRATIVE SECTION:

Administrative Section

Related Order Number:

Expedite Request? Desired Due Date:

Desired Due Date Out:

Project ID:

Is a coordinated Hot Cut being requested?

Does BST have an Agency Authorization on file? Date of Authority:

Authorization Name:

Select the type of service that applies to the end user account: Government - Single Line

Telecommunications Service Priority:

Subscriber Authorization Number:

Local Service Provider Authorization Code: Authorization Date:

Authority Name: Carrier Identification Code:

OK Cancel

Step 21 - Complete the appropriate fields based on request type and activity type.

Step 22 - Click on the **OK** button.

Note: **The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the LEO Implementation Guide.**

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

OK Cancel

Step 23 - Verify the information contained in the **Bill Section.**

Step 24 - Click on the appropriate boxes to indicate your correct tax exemption status.

Step 25 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: Room/Mail Stop:

Street Address: Floor:

City: State: Zip Code:

Telephone Number: Fax Number:

Implementation

Contact Name:

Telephone Number: Pager:

Alternate person to Contact:

Telephone Number: Pager:

Design/Engineering

Contact Name: Design Routing Code: Room/MailStop:

Street Address: Floor:

City: State: Zip Code:

E-mail Address:

Telephone Number: Fax Number:

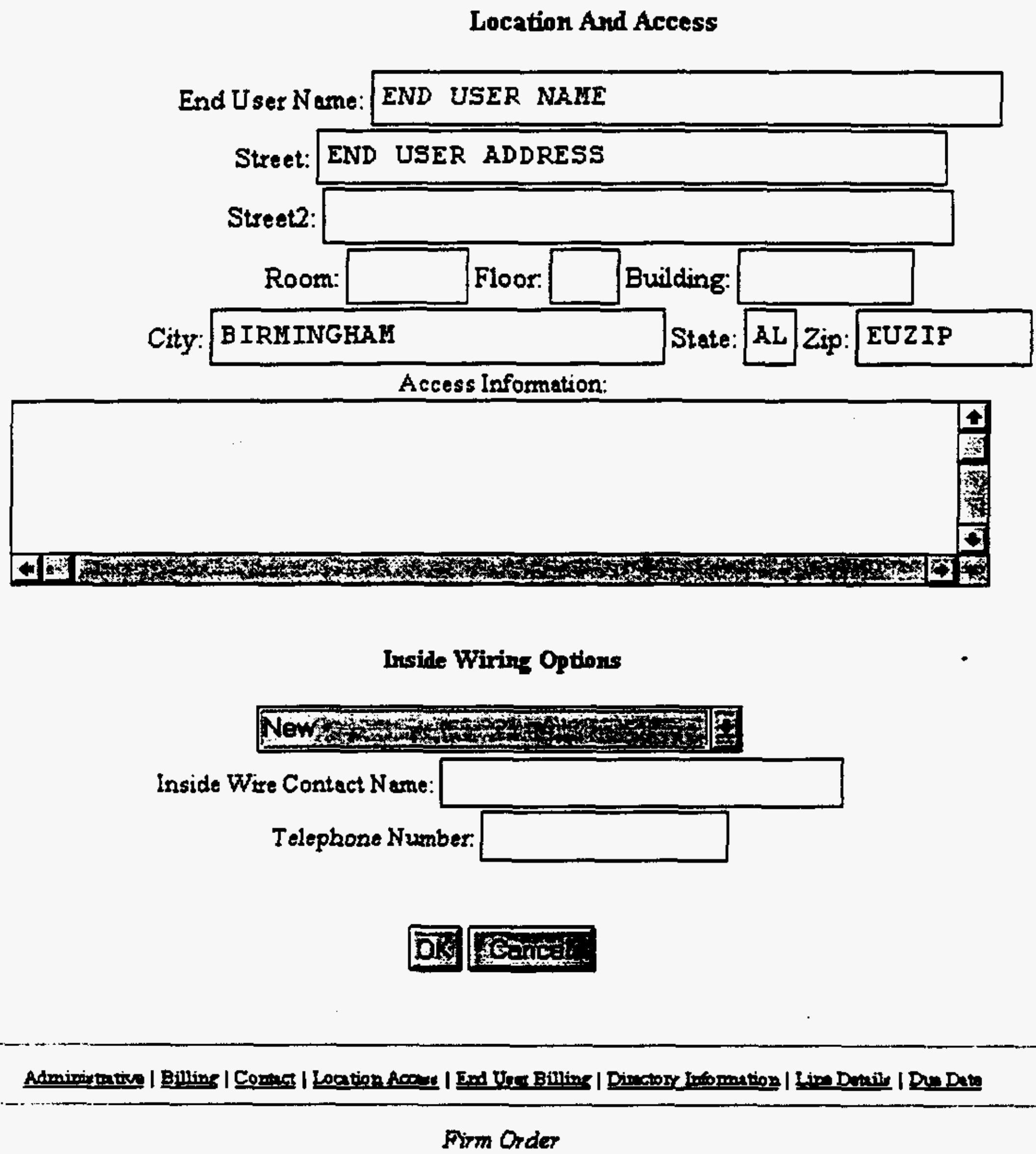
Remarks

OK Cancel

Step 26 - All fields should be populated with information provided on your profile.

Step 27 - Click on the **OK** button.

LOCATION AND ACCESS SECTION:



Location And Access

End User Name: END USER NAME

Street: END USER ADDRESS

Street2:

Room: Floor: Building:

City: BIRMINGHAM State: AL Zip: EUZIP

Access Information:

Inside Wiring Options

New

Inside Wire Contact Name:

Telephone Number:

OK Cancel

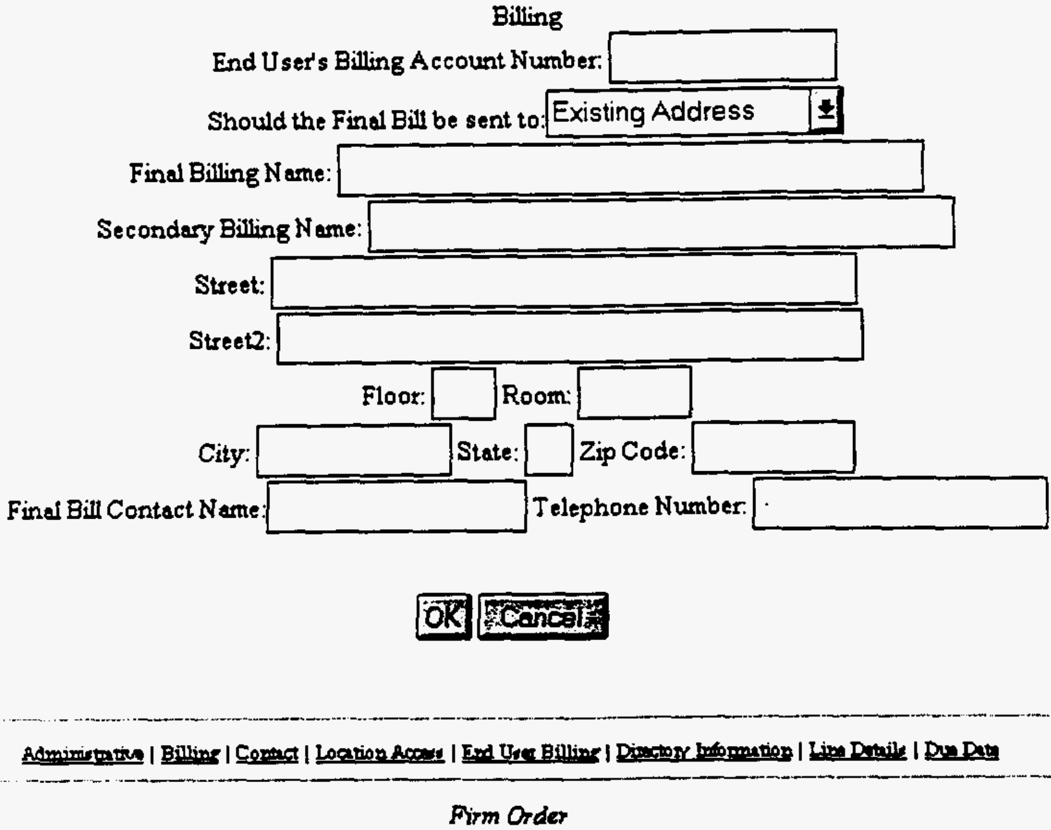
Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 28- Verify End User Name and zip code.

Step 29 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:



Step 30 - Verify the end user's billing account number.

Step 31 - Full the pull down menu, select where the final bill should be sent.

Step 32 - Click on the **OK** button.

DIRECTORY DELIVERY INFORMATION:

Directory Delivery Information

Name:

c/o

Address:

City: State: Zip Code:

Closing Date of Directory if Advanced Listing requested:

Quantity of White Page books to be sent:

Quantity of Yellow Page books to be sent:

Standard Interface Code for Yellow Page Heading:

Indicate the Yellow Page Heading under which this listing should be shown:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 33 - All fields are optional.

Note: **This section should only be completed if the directories are to be delivered to an address other than the Listed Address. If your request is for a Business order, a Standard Interface Code (SIC) for the Yellow Page Heading is required. Also, a positive entry for the Yellow Page Heading is required. If none is required, enter None.**

Step 34 - Click the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 205 988-4589

Please click on a telephone number in the table above to input the corresponding information.

Reference Number 0001 **Line Activity** Add **Telephone Number** 205 988-4589

Additional Telephone Number to Convert: [ ] OK

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

END USER NAME

Hunting

Hunt Group Activity New

Hunting Type Code

Hunting Sequence

Service Details

LINE DETAILS SECTION Cont....

Carrier Information

Freeze PIC Indicator: N/A Primary Interexchange Carrier:

Jack Information

Jack Code to terminate the service: New Jack being requested?

Jack Number at end user connection. Enter 99 if unknown:

Options Requested

Toll Billing Exception: N/A

Features/Services

Number of Feature Lines: OK

Basic Class of Service

Provide Basic Class of Service: 1FR

Accept LN Details for Selected LN

Cancel

Step 35 - Click on the first telephone number in the table to input corresponding information. The reference number is system populated.

Step 36 - From the **Line Activity** pull down menu, select **Add**.

Step 37 - Enter Hunting details (if applicable).

Step 38 - Enter a **Freeze PIC** indicator if requested. PIC/LPIC are automatically populated if selected via the Features and Services menu. This information may also be manually entered.

Step 39 - Enter Toll Billing Exceptions (if applicable).

Step 40 - The USOCs.for new features added earlier will be system populated. You will need to enter the **USOCs** for the existing features being converted, along with feature detail information (if required) from the Customer Record. For additional information, please refer to the LEO Implementation Guide.

Step 41 - From the Customer Record, enter the **Basic Class of Service**. For additional information, please refer to the LEO Implementation Guide.

Step 42 - Click on the **Accept TN Details for Selected TN** button.

NOTE: Repeat steps 35 - 42 if multiple lines were selected.

Step 43 - Click on **Determine Due Date** button.

DETERMINE DUE DATE:

NPA	TTA	CLLI	Community
601	829	JCSNMSNR	BRANDON

Desired Due Date

AM/PM All Day

Type of Service: **Business**

Number of Lines: **1**

Connect Through: **No**

Calculate Due Date | Cancel

Calculated Due Date: 19970515

There is a PREMISE visit required

Submit LSR

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 44 - Verify Desired Due Date and AM/PM information.

Step 45 - Click on **Calculate Due Date** button.

LENS will respond with a calculated due date.

Note: Connect Through:

No indicates that a premise visit will be required.

Yes indicates that no premise visit will be required.

Step 46 - Click on the **Submit LSR** button if the calculated due date is acceptable to the end user, otherwise, change the desired due date and repeat step 45.

Acknowledgment:

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OK

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

---

Steps to be followed for error corrections:

Step 1 - Using the tool bar return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

Conversion As Specified:

To Select a New or Additional Telephone Number and New Features:

The following steps will guide you through changing your existing number or adding an additional line and selecting new features. Existing features that need to be converted will need to be recapped in the Service Details section of the LSR.

Step 1 - From the **Main Menu** click on **Place Firm Order for Resale Request**.

Place a Firm Order

Please select the Type of Activity, Type of Service and the State in which the End User is located:

Activity Type	Service Type	State
Conversion As Specified	Residential	AL

Step 2 - Select **Conversion As Specified** for the activity type.

Step 3 - From the pull down menu, select service type.

Step 4 - From the pull down menu, select the appropriate state.

Step 5 - Enter a 10 digit telephone number and click on the **OK** button.

LENS *will ask you to confirm your authorization to view the Customer Record for the account by clicking on the appropriate button:*

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Authorized | Not Authorized

Step 6 - Click on the **Authorized** button if you are authorized to view the customer record for this account. LENS will respond with a copy of the customer record. Click on the **Continue** button to continue with the address validation.

OR

Click on the **Not Authorized** button to bypass the customer record and continue with the address validation.

Step 7 - Click on the **Continue** button.

Step 8 - Indicate the type of request needed by selecting:

Is a New Telephone number to be assigned?

Are Additional Telephone numbers to be assigned?

Are New Features Services being requested?

Step 9 - Click on the **Continue** button.

LENS will respond with the address associated with the telephone number entered.

Step 10 - Click on the **OK** button after receiving the Completed Successfully message.

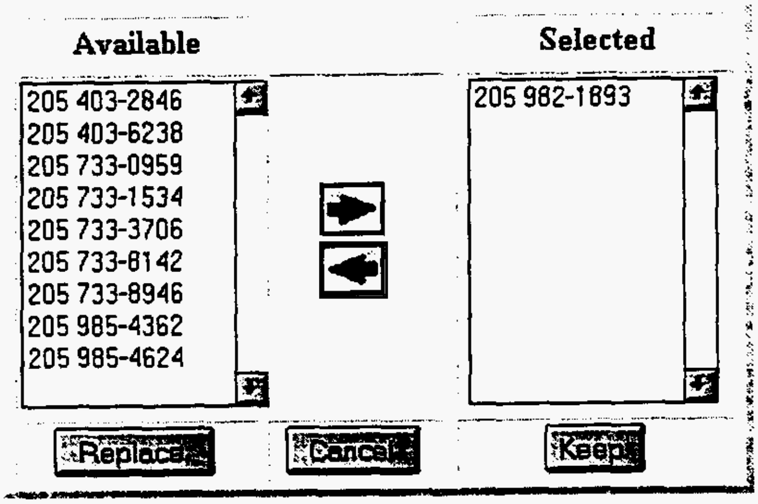
Step 11 - From the pull down menu on the **Select Telephone Numbers** screen indicate the option you want:

- Random Numbers
- Vanity Numbers
- Easy Numbers
- Ascending Line Digits
- Descending Line Digits
- Identical Line Digits
- Sequential Line Numbers

Step 12 - Click on the **OK** button.

Step 13 - Highlight the telephone number in the **Available** box then click on the **Right Arrow** button to move the number to the **Selected** box.

Note: A maximum of 6 numbers may be kept.



Step 14 - Click on the **Keep** button.

OR

Manually enter your previously reserved telephone numbers (if applicable) into one of the blank boxes and click **OK** to continue.

Step 15 - Click on **Reserved Telephone Number** to select new services.

Step 16 - View **Line and Switch Details.**

Step 17 - In the Line Details box, select your Long Distance Carrier(s) **PIC/LPIC** either by clicking on the carrier's name, or by manually entering the appropriate code.

Selecting new features:

Step 18 - Select the service you want, then click on the **Show Features for Services** button.

Services for DYBHFLOSRS0

MEMORYCALL
CALL DETAIL
MAKE BUSY/NIGHT TRANSFER
FAX
800 SVC-CXR SEL ON REV CH
MWI VISUAL
COURTESYCOMPLETE

Show Features for Service

Step 19 - Click on a feature to add it to the **Selected Features** table.

Name	Extended Name	Status	Date Avail	USOC	Tariff Notes
MEMORYCALL ANSWERING SVC	RES-AUBURN/OPELIKA ONLY	A	1997/03/22	MBBAO	
MEMORYCALL ANSWERING SVC	RESIDENCE	A	1997/03/22	MBBRX	
MEMORYCALL ANSWERING SVC	BUSINESS	A	1997/03/22	SMBBX	
MEMORYCALL ANS SVC RESDNL	RES MESSAGING	N		MRMXX	
MEMORYCALL					

Note: To remove a feature from the Selected Features table, click on the feature. To remove all features, click on the Remove All Features button.

Step 20 - Click on the **Return to Switch Details** button.

Repeat steps 18 - 20 to add additional features.

Step 21 - When finished selecting features, click on **the Return to Reserved Telephone Numbers** button.

A check mark should now appear next to the telephone number to indicate that you have completed selecting features for that line.

Step 22 - Click on the **Continue to LSR** button.

Step 23 - Click on the **Process Firm Order** button.

Step 24 - Enter your PON.

ADMINISTRATIVE SECTION:

Administrative Section

Related Order Number:

Expedite Request? ☐ Desired Due Date:

Desired Due Date Out:

Project ID:

Is a coordinated Hot Cut being requested? ☐

Does BST have an Agency Authorization on file? ☐ Date of Authority:

Authorization Name:

Select the type of service that applies to the end user account: Government - Single Line

Telecommunications Service Priority:

Subscriber Authorization Number:

Local Service Provider Authorization Code: Authorization Date:

Authority Name: *Carrier Identification* Code:

OK Cancel

Step 25 - Complete the appropriate fields based on request type and activity type.

Step 26 - Click on the **OK** button.

Note: The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the LEO Implementation Guide.

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

OK Cancel

Step 27 - Verify the information contained in the **Bill Section.**

Step 28 - Click on the appropriate boxes to indicate your correct tax exemption status.

Step 29 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: | Room/Mail Stop:

Street Address: | Floor:

City: | State: | Zip Code:

Telephone Number: | Fax Number:

Implementation

Contact Name:

Telephone Number: | Pager:

Alternate person to Contact:

Telephone Number: | Pager:

Design/Engineering

Contact Name: | Design Routing Code: | Room/MailStop:

Street Address: | Floor:

City: | State: | Zip Code:

E-mail Address:

Telephone Number: | Fax Number:

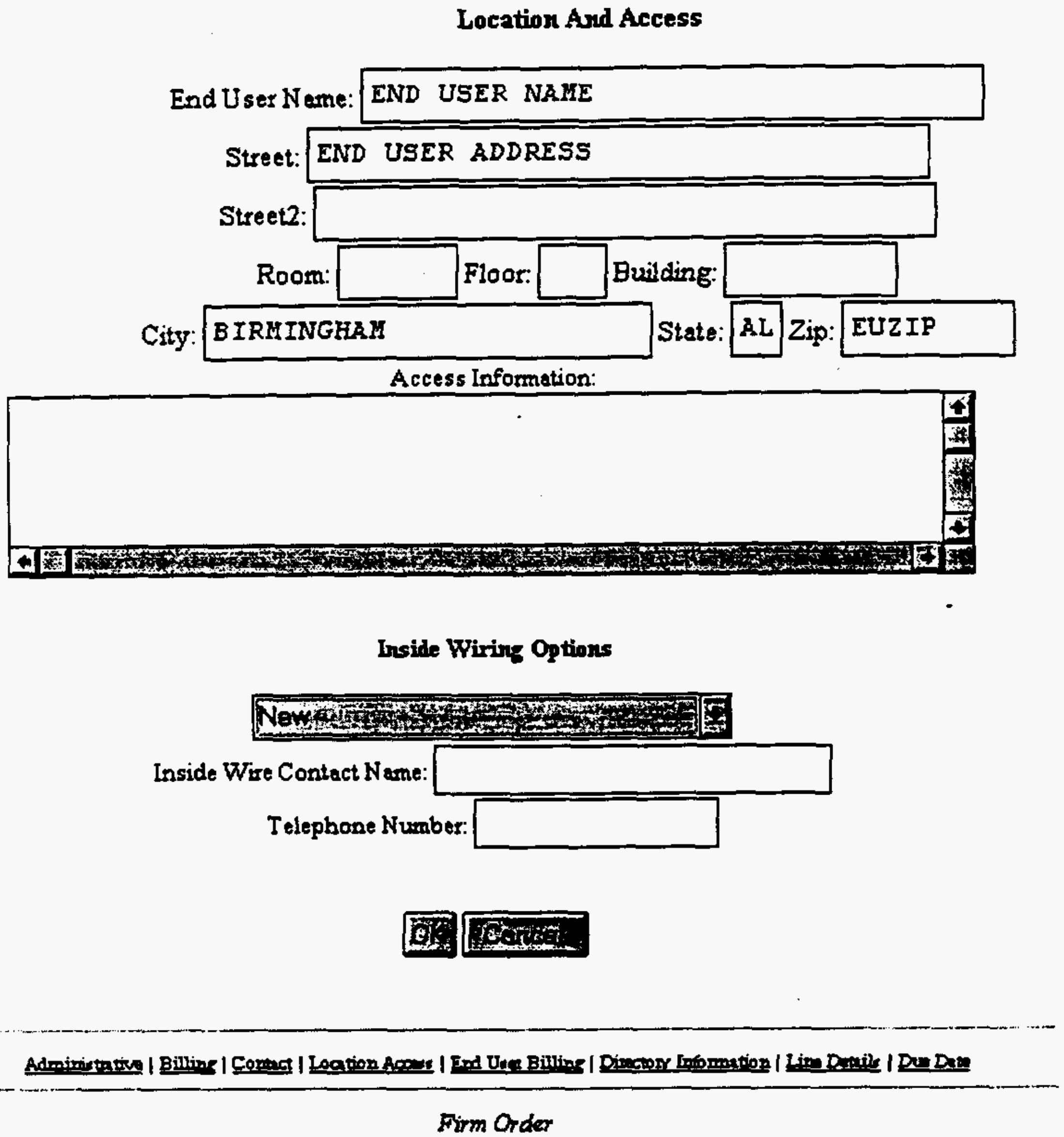
Remarks

OK | Cancel

Step 30 - All fields should be populated with information provided on your profile.

Step 31 - Click on the **OK** button.

LOCATION AND ACCESS SECTION:



Location And Access

End User Name: END USER NAME
Street: END USER ADDRESS
Street2:
Room: Floor: Building:
City: BIRMINGHAM State: AL Zip: EUZIP
Access Information:

Inside Wiring Options

New

Inside Wire Contact Name:
Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

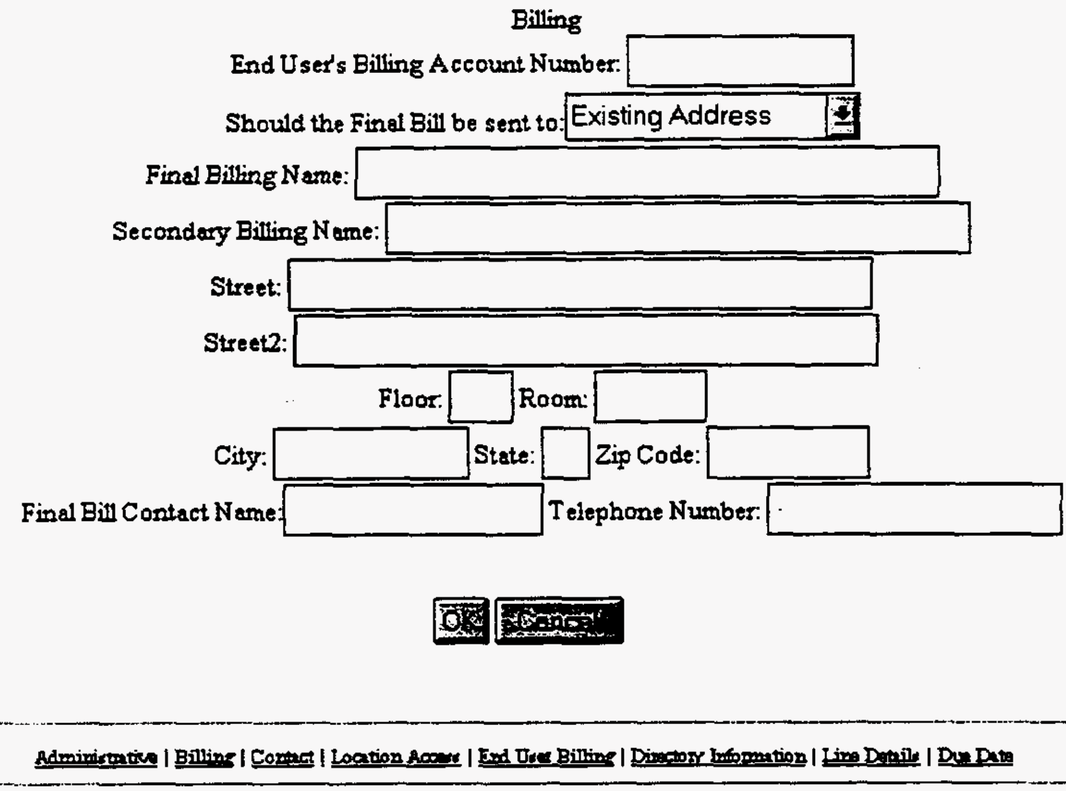
Firm Order

Step 32- Verify End User Name and zip code.

Step 33 - Enter Inside Wiring Options (if applicable).

Step 34 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:



Billing

End User's Billing Account Number:

Should the Final Bill be sent to: Existing Address

Final Billing Name:

Secondary Billing Name:

Street:

Street2:

Floor: Room:

City: State: Zip Code:

Final Bill Contact Name: Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 35 - Verify the end user's billing account number.

Step 36 - Full the pull down menu, select where the final bill should be sent.

Step 37 - Click on the **OK** button.

DIRECTORY DELIVERY INFORMATION:

Directory Delivery Information

Name:

c/o

Address:

City: State: Zip Code:

Closing Date of Directory if Advanced Listing requested:

Quantity of White Page books to be sent:

Quantity of Yellow Page books to be sent:

Standard Interface Code for Yellow Page Heading:

Indicate the Yellow Page Heading under which this listing should be shown:

OK

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 38 - All fields are optional.

Note: This section should only be completed if the directories are to be delivered to an address other than the Listed Address. If your request is for a Business order, a Standard Interface Code (SIC) for the Yellow Page Heading is required. Also, a positive entry for the Yellow Page Heading is required. If none is required, enter None.

Step 39 - Click the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 205 988-4589

Please click on a telephone number in the table above to input the corresponding information.

Reference Number 0001 **Line Activity** Add **Telephone Number** 205 988-4589

Additional Telephone Number to Convert: OK

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

END USER NAME

Hunting

Hunt Group Activity New

Hunting Type Code

Hunting Sequence

Service Details

LINE DETAILS SECTION Continued...

Jack Information

Jack Code to terminate the service: [ ] New Jack being requested? ☐

Jack Number at end user connection. Enter 99 if unknown: [ ]

Options Requested

Toll Billing Exception: N/A

Features/Services - Add Only

Feature Activity: Add Feature Codes: NSY Feature Detail:

[ ]

Feature Activity: Add Feature Codes: DRS Feature Detail:

/RNP B

Feature Activity: Add Feature Codes: [ ] Feature Detail:

[ ]

Basic Class of Service

Provide Basic Class of Service: 1FR

Step 40 - Click on the first telephone number in the table to input corresponding information. The reference number is system populated.

Step 41 - Select **Add** as Line Activity.

Step 42 - Enter the Directory Listing Information.

Step 43 - Enter Hunting details (if applicable).

Step 44 - Enter a **Freeze PIC** indicator if requested. PIC/LPIC are automatically populated if selected via View Features and Services. This information may also be manually entered.

Step 45 - Enter Jack Information (if applicable--associated with inside wiring).

Step 46 - Enter Toll Billing Exceptions (if applicable).

Step 47 - Feature Codes (USOCs) will be system populated if selected via the **View Features and Services** option, or they may be manually entered. Refer to the Customer Record for each service to be converted. Enter the Feature Detail information for each feature/service (if required). For additional information, please refer to the LEO Implementation Guide.

Step 48 - From the Customer Record, enter the **Basic Class of Service**. For additional information, please refer to the LEO Implementation Guide.

Step 49 - Click on the **Accept TN Details for Selected TN** button.

NOTE: Repeat steps 40 - 49 if more than one line was selected.

Step 50 - Click on **Determine Due Date** button.

DETERMINE DUE DATE:.

NPA	TTA	CLLI	Community
601	829	JCSNMSNR	BRANDON

Desired Due Date

AM/PM All Day

Type of Service: **Business**

Number of Lines: **1**

Connect Through: **No**

Calculate Due Date | Cancel

Calculated Due Date: 19970515

There is a PREMISE visit required

Submit LSR

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 51 - Verify Desired Due Date and AM/PM information.

Step 52 - Click on **Calculate Due Date** button.

LENS will respond with a calculated due date.

Note: Connect Through:

No indicates that a premise visit will be required.

Yes indicates that no premise visit will be required.

Step 53 - Click on the **Submit LSR** button if the calculated due date is acceptable to the end user, otherwise, change the desired due date and repeat step 52.

Acknowledgment:

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OK

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

---

Steps to be followed for error corrections:

Step 1 - Using the tool bar return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

Conversion As Is:

The following steps will guide you in completing the LSR for a customer converting their service(s) as is, with no changes. This is in essence, a billing change only.

Step 1 - From the **Main Menu** click on **Place Firm Order for Resale Request**.

Step 2 - From the Activity Type pull down menu, select **Conversion As Is.**

Place a Firm Order

Please select the Type of Activity, Type of Service and the State in which the End User is located:

Activity Type	Service Type	State
Conversion As Is	Residential	AL

Step 3 - From the pull down menu, select service type.

Step 4 - From the pull down menu, select the appropriate state.

Step 5 - Enter 10 digit telephone number and click on the OK button.

LENS *will ask you to confirm your authorization to view the Customer Record for the account by clicking on the appropriate button:*

I certify that I (or another representative of my company) have received this customer's permission to access, review and/or copy his or her records.

Step 6 - Click on the **Authorized** button if you are authorized to view the customer record for this account. LENS will respond with a copy of the customer record. Click on the **Continue** button to continue with the address validation.

OR

Click on the **Not Authorized** button to bypass the customer record and continue with the address validation.

Step 7 - Click on the **Continue** button.

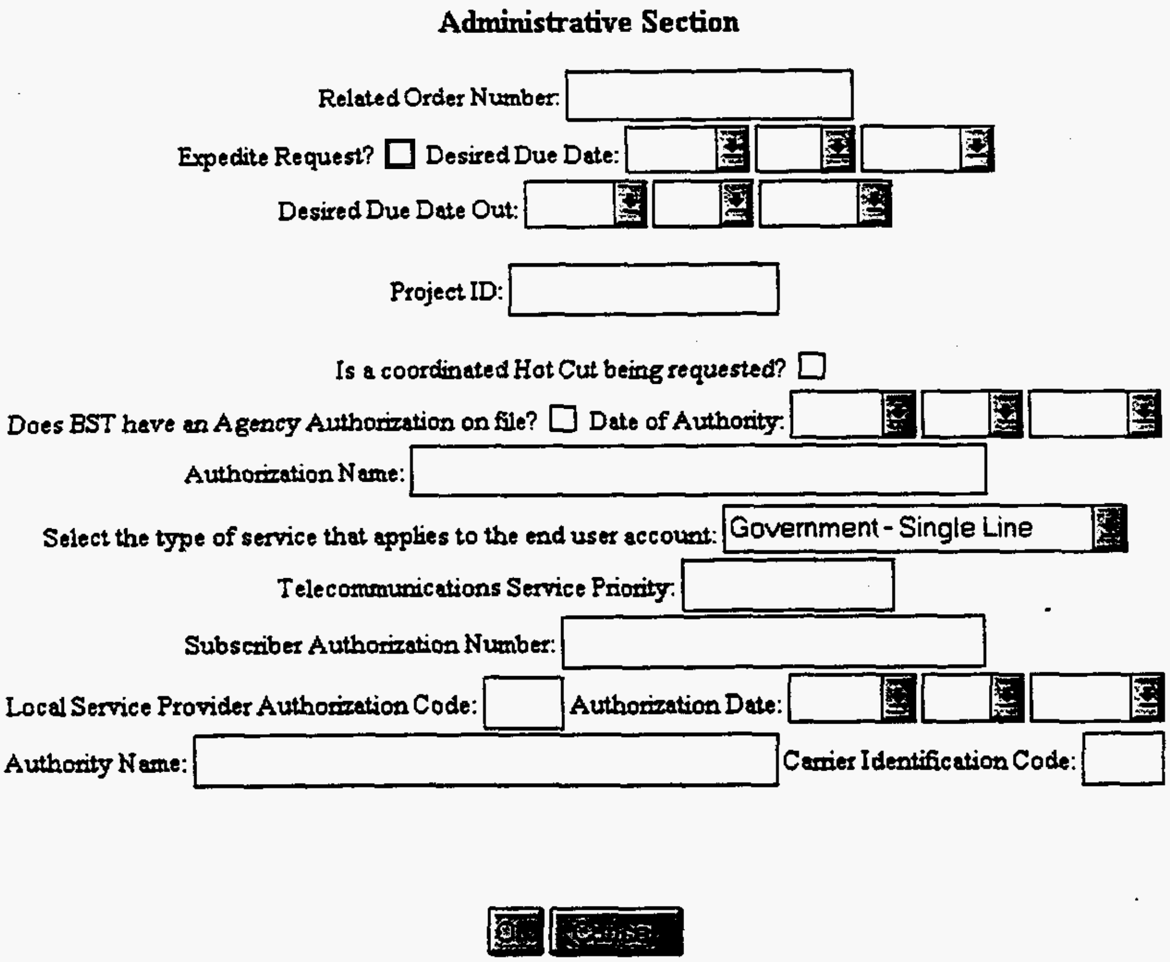
LENS will respond with the address associated with the telephone number entered.

Steep 8 - Click on the **OK** button after receiving the Completed Successfully message.

Step 9 - Click on the **Process Firm Order** button.

Step 10 - Enter your PON.

ADMINISTRATIVE SECTION:



Administrative Section

Related Order Number:

Expedite Request? Desired Due Date:

Desired Due Date Out:

Project ID:

Is a coordinated Hot Cut being requested?

Does BST have an Agency Authorization on file? Date of Authority:

Authorization Name:

Select the type of service that applies to the end user account: Government - Single Line

Telecommunications Service Priority:

Subscriber Authorization Number:

Local Service Provider Authorization Code: Authorization Date:

Authority Name: Carrier Identification Code:

Step 11 - Complete the appropriate fields based on request type and activity type.

Step 12 - Click on the OK button.

Note: **The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the LEO Implementation Guide.**

BILL SECTION:

Bill Section:

Provide the BellSouth Billing Account Number to which recurring and non-recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 1: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Provide the BellSouth Account Number to which recurring and non recurring charges for this request will be billed. If the Billing Account Number is to be assigned new with this request, select "New".

Billing Account Number 2: [ ] New Existing

Select the Type of Service for which this billing account was established: Resale

Tax Exemption Status				
Federal	State	County	Local	Municipal
☐	☐	☐	☐	☐

Billing Name:

Secondary Billing Name:

Street Address: Floor: Room:

City: State: Zip Code:

Billing Contact:

Telephone Number:

Variable Term Agreement Information:

Step 13 - Verify the information contained in the **Bill Section**.

Step 14 - Click on the appropriate boxes to indicate your correct tax exemption status.

Step 15 - Click on the **OK** button.

CONTACT SECTION:

Contact Section:

Initiator

Name: Room/Mail Stop:

Street Address: Floor:

City: State: Zip Code:

Telephone Number: Fax Number:

Implementation

Contact Name:

Telephone Number: Pager:

Alternate person to Contact:

Telephone Number: Pager:

Design/Engineering

Contact Name: Design Routing Code: Room/MailStop:

Street Address: Floor:

City: State: Zip Code:

E-mail Address:

Telephone Number: Fax Number:

Remarks

Step 16 - All fields should be populated with information provided on your profile.

Step 17 - Click on the **OK** button.

LOCATION AND ACCESS SECTION:

Location And Access

End User Name: END USER NAME

Street: END USER ADDRESS

Street2:

Room: Floor: Building:

City: BIRMINGHAM State: AL Zip: EUZIP

Access Information:

Inside Wiring Options

New

Inside Wire Contact Name:

Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 18 - Verify End User Name and zip code.

Step 19 - Click on the **OK** button.

END USER BILLING ACCOUNT NUMBER SECTION:

Billing

End User's Billing Account Number:

Should the Final Bill be sent to: Existing Address

Final Billing Name:

Secondary Billing Name:

Street:

Street2:

Floor: Room:

City: State: Zip Code:

Final Bill Contact Name: Telephone Number:

OK Cancel

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Firm Order

Step 20 - Enter the end user's billing account number.

Step 21 - Full the pull down menu, select where the final bill should be sent.

Step 22 - Click on the **OK** button.

LINE DETAILS SECTION:

Selected Telephone Numbers

☐ 205 988-4589

Please click on a telephone number in the table above to input the corresponding information.

Reference Number 0001	**Line Activity** Add	**Telephone Number** 205 988-4589
	Additional Telephone Number to Convert:	OK

Directory Listing Information

Select the type of listing that should appear or indicate if the listing should not be shown:

Listed Name

Listed Name:

END USER NAME

Hunting

Hunt Group Activity New

Hunting Type Code

Hunting Sequence

Service Details

LINE DETAILS SECTION, Continued...

Carrier Information

Freeze PIC Indicator: N/A Primary Interexchange Carrier: IntraLATA Primary Carrier:

Accept TN Details for Selected TN

Cancel

Step 23 - Click on the first telephone number in the table to input corresponding information. The reference number is system populated.

Step 24 - Select **Add** for Line Activity.

Step 25 - Click on the **Accept TN Details for Selected TN** button.

Step 26 - Click on **Determine Due Date** button.

DETERMINE DUE DATE:

NPA	TTA	CLLI	Community
601	829	JCSNMSNR	BRANDON

Desired Due Date

AM/PM All Day

Type of Service: **Business**

Number of Lines: **1**

Connect Through: **No**

Calculate Due Date | Cancel

Calculated Due Date: 19970515

There is a PREMISE visit required

Submit LSR

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date

Step 27 - Verify Desired Due Date and AM/PM information.

Step 28 - Click on **Calculate Due Date** button.

LENS will respond with a calculated due date.

Note: Connect Through:

No indicates that a premise visit will be required.

Yes indicates that no premise visit will be required.

Step 29 - Click on the **Submit LSR** button if the calculated due date is acceptable to the end user, otherwise, change the desired due date and repeat step 28.

Acknowledgment:.

LENS ensures that required fields are complete, based on the activity type, and responds with a message to indicate:

That the order was successfully completed and submitted to BellSouth.

Acknowledgement

Thank You!

Purchase Order Number: LENSTESTCFS00001
Version: 00

was submitted to BellSouth on Sunday, 05/11/1997 at 10:13 AM EDT

OK

OR

LENS will reply with an error message.

If you receive an error message, use the tool bar to return to the appropriate screen(s) to correct the errors and resubmit the LSR.

Administrative | Billing | Contact | Location Access | End User Billing | Directory Information | Line Details | Due Date | Error List

---

Steps to be followed for error corrections:

Step 1 - Using the tool bar return to the appropriate screen to correct errors and/or omissions.

Step 2 - Go to the bottom of the screen and click on the appropriate button to accept the update(s).

Step 3 - Click on **Error List** on the tool bar.

Step 4 - Click on the **Resubmit LSR** button.

6 VIEW FIRM ORDER CONFIRMATIONS/COMPLETION NOTICES:

Step 1 - From the **Main Menu,** click on **View FOC/CN**.

Step 2 - Select a **From Date** to receive a range of PONs to choose from.

Note: The selected day must be within 45 days of the current date.

Note: LENS will only display FOCs and/or CNs for orders submitted via LENS.

Step 3 - Click on the **Retrieve PONs** button.

Step 4 - Review the list of PONs and click on a specific PON to view the details.

PON	Version	Date	Time	FOC/CN
LENSBEH050100002	00	970501	1238	FOC
LENSHAH043000007	00	970430	1727	FOC
TESTCN0000000003	00	970403	1615	CN
TESTCN0000000004	00	970403	1615	CN
TESTCN0000000006	00	970403	1615	CN
TESTCN0000000007	00	970403	1616	CN
TESTCN0000000009	00	970403	1616	CN
TESTCN0000000011	00	970403	1616	CN
TESTCN0000000013	00	970403	1617	CN

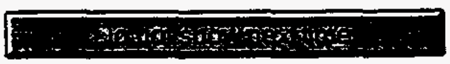
Following is a copy of the details for the selected PON:

EBD	
ENDUSER PHONE	6014678965
ORD	N60KXB95
INIT	PHAEDRA HAGAN
BI1	R
DD	1997-05-11
PON	LENSHAH043000007
BAN2	
RORD	
CC	8000
VER	00
BAN1	601Q909090412
ENDUSER NAME	BAYVIEW APPLIANCE CO
CONFIRMATION TIME	1634
ORDER STATUS	PF
CONFIRMATION DATE	1997-04-30
BI2	R

RTN:

Order Remarks: MS-B-MULTI LINE

Note: **Click on the Do Not Show Next Time button if you do not want the selected PON to be shown the next time the list is displayed.**



Step 5 - Click on the **Main Menu** button.

7 VIEW ORDER STATUS:

Step 1 - From the **Main Menu**, click on **View Order Status**.

Step 2 - Enter the PON of the service order you wish to view.

Step 3 - Click on the **Status** button.

Step 4 - LENS responds with an order status indicator:

Please enter the "PON" of the service order

PON: LENSHAH043000007 Status

Status: No facilities available

Some additional status indicators you may see are:

- **Order Completed**
- **Awaiting Assignments**
- **Order rejected for errors**
- **Order canceled**
- **Missed appointment**
- **Order ready to be worked**

Step 5 - Click on the **Main Menu** button.

8 VIEW LSR IN ERROR:

We recommend you wait 2 - 3 minutes to allow the Local Exchange Ordering database time to validate the LSR before selecting this option.

Step 1 - From the **Main Menu**, click on **View LSR in Error**.

Step 2 - Select a **From Date** to receive a range of LSRs to choose from.

Note: The selected day should be within 45 days of the current date.

Step 3 - Click on the **Retrieve LSR Errors** button.

View LSR Errors

Please select a "From Date" to retrieve the list of LSR Errors.
The selected day should be within 45 days from the current day.

From Date: Mar 31 1997

Step 4 - Click on the appropriate **PON** to view the error details.

PON	Version	Date	Time
LENSLGS041200006	00	970412	1259
LENSMPD041200001	00	970412	1241
LENSLGS041200008	00	970412	1325
LENSLGS041200007	00	970412	1310
LENSLGS041200003	00	970412	1342
LENSRJP041200005	00	970412	1341
LENSLGS041200005	00	970412	1401

Following is a copy of the details for the selected PON:

Error Details for LENSMPD041200001
MISSING - TELEPHONE NUMBER MISSING - LINE LEVEL ACTIVITY MISSING - LOCAL CONTACT MISSING - DESIRED DUE DATE DDDO LSP-AUTHDATE INVALID DATE - DDD MISSING - LISTING-TYPE

Step 5 - Click on the **Main Menu** button.

9 CHANGE EXISTING REQUEST:

Step 1 - From the **Main Menu**, click on **Change Existing Request.**

Step 2 - Enter the PON to be changed or supplemented.

Step 3 - Click on the **Submit** button.

Step 4 - Indicate the reason for the change to the request:

Cancel - Cancel pending order

Change Due Date - Change the due date on a pending order.

To Cancel:

Step 1 - Click on the **Cancel Request** button.

Step 2 - Click on the **Main Menu** button to return to the **Main Menu.**

To Change the Due Date:

Step 1 - Click on the **Change Due Date** button.

Step 2 - Enter the new desired due date.

Step 3 - Click on the **Calculate New Due Date** button.

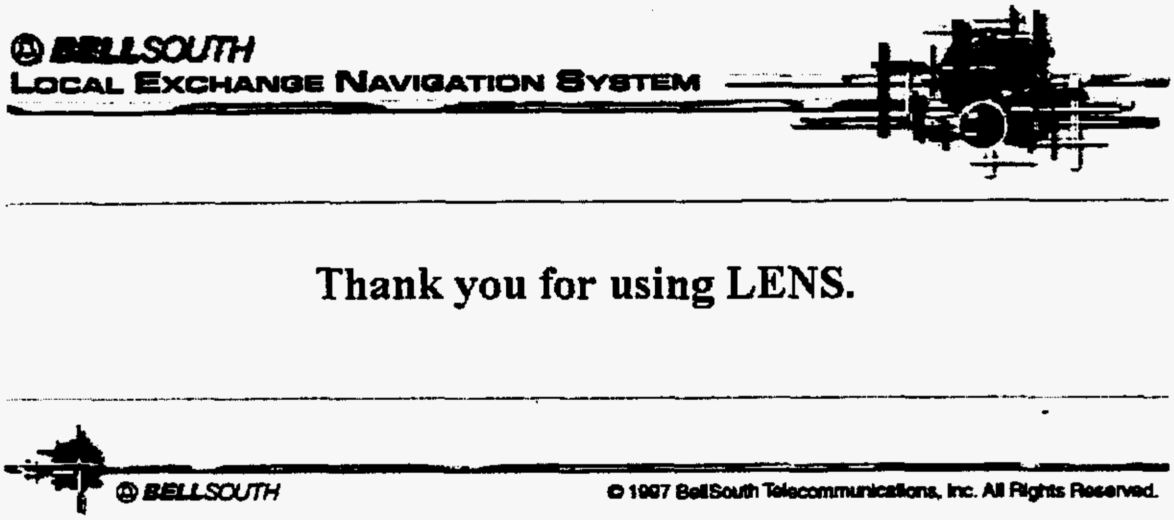
Step 4 - When you receive the new due date, click on the **Change Due Date** button.

Step 5 - Click on the **Main Menu** button to return to the **Main Menu.**

10 LOGGING OFF THE LOCAL EXCHANGE NAVIGATION SYSTEM:

Step 1 - From the **Main Menu**, click on the **Log Off** button.

Step 2 - Click on the **OK** button, to complete the log off operation.



Step 3 - Either exit your Web Browser, or enter a new URL.

11 TROUBLE SHOOTING:

Some of the common error messages and possible solutions are listed below:

Address Validation Failed:

- Verify that you entered the address using ALL CAPITAL LETTERS.
- Verify that you are using a 911/E911 compliant address? If the address is not in 911/E911 database, call the LCSC for assistance in getting the address added.
- If a route/box address is used, you also need a street or highway name. If this information is not available, ask for a neighbor's address, or a nearby telephone number to help identify the location.
- Addresses located in Independent Company territory are not valid in BellSouth internal systems.

Document Contains No Data:

- This is a known problem which occurs while running Netscape 3.X with Windows 3.X
- This message also appears if LENS has logged you off due to inactivity of 15 minutes or more.

Sync Contract Failed:

One of the back end systems cannot be reached and the contract times out. You have to try again at a later time.

- If the problem is isolated to a particular state, the trouble is probably a temporary problem with that state's link.
- If the problem is not isolated to a particular state, there may be a problem with your UserID.

Document Contains No Data:

- This is a known Netscape (3.X with Windows 3.X) problem. You must log back on to LENS.
- LENS logs you off after 15 minutes of inactivity. You must iog back on to LENS.

Sync Contract Failed:

- One of the down stream systems cannot be reached and the contract times out. You have to try again at a later time.

12 MOST COMMONLY ASKED QUESTIONS:

Q Will LENS contain Tariff Rates?

A No. End user rates may be found in the appropriate state General Service Subscriber Tariff. Some end user rates may vary due to contractual agreements with BellSouth, and will not be available in LENS.

Q Can LENS access Independent Company (ICO) information?

A No. ICO information is not contained in any of BellSouth's systems and, therefore cannot be accessed by LENS.

Q Will I be able to view previously FAX'd in orders now that I can use LENS?

A No.

Q Can I view Customer Records via LENS?

A Not at this time. You will have this capability with LENS by the end of June, 1997.

Q Can I view orders issued by other CLECs or BellSouth?

A No. All orders placed via LENS are Company Code restricted.

Q Why does COIN information show up under Residential Available PIC Carriers?

A COIN is shown, because in some states, COIN service is categorized for both residential and business. A residential scenario would be a coin telephone located in a college dormitory and in some states prison coin phones are residential, as well.

Q Why are features displayed which are not available and there is also no future date they will be available?

A Some customers have services that are no longer offered, such as ESSX service. We refer to those services as "being Grandfather". You may see them on existing customer records and should be familiar with the current status of the product or feature. In these cases, there is no available date because the feature is no longer available.

There are other instances, where a feature is not available, due to the tariff not being effective. When that is the case, the tariff effective date is shown.

Q For a Firm Order, how do you know what fields are required? Can the required fields be marked with an *, color coded, etc.?

A Required fields will vary based on the activity types and request type. Because LENS was developed to meet current BellSouth guidelines, we are somewhat limited in the functionality that may be provided. The original requirement was to "color code" required fields, however, we would need JAVA which is not approved. An architecture and standards committee is currently reviewing the use of JAVA for LENS. If the committee agree to its use, LENS will be modified in a future release.

If use of JAVA is not approved, we can include this type of information in the on-line help function, currently under development for LENS.

Volume 1 of the Local Exchange Ordering Implementation Guide contains a section with required fields by activity type that are specific to BellSouth's ordering needs. This resource could be used in the meantime.

Q Can Tax Exemption Status information be populated from your profile?

A There is a pending enhancement to have this information automatically populate from the user profile.

Q If you choose a PIC by entering the code, should the carrier's name appear on the screen?

A If the PIC is manually entered the carrier name does not appear.

Q Freeze PIC - does this make it where your PIC cannot be changed without **written** authorization from subscriber? Does the end user or CLEC write the authorization? Does the CLEC call BST or does end user write to BST to change PIC? Is the CLEC involved in change to freeze PIC?

A The Freeze PIC indicator indicates the CLEC's desire to freeze the end user's PIC/LPIC codes. This means if the end user desired a change in PIC/LPIC, the CLEC would need to request via an LSR or the CARE process.

Q Does LENS error out for missing Feature Detail or does it error out in LEO downstream?

A LENS is a navigation system, versus a negotiation system. This means that LENS uses a common business rules processor where service order edits are maintained. Any missing FID data would not be detected by LENS, but would be recognized during the mechanized service order process.

Currently, any missing data would be added by LCSC personnel. LENS will provide the capability to allow the CLEC to correct these type of errors in the third quarter of 1997.

Q Random PIC List - can you type an A for all the PICs that begin with the letter A?

A There is an enhancement pending to allow the LENS user the ability to type the first alphabetic character of the Interexchange Carrier's name and be taken to the beginning of that list. This enhancement has not been prioritized or scheduled at this time. We will be glad to consider if there is a real need for this functionality.

Q What should you do when an address has been verified with the customer but is not listed with 911/E911 and is not a part of BellSouth's records.

A Contact the LCSC for assistance.

Q When viewing the Closed Dates section of the Installation Calendar, what does "miscellaneous" include besides holidays?

A Miscellaneous could also include dates closed due to work load, central office upgrades or NPA splits.

Q LPIC (IntraLATA), does this apply in all states?

A LPIC is currently a required field in Georgia, Florida and Kentucky. If it is selected or populated, the LENS application will delete the entry prior to submitting the LSR to BellSouth eliminating the service order error that would occur for providing data that is not applicable for a specific state.

Q If you want your directory(s) delivered to the listed address, can you leave the Directory Delivery fields blank?

A The Directory Delivery Address is an optional field required if the end user requests directories delivered to an address which differs from the listed address.

Q Can calling plans be ordered via LENS?

A The various local calling plans which are listed in Volume 2 of the LEO Implementation Guide can be ordered via LENS, however, the appropriate USOCs must be manually entered in the Service Details section (see Line Details).

Q Expedites, how are they handled? Is there two way discussion or is best date provided electronically? Is there room to refuse? How are charges measured? How are charges billed? Billed to who?

A If you have a need to expedite a service order, it is recommended that you submit the LSR with the best date offered via LENS, then contact your LCSC representative. They in turn will contact the appropriate network organization to determine if the due date can be improved. Based on current tariffs, BellSouth does not charge for expedites of simple services, however, expedite charges that apply to complex services will be billed to the CLEC.

It is BellSouth's wish to meet your desired due date, or to offer the next available due date which meets the needs of your customer(s). Your account team representative should be able to assist with providing information on how expedite charges are billed in BellSouth.

Q How do you remove features and add features to existing customers (which have already converted)?

A To modify service for an existing end user who has local service from a provider other than BellSouth requires a "Change". LENS does not currently support this activity type, but are currently working on defining the requirements for consideration in a release during third quarter of 1997. In the interim, a paper LSR would need to be submitted to the LCSC.

Q When you receive an Acknowledgment, will there be some sort of confirmation number for tracking purposes or should they just print the acknowledgment (if they have print capability)?

A The tracking number, from BellSouth's perspective, is the PON number associated with the LSR. It is the key for viewing firm order confirmations, errors and order status. The acknowledgment may be printed, based on your business needs, especially if there is a question at a later date concerning when a firm order confirmation should be received.

Q Will military addresses validate in LENS (ex: APO . ..)

A Military addresses are found in LENS. In order to validate an address, it may be necessary to populate the descriptive address field to narrow the search.

Q Why aren't the Available Services in alphabetical order? Can you enter the first letter of the service you want to see to receive a list? (Enter R for list of services that begin with R).

A Services will be alphabetized in LENS in the June time frame. An enhancement is pending to allow the first letter to be typed and the beginning of the feature list displayed. No date has been established for this functionality.

Q Under the Directory Listing screen, is the Listed Name how you are shown on Caller ID?

A Directory Listing refers to whether the telephone number should be shown in the telephone book and/or with directory assistance. If the number is listed it would appear on a caller id display box.

Q LSRs in Error - if the LSR is not corrected promptly (is there a number of days to correct), will the due date be impacted? If so, how does the CLEC know (the FOC?)

A Any LSR submitted in error could impact the due date calculated by LENS. It must be corrected immediately, since the due date is recalculated to ensure it is still available. In BellSouth, we process requests based on receipt to an error free request. If there are errors, even though we will acknowledge receipt of the LSR, it is not released for processing by downstream systems until all errors are corrected. This same is true for BellSouth's retail units.

Q If a due date is missed, how will this be indicated in LENS? Under View Order Status?

A If an appointment is missed, and the LSR was submitted via LENS, the order status would read, missed appointment.

Q For billing purposes, can you go back in LENS to verify how something was ordered (ex: view old LSRs)? How long are the FOC/CNs retained in LENS? If only 45 days, will a CLEC have the capability to view FOCs/CNs that are older than 45 days?

A The functionality does not currently exist and it may not be practical for BellSouth to store data indefinitely. We are currently evaluating the ability to provide the CLEC with their own data that they can manage and use for reports, tracking, etc. We plan to develop procedures for purging data after 60 days of completion.

Q Can you print out an LSR from LENS?

A The print function would be available on a per screen basis using the print icon or print option available via the CLECs web browser.

Q What reports can LENS provide?

A Currently LENS provides no report capabilities, but we are working with customers to determine the types of reports that would be useful to them. Please send specific details regarding your reporting requests to Cassandra Daniels, 675 W. Peachtree St. NE, Rm 34S91, Atlanta, GA 30075, or via the Internet at Cassandra.A.Daniels@bridge.bellsouth.com.

Q On Conversion As Is, are you limited to services you can order via LENS or can you convert ALL service types?

17 Since no physical work is required (in essence a billing change) all service types can be converted.

Q If LENS times you out (ex: you get side tracked), is all information entered to that point lost? Is there a way in LENS to go back to review what you've entered?

A There is a pending enhancement to allow saving between sessions. This has not been prioritized.

Q Need clarification on tax exempt codes. Are they for the CLEC or end user? Granted by state, city, municipal? Or do they just keep BST from billing taxes to the CLEC?

A Since BellSouth will render bills to the CLEC, the tax exempt status is based on the CLEC's status when they were certified to do business in BellSouth. It is used to ensure taxes are not billed inappropriately to the CLEC.

Q Can a user access View FOC/CN, View Order Status and View LSRs in Error for only the LSRs they have submitted with their id, or can they access this information for all LSRs submitted with their company code?

A A LENS user should be able to view FOC/CN, errors and order status based on the company code. We can add an additional layer of security if a customer has a need to restrict access based on individual users.

13 HELP - CONTACT INFORMATION:

COMMUNICATIONS TROUBLES - CALL:

The Certified Local Exchange Carrier/Single Point of Contact at (205) 988-6258

Available Monday - Friday from 8:00 AM - 5:00 PM Central

- Reset Passwords
- Add additional users to LENS via the LENS profile form
- Request SecureID cards

SERVICE/FEATURE DETAIL INFORMATION:

Refer to the appropriate tariff(s)

LCSC - requests for expedites of due dates or to add living units for address validation.

ACCOUNT TEAM:

Contact your BellSouth Account Team representative for all other questions/troubles.

14 GLOSSARY - LIST OF ACRONYMS:

CLEC - Certified Local Exchange Carrier - Has been authorized to purchase and re-sell Local Exchange telecommunications services from existing local telecommunications companies.

CN - Completion Notice

CR - Customer Record

DIALS - Direct Inward Access Line Security System

FOC - Firm Order Confirmation - A Firm Order Confirmation notice is returned to advise you that your request for service was processed and is error free.

ICO - Independent Company - Independent telephone company territory is not a part of BellSouth's telecommunications territory and, therefore, information related to ICO territory is not accessible via BellSouth's operating systems.

LCSC - Local Carrier Service Center - The BellSouth center responsible for receiving and processing requests for telecommunications resale and unbundled products and services.

LEO - Local Exchange Ordering and Implementation Guide - Provides a common point of reference to simplify the ordering process for CLECs that conduct business with BellSouth. Volume 1 provides the basic "collective" requirement's for processing orders via EDI or other negotiated methods. Volume 2 provides additional information which is required when ordering specific BellSouth products and services.

LENS - Local Exchange Navigation System - LENS is an on-line, interactive, menu driven system which permits subscribers to perform inquiry functions, and/or process requests for resale of the various products, features and services currently offered by BellSouth. LENS can be used for either new service (no existing telephone number) or existing service.

LPIC - Local Primary Interexchange Carrier

LSR - Local Service Request - Contains all information required for administrative, billing and contact details which are necessary for the provisioning of the request for telecommunications service.

NPA - Number Plan Area - The telephone are code

TCP/IP - Transport Control Protocol Internet Protocol - A widely used protocol which is used to interconnect local area networks.

ADDENDUM A:

ENCORE

In-Dial Information Guide

SecureID Card Access

ENCORE

In-Dial Information Guide

SecurID Card Access

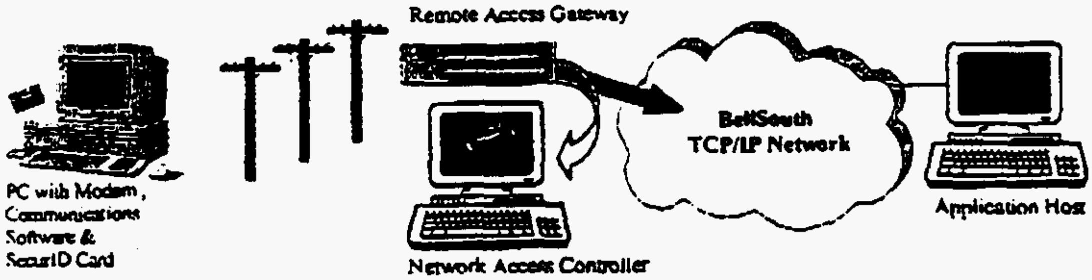
BELLSOUTH

May 1997

GETTING CONNECTED

The process of getting connected to your application involves several components. To begin with your PC must be running communications software which runs the PPP protocol, such as Chameleon, Windows95 or Windows NT. Next you must have a SecurID card issued by BellSouth. This device generates a one-time passcode, which is used like a password and allows you access into BellSouth's internal network. This strong authentication method prevents unauthorized access into BellSouth's network. Once you have made the call into our Remote Access Gateway and have authenticated on the Network Access Controller, by entering your userid and the SecurID card passcode, you will be allowed to connect to the appropriate application host system. The connection process and components are depicted in Figure1 below.

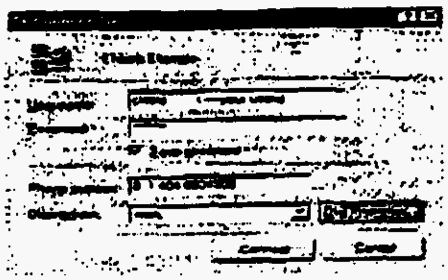
Figure 1 - In-Dial Connection Process and Components



If you need assistance with this process, contact your BellSouth Electronics Communications Administrator at 888-462-8030.

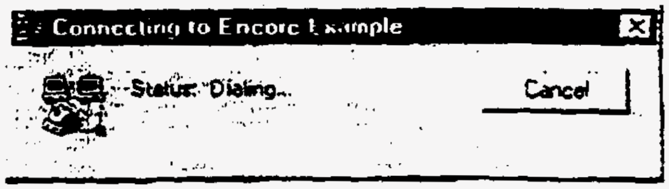
STEP ONE: **Prepare your PC to make the call.** These procedures vary depending on the communications software you are running. Examples provided in these procedures were captured from a PC running Windows95. These examples should be very similar for WindowsNT 4.0. Examples for *Chameleon and Windows NT 3.5 are included* later in this document. Enter the userid and password supplied in the letter enclosed with this instruction package on the Dial Up Networking panel for Windows95 (or on the Login panel for Chameleon).

This is what the Dial-Up Network Connection dialog box should look like for Windows95 or Windows NT 4.0. When you initially create this connection profile, you should enter your BellSouth-assigned userid and Remote Access Gateway password in the "User name" box and the "Password" box. It is recommended you select the "Save password" option as shown above, otherwise you will have to enter the password each time you make a connection. Enter the telephone number, 404-893-4500 in the "Phone number" box. The "Dial Properties" button accesses an option screen, which controls how the number is dialed. For instance, this is where you specify if a "9" must be dialed first to access an outside line or if the area code is needed for a long distance call.



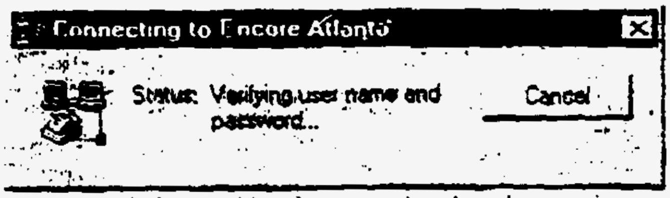
STEP TWO: **Initiate the call.** The telephone number you should use to dial into the BellSouth network is:

404-893-4500

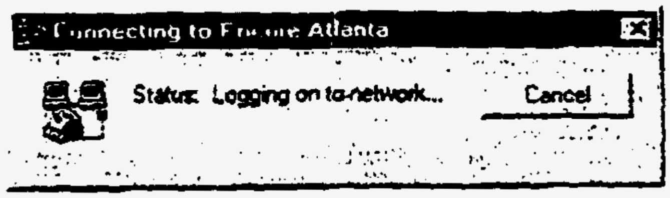


Click on the **Connect** button to initiate the call. See diagram above.

This is what you will see as the call is being made. If you have your modem speaker turned on, you will also hear the call ringing and the high pitched tones of the modems synchronizing after the call is answered.

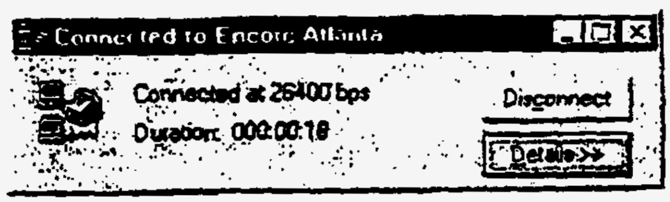


If the modems successfully sync up or find a suitable connection speed, you will see this box. At this time the Remote Access Gateway is verifying the userid and password entered on the Dial-Up Network Connection dialog box match the userid and password assigned to you in the Remote Access Gateway. This process takes a few seconds.

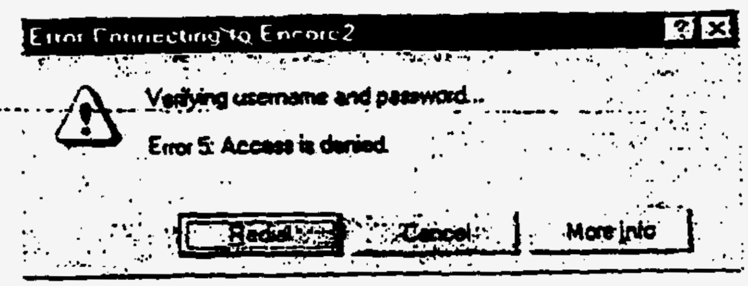


If the userid and password match on the Remote Access Gateway, you will see this box. During this time, your access privileges (what you are allowed to connect to) are being assigned to your connection.

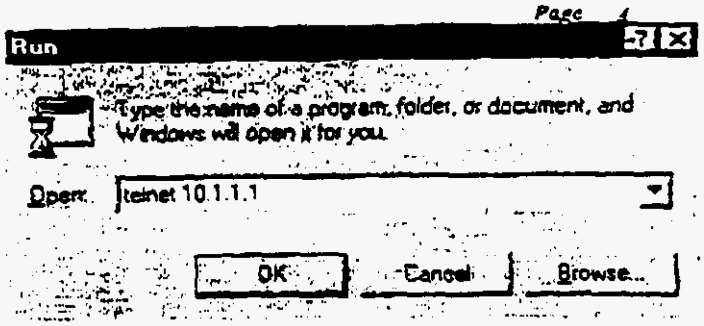
Once this process completes, you will see:



If you have successfully connected go to Step 3.

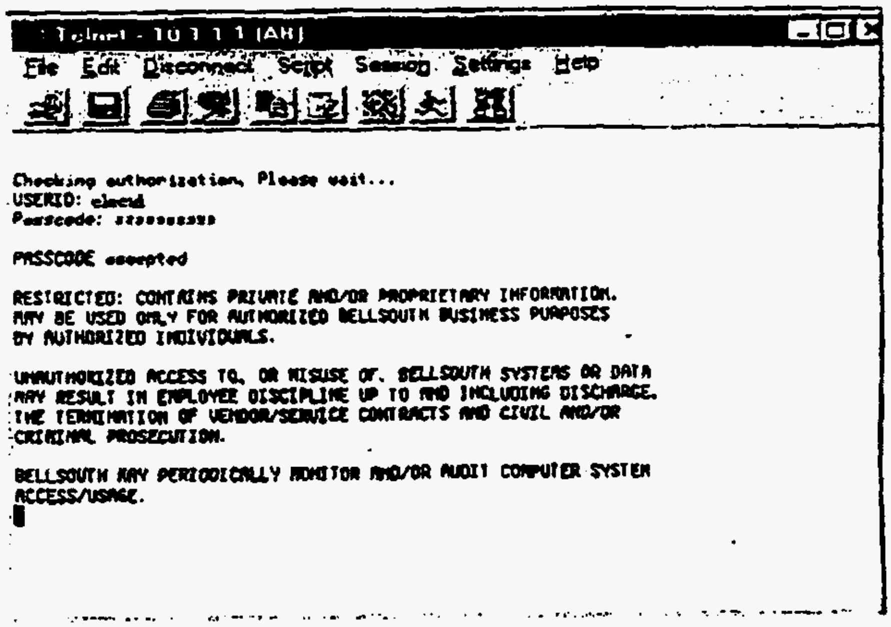


If the userid and password match is not successful, the connection will be dropped and you will see this box. If this occurs, verify the userid and password entered in the Dial-Up Network Connection dialog box is correct. If so, try the connection again. If not, contact your BellSouth Electronics Communications Administrator and report you are experiencing a login failure on the Remote Access Gateway. Be sure to supply the userid and password you used for the connection.



STEP THREE: After the Remote Access Gateway answers and the connection has been established, you will have **2 minutes** to authenticate with your SecurID card. To access the Network Access Controller, **Telnet to IP address 10.1.1.1.**

If you are unable to connect to the Network Access Controller (10.1.1.1), verify that your Userid and password were entered correctly and that you successfully authenticated your computer on the network. If you are unable to connect to 10.1.1.1, contact you BellSouth Electronics Communications Administrator.



STEP FOUR: The next thing you should see is a telnet dialog box with the prompt for your **USERID**, as shown below. Your userid was included in the letter enclosed with the SecurID card. The userid should be entered in lowercase. **Enter your userid.** The next thing you should see is a prompt for your **PASSCODE.** The passcode is actually the combination of the PIN code and the numbers currently displayed on your SecurID card. The PIN code was provided to you in a letter included in the package with this Customer In-Dial Information Guide. **Enter the 4 character PIN and 6-digit number from the SecurID card as one value at the PASSCODE prompt.** (No spaces are allowed and enter the PIN portion of the passcode in lowercase.) If the userid and the passcode were entered correctly, you will get the **PASSCODE accepted** message as shown above.

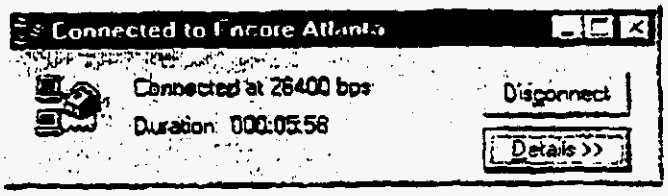
If the userid or passcode was entered in error, you will get a message "Username/Passcode Incorrect". You will then be prompted for the USERID and PASSCODE again. You will get 3 chances to enter this information correctly. After 3 failed attempts the dial-in connection will be dropped. Repeated attempts to log in with an incorrect userid or passcode will cause your userid to be suspended. If this happens, you must contact your BellSouth Electronics Communications Administrator to get your userid restored.

The SecurID login procedures vary slightly the first time you use your SecurID card and periodically when your PIN expires. Please read the section titled **LOGGING IN WITH YOUR SECURID** for a thorough description of the Login situations you may encounter.

Now you can close the telnet windows by selecting FILE, EXIT or clicking on the CLOSE button in the upper right corner of the telnet window.

Note: If you do not authenticate on 10.1.1.1 within 2 minutes, your session will be disconnected.

STEP FIVE: Once you have successfully authenticated with the SecurID and closed the telnet session, you are ready to access your application. Your BellSouth Electronics Communications Administrator provided instructions on this process.



LOGGING OFF or "GETTING DISCONNECTED"

It is important to log off properly, instead of simply hanging up. Long distance or local usage charges are incurred for the duration of the call. Following these procedures will ensure the connection is dropped when you are through using it. First you should exit or close all application windows. Open the *Dial-Up* Connection window for Windows95 and Windows NT 4.0 (see below) or the Chameleon Custom window and click on the **Disconnect** button.

REMEMBER: If you need assistance with this process, contact your BellSouth Electronics Communications Administrator at:

888-462-8030

That's all there is to it! Seems like a lot of instructions but this guide has been developed to assist you with the first couple of times you connect to our network. We expect that is when you will use these instructions, you will very shortly get to the point where these steps are repeated on a daily basis without ever consulting the instructions. But if you run into a snag, hopefully you will find the information here necessary to quickly work through the problem. The following information is provided to answer additional questions you may have regarding the use of the SecurID card and other communications software products. Please take the time to read through this information.

FREQUENTLY ASKED QUESTIONS

Trouble calls should be directed to your BellSouth Electronics Communications Administrator. Your BellSouth Electronics Communications Administrator number is provided on the letter received with this package.

1. ***After entering your PASSCODE you receive the message "Userid/Passcode Incorrect".***

   RESOLUTION: The USERID or PASSCODE entered is not correct. The PASSCODE is a 10 Character code consisting of your personal four-character PIN followed by the six-digit number displayed on your SecurID card. Do not enter spaces between the PIN and the SecurID displayed number. The "Userid/passcode incorrect" message indicates you have entered an incorrect PASSCODE (PIN and/or SecurID number).

   You have a total of 3 chances to enter the USERID and PASSCODE for each call. Repeated attempts to log in with an incorrect userid or passcode will cause your userid to be suspended. In this event you must contact your BellSouth Electronics Communications Administrator to get your userid restored.

2. ***After entering your PASSCODE, you get the message "Enter your new PIN, containing 4 characters."***

   RESOLUTION: You will get this message the first time you use your dial-in access, after your PIN has expired, or any time your BellSouth Electronics Communications Administrator gives you a new PIN. The PIN must be changed every 4 months. DO NOT WRITE THE PIN DOWN, MEMORIZE IT. To ensure

7. ***Unable to connect to your TAFI application.***

RESOLUTION: If after authenticating on 10.1.1.1, you are unable to telnet to your host application, contact your BellSouth Electronics Communications Administrator and report the problem.

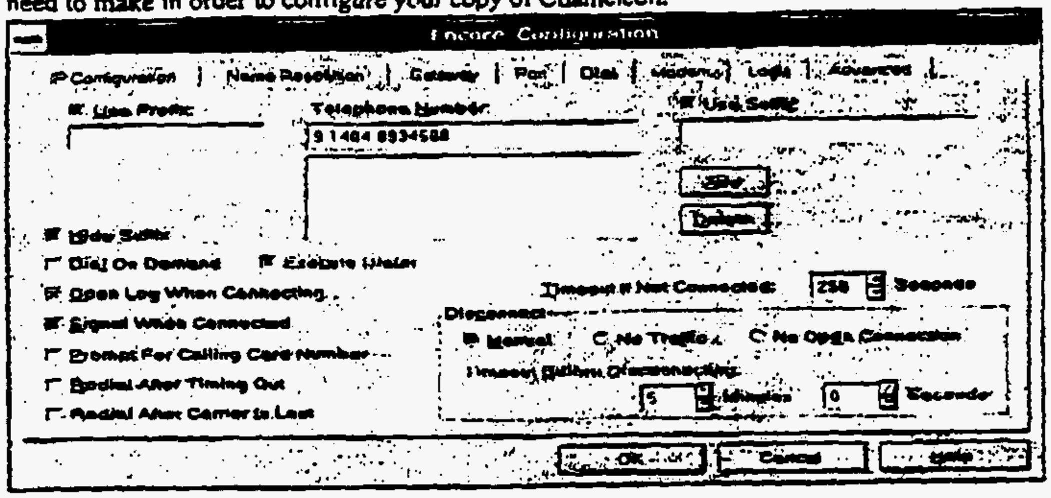
USING CHAMELEON 4.6x

There are three steps to accessing the ENCORE indial pool with Chameleon 4.6.x:

Section One – Configuring Chameleon

1. Open the **Chameleon Custom** application.
2. Select **Menu | Add Interface...** from the menubar.
3. Select a interface type of **PPP**, and name the interface **Encore**.

You will then be presented with a dialog box with multiple tabs to enter configuration information. The tabs are listed below, with the changes you will need to make in order to configure your copy of Chameleon.



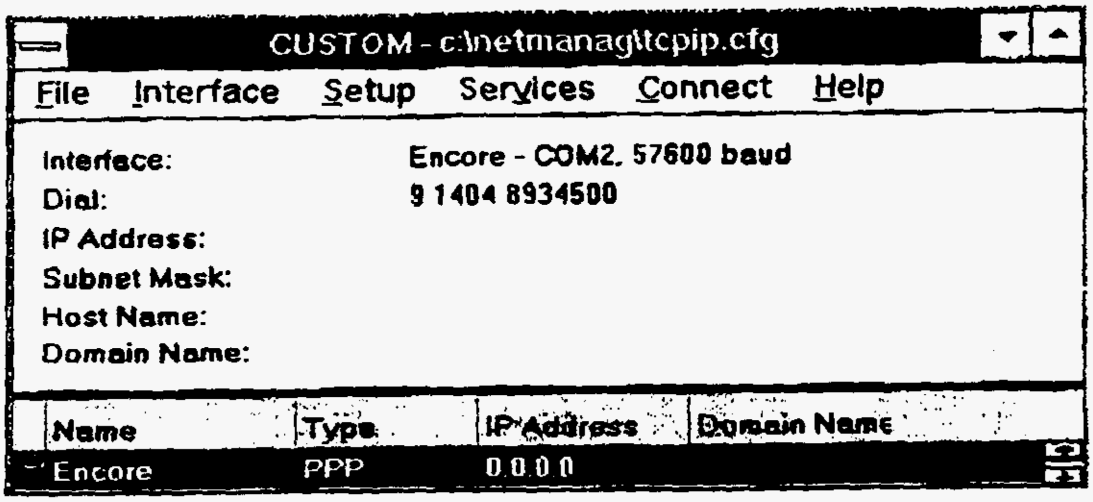
4. **IP Configuration** – No changes necessary (use Chameleon defaults)
5. **Name Resolution** – No changes necessary (use Chameleon defaults)
6. **Gateway** – No changes necessary (use Chameleon defaults)
7. **Port** – Enter the information specific to your modem.
8. **Dial** – The primary hunt number for Encore is **404-893-4500**. Make sure to add dialing prefixes if you need to dial 9 to access an outside line.
9. **Modem** – Enter the information specific to your modem.
10. **Login** – Enter your USERID in the field marked 'Username'. You will be assigned a Remote Access Gateway password (known as a PAP password) to enter in the 'Password' field. **This information is required!** All other fields should be blank and unchecked in this tab.
11. **Advanced** – No changes necessary (use Chameleon defaults)

12. Select the **OK** button to save your changes.

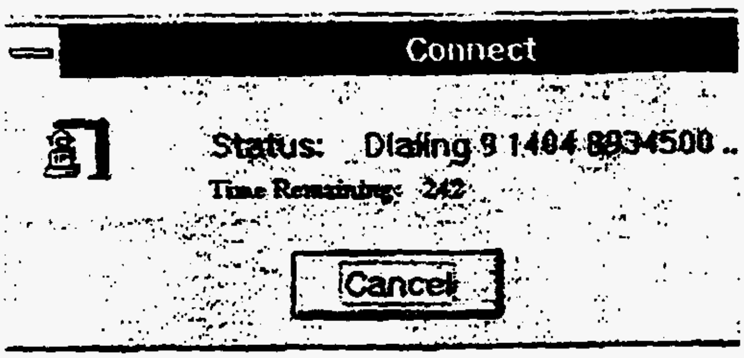
Section Two – Establishing a connection to the Encore Indial Pool

After you have configured your Chameleon dial-in as outlined in step one, you are now ready to dial in to the pool.

1. Open up **Chameleon Custom** if it is not already open.
2. Select the **ENCORE** interface that you created in section one.
3. Click on the **Connect** menu at the top of the window.

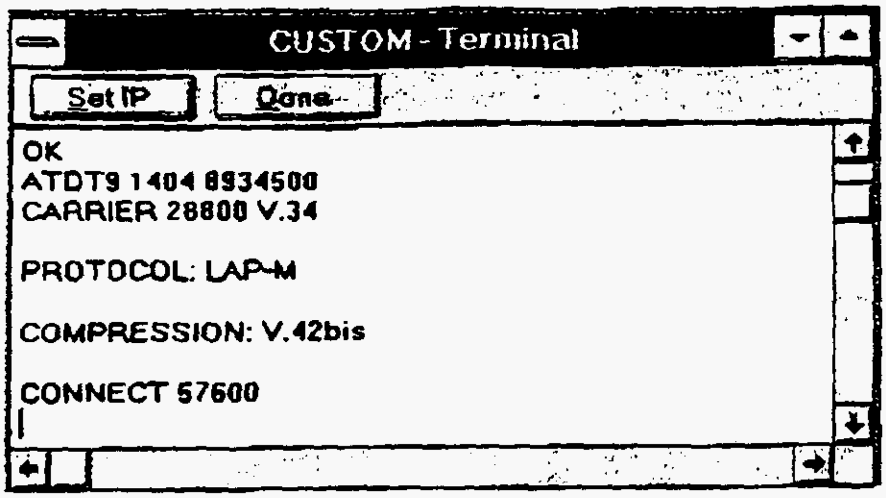


Chameleon will now try to establish a modem connection with the Encore indial pool. If you have trouble with this section, check some common modem settings (1 + area code, 9 to dial out). The Encore indial pool should answer your call within one or two rings.



4. When Chameleon senses that the modem has completed it's connection to the indial modem, you will usually see a message such as *CONNECT XX,XXX* where XX,XXX represents your connection speed.

5. When you see the CONNECT message, you should immediately click the **DONE** button.



6. You can verify that you are correctly connected to the modem pool by opening the NEWT icon at the bottom of your screen. If you have connected successfully, your IP address should begin with 90.133. If you do not see this IP address, check your Username and Password as outlined in the Section One.

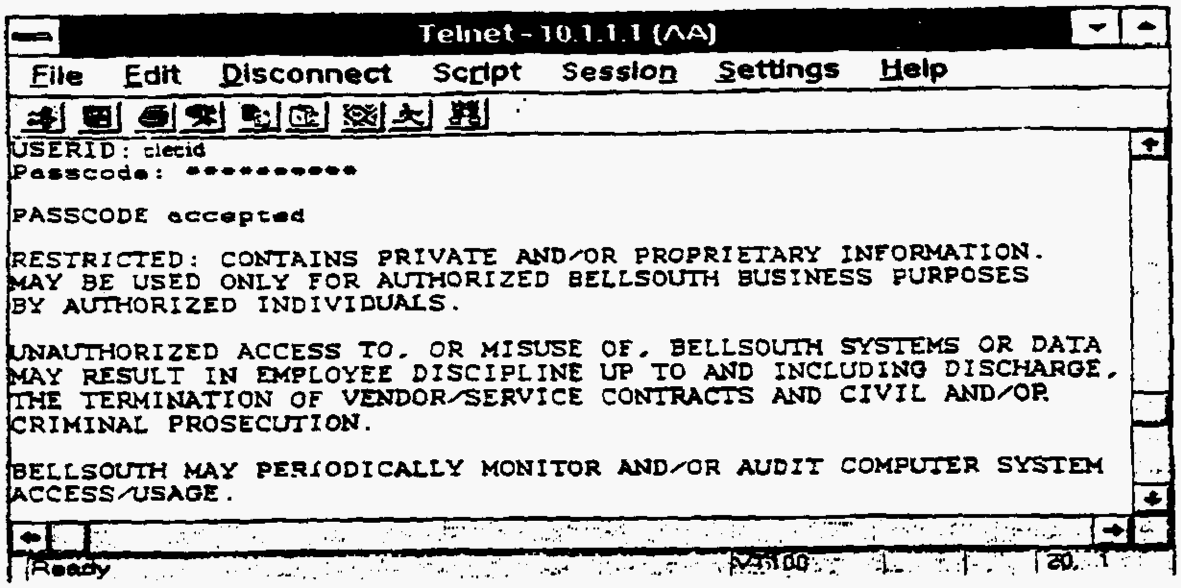
7. You now have three minutes to successfully authenticate with SecurID as outlined below. If you do not start Section Three within three minutes, you will be disconnected and you must repeat this section.

Section Three – Establishing a connection to the SecurID authentication server

Once you have verified that you are connected to the Encore indial pool, you have three minutes in which to authenticate with the SecurID server. Until you successully do so, you will not be able to ping, telnet, or access any BOSIP device.

1. Open your Telnet application.
2. Connect to the SecurID authentication server. The IP address is 10.1.1.1
3. You will be presented with the standard USERID/Passcode prompts that require you to enter your authentication information.
4. If you are successful, you will see a login banner message, and you may close your connection and access your TAFI hosts/LENS server.

5. If you fail the authentication, you will be given two more opportunities (three total) to enter the correct USERID/PASSCODE information. You will be disconnected from the SecurID host after three failed attempts.



*Please Note: After you complete all three sections and access the Encore indial system, you are still restricted to accessing certain destinations. The current Encore filters allow the following access:

Telnet to 90.91.200.2
Telnet to 97.10.1.76
All Traffic to 90.12.72.1
Telnet to 97.10.1.77
WWW to 90.131.28.91

USING WINDOWS NT 3.51

Windows NT 3.51 uses RAS (Remote Access Service) to access in-dial accounts. RAS should be installed per the Windows NT instructions before proceeding with these directions.

Once installed, you will find RAS (a telephone icon) in the WINNT35 directory. Following is a explanation of the dialog boxes that need to be set-up.

1.) Run RAS to get to its config. dialog box.

2.) Select 'Edit' to bring up "Edit Phone Book Entry' dialog box. Enter 'ENCORE' in Entry Name field. Enter '404-893-4500' in Phone Number field. Leave the Description field blank. Enter the correct COM port for your modem. Leave Authenticate using current user name and password unchecked.

3.) Select the Modem button. Set speed to 57,600 or 115,200 (As fast as possible, as defined by your modem speed). Check Hardware flow control. Check modem error control. Leave modem compression unchecked. Leave Enter Modem Commands Manually unchecked. Click OK.

4.) Select the Security button. Select ' Accept any authentication including clear text'. Click OK.

5.) Select the Network button..Select PPP. Check TCP/IP. Leave NetBEUI and IPX unchecked. Select TCP/IP Settings.

PROTECTING YOUR SECURID CARD

The SecurID card processes information continuously, keeping highly precise time for three (3) years before erasing memory and stopping on a pre-determined date. The SecurID card expires after 3 years, you will be notified upon logging in when your card will expire and advised of replacement procedures. Contact your BellSouth Electronics Communications Administrator for a replacement card. There is a charge for the replacement card.

- The SecurID card should not be kept in an environment that causes bending stress - like a back pocket.
- The SecurID card will be damaged if you heat (dashboard) it, soak it, or sit on it.

25/08/97 16:58

Sent w/
Customer guide

May 08, 1997

TO: CLEC

FROM: DIALS Administration

SUBJECT: Dial Access PIN and User Information Package

Dear Associate:

Your BellSouth in dial access PIN (Personal Identification Number), listed below, must be used with your BellSouth DIALS Userid and SecurID card to dial access your application on BellSouth's computer system. Your SecurID card (Serial Number - 473660) was sent in a separate package for security reasons. The enclosed User Information Package provides thorough instructions on how to use your BellSouth DIALS Userid, PIN and SecurID Card.

PIN = test

Contact your DIALS representative at 205-985-8479 for further information.

05/28/97 12:52

SENT WITH SECURID

May 08, 1997

TO: SPRADLIN, RICHARD
CLEC CONFERENCE
34L BSC
ATLANTA, GA 30375

SUBJECT: Dial Access Userid

Dear Customer:

The following Userid (User Identification Code) has been established for your use when accessing the BellSouth Computer Network:

Userid = encore1

You will receive additional information in a separate package explaining how to access your application with the enclosed SecurID Card (Serial Number - 04102613).

Contact your BellSouth representative, R SPRADLIN at 404-927-7801 for further information.

SENT WITH
CUSTOMER [illegible]

SECURITY MANAGEMENT CENTER
Room S205, 1876 Data Drive
Birmingham, Alabama 35244
(205) 985-8479

TO: SPRADLIN, RICHARD
CLEC CONFERENCE
34L BSC
ATLANTA, GA 30375

SUBJECT: Remote Access Gateway Password and Customer Information Package

Dear Customer:

Your BellSouth Remote Access Gateway (PAP) password is listed below. It must be used with your Userid to access ENCORE applications on the BellSouth Computer Network. Userid information was sent in a separate package for security reasons. The enclosed Customer Package provides procedures for this access.

Remote Access Gateway Password: test1!

Contact your BellSouth Electronics Communications Administrator, at 1-888-462-8030 for further information.

NOTICE
Use only for authorized business purposes of the BellSouth Companies and only by their authorized employees and agents.

- Do not write any information on your SecurID card (USERID, PINs, telephone numbers, etc.).
- The SecurID six-digit number changes every sixty seconds.
- The vertical bar stack at the left side of the window indicates the current number's life span. Each bar represents ten seconds. System timing is precise, so entry of the number after the last bar disappears is not advised.
- If you are prompted to wait for the display to change on your SecurID card, enter the new SecurID number, the system is synchronizing with the card clock.
- Tampering with or trying to repair your SecurID card will damage it.
- If your initial PASSCODE fails, wait for the number on your SecurID card to change.
- If your SecurID card is expired, lost, stolen, damaged or destroyed, notify your BellSouth Electronics Communications Administrator immediately.

GLOSSARY OF TERMS

BELLSOUTH ELECTRONICS COMMUNICATIONS ADMINISTRATOR - Contact for system problems, forgotten USERID/PIN, replacement of lost, broken, damaged or expired SecurID card.

PASSCODE - A 10 character code, consisting of your 4 character PIN and the current 6 digit number displayed on your SecurID card.

PIN - Personal Identification Number. A secret code, selected by a user that identifies the SecurID Card assigned to the user.

NETWORK ACCESS CONTROLLER - The host that does both security authentication and administrative process for the Network Access Control System

REMOTE ACCESS CONTROLLER - The processor which controls network access.

SECURID CARD - A credit card size card containing a computer chip, which generates the number every 60 seconds. The algorithm, which generates the number in each SecurID card, is also running on the Network Access Controller. When the number entered in the PASSCODE matches the number generated on the Network Access Controller, the user is permitted to access authorized applications.

USERID - Your personal account or profile identifier. During the dial log-on process you will be prompted for your USERID and subsequently for your host application USERID.

ADDENDUM B:

Information on obtaining a Verisign Digital Certificate.

To access the BellSouth LENS application from the Internet, you will have to have two software items. These are:

- An Internet Browser software package. You may use either
    1. Netscape Navigator 3.0 or higher
    2. Microsoft Explorer 3.0 or higher
- A Digital Certificate from VeriSign, Inc.

Why are Microsoft and Netscape Web Browsers required?

Netscape and Microsoft are the two most popular Web Browser software packages. The 3.0 or higher version is required to allow you take advantage of the latest advancements in security and programming features such as frames. For more information on obtaining or configuring Web Browsers, please use your Web Browser and go to:

http://www.microsoft.com
or
http://home.netscape.com

Why do I need a Verisign Digital Certificate?

Electronic services are becoming more commonplace, offering the convenience and flexibility of round-the-clock service. However, concerns about privacy and security might be preventing you from taking advantage of this new medium for your business. Encryption alone is not enough, as it provides no proof of the identity of the sender of the encrypted information. Without special safeguards, you risk being impersonated online. Digital IDs address this problem, providing an electronic means of verifying someone's identity. Used in conjunction with encryption, Digital IDs provide a more complete security solution, assuring the identity of all parties involved in a transaction.

Verisign offers several classes of Digital Ids. The Verisign Class 1 Digital ID is the minimum that is required by BellSouth. The Class 2 Digital ID is an option if you prefer. Below is a brief description from VeriSign of both Class 1 and Class 2 Digital IDs.

Class 1

A Class 1 Digital ID provides you with an unambiguous name and e-mail address within the VeriSign repository. If you intend to use your Digital ID for casual WWW browsing, a Class 1 Digital ID probably provides the level of assurance you need. At this time, revocation of Class 1 Digital IDs upon subscriber request is provided only at the sole discretion of VeriSign.

You can obtain a Class 1 Digital ID regardless of where you live. For a limited time, Class 1 Digital IDs are available for free. (The annual fee for a Class 1 Digital ID is normally US$6.00.)

After your request for a Class 1 Digital ID is processed, you will receive an e-mail confirmation letter that provides the information you need to install your Class 1 Digital ID. This mailback process assures that the holder of a Class 1 Digital ID actually has access to the e-mail address associated with that Digital ID.

Class 2

Class 2 Digital IDs provide identity assurance by requiring third-party confirmation of your name, mailing address, and other personal information. At this time, Class 2 Digital IDs are only available to residents of the United States. VeriSign's automated enrollment system checks the information you provide against a consumer database maintained by Equifax.

To provide additional assurance, Class 2 Digital IDs are only issued through a hardware certificate signing unit. For the VeriSign Class 2 Certificate Authority to issue Digital IDs, multiple secret-share key holders must cooperate to activate the signing unit. This provides a greater degree of security for the issuing capability of the CA, providing assurance that Class 2 Digital IDs can only be issued in accordance with VeriSign's stated verification procedures.

Installation of a Class 2 Digital ID is a two-phase system that includes a separate mailback process. This mailback process will help assure that someone with access to your personal information cannot obtain a Digital ID in your name.

Expected uses of Class 2 Digital IDs include e-mail, small, "low risk" transactions, password replacement, software validation and online subscriptions. The annual fee for a Class 2 Digital ID is US$12.00.

Similarly, the Lens server has its own Digital ID to assure you that the server is run by BellSouth and that the content provided is legitimate.

Below are step by step instructions for obtaining and installing the Verisign Digital ID. If you want to know more about Digital ID's please use your Browser to go to:

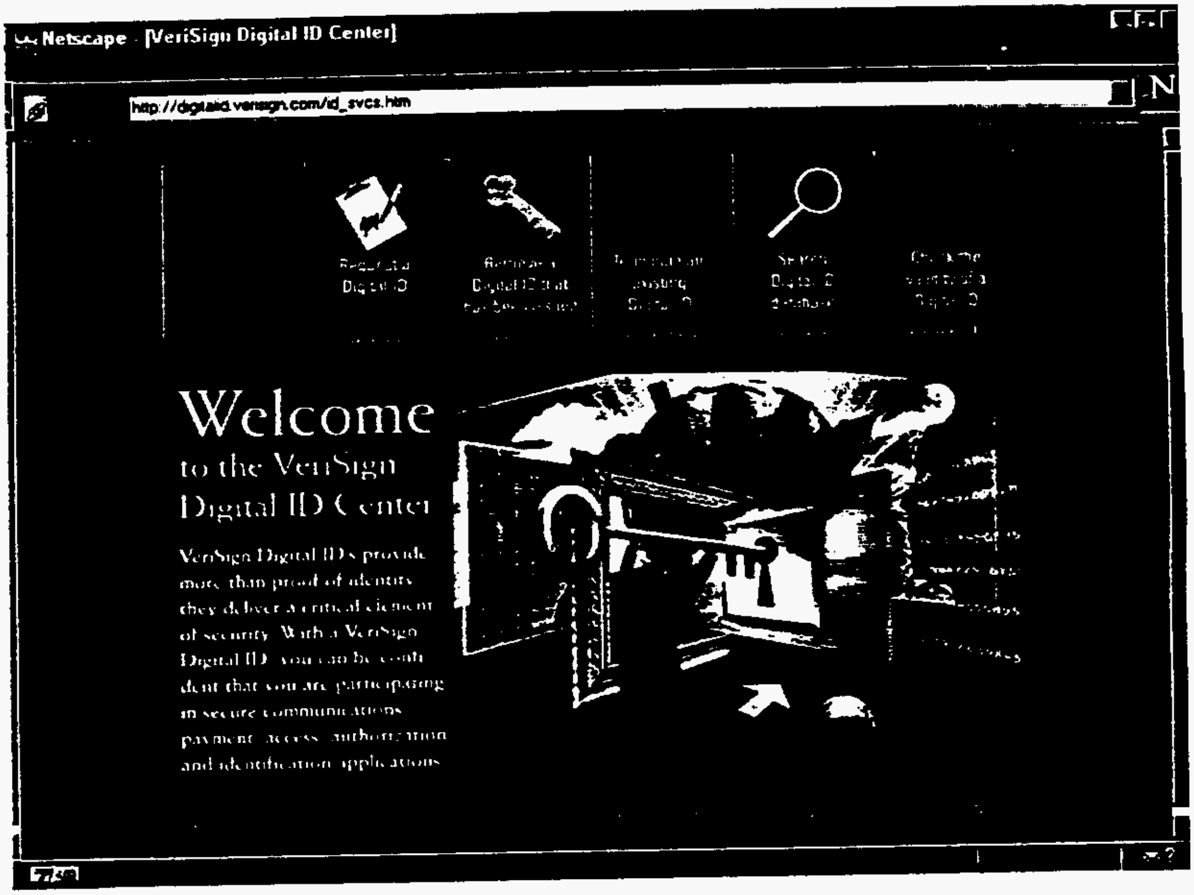
http://digitalid.verisign.com/id_intro.htm

- **Step 1**

Using your Microsoft or Netscape Web Browser (version 3.0 or higher), go to the Verisign Web Site located at:

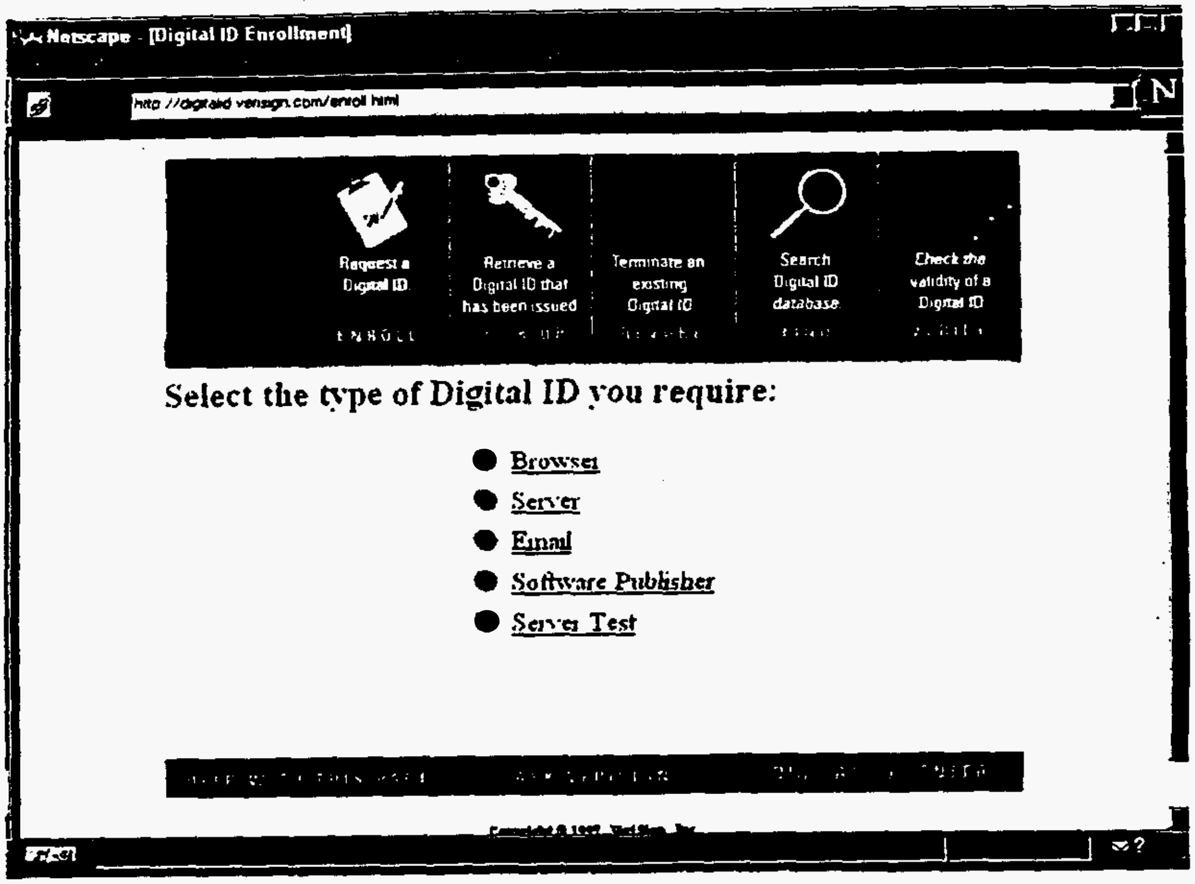
http://digitalid.verisign.com/

This is an example of what the screen should look like.



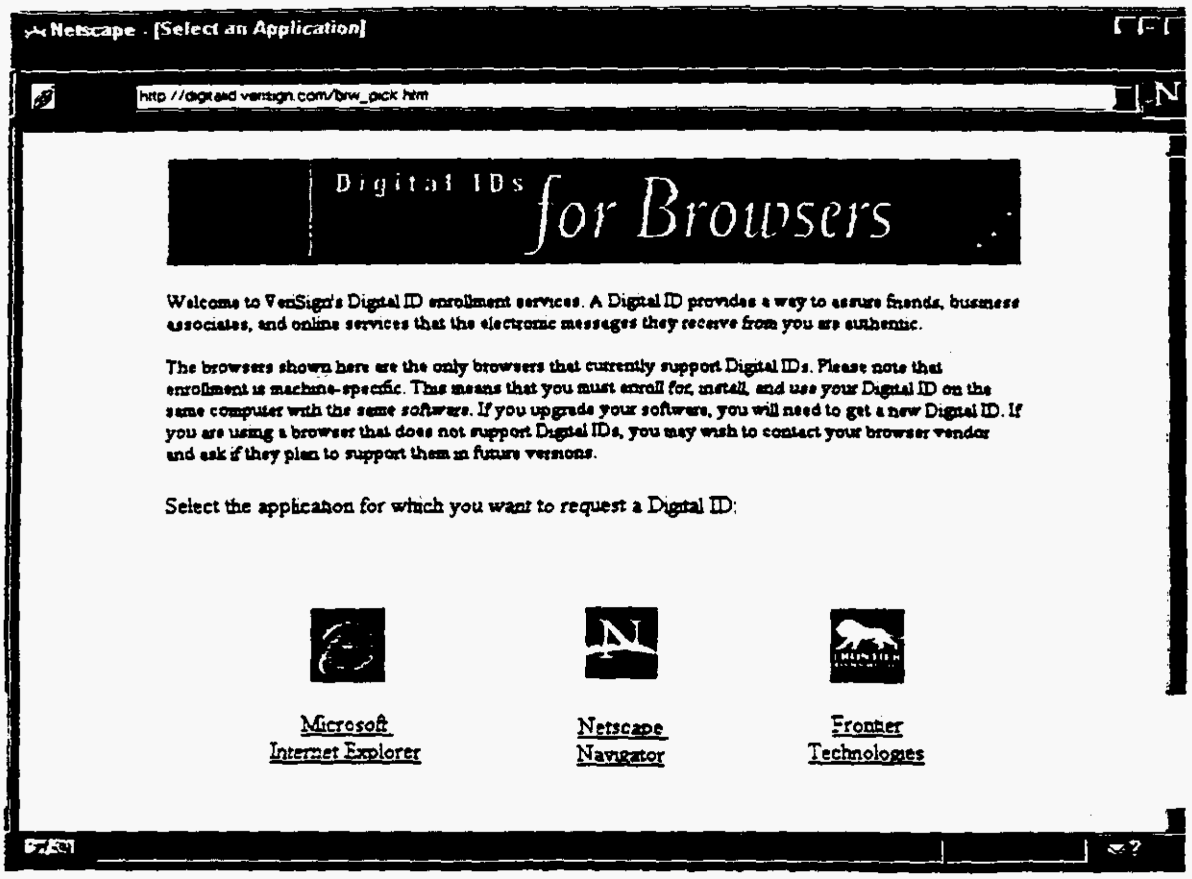
- **Step 2**

Using your mouse pointer, click on the Enroll, near the top left of this screen. This is the screen you should see:



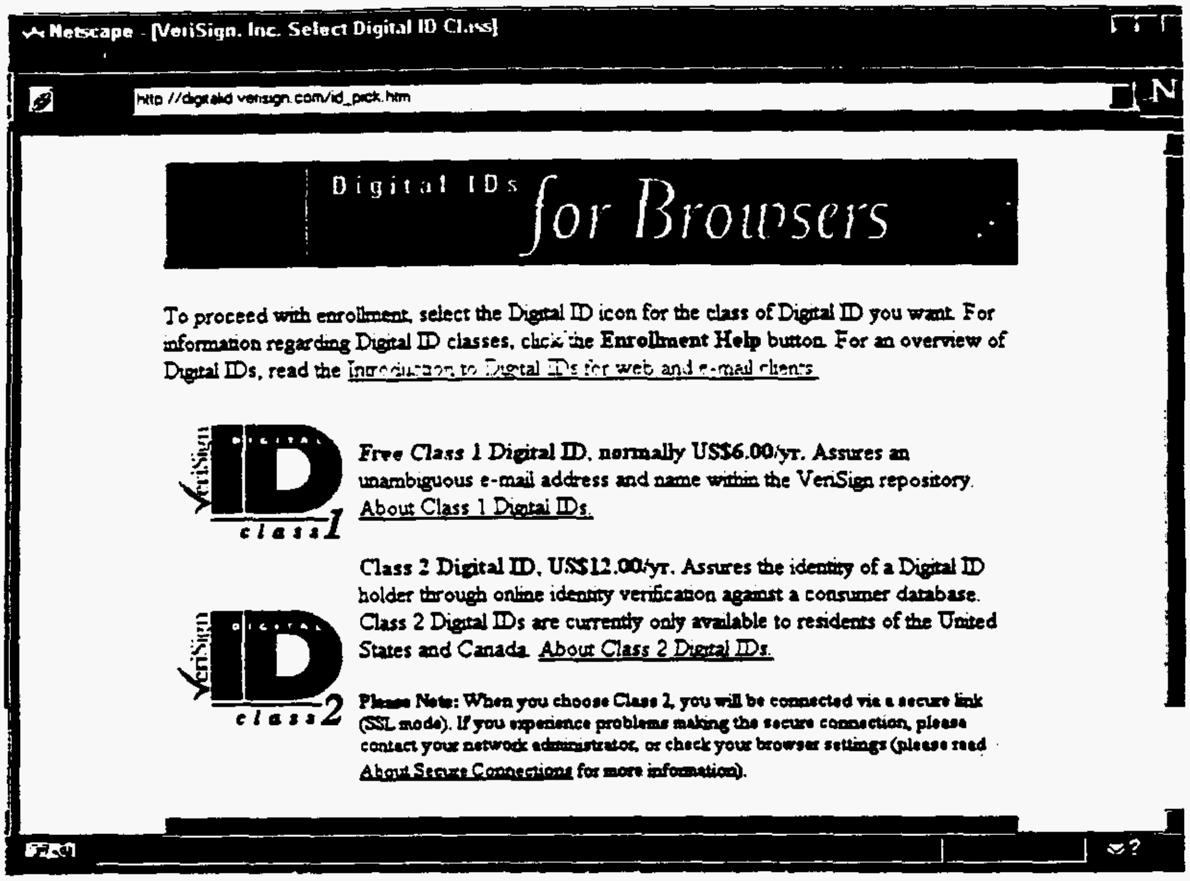
Step 3

Using your mouse pointer, click on the Brqwser button, on the top of the list on this screen. This is the screen you should see:



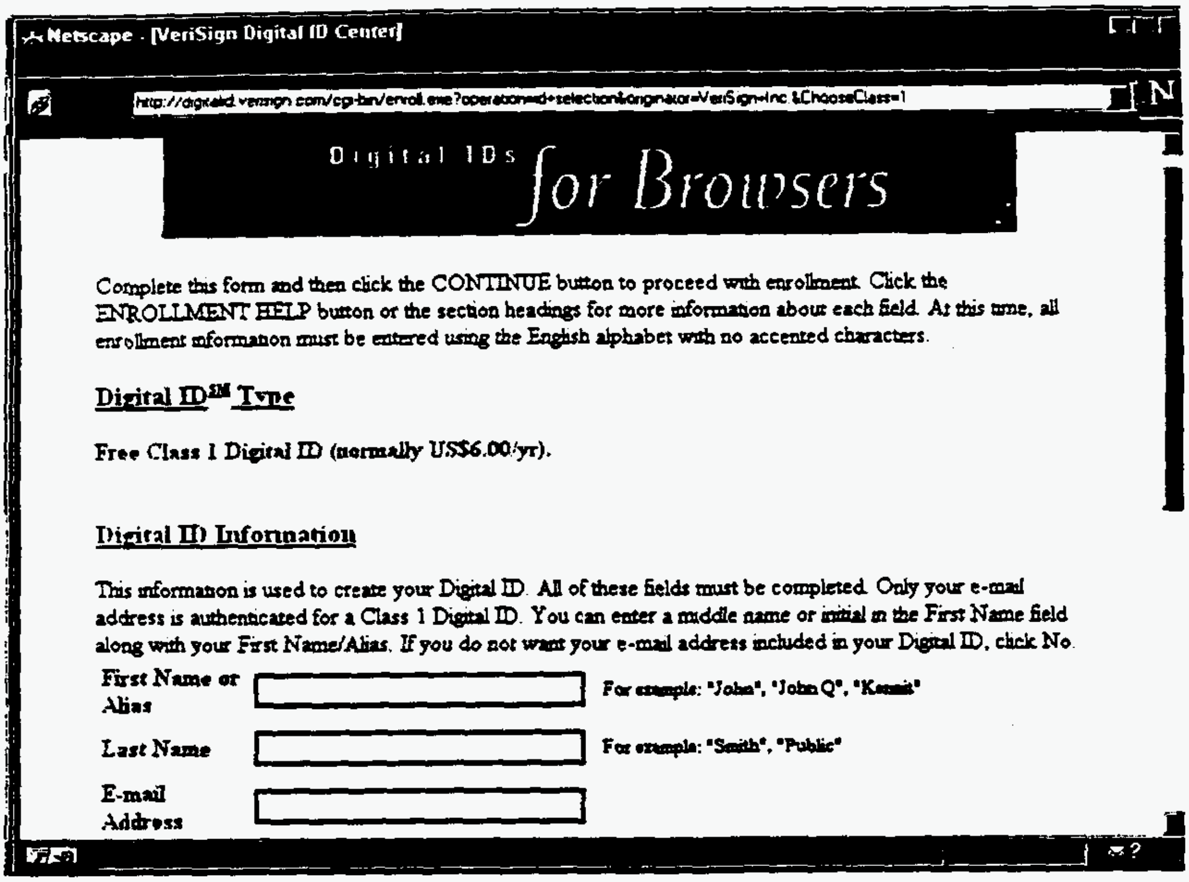
- **Step 4**

Using your mouse pointer, click on either the Netscape or Microsoft buttons. This is the screen you should see:

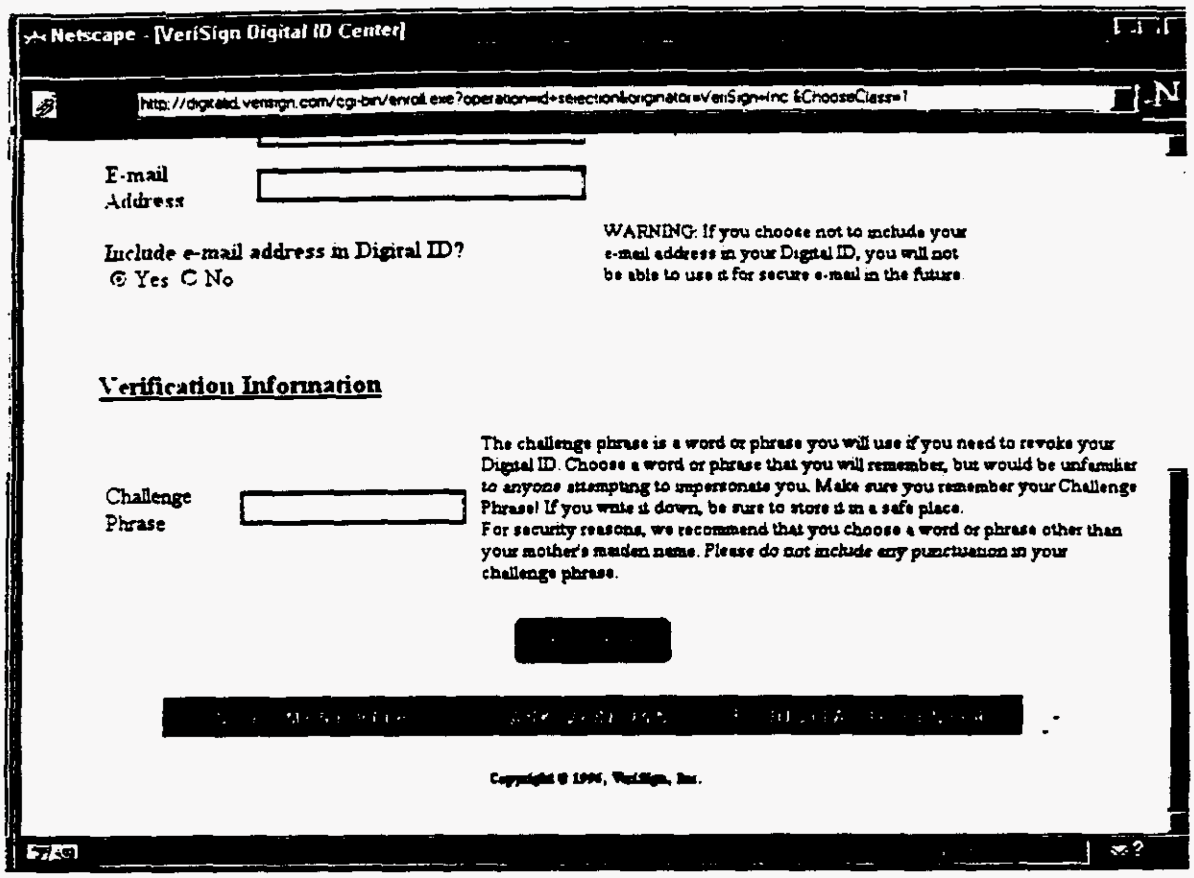


- **Step 5**

Using your mouse pointer, click on the either Class 1 or Class 2. Class 1 is the minimum required. You may use a Class 2 if you wish. This is the screen you should see for a Class 1 Digital ID:



This is the bottom half of the Digital ID request page:



Here is the helpful description that VeriSign provides on-line if you click on the "Verification Information" words in the above screen:

Identification Help

To process your Digital ID enrollment, VeriSign needs information that enables us to verify your identity. The information you provide is checked against a consumer database. When you have completed all required fields on the application, click the CONTINUE button to proceed with enrollment.

When you enter information, please use only the English alphabet with no accented characters. The characters you can enter are:

Upper-case letters A through Z
Lower-case letters a through z
Numerals 0 through 9
Other characters: space ' 9 0 ( ) + - . / : = ?
Any valid e-mail address can be entered. For example, @ and ! are valid in e-mail addresses.

Digital ID Type

This section indicates the type of Digital ID that you are requesting.

Digital ID Information

In the Digital ID Information section, specify the name and e-mail address you want associated with this Digital ID. If you do not want your e-mail address displayed in your Digital ID, select the NO radio button.

WARNING: If you choose not to include your e-mail address in your Digital ID, you will not be able to use it for secure e-mail in the future.

First Name or Alias
Enter your first name (given name) or the alias you want in your Digital ID. For example, Marjorie. Your name will be displayed exactly as you enter it, including spaces.

Last Name
Enter your last name (surname) as you want it to appear in your Digital ID. For example, Baldwin. Your name will be displayed exactly as you enter it, including spaces.

E-mail Address
Enter the e-mail address that you want associated with this Digital ID. For example, MBaldwin@somenet.com.

If you already have a Digital ID and you are applying for another, enter your name slightly differently. (For example, you might add "-1" to your last name.) VeriSign cannot issue Digital IDs that contain exactly the same name and e-mail address.

Verification Information

Challenge Phrase
The challenge phrase is a word or phrase you will use if you need to revoke your Digital ID. Choose a word or phrase that you will remember, but would be unfamiliar to anyone attempting to impersonate you. Make sure you remember your Challenge Phrase! If you write it down, be sure to store it in a safe place.

For security reasons, we recommend that you choose a word or phrase other than your mother's maiden name. Please do not include any punctuation in your challenge phrase.

Submitting Your Request

To send your Digital ID request to VeriSign, click the Submit button. All enrollment information is transmitted securely using the Secure Sockets Layer Protocol and VeriSign Secure Server Digital IDs.

When you select Submit, your web browser generates a "key pair" consisting of a public key and a private key. Both the public key and private key are stored on your hard disk. Your public key is sent to VeriSign with your Digital ID request. Your private key should never be sent across a network and should be protected from unauthorized access because it is what enables your Digital ID to be used.

When your Digital ID has been generated, a page displays with a link to the page from which you can download your new Digital ID. To download and install your Digital ID, you will need the Digital ID PIN from the e-mail confirmation letter you receive from VeriSign. This mailback process assures that the holder of a Digital ID actually has access to the e-mail address associated with the Digital ID.

When you download your Digital ID, you will be prompted to enter a name for the Digital ID. If you are using Microsoft Explorer, this name is referred to as the Credentials Name. If you are using Netscape Navigator, this name is referred to as the Certificate Name.

In the unlikely event that we are unable to fulfill your Digital ID request, you will receive a message containing a brief description of the reason your request was denied.

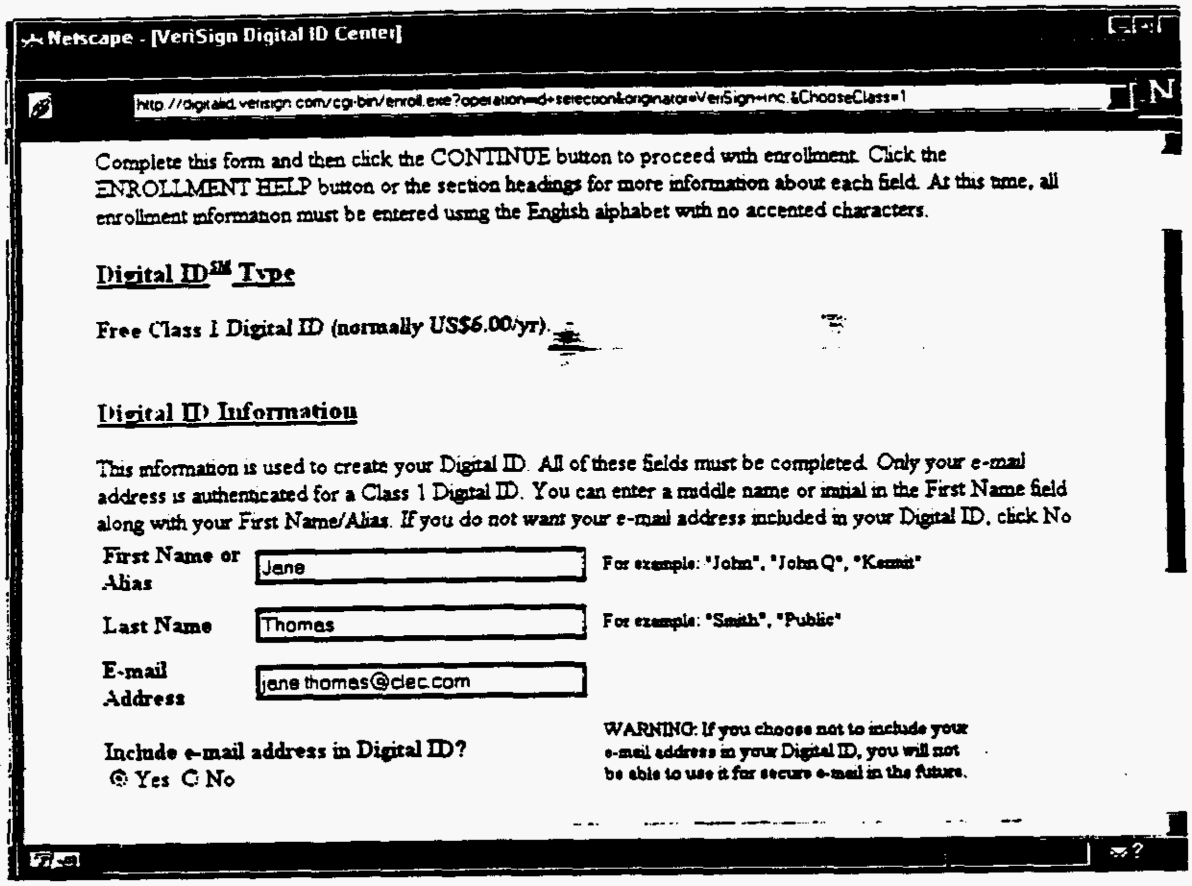
Class 2 enrollment information is verified against a consumer database. Your request might be rejected if the information you enter does not match the information in the database, or if you are not listed in the database. For more information about the database, see Equifax Procedures.

Digital ID Installation

Your Digital ID is installed in your browser automatically when your Digital ID request is approved.

- **Step 6**

Using your mouse pointer or the Tab key, move from field to field filling out the appropriate information. Below is an example of a filled out form.



Netscape - [VeriSign Digital ID Center]

http://digitalid.verisign.com/cgi-bin/enroll.exe?operation=id+selection&originator=VeriSign+inc.&ChooseClass=1

Complete this form and then click the CONTINUE button to proceed with enrollment. Click the ENROLLMENT HELP button or the section headings for more information about each field. At this time, all enrollment information must be entered using the English alphabet with no accented characters.

Digital ID℠ Type

Free Class 1 Digital ID (normally US$6.00/yr).

Digital ID Information

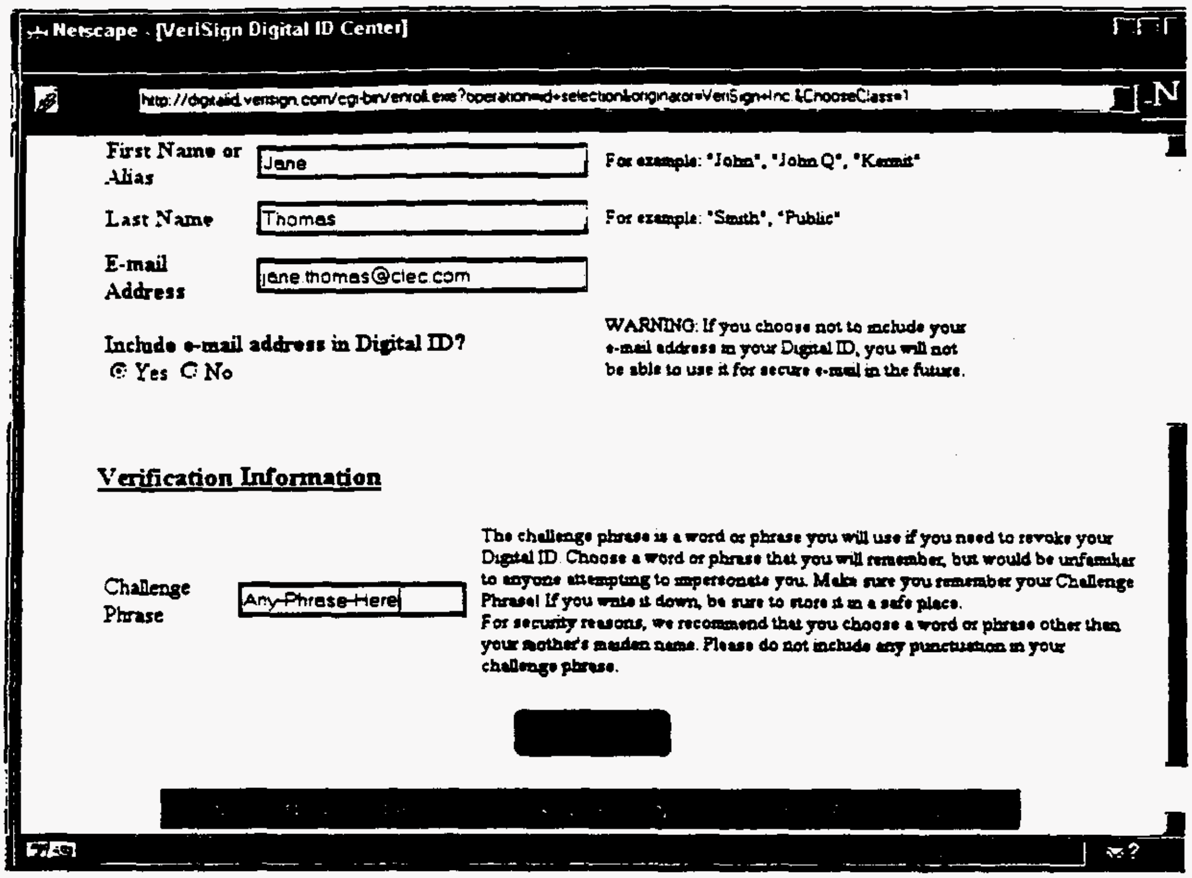
This information is used to create your Digital ID. All of these fields must be completed. Only your e-mail address is authenticated for a Class 1 Digital ID. You can enter a middle name or initial in the First Name field along with your First Name/Alias. If you do not want your e-mail address included in your Digital ID, click No

First Name or Alias	Jane	For example: "John", "John Q", "Kermit"
Last Name	Thomas	For example: "Smith", "Public"
E-mail Address	jane.thomas@clec.com	

Include e-mail address in Digital ID?
◉ Yes ○ No

WARNING: If you choose not to include your e-mail address in your Digital ID, you will not be able to use it for secure e-mail in the future.

The rest of the filled out form…


Netscape - [VeriSign Digital ID Center]

http://digitalid.verisign.com/cgi-bin/enroll.exe?operation=id+selection&originator=VeriSign+Inc.&ChooseClass=1

First Name or Alias: Jane — For example: "John", "John Q", "Kermit"

Last Name: Thomas — For example: "Smith", "Public"

E-mail Address: jane.thomas@clec.com

Include e-mail address in Digital ID? ◉ Yes ○ No

WARNING: If you choose not to include your e-mail address in your Digital ID, you will not be able to use it for secure e-mail in the future.

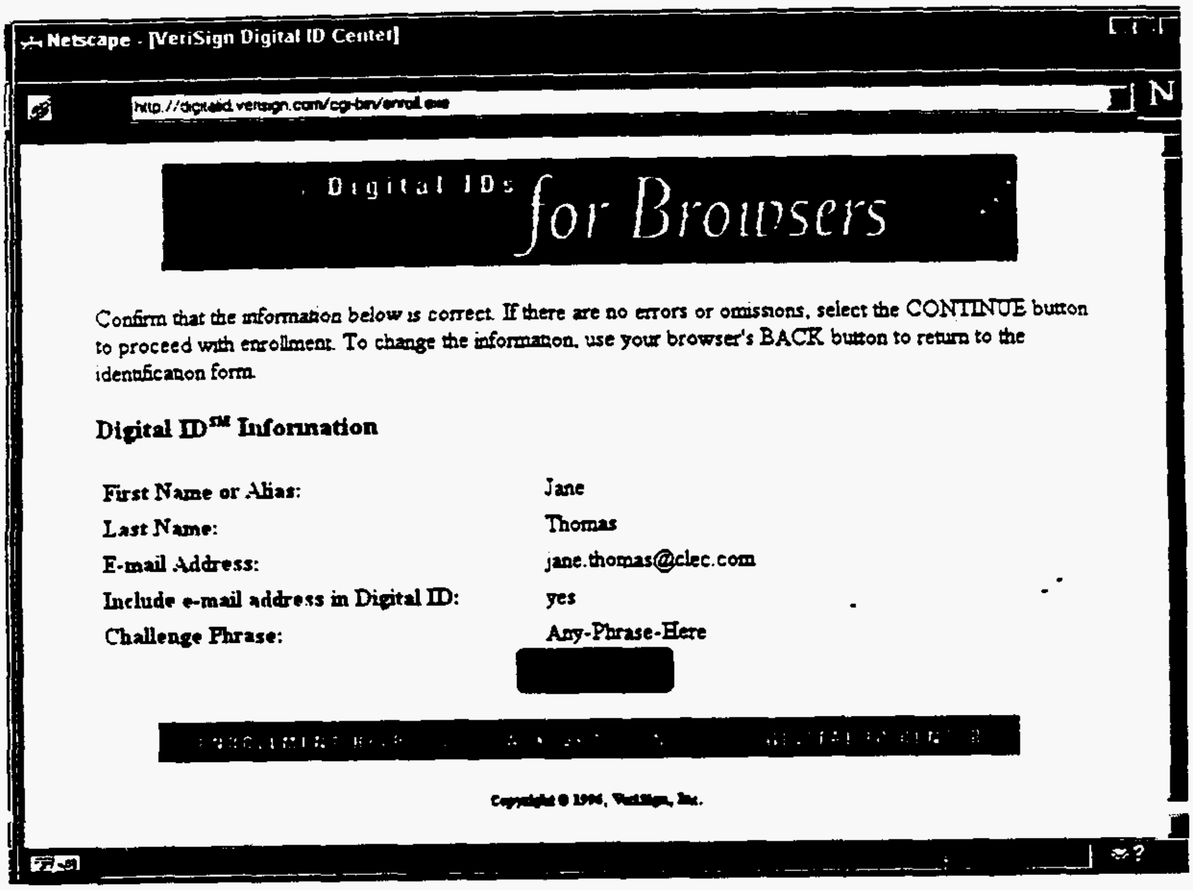
Verification Information

Challenge Phrase: Any Phrase Here

The challenge phrase is a word or phrase you will use if you need to revoke your Digital ID. Choose a word or phrase that you will remember, but would be unfamiliar to anyone attempting to impersonate you. Make sure you remember your Challenge Phrase! If you write it down, be sure to store it in a safe place.
For security reasons, we recommend that you choose a word or phrase other than your mother's maiden name. Please do not include any punctuation in your challenge phrase.

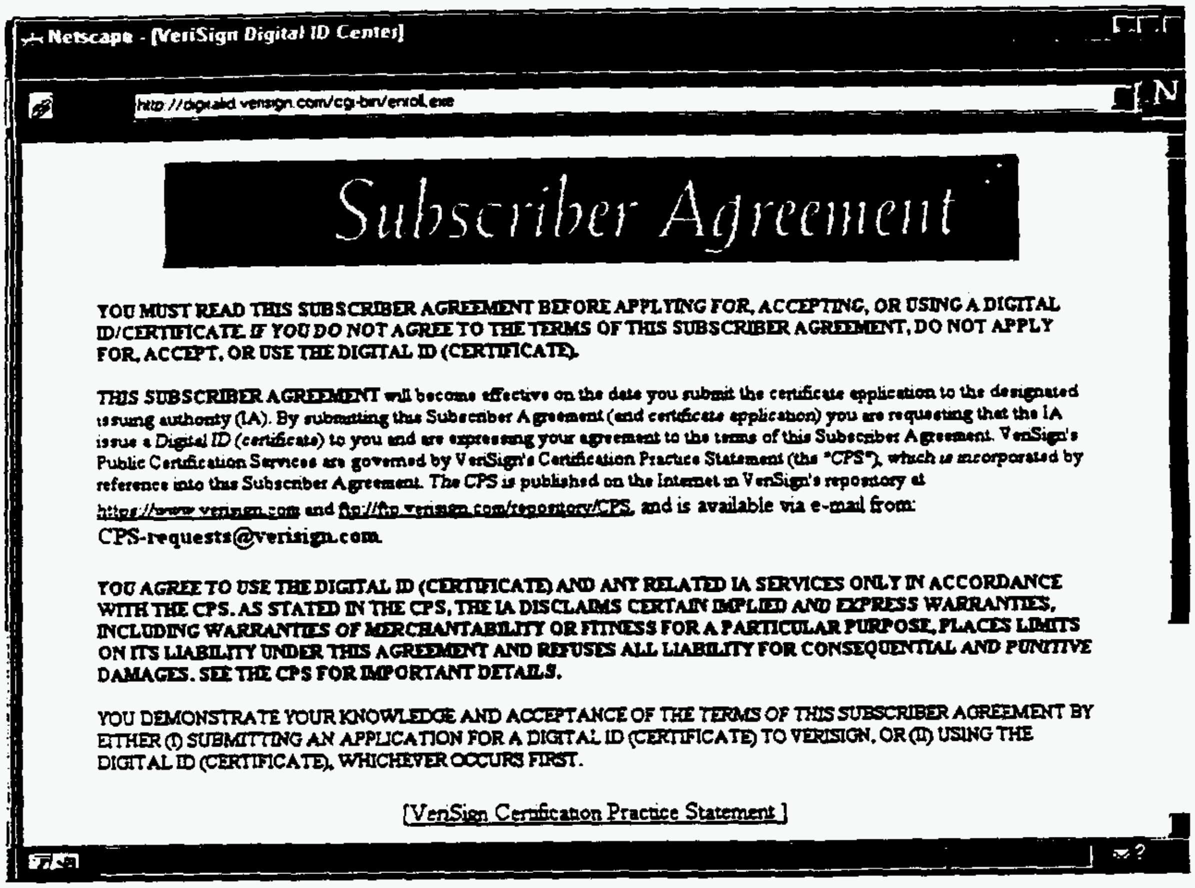
- **Step 7**

When the form is complete, use your mouse pointer to click on the "Continue" button near the bottom of the screen. You will be given a chance to review and confirm the information you've entered. This is the screen you should see:



- **Step 8**

If all of the information is correct, using your mouse pointer, click on the "Continue" button. If you need to make corrections, using your mouse pointer, click on your "Back" button and change the information as needed. Once you've clicked on the "Continue" button, you will see a copy of the Verisign Subscriber Agreement. Please review this document. Below is an example of a the Subscriber Agreement:



Netscape - [VeriSign Digital ID Center]

http://digitalid.verisign.com/cgi-bin/enroll.exe

Subscriber Agreement

YOU MUST READ THIS SUBSCRIBER AGREEMENT BEFORE APPLYING FOR, ACCEPTING, OR USING A DIGITAL ID/CERTIFICATE. *IF YOU DO NOT AGREE* TO THE TERMS OF THIS SUBSCRIBER AGREEMENT, DO NOT APPLY FOR, ACCEPT, OR USE THE DIGITAL ID (CERTIFICATE).

THIS SUBSCRIBER AGREEMENT will become effective on the date you submit the certificate application to the designated issuing authority (IA). By submitting this Subscriber Agreement (and certificate application) you are requesting that the IA issue a *Digital ID (certificate)* to you and are expressing your agreement to the terms of this Subscriber Agreement. VeriSign's Public Certification Services are governed by VeriSign's Certification Practice Statement (the "CPS"), *which is incorporated* by reference into this Subscriber Agreement. The CPS is published on the Internet in VeriSign's repository at https://www.verisign.com and ftp://ftp.verisign.com/repository/CPS, and is available via e-mail from: CPS-requests@verisign.com

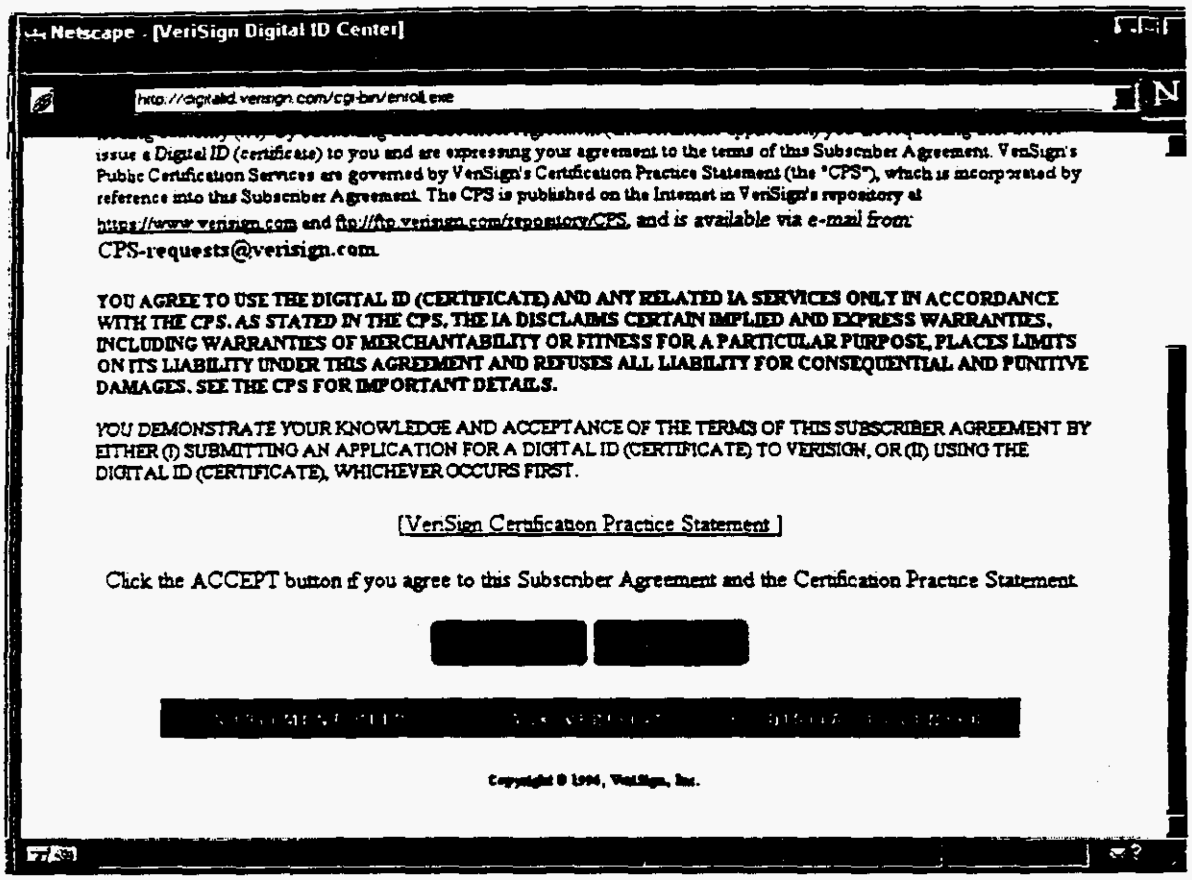
YOU AGREE TO USE THE DIGITAL ID (CERTIFICATE) AND ANY RELATED IA SERVICES ONLY IN ACCORDANCE WITH THE CPS. AS STATED IN THE CPS, THE IA DISCLAIMS CERTAIN IMPLIED AND EXPRESS WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, PLACES LIMITS ON ITS LIABILITY UNDER THIS AGREEMENT AND REFUSES ALL LIABILITY FOR CONSEQUENTIAL AND PUNITIVE DAMAGES. SEE THE CPS FOR IMPORTANT DETAILS.

YOU DEMONSTRATE YOUR KNOWLEDGE AND ACCEPTANCE OF THE TERMS OF THIS SUBSCRIBER AGREEMENT BY EITHER (I) SUBMITTING AN APPLICATION FOR A DIGITAL ID (CERTIFICATE) TO VERISIGN, OR (II) USING THE DIGITAL ID (CERTIFICATE), WHICHEVER OCCURS FIRST.

[VeriSign Certification Practice Statement]

- **Step 9**

After reviewing the Subscriber Agreement, using your mouse pointer, click on the "Accept" button. Below is an example of the bottom of the Subscriber Agreement where you will find the "Accept" button:



Netscape - [VeriSign Digital ID Center]

http://digitalid.verisign.com/cgi-bin/enroll.exe

issue a *Digital ID (certificate)* to you and are expressing your agreement to the terms of this Subscriber Agreement. VeriSign's Public Certification Services are governed by VeriSign's Certification Practice Statement (the "CPS"), which is incorporated by reference into this Subscriber Agreement. The CPS is published on the Internet in VeriSign's repository at https://www.verisign.com and ftp://ftp.verisign.com/repository/CPS, and is available via e-mail from: CPS-requests@verisign.com.

YOU AGREE TO USE THE DIGITAL ID (CERTIFICATE) AND ANY RELATED IA SERVICES ONLY IN ACCORDANCE WITH THE *CPS*. AS STATED IN THE CPS, THE IA DISCLAIMS CERTAIN IMPLIED AND EXPRESS WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, PLACES LIMITS ON ITS LIABILITY UNDER THIS AGREEMENT AND REFUSES ALL LIABILITY FOR CONSEQUENTIAL AND PUNITIVE DAMAGES. SEE THE CPS FOR IMPORTANT DETAILS.

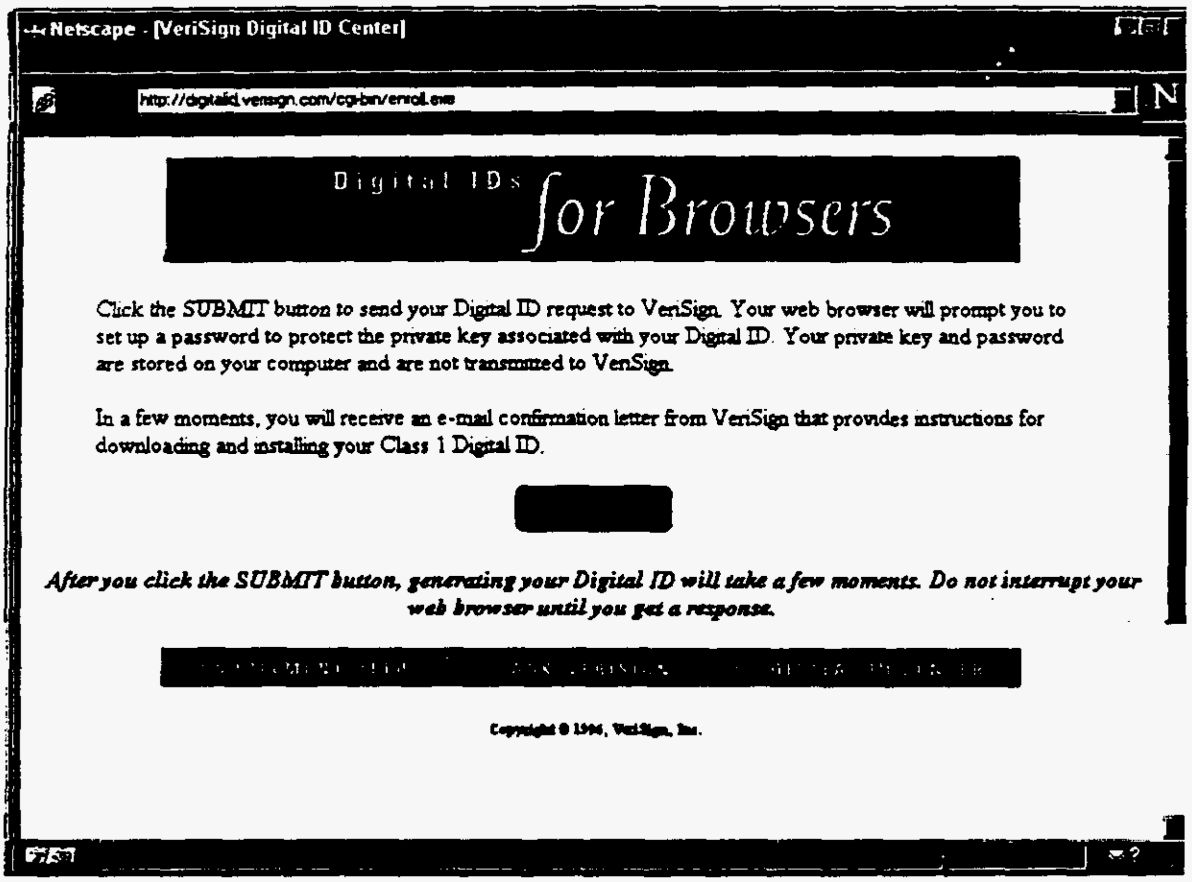
YOU DEMONSTRATE YOUR KNOWLEDGE AND ACCEPTANCE OF THE TERMS OF THIS SUBSCRIBER AGREEMENT BY EITHER (I) SUBMITTING AN APPLICATION FOR A DIGITAL ID (CERTIFICATE) TO VERISIGN, OR (II) USING THE DIGITAL ID (CERTIFICATE), WHICHEVER OCCURS FIRST.

[VeriSign Certification Practice Statement]

Click the ACCEPT button if you agree to this Subscriber Agreement and the Certification Practice Statement.

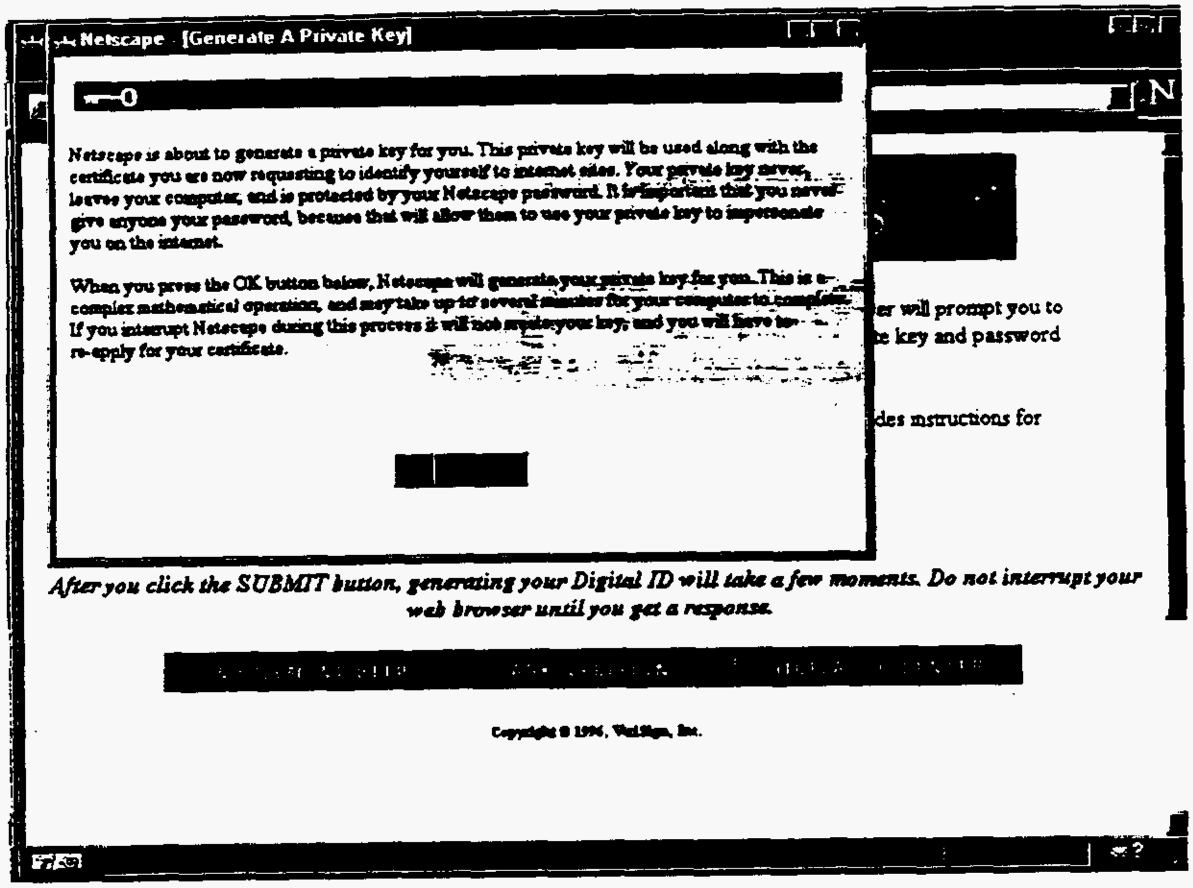
- **Step 10**

Now you are ready to submit your request for a VeriSign Digital ID. Once you submit your request, Verisign processes your request and will immediately send a mail message to the Electronic Mail (e-mail) account you entered on the request form. Notice that Verisign requires you to keep your "Browser Session" active for this next step; this means that you must not close your Netscape or Microsoft program. Using your mouse pointer, click on the "Submit" button. Below is an example of the screen showing the "Submit" button:



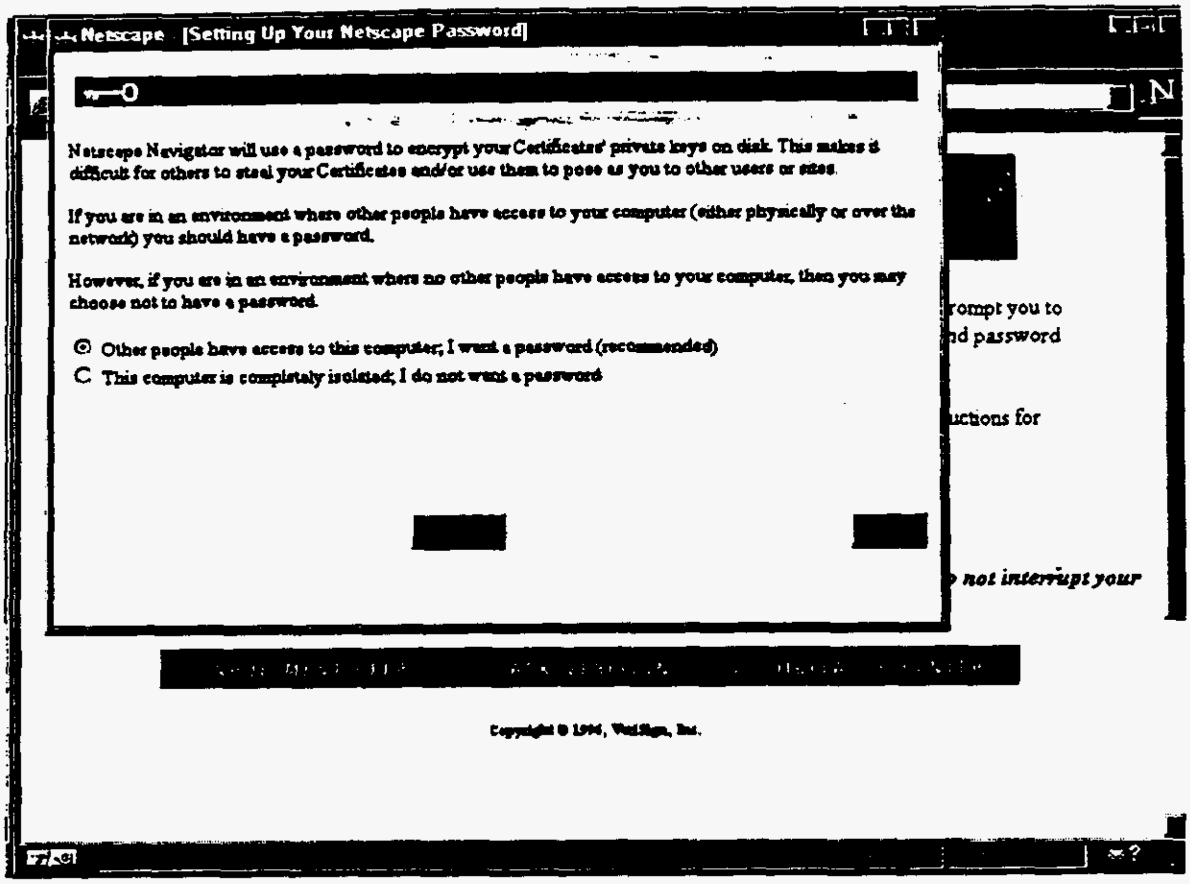
- **Step 11**

Once you've submitted your request, your Browser will begin the process of installing your Digital ID. Using your mouse pointer, click on the "OK" button. Below is an example of the screen Netscape will show:



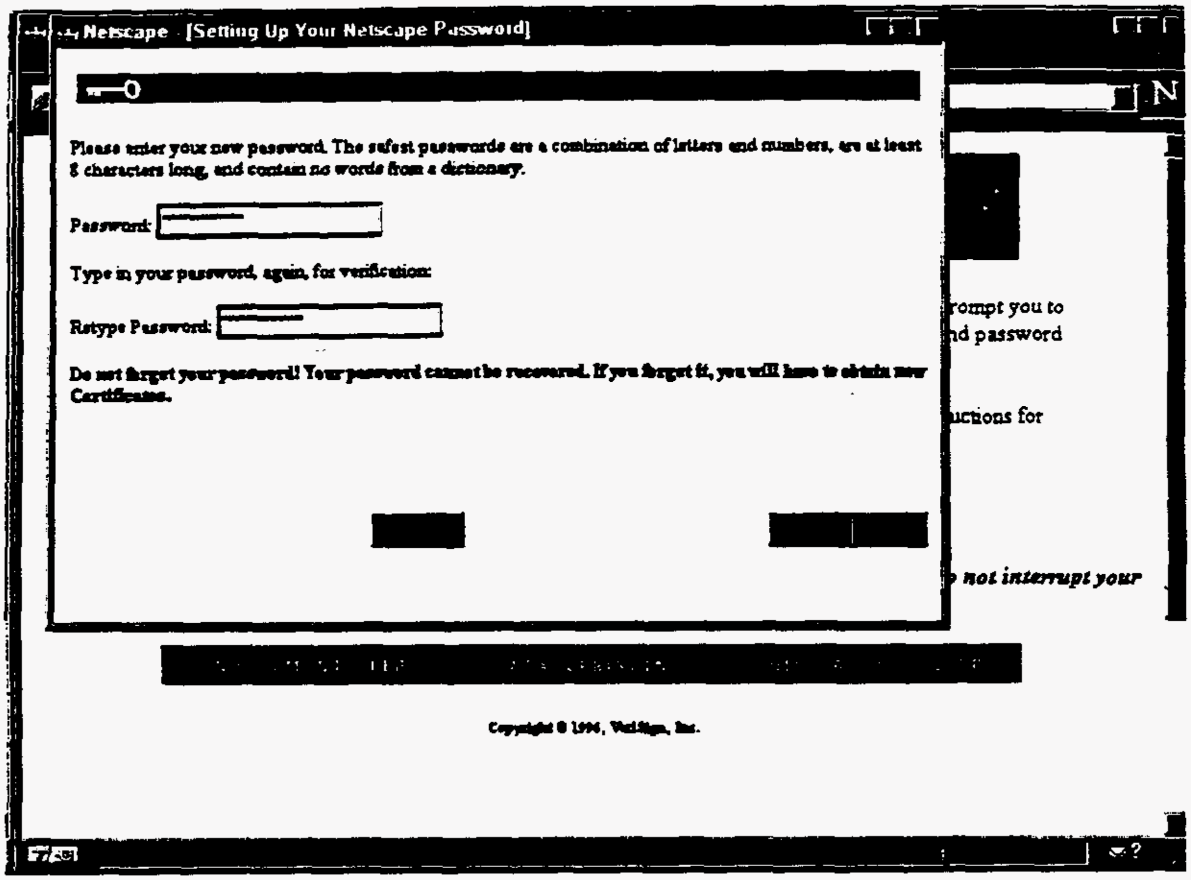
- **Step 12**

You will now be asked if you wish to have a password for your Digital ID. You may or may not need this, depending on your environment. Using your mouse pointer, click on the appropriate answer for you then click on the "Next". Below is an example of the screen Netscape will show:



- **Step 13**

If you want a password, you will be asked for that information. Using your mouse pointer or Tab key, fill out your password information. Using your mouse pointer, click on the "Next". Below is an example of the screen Netscape will show:

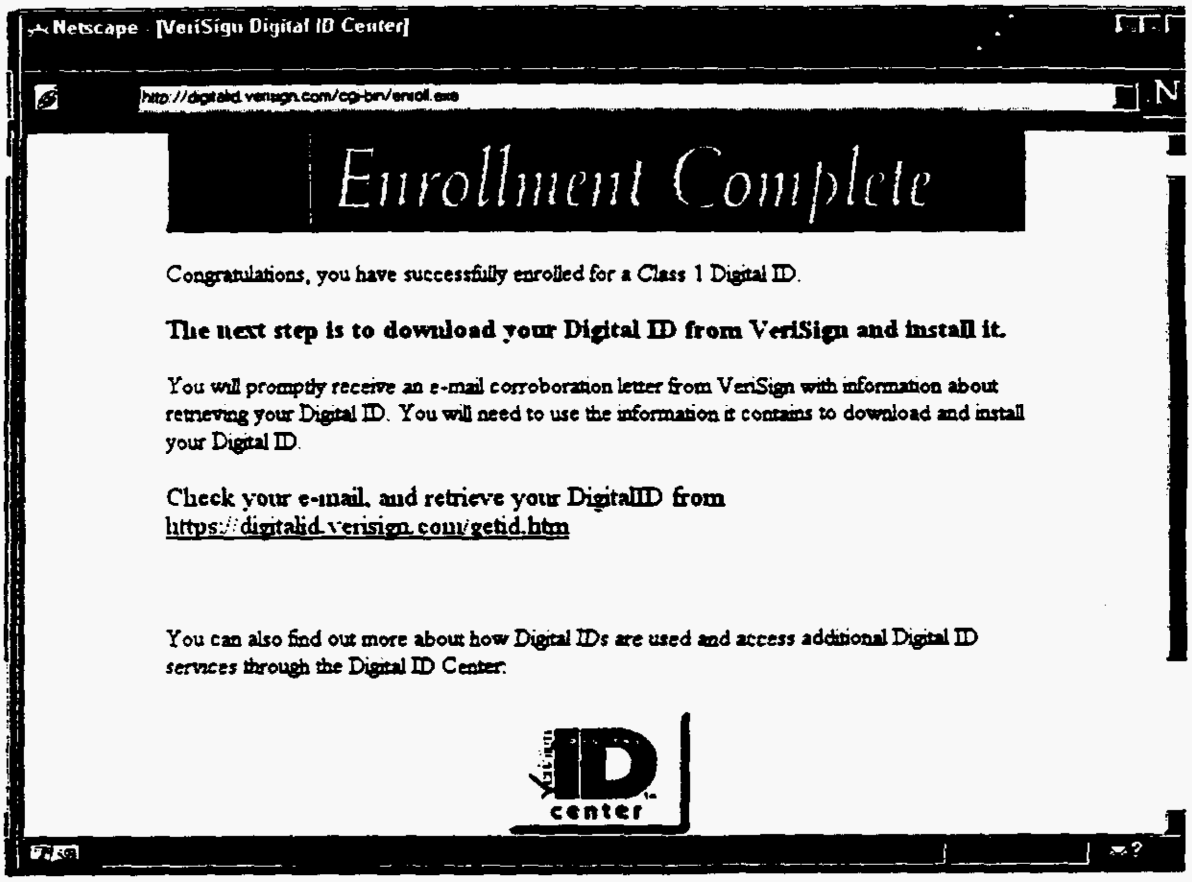


• Step 14

Congratulations! You have now completed the enrollment for the VeriSign Digital ID. You may have already gotten your e-mail from Verisign. Go check! Once you receive this message from VeriSign, using your Browser, go to the location shown in the screen below:

https://digitalid.verisign.com/getid.htm

Notice that on the screen the address may be underlined or a different color from the rest of the text. This is a "Link". This means that, using our mouse pointer, you can click on the link to go to that page.



- **Step 15**

You should have received your e-mail message from VeriSign by now. Here's an example of what it should look like. Message received. Here's an example of what it should look like:

Thank you for selecting VeriSign as your certification authority.

To assure that someone else cannot obtain a Digital ID that contains your name and e-mail address, you must retrieve your Digital ID from VeriSign's secure web site using a unique Personal Identification Number (PIN).

Your Digital ID PIN is: 7945de3sf6e754a1

You can get your Digital ID at this site:
https://digitalid.verisign.com/getid.htm

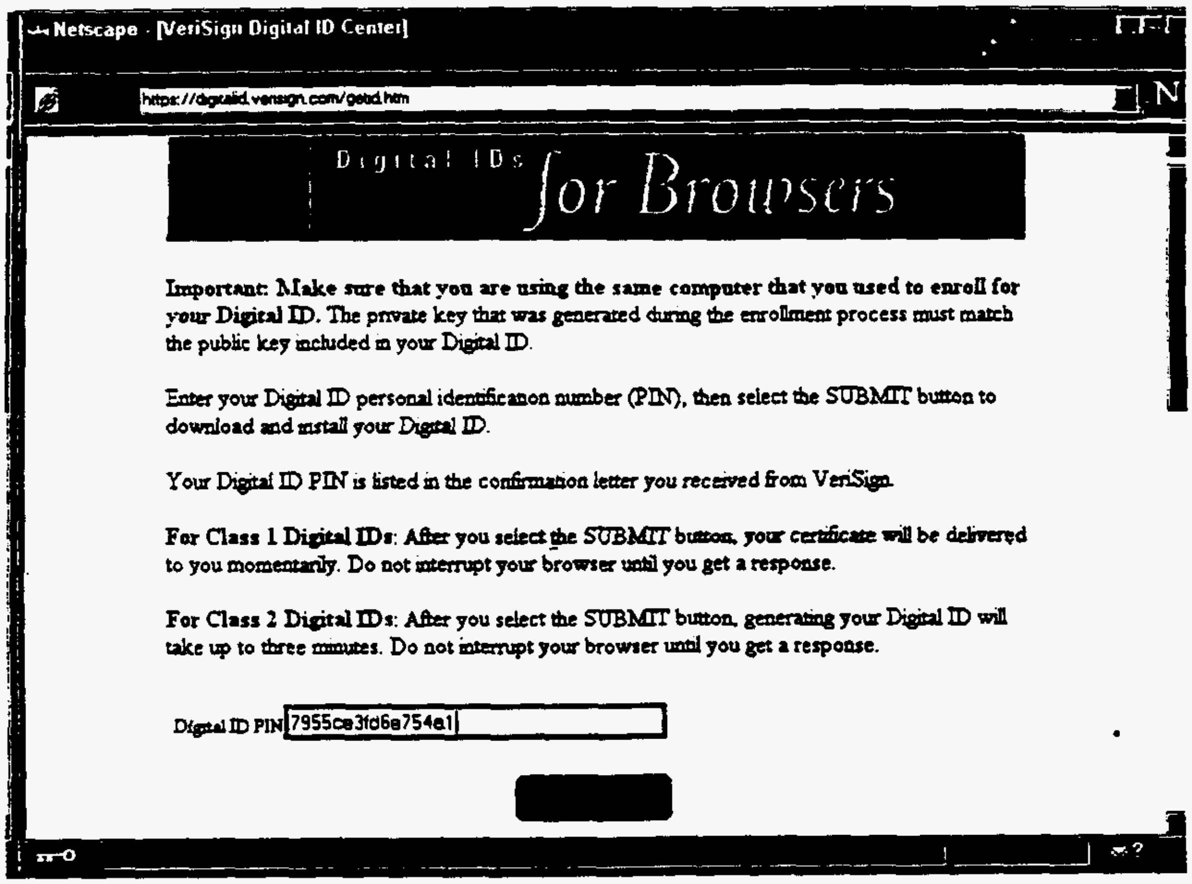
Your Digital ID will contain the following information:
Name or Alias: Jane Thomas
E-mail Address: jane.thomas@clec.com

If this information is incorrect, or you do not want a Digital ID at this time, do not pick up your Digital ID. By picking up your Digital ID, you are agreeing to all of the terms of our Subscriber Agreement.

Thank you for using VeriSign's Digital ID Center.

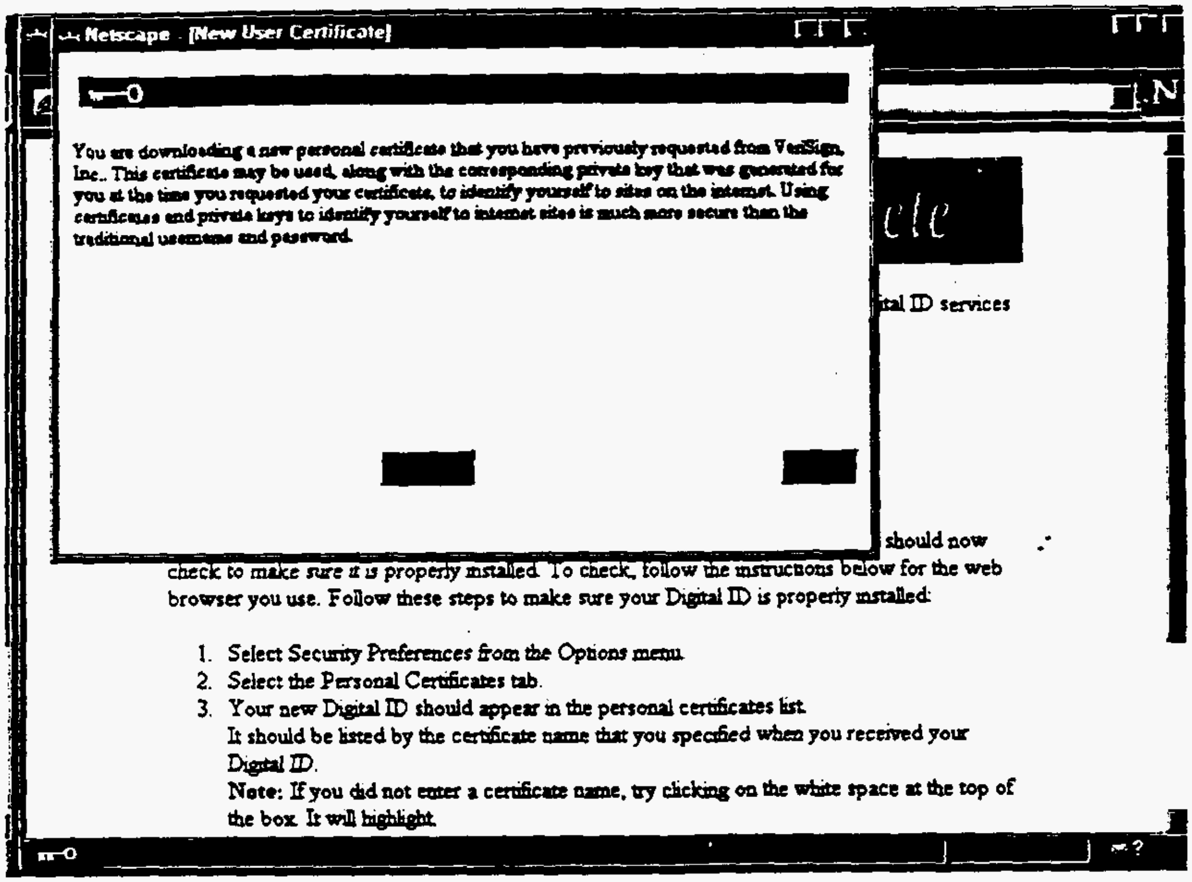
- **Step 16**

Once you've received the e-mail and have gone to the location: https://digitalid.verisign.com/getid.htm, you will need to fill out one more form. The Digital ID Pin number they mention is the one that you received in the e-mail. Put that Pin number in the field shown below. For your convenience, instead of typing the number over, you may be able to "Cut and Paste" the Pin number from the e-mail to the form below. (Notice that there is a solid blue bar near the top of the screen and that the picture of the key at the bottom left is now solid - not broken. This means that your Digital ID is working!)



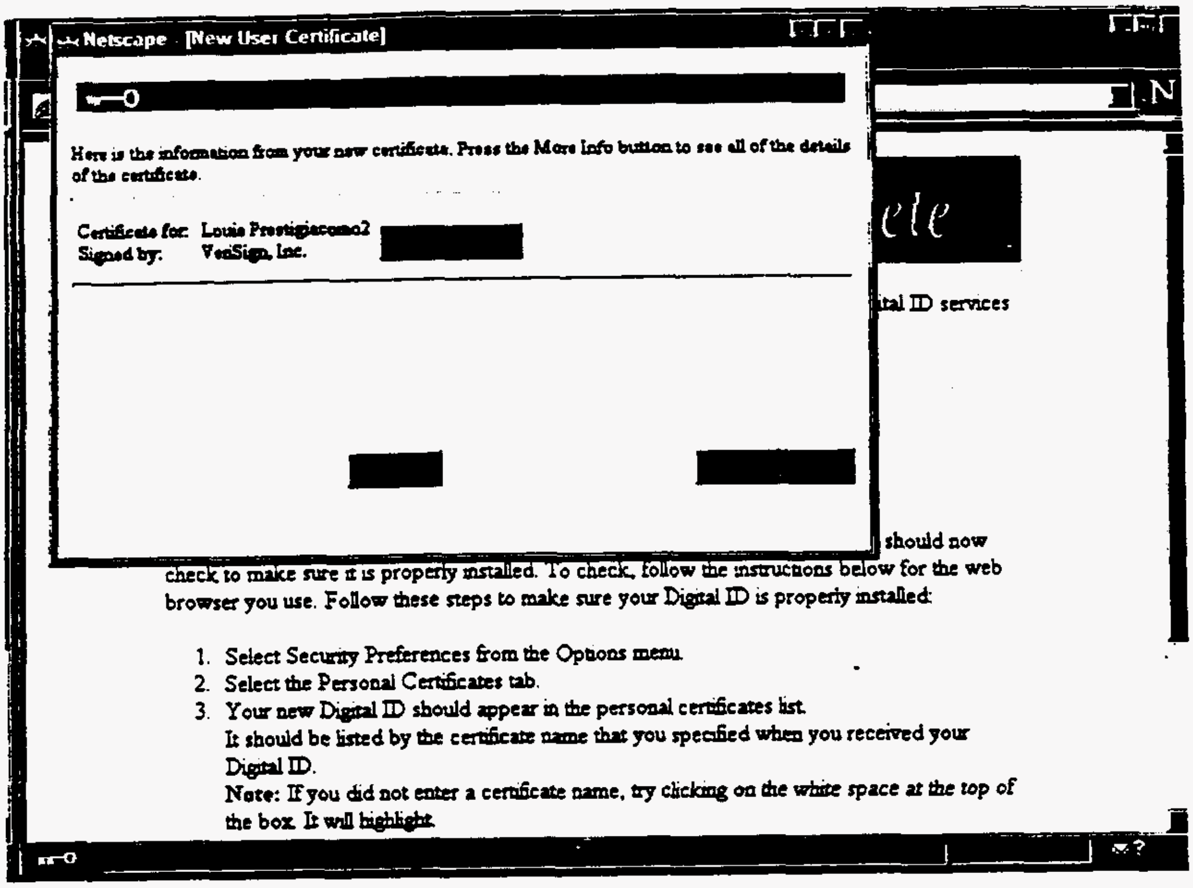
- **Step 17**

Once you've entered the Pin number, using your mouse pointer, click on the "Submit" button. You will see several screens of information to complete the process. These are examples of the screens you should see:



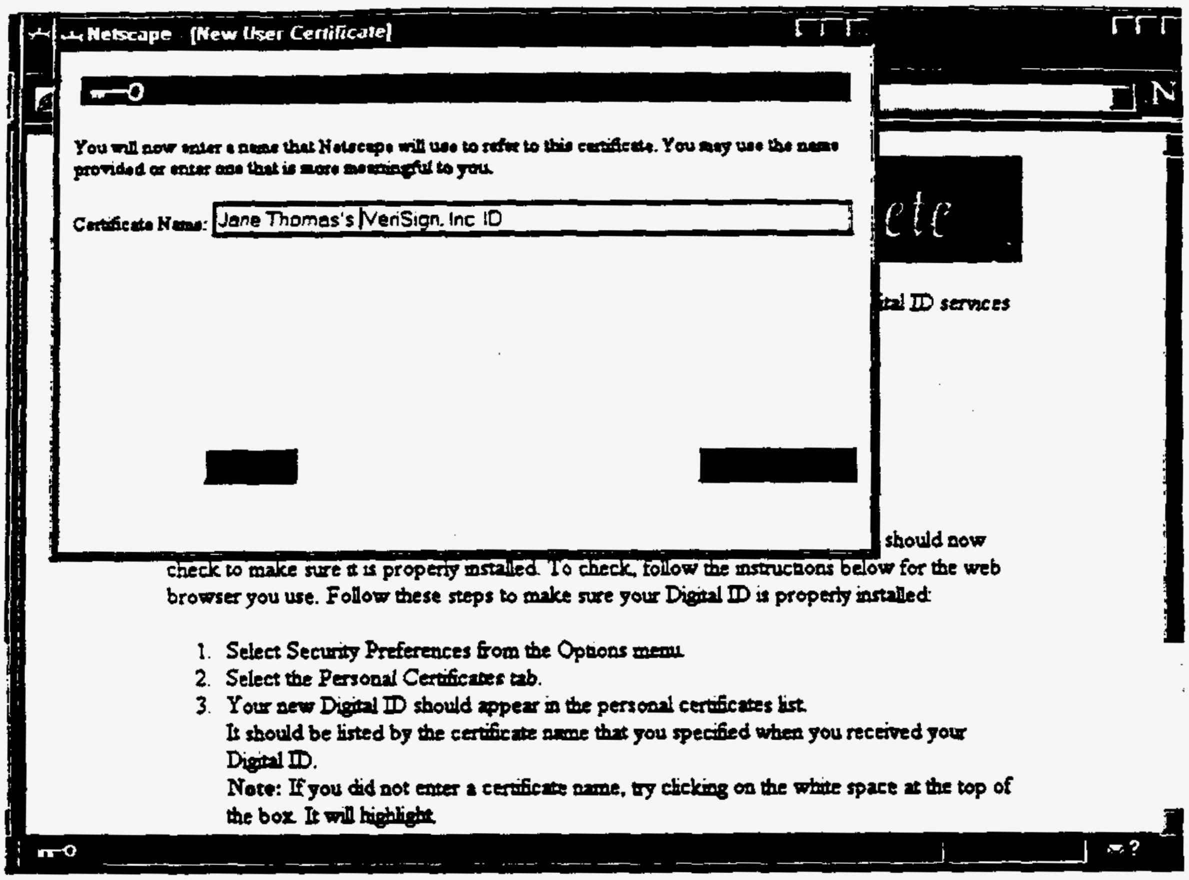
- **Step 18**

Using your mouse pointer, click on the "Next" button.



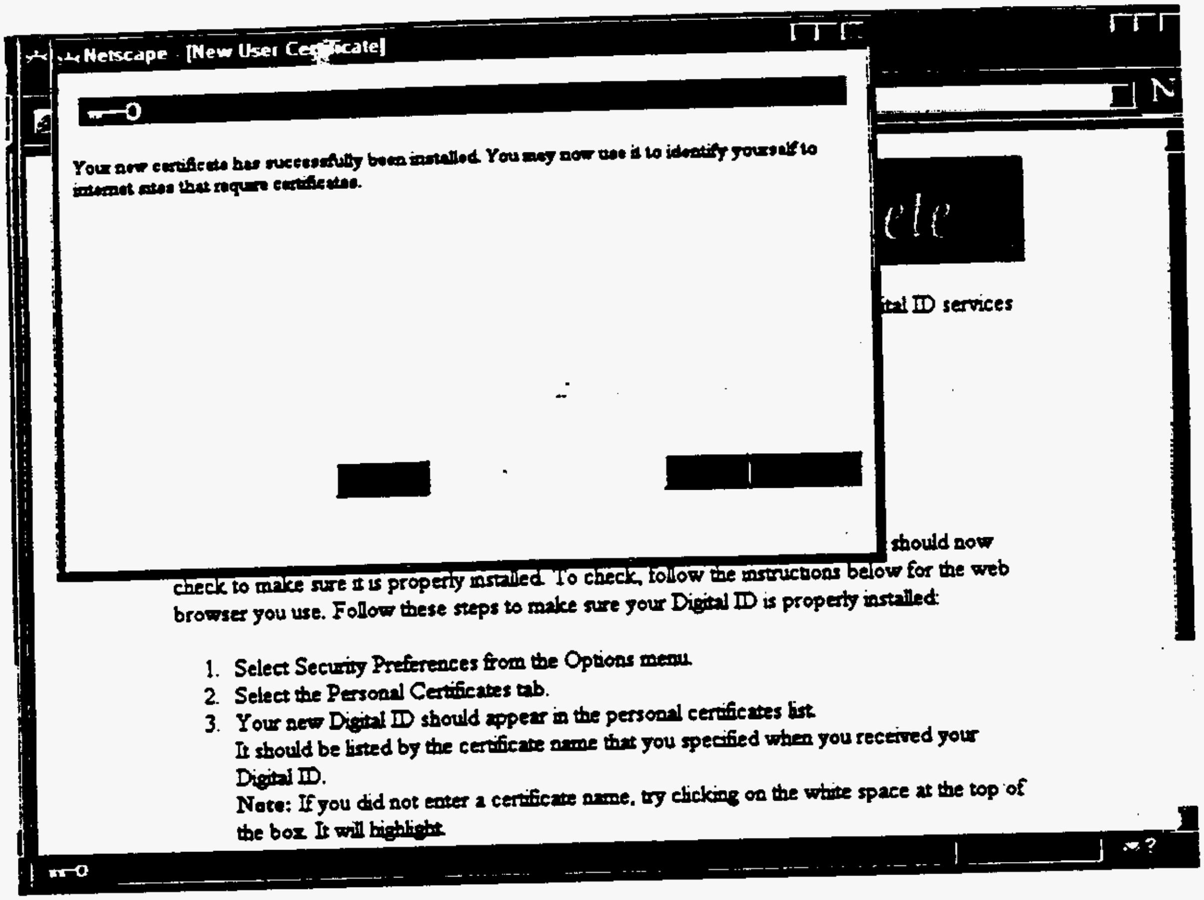
- **Step 19**

After reviewing the information, using your mouse pointer, click on the "Next" button.



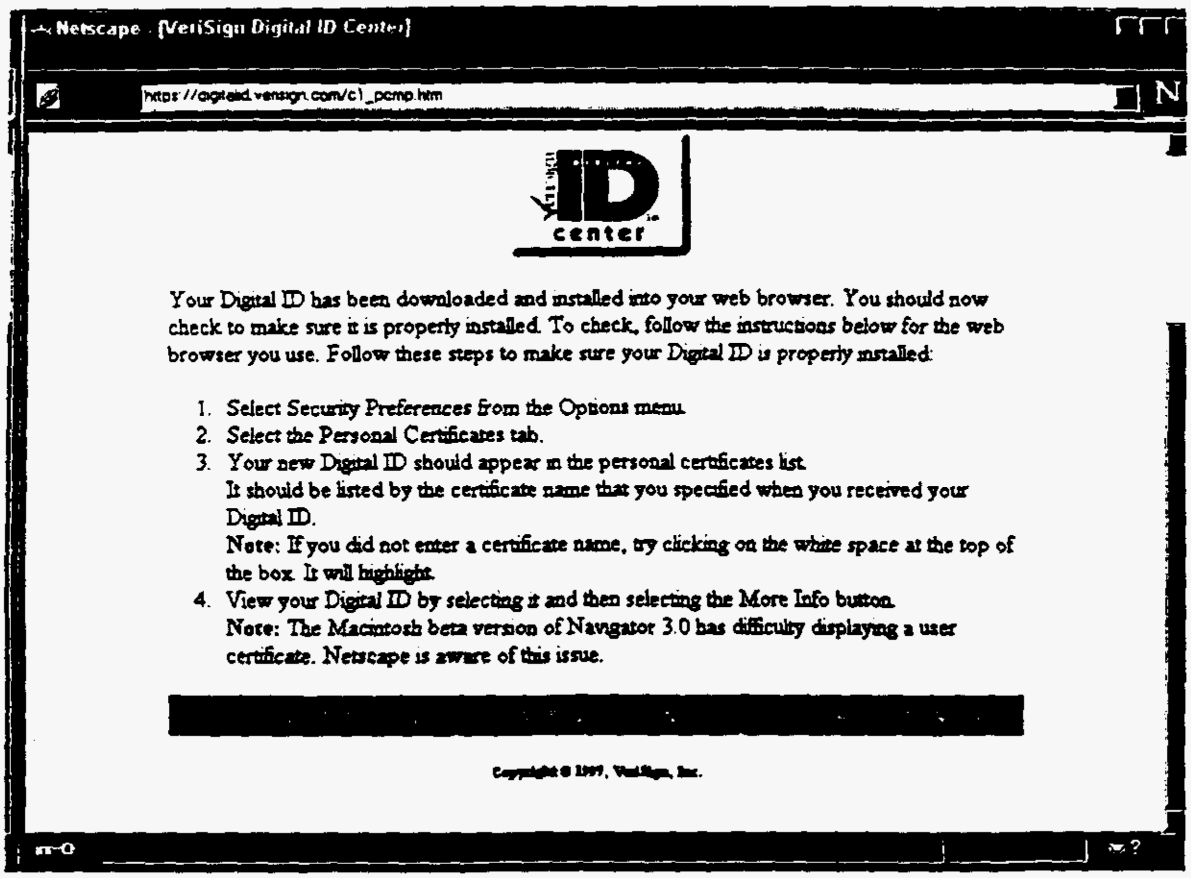
- **Step 20**

After reviewing the information, using your mouse pointer, click on the "Finished" button.



- **Step 21**

Congratulations! You have completed the process of requesting and installing your VeriSign Digital ID. You will now see some information on how to verify the installation of your new Digital ID.



This Exhibit is the Local Exchange Ordering Implementation Guide (Volumes 1, 2 and 3)

This guide is currently being reprinted. It will be provided when available.

BellSouth
FPSC Docket No. 960786-TL
Rebuttal Exhibit GC-31

This Exhibit is the TAFI Interface User Guide

BellSouth
FPSC Docket No. 960786-TL
Rebuttal Exhibit GC-32

BELLSOUTH®

CLEC TAFI
End-User Training

Issue 3 - July 1997

CLEC TAFI End-User Training
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Table of Contents

PREFACE

Before we begin the actual training on the TAFI application, it is important to understand the support structure and options available to you when processing your customer's trouble reports.

Should you experience any difficulties accessing TAFI (either with your terminal connections, password difficulties, etc.) or have questions about how TAFI is processing your report, your point of contact is your ***Local TAFI Subject Matter Expert*** (SME). This person, at your company, has been trained by BellSouth in the proper use of TAFI. This person is also familiar with your terminal configuration, software set up, etc. or can obtain a local resource to help you.

BellSouth has established a support structure to assist your SME in resolving problems. By funneling all questions through a single point of contact, the overall TAFI proficiency level at your company will grow quickly.

Take a moment and find out who your SME is and how to contact them. Place this information in the space below for future reference:

For assistance with TAFI application questions or terminal problems I should call:

Name: ____________________________________

Telephone: ________________________________

Pager (or alternate #): ______________________

For after hours support, my company procedure is for me to:

____

____

Remember that if you can not access TAFI for some reason you can still take the information about the trouble condition from your customer (using the form on page xiii) and then call the appropriate BellSouth center to report the trouble for you your customer. (The various Residence Repair Center and Business Repair Center telephone numbers are given on the next page.)

⇒ **Note:** Although TAFI does not process some of the more complex POTS trouble reports *today* (i.e., DID circuits, Hunting, PBX, Terminal Groups, etc.) you can still use TAFI to input the trouble report electronically.

These reports are easily identifiable because TAFI does not provide an appropriate menu option. Proceed by populating all of the required fields and give your customer the repair commitment. Then: (1) depress the Override key; (2) select the "Technical Assistance" option followed by (3) "MA - needs further analysis". Be sure to provide detailed information about the trouble on the Narrative line.

The contact telephone numbers are:

State	**Residence Repair**	**Business Repair**
ALABAMA	1-800-538-6277	1-800-252-0803
NORTH FLORIDA	1-800-216-5688	1-800-252-0803
SOUTH FLORIDA	1-800-432-1424	1-800-252-0803
GEORGIA	1-800-867-5662	1-800-772-2259
KENTUCKY	1-800-217-5057	1-800-252-0803
LOUISIANA	1-800-335-2998	1-800-252-0803
MISSISSIPPI	1-800-427-4171	1-800-252-0803
NORTH CAROLINA	1-800-642-0544	1-800-252-0803
SOUTH CAROLINA	1-800-642-0544	1-800-252-0803
TENNESSEE	1-800-873-8846	1-800-252-0803

First Time Login

The first time you log into TAFI with your assigned UserID and Password, TAFI will force you to change your password. The system will tell you that your old password has 'expired' and to reenter that old (initial) value. Then you will be prompted to enter a new password twice (something you made up - see Section 4.1.1). Your new password is good for 45 days (before TAFI forces you to change it).

Every time you log into the system, TAFI will give you the opportunity to change your password. The default answer to the 'change password' question is "no" and all you do is depress the enter key. The ability for a user to change the training ID password is removed since the training Ids are shared by many students.

PRE-SCREENING SCRIPT FOR RESELLERS

(Reproduce locally as needed)

1. Telephone # being reported (10 digit # or circuit #): ______________________
2. Name (End-User): ______________________
3. Address (Street or Road): ______________________
4. City & State: ______________________
5. Trouble Reported By (End-User Customer): ______________________
6. Report Received By (Reseller's Name & Co.): ______________________
7. Reach Number (Reseller's Telephone #): ______________________
8. Access Number (If Access to Premises Required): ______________________
9. Is this a Calling-Called Report?

   a. Was End-User Called by Someone Else? ____ Telephone Number: ____________

   b. Was the End-User Calling a Telephone Number? ______________________

10. Is the trouble on All End-User Phones? Yes / No _____

    If NO, which phone has trouble? ______________________

11. Trouble Description: ______________________

    ____

12. Date / Time Report Received: ___ / ___ / ___ ___ : ___ AM / PM
13. Remarks: ______________________

    ____

    ____

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UPDATES

As modifications and/or enhancements are made to the TAFI system (that impact training), this document will be updated. This section will summarize these changes so the CLEC trainer can easily adapt his material accordingly.

Date	*Section*	*Change*
Issue 3:		
7/97	4.1	Clarified access to 'Training' vs. 'Production' system.
7/97	4.1.1	Provided instructions to manage TAFI passwords on the Back-Up processor.
7/97	4.2	Changed old 4.2 to 4.1.4 and added procedures for accessing the Back-Up processor in the new Section 4.2.
7/97	7.3	Provided additional "Tips on Queuing" reports.
7/97	12.2	Clarified "Find Orphans" supervisor option.
7/97	13.1.2	Corrected IP address for production processor.
7/97	13.3	Provided additional keyboard mapping information.
7/97	A - VIII	Attachment VIII - CLEC User Notes on Release 97.3.2.1.
7/97	A - IX	Attachment IX - Job Aid - Trouble Shooting CPE Problems.
Issue 2:		
6/97	5.1.9	Revised Annoyance Call information to reflect that CLEC's should follow their internal procedures for these reports.
6/97	5.4.3	Clarified that Access Number can be either a 7 or 10 digit number.
6/97	5.16.5	Added note that some CLECs may not use TAFI for all trouble reports and user must follow their company's directions.

6/97	9.5	Added an example of processing trouble report for a condition not currently supported by TAFI.
6/97	A.-VII	Added Attachment VII - CLEC User Notes on Release 97.3.

1.0 INTRODUCTION

The Trouble Analysis Facilitation Interface (TAFI) is a rules-based computer system providing automated trouble receipt and screening functionality to BellSouth users in the Residence Repair Center (RRC) and Business Repair Center (BRC). TAFI is a powerful application that guides its users through a series of questions and instructions to resolve or route POTS[1] customer service problems. These questions and instructions, called flows, trigger the gathering of the relevant data from the customer as well as from BellSouth's downstream applications/systems. TAFI processes the data to provide rapid, consistent, and efficient problem analysis and generates a recommendation for resolving the problem. Reports leaving TAFI fall into one of three categories, they are either: (1) resolved/closed, (2) routed to the appropriate entity for resolution, or (3) canceled.

A special version of TAFI has been developed for use by the Competitive Local Exchange Carriers (CLECs) to process their customers' POTS trouble reports. This CLEC TAFI system is identical to the BellSouth TAFI system in trouble processing functionality and presentation to the user. The enhancements include:

⇒ The CLEC is restricted to accessing BellSouth records for their customers only.

⇒ The TAFI Supervisor function is limited to a given CLEC user community.

This training material provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the student to the various functions available to process a customer's trouble report. Although the system is almost intuitive by design, the user's proficiency will increase with its continued application in the day to day operation of the CLEC's repair center.

[1] POTS = Plain Old Telephone Service

2.0 SCOPE

The training provided in this material is limited to the mechanics of operating the CLEC TAFI system. The following prerequisites are assumed:

⇒ The student is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system.

⇒ The student has a working knowledge of the telecommunications industry and is familiar with the operation of the various products and services offered by BellSouth.

⇒ The student possesses the customer contact skills necessary to interact with their end-user customer population.

3.0 OVERVIEW OF THE TAFI SYSTEM

TAFI supports two modes of communication with the user:

⇒ LAN to LAN communications using Telnet protocol

⇒ Dial in access using Telnet protocol

Once logged into TAFI, the system will guide the user through the trouble entry and resolution process by:

- prompting the user to ask the customer for specific information,
- prompting the user to enter information in the appropriate fields
- gathering data from downstream systems
- performing analysis on the gathered data, and
- making recommendations to resolve the customer's problem.

3.1 BACKGROUND

To better appreciate what TAFI does to enhance your ability to exceed your customer's expectations, let's take a minute to review the trouble resolution process before the introduction of this new system.

Customers reported their problems to the (old) Centralized Repair Service Attendants Bureau (CRSAB) at BellSouth where a Repair Service Attendant (RSA) input the customer's information into the LMOS system. The RSA then informed the customer that the problem would be resolved by the commitment date/time and that someone else would be contacting them.

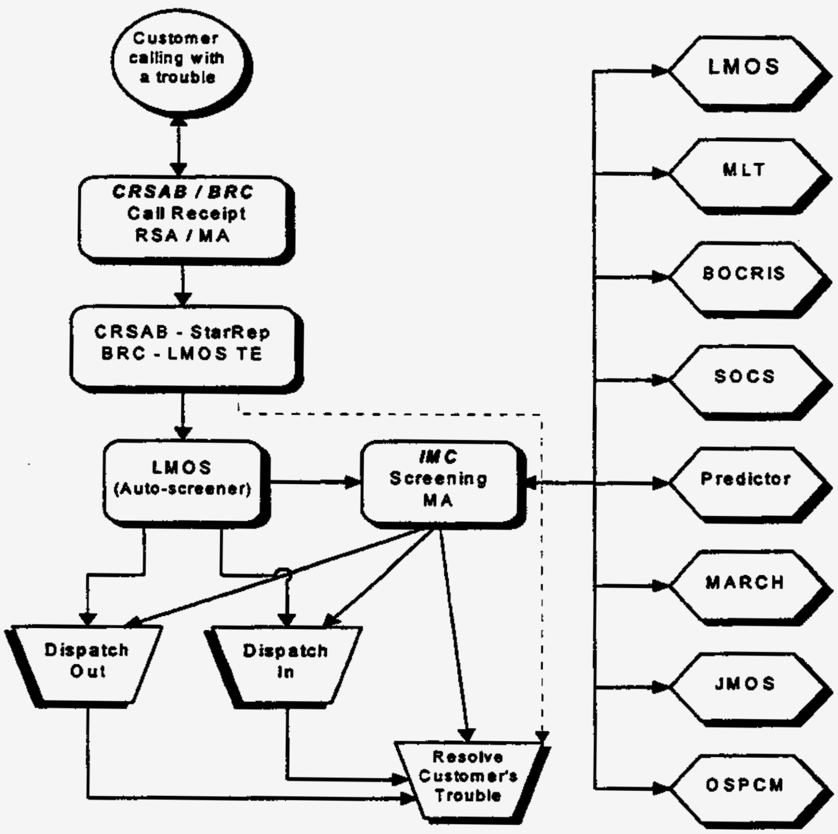
The trouble report would then flow to the LMOS "auto-screener" (software package) to see if the system could determine where to send the report. This auto-screener had limited capabilities and could identify only obvious situations. (i.e., If the MLT test indicated that the line was open and the customer was reporting "No Dial Tone," the auto-screener package would route the report for a field technician to be dispatched.)

Reports that could not be handled by the auto-screener program were then routed to the "screener" position in the Installation Maintenance Center (IMC). The screener (a Maintenance Administrator - MA) accessed a number of downstream systems to manually analyze the situation and correct the problem (if it could be "remotely" repaired) or determined where the report needed to go for resolution.

This MA needed to (1) know which downstream system to use (i.e., there are 16 different Predictor systems in BellSouth), (2) possess the experience to analyze the information gathered and (3) provide consistent resolutions and/or recommendations as to where to send the problem.

With the introduction of a system called StarRep (1992), the RSA was provided the capability to perform some very basic trouble resolution functions. The TAFI system was built on these early initiatives to become the system used today in the RRC and BRC.

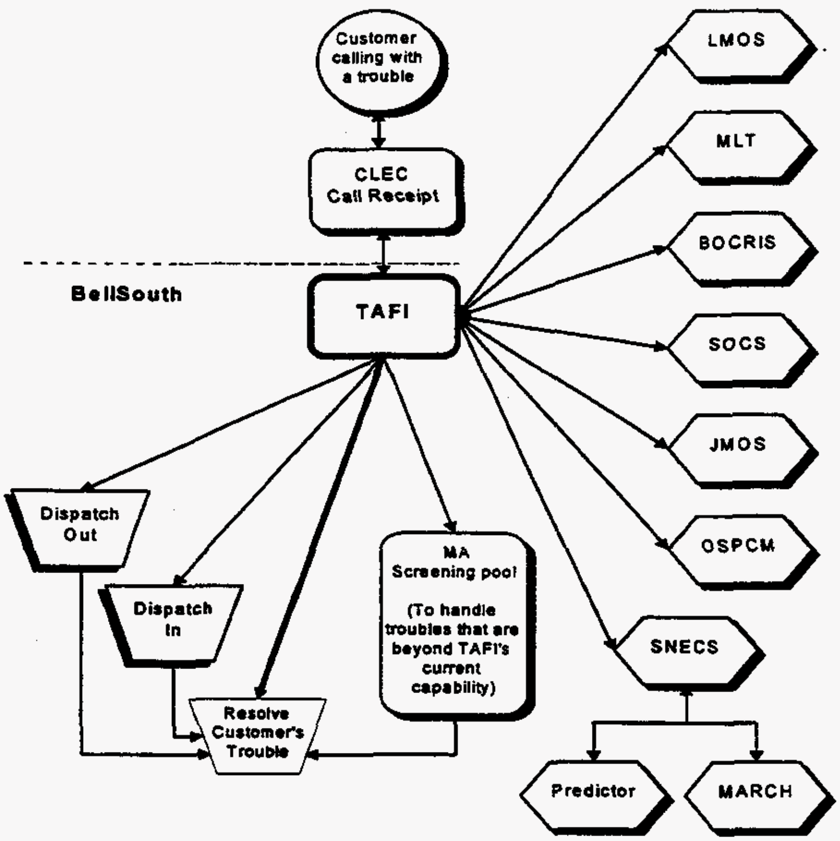
Customer Contact - pre TAFI



With the introduction of TAFI, the person handling the initial customer contact will resolve all POTS trouble conditions (for those troubles that can be cleared remotely) or route the trouble report to the correct entity for resolution. In other words, the functions performed by the MA in the IMC are now completed by the TAFI user on the initial contact.

This task was accomplished by developing a 'tool' that performs the mechanics of accurately processing the customers' trouble situations. TAFI actually accesses all of the downstream systems, gathers appropriate data, performs specific Central Office translation changes and provides the user with a recommendation / resolution to the problem condition.

Customer Contact - with TAFI



3.2 A WORD ABOUT TAFI 'WINDOWS'

The user should be familiar with the characteristics of 'traditional' windows as seen in Microsoft Windows on a PC and on an X-Window LAN terminal. All of these windows include a title bar, the user can move them around the screen, the user can jump from one window to another, change their size, shrink them into icons, etc.

The term "window" has a different meaning in the TAFI application. TAFI was designed to be accessible from a number of different terminal types - everything from a sophisticated X-Window terminal to a simple ASCII terminal like a VT220. Therefore, the TAFI application does not support a Graphical User Interface (GUI). In other words, once you log into TAFI and use your mouse to move the TAFI screen to where you like it to be, *you will not use the mouse to use TAFI.*

In TAFI, the term "window" refers to a section of real-estate on the screen, usually surrounded by a line, that contains information. These windows often overlap information presented previously and will have the 'look' of traditional windows. *The user can tell which window is the 'active' window by locating the TAFI cursor* (typically a red block the size of a character).

TAFI windows are divided into three types:

- The Main Menu
- Sub Menus
- Pop-Up Windows

The user can select an item from a menu by positioning the highlighted area (reverse video) over the selection and depressing the Enter Key. This is done by using the cursor positioning arrow keys on your keyboard. When the user selects an item from the 'Main Menu', TAFI will display a 'Sub Menu' of additional items. Selecting one of these items may generate another 'Sub Menu' or start the 'flow' of resolving the particular trouble situation.

3.2.1 SCROLLING THROUGH A TAFI WINDOW

In some cases, all of the information in a window can not be displayed at the same time (the TAFI screen is fixed in size). When this happens, TAFI displays a row of v's at the bottom of the window to alert the user that there is more information below.

vvvvvvvvvvvvvvvvvvvvvvvvv

To access (see) this information you must scroll down the visible information to uncover the hidden information. In some cases this is done this by simply using the down arrow key to move the highlighted area to the bottom of the window and 'keep going' to reveal more information. In other cases, the arrow keys do not work and the user has to use the function keys to move the highlighted selection bar - F3 to move it down and F2 to move it up.

In windows requiring the function keys to move the selection bar, the selection bar can move down past the bottom of the window and 'disappear'. To 'see' where it went, depress the PAGE DOWN key on your keyboard. This will display the next window full of information. When you page down on one of these windows, TAFI displays a row or 'up arrows' to remind the user that there is additional information 'above' where you are in the window.

^^^^^^^^^^^^^^^^^^^^^^^^^^

To return to the previous page of information, depress the PAGE UP key on your keyboard.

How can the user tell which technique to use, arrow keys or function keys? TAFI tells you. If, at the bottom of the pop-up window, TAFI says:

F2 up   F3 down   ENTER accept

then use the function keys. If TAFI doesn't provide this prompt, then use the arrow keys.

Just remember to look for the prompt at the bottom of a pop-up window and then take the appropriate action to move around the window.

3.3 NOTES ON THE TRAINING DATABASE

While you are in this class, you will be accessing the TAFI Training database to learn how to use the system. All of your entries go nowhere and you can't "hurt" anything. This database has a number of test customer records that allow you to explore most of TAFI's features and functionality. Since the CLEC TAFI system validates that each number entered belongs to the CLEC company, students will assume that all numbers in the database belong to their company. (Since this database is shared by many CLECs, the training profiles are set up as if the students were BST users - the system allows BST users to handle trouble reports on all numbers entered.)

As of this writing, there are several inconsistencies and errors (of omission) in this database. When you run into these anomalies, please recognize that TAFI will do the 'right thing' when you are working with actual customers. These known bugs include:

- When the entire class inputs the same telephone number (at the same time), some students may not obtain the correct customer record (i.e., get name = not found). When this happens, cancel your entry (F12) and re-input the telephone number and LIU status. Normally, only one user at a time will be accessing a customer's record at any given time and this problem does not occur in the production environment.

- The training database does not currently have examples of: (1) performing a Predictor verification, (2) simulating a MARCH (reprogramming) transaction, (3) a pending service order situation, or (4) office / cable failures. TAFI handles these situations just fine in the "real world".

- Test results now come back (in the training database) in about 90 seconds. In the real world, the results could take 2 to 3 minutes depending upon the individual CO and the load on the test system.

- The commitment times reflect the date and time when the test records were built. Most of these were developed in July, 1994. When doing exercises, just use the commitment 'time' and ignore the date (i.e., just say "...cleared by XXXX this evening or tomorrow, as appropriate"). If you enter a commitment date/time, use the current date since TAFI edits will not allow you to enter a date/time sooner than the current value.

- Some training records show the "AS" commitment sooner than the "OS" commitment. (e.g., AS = 0500P and OS = 0700P, due on the same date). In the "real world", the AS commitment date/time could be equal to the OS date/time, but <u>never sooner</u> than the OS date/time.

Note: TAFI has been programmed to populate the New Comm field with the appropriate date/time commitment for the given trouble situation. When TAFI looks at the LMOS established commitments, it looks at the actual date and time values - not the AS or OS indicators. Therefore, in this training database, you may have an out of service situation (i.e., NDT) and TAFI may populate the New Comm field with "AS". However, when you look at the actual commitment times, TAFI picked the shortest interval.

Although there is a list of specific training telephone numbers with known characteristics (i.e,. actual Names and Addresses, full CSRs, Test results, etc.), the student may input 999-555-xxxx, where xxxx is any random four digits, and process a trouble report. For these random numbers, the customer's name will be "Name Surname" and his address will be "555 Some Road".

4.0 USING TAFI

Upon receipt of a customer call, the user will obtain and enter the area code and telephone number of the line in trouble. The user will also determine (either based upon what the customer has said so far, or the user will ask) if the line in trouble is currently in use. Should the trouble condition require a MLT test, the answer to this question tells TAFI when this test should be performed. After answering this Line In Use (LIU) question, the user will have completed all of the required entries on the **Initial Trouble Entry Window** and the user will then depress the Enter Key.

Based on the telephone number entered, TAFI gathers and displays the following information from the downstream or "legacy" systems:

- The customer's *Name and Address* from LMOS
- *Line Features* from the customer's CRIS service records (CSR)

⇒ **Note:** TAFI also obtains the customer's name and address from the CRIS CSR. However, the name and address found on the LMOS record is displayed on the TAFI screen and is used to generate the trouble report. In almost all cases the name and address values are the same. However, in some cases, the LMOS record may have incorrect data and you must then enter the correct values in the Narrative field of the trouble report (discussed later). This ensures that the field technician is dispatched to the correct location (if a dispatch is necessary to correct the problem).

⇒ **Note:** *The CLEC TAFI system validates that the number entered belongs to the CLEC processing the report. If the entered number does not belong to the CLEC (as defined by the OCN in the user's TAFI profile), TAFI will generate an error message for 5 seconds and will then return the user to the Initial Trouble Entry Window.*

⇒ ***Note: TAFI depends upon the availability of CRIS and LMOS to validate a user prior to processing a report. For approximately one hour per day (between 1 AM and 4 AM) these legacy systems are down for backup. Should the CLEC need to process a report during this period, the user can either wait for the legacy systems to return or manually report the customer's trouble via telephone to a BellSouth center.***

Once TAFI retrieves data from LMOS and CRIS, the "Main Menu" is displayed. The user will verify the customer's name and address and ask the customer for the type of trouble being experienced. Based on what the customer says, the user will select one of the following trouble categories from the

Main Menu:

- Dial Tone
- Outgoing Call
- Incoming Call
- Transmission
- Memory Services
- Memory Call
- Calling Plans/Billing (ANI)
- Long Distance
- Physical
- Data
- Enhanced Services

Each trouble category has sub-menus with options for that trouble category (i.e., Dial Tone on the main menu would have options of No Dial Tone, Dial Tone After Dialing, etc. on the sub-menu.) The options on the sub-menu will then lead the user through the flow of the contact for that particular trouble by instructing the user how and what information to gather from the customer. The flows also access the appropriate information from the downstream system(s), analyze all the gathered information and provide the user with one of the following courses of action:

- The problem is resolved and an LMOS trouble report is initiated and closed.
- The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling. (This includes sending reports to the "Technical Support" (TECH) group of MA's for manual screening because TAFI does not have enough information to make a determination.)
- The problem is cleared by TAFI as a transfer situation (i.e., refer to Business Office).

TAFI is composed of the following groups of information:

- Customer Service Information that identifies the customer by name and address and the features paid for by the customer.
- Customer Problem Information consists of the relevant data associated with the customer's problem. This includes data gathered from the customer or data, such as test results, accessed from the "behind the scene" systems.
- Trouble Reports to define customer problems. TAFI trouble report records are used to enter and process LMOS trouble reports.
- Facility Data which includes relevant cable, pair gain, and line equipment information.
- Configuration Data which contains the information and computer language necessary to operate and maintain TAFI.

TAFI is amazing, right? What's really amazing is that it looks for and gathers all the necessary information needed for trouble analysis and processing from systems the user would normally have to access directly. The user does not need to know how these downstream systems work, what codes to enter, what the results mean, etc. TAFI does it all for you.

For the majority of trouble reports, all the user has to do is learn how to interface with one system (TAFI) and use the customer contact skills to ensure the customer that his problem is handled.

⇒ **Note:** There are certain types of business customer trouble reports that TAFI does not accommodate[2] at this time (i.e., Hunting - or if the called line is busy, the caller is automatically routed to the next line in a series of lines, etc.).

However, the CLEC user may still report these troubles to BellSouth via TAFI. These reports are easily identifiable because TAFI does not provide an appropriate menu option. Proceed by populating all of the required fields and give your customer the repair commitment. Then: (1) depress the Override key; (2) select the "Technical Assistance" option followed by (3) "MA - needs further analysis". Be sure to provide detailed information about the trouble on the Narrative line.

2 TAFI is not programmed at this time to analyze and resolve every type of POTS service.

The following table identifies each of the "behind the scene" systems and their functions:

SYSTEM	FUNCTION
BOCRIS Business Office Customer Record Inventory System	Provides service order information including Name, Address, Class of Service, Maintenance Plan, Restrictions, Features, PIC (long distance company).
COSMOS Computer System for Mainframe Operations	Provides frame data used in problem analysis.
JMOS Job Management Operations System	Provides outside plant and construction work load scheduling and reporting.
LFACS Loop Facility Assignment and Control System	Provides facility data used in problem analysis.
LMOS Loop Maintenance Operations System	Supplies trouble ticket processing and the following information: Name and Address-verification, Working condition, Trouble History, Commitments, Failure information, Unit #, Pending Reports, Status, Category of Report, Pending Service Order information, and facilities.
MARCH	Provides the avenue to add or delete features to a line.
MLT Mechanized Loop Testing	Provides loop testing on the customer's line number.
PREDICTOR	Identifies and verifies line features present on the customer's line.
SOCS Service Order Communication System	Issues a service order when adding a new feature to a customer's line and verify the status of an order.

4.1 ACCESSING TAFI

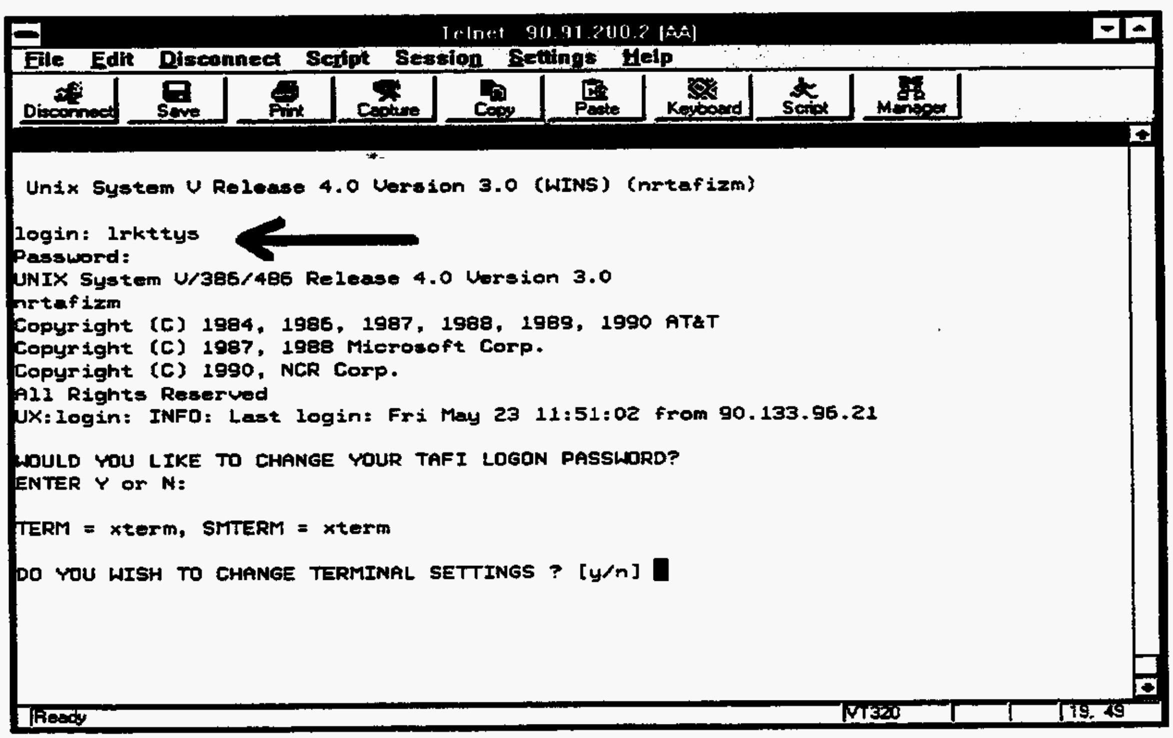
The first step in accessing TAFI is to establish the connection path[3].

- For LAN-LAN users, log into the LAN server and double click the appropriate TAFI icon (i.e., TAFI Production).

- For DIALS users, activate the terminal emulation software, call the DIALS telephone number via the modem, and log into the Network Access Controller (NAC). Use your Common User ID for the 'login'. The 'Passcode' is a combination of your PIN code plus the six digits that appear on your SecurID card. Establish your connection to the "Production" CLEC TAFI processor by entering the correct IP Address in the Telnet connection window.

  ⇒ **Note:** For this class, the user will be working with a training database of customer information. All of the work done here is a 'simulation' of the real thing. Therefore, the user can not hurt anything ... so don't be afraid of pushing the wrong button! Sure, you will make mistakes, but here's a great place to learn from these mistakes.

When the user is connected to the TAFI application, the log on screen is presented:



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[3] The CLEC's systems administrator will provide site specific instructions.

The Login is the user's Common User ID (CUID), often referred to as the **User ID.** It is a seven character string that uniquely identifies the user to the computer system, i.e., "zdxdbys". Your personal password tells the system that you are who you claim to be and allows you access to the application. You must type your **User ID** and **Password** (*using lower case*) in the fields provided and then press the ↵ **Enter Key.**

The 'Training System' is located on the production CLEC TAFI processors. When a user logs into the processor, the system routes the user to the correct location based upon the User ID entered. If a 'Training' ID is entered, the system starts a session in the training database; if a 'Production' ID is entered (the unique ID issued to you by BellSouth), the system starts a session in the production area so you can process customer trouble reports.

⇒ **Note:** When entering the password, the system does NOT display what was typed. This is a security measure to prevent others who may be watching from learning your password. *Passwords are 'private' and should never be shared with anyone.*

⇒ **Note:** If you enter an incorrect value and backspace to correct it before depressing the Enter Key, TAFI will fail the attempt. The User ID and Password must be entered correctly the first time. TAFI will allow three attempts and, failing all three, TAFI will disconnect the user.

Once the user successfully enters their UserID and Password, the system automatically places the user into the TAFI application.

⇒ **Note:** As part of TAFI's flexibility, the system wants to know what kind of terminal is being used. The system asks: "Do you wish to change terminal settings Y/N?" The system default terminal is a VT220 and the user's terminal matches this profile. When this question appears, **depress the Enter key to accept the default value of "NO".** When accessing the 'production' system, the system also provides the opportunity for the user to change their TAFI password. **Depress Enter to accept the default answer of "NO"** (unless you want to change your password).

4.1.1 NOTES ON PASSWORDS

Logging on to any BellSouth computer systems requires the use of a User ID and password for security reasons. They prevent unauthorized persons from accessing confidential records. To ensure security, *the user is required to manage their personal passwords.* **You will choose your password and keep it private.**

Your TAFI password must contain seven characters. They must be alpha numeric and have at least two numeric or special character (&, $, #, etc.). Instead of randomly selecting numbers, letters, and special characters (that you will need to memorize), it is better to devise a scheme. For example, family names, pets' names, friends' names, etc. You can be very creative and choose a sequence, such as, ages, when you got the pet, when you met a special person, etc. In the name, change the letters that look like numbers and characters, e.g., 5 for S or $ for S, ! for I or 1 for i, etc.

TAFI passwords 'age' (expire) in 45 days. When your password is about to expire, TAFI will provide you with a warning message several days in advance. If you let your TAFI password expire, the system will allow you one opportunity to log in with the old password and will then guide you through the process of changing it.

⇒ **Note:** Each time you log into a CLEC TAFI system, the system gives you the opportunity to change your password. (Password changes by students is blocked in the Training system.) The prudent user will set up a schedule to pro-actively change their passwords on a monthly schedule (i.e., pick the day of each month that corresponds to you birthday date).

BellSouth provides each CLEC with access to two CLEC TAFI processors; (1) a Production processor for normal day-to-day activity and (2) the Back-Up processor for use when the production system is not available.[4] These systems are configured in such a way that the user login information is copied every evening from the Back-Up system to the appropriate Production systems.

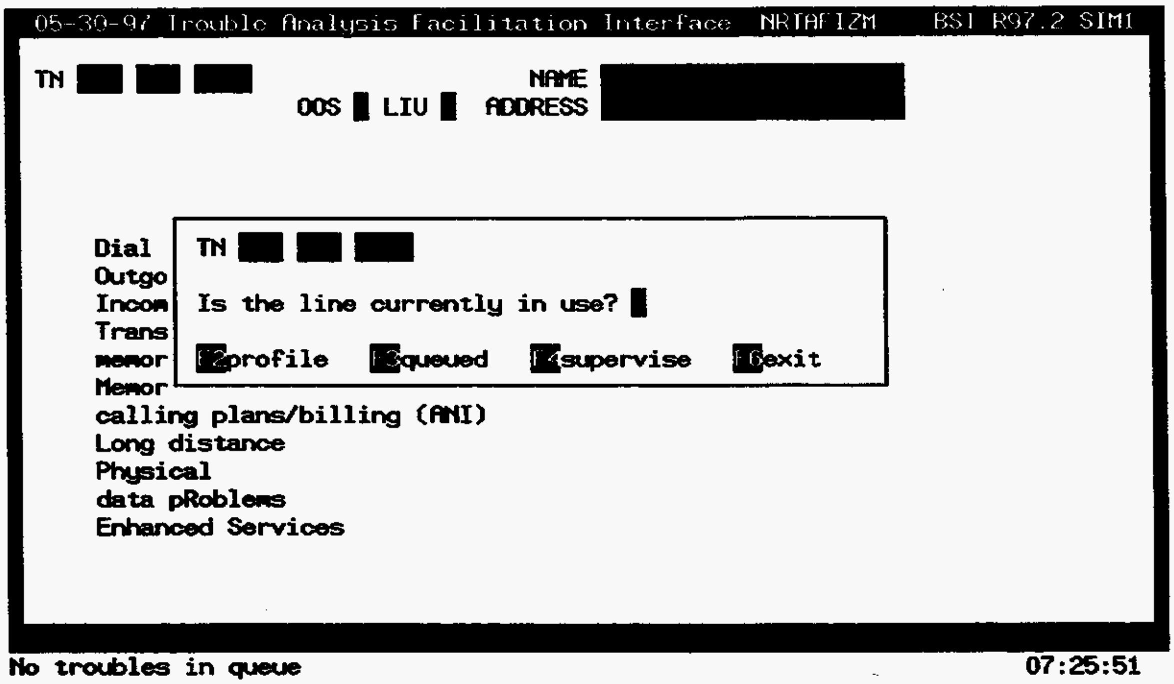
⇒ **Note:** When changing your TAFI password, you must change it on the Back-Up system (IP address = 97.10.1.77 from the DIALS Telnet window)[5] as well. Failure to do so will cause your production system password to change back to it's old value (the one active on the Back-Up system) the day after you changed it.

[4] For example, the production processor may be down for weekly backups (typically on Saturday night between the hours of 11PM and 2 AM) or there may be some connectivity problems to the production system.

[5] For LAN-LAN users, click on the TAFI Back-Up icon

4.1.2 INITIAL TAFI WINDOWS

After entering the User ID and password, the user will be logged on to TAFI. The following screen will be presented and your attention should focus on the Initial Trouble Entry Window:



As mentioned earlier, the term 'windows' in TAFI represent areas of the screen, typically surrounded by a line, that contains specific information needed to resolve a customer's trouble and/or enter a quality trouble report in LMOS. The Initial Trouble Entry Window is that section in the center of the screen that provides the initial questions required to initiate a trouble report.

Every time the user completes a trouble report, TAFI will return to this Initial Trouble Entry Window to begin processing the next customer report or allows the user to log off.

⇒ **Note:** We will explore all of the fields in the TAFI system later in this course. We will log into TAFI at this time so you can explore some of the on-line reference material.

When you are to perform a function, the instructions will be in all capital letters and bold like this:

ENTER YOUR USER ID AND PASSWORD

Turn the page and follow the log-on instructions.

4.1.3 LOG-ON TO TAFI:

- **LAN USERS: LOG-ON TO YOUR DESKTOP TERMINAL**
- **DIALS USERS: ESTABLISH YOUR DIALS CONNECTION TO TAFI**

Once your terminal is activated:

- **LAN USERS: SELECT THE TAFI (Production system) ICON FROM YOUR DESKTOP WINDOW AND DOUBLE CLICK IT WITH YOUR MOUSE.**
- **DIALS USERS: CONNECT TO THE TAFI PRODUCTION SYSTEM**

You should receive the TAFI LOG-ON screen (identical to the picture on page 14).

At the TAFI log-on screen:

- **ENTER USER ID**
- **ENTER PASSWORD**

⇒ **Note:** Check with your instructor for the UserID and Password to use to access the training database used for this course. CLEC specific training IDs will be provided for each company using TAFI.

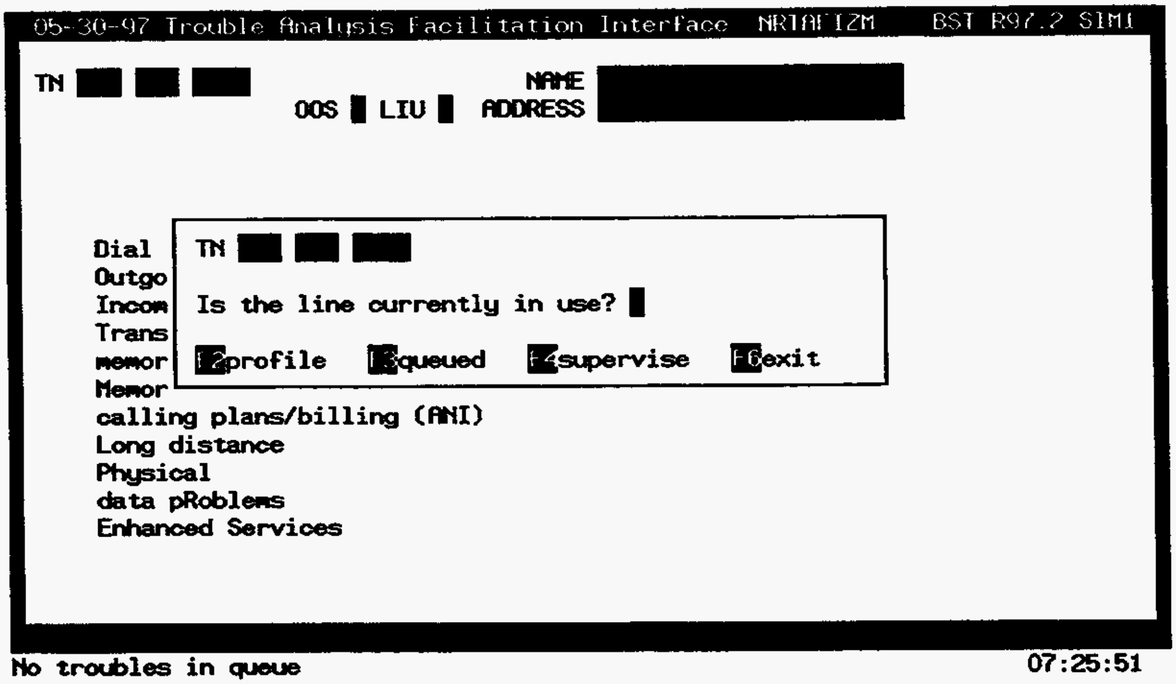
When all entries are correctly typed:

- **DEPRESS THE ↵ ENTER KEY**

During the login process, TAFI will ask several questions and the user should select the default answer of 'NO' by just depressing the Enter Key.

Once successfully logged into TAFI, the system will return the Initial Trouble Entry Window.

Compare your screen with the example on the next page.



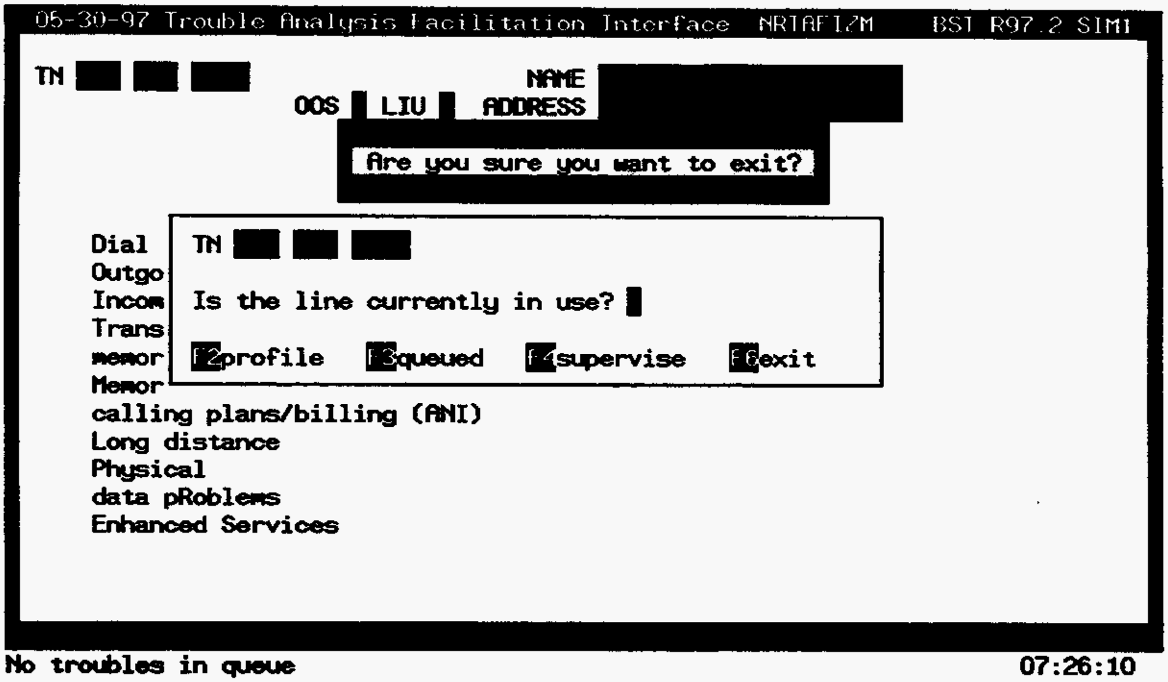
If the Initial Trouble Entry window is displayed on the terminal, you are now successfully logged on to TAFI. If you do not, ask your instructor for assistance.

4.1.4 LOGGING OFF TAFI

To log off (exit) TAFI, the user must depress the F6 function key *while at the Initial Trouble Entry Window*. (Obviously, TAFI will not allow a user to log off in the middle of processing a customer's trouble report.)

⇒ **Note:** Some of the function keys in the TAFI application can take on different characteristics depending upon which TAFI 'window' is active. The best advice is to look at the bottom of a given window and take note of the functions performed by the "F" keys. For example, at the Initial Trouble Entry Window, F3 displays the status of the user's queue while in a 'look-up' window, F3 moves the selection bar down a position.

DO THIS NOW: DEPRESS F6



DO THIS NOW: ENTER "Y" (FOR YES TO THE "ARE YOU SURE YOU WANT TO EXIT?" QUESTION)

The TAFI application logs the user off and disconnects the connection. The LAN-LAN user will be returned to their desktop. The DIALS user will be returned to a blank Telnet screen. (Follow the procedures outlined in Section 13 to drop the telephone connection.)

EXERCISE

Answer the following questions:

A. What entries are made on the TAFI Log-on screen?

B. What key strokes will log you off TAFI?

DO THIS NOW:

- **ACCESS THE TAFI LOG-ON SCREEN**
- **LOG-ON TO TAFI**

ANSWERS

A. User ID and password

B. F6 and then enter "Y" to the "Are you sure you want to quit?" question

DO THIS NOW:

- **LOG-OFF TAFI**

You should be back at the X-Terminal DeskTop Window (or DIALS users will have a blank Telnet window).

EXERCISE

1. What is TAFI?

2. What information does TAFI gather from the telephone number from LMOS and CRIS?

3. What courses of action will TAFI take based on the information you gathered from the customer and analysis of data obtained from downstream systems?

(Check your answers on the following page.)

ANSWERS

1. TAFI is an expert system that provides automated trouble receipt, screening and resolution. TAFI guides you through a series of questions and instructions to resolve customer service and line problems.

2. TAFI gathers the customer's Name, Address, and Line Features from LMOS and CRIS. The Name and Address come from LMOS and the Line Features come from the customer's service record (CSR) in CRIS.

3. Based on information entered, TAFI analyzes the information and provides one of the following courses of action:

    - The problem is resolved and an LMOS trouble report is initiated and closed.
    - The problem is placed in an LMOS trouble report and routed to the appropriate work group for handling.
    - The problem is cleared by TAFI as a transfer situation.

4.2 WHEN TO ACCESS THE BACK-UP SYSTEM

As stated earlier, each CLEC user has access to two CLEC TAFI processors; (1) a Production system for normal day-to-day operation and (2) the Back-Up system for use when access to the production system is not available.

During normal operation, the TAFI application on the Back-Up system will be disabled. Users can still log in and manage their TAFI password but will receive an error message stating:

" ... UNABLE TO START NEW USER AT THIS TIME"

This procedure was initiated to ensure all activity takes place on the production systems.

CLEC users should follow the procedures provided in Attachment IV for managing their system access problems. Since a given user can experience several different problems, the local SME is best suited to coordinate and resolve the problem.

Should a failure condition exist on a production CLEC TAFI system, the BellSouth SPOC will activate the TAFI application on the Back-Up processor. Therefore, if you can not access your designated production system[6], and you can access the TAFI application on the Back-Up processor, then you know that BellSouth is aware of the trouble and is actively working to correct it.

⇒ **Note:** If you can not access the CLEC TAFI application on either the Production or Back-Up system, your SME must report the problem to the BellSouth SPOC for immediate action.

Until you have access to a CLEC TAFI system, you will follow the emergency procedures developed by your company. (i.e., manually report your customer trouble reports to a BellSouth center or take 'paper tickets' and process them when access to TAFI is restored.)

When the problem with the production system is corrected, a broadcast message will be sent to all active users on the Back-Up system. This message will also announce that the Back-Up system will be turned off in some period of time (i.e., 15 minutes) thus giving users time to finish their existing activity and move to the production system for ongoing work.

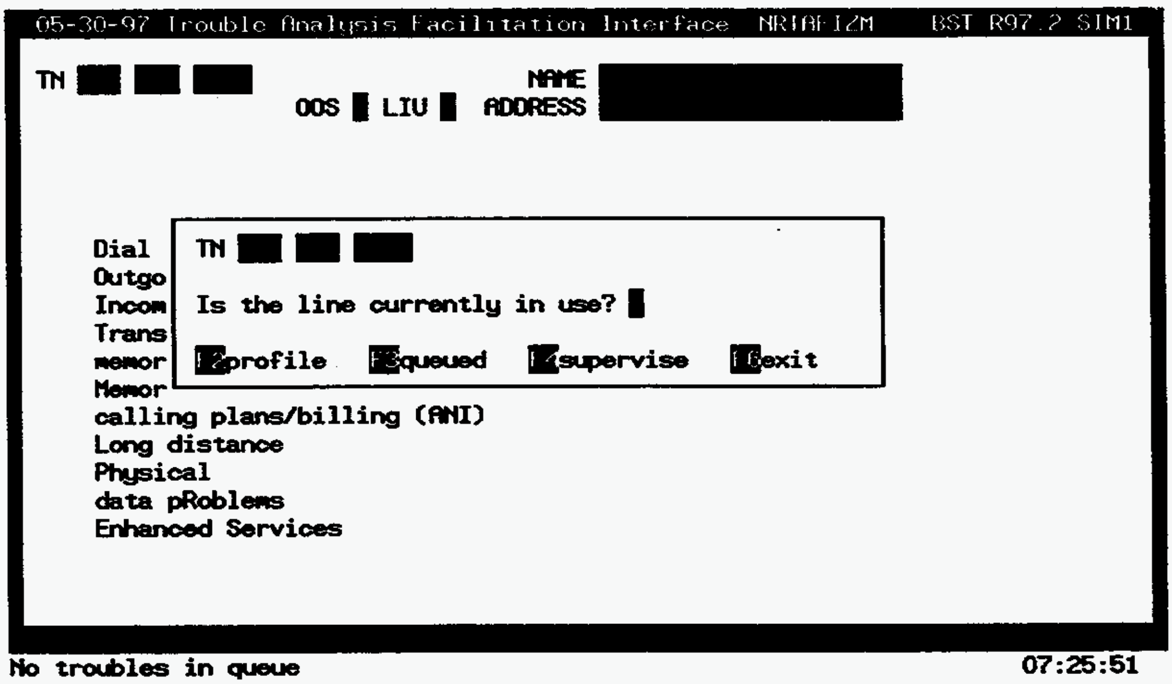
[6] When you connect to TAFI via the Telnet window and you get the message "trying" and do not connect, **DO NOT CONTINUE** repeating the attempts. Continuing the process could only aggravate a communications problem. Have your SME report the condition and then access the Back-Up system to process your customer's reports.

4.3 TAFI ON-LINE JOB AIDS

TAFI has on-line references that provide information about various products and services BellSouth provides, along with other information useful in processing a trouble report. This window may be accessed through the Help window function key (Fl).

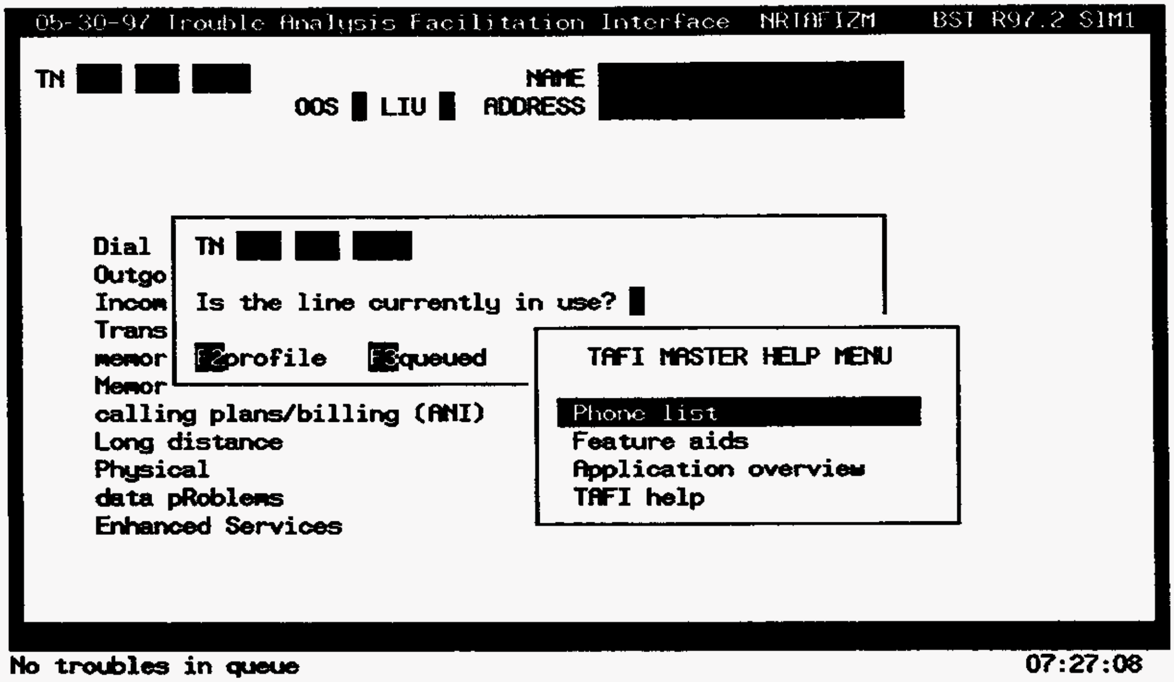
⇒ **Note:** The 'Help Key' (F1) can be depressed at any time and from any TAFI window to obtain reference information ... even without a telephone number entered in the Initial Trouble Entry Window. We recommend that you access this resource and become familiar with all of the information available to you.

DO THIS NOW: LOG-ON TO TAFI



DO THIS NOW: AT THE INITIAL TROUBLE ENTRY WINDOW, DEPRESS THE F1 (HELP) FUNCTION KEY.

The following window will be displayed.

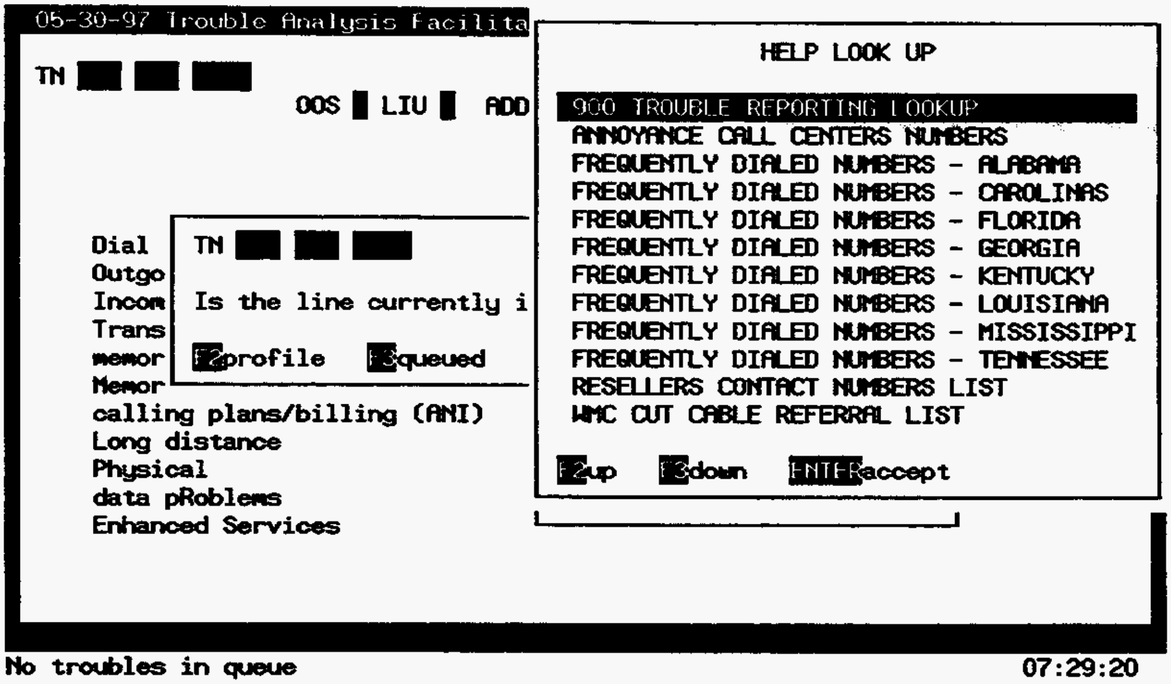


From this menu, you would choose the job aid that you need.

4.3.1 REFERRAL NUMBERS

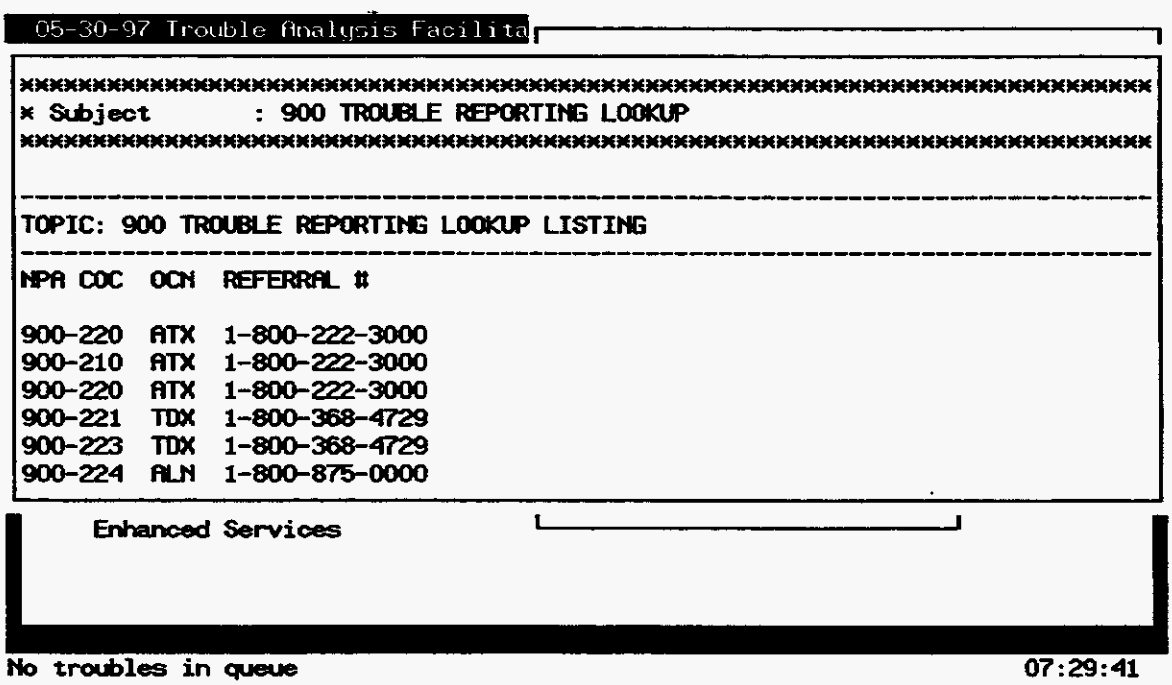
As a resource for the TAFI user, the system maintains a list of referral telephone numbers that may be used during the resolution of a customer's trouble report. Although many of these number are intended for BellSouth's repair attendants, the CLEC user will find a number of them useful as well.

DO THIS NOW: SELECT THE PHONE LIST OPTION AND DEPRESS ENTER.



Notice the function key instructions located at the bottom of this Phone List menu? To select an item on this menu you must use the function keys F3 (for down) and F2 (for up) to move the highlight area. Once the desired option is highlighted, depress the Enter key.

DO THIS NOW: **SELECT THE 900 TROUBLE REPORTING LOOKUP AND DEPRESS ENTER.**



The TAFI Help system is displaying the text of a file that is longer than the number of lines available in this window. You know this *because* the word **'end'** does not appear as the last line of information. The word 'end' is called the End of File mark or EOF.

To view the additional information, depress the **"Page Down"** key on your keyboard. If the EOF is still not displayed, depress the Page Down key again to view the next 'window' of information. Also, if you have 'scrolled' down too far, you can move back up the file by depressing the **"Page Up"** key.

DO THIS NOW: DEPRESS THE PAGE DOWN KEY ON YOUR KEYBOARD.

The following information will appear:

```
05-30-97 Trouble Analysis Facilita

900-224  ALN  1-800-875-0000
900-225  ATX  1-800-222-3000
900-226  MCI  1-800-888-1800
900-227  ALN  1-800-875-0000
900-229  LDD  1-800-264-0000
900-230  UTC  1-800-366-0707
900-232  SUR
900-233  TDX  1-800-368-4729
900-235  9300  Ameritech
900-236  SCH  1-800-261-0000
900-238  SIR  1-800-240-0000
900-239  DLT  1-800-239-0000
900-240  9600  U S West
900-242  SUR
900-244  IGT

     Enhanced Services

No troubles in queue                                      07:29:59
```

4.3.2 CLOSING THE HELP WINDOWS

When you have finished viewing the selected information, depress the **F6** function key to 'retrace your steps'. For example, depressing the F6 key one time will return you to the Phone List menu. Depressing it a second time will return you to the TAFI Help menu and depressing F6 a third time will return you to the Initial Trouble Entry Window (or where you were when you depressed the Help Key (F1)).

DO THIS NOW: DEPRESS F6 UNTIL YOU RETURN TO THE INITIAL TROUBLE ENTRY WINDOW

4.3.3 FEATURE AIDS

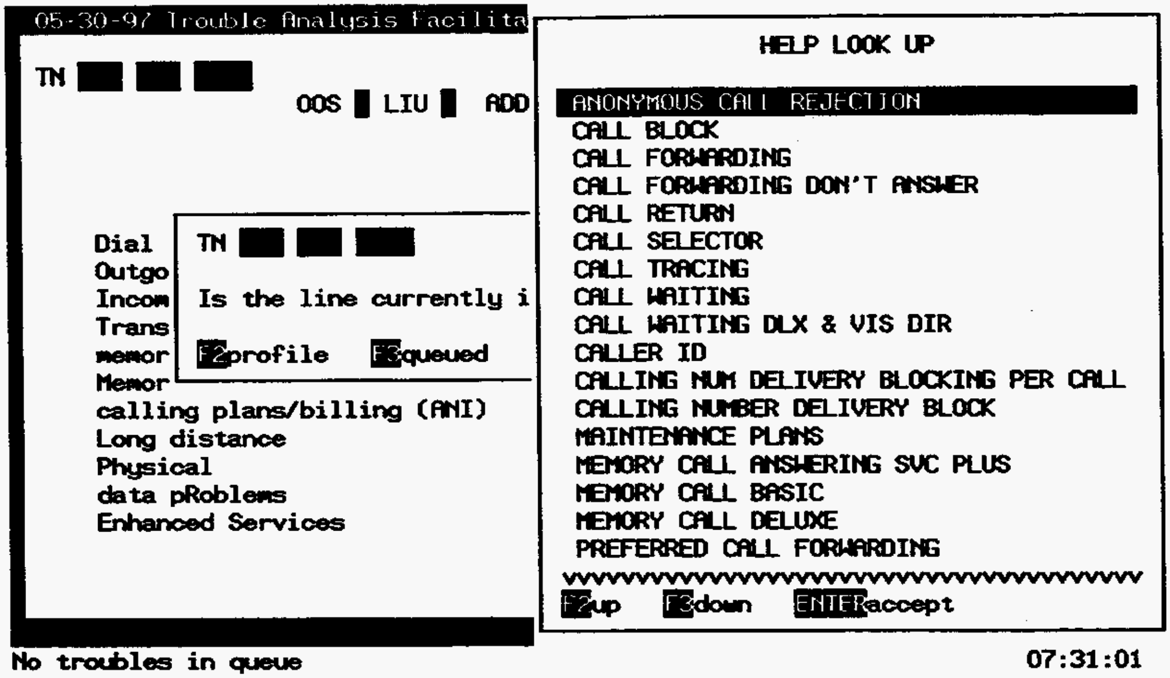
Suppose the customer calls and advises that he has forgotten how to activate his Call Forwarding feature. After entering the customer's telephone number in TAFI, you can quickly verify if the customer is paying for Call Forwarding by depressing the F7 function key.

⇒ **Note:** The F7 option translates the USOC coded feature information found on the customer's CSR list into English terms. (Obviously, without a telephone number, it's impossible to locate the customer in the database).

```
05-31-97 Trouble Analysis Facilitation Interface  NRIAFIZM     BST R97.2 SIM1

 TN 999 949 5038                         NAME DUNCAN, JACK M          1AES
                  OOS N LIU Y        ADDRESS 867 RENEE DR . HAUGH

                                          WKG  RES  MAINT CONTRACT TDG

----- BOCRIS Features -----
Memory Call
Message Waiting/Stutter Dialtone
Long Distance Carrier (0288)
Touch Tone
Call Waiting
Cancel Call Waiting
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Ringing Cycle (4)
Call Return
Wire Maintenance Plan

----- PRED Features -----
Features not available yet.

LMOS Data Available for 9999495038                              00:48 11:22:32
```

Assume for the moment that the user is not familiar with how to activate the Call Forwarding feature. The user can obtain this information from the TAFI Help utility.

DO THIS NOW: **ACCESS THE TAFI MASTER HELP MENU, SELECT THE FEATURE AIDS OPTION AND DEPRESS ENTER**



⇒ **Note:** Take a good look at this Help Look Up window and notice the row of 'down arrows' at the bottom of the window. This indicates that there are more options on this list. To view these additional options, depress the 'Page Down' key.

DO THIS NOW: **MOVE THE HIGHLIGHTED CURSOR TO THE CALL FORWARDING OPTION AND DEPRESS ENTER**

```
 05-30-97 Trouble Analysis Facilita
********************************************************************************
* Subject        : CALL FORWARDING
********************************************************************************

--------------------------------------------------------------------------------
TOPIC: HOW TO USE CALL FORWARDING
--------------------------------------------------------------------------------
1- Listen for a Dial Tone.
2- Dial 72# With Touch-Tone service
    (72 with rotary or dial pulse)
3- Listen for a second dial tone, and dial the number you want
   your calls forwarded to.
4- Listen for ringing, inform the party who answers that you
   forwarding your calls to their number.
5- Your calls are now forwarded.

      Enhanced Services                MEMORY CALL DELUXE
                                        PREFERRED CALL FORWARDING
                                       vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
                                       F7up   F8down   ENTERaccept
No troubles in queue                                              07:31:49
```

Notice that the word 'end' does not appear at the bottom of this window and therefore you know there is more information on this subject available to you. To access this additional information, depress the Page Down key. Read the information provided and then depress the Page Down key sequentially until you reach the EOF mark.

DO THIS NOW: **READ THROUGH ALL OF THE CALL FORWARDING HELP SCREENS AND THEN RETURN TO THE TAFI MASTER HELP MENU.**

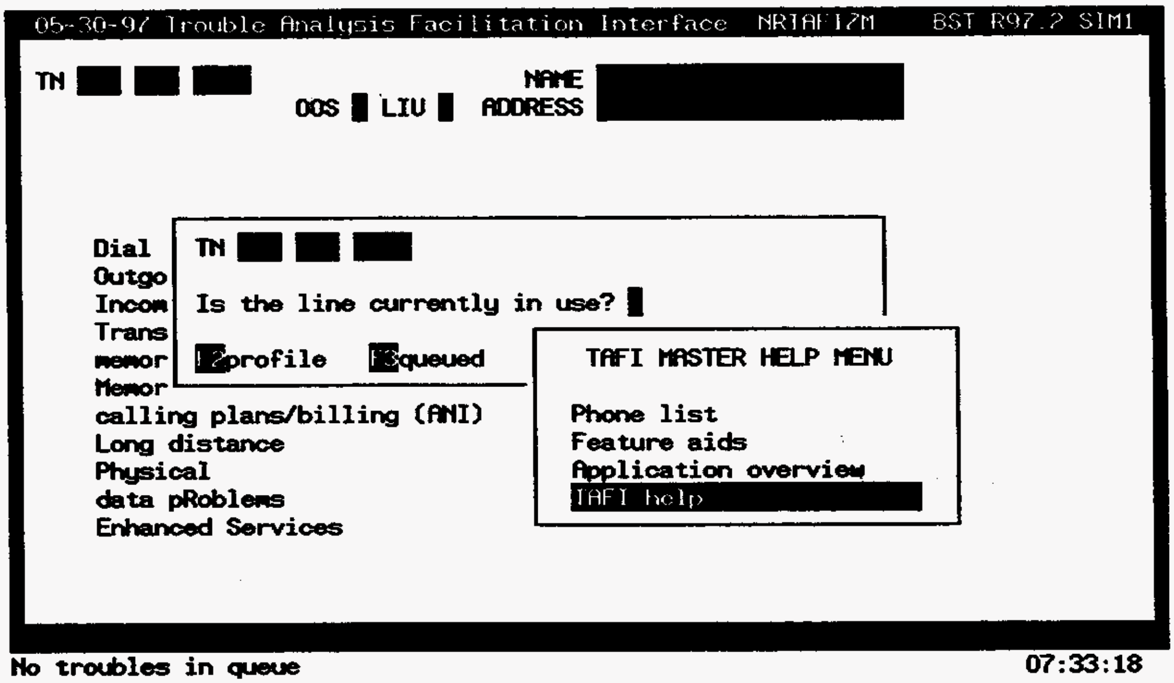
4.3.4 APPLICATION OVERVIEW

This option provides a brief overview of how the TAFI system operates.

4.3.5 TAFI HELP

The last entry on the TAFI Master Help Menu is called "TAFI Help". It contains a number of reference options as well as providing some additional 'look up' functions.

DO THIS NOW: GO TO THE TAFI MASTER HELP WINDOW AND SELECT THE 'TAFI HELP' OPTION.



A useful 'look up' option is the Carrier Identification entry. Reviewing this file will show the Preferred Interexchange Carrier (PIC) code for every long distance carrier in the region. The list is sorted by PIC code number.

```
05-30-97 Trouble Analysis Facilita

TN [redacted]
                 OOS   LIU   ADD

    Dial
    Outgo
    Incom
    Trans
    memor
    Memor
    calling plans/billing (ANI)
    Long distance
    Physical
    data pRoblems
    Enhanced Services

TN [redacted]
Is the line currently i
F2profile   F3queued

HELP LOOK UP

BACKDATE CODES & USAGE
BACKTALK
CARRIER IDENTIFICATION
PASSWORD MAINTENANCE
VIDEO TRIAL COVERAGE AREA

F2up   F3down   ENTERaccept

TAFI MASTER HELP MENU

Phone list
Feature aids
Application overview
TAFI help

No troubles in queue                                    07:33:55
```

```
05-30-97 Trouble Analysis Facilita

*****************************************************************************
* Subject       : CARRIER IDENTIFICATION
*****************************************************************************

-----------------------------------------------------------------------------
TOPIC:   CARRIER CROSS-REFERENCE TABLE
-----------------------------------------------------------------------------

   PIC ID                 CARRIER NAME                 SVC TEL. NUMBER

   0008                   TELE-FIBERNET                  800-226-88888

   0009                   HEARTLINE COMM. INC.           800-569-22000

   0011                   METROMEDIA LONG DISTANCE       800-275-22733

    Enhanced Services

No troubles in queue                                    07:34:06
```

DO THIS NOW: TAKE A FEW MINUTES TO EXPLORE EACH OF THESE 'TAFI HELP' FILES. WE DO NOT EXPECT YOU TO MEMORIZE EVERYTHING YOU READ ... BUT AT LEAST YOU WILL KNOW WHERE TO LOOK TO FIND THE INFORMATION WHEN YOU NEED IT.

DO THIS NOW: WHEN YOU HAVE FINISHED EXPLORING, RETURN TO THE INITIAL TROUBLE ENTRY WINDOW.

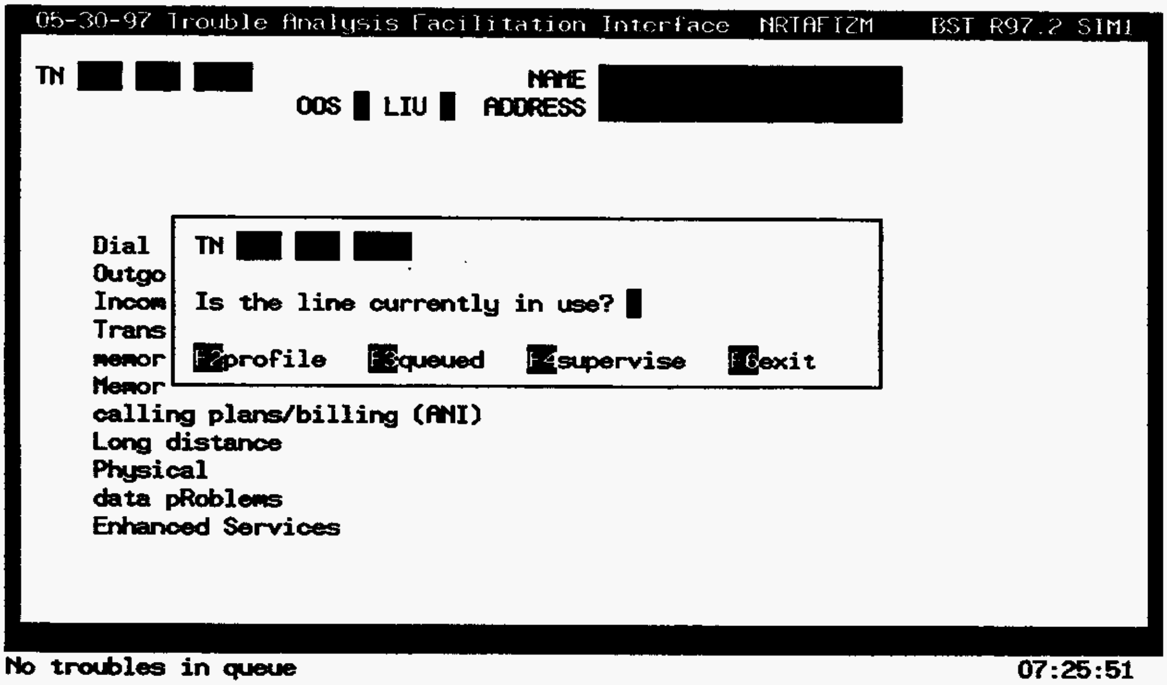
4.3.6 OTHER RESOURCES

In addition to the on-line resources, the call guide pages of the BellSouth telephone directory make a wonderful job aid for instructing customers' on the proper utilization of their service.

Before moving to the next section, ask your instructor to clarify any questions you may have up to this point.

4.4 THE TAFI SCREEN

Make sure you are at the Initial Trouble Entry Window. Your screen should like the following:



(If you are having difficulty getting to this Initial Trouble Entry Window ask your instructor for assistance.)

Remember that TAFI runs an analysis based upon the data entered, data collected from other systems, and then recommends how to proceed with the trouble report. *Therefore, the key to processing a customer's trouble report is to identify what the customer is really saying and translating it into the proper selection in TAFI.*

4.4.1 BASIC SCREEN LAYOUT

Let's take a moment to look at the TAFI screen and learn a little more about how it's laid out:

TITLE BAR

Across the top of every TAFI screen is the "Title Bar". It verifies that you are using the TAFI application - because in the middle of this title bar is the application name:

Trouble Analysis Facilitation Interface

At the left side of the title bar is **today's date** and the current **software level** is identified on the right side of the title bar. The current software level (at this writing) is:

- BST (indicating that BellSouth owns and maintains this product)
- R97.2 (indicates that this is the second major release in 1997)
- SIM1 (indicates that you are using the training or Simulated database)

TAFI was introduced to the RRC in July, 1994 and the initial "release" (how the software works) was Release 1. Over time TAFI has been enhanced to perform more functions and to execute these functions more efficiently. Each time there is a significant change in TAFI, a new release number is assigned. In most cases, because of how TAFI is designed, the changes are functionally transparent to you. By that we mean that although you might see a change in screen layout or more functions added, **all you have to do is follow TAFI's flow** (i.e., answer the questions presented to you) and things just work!

To the left of the software level information is an indicator which identifies which TAFI processor is being accessed (i.e., NRTAFIZM is the CLEC TAFI system located in Nashville). This assists the support personnel in identifying which physical machine was being used when system problems are reported.

STATUS LINE

The Status Line is located at the very bottom of the TAFI screen (under the border) and provides information about what TAFI is doing. At the extreme right side of this line is a clock display. This clock shows you what time it is at the TAFI processor location.

⇒ **Note:** The CLEC TAFI production system is located in Nashville, TN and the clock displays Central Time.

To the left of the clock TAFI displays a report "timer" that starts once the information on the Initial Trouble Entry Window is entered. It displays the number of minutes and seconds since the report was initiated. The intent of this timer is to provide feedback as to how long you have been actively working on this report.

The left side of the Status line provides you with information about what TAFI is doing. Think of these status messages as TAFI talking to you, telling you what it's doing and any problems (i.e., error messages encountered with downstream systems) that were encountered. If you make an 'oops' (and we all oops once in a while) TAFI will let you know about it in this status message area. (For example, if you forget to enter a value in a required field, TAFI will not let you proceed until that field is satisfied. TAFI will move the cursor to the required field and politely tell you (in this status line area) "Field must be entered".)

ACTIVE WINDOW

You have learned that the term 'windows' in TAFI refers to areas of the screen, usually surrounded by a line, that displays or requests information. These windows may overlap other information on the screen. You can tell which TAFI window is the 'active' window by locating the TAFI cursor (typically a red square the size of a character).

Look at your screen. The cursor (red square) is in the first position of the TN field on the Initial Trouble Entry Window. Coincidentally, this is the starting point for processing a customer's trouble report.

⇒ **Note:** Notice that the Initial Trouble Entry Window is presented over other information that's on the screen - specifically the Customer Information Window and the Main Menu. We'll talk more about these areas later.

4.4.2 INITIAL TROUBLE ENTRY WINDOW

Let's take a closer look at the Initial Trouble Entry Window.

```
TN

Is the line currently in use?

profile    queued    supervise    exit
```

Two items of information are required to start the trouble processing activity:

- The telephone number of the line in trouble
- An indication of whether the line is currently in use or not

Once you have entered these values, depress the Enter key.

⇒ **Note:** TAFI has been designed to save you as many key strokes as possible. When you enter values in a field, and your entry fills all of the spaces for that field, TAFI will automatically position the cursor to the next field. So, when you enter the telephone number of the line in trouble, TAFI automatically moves the cursor to the "Is the line currently in use?" field. The values in this field are either Y or N.

Along the bottom of the Initial Trouble Entry Window you will notice prompts indicating which function a given function key will perform while you are in this window. An explanation of the various fields / options is given on the next page.

⇒ **Note:** The F1 (Help) key and F10 (Refresh) key work in all TAFI windows.

INITIAL TROUBLE ENTRY SCREEN WINDOW FIELDS	DESCRIPTION and REQUIRED ENTRY
NPA (Numbering Plan Address)	This is the Area Code. Ask the customer for the 3-digit area code. This is important since you may process trouble reports from a number of different area codes.
TN (Telephone Number)	Ask the customer for the 7-digit telephone number being reported with a problem.
Is the line currently in use?	Ask the customers if they are currently talking on the telephone line being reported.
F2 Profile	The CLEC user's profile is maintained by BellSouth and the user can not access this function.
F3 Queued	Depressing the F3 function key will allow you to view and/or select trouble reports that are in queue for your terminal. You will learn more about this later.
F4 Supervise	This function key is used by selected individuals to monitor and manage queued reports.
F6 Exit	Depressing the F6 function key, while you are at the Initial Trouble Entry Window, will log you out of TAFI (exit).

The Initial Trouble Entry window is displayed when:

- You initially log on to TAFI
- You finish processing a trouble report (and TAFI is ready for the next report)
- The current trouble report is placed in the TAFI trouble queue

⇒ **Note:** You will learn later that when you place a trouble report in queue, TAFI continues to work on the problem in the background thus freeing you up to process another customer's trouble report.

4.4.3 COMPLETING THE INITIAL TROUBLE ENTRY WINDOW

There are four steps to initiating a customer trouble report and completing the Initial Trouble Entry window:

STEP 1 - GREETING

You should always offer a pleasant greeting. *Every call should be treated as an important call* (because they are). A good rule of thumb would be to act toward your customer as you would show toward a visitor in your home.

STEP 2 - ENTERING THE AREA CODE AND TELEPHONE NUMBER

If the customer does not supply the area code and telephone number of the line in trouble, ask for the complete telephone number information.

You may serve customers in more than one area code, therefore, you must ask the customer:

"May I have your area code please?"

The complete ten-digit telephone number is typed in the TN field.

STEP 3 - ENTERING LINE IN USE INFORMATION

The final field on this window is entered behind the question, "Is the line currently in use?".

TAFI must know the status of the line being reported in order to take appropriate steps to resolve the trouble condition. If the 'flow' indicates that a line test must be performed, TAFI needs to know when to perform it. If the line is in use, the test must be performed after the customer hangs up in order to get meaningful results.

If you know the answer, because of what the customer has told you (i.e., my phones are totally dead), then just answer the question. *If you don't know the answer, ask the customer:* "Are you calling from this number now?" **Enter "Y" for yes or "N" for no.**

STEP 4 - ENTERING THE DATA

Once these fields are populated, the last step is to depress the ↵ **Enter Key.**

As stated before, completion of this window begins the trouble resolution process. The values you enter tell TAFI where to look for the data needed to process the report.

Based upon the telephone number, TAFI knows which:

- LMOS system to access to retrieve the customer's name and address information (along with many other pieces of information) There are three different LMOS systems in BellSouth
- Which CRIS database to access to retrieve the customer's CSR.
- Which Predictor system to use should line translations need verification. There are sixteen Predictor systems.
- Which MARCH system to use to reprogram the customer's line features. There are four MARCH systems.

Based on the line in use (LIU) status, TAFI knows when to perform a MLT test (if one is required by the resolution flow).

⇒ **Note:** Make sure you have entered the correct information on the Initial Trouble Entry Window before depressing the Enter key. Once you depress the Enter key, there is a TAFI report generated for the entered information. If you determine that an input error was made, you will have to "cancel" this report and initiate a new one. (i.e., *you can not depress F6 and 'backup' to the Initial Trouble Entry Window*).

4.4.4 FUNCTION KEYS DISPLAYED ON THE INITIAL TROUBLE ENTRY WINDOW

The function key labels shown at the bottom of this window represent some of the function keys we talked about earlier. Lets review them.

F2 PROFILE

BellSouth maintains all CLEC profiles and this function is not available to the user.

F3 QUEUE

During the process of handling customer troubles you will periodically put a report in queue (so TAFI can continue to work on the trouble while you talk to another customer). To view the status of these queued reports, depress the F3 key while you are at the Initial Trouble Entry Window.

F4 SUPERVISE

This function key allows users with the 'supervisor' authority to access the user queue management function (see Section 12).

F6 EXIT

You have already learned how to exit TAFI, **F6.**

Some function keys have different 'functions' depending upon what TAFI window you are in. On the next page is a listing of the most common TAFI function key attributes. Attachment I contains a function key map displaying all of the various functionality's.

Following is a list of primary functions provided by TAFI.

FUNCTION KEY	FUNCTIONAL USE
Fl	Depressing this function key will display a HELP window. The HELP window will provide look-up capability for phone lists, feature aids, frequency dialed numbers, etc..
F2	This function key is not valid for CLEC Users
F3	Depressing this function key will display your QUEUE window, showing all the trouble reports in queue for your terminal.
F4	This function key is used by selected individuals to manage user queued reports for a CLEC community
F5	This function key is not used at this time.
F6	Depressing this function key will allow you to EXIT a window, sub-menu, or your current place in a flow of the contact.
F7	Depressing this function key will display a list of FEATURES for the customer's line.
F8	Depressing this function key will manually place a trouble report in QUEUE (once required information is populated).
F9	Depressing this function key will display the ACCESS and COMMITMENT window. You will learn what access and commitments are later.
F10	Depressing this function key will REFRESH your screen by removing any stray characters that may appear on the screen.
F11	Depressing this function key will display the ADDITIONAL INFO menu (an additional data menu). You will learn more about this later.
F12	This function key is used to OVERRIDE the recommendation made by TAFI. When F12 is depressed, a menu of alternative options is provided. After selecting one of these options, a sub-menu of reasons is provided. The user selects the appropriate reason (i.e., where the user wants to direct the report) and TAFI will react accordingly. You will learn more about this override function later.

EXERCISE

DO THIS NOW: TYPE THE FOLLOWING INFORMATION IN THE INITIAL TROUBLE ENTRY WINDOW

- **TN: 999 949-5038**
- **IS THE LINE CURRENTLY IN USE? N**

(But DO NOT depress the Enter key)

Answer the following questions:

a) In what window and what field do you enter the area code?

____

b) Why should you verify the complete telephone number including the area code?

____

ANSWERS

a) The screen used to enter the area code is the Initial Trouble Entry Window and the area code is entered in the TN field.

b) Since you may handle calls from many area codes, you need to make sure that the appropriate area code is entered for this customer.

EXERCISE

a) What do you say when you receive the signal/beep that lets you know you have a customer on the line?

b) What do you say after you have listened to the customer's opening statement? (Hint: You may use your own words but your response must convey the right message.)

c) What information must you enter on the Initial Trouble Entry screen?

d) What function key will refresh your screen?

e) What function key will remove the activated window?

f) What key is used to log off TAFI?

ANSWERS

a) Good Morning/Afternoon/Evening, XYZ Repair Center, this is (Your Name). May I please have the area code and number you are reporting?

b) Capitalize on your "personal touch." Let the customer know you heard what was said, understand the circumstances, regret any inconvenience and are eager to help.

c) The area code and the telephone number, and is the line in use.

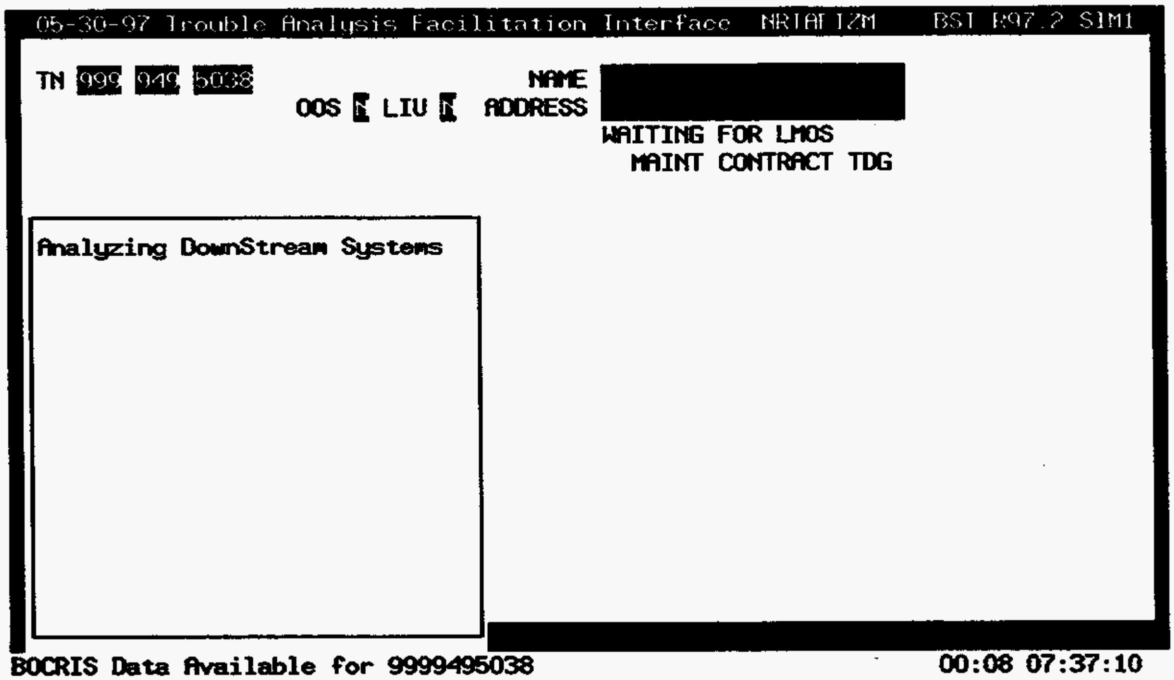
d) F10

e) F6

f) F6

DEPRESS THE ENTER KEY (↵)

You should now have the following screen displayed on your terminal:



Remember that TAFI gathers data from LMOS and BOCRIS (CRIS) in order to process a customer trouble report. Once you enter the initial information on the Initial Trouble Entry Window, TAFI forces you to wait until the downstream data is collected. The message "Analyzing DownStream Systems" is displayed.

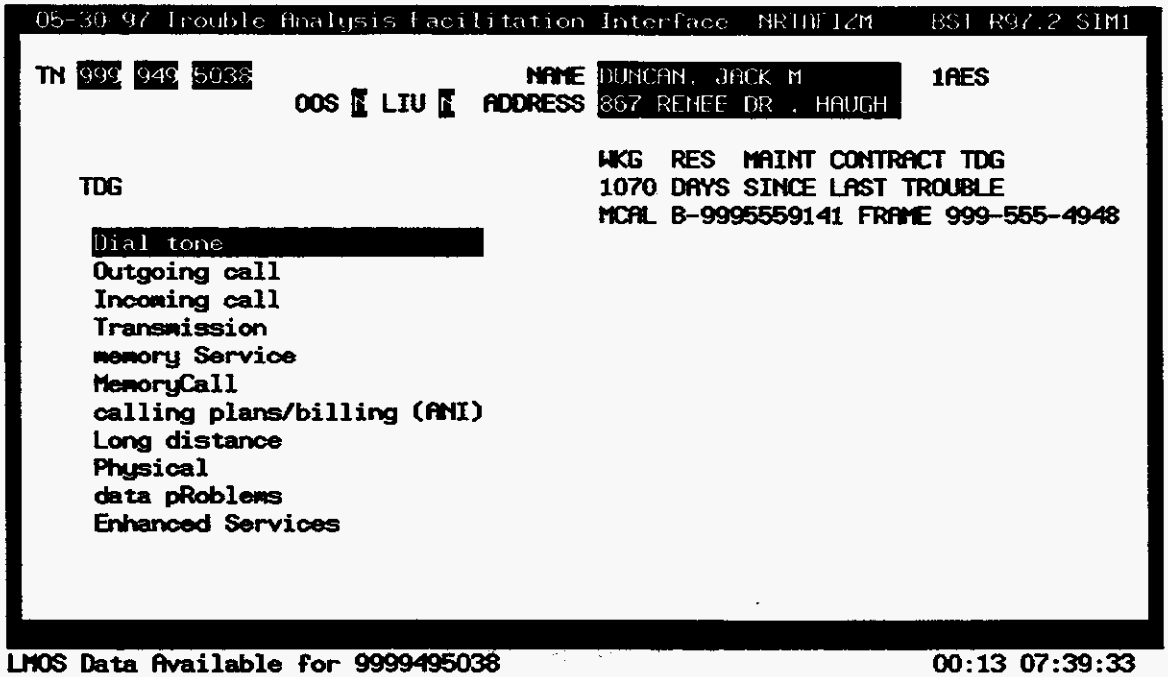
Notice that the message in the Status Line tells you that the BOCRIS data has been collected and the message under the Name and Address fields tells you that TAFI is still waiting for LMOS information.

⇒ **Note:** Earlier versions of TAFI obtained the customer's feature data (CSR) by logging into BOCRIS. TAFI now gathers this data directly from CRIS using a new communications technique called Navigator. However, the screen messages (i.e., "waiting for BOCRIS") did not change.

⇒ **Note:** The current message in the Status Line will remain on the screen until the next Status Line message appears. Sometimes this is only a few seconds.

4.4.5 TROUBLE ENTRY SCREEN

Once TAFI has collected data from the downstream systems, the following screen is provided:



The Trouble Entry screen is used to initiate the report processing flows.

⇒ **Note:** We have mentioned that TAFI is just an interface to many BellSouth systems. LMOS is the official trouble reporting system. When you handle customer reports using TAFI, TAFI does all of the work for you to generate the appropriate LMOS entries.

The Trouble Entry screen consists of the following:

Title Bar

Customer Information Window

Query and Message Window

Base Window Area

Sub-Menu Windows

Pop-Up Window Area

Status Line

LOOK at the screen layout displayed on your terminal screen.

Compare each area or window with the information and explanations that follow.

TITLE BAR

The Title Bar is located on line one and displays the current date, application name (Trouble Analysis Facilitation Interface), the name of the physical processor (NRTAFIZM) and the application version (BST R97.2 SIM).

CUSTOMER INFORMATION WINDOW

The fields in this window are populated with information from LMOS about the customer's account. TAFI uses the telephone number you entered in the Initial Trouble Entry window to retrieve the following customer information:

- Name
- Address
- Maintenance agreement indicator
- New installation flag

The first section of the Customer Information Window identifies your customer's line record. This information is automatically provided by LMOS.

- **TN:** The area code and telephone number of the line in trouble is displayed here.
- **OOS:** Out Of Service indicator flag (Y/N)
- **Name:** The customer's name as listed in the LMOS database
- **LIU:** Line In Use flag (taken from the Initial Trouble Entry Window)
- **Address:** The street address where the service is located (according to LMOS)

Locate this information on your screen.

The next block of information contains information about the service. It is located under the Name and Address block.

(1) **The Working Condition (e.g., WKG).**

Any of the following could be shown in this field.

WKG (Working) Calls can be made or received from this number.

UNAS (Unassigned) The telephone number is not yet assigned to a customer. It is possible that new telephone service information is not available yet in LMOS. (The TAFI screen would show 'Not Found" in the name and address field.)

User action: Obtain the Name, Address and Location information and type it in the Narrative **field** on the TAFI Trouble Report screen. Remember to precede the name with LN ____ (for listed name) and SA _____ (for serving address) You will see this screen later.

DISC (Disconnected) Calls cannot be made or received from this number. It is possible that new telephone service has recently been installed and the computer records are in the process of being updated.

User action: Ask the customer if the service was recently installed. If yes, obtain the Name, Address and Location information and enter it in the Narrative field. Remember to precede each entry with __ ? (see above)

NWKG (Non-working) Line is temporarily not working either at the customer's request or because of an overdue bill. Calls cannot be made or received from this number.

User action: Do Not discuss NWKG with the customer. Say something like: "Mr./Ms. (Customer's Name) my records indicate that you will need to talk with our Business Service Center" (i.e., follow the procedures established by your company for this condition).

(2) The Class of Service (e.g., RES)

Identifies the Class of Service (CS) - Residence, Business, Coin, Data, etc.

RES for residence service should be shown on your screen. (Although many of the examples in the TAFI training database carry the RES Class of Service, the CLEC TAFI system will properly support both Residence and Business POTS trouble reports.)

Locate the CS for the account displayed on your screen. Write it here ____.

VERIFYING NAME AND ADDRESS

The first thing you need to do is to verify the customer name and address information shown on the screen.

"May I have the name and address for this number?"

VERIFICATION OF CUSTOMER INFORMATION IS A CRITICAL STEP. THIS ENSURES YOU ARE TAKING THE REPORT ON THE RIGHT TELEPHONE NUMBER.

This information is confidential and **must always come from the customer**. Repeat the name and address only <u>after the customer has given it to you</u>. If the customer fails to give you location information, and the screen shows location data, ask the customer if there is an apartment, building, or floor, etc., whichever pertains to the location data shown by LMOS.

If the name and address do not match the information the customer has provided to you, VERIFY THE AREA CODE AND TELEPHONE NUMBER AGAIN.

If the area code and telephone number are both correct, but the name, address and/or location is incorrect, the correct information will have to be entered in the narrative. Remember to precede the name with LN ____ (for listed name) and SA _____ (for serving address)

> ⇒ **Note:** It is very important to correct the name and address in the narrative field. Without this correction, the technician will be going to the wrong location!

If the area code or telephone number is incorrect, exclude the transaction by depressing the cancel function key. This will give you a new Trouble Entry Screen. Type the correct area code and telephone number and proceed with the contact. (You will learn to use the cancel function later.)

Next to the class of service is **maintenance plan information.** This will tell you if the customer subscribes to one of BellSouth's maintenance plans or not. In addition, TAFI displays which maintenance plan the customer is subscribing to.

Next to Maintenance Plan indicator is the Reseller Field - if this account is handled by a 'reseller'.

⇒ **Note:** When TAFI is used by a BellSouth repair attendant, TAFI automatically recognizes that a reseller is involved with the account and notifies the user so appropriate actions can be taken.

The next line is used to display **Trouble History** (summary) information. If the customer has reported trouble in the last 30 days, it will be noted here as a **REPEAT Report** or you may see **NO TROUBLE HISTORY.**

The last line of the Customer Information Window displays begins with MCAL (for MemoryCall) followed by an O (for Octel) or B (for BTI) to indicate which MemoryCall system is provided in the serving central office followed by the **MemoryCall Access Number.** Should the TAFI flow indicate that you should contact the 'frame' and have a technician perform a specific function, the **Frame telephone number** for the central office is also provided.

How do you feel about all this? If you need to, study the information again before continuing.

DO THIS NOW: LET'S CANCEL THE TROUBLE REPORT YOU HAVE ON YOUR SCREEN. DO THIS BY:

- **DEPRESS THE F12 FUNCTION KEY.**
- **FROM THE OVERRIDE MENU, SELECT CANCEL AND DEPRESS THE ENTER KEY**
- **ARROW DOWN TO THE "USER ENTRY ERROR" OPTION AND DEPRESS ENTER KEY**
- **THE SYSTEM WILL DISPLAY THE TROUBLE REPORT WINDOW (OR SCREEN)**
- **DEPRESS ENTER KEY AGAIN TO SEND THIS TRANSACTION AND RETURN TO THE INITIAL TROUBLE ENTRY WINDOW.**

This is a blank page

EXERCISE

Answer the following. Choose the most complete answer.

1. The Title Bar identifies

   a. the screen that you are using

   b. the name of the window

   c. the current date, application name, machine ID and application version

   d. the date, time, name of the window and the application name

2. The Customer Information window displays

   a. the customer's name, address and type of telephone service

   b. the customer's area code and telephone number, name and address, services, working condition, and trouble. history

   c. the customer's area code and telephone number, name and address, services, type of telephone set, and line status

   d. the customer's area code and telephone number, type of telephone service, office telephone number, and central office type

3. The first thing you should do is verify

   a. the customer's area code and telephone number

   b. the customer's line working condition

   c. the customer's trouble history

   d. the customer's name and address

(Turn the page to check your answers.)

ANSWERS

1. c
2. b
3. d

THE BASE WINDOW AREA

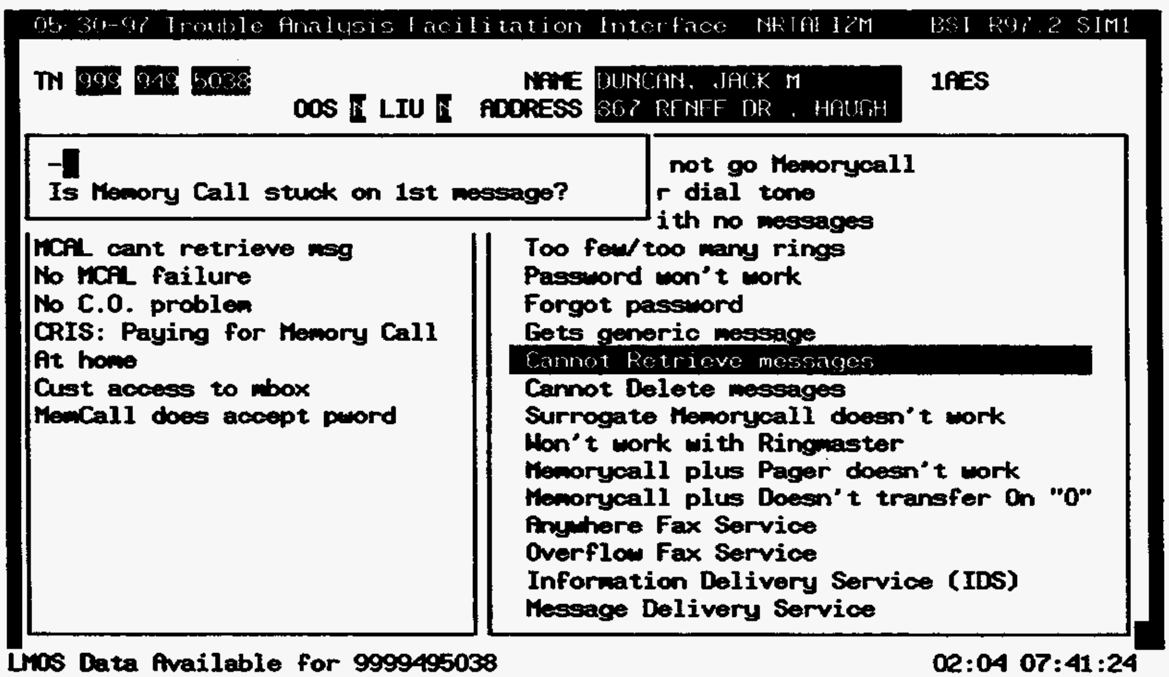
The base window area is displayed within the lower left corner of the main screen. The base window area is a display area only. You cannot enter data in this area.

This window area displays the **Main Menu** window or the **Trouble Entry Summary** window. These windows are never displayed at the same time.

QUERY WINDOW

This window is used to display questions that TAFI needs answered to properly process the trouble report. You may have to ask the customer (using your own words) about the reported trouble to get TAFI an answer or you may know the answer without asking the customer. When a question appears in this window, you should enter the answer at the cursor prompt. The question can usually be answered with "Y" for yes or "N" for no.

Find the 'query' window below:



MESSAGE WINDOW

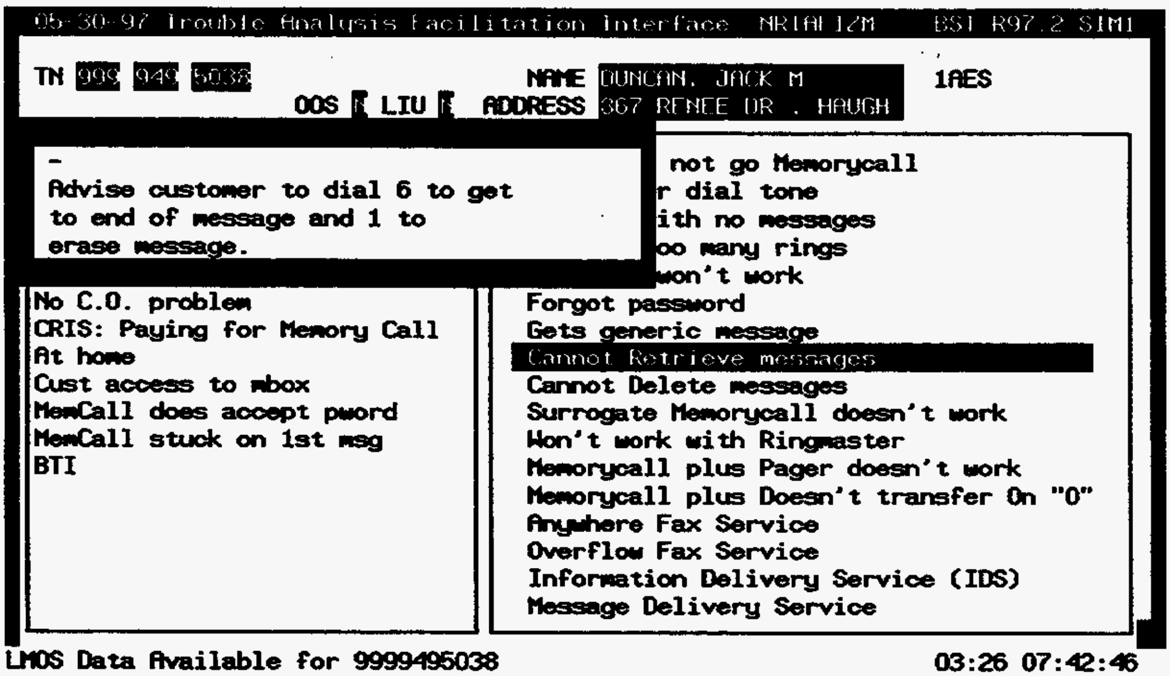
Message windows are used by TAFI to provide you with instructions or give you information about the processing of the trouble report.

TAFI is not very 'polite' when it comes to telling you something. When TAFI presents a message window (it has a very thick boarder so you can't miss it), the message window takes over complete control of the system. You could be in the middle of filling in some required data when a message window appears on the screen and all of your keyboard entries are lost from the instant the message window appeared.

TAFI needs to know that you have read the information before you can resume processing the report. You tell TAFI that you have read the information by depressing the Enter key. To respond to a message window, you should:

- Read the information TAFI is telling you
- Understand what TAFI is telling you (and you might want to make a note)
- Depress the Enter key to clear the Message Window

Any problem finding the Message Window below? (it has the thick border)



THE MAIN MENU WINDOW

This window lists a series of options representing the first level of trouble determination selections. The Main Menu is a list of trouble category options. These options are:

- Dial Tone
- Outgoing Call
- Incoming Call
- Transmission
- Memory Service
- Memory Call
- Calling Plans/Billing (ANI)
- Long Distance
- Physical
- Data Problems
- Enhanced Services

The Main Menu is displayed until it is overlaid with the Trouble Entry Summary window (Remember that the Base Window area can only display the Main Menu or the Trouble Entry Summary - not both at the same time).

Do not worry about what the definitions of these options are at this time. You will learn them in just a little while.

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BSI R97.2 SIM1

TN 999 555 1049                          NAME    CONN, DONALD & M          1AES
                     OOS N LIU N      ADDRESS 115 PAWNEE TR

                                              WKG  RES  MAINT CONTRACT TDG
                                              1201 DAYS SINCE LAST TROUBLE
                                              MCAL B-9995559141 FRAME 999-555-4948
    Dial tone
    Outgoing call
    Incoming call
    Transmission
    memory Service
    MemoryCall
    calling plans/billing (ANI)
    Long distance
    Physical
    data pRoblems
    Enhanced Services

LMOS Data Available for 9995551049                              00:18 08:02:07
```

To select an item from the Main Menu you have several choices:

- Depress the Tab key or Space Bar to move the cursor (highlighted area) down one position per button push - then depress the Enter key to select your choice.
- Use the Up and Down Arrow keys to select your option - then depress the Enter key to select your choice.
- Use the "Hot Key" selection method.

"Hot Key"? What's that? Well, look at how the Main Menu is presented on the screen. Notice anything unusual? The selection of where to place a Capital letter was done on purpose ... because they are your Hot Keys.

For example, to select 'Physical' as your trouble category, just type the letter 'P'. TAFI will jump the cursor (highlight area) to the Physical entry and automatically depress the Enter Key for you. Neat huh?

On the surface this is sort of cute. However, without this Hot Key technique you would have to push the down arrow 8 times to get to the Physical entry and then push the Enter key. With the Hot Key, you just push one button (the letter 'P'). When you consider that we processes over 13,000,000 TAFI reports a year, that's a lot of saved button pushes!

When an option from the Main Menu is selected, a **Sub-Menu** window is opened. For example:

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN 999 555 1049                         NAME    CONN, DONALD & M        1AES
                     OOS N  LIU N       ADDRESS 115 PAWNEE TR

                                                WKG  RES  MAINT CONTRACT TDG
                                                1201 DAYS SINCE LAST TROUBLE
                                                MCAL B-9995559141 FRAME 999-555-4948
   Dial tone
   Outgoing call
   Incoming call                  no Dial tone
   Transmission                   At times no dial tone
   memory Service                 Slow dial tone
   MemoryCall                     Can't break dial tone
   calling plans/billing (ANI)    dial tone after dialing Number
   Long distance                  Busy/reorder/recording pickup
   Physical
   data pRoblems
   Enhanced Services

LMOS Data Available for 9995551049                          00:31 08:02:20
```

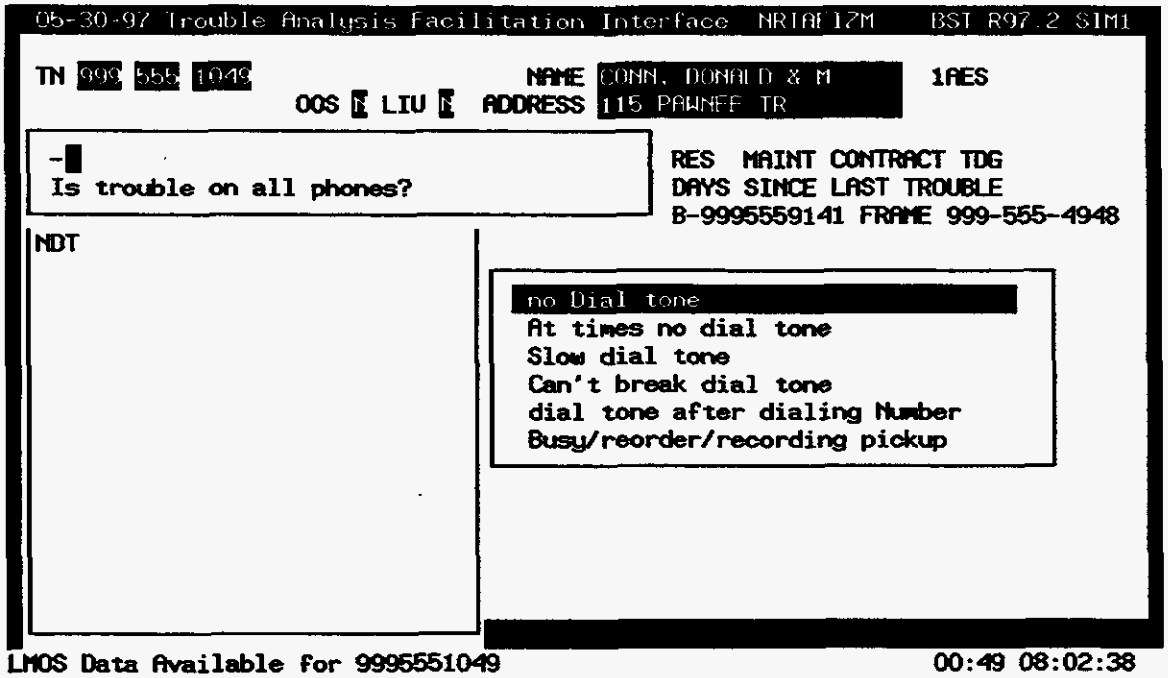
Based on the trouble described to you by the customer, you would make a selection from the Sub-Menu. You would select the proper option using the same techniques described for the Main Menu selections (notice that the Hot Key works for sub-menus too),

This selection will determine the flow of your contact. Based on your selection, TAFI will begin to ask you questions, direct you to ask the customer a questions, and/or instruct you on what actions to take. Therefore, you must make sure that you select the appropriate category.

This interaction with TAFI will take place in the Query and Message window area.

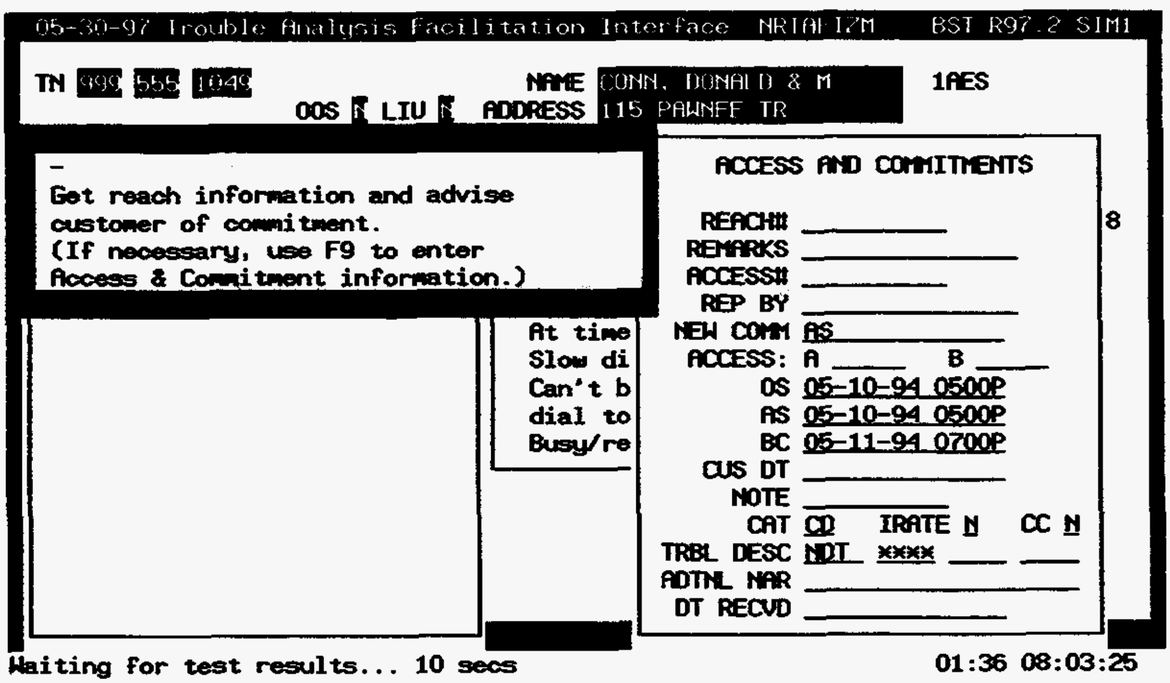
Once you leave the menu selection and begin the actual 'flow' process (TAFI asking you questions, etc.), TAFI will overlay the Main Menu with the Trouble Entry Summary.

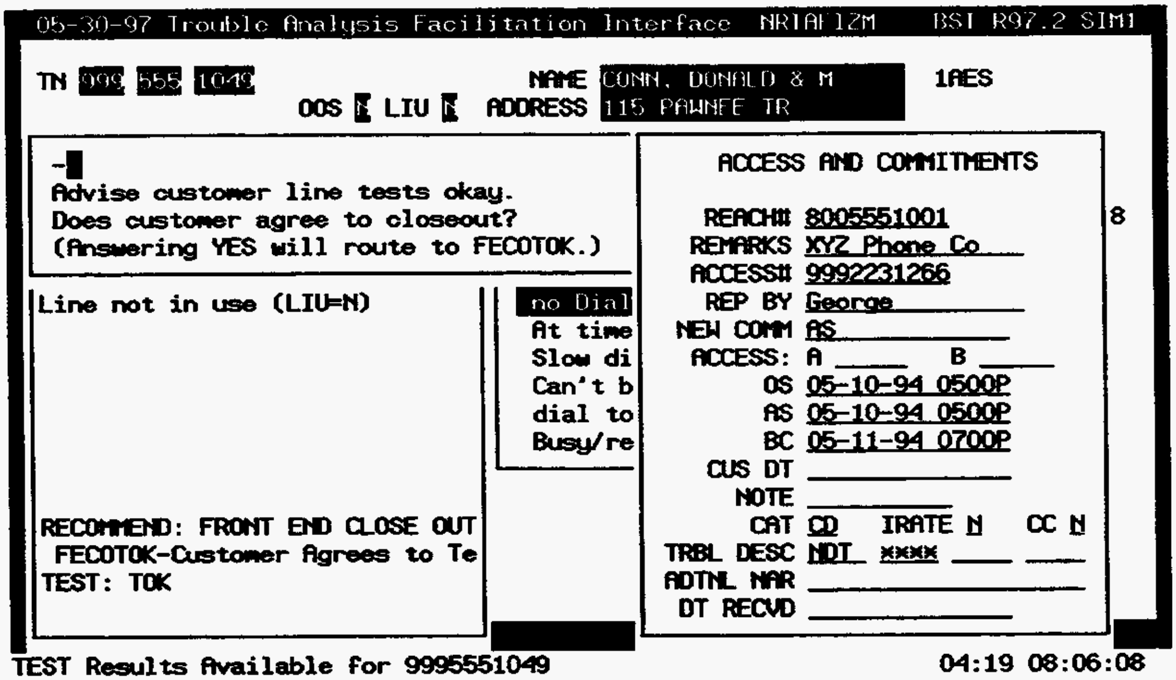
The top half of the Trouble Entry Summary summarizes the flow of the contact. For example: Suppose you selected Dial Tone, then No Dial Tone from the sub-menu. Then TAFI tells you to ask the customer if the trouble is on all phones and the customer answers "yes", you would enter Y. The Trouble Entry Summary window will display each step in the process so you can tell how you got to where you are.



If you find yourself taking 'the wrong path', you can back up by depressing F6 (once for each step in the process until you reach the appropriate selection).

Depending on the trouble being reported, you may receive more sub-menus or the Pop-Up Area window will be activated for more data entry. (Notice the information in the status line below.)





The bottom half of the Trouble Entry Summary window displays supplemental data, such as test results, facility trouble indicators, special handling flags and TAFI's recommendation for the resolution of the problem.

For example, when the test from MLT is completed, the results will be added to the summary.

To complete the LMOS Trouble Report, the information in the Pop-Up Area window has to be entered, i.e., Remarks, Reach Number, Access, Commitment, etc. Look at the example above.

Multiple windows can be layered in the Pop-Up Area. As the flow continues and additional information or actions are initiated, activated windows are layered over the inactive ones. The activated window is always in front (and has the square cursor on it).

In this example trouble report, the customer did not agree to test results and the user answered "N" to the 'Does customer agree to closeout' question (above screen). TAFI then routes the report to the screener MA position in the appropriate center for additional analysis:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

        TN 999 555 1049           REPEAT N   EC 999  UNIT 62700000
                                                      LOC ________
      NAME CONN, DONALD & M       SUB N      SO N
   ADDRESS 115 PAWNEE TR

    REACH# 8005551001    ACCESS# 9992231266    CALLED# ___________
   REMARKS XYZ Phone Co  OK/ ___________       REP BY George
 TRBL DESC NDT  xxxx ___ ___                   NOTE ________
 NARRATIVE -ndt-a/p-

  NEW COMM AS            ACCESS:  A ____  B ____     OS 05-10-94 0500P
    CUS DT ________      CAT CD  IRATE N  CC N       AS 05-10-94 0500P
  DT RECVD ________      SUB: CLSALT _  NI N         BC 05-11-94 0700P

  TEST RES TOK                      HANDLE TRAN01   MISC H70
 RECOMMEND NEEDS FURTHER ANALYSIS-pending BACKTALK
                                                    NRIAF I/M
                                                    06:12 08:08:01
```

STATUS LINE

The bottom of the Trouble Entry screen is reserved for the status line. The status line is used to display error and status messages. It also displays, in the bottom right hand corner, the time elapsed since you began taking the trouble report and the current 'system' clock time, in that order.

The status line is a display window only. You cannot enter data in this area.

When all entries have been made on the Trouble Entry screens, the **ENTER** key is pressed to initiate the LMOS Trouble Report. This results in the Trouble Report screen being displayed.

EXERCISE

Answer the following questions.

1. What is the function of the Query and Message window?

2. What is displayed in the Base Window Area?

3. Where are the trouble categories displayed?

4. Where is the flow of the contact summarized?

5. When is the Sub-Menu window activated?

6. What is the Pop-Up Area window used for?

---

7. What is displayed on the Status Line?

ANSWERS

1. The Query and Message window displays questions to ask the customer or instructions for trouble analysis as directed by the flow of the contact.

2. The Base Window Area displays the Main Menu and the Trouble Entry Summary, including test results, facility trouble indicators, or special handling flags.

3. Main Menu

4. Trouble Entry Summary

5. Selection of a Main Menu option triggers the opening of a Sub-Menu.

6. The Pop-Up Area is used to display lists of information needed to complete the Trouble Report.

7. The Status line displays error and status messages, the elapsed time of the trouble entry process, and the current clock time (where the TAFI processor is located)

5.0 TAKING TROUBLE REPORTS

Ready to take trouble reports? All you have to do is use the information you have learned so far and master the skills you are about to learn in this section.

Remember that when you answer the Repair Service line, **you are the telephone company.** What you say and do reflects on your company. When customers call Repair Service, they have been inconvenienced. It is important that you are friendly and courteous and handle the calls in a professional manner.

The most important thing you can do to make a good impression on your customers is to be interested in their service problems. If they think you are sincerely interested in helping them, they will have a positive experience.

You are about to learn the mechanics of processing trouble reports using TAFI. Being able to identify what the customer's trouble is (i.e., filtering what the customer tells you to determine the nature of the trouble) will enable you to select the appropriate starting point in TAFI. Once you have the correct starting point, TAFI takes care of the rest.

> ⇒ **Note: Every time the CLEC enters a trouble report, TAFI validates that the number entered belongs to the CLEC. This is done by checking the OCN[7] value in the CRIS record against the user's OCN stored in TAFI. If CRIS is not available (i.e., down time at night), the validation can not be made and the user can not enter the trouble report. The user can enter basic information and queue the report until CRIS returns or just wait to enter the report. For an emergency situation, the CLEC can call the RRC/BRC and manually report the problem**

5.1 TROUBLE CATEGORIES

You will have a lot of information after **listening** to and **questioning** your customer. In this section, you will learn how to use this information to describe the customer's problem to TAFI.

You have learned that each trouble category on the Main Menu is a broad description which corresponds to a 'family' of possible trouble situations - the Sub-Menu items. In some cases, the Sub-Menu items have a further breakdown of possible trouble conditions in additional Sub-Menus. Using this approach, TAFI is zeroing in on the actual cause of the problem.

[7] OCN is the Operating Company Number assigned to the local competition carrier during the certification process of becoming a CLEC.

We will review each Main Menu trouble category and discuss the various sub-menu options. By learning these descriptions and their definitions, it will be easy for you to select the proper trouble descriptions to use for each report.

A key to learning these descriptions is to always remember that the customer will be reporting trouble that affects the making or receiving of telephone calls.

There are several 'initial' trouble categories to choose from when describing customer problems. They are:

```
Dial tone
Outgoing call
Incoming call
Transmission
memory Service
MemoryCall
calling plans/billing (ANI)
Long distance
Physical
data pRoblems
Enhanced Services
```

The sub-menu options will further define the trouble condition and then lead you through the appropriate TAFI flow to process (resolve or refer to the appropriate entity for resolution) the report. We'll begin by reviewing each of these trouble categories and discuss what TAFI is looking for in each of the sub-menu items.

⇒ **Note:** LMOS requires a specific "Trouble Description Code" (TDC) be entered for each report. These TDC's are automatically entered on the report by TAFI based upon the sub-menu option selected to process the report.

5.1.1 DIAL TONE

You will remember that the central office equipment supplies the dial tone to a customer's line. Usually, you hear it the instant you pick up the phone. When this doesn't happen, the customer has a problem. Trouble reports of this nature are sent to LMOS with "NDT" as the trouble description code. There are several trouble conditions associated with Dial Tone problems. They are:

NO DIAL TONE - NDT

This trouble happens when there is a problem with the Central Office dial tone reaching the customer. The customer picks up the phone and hears either nothing or some other sound, but the dial tone does not come on, no matter how long the person waits. The problem could be with the CO, the network delivering the dial tone or the customer's wiring and/or equipment. TAFI will isolate where the problem is and recommend a course of action to 'fix' it.

NDT is the trouble abbreviation for "no dial tone".

Examples of NDT trouble reports are:

"When I pick up the phone to place a call, I don't get the dialing tone."

"My phone is dead."

NO DIAL TONE AT TIMES - NDTAT

This is a trouble abbreviation for a dial tone problem. Sometimes the customer will pick up his phone and get dial tone. Other times there will be no dial tone. Usually this trouble is related to a central office overload condition but it can also be caused by trouble on the customer's line. NDTAT is the abbreviation for this trouble description. The customer might report to you:

"Every night around 7 o'clock, our phone goes dead for about 15 minutes."

SLOW DIAL TONE - SDT

Usually, you hear dial tone as soon as you pick up the telephone to call out. But with Slow Dial Tone trouble, the dial tone isn't there for a few seconds (sometimes even minutes). Meanwhile, the customer can't dial a number. This is a temporary problem, but a very irritating one. It might be reported like this:

"I have to wait several seconds before I get a dial tone."

CAN'T BREAK DIAL TONE - CBDT

After the first digit of a number is dialed, the dial tone normally disappears. When this happens, it is referred to as "breaking" the dial tone. A CBDT trouble means that the customer dialing can't get rid of the dial tone after dialing the first digit in the number. In fact, the dial tone stays, no matter how many digits are dialed. This means trouble because if the dial tone doesn't clear, customers can't get through to their number.

Your customer might say:

"The dial tone on my phone won't go away."

DIAL TONE AFTER DIALING - DTAD

In this case, the customer can start dialing the number as usual, and the dial tone disappears after dialing the first digit. The dial tone returns after dialing the second or third digit. Sometimes, the dial tone returns after you've dialed the seventh digit. You customer may report this trouble like this:

"My dial tone goes away, but it comes back and my call doesn't go through."

⇒ **Note:** It is very important that you recognize the difference between CBDT and DTAD. In Can't Break Dial Tone (CBDT) you can hear the dial tone <u>after each digit you dial</u>. In Dial Tone After Dialing (DTAD), the <u>dial tone clears for one or more digits</u>, but returns toward the end of the dialing or after you've <u>finished</u> dialing.

BUSY/REORDER/RECORDING ON PICKUP - BSY/ROL

This trouble description is used when the calling customer reports a busy signal, a fast busy (reorder), or a recording on the line after the customer dials several numbers. The trouble report might sound like this.

> *"I've been trying to call several 555 numbers all day and I get a busy signal every time."*

⇒ Note: As we continue discussing the various type of trouble conditions, **it will be in your best interest to become comfortable with the abbreviations we use** to describe them. Like any other industry, the telecommunications industry has its 'own language' - made up of acronyms and abbreviations. You will see (and use) these 'short cuts' when making notations in the narrative field of the trouble report. For example No Dial Tone = NDT, etc.

EXERCISE

Write the trouble description for each trouble statement in the blank space provided. Include the abbreviation for the trouble condition with your answer. If you're not sure, review the lesson material.

1. I can't get a dial tone between 3 p.m. and 4 p.m. in the afternoon. The rest of the day it works fine.

2. I waited 10 minutes for a dial tone, then I gave up. This has happened several times this past month.

3. When I pick up the phone to place a call, it takes forever before the dial tone comes on.

4. Every time I dial I end up right back where I started, with another dial tone on the line.

5. Something must be wrong with my phone. I can't get anything on it but a dial tone. I even hear it in the middle of dialing.

6. My phone is dead. I can't get anything, no tone at all.

---

7. 1 want to place a long distance call to Washington, but I keep getting a dial tone after I finish dialing instead of a ringing sound.

---

8. After each digit I dial, I hear a dial tone instead of the clicks you're supposed to hear.

---

9. What's going on? When I pick up, there's this recording on the phone.

---

10. I'm trying to call this friend of mine, but instead of getting through to her, all I get is a dial tone right after I finish dialing. Sometimes it even comes on before I finish the number.

(Check your answers on the next page.)

ANSWERS

1. No Dial Tone At Times - NDTAT
2. No Dial Tone At Times - NDTAT
3. Slow Dial Tone - SDT
4. Dial Tone After Dialing - DTAD
5. Can't Break Dial Tone - CBDT
6. No Dial Tone - NDT
7. Dial Tone After Dialing -DTAD
8. Can't Break Dial Tone -CBDT
9. Recording On Pickup - ROL
10. Dial Tone After Dialing -DTAD

If you had any problems with this exercise, ask the Instructor for help. Remember that 'now' is the time to 'get it' because tomorrow we'll be doing something else ... and we will be building upon what you did today.

5.1.2 OUTGOING CALL

When customers experience trouble with outgoing calls, the trouble is referred to as a CAN'T CALL - OTHER type trouble. The trouble description code "CCO" is entered in LMOS to describe Can't Call - Other troubles. These types of troubles are usually central office dialing problems. There are several type troubles that fall under this trouble description.

One example of a CCO trouble report is:

"I can't dial out on my telephone. I get a busy every time I call someone."

BUSY/REORDER AFTER DIALING - BSY

This description is used when the calling customer reports a busy signal after dialing a number. The trouble report might sound like this.

"I've been trying to call 555-1234 all *day and all I get is a busy signal.*

When the customers get impatient with the busy signal, they might call and ask you:

"Will you check to see if the parties are really talking?"

"Will you check the line to see if there is trouble?"

"I've been trying to reach this number for over an hour. Will you check it?"

⇒ **Note:** If the customer asks you to only check the line to find out if there is a conversation, tell the customer:

"I'm sorry, I am unable to verify the line for you. However, I can check for trouble on the line if you wish."

If the customer feels that the busy signal is abnormal and feels there is trouble on the line, process the trouble report. This is a Calling/Called report (i.e., the party initiating the report *(the calling party)* is reporting a problem on the number he *called* and he is *not the owner* of the line in trouble). If the customer does not want to place a report, cancel the transaction in TAFI.

ROL AFTER DIALING - ROL

The calling customer gets a recording instead of the person that's being called. When the phone is "answered" (actually routed to a recording by the CO) there is a recorded message. For example:

"I'm sorry, the number you have reached is not in service at this time."

Or, maybe like this:

"I'm sorry, your call did not go through. Will you please check the number and try your call again?"

A call like this is called an "intercept," because the recording cuts in instead of the call being completed to the dialed number. Select the appropriate sub-menu option to process these reports.

DIAL TONE AFTER DIALING - DTAD

The description of this trouble condition is the same as the one under the Dial Tone trouble category. The difference here is that the customer experiences this trouble *only when dialing certain numbers.*

GETS WRONG NUMBER - GWN

This trouble is just what it says. The customer gets a number that is not the one he dialed. When the calling customer gets the same wrong number time after time, you can be pretty sure there's something wrong.

NO RING, NO ANSWER - NRNA

The calling customer dials a number, hears the clicks or tones indicating the call went through, but does not hear a ring. After the number is dialed, nothing happens.

GETS CUTS OFF - GCO

This type of trouble can happen to either the calling or called customer. During conversation or even when on hold, the customer is "cut off from the connection. The trouble can occur at times during the conversation, cutting off a few words at a time, or can be a complete cut off with dial tone returning to the line.

EXERCISE

MATCH the statements below with the correct trouble description.

_____ 1. Look, I'm in a very embarrassing situation. I'm trying to reach my lawyer. But either he's changed his number or a Chinese laundry has taken over his practice, because that's who keeps answering the phone.

_____ 2. I've been dialing my home all evening and I keep getting a recording telling me that the number is not a working line.

_____ 3. When I try to call someone, I get a dial tone all right. Then, after I've finished dialing, nothing happens. I don't hear any ringing.

_____ 4. I've been trying to reach this number for over an hour. All I get is a busy signal.

_____ 5. I'm so aggravated, I'm trying to call all my little leaguers and I keep losing the connection. They answer and then there's nothing.

A. Busy/Reorder After Dialing - BSY

B. ROL After Dialing - ROL

C. Gets Wrong Number - GWN

D. No Ring No Answer - NRNA

E. Gets Cut Off - GCO

(Check your answers on the next page.)

ANSWERS

1. C
2. B
3. D
4. A
5. E

If you had any problems with this exercise, ask the Instructor for help.

5.1.3 INCOMING CALL

Now you will learn about problems customers have with receiving calls. These are referred to as CAN'T BE CALLED troubles and the "CBC" trouble description code is sent to LMOS. You will use these trouble descriptions when the person reporting trouble has a problem receiving calls at all, or perhaps only a few people can't call the customer. There are also several different troubles associated with this category.

BELLS DON'T RING - BDR

A CBC situation where the customer's phone does not ring when people call. This happens on all calls. Take this example:

"Mr. Brown tells me that the phone rings when he calls, but I don't answer. Now I've been home, and the phone certainly hasn't rung.

BUSY WHEN DIALED - BSY

This busy occurs when the called person is reporting trouble. The report would be something like this:

"People have been complaining that every time they call me they get a busy signal. "

BELL RINGS AFTER ANSWERING - BRAA

This is another incoming call problem. The phone rings and the customer picks up the receiver but the phone continues to ring. The ringing will usually stop in a few minutes, but there are times when the bell continues to ring for some time.

⇒ **Note:** The customer would hear a loud ringing noise in the handset each time the CO sent an additional ringing signal. Depending upon the type of telephone sets the customers has will determine if the set actually rings or not. If the customer has a contemporary set with a "tone ringer", it may make a noise. If the set is equipped with a "bell", it may not actually ring.

BELLS RING CAN'T ANSWER

In this situation, the customer answers the ringing telephone but he does not get connected to the calling party. Nothing happens.

⇒ Note: This situation is a little different from the GCO shown below. In this case, nothing happens when the customer answers the phone. In the GCO option, the customer answers the call OK and then gets cut off shortly after.

RINGS & TRIPS INCOMING

This category describes the situation where the telephone rings and then it "stops ringing" all by itself. This is usually noticed when the ringing stops in the middle of a ring cycle (as if someone had picked up on an extension phone).

GETS CALLS FOR WRONG NUMBER - CFWN

Customer constantly receives calls for wrong numbers.

⇒ **Note:** If the customer reports that they received a call for a wrong number and it only happened one time (or very infrequently) then the caller may have just misdialed and there is no real trouble. On the other hand, if the caller tells the customer that they dialed a specific number and got them every time in error, then we do have a problem.

GETS CUT OFF - GCO

You just learned that this trouble can occur on outgoing calls. It can also happen on incoming calls. The customer answers a call but loses connection during the conversation. Therefore, the Gets Cut Off trouble category is selected either under the Outgoing or Incoming Main Menu selection, depending upon when it happened for the customer.

GETS ROL / INTERCEPT WHEN CALLED - ROL

Customers may report that when people try to reach them, they get a recording instead of being connected.

GETS NO ROL

In this situation, people tell the customer that when they tried to dial their number, nothing happened (no ringing, no recording - nothing).

GETS WRONG ROL

Again, when people try to dial this customer's telephone number they get a recording that's not appropriate. For example, if the caller is in the same area (city, etc.) as the customer and they get a recording saying "... you must dial a 1 or 0 before dialing this number."

RING / NO ANSWER - RNA

The calling customer dials the number of someone he is sure is there, but instead of getting an answer, the customer keeps hearing the sound of the phone ringing. It may be reported like this:

> *"I've been trying to reach John Doe for two days. I hear the phone ring, but no one answers."*

Therefore, this trouble report <u>would be entered as an 'Incoming' problem on John Doe's telephone number</u>. This case would also be considered a Calling/Called situation.

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EXERCISE

Answer the following by naming the correct trouble description for the statements below.

1. What's wrong with my phone? I just got a telegram from my stockbroker. He's been trying to call me for the last three days. I lost my shirt on a stock because I didn't get this call. My phone didn't ring once.

2. I've been trying to call my mother. The phone rings but she doesn't answer and I know she's home. She is handicapped and can't go anywhere.

3. Something seems to be wrong with my phone. Several of my friends have told me that they've had trouble reaching me at times when I know I've been home. They say the line is busy whenever they call.

4. Something was wrong with my telephone two days ago and you sent a repairman to fix it. Well, he left a mess in my living room and he didn't fix anything. I haven't received a call since he was here.

5. Every time I pick up this phone when it rings, it keeps ringing. It's beginning to drive me crazy.

6. This is crazy. My number is 555-2060, but I keep getting calls for 555-6020. I even called that other number and my husband answered the phone.

(Check your answers on the next page.)

ANSWERS

1. BDR
2. RNA
3. BSY
4. BDR
5. BRAA
6. CFWN

If you had problems with this session, ask the Instructor for help.

5.1.4 TRANSMISSION

The trouble description code "TRAN" is used to describe transmission / noise trouble reports to LMOS. This trouble occurs when customers experience transmission problems (i.e., poor sound quality or some kind of interference) while making or receiving calls. The customer can make and receive calls but the service is affected by some type of interference.

TRAN troubles can be described in several different ways.

An example of a TRAN trouble report is:

"Every time I make a call, there is a lot of static on the line."

NOISY

The word "noisy" (NSY) describes many different kinds of sounds, such as:

ROARING

BUZZING

STATIC/SCRATCHY

HUMMING

Any of these sounds can interfere with the customer's service. *Have the customer describe the kind of noise that they are experiencing* and select the appropriate selection in the Transmission sub-menu.

⇒ **Note:** Different trouble conditions can cause the customer to hear different kind of noises. For example: a defective power supply in a cordless telephone set will generate a 'humming' noise while a loose connection in a jack (or an intermittent break in a wire) can cause the customer to hear a 'static/scratchy' noise.

HEARS OTHER CONVERSATIONS ON LINE - HOOL

This trouble occurs when the customer reports hearing others on the line (HOOL). The customer is unable to talk with the other party on his line - just hears parts of their conversation. The conversation sometimes sounds as if it's off in the distance.

HEARS RADIO (MUSIC) ON LINE

Customers also sometimes experience noise in this way -- a radio playing in the background of their phone conversations.

HEARS CB / HAM RADIO ON LINE

You might have experienced this one at some point. When a CB user or HAM (Amateur Radio Operator) is using their equipment, it sometimes cuts in on phone conversations.

CROSSED WITH OTHER NUMBER - LXD

This trouble occurs when the customer reports that the line is crossed with another line. It's as if the customer has a party line because both parties can talk to each other. Sometimes the customers receive calls for each other, that is, if one number is called the other line rings or both lines ring.

⇒ **Note:** It's important that you recognize the difference between LXD and HOOL. In the LXD condition, both parties can actually talk to each other while in the HOOL situation, the customer only 'hears' the other party (and can not actually talk to them).

CAN'T HEAR - CH

A Can't Hear trouble is exactly that. The customer reports that he cannot hear his party very well - the volume is much, much lower than normal.

CAN'T BE HEARD - CBH

A Can't Be Heard trouble is just the opposite. This time the customer reports he cannot be heard very well by the called number.

Based upon your knowledge of the telecommunications industry, you should be familiar with BellSouth's Memory Service features. Now let's look at them as trouble categories.

5.1.5 MEMORY SERVICE

Selecting this trouble category from the main menu will display a sub-menu with the following services:

TouchStar
Call Forwarding
Flexible Call Forwarding
Call Waiting
Call Waiting Deluxe
Caller ID
Visual Director
Ringmaster
Three-Way Calling
Speed Calling

From the sub-menu, you would select the service with which your customer is reporting trouble. TAFI will then display another sub-menu just for that service. For example, when Caller ID is selected, the following sub-menu appears:

Caller ID Regular
Caller ID Deluxe

Based on what your customer has told you, you will choose the correct service or feature and TAFI will direct you through a trouble call flow for that feature.

If you need help with the description of a feature, or you need to know how to use the feature, each feature can be found in the TAFI Master HELP Menu (F1) under the Feature Aids option.

5.1.6 MEMORYCALL

Selecting this trouble category from the main menu will display a sub-menu with the trouble situations:

Call Will Not Go MemoryCall
No Stutter Dial Tone
Stutter With No Messages
Too Few/Too Many Rings
Password Won't Work
Forgot Password
Gets Generic Message
Can't Retrieve Messages
Can't Delete Messages
Surrogate MemoryCall Doesn't Work
Won't Work With RingMaster
MemoryCall Plus Pager Doesn't Work
MemoryCall Plus Doesn't Transfer On 'O'
Anywhere FAX Service
Overflow FAX Service
Information Delivery Service
Message Delivery Service

Selecting one of these trouble situations will prompt TAFI to direct you through the trouble flow for this situation.

Can you remember the abbreviation for lines crossed? If you can, then you are ready for the next exercise. (If not, go back and look it up!)

EXERCISE

Write the trouble description that matches the statements below. Include the abbreviations in your answer.

1. A number of people I've called recently have complained that they've had trouble hearing me. I can hear them just fine. I wonder if there's something wrong with my line.

___

2. I just called my cousin. Right in the middle of our conversation I heard some people talking. They were on the same line we were.

___

3. I just answered the phone and I could tell someone was there, but the voice was so faint I couldn't make out what was said.

___

4. Every call I've had this morning has a loud roar on the line. I never heard such a noise in my life!

___

5. When my phone rang, some other lady picked up the line. She started yelling and screaming that I was tapping her line.

___

6. I called this number three times, as soon as they answer and say "Hello," I get the dial tone back.

___

(Check your answers on the next page.)

ANSWERS

1. CBH
2. HOOL
3. CH
4. NSY -ROAR
5. LXD
6. GCO

If you had any problems with this exercise, ask your Instructor for help.

DO THIS NOW: **ENTER 999-949-5038 AND LIU = N**
THIS WILL ENABLE YOU TO FOLLOW ALONG ON YOUR SCREEN AS WE REVIEW THE REMAINING TROUBLE CATEGORIES

5.1.7 CALLING PLANS/BILLING (ANI)

Select the Main Menu option for Calling Plans/Billing (ANI).
The sub-menu should display the following options:

- Area Calling Plan
- Incorrect Billing (ANI)
- Measured Service
- PIC verification

AREA CALLING PLAN

Some customers subscribe to different calling plans offered by the local company (the old South Central or Southern Bell - remember we are BellSouth now). These plans are offered to customers as alternatives to basic local service. The plans offer ways to reduce and/or control the cost of monthly local service. Area Calling Plans and Measured Service are usually subscribed to by customers who want to reduce their basic monthly rate and/or the cost of intra-LATA long distance calls. The monthly rates for these plans vary according to the type plan subscribed to. These plans offer lower monthly telephone bills because customers pay for the amount of the monthly usage, some even are charged on a per call basis.

When customers call with a problem for this service, TAFI will check the CRIS CSR and PREDICTOR to verify customer is paying for the plan and guide you through the proper flow of the contact.

INCORRECT BILLING (ANI)

DO THIS NOW: **SELECT THE INCORRECT BILLING (ANI) OPTION AND DEPRESS ENTER. ANOTHER SUB-MENU WILL APPEAR. AFTER REVIEWING THE FOLLOWING INFORMATION, DEPRESS F6 TO RETURN TO THIS SUB-MENU**

Another sub-menu should display over the present one. As you can see, customers may call for various incorrect billing situations. Remember that we are not resolving "billing problems", rather determining if there is a trouble in the customer's translations that would cause unexpected billing. For resolving any billing discrepancies, transfer the customer to the Business office after resolving any trouble situation. TAFI will guide you through a trouble flow for each of these situations.

MEASURED SERVICE

Again, TAFI compares what the customer is paying for (as shown in the CRIS CSR) against what is programmed in the central office for this customer.

PIC VERIFICATION

At times the customer may request verification as to which Long Distance carrier is assigned in our records. TAFI compares the entry on the CRIS CSR to what is programmed in the switch (CO).

DO THIS NOW: BACK OUT OF THIS MENU AND RETURN TO THE MAIN MENU.

5.1.8 LONG DISTANCE

DO THIS NOW: SELECT THE LONG DISTANCE OPTION ON THE MAIN MENU AND PRESS ENTER. TAFI WILL RESPOND WITH THE FOLLOWING OPTIONS:

- Outgoing
- Incoming

SELECT OUTGOING.

You should receive another sub-menu with the different types of outgoing long distance calls.

The customer might report trouble when calling long distance. Some long distance service is provided by BellSouth and is called intra-calling zone service. Other long distance service is provided by other common carriers (AT&T, Sprint, etc.) and is called inter-calling zone service. A CALLING ZONE (LATA - Local Access Transport Area) is a geographic area within which the local telephone company provides local and long distance services, plus access to the telephone network.

INTRA-CALLING ZONE

These are calls that are placed within a specific geographic area or CALLING ZONES. BellSouth provides and maintains this service. These calls are usually within the given state.

INTER-CALLING ZONE

These are calls which cross CALLING ZONE boundaries and include most out-of-state calls. Other common Carriers provide and maintain this service.

INTRA-CALLING ZONE CALLING TROUBLE

(Long distance between cities within the same CALLING ZONE). Take the trouble report and indicate in the NARR field the city the customer is experiencing trouble reaching.

INTER-CALLING ZONE CALLING TROUBLE

(Long distance between cities in different LATAs). TAFI will prompt you to ask the customer, "Do you experience trouble before you complete dialing?" If the customer answers "yes," process the trouble report, indicating in the NARR field the city the customer is experiencing trouble reaching. If your customer answers "no" or "I don't know," refer to his/her long distance carrier. (If customer doesn't know the carrier, refer the customer to your company's Business Office.)

Customers may also report having trouble receiving long distance calls. In either case, TAFI will guide you through the trouble reporting process for long distance calls.

DO THIS NOW: RETURN TO THE MAIN MENU.

5.1.9 PHYSICAL TROUBLES

The next trouble category is Physical. When this category is selected, the sub-menu for these trouble reports is displayed:

- Inside wire or jack trouble
- Outside plant
- Shock
- Wire tap
- Yard trouble
- Property Damage

DO THIS NOW: SELECT THE PHYSICAL OPTION AND DEPRESS ENTER

Physical troubles, as the name implies, relate to things that are physically broken/damaged according to the customer.

INSIDE WIRE OR JACK TROUBLE

Jack trouble:

The jack is a small box usually found mounted on the wall, for the purpose of connecting the telephone to the line. The customer might report:

"My jack is broken. I can't call out."

Inside Wire Troubles:

The inside wire is the connection between the jack and the protector. The customer might report:

"The wire along the baseboard was cut. My line is dead."

If a customer inquires about charges for the repair of Inside Wire/Jack troubles (because they do not have a maintenance contract), inform them:

"... It is impossible to quote an exact price until a diagnosis of the problem can be made by our technician. Our technician will be happy to quote you a price after he estimates how long the repair will take - and before he begins the actual work."

⇒ **Note:** Check on what your company's procedure is for this issue.

If this explanation does not satisfy the customer, and he insists on getting specific pricing information, follow your company's procedure on how to handle this situation.

OUTSIDE PLANT

These reports include trouble with the service wire, terminal, cable, pole or guy wires (wires that brace poles placed on corners). Here are some typical reports.

- *"That box on the pole is open. I see all kinds of wires in there."*
- *"The wire that goes from my house to the pole is hanging very low."*
- *"My company was digging a hole for a pool and we accidentally cut the cable."*
- *"A car just knocked the pole down and now my phone doesn't work."*

DO THIS NOW: **BY NOW YOU SHOULD BE COMFORTABLE MOVING FROM ONE MENU TO THE NEXT AND THEN BACK AGAIN. FOR THE REMAINDER OF THIS LESSON, FIND YOUR WAY AROUND TO VIEW THE VARIOUS OPTIONS WE ARE DISCUSSING. IF YOU HAVE A PROBLEM, ASK YOUR INSTRUCTOR FOR ASSISTANCE.**

After you have selected the appropriate option from the Outside plant sub-menu, determine if the reported trouble condition is hazardous.

What is considered hazardous?

- Poles down, especially blocking traffic.
- Any wire that is hanging low.
- Any trouble condition that can cause harm to the public is considered dangerous.

If no telephone number is available, the information must be entered using the Message Report (MR) screen.

> ⇒ **Note:** CLECs will always be reporting troubles on telephone numbers and therefore they will not be entering Message Reports. Should your customer call with this type of information either refer them to BellSouth or call BellSouth to report these conditions.

There are several unusual types of reports that call for special handling. They are listed below.

- WIRE TAPS
- ACOUSTICAL AND ELECTRICAL SHOCK
- ANNOYANCE CALLS / LINE TRACE
- REQUESTS TO LOCATE CABLE
- REQUESTS TO RELOCATE OUTSIDE FACILITY

Lets look at these:

WIRE TAP

Another kind of unusual report you may get is from a customer who thinks his line is tapped. There are two ways the customer may give this report to you.

- The customer might tell you his line is being tapped because the line is "noisy," "clicking," "making funny noises," etc. Since this customer is reporting noise on the line, we take a "Transmission" report and offer the customer the commitment shown in the AS Field.

  In the Narrative field enter *"customer thinks line is tapped"* and make sure to obtain a reach number for this customer.

- The customer does not describe any trouble on the line but tells you of a suspicion that the line is tapped, make the following entries: (Check with your Assistant Manager and follow local procedures.)

  Select the Main Menu option of Physical - Wire tap
  In the narrative field be sure to report any details provided by the customer.
  Be sure to obtain a Reach number for the customer.

SHOCK

ACOUSTICAL AND ELECTRICAL SHOCK REPORTS

Let's talk about acoustical and electrical shock reports. What are they and what are the appropriate contact handling procedures for them?

An acoustical shock report is an expression of discomfort from the customer. An example is terrible noise on the line/phone. The customer might say:

"It hurt my ear."

"Made me dizzy."

or

"The top of my head almost came off."

The chart on the next page summarizes how you should handle alleged acoustical shock reports.

HOW TO HANDLE ALLEGED ACOUSTICAL/ELECTRICAL SHOCK REPORTS

- **Do not discuss the possible cause or responsibility**
- **Do not express regret.** This implies responsibility for the cause of possible shock.
- **Do not arrange for a call back.**
- **Do not make a commitment.**
- Tell the customer, ***"I will have an investigation made at once."***
- **Enter the trouble report and then *call the appropriate BellSouth center and notify a Management person*.**

When a customer indicates a possible shock situation **you MUST immediately recognize what the customer is telling you and strictly adhere to the guidelines listed above.** It is critical that you follow these guidelines because not following them could lead to serious (and potentially legal) consequences.

When the customer reports a shock trouble, you MUST never discuss the possible cause of the situation - you would be guessing and may guess wrong. A team of experts in the Network organization investigate these reports and take appropriate actions. Enter *"possible acoustical shock"* in the narrative.

Although you typically express regret and apologize for the customer's inconvenience when they report 'normal' trouble conditions, you MUST NEVER say *" I'm sorry ... "* when handling a shock report. Since you don't know what really happened, FOLLOW THE GUIDELINES and let the 'experts' handle the situation.

The good news is that you will not get many 'shock' reports - but you MUST be prepared if you should happen to get one.

ANNOYANCE CALLS

Annoyance calls include reports of obscene, threatening or abusive calls. These complaints are handled by your company's Annoyance Call Center (or equivalent organization).

Tell the customer:

> *"There is a special group that handles these kind of situations and I'll be happy to transfer you to our Annoyance Call Center. Should you need their number in the future, the number is _____ Please hold while I transfer your call."*

Depress the F12 function key to CANCEL this report. Select the "CANCEL - Other Trouble Reporting Center" option.

> ⇒ **Note:** CLEC SME - Please provide your company's procedure for handling 'annoyance calls' when delivering this material to your students.

LINE TRACE

Sometimes, after a customer has complained about annoyance calls, the Annoyance Call Center, along with BellSouth's Security Agents and Central Office personnel, will authorize a trace on the customer's line.

The customer can also subscribe to the "Call Trace" option. With this option, the customer dials a code (remember what it is? ... if not, can you find it?) after getting one of these annoying calls. This action records the caller's information in a file accessible to the Annoyance Call Center. This option makes it easier for the customer to 'trace' calls since they do not have to remember to write down the time and date of the call.

CABLE LOCATING

To prevent construction companies, other utilities and customers from digging up our cables, we have an Underground Line Locating Service. These people tell customers where the cables are located, so they can dig around the cables instead of through them.

Tell the customer:

> *"Our Cable Locating Service has a toll free number which is ______ . I will be more than happy to transfer you to them. Someone there will be glad to help you. "*

Although the customer was not reporting a problem, we need to capture a record of his request in LMOS. Therefore, depress the Override key (F12) and select the CLOSED option "CX Request to locate buried plant".

RELOCATE OUTSIDE FACILITY

For requests to relocate outside facility, which includes anything from buried cable, to a telephone pole, to a phone booth, etc., refer the customer to the Business Office. These requests can be accommodated if the customer is willing to pay for the cost or relocating these facilities.

- In this case, Cancel the report - referred to Business Office.

Are you ready for an exercise?

EXERCISE

For each statement below, write the answer in the space provided.

1. "My phone just rang and when I answered, the noise was so loud my head still hurts."

   What entry you should make in the NARR field?

   ____

2. "Please check my line to see if it's being tapped. I can hear clicks."

   What should you enter in the NARR field?

   ____

3. "Someone keeps calling and saying obscene things."

   What would you tell this customer?

   ____

4. "This is the gas works, we are going to dig at Misty's Shopping Center."

   What would you tell this customer?

   ____

5. "Look, I want this telephone pole moved. It's blocking my view."

   What should this customer do?

   ____

(Check your answers on the next page.)

ANSWERS

1. POSSIBLE ACOUSTICAL SHOCK

2. CUSTOMER THINKS LINE/WIRE IS TAPPED

3. "I'll be happy to transfer you to the ANNOYANCE CALL Center. (Depending upon local CLEC procedures for handling this type of call.)

4. "Call our cable locating service. Someone will tell you where our underground cables are located."

5. "Please call the Residence Service Center, someone will be glad to help you." (Follow your company's procedure.)

Look at the answers for number 4 and 5 ... can you think of a better way to handle these calls?

5.1.10 DATA PROBLEMS

This sub-menu for data problems should display the following:

- Can't Send
- Can't Receive
- Garbled

DATA TROUBLE REPORTS

As technology expands, more and more residential customers are using their telephone lines to send and receive data either with modems and/or FAX machines. Not too many years ago, the telephone company offered "special data lines" (at a premium cost) for data transmission. And these were required for transmission speeds over 2400 baud. However, with today's improved error correction modems (a very common item), transmission speeds of 28,800 baud is typical.

BellSouth has committed to ensure data transmission at 9600 baud over all 1FR circuits.

There may be times when you will have to handle trouble reports involving data service when the customer says that they:

- Can't send data.
- Can't receive data.
- Sends garbled data.
- Receives garbled data.

DATA TROUBLE DESCRIPTION

When customers have trouble transmitting data, for example, they can't send or receive data, or the data is garbled (i.e., they receive random characters instead of anticipated data), this is called data failure.

For sophisticated data users, we have a special group within the Business Repair Center (BRC) that handles these kind of reports. However, with so many homes having fax machines and PC's talking to information providers, customers may call you and you must be able to handle the report.

DATA FAILURE TROUBLES

To handle data reports, you must find out if the data is not being sent at all, or whether it is being sent incorrectly (garbled data). When data is not sent at all, there are three ways to describe the trouble, depending on who is reporting the trouble.

CAN'T RECEIVE DATA

- The customer can't receive data from a sender.

CAN'T SEND DATA

- The customer reports that data is not received at the other (receiving) end.

SENDS/RECEIVES GARBLED DATA

- The customer reports data is showing up at the other (receiving) end, but with words missing, mixed-up numbers, or other errors.

TAFI will guide you through the Data trouble flow. In most cases, if the customer can use the line for voice calls without any problem (no noise / interference) the problem is usually with the customer's equipment or misuse of the equipment.

There is only one basic question to ask the customer:

"Have you had your data equipment checked?"

Remember, terminal equipment problems must be handled by the customer.

5.1.11 ENHANCED SERVICES

As we discussed at the beginning of this course, BellSouth is constantly expanding its products and services to become the Consumer's best choice for telecommunications, information and entertainment. As of this writing, BellSouth is working to introduce three new products.

- Home Video / Entertainment
- InterNet Access
- Wireless Communications - PCS Service

BellSouth has trials in selected areas for home video service and internet access (provided by BellSouth (dot) Net) is available in a number of major cities. PCS service is just around the corner. Once these products get out of the "trial" mode, customer with these new services may be calling you to report their troubles (if these offerings are 'resold').

With this in mind, TAFI flows are currently under development to assist you in handling these customer calls. As they become available, your SME will provide you with specific instructions.

Think you know it all yet? Well, here's a little more ...

5.2 HELPING CUSTOMERS DESCRIBE THEIR TROUBLE

We have just reviewed the most commonly reported trouble descriptions. Now it's time to learn more about the mechanics and techniques for successfully processing customer trouble reports. Unfortunately, many customers do not provide specific details about their problem and you will have to guide your customer into telling you exactly what's wrong. You will do this using 'open' and 'closed' questions during the initial portion of the contact.

When you ask the customer to describe the type of trouble, the answer might be very general. For example

" My phone doesn't work."

When you don't get a specific trouble description, you will have to help the customer describe the trouble more clearly. If you don't, TAFI will not be able to properly analyze the customer's report.

There are dozens of questions you might ask the customer - all of them good ones. But the customer wants to get service, not talk about it. For this reason, we have given you three questions to use:

If the customer doesn't provide you any information at all, you will have to ask:

"Is there a dial tone?"

But if the customer can't get through to the number called, you know without asking that they have a dial tone. Ask:

"What happened after you dialed?"

If the customer tells you that something happened while talking, you have to ask exactly what happened.

"Tell me what happened while you were talking? "

The question to ask the customer will always depend on what the customer has told you.

To recap, when the customer does not give you enough information to describe the trouble, use the following:

IF THE CUSTOMER HAS TOLD YOU:	ASK THE CUSTOMER:
Nothing specific about the trouble.	Do you hear a dial tone when you pick up the receiver?
There was a dial tone but they couldn't reach the person they were calling.	What happened when you dialed the number?
There was a dial tone and they reached the party but trouble happened while talking.	What happened while you were talking?

IT'S TIME FOR A SHORT EXERCISE.

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EXERCISE

Use the information we just discussed and decide what question to ask the customer in each of the following situations. Write your answers in the space provided.

1. I don't know what's the matter with my phone.
2. I can't get through to the person I'm dialing.
3. I get a dial tone but from there on everything seems to be haywire.
4. Right in the middle of a conversation, something goes wrong.
5. I don't know if Harry's there or what, but I can't seem to get hold of him.

(Check your answers on the next page.)

ANSWERS

1. Do you hear a dial tone when you pick up the receiver?

2. What happened when you dialed the number?

3. What happened when you dialed the number?

4. What happened while you were talking?

5. What happened when you dialed the number?

If you had any problems with this exercise, ask your instructor for help.

5.3 TROUBLE ISOLATION

Once you determine what kind of trouble the customer is reporting, TAFI will guide you through determining where the problem is. Isolating the cause of the problem will determine the appropriate steps to resolve it.

Telephone problems can be isolated to four major types:

- BellSouth trouble?
  - Central Office problem
  - Feature problem
  - Network problem
- Customer location trouble?
  - Terminal equipment problem
  - Jack / inside wiring problem
  - Feature (understanding) problem
- Calling/Called trouble?
- Long Distance trouble?

5.3.1 BELLSOUTH TROUBLE

The first step in the isolation process is to confirm where the problem is located and who is responsible for repairing it. In broad terms, the trouble is either in BellSouth's equipment (CO, Feature Translations or Network) or in the Customer's equipment (terminal equipment, jack / inside wiring or the customer's understanding/operation of a feature).

⇒ **Note:** The Calling/Called and Long Distance troubles are special cases and we will discuss them in a minute.

Any trouble from the network interface to the central office will be repaired by our company. Troubles isolated to the customer's inside wiring and/or jack will be repaired by our technician and the customer may or may not be billed for the effort depending upon the type of maintenance contract arrangement he has with BellSouth.

To determine whether the trouble involves the network or the terminal equipment, ask the customer:

"Is the trouble on all phones?

A "yes" or "don't know" answer would indicate that there might be network trouble because the same problem is experienced on all of the phones in the house.

⇒ **Note:** If the customer indicates that they only have ONE phone, then answer the question 'YES"

⇒ **Note:** At this point we have determined that there 'might be' a network/CO problem and further analysis will be required to determine the actual cause of the problem. (i.e., A telephone set off hook in one room will cause a NDT condition on all phones in the house.)

TAFI will guide you through the process of resolving the customer's trouble condition.

5.3.2 CUSTOMER LOCATION TROUBLE

Let's assume that the customer answered "NO" to the question:

"Is the trouble on all phones?"

This indicates that our service works OK somewhere in the house (another phone in another room, etc.) and the trouble is either with the telephone set or in the jack/inside wiring to the defective set location.

TAFI will prompt you to ask the customer: "Have you tried **that set in another jack?**"

- If the answer is "Yes, then you know that the set is okay and we will continue processing the report to resolve the defective jack/inside wire problem.
- If the answer is "No, the set doesn't work", then the customer should be told that we do not repair telephones sets and they are responsible for having it repaired.

Refer the customer to their supplier(s) for telephone equipment problems (either the store where they purchased the phone or the manufacturer of the set). In some cases, it may be easier for the customer to just replace the set ... and again, that's the customer's decision.

⇒ **Note:** TAFI will prompt you to ask the correct question at the correct point in your contact with the customer and your responses to TAFI will generate the next question or resolution sequence. Remember you don't have to use TAFI's exact words ... as long as you ask the customer the right thing and answer TAFI correctly. DO NOT anticipate the next question! **Follow TAFI and everything will work out just fine.**

⇒ **Note:** The "Is the trouble on all phones" question is valid for feature related problems as well. For example, the customer reports that their *69 feature is not working on the bedroom phone. Given that the answer to the question is "NO", then we know that our Call Return feature is working properly and perhaps the '*' button on the bed room phone is 'off frequency'.

5.3.3 CALLING/CALLED TROUBLE

We have talked about 'calling/called' troubles earlier. Remember this is the situation where the person reporting a problem (the 'calling party') is reporting a problem on the number that they are trying to reach (the 'called party').

For example:

> *"I have been trying to reach my mother for over an hour and I keep getting a busy signal and I know that she never stays on the phone for more than 5 minutes."*

When you recognize that your customer is reporting a calling/called situation, you *always* take the trouble report information on the called party's telephone number. Also, you always answer the 'Is the line currently in use?" question as "NO" so TAFI can initiate a MLT test.

⇒ **Note:** If you take the report on the calling customer's number and answer all of TAFI's questions correctly, TAFI will tell you to cancel the report and issue a new report on the called party's number. By recognizing the calling/called situation, you will save a lot of time and appear 'professional' to your customer.

⇒ **Note:** If the called number belongs to another vendor, TAFI will not allow you to enter the report and you must follow your company's procedure for handling these reports. (i.e., Either refer the caller to BellSouth or take the information and report the trouble to BellSouth.)

At critical thing to remember about a calling/called report is that the customer reporting the trouble IS NOT the customer who owns the line. Therefore, they can not make decisions for the customer who owns the service.

If the test results are not conclusive (i.e., TOK, ROH, etc.) we inform the caller that **"Our test indicates there is activity on the line and you should try your call again later"**. TAFI will walk you through handling this kind of report.

> ⇒ **Note:** You **NEVER, NEVER** tell a 'calling/called' caller what the test results indicate. Remember that the MLT results are a good indication of the problem but they are not always 100% correct - or they may be misinterpreted..

5.3.4 LONG DISTANCE TROUBLE

From time to time, customers call regarding their ability to place long distance calls. As we discussed earlier, inter-LATA calls are carried by a long distance service provider (i.e., AT&T, MCI, Sprint and many others).

Once you determine that the customer's trouble is limited to long distance calls (i.e., the customer can make local calls OK) you will refer the customer to his long distance provider to resolve the problem. Follow the TAFI flows for "Long Distance".

> ⇒ **Note:** We are in a changing telecommunications environment and, in the near future, BellSouth will be in the long distance 'business' (BellSouth Mobility already provides long distance connections for its customers). When that happens, the TAFI flows will be modified to handle the new situation.

5.3.5 LISTENING TIPS

Remember that there are many ways to convey interest in what the customer is telling you, but the best way is to **listen to what the customer is saying**. If you don't pay attention, you may miss some important facts.

You will find that sometimes a customer will interrupt your questions and give you information that you have not asked for. This is when you must be sure to listen carefully.

For example:

> *"This is Pat Smith at 2364 Juniper. My baby is very sick and I can't use my phone. My number is 621-0879. Can you fix it right away?*

If you weren't listening to the customer, you could have missed the name, address, telephone number, question asked and the reason for the right away request. You know that these items are important and required to process the trouble report. What image do you think the customer has of you (and BellSouth) when you have to ask them questions that they have already provide you with the answer? Most MA's keep a pad and pencil handy to jot down pertinent information that the customer may volunteer before TAFI asks the question.

Listening to the customer is the key to a good contact.

Another example:

"This is Mr. Jones on 621-0101. The line from the pole to the house is down. "

To ask the customer for information he has already given will make him angry. It shows a total lack of interest on your part.

Remember, listen to what the customer is saying.

By listening to the customer, you avoid asking unnecessary questions and causing your customers frustration.

Listening also helps you determine:

- The appropriate response to a TAFI question
- When you need to respond to questions or statements made by customers.

EXERCISE

Complete the statements below.

1. Customers with telephone set problems must contact their ______________________ for repairs.

2. If a customer has one telephone set and reports trouble, the trouble is usually ____________________________ trouble.

3. Customers who do not report the trouble on all their telephone sets could be reporting a(an) ____ problem.

(Check your answers on the next page.)

ANSWERS

1. Customers with telephone set problems must contact their vendor or supplier for repairs.

2. If a customer has one telephone set and reports trouble, the trouble is assumed to be a network trouble (since there isn't another phone available to test with).

3. Customers who do not report the trouble on all their telephone sets could be reporting a telephone set (terminal equipment) or jack/inside wiring problem.

If you had problems with the exercise, review the material.

5.4 ACCESS AND COMMITMENT WINDOW

Once you have selected the correct trouble category from the Main Menu and correct option on the subsequent sub-menu(s), TAFI begins the actual 'flow' (internally programmed logic to resolve the described problem). Depending upon the answers to the questions that TAFI asks (using the Query Window - remember?), TAFI will run test, check translations, etc. etc.

To complete the trouble report, a number of additional pieces of information must be secured and entered into the system. You may have obtained some of this information already from the customer or the customer volunteered it to you ... and you took notes - remember?

TAFI provides a pop-up window to capture this data. During the process of entering the report, the Access and Commitment window will appear when TAFI is ready for the information. You also learned (when we talked about the function keys) that you can cause this Access and Commitment window to appear when you want it to (by depressing F9). Let's take a look at a completed Access and Commitment window:

```
        ACCESS AND COMMITMENTS

     REACH# 9995555555
    REMARKS SKIONE Comm
    ACCESS# 9292334
     REP BY Jack Duncan
   NEW COMM 05-30-97 0130P
    ACCESS: A ____    B ____
         OS 07-29-95 0600P
         AS 07-29-95 0600P
         BC __________
     CUS DT __________
       NOTE _______
        CAT CD   IRATE N   CC N
  TRBL DESC NDT  xxxx ___ ___
  ADTNL NAR DR ON CALL - ASAP
   DT RECVD __________
```

In this particular trouble, the customer (Jack Duncan) reported a problem with No Dial Tone. Let's look at each field and explain what's expected (and what's required):

5.4.1 REACH *(Telephone Number) (REQUIRED)*

This field is used to enter the area code and telephone number where the customer can be reached should a BellSouth technician need to contact them about this trouble report. Why would BellSouth want to call the customer back? Several reasons:

1. To let him know when the problem is resolved (if you don't clear the trouble while the customer is on the initial call).

2. In case an MA (if the trouble was sent to the TECH group) or field Technician (if the trouble was dispatched) has some additional questions, or needs some clarification about the trouble condition, to resolve the trouble.

Ten digits are required in this field. If **no** Reach number is available (i.e., there is no way to contact the customer), you may enter a 0 zero (and TAFI will populate the LMOS record with ten 0's). This is a positive confirmation that you asked for a number and none was available.

⇒ **Note:** For CLEC trouble reports, **the CLEC's contact number is always entered in the REACH number field**. This should be a toll free number (800/888) which will allow easy access for the BellSouth field technician to call. The CLEC is BellSouth's customer and should be able to provide additional information about the report.

5.4.2 REMARKS

Additional information that is **pertinent to the Reach number** is entered in this field. For example, if the reach number is a cellular phone, enter 'cell phn', or if the reach number is a neighbor's house, enter 'nbr', etc. This information helps the person calling the customer back to recognize any special condition. In our example, Mr. Duncan is a customer of SKIONE Communications and the BellSouth technician would immediately recognize that the Reach number is the CLEC's telephone number.

⇒ **Note:** For CLEC trouble reports, always enter the <u>name of the CLEC Company in the REMARKS field</u>. This will alert the BellSouth technician that the REACH number will be the CLEC's location and not the end user.

5.4.3 ACCESS *(Telephone Number) (REQUIRED)*

In a number of situations, the technician would go to the customer's home to repair a trouble and could not get in (i.e., the customer wasn't home). This delayed the repair process ... and made for some very unhappy customers.

Since the LMOS trouble report does not have a field for Access number (a number the technician can call to arrange access to the property in the event the customer is not home) we require the TAFI user to enter the ten digit Access Number information as the first entry in the narrative field. If the Access Number is in the same area code as the number reported in trouble, you may enter just the seven digit Access Number to save narrative space. (We'll talk about the narrative field in just a little while). If you were processing trouble reports using LMOS, you would have to make the following entry in the LMOS narrative field:

ACN=5551212 or NOACN (if no access number is available)

Fortunately you are using TAFI and TAFI does this work for you. When you enter a value in the Access field, TAFI takes the appropriate steps to translate your input to the LMOS narrative line. The values you can enter are:

1. A 7 or 10 digit telephone number - TAFI enters "ACN=XXXXXXXxxx"

2. A single '0' meaning no access number available - TAFI enters "NOACN"

3. If the Access number is the same as the Reach number, enter an equal sign (=) TAFI enters "ACN=S" (meaning it's the Same as the Reach number)

All trouble reports not cleared by you on the initial contact must have an Access number. Since you will typically be at this Access and Commitment window prior to knowing if you can resolve the problem, <u>it's a good idea to just get the Access number in all cases</u>.

If you say to your customer: *"please give me your access number"* they are more likely to give you their ATM PIN number as opposed to understanding what you are asking for!

A good technique for obtaining an access number is to say:

> *"In the unlikely event that our technician needs to access your home and you are not home, is there another number we can call to gain access to your property? It may be a neighbor or relative ... someone who has a key."*

5.4.4 REP BY *(Reported By) (ALWAYS REQUIRED)*

For audit purposes, we must know the name of the person reporting the trouble. This name should be entered here. **The name must be specific!**

For example, when we pulled up Mr. Duncan's account in TAFI, his name and address was displayed in the Customer Information window. Do not enter just 'Mr.' and assume that everyone knows that you meant that you spoke to 'Mr. Duncan'. If you spoke to Mr. Duncan, then "Mr. Duncan" must be entered in this field. If his son Joe called to report a problem, then enter "Joe Duncan" in the 'Rep By' field.

5.4.5 NEW COMM *(New Commitment)*

The "New Commitment" field is where you indicate what the commitment date and time is to repair this customer's trouble. TAFI will default the "established value" based on its internal rules for Out of Service (OS) or Affecting Service (AS) conditions (see OS, AS, BC below for established values).

"Commitment" (sometimes referred to as "Appointment") is the date and time that we expect to have the customer's trouble condition repaired. This commitment time is our best estimate of how long it will take to resolve a given type of problem in the customer's geography. For example, when we tell a customer that *"we will have your problem fixed by 5 PM tomorrow"*, we mean that we expect to have it fixed no later than 5 PM tomorrow.

⇒ **Note:** The key word in the commitment statement to the customer is "by". A commitment of 5 PM tomorrow doesn't mean that the trouble will not be fixed until 5 PM. To the contrary, we often repair troubles much sooner than the stated commitment time. Most people feel better with a specific repair time and our commitment time sets the outside edge of the repair window.

You should always "sell" your customer on the established commitment time. Should you negotiate a different value (more on negotiating commitments will come later), just over-type the "OS" or "AS" with the new values. Commitments MUST be stated in a specific format:

MM-DD-YY NNNNA (or P)

For example, if you establish a commitment time of July 30 at 4:00 PM, the entry on the New Commitment field would be "07-30-97 0400P".

How would you specify a "noon" commitment? ______ A midnight commitment? _______

Once you determine the appropriate commitment date and time you MUST ask the customer to agree to that time. This establishes the proper expectations in the customer's mind as to when their trouble will be resolved.

5.4.6 ACCESS ("A __" "B__")

Depending upon the type of trouble reported, our technicians may need access to the customer's home to repair a problem. To ensure that access to the property is available you will verify with your customer that someone will be available to let the technician in. This step ensures that we can repair the trouble on the first visit, and avoid a "No-Access" situation. (i.e., Either the customer will be home all day or they have made arrangements with a neighbor, etc. ... see why the Access number is so important?)

Sometimes the customer may limit the hours of the day that we can access their property. For example, the customer might say: *"I have to take my wife to the airport in the morning and I will not be home until 10 AM."* This information will cause you to populate the "A" field with 1000A (our standard format for 10 AM) which tells the technician that access to the property is available After 10 AM. Another example might be: *"I have to leave at 4 PM to get to work."* With this information, you would populate the "B" field with 0400P which tells the technician that access is available Before 4 PM.

⇒ **Note:** When populated, the "B" field MUST match the commitment time. Either you negotiate with the customer to provide access up to the established commitment time or you change the commitment time to match the "B" field value. In other words, we can not tell the customer that we will have their trouble repaired by 6 PM when the customer tells us that access to the home stops at 4 PM.

TAFI now evaluates the information provided for a report and determines if there is a high probability for a premises visit (where access is required). For example, if we take a 'Physical' trouble report or the test results indicate a ROH, either of which is a candidates for a premises visit. **If any of these conditions exists, TAFI will require you to enter values in both the "A" and "B" fields.**

- If the customer indicates that they will be home all day, enter "A" = 0800A and "B" = established commitment time.

- If the customer limits our access to a smaller window, your first approach would be to negotiate for access all day (i.e., key with a neighbor, etc.). If that is not acceptable then populate both the "A" and "B" fields with the specified time.

So, for the examples stated earlier, the complete answer would be "A" = 1000A, "B" = 0600P (assuming a 6 PM established commitment) and "A" = 0800A, "B" = 0400P.

5.4.7 OS, AS, BC

Our repair response time is prioritized to address the needs of those customers who do not have service first (Out of Service - OS) and then to work on those troubles that only affect service (Affecting Service - AS). A third classification used in the Eastern states is the Bulk Commitment (BC). We will address each of these type of commitments later in this lesson.

Commitments are established, for each unique geography, by the Work Management Center (WMC) and these are loaded into LMOS. Each geographic area is served by a team of technicians who are responsible for all of the installation and maintenance activities in their area. A "unit number" is assigned for each class of customer (i.e., residence, business, coin, complex, etc.) in each geography. This "unit number" is part of the customer's line record in LMOS and is the key for routing work to the correct location.

The commitment time is based upon a number of factors. Some of these factors include: type of trouble (i.e., translation problems may take less time than repairing an open cable pair), the available work force in the geography, the number of pending troubles for the geography, technician productivity (number of troubles handled per day), etc.

5.4.8 CUST DT

The "Customer Date & Time" field will be used to indicate the **commitment time desired by the customer**. This field is intended for use once we initiate the "Service When You Want It" program and you will be informed when that occurs. When this program is operational, TAFI will require an entry in this field for "PRIority Customers" located in the "Top 10" metropolitan areas.

5.4.9 NOTE

This "Note" field allows you to enter a 'reminder' which will be displayed on the Queued Reports display should you have to queue a report. The use of this field is optional, but recommended when you negotiate some arrangement with the customer to resolve the trouble. We will talk more about 'queuing' reports later in this lesson.

For example, if the customer tells you that they will not be home until 2 PM and you have to complete some tasks to resolve the problem, you would enter "CB > 2P" in this note field. Then when you see this report in your 'queue', you will be reminded to call back after 2 PM. This note field information is also presented to your Assistant Managers when they monitor the status of queued reports.

5.4.10 CAT

This "Category" field displays the category of report taken. The values include

- "CD" for Customer Direct,
- "CX" for Customer eXcluded and
- "EO" for Employee Originated.

We will discuss these categories in detail in the next section.

5.4.11 IRATE

The default value for this field is N (no). If the customer appeared angry or highly upset during your conversation, change the value of this field to "Y". This flag helps the technician take the appropriate steps while dealing with this customer.

5.4.12 CC

The "Customer Comments" flag (Y/N value) indicates if the customer had some specific comment about how we handled a given situation and you made a notation of this comment in the narrative line on the trouble report. For example, if the customer told you that technician Jones did a great job fixing the phone but he left his test set on the back porch, you would want to enter something like "Tech Jones did grt jb" in the narrative (along with "nds 2 get test set") and change the "CC" field to "Y."

5.4.13 TRBL DESC *(Display Only)*

As we mentioned earlier, LMOS has a family of trouble description codes (TDC) that define the type of problem reported. For basic line troubles, this set includes NDT, CCO, CBC, MEM, MCAL, TRAN, PHYS, MISC and DATA. Do you recognize what they mean? The good news is that <u>TAFI automatically selects these for you based upon the information you provide</u>.

Notice that LMOS has provisions for up to four TDC's per trouble. In our environment, the first TDC is the trouble we are reporting and the additional codes act as "modifiers". The second TDC position is always the Out Of Service status code (OOSY / OOSN). (In the past we asked for the customer's perception of whether he is out of service or not. Today TAFI determines the OOS status based on the nature of the problem and test results.) Also, once TAFI determines the value for this field, you cannot change it so TAFI displays four asterisks (****).

Another TDC you may see displayed is "BKDT" which is the "Back Date" code. The Date and Time that the customer calls in a trouble report MUST be included as part of our official record. Since it typically takes only three minutes (+/-) to process a customer's trouble report, we have agreements with the regulators (PSC's) that the time we send the report to LMOS is the official Date and Time received. However, if we place a report in queue, there could be a considerable length of time delayed prior to sending it to LMOS (10 - 30 minutes, or more). Therefore, every time we place a trouble report in queue, TAFI will automatically generate the BKDT code and place a backdate "reason" in the narrative. In the narrative (on the final or Trouble Report screen) you will see BK05 which means the reason for this backdated report was because it was placed in the TAFI queue.

Again, TAFI automatically places these LMOS TDC's on the screen for you. However, isn't it more comforting to know what they mean?

5.4.14 ADTNL NAR

You will have more exposure to the Narrative line later in this lesson. In a nutshell, the narrative line is part of the LMOS record and it gives you the opportunity to add descriptive information for the technician (or document what you did.). This narrative line is limited to 99 spaces

Good News / Bad News ...

Should you place a report in queue and then the results of the analysis indicate that the report should be dispatched (in or out), TAFI will automatically make that decision for you and send the report. So, the good news is that we do not delay dispatching troubles that TAFI cannot fix.

⇒ **Note:** You may have several reports in queue and suddenly the number you have is less than what you expected. There are a number of reasons why this happens and the "Automatic Queue Processing" option is just one. (We will talk about these in detail later in this lesson)

The bad news with this arrangement is that the narrative line is only accessible on the Trouble Report screen and this screen is not presented to you until after TAFI has determined the course of action. Then, if you had narrative information to add to the report, it was lost. The solution to this situations was to add this "Additional Narrative" line on the Access and Commitment window. <u>Any information you enter on this line will be added to the end of the narrative line.</u>

5.4.15 DT RECVD

The Date / Time Received field is the last entry on the Access and Commitment window. Normally this field is blank because the official "time stamp" (for when we received a trouble report from the customer) is applied when TAFI sends the report to LMOS. Should we place a report in queue, then the time the report was placed in queue becomes the official DT Recvd time. TAFI automatically populates this field when a report is placed in queue.

This is a blank page

EXERCISE

Write a description of the fields listed below in the space provided.

1. Adtnl Narr

2. Reach

3. Trouble

4. New Comm

5. Remarks

6. Access

(Check your answers on the next page.)

ANSWERS

1. The Additional Narrative field is used to enter information that must be placed on the LMOS trouble report narrative line and the report will be queued in TAFI.

2. The Reach field is used to enter the callback telephone number - a number where we can 'reach' the customer.

3. The Trouble field is used by TAFI to populate the appropriate LMOS trouble description codes. TAFI determines which codes to use based upon your interpretations of what the customer told you and how well you conveyed that information to TAFI.

4. The New Comm field is used to enter the date and time by which the customer's trouble will be cleared.

5. The Remarks field is used to enter additional information that pertains to the Reach number, i.e., neighbor, cell phone, etc.

6. The Access field is used to enter the specific time that access is available if it is different from the standard commitment.

5.5 CATEGORY OF REPORT

As we mentioned earlier, every time a customer calls regarding their telephone service, a record of that call must be entered into LMOS (the 'official' trouble tracking system).

> ⇒ **Note:** Remember that TAFI is just an 'interface' between you and LMOS (and all the other downstream systems used to manage/facilitate the repair of trouble conditions). TAFI does maintain statistics on all of your activities but LMOS is the official record used by PSC's, the FCC and others to measure our quality of service.

Periodically, BellSouth must provide the regulating bodies with detailed reports describing how well we provide service. Since these regulators are representing the customers' interest, we provide reports specifically detailing work we do when responding to the customers' call for assistance.

And, since ALL trouble reports are entered into LMOS, we must have a way to distinguish between them. Hence we have developed the "Category" of report ... and each trouble report entered into LMOS must have a category assigned to it.

There are three categories of trouble reports that you will use. They are:

- "CD" (Customer Direct)
- "CX" (Customer Excluded)
- "EO" (Employee Originated)

Let's discuss each of them.

5.5.1 CUSTOMER DIRECT (CD) REPORTS

A CD report is any trouble report received directly from a customer, the customer's representative, or a member of the general public. This includes any trouble reports from a Service Center, Marketing, Special Service Center, BellSouth Communications Service or any other employee **who has received a trouble report directly from a customer or the customer's representative.**

Most of the initial trouble reports you will receive will be CD. TAFI will automatically populate the correct category field for you.

5.5.2 CUSTOMER EXCLUDED (CX) REPORTS

Customer excluded reports ... excluded from what?

Consider that every time a customer calls regarding trouble with his service, there is a record of that call in LMOS. The first time a customer calls to report a trouble, that ***initial*** report is categorized CD. Should that customer call again about the same trouble condition, we take a "subsequent" report and "attach" it to the initial (or pending report). (Remember that LMOS will only allow one active trouble report on a telephone number at a time.)

Well, when we received the second (or third ...) report, is the phone broke twice? NO! The customer is calling about a previously reported problem and it's the *number of problems (not the number of calls)* that we report to the regulators.

⇒ **Note:** Actually the number of trouble reports is just one element of the reports used to measure our quality of service. Other factors include things like Receipt to Clear Times (for each kind of trouble description), overall duration, percentage of Repeat Reports, and others are included.

Therefore, subsequent reports are excluded, for analysis and measurement purposes, from the count of customer reports. The only CX category that you will enter is a subsequent report on an existing trouble report. (There may be other CX category reports but they do not apply to the work you do.)

5.5.3 EMPLOYEE ORIGINATED (EO) REPORTS

An Employee Originated (EO) report is any trouble report received from a BellSouth employee who detected a trouble-causing condition ***while performing his/her <u>regular duties</u>, independent of any conversation with the customer regarding the trouble.***

> ⇒ **Note:** CLEC users will never process EO reports and this information is provided for completeness.

HANDS-ON EXERCISE

Let's put all of this together before we move on to the other trouble categories in the Main Menu. Some of the following TAFI responses may have changed. Your instructor will provide appropriate information if you see something unexpected.

DO THIS NOW: LOG INTO TAFI

You will begin at the Initial Trouble Entry window. There are two lines of data that must be entered to begin processing a trouble:

1. **TN - The area code and telephone number of the line in trouble**

2. **Is the Line Currently In Use? (Y/N)**

   You must ask your customers if they are talking on the phone line being reported in trouble. If the answer is yes (Y), TAFI knows to suppress MLT testing until the line is free. If the answer is no (N), TAFI knows it's OK to initiates MLT testing if required to analyze the problem.

DO THIS NOW: TYPE IN TELEPHONE NUMBER: 999 555 6703

THE LINE IS NOT IN USE, TYPE "N"

DEPRESS THE ENTER KEY

TROUBLE #1

SELECT TROUBLE CATEGORY FOR DIAL TONE.

PRESS ENTER KEY.

SELECT NO DIAL TONE.

PRESS ENTER KEY.

FOLLOW TAFI'S FLOW OF THE CONTACT.

-ALL PHONES: YES

PRESS ENTER KEY.

-REACH: 9995555555
-REMARKS: SKIONE Comm
-ACCESS: 2233558

PRESS ENTER KEY.

WHAT HAPPENED?

ALL REPORTS MUST HAVE THE NAME OF THE PERSON REPORTING THE TROUBLE.

ENTER A NAME.

LOOK AT THE TROUBLE ENTRY SUMMARY WINDOW.

DO YOU HAVE A TEST RESULT?

WHAT IS TAFI'S RECOMMENDATION?

DO NOT PRESS ENTER KEY. WE WILL COMPLETE THE TROUBLE PROCESS LATER.

CLEAR THIS REPORT BY DEPRESSING F12, SELECT 'CANCEL', SELECT 'USER ENTRY ERROR', DEPRESS ENTER AND AT THE TROUBLE ENTRY SCREEN, DEPRESS ENTER AGAIN.

LET'S DO ANOTHER ONE WITHOUT ALL THE PROMPTING FROM THE LESSON MATERIAL.

YOU SHOULD BE AT THE INITIAL TROUBLE ENTRY SCREEN.

TROUBLE #2

MAKE THESE ENTRIES:

TELEPHONE NUMBER: 999 555 6703.

THE LINE IS NOT IN USE.

PRESS ENTER KEY.

SELECTION OUTGOING ROL TROUBLE (Can't be completed as dialed).

TROUBLE IS ON ALL PHONES

TROUBLE IS ON LOCAL CALLS

NOT ONLY WHEN DIALING ONE NUMBER

WHAT'S TAFI DOING?

FOLLOW TAFI'S RECOMMENDATION

CANCEL THIS REPORT TO OBTAIN FRESH TROUBLE ENTRY SCREEN.

Your Instructor will check the screen entries.

TROUBLE #3

TELEPHONE NUMBER: 999 555 4067.

THE LINE IS NOT IN USE.

SELECT TROUBLE CATEGORY FOR "NOISY".

(Roaring/Buzzing/Static/Humming)

FOLLOW TAFI'S FLOW OF THE CONTACT.

- READ TAFI's MESSAGE

(Wait for Test Results before stating commitment to customer)

- ALL PHONES: YES.

- CUSTOMER HAS MORE THAN 1 PHONE

FOLLOW TAFI'S INSTRUCTIONS.

- CUSTOMER HAS CORDLESS PHONE

(Provide trouble shooting hints to customer - i.e., 'we know from experience that cordless phones often generate noise problems from time to time. Unplug all your telephones (including the cordless connections to the line and AC power), wait 5 minutes, plug in one standard telephone to verify problem gone. Plug in remaining phones one at a time, etc.)

CUSTOMER AGREES TO FECO

YOU WILL COME TO THE "TROUBLE REPORT SCREEN" - STOP AT THIS POINT AND WE WILL DISCUSS THIS SCREEN IN THE NEXT SECTION

Your Instructor will check the screen entries.

DO NOT CLEAR THIS TROUBLE REPORT SCREEN.

This is a blank page

5.6 THE TROUBLE REPORT SCREEN

You should now have the following Trouble Report Screen displayed.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
        TN 999 555 4067                    REPEAT N   EC 999  UNIT 62700000
                                                                LOC ________
      NAME LITTLE, DONALD & RIT            SUB N      SO N
   ADDRESS 415 SILVER LANE

    REACH# 2059876000        ACCESS# 9995553344    CALLED# ____________
   REMARKS SKIONE Comm          OK/ ___________         REP BY Don Little
 TRBL DESC TRAN xxxx ____ ___                             NOTE ________
 NARRATIVE -noise/static/humming-a/p-has cordless-will check
           CPE-

  NEW COMM ____________      ACCESS:  A _____   B _____   OS 05-10-94 0500P
    CUS DT ____________      CAT CD  IRATE N  CC N        AS 05-10-94 0500P
  DT RECVD ____________      SUB: CLSALT _   NI N         BC 05-11-94 0700P

  TEST RES TOK ______________________  HANDLE FECOCPE  MISC H29 ________
 RECOMMEND FECOCPE-Customer Will Check Equip
                                                                NRTAF I/M
                                                         03:16 08:46:48
```

⇒ **Note:** If you do not have this screen, ask your Instructor for assistance before you go on.

This is the screen you will use to complete your customers' trouble reports. It summarizes all of the entries you made, displays any test results, recaps TAFI's recommendation and provides you the opportunity to add additional "narrative" information. This screen is your last chance to make any changes prior to sending the report to LMOS.

When you depress the Enter key at this screen, you will send the report to LMOS and TAFI will return the Initial Trouble Entry window. Depending upon TAFI's "recommendation", the report will be routed to the appropriate location for downstream resolution or TAFI will re-enter LMOS and close the report.

We have discussed many of the fields that appear on this Trouble Report Screen earlier (when we talked about the Access and Commitment window). Let's take a look at the other fields.

The TAFI Trouble Report screen will assist you in completing the gathering customer information required to resolve a trouble. In some cases, TAFI will 'skip over' the Access and Commitment window during the flow of a trouble and you will enter the required fields directly on this screen. You can also update values previously entered.

At the Trouble Report Screen, TAFI provides:

- Formatted screen for completing / reviewing trouble information
- System prompts (to ensure proper entries are made)
- Messages to facilitate trouble reporting
- Job Aids for available services (via F1 - Help)
- Last chance to make any changes (i.e., add narrative, etc.) prior to sending report

DO THIS NOW: LOOK AT THE FIELDS ON THE TROUBLE REPORT SCREEN DISPLAYED ON YOUR TERMINAL SCREEN. COMPARE THEM WITH THE INFORMATION AND EXPLANATIONS BELOW:

⇒ ***CAUTION*** - DO NOT hit the Enter key until you are instructed to. The report will be sent to LMOS if you do.

5.6.1 SCREEN NAME

The name of the screen appears in the top left hand corner of the screen, i.e., Initial Trouble Report - Route for Handling, etc. This screen names summarizes the action TAFI recommends.

5.6.2 CUSTOMER INFORMATION SECTION

The Customer Information section is found in the top four lines of the Trouble Report screen. These fields are populated with information from LMOS about the customer's account.

TN (NPA-NXX-XXXX)

The area code and telephone number of the line in trouble is displayed here.

REPEAT

The Repeat report flag (value = Y/N) indicates that this customer has reported a trouble within the past 30 days. The repeat indicator is intended to measure of customer satisfaction. If a trouble condition was not corrected properly on the original report, and the customer calls to report it again, we consider it to be a repeat report. To simplify capturing data, a repeat report is defined as any initial report generated within 30 days of a previous report. TAFI automatically detects repeat reports and sets this flag to a Y (yes).

EC

Your three digit employee code will be displayed here. TAFI reads your 'EC' from your profile.

⇒ **Note:** The EC value for all CLEC TAFI accounts are managed and maintained by the BellSouth Systems manager.

UNIT

Remember that the unit number defines the geographic location, and the type of technician (i.e., Residence, Business, etc.), that maintains this customer's telephone service. Each telephone number in the LMOS database has a Unit Number assigned to it.

LOC

The LOCation field further defines geographical information by identifying the central office (by name) providing dial tone to this customer (e.g., SHPT-MAIN).

NAME (Listed Name)

The customer's name, as listed in the telephone directory, appears in this field. If the customer has a non-published number, LMOS displays "NON-PUB" before the customer's name. Other 'flags' will also appear in the Name field (e.g., *R * indicates that the customer is a retired Residential customer).

ADDRESS (Service Address)

The street address for where the service is located is presented in this field. In a number of situations, the "bill to" address may be different from the 'service' address. (e.g., You may be paying for your daughter's apartment telephone - the "bill to" address would be your home address while the "service" address would be your daughter's apartment address.) We must be able to direct our technicians to 'where' the service is located in order to repair it.

⇒ **Note:** The first step in your customer contact after obtaining the telephone number of the line in trouble is to **verify the name and address on the account**. If the customer tells you information that doesn't match the LMOS record data, you confirm that you entered the correct telephone number.

Given the telephone number is correct, then the data in LMOS is not correct and you MUST enter the correct information in the Narrative line. You would enter for example: LN - Mr. Jones, SA - 123 Main St., where LN indicates Listed Name and SA indicates Service Address. This ensures that our technician goes to the correct location (and uses the correct name when addressing the customer) to repair the problem.

In addition, you will take steps to correct the LMOS database by noting the discrepancy and providing the information to the Service Quality Desk (SQD).

SUB

This 'flag' (Y / N value) indicates if this report is a Subsequent report (Y value) or an initial report (N value).

SO

The SO flag indicates if there is Service Order activity pending for this account (telephone number).

⇒ **Note:** This indicator just means that Service Order activity is present. It DOES NOT mean that the trouble reported is related to the Service Order.

5.6.3 TROUBLE SUMMARY SECTION

The next five lines of data on the Trouble Report screen summarize information about the trouble being reported:

REACH #

As discussed earlier, this is the telephone number where the customer can be 'reached' should BellSouth need to discuss this trouble after the initial contact. This reach number must be populated on all reports sent to 'route for handling'. The Reach number may be the same as the reported number (and you enter '='), a 10 digit telephone number or a '0' indicating that no Reach number is available.

⇒ **Note:** For all CLEC reports, enter the CLEC's contact number in this field

ACCESS #

The access number is the telephone number the technician can call to obtain access to the property if the customer is not home. It may be the same as the Reach number (and you can enter just the '=' sign) or it may be a neighbor, relative, etc. If the customer does not have an access number, you must enter a "0" in this field.

CALLED #

The called number field is used to record either the telephone number of the party reporting a problem in a Calling-Called situation (sometimes referred to as a 'Third Party' report) or the specific telephone number that the caller is having trouble reaching.

For example: Mr. Jones called indicating that he has been trying to reach his mother for the past two hours and keeps getting a busy signal. We learned that we take the report on

Mr. Jones' mother's telephone (Incoming - Busy when dialed). On that report, you enter Mr. Jones' telephone in the "Called #' field.

REMARKS

As indicated earlier, the Remarks field is reserved for providing additional information pertaining to the Reach number (e.g., ofc, cel phn, nbr, etc.)

⇒ **Note:** Additional information about the Access number is entered in the Narrative field.

⇒ **Note: For all CLEC trouble reports, enter the name of the CLEC company in the REMARKS field**

OK /

Whenever you close a trouble report (either a Front End Close Out (discussed later) or you close a report because the customer can confirm that the problem is cleared while on the contact), you **MUST** enter the name of the person who told you that it's 'OK' to close the report in this field. This (audit trail) information is automatically entered on the close out status line of the report when the report is closed.

⇒ **Note:** TAFI recognizes that the report will be closed and *requires* you to enter a value in this 'OK /' field. The name you enter must be a unique identifiable name (e.g., Mr. Jones) and NOT a generic 'Mr.' If the name of the person telling you that it is OK to close the report is the same as the REPorted By name, you may avoid re-typing the name by entering the equal sign (=). When TAFI sees the '=' in this field, it automatically takes the name entered in the Reported By field and places it in the close out record.

REP BY (Reported By)

The name of the person reporting the trouble MUST be entered in this field. TAFI will not let you send a trouble report to LMOS without populating this field. The name you enter must be a unique, identifiable name (e.g., Mr. Jones) and NOT a generic 'Mr.' Also, **DO NOT** enter an equal sign in this field (thinking that TAFI will pickup the OK / field data).

⇒ **Note:** If you enter the equal sign, TAFI will accept it (because the field has a non-blank entry). However, an audit on the report will show that the report was reported by '=' ... not an acceptable entry!

TRBL (Trouble Description)

As discussed earlier, TAFI will automatically enter the correct LMOS Trouble Description Codes (TDC) based upon the information you provide. The first field is the actual TDC that describes the trouble that the customer is reporting (e.g., NDT). The second field contains the Out of Service indicator (OOSY / OOSN) and TAFI just displays **** (since TAFI determines this value based upon its internal rules). The remaining two fields may have additional 'modifiers'. For example, if you queued a report, TAFI enters 'BKDT' in the third field signifying that the report is being 'back dated'.

⇒ **Note:** A 'back dated' report means that the report is being entered with a Date Time Received field populated with a value 'earlier' than the time that the report is actually entered. TAFI automatically enters the back date 'reason' in the narrative field (e.g., BK05 is the code indicating that the report was placed in the TAFI queue).

NOTE

During the flow of processing a trouble report, you may have elected to queue the report (more on queuing later). On the Access and Commitment window, you may have entered a 'reminder to yourself' in the Note field. This reminder message is just displayed on the Trouble Report screen. Should you need to queue the report, and you have already reached the Trouble Report screen, you can enter a new Note value on this screen. (i.e., You have just tried to re-contact the customer to close a report but the customer was not available. You may re-queue the report and try calling the customer later.)

⇒ **Note:** Your center will provide the local procedures on how many times you try to re-contact a customer before you take alternate actions.

NARRATIVE

We have discussed the Additional Narrative field on the Access and Commitment window. Now you see the entire Narrative field that will be sent to LMOS. Notice that TAFI populates information in this field for you, based upon the nature of the trouble. (In our example on page 143, TAFI pre-populated " -noise/static/humming-a/p-has cordless-will check CPE " which indicates that the customer has reported 'noise problem' (TRAN) on All Phones (a/p) and agreed to check his cordless set.)

You will enter any additional information, provided by the customer, that will assist the downstream technicians in repairing the problem. Although TAFI provides two lines for Narrative data, move the cursor to the end of the data pre-populated by TAFI to enter your new information. As you type in information, TAFI will automatically jump to the second line if needed.

LMOS has a limit of 99 characters (data and spaces combined) in the narrative field so you will learn how to abbreviate words in order to convey meaning with the minimum space used. Our technicians use a Craft Access Terminal (CAT) to obtain their trouble reports. The CAT displays one line of narrative data which is 40 characters in length (i.e., displays just the first 40 characters). If the amount of narrative information exceeds 40 characters, TAFI automatically inserts a dollar sign ($) as the first character in the narrative field. This '$' signals the technician that more narrative data is available on the report. The technician then knows that he must perform an additional transaction to see the rest of the narrative data.

⇒ **Note:** The data displayed on the Trouble Report screen does not display all the information TAFI places on the LMOS narrative field. For example, if the narrative exceeds 40 characters, TAFI inserts a '$' as the first character. TAFI also inserts the Access # data as the first entry in this field (just after the '$' if it is required). We discussed the format of this Access # information earlier. If the Access # field contains a unique number (other than the Reach #), TAFI inserts "ACN=NXXXXXX" or "ACN=NPANXXXXXX" - which could be up to 14 characters in length. If your displayed narrative approaches 99 characters, the last characters will be lost (TAFI inserts the ACN data and pushes off what ever does not fit in 99 spaces).

DO THIS NOW: TAKE A FEW MINUTES AND LOOK AT THE "STANDARD TROUBLE REPORTING ABBREVIATIONS" (ATTACHMENT VI) AND SEE HOW YOU CAN CONVEY MEANING WITH A MINIMUM NUMBER OF NARRATIVE SPACES USED. A GOOD RULE OF THUMB IS TO SPELL WORDS WITHOUT THE VOWELS (AFTER THE FIRST LETTER OF THE WORD).

5.6.4 ACCESS AND COMMITMENT SECTION

The next four lines on Trouble Report screen summarize the access and commitment data entered earlier in the report. Again, this screen allows you to make any appropriate last minute changes prior to sending the report to LMOS.

Most of these fields have been reviewed earlier in this lesson. If you have any questions about these fields, go back and re-read the Access and Commitment discussion in Section 5.4.

The two fields not discussed earlier are:

SUB-CLSALT

We will talk about 'Multiple' trouble reports (MTR) later in this lesson. However, if a customer has more than one line, and he has a trouble on more than one line, then we enter a MTR report. These multiple reports are 'linked' together in LMOS to ensure that only one technician gets dispatched to repair all the troubles at the customer's location.

Should a customer call back to indicate that everything is OK now on their multiple trouble reports (and we will discuss subsequent reports later), we want to **close all linked trouble reports in one transaction**. You do this by entering a 'Y' in the "CLoSe All Linked Troubles" field on this screen. (The default value for this field is 'blank') When TAFI sends your subsequent report to LMOS (and if this Sub-CLSALT field has a 'Y'), TAFI will automatically cause all of the linked reports to be closed.

NI

This New Information flag indicates that there is new data provided by the customer when a subsequent report is processed. This flag is critical because it allows the technician to view the new information from his Craft Access Terminal (CAT). This field has a default value of NO. While processing a subsequent report, the TAFI flow determines if there is new information and automatically enters the correct value.

⇒ **Note:** In the non-TAFI environment you could update a pending report and not set the NI flag to "Y". If this happens, the technician may not see the new information just obtained - which may be critical to an efficient repair of the customer's trouble.

5.6.5 DISPOSITION SECTION

The last two lines on the Trouble Report screen tell you what TAFI will do with this report:

TEST RESULTS

As information, TAFI displays the results of the MLT test (given that a test was performed). This information was used by TAFI in determining its recommendation.

HANDLE

When an *initial trouble report* is sent to LMOS, the LMOS "Auto-Screener" program looks at the report in order to make a determination as to where to send it. The auto-screener rules look at the initial report for a handle code. If one is present, the auto-screener executes the rules for that handle code (i.e., dispatch out - PD4) If the report does not contain a handle code, then the auto-screener try's to evaluate the report and send the report to the correct entity. In the pre-RRC days, if auto-screener could not determine what to do, the report was sent to a MA in the old Installation/Maintenance Center (IMC) for manual screening.

In our current mode of operation, you (with TAFI's help) determine where the report must go prior to sending the report to LMOS in the first place. (Remember that today there are no 'screeners' in an IMC - TAFI and you are the 'screener'.) Then, for every trouble report that is not closed on the initial contact, TAFI applies a handle code which tells the LMOS auto-screener where to 'send' the report for final processing. We utilize the LMOS auto-screener as a "traffic cop" directing traffic.

The handle code is automatically applied to the report based upon TAFI's recommendation. *You can not overwrite this field manually!* In some situations you may have additional information, that TAFI does not have, that could impact where the report should be sent. In those rare situations you can redirect where the report is sent by utilizing the 'Override' function (F12). When you override TAFI's recommendation, you will notice that the new recommendation will mirror your override selection and the appropriate handle code will be automatically entered. We will talk more about this override function later in this material.

DO THIS NOW: **DEPRESS F12 AND SELECT 'DISP OUT' - PDT TECH-CUST DEMANDS DISP/MA VALIDATION AND PRESS ENTER. NOTICE THAT THE RECOMMEND LINE AND HANDLE CODE VALUES HAVE CHANGED. DEPRESS F12 AGAIN, SELECT 'CLOSE' - FRONT END CLOSE OUT-CPE AND PRESS ENTER. THE VALUES HAVE CHANGED BACK TO THEIR ORIGINAL VALUES.**

MISC

The Miscellaneous field is a 'read only' field that displays the internal TAFI code that corresponds to how TAFI developed its recommendation. This data is captured within TAFI for ongoing analysis and is not transmitted to LMOS as part of the trouble report. **For all practical purposes, you can ignore the information presented in this field.**

RECOMMEND

This field displays the recommendation that TAFI has developed to resolve this customer's trouble condition. This recommendation is based upon all of the values you entered (your responses to TAFI's questions), downstream systems data, internal rules, etc. **In most cases, the TAFI recommendation is the correct course of action to resolve the trouble condition.**

Should you have additional information about the report, you can "Override" TAFI's recommendation and select an alternative action path. However, experience indicates that you should only use the override function on rare occasions.

5.7 MAKING COMMITMENTS

The commitment on a trouble report is a definite day and clock hour by which BellSouth will fix the customer's reported trouble.

Along with the responsibility of setting 'correct' commitments comes the responsibility of ensuring that you have captured all of the necessary information to help others meet the commitment to the customer. You must enter all pertinent information in the narrative, obtain reach and access numbers, provide appropriate remarks, etc. In other words, process a quality trouble report. And TAFI helps you ...

The commitment is entered in the New Comm field. TAFI displays the 'established' commitment intervals for the basic trouble conditions (OS, AS, and BC) and automatically selects the correct choice based upon the analysis of the situation.

⇒ **Note:** Review 'OS, AS and BC' (Section 5.4.7) regarding 'established' commitments

TAFI automatically enters 'OS' for an out of service commitment and 'AS' for an affecting service commitment.

The established commitments won't always be the same from one day to the next. Bad weather may cause the commitments to go to a later time as more troubles are reported. If a storm knocks down some cables, commitments may be made in days instead of hours. You should always explain unusual conditions (when you are aware of them) to customers so they will understand that the delayed commitment is not a normal practice.

BellSouth makes every effort to provide commitments that meet the customers' needs while maintaining a balance between the volume of work and the available work force. Often the customer's needs and wishes are for faster service than the company can give. Yet offering a satisfactory (and realistic) commitment gives real rewards.

1. The customer feels that his or her needs are understood, and an attempt is being made to satisfy them.

2. The load on the repair service is evenly distributed, everyone is busy but no one is overloaded.

3. A good commitment will normally be met.

Now, let's talk about the basic trouble conditions which determine the type of commitment you will offer:

5.7.1 OUT OF SERVICE

Out of service will be given if it has been determined that the customer is without telephone service **(can not make or receive calls)** after questioning the customer. It can be any of the following:

- NDT, BDR
- CBDT, DTAD
- ROL, GWN, RNA, NRNA, BSY, NSY
- A broken jack (and the customer has only one jack)

5.7.2 AFFECTED SERVICE

This is a trouble that interferes with, **but does not stop service**. The customer can make and receive calls. This includes reports of the following trouble on all phones.

- SDT
- HOOL, LXD
- CBH, CH

5.7.3 BULK

The Bulk commitment is only used by the Eastern states. It may apply to trouble conditions that do not seriously impact the customer's service. For example, one jack out of three that doesn't work properly. These troubles can be bulked together for combined dispatch.

⇒ **Note:** TAFI only recommends OS and AS commitments.

Study the commitments below and complete the exercise on the following page.

OUT OF SERVICE	Customer has lost the ability to make or receive calls from a residence or business location and considers themselves without telephone service.
AFFECTED SERVICE	A trouble that interferes with service but does not stop it, such as, transmission noise or slow dial tone.
BULK DISPATCH	Used for those type troubles that do not keep the customer from using the service and that can be bulked together for combined dispatch.

EXERCISE

Write the trouble report commitment which is appropriate for the given situation in the space provided.

1. I hear static on the line at all times. It's really annoying.

____

2. My phone is dead. I haven't had a call in two days and I don't get any dial tone.

____

3. I just called my mother and the strangest thing happened; we could hear a radio announcer in the background.

____

4. What's wrong with my phone? I've been expecting three very important calls this morning. Finally, I called people, only to find out they'd been calling me, but they couldn't get an answer.

____

5. All my phones are absolutely dead. No one can call me, and I can't seem to call anyone else.

____

6. I've tried to call a number of clients today and I keep getting wrong numbers. I can make some calls go through.

____

(Check your answers on the next page.)

ANSWERS

1. AFFECTED SERVICE

2. OUT OF SERVICE

3. AFFECTED SERVICE

4. OUT OF SERVICE

5. OUT OF SERVICE

6. AFFECTED SERVICE

5.8 COMMITMENT INTERVALS

There are three basic commitment fields pre-populated by the WMC. The times in these commitment fields will be offered under normal conditions. These fields are:

5.8.1 OS - OUT OF SERVICE

This commitment should be offered in cases where the customer cannot make or receive any calls from his location..

5.8.2 AS - AFFECTED SERVICE

This is the time interval in which a trouble condition can be repaired under normal circumstances. This commitment should be offered to all customers who report an Affected Service type trouble condition.

5.8.3 BC - BULK COMMITMENT

This commitment is used for those type troubles that are bulked together for combined dispatch.

⇒ **Note:** You should always 'sell' your customer on accepting the established (TAFI recommended) commitment value for their particular trouble condition.

TAFI will provide automatic population of commitment times based on specific information. It will always match the commitment time to the Access Before time when the Access Before field is populated. Remember that all populated commitment times can be overwritten. The table below shows the rules that TAFI follows to pre-populate commitment times.

IF:	THEN TAFI WILL:
Commitment time does not match Access Before	Advise you that the commitment does not match Access Before and you should resolve discrepancy and re-send the trouble
Failure Flag indicates a failure	Populate commitment with failure completion date and time. (see Section 5.10.1)
Customer is a PRIORITY customer	Populate commitment with 4 business hour commitment
Trouble is NDT, CCO, or CBC and All Phones = Y	Populate with OS commitment
Trouble is NDT, CCO, or CBC and All Phones = N	Populate commitment with AS commitment
Trouble Report is Pending with a Missed Commitment and status other than NAS, BKO, ROP, HLD, HSO, NAO +	Populate commitment with 5 minutes from current clock time, populate ASAP MA (Missed Appointment) in the Narrative and advise you to inform customer "the trouble will be cleared as soon as possible".
Trouble description code is MCAL	Populate commitment as AS commitment. Some states commit as BC.
None of the above and you leave commitment time blank	Display a pop-up menu and you must choose a value.

* The system does not do any weekend or holiday processing when determining 4 business hour commitment times. You must validate special weekend/holiday commitments along with ensuring the proper time zone.

+ You will learn about these codes later.

5.8.4 ADDITIONAL COMMITMENT INTERVALS

There are unusual situations that require different commitment intervals to be offered to the customer.

EMERGENCY COMMITMENT

Following are some special emergency cases:

Dangerous conditions which may seriously affect life or property, such as poles or cables blocking street, are emergency cases. Also, cases of serious illness, deaths, doctors on call or customers that are handicapped may be considered as emergency conditions.

⇒ **Note:** The Emergency Commitment is three clock hours from the time you receive the report and you tell your customer that *"we will have this problem resolved as soon as possible."*

COMMITMENTS - ISP/DISC/UNAS

Service orders that flow through the system sometimes do not complete automatically due to trouble.

TAFI UNAVAILABLE

There may be times when TAFI will not be available (i.e., problems with your LAN or the communications path to TAFI).

⇒ **Note:** During these times, you have the option of calling a BellSouth center and manually reporting your customer's trouble or waiting until access to TAFI is restored.

LMOS DOWN

When the LMOS system is down, there are no 'established' commitments available and you should either manually report your customer's trouble to a BellSouth center or wait until LMOS access is restored.

MISSED COMMITMENT

As we discussed earlier, if we missed our original promise to the customer (and the status of the report is not one of the six IST values shown in the table on page 160) TAFI will enter the '+5' (Missed Appointment) commitment which is five minutes from the time you enter the subsequent report in LMOS.

SPECIAL COMMITMENT

Priority Customer (those customers who's LMOS record is marked with the "PRI" flag) automatically receive a special commitment of four business hours.

EXERCISE

For each example of a trouble report below, write the type of commitment (AS, OS or Emergency) in the blank space provided. You may refer to the information on the previous pages.

1. This is Miss Anderson. We have a lot of static on the line.

2. This is Sandra Mann at 422 Montrose Place. My home phone seems to be out of order. I can't place any calls and I haven't received any for some time.

3. This is St. Mary's Hospital. We've been trying to monitor one of our cardiac patients, but her home phone is out.

Now, WITHOUT looking at material, write the commitment (AS, OS, Emergency) you would give for each report.

4. This is Lt. Mitchell at the 47th Police Precinct. There's been an accident at 5th and Vine and a telephone wire is lying in the street.

5. This is Dr. Kenneth. We can't receive calls on our phones or call out. We must have them repaired soon.

6. I was just driving south on Highway 41 and there was a pole blocking the north bound lane.

(Check your answers on the next page.)

ANSWERS

1. AS
2. OS
3. Emergency
4. Emergency
5. OS
6. Emergency

If you had any problems with this exercise, ask your Instructor for help.

5.9 POSITIVE PHRASES

When talking to your customers you should use short 'positive phrases' to clearly communicate the commitment interval. By maintaining a positive attitude, you will help the customer understand (and accept) that the commitment time is realistic and achievable.

REPAIRED BY ...

FIXED BY ...

CLEARED BY ...

WE'LL HAVE YOUR TROUBLE TAKEN CARE OF BY...

For example:

"We will have your trouble cleared by 5 p.m. today."

You must also state a definite clock hour and day by which the trouble will be repaired. State today, tomorrow, a.m. or morning, 12 noon, p.m. afternoon, or evening. For example:

"The trouble will be fixed by 12 noon tomorrow."

⇒ **Note:** Emergency commitments are exceptions to this rule.

5.10 PRE-POPULATED HANDLE CODES

In certain situations LMOS may pre-populate the Handle code field based upon a 'pre-existing condition'.

5.10.1 KNOWN FAILURES

If the WMC is aware of a cable failure or office failure for specific telephone numbers, the LMOS TR mask will be populated with an appropriate handle code (i.e., CABFAIL, OFCXXX, etc.) For these conditions, the LMOS record will contain a commitment time to clear the known failure. Trouble reports with this handle code are automatically tracked by LMOS and grouped together on dispatch.

IMPORTANT: If the trouble report is flagged with a known failure Handle code but the customer is reporting a totally unrelated trouble, the failure Handle code must be removed. The TAFI flows address this event and, providing TAFI with correct responses, will cause the correct handle code be applied.

For Example: A customer calls to report a defective jack in the kitchen and there happens to be a cable failure on his line. TAFI will ask:

"Is the customer reporting a problem related to the failure? Y/N"

If you answer YES, TAFI will enter the failure commitment in the New Comm field and retain the failure Handle code.

If you answer NO, TAFI will ignore the LMOS failure indication and process this as a normal report. In this example, TAFI will enter the "JACK-IW" handle code to correctly route the field technician.

5.10.2 PENDING SERVICE ORDERS

LMOS will automatically populate the Handle field with PENDSO if there is a pending service order on the line. TAFI will recognize this condition and ask:

"Is the trouble related to the pending SO? Y/N"

⇒ **Note:** You will learn later how to look at the pending service order(s) using the Additional Data function key (F11)

If you answer this question as NO (the trouble is not related to the pending service order), TAFI will remove the PENDSO handle code and process this as a normal report

If you answer YES, TAFI will guide you the proper steps to resolve the customer's problem.

5.11 NEGOTIATING COMMITMENTS

The commitment intervals provided by LMOS are established to provide the best estimate of repair time in a given geography at the particular time.

There are only two situations where the TAFI provided commitment may be altered:

1. The customer is reporting an Emergency situation that warrants special treatment (i.e., a doctor on call, death in the family, etc.). When these reports are taken, you can provide the 3 clock hour emergency commitment time. You must indicate in the narrative field why the commitment changed. Also, you tell your customer that *"we will have your trouble corrected As Soon As Possible"* (and not the time 3 hours from now).

2. If the customer limits access to the property (and there is a good probability that a premises visit is required ... i.e., defective jack), the commitment time must match the "B" window time. For example, if the offered commitment is 0600P but the customer indicates that access is limited to 5PM, then the commitment time must match this "B" value or 0500P.

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EXERCISE

Answer TRUE or FALSE for the following statements.

_____1. Handle codes are used on all trouble reports.

_____2. Handle codes must be typed exactly as they appear in the Handle code table.

_____3. If you type an incorrect Handle code, the computer will enter the correct one.

_____4. Handle codes are placed in the Narrative field.

_____5. The Handle code "CABFAIL" should never be removed.

(Check your answers on the next page.)

ANSWERS

1. FALSE - Trouble reports that you close on the initial contact do not have Handle codes.

2. TRUE - TAFI automatically enters the correct value.

3. FALSE - A "trick question" since you don't type in Handle codes.

4. FALSE - TAFI places Handle codes in the Handle field

5. FALSE - If the reported trouble is not related to the known cable failure, then TAFI will automatically populate the correct Handle code for the situation.

5.12 MULTIPLE TROUBLE REPORTS

Many of our business customers have more than one telephone line and, if they have a problem on more than one line (at the same time), you must enter a "Multiple Trouble Report" (MTR).

Multiple troubles must be issued on separate reports (one report for each line in trouble). This will allow you to correctly status each trouble report. The narrative of each report must have the telephone numbers involved and the number of reports.

EXAMPLE:

NARRATIVE: MT764-2314-2316 (1OF3) NDT ALL 3 LINES

HANDLE: MTR

In this example, the customer reported three lines in trouble (764-2314, 2315 and 2316). The user entered the "MT" (Main Telephone) number followed by the actual number of the main line. This is followed by the remaining numbers. The "1 of 3" indicates that this is the first report of 3. The second trouble report would have the same line number indicator and the counter would say "2 of 3", etc.

Recognizing that this is a MTR, the user went to the Override menu and selected the "Technical Support" option and selected the "MTR-Multiple Trouble Report" option. This caused TAFI's recommendation to apply to "MTR" handle code on the report sent to LMOS.

By including the MTR Handle code (via the override function), LMOS is notified to "link" these trouble reports together. This ensures that all three reports will be assigned to a single technician (instead of having three technicians appear at the customer's location).

Recently LMOS has been enhanced to enter a single report for more than one line. This "MTR" function improves your efficiency (since you only take one report). TAFI has not (yet) been enhanced to take advantage of this LMOS upgrade. Therefore, for the time being, you must enter a separate report for each line in trouble and link them as described above.

5.13 PRIORITY INDICATOR (PRI)

This is a pre-populated LMOS flag, maintained by the WMC. to identify a unique set of customers that are considered "Priority Customers." Customers with special needs for service, and these needs have been communicated, are identified as PRI customers. Some examples would include government officials, police and firemen, etc.

The PRI indicator is automatically displayed in the Handle code field when a new trouble report is being entered for a priority customer account in the Western states. It is only displayed on the Trouble Report screen when the line has a PRIORITY setting.

The system will also automatically select the four hour commitment for PRI accounts. This commitment is based upon the internal TAFI clock.

CAUTION: The system selects the four hour commitment based upon its internal clock. The CLEC TAFI clock is "Central Time". If you take a PRI report for a customer in the "Eastern Time" zone, you must correct the pre-populated commitment time.

When you see a priority indicator, use some special, sensitive customer handling procedures.

- Be sure to express verbal interest, helpfulness and offer an apology regarding the customers problem.
- Be extremely polite and courteous throughout the entire contact.
- Enter in the Narrative field any important comments made by the customer.
- Initially offer the established commitments shown on the Trouble Report (AS, OS) as appropriate.

These steps are part of your normal (excellent) customer contact skills. However, when dealing with Priority customers pay extra attention to details.

If the customer shows ANY dissatisfaction about the stated commitment, offer the PRI commitment and reference 'PRI' in the narrative. The **PRI commitment is 4 business hours** from the time you take the report.

⇒ **Note:** For Consumer customers, the standard business day is 8:00 AM to 6:00 PM.

For example, if a PRI customer reports a trouble at 1:00 PM, the PRI commitment will be 5 PM that afternoon. If the PRI customer reports the problem at 3 PM, the commitment will be 12 noon the next day. (Since we can not satisfy the interval by 6 PM (3 PM to 6 PM is only 3 hours), we begin counting 4 hours at 8 AM the next day.)

5.14 DETERMINING ACCESS

The majority of trouble reports are resolved without entering the customer's home. However, sometimes the customer will provide a clear indication that the problem is definitely inside the home (i.e., the customer reports a defective jack or broken inside wiring). Another indicator for you is processing a subsequent report where the pending report is in the "No Access" status. This tells you that the technician has isolated the problem to the home but could not gain access to repair it.

TAFI now determines if there is a high probability that access is required. If the MLT results generate one of the following handle codes: PD4, PHYSICAL, PD4TRAN or ROH, **TAFI will require that the Access "A" and "B" fields are populated** before the report can be sent to LMOS. You will have to find out from the customer if someone will be available to the technician during the given commitment hours.

Access is something that you will always have to determine and most times negotiate with the customer. You will be surprised to learn how often the customer will want the troubled cleared by 5 p.m., but won't be home for the tester to call or to let the technician into the premises.

Basically, you're trying to find out:

- What time can the technician get into the business?
- Whom should the technician contact?
- At what number can the MA or Technician contact the customer?

You can't give a firm commitment until you make sure access to the customer's location is possible.

MAKE SURE THAT YOU ALWAYS CONFIRM ACCESS. CONFIRMING ACCESS IS VERY SIMPLE, BUT ALSO VERY IMPORTANT.

REMEMBER: Access arrangements are made according to your available established commitment (displayed). There will be times when the customer is willing to take the commitment but not provide the access. *Since the two must match - what do you do?*

Let's say, for example, that you asks if the customer will be home until 3 o'clock today because that is what is shown in the AS comm field. The customer says *"No, I won't be home all day today"*. What do you do?

If the customer cannot give access during the time shown on your screen, take the following actions.

- Ask the customer when access will be available. *"Will you be home tomorrow between 8 a.m. and 3 p.m.?"*
- Negotiate your commitment for the day the customer wishes and whatever time is shown in the AS comm field.

  "OK, we will have your problem fixed by 3 p.m. on Friday"

Remember that part of arranging for access is obtaining an Access telephone number that our technician can call to obtain access when the customer is not home.

5.14.1 ACCESS HOURS

Access arrangements for business customers must match the commitment date you provide. If the customer limits the number of hours available for access on the commitment date, these hours must be indicated in the Access After and Before fields on the screen.

The "Access After" field must contain a time entry that is earlier than the time entered in the "Before" field. If this requirement is not met, the system will reject the input and display a message on how to correctly make the entry.

There are three situations which determine how you populate the Access After and Before input fields.

1. Access After and Before can be used together such as access available after 0800A and before 0500P.

   Access After 0800A   Before 0500P

2. Access After and Before can be used one at a time such as access available before 0500P leaving "A" blank.

   Access After: Before 0500P

3. Access After and Before can be left blank if the customer accepts the out-of- service or affecting service commitment and there are no access restrictions,

   Access After: Before:

⇒ **Note:** Remember that if TAFI determines that there is a high probability that access to the property is required, you must fill in both the "A" and "B" fields. *If the customer indicates that they will be home all day, enter "A" = 0800A* ***and "B" = the commitment time.***

⇒ **Note:** Remember that you should always get an Access telephone number - even if the customer indicates that they will be home all day. In this case, you might say *"... just in case you step out for a few minutes, is there another telephone number our technician can call to obtain access to your home? A neighbor or relative?"*

You have learned all of the pertinent information about processing an Initial Trouble Report.

Remember to always:

- Review the customer information window (to confirm that you have the correct customer's record displayed)
- Use excellent customer contact skills to make the customer feel confident that we understand their situation and will resolve their problem.
- Use 'open' and 'closed' questions to gather correct information about the trouble.
- Pay attention and LISTEN to what the customer is telling you so you can select the correct trouble category and begin the resolution process.
- Answer TAFI's questions accurately. Remember that you do not always have to ask the customer every question because you may already know the answer based upon what the customer has told you already. Also, it is often more appropriate to use your own words when asking a TAFI prompted question - TAFI is asking 'you' for the answer and you get the answer from your customer.
- Complete all appropriate fields on the Trouble Report screen - remember which fields are required.
- Be sure to enter all relative information in the narrative so the downstream people can respond correctly. (i.e., Put yourself in the field technician's position when completing a trouble report. Did the customer tell you something that will help you fix the trouble more quickly?)
- Remember to:
    - REVIEW the commitments (if any)
    - Convey our future availability, and
    - Thank the customer for using BellSouth (brand the contact)

DO THIS NOW: **CLEAR ANY INFORMATION THAT YOU MAY HAVE ON YOUR SCREEN (I.E., SEND THE REPORT OR CANCEL THE TRANSACTION) SO YOU HAVE THE INITIAL TROUBLE ENTRY WINDOW ON YOUR SCREEN. IF YOU HAVE ANY TROUBLE, ASK YOU INSTRUCTOR FOR ASSISTANCE.**

5.15 REPEAT REPORTS

You will receive calls from customers who will say, "I called and reported this trouble two weeks ago. The trouble was cleared, but now it's happening again", or "I've told you this several times, but my phones goes out every time it rains. Can't you people fix it?". These calls generate repeat reports if they have been reported before within the last thirty (30) days.

⇒ **Note:** Any report taken on a customer's line within 30 days of a previous report is considered a "Repeat Report" - even if the current trouble is not related to the previous trouble.

You will learn to recognize repeat reports from what customers tell you and also from Trouble History indication in the Customer Information window. TAFI automatically recognizes a repeat report and gathers trouble history information (DATH) for your view. (You learn more about the "Additional Data" capabilities in TAFI in part three of this lesson.)

As with all trouble reports, you will begin the reporting process with the Main Menu. A repeat report is *identical* to an initial report except we know that this customer has experienced a problem in the past 30 days.

The **Trouble History Indication** is populated by the system with data from the customer's LMOS record.

5.16 FRONT END CLOSE OUT (FECO)

Customer satisfaction is our primary objective. Being able to diagnose and resolve a customer's trouble condition while they are on the initial contact often times 'exceeds' the customer's expectations and thereby insures their satisfaction with BellSouth. (What happens to dissatisfied customers? Can't remember? ... review Module 2)

5.16.1 WHAT IS A FECO?

During the resolution process several possible scenarios require the customer's participation to affect a prompt fix to their problem. For example, the MLT test results may indicate that there might be a receiver off hook (ROH). This ROH test result is an indication that there may be some difficulty with the customer's hardware that's causing an off-hook condition (either a true ROH or some fault inside the set that's causing the line to be seized). Given that the customer is not at home when reporting the problem, we would suggest that the customer "check their equipment" when they get home.

Why would the customer agree to do this? Because it will most likely repair the problem quicker than if we sent a technician to find a phone off-hook. Also, with a proper explanation of how to repair the problem, most customers are willing to take a few minutes to fix the problem.

Why do we like customer participation in the repair process? Two reasons (1) it restores the customer's service quickly which improves their satisfaction levels with your company, and (2) we don't have the expense of sending a technician to find something that the customer can fix (and we can send that technician to fix a more complex problem for another customer).

When we provide the customer with a recommendation on how to repair their problem (or maybe the problem is now testing OK and we ask the customer to verify that the original problem is now fixed), **we anticipate that when the customer follows our instructions, the problem will be fixed**. <u>These reports are considered to be Front End Close Outs because we will close the report if the customer **does not call us back** indicating that our recommendation was incorrect</u>.

All FECO reports are sent to LMOS and placed in the LMOS FECO hold queue. If the customer calls back indicating that the problem still exists, we generate a subsequent report on the one that's already in the LMOS queue. If the customer does not call back within 18 hours, we assume that the problem is fixed and LMOS automatically closes the report with the correct Cause and Disposition codes and proper narrative.

There are other situations where you will actually "fix" the problem and **the customer can verify the "fix" while on the contact**. For example, you provided instructions on how to use a feature. This "fixed" the customer's problem because he can now use the feature. You will actually CLOSE these reports at the conclusion of your customer contact.

⇒ **Note:** See the difference?

A report that is closed on the initial contact (because the customer confirms that the problem is now resolved) is referred to as just a **Close Out**.

When the customer agrees to participate in the repair process and will follow our recommendations, we call that a **FECO** (because we don't know for sure that the problem is fixed unless the customer calls back).

To illustrate customer satisfaction, let's say you had a problem with your cable TV service and all of a sudden a specific service didn't work. You called your provider to report the problem and, while you were on the phone, the person taking your call did something and now the service works again. You would feel pretty good about this repair experience. If, on the other hand, the person took your report and told you it would be repaired between now and 5 p.m. tomorrow... how would you feel? Well, your cable TV company knows about the problem and you feel comfortable that it will get resolved. Several hours later you get a call from someone at the cable TV company to confirm your trouble ... "yes, the service doesn't work" and then that person tells you that a technician will be dispatched tomorrow afternoon to repair the problem. Perhaps you are not at home when they call and you receive a message on your answering machine to call them back to confirm the problem. Or worse, you get home and find a note on your front door saying that the technician came by to repair your problem and could not get in and you need to call back for a new appointment. You then negotiate an access time and stay home from work the following afternoon to let the technician in. After arrival, the technician shows you that your cable converter box is set to the wrong position to receive the particular service. Now how do you feel about the repair process? Probably a little foolish for not understanding how to use your cable converter box; you spent several days without service and missed the "special" last night and your cable TV company may charge you for a no trouble found dispatch.

This happens to our telephone customers every day! Between ten and twenty percent of the time the customer is reporting a problem that is caused by some inappropriate action at the premises (e.g., telephone off-hook), defective Customer Premises Equipment (CPE), or some misunderstanding on how to use a feature.

There are two types of Front End Close Outs on initial reports. They are:

TAFI PROMPTED

USER INITIATED

To insure consistent FECO's, we have interdepartmental agreements defining the criteria which must be met prior to closing a report on the initial call. These criteria, or rules, are programmed into TAFI. **Once TAFI recognizes that all of the criteria is met, the system recommends performing a FECO.**

The system makes recommendations based upon the information it receives (e.g., trouble description code, all phones, MLT test results, etc.). In certain cases, TAFI prompts you for additional information in order to make a proper recommendation. Remember that TAFI only recommends a course of action and you have total control of the trouble report process. For example:

> **While working with the customer, you may obtain additional information that indicates the report should be entered into LMOS (i.e., the customer does not agree that the problem is resolved). In this case, you must take the appropriate steps to correct the problem.**

If you recognize that all of the criteria for a FECO are met, you can manually generate a FECO by depressing the Override key (F12) and selecting the appropriate FECO option (TOK or CPE). This would be considered a User Initiated FECO.

⇒ **Note:** The strong recommendation is that you always follow TAFI's flow and let the system determine if the report is a candidate for a FECO.

> The purpose of this part of the lesson is to provide a comprehensive explanation of the Front End Close Out process. Details on how TAFI makes FECO recommendations and instructions for manually performing FECO's are included. Read this section for information and understanding of what TAFI does for you in processing these types of reports. *Remember that if you elect to perform a manual FECO, all of the criteria must be met.*

Before we get into the criteria for performing a FECO, lets take a few minutes and look at some of the customer contact handling skills needed for this process:

5.16.2 NEGOTIATING TO CLOSE OUT A TROUBLE

Sometimes it is easy to obtain the customer's agreement to FECO a report. Other times, the customer may not be so willing to agree. The difference is often in how you present the option to your customer.

There will be a number of calls you will get every day where the customer calls back to say:

"... *yes, I found the phone in the bedroom off hook and the problem is OK now*" or

"... *I found a defective set*".

These example call back situations should have been FECO reports. If you are comfortable in telling the customer what to do to resolve the problem, you should be comfortable in closing the report.

When TAFI recommends a FECO, some phrases that work well are:

"... *Would you take a few minutes when you get home and check your equipment?*"

"... *Would you like me to give you some tips on how to isolate your problem?*"

" ...*I'm sure that when you get home, you'll find that everything is OK now.*"

If the customer agrees, FECO the report and tell the customer:

"... *If our recommendation does not clear your problem, call us back and we'll arrange to have a technician work on it.*"

⇒ **Note: Tips on isolating CPE problems are included in Attachment IX**

Let's talk about the mechanics of performing a FECO.

5.16.3 TAFI RECOMMENDED FECO

Built into the TAFI system are many criteria that allows the system to analyze each Initial Trouble Report. If the trouble meets all the criteria, the system prompts your interaction with the customer to close the trouble and solicit the customer's agreement. If the customer agrees, the system will perform the close out automatically.

When TAFI recommends that a report be closed, and the customer accepts the recommendation, you answer TAFI's prompt "Does customer agree to close out? Y/N" with a Y (for yes) and TAFI displays the Trouble Report screen. After making sure that all required fields are properly completed, press the Enter key and the system:

- Send the report to LMOS (just as it would if you did not close the report),
- The report has the Handle code FECOCPE (for suspected equipment problems) or FECOTOK (for Test OK MLT results)
- LMOS places the report in the FECO Hold File. The correct close out narrative is determined by the CPE or TOK indicator in the Handle code. The LMOS FECO hold file also captures who said that it's OK to close the report (remember the "OK/ field"?)
- If the customer does not call back within 18 hours, LMOS automatically closes these FECO reports with the appropriate close-out information.
- TAFI returns to the Initial Trouble Entry window.

Let's see how this works.

Let's assume the following scenario:

On the Initial Trouble Entry window, you entered Line in Use: N which allows TAFI to perform the MLT test (if required).

The trouble category is NDT

During the flow process, the customer indicated that the problem was on all phones and TAFI executes the MLT test. The customer's answers to these questions, as well as the MLT result of ROH, allow the system to determine that this trouble should be closed.

For this scenario, the system recommends FECO in the Trouble Entry Summary window. This recommendation was based on the information provided by the customer and on the MLT results. TAFI indicates that you should inform the customer that there may be some problems with the customer's telephone equipment.

You would make the following recommendation to the customer:

"Mr. Customer, our equipment shows that the line is clear and the problem may be in your equipment. Would you like for me to give you some tips on how to isolate your problem?"

If the customer agrees, you should tell the customer:

"If, after checking all of your equipment (and don't forget to check any answering machines, FAX machines and PC modems that may be on your line), your problem is not resolved, please call back and we'll arrange to have a technician work on it".

You will then:

- Enter the name of the person who agreed to the FECO recommendation in the second part of the Remarks field behind OK/
- If this name is the same as the "reported by" name, put "=" in OK/ field.
- Press the Enter Key.

After processing, the system will return you to the Initial Trouble Entry window.

5.16.4 FECO CONTACT HANDLING TIPS

We have just finished discussing the advantages of a FECO and how it helps the customer restore service quickly while freeing our technicians to work on more difficult repair situations. Most business customers enjoy participating in the repair process. It often gives them a sense of accomplishment - being able to "fix" their own problem. And since you (BellSouth) helped them resolve their problem, their confidence and "satisfaction levels" in BellSouth are enhanced.

How you present the opportunity for a FECO has a major impact on the customer's understanding and acceptance. So let's take a few minutes to look at some of the "traps" you can find yourself in and how to avoid them.

(1) Remember that a FECO is an 'active' LMOS report that is placed in a 'hold file' (or queue) in LMOS. This report is available should the customer call back and report that our recommendation did not clear the trouble. <u>Therefore, the FECO report MUST have all of the required fields populated before TAFI will send it</u>.

⇒ **Note:** By now you should have a good feeling about what fields are 'required' for a report sent to LMOS that requires additional or future work.. (If not, go back and review the Access and Commitment Window and the Trouble Report screen discussions.)

(2) Recognize that TAFI isn't very polite when it comes to 'telling' you something in a Message window ... like *"test results indicate TOK"*. You may be in the middle of completing the Access and Commitment window information when this happens. When you clear this message window (do you remember the three steps in clearing a message window?), TAFI will then present you with a query window asking *"Does customer agree to close-out?"* If you haven't experienced this action in your 'role-plays', you will.

AVOID the temptation to respond to TAFI in 'real time' when this happens.

For example, if you immediately tell the customer that: *"... While we were talking I ran a test on your line Mr. Jones and the results indicate that the trouble you were experiencing earlier is no longer there."* Then, to 'sell' the FECO, you might say: *"I'm sure that when you get back home this afternoon, everything will be fine with your telephone. Would you like to check it out before we take any further action?"* How can the customer tell you no? (Well, sometimes they do and you just answer "NO" to TAFI's question.)

So far so good, right? You did a wonderful job communicating to the customer that the problem is resolved. You feel good about it and so does your customer ... but what happens when you enter "Y" to TAFI's "Does customer agree to close-out?" query?

TAFI jumps to the Trouble Report screen to complete the contact. You remember to enter the customer's name in the "OK/" field and the "REP BY" field and you then hit Enter to send the report ... and TAFI "yells at you"!! You don't have an Access Number or, worst yet, you don't have a Reach Number!!

You just found yourself the 'victim' of a Potentially Inappropriate Transaction with your customer ... or you just fell in the "PIT". How can you maintain your customer's confidence if you say *"in the unlikely event that our technician has to enter your home to fix the problem and you're not there, is there another number we can call to obtain access to your house?"* You just convinced the customer that the trouble WAS fixed!

Well, the best way to get out of this situation is to NEVER get yourself into it.

TIP

Always remember that YOU control the pace of the contact - not TAFI. Sure TAFI is programmed to provide you with its recommendation just as fast as it can. But that doesn't mean that you have to stop what you are doing and 'change gears' right away.

Other than processing a close out report (and with a little practice you will able to recognize these quickly), maintain the flow that you are in with the customer. When you are populating the Access and Commitment window, finish what you are doing there before communicating to the customer any possible FECO opportunity. In other words, right in the middle of taking information, TAFI rudely interrupts your screen. Let this be 'transparent' to your customer. You read the message window information (and make a note to yourself if necessary) and depress the Enter key. If the next TAFI flow step presents you with a query window, you don't have to answer it right now!

Take control of your system and depress F9 to get back to the Access and Commitment window. Finish gathering the data you need for a quality report and, just before you negotiate the commitment say something like: *"... While we were talking I ran a test on your line and ...."*

Next depress the Enter key, to log the data you just entered to the report, and close the A&C window. TAFI brings you back to the query window for a response. Regardless of the customer's answer (agrees to FECO or not), you have all of the required data for the LMOS report.

⇒ **Note:** Whenever you populate fields on the Access and Commitment window, always depress the Enter key to close this window. If you depress F6 instead, you are telling TAFI to 'back-up' (or exit) from this window and all of your entries are lost. (Well, you told TAFI in effect "oops, I didn't mean to be here, back me up" ... and TAFI does what it's told!)

The following sections identify the various parameters and conditions that permit a FECO. TAFI follows these rules automatically. All you need to do is follow TAFI's flow and maintain a good dialogue with your customer.

⇒ **Note:** If you were processing a customer's trouble report and thought that the report was a FECO candidate, you would have to make sure that the following criteria was satisfied before manually doing a FECO.

5.16.5 FECO CRITERIA

The criteria that allows you to FECO a report is limited to three general areas:

- Customer Premises Equipment (CPE) problems and the customer agrees with your recommendation to check his equipment (Disposition Code = 1210)
- Line tests OK and the customer agrees with your recommendation (Disposition Code = 0700)
- Excluded reports and the customer agrees with your recommendation

⇒ **Note:** As stated earlier, the FECO section of this material describes how TAFI handles the situation when reports are entered in BellSouth's OSS's via TAFI. Depending upon your company's methods and procedures, you may not enter every one of your customer's trouble reports via TAFI.

For example, you may provide instructions on how to use a feature independently of TAFI and therefore never enter the report to be 'excluded and closed'. On the other hand, if your company uses TAFI to process every customer call (as BST does), then the following information shows you what TAFI does with these FECO opportunity reports. Check with your SME on the procedures to follow for your company

All cases require a proper close out narrative. For example:

Narrative: **CUSTOMER ISOLATED TO CPE**

TAFI causes LMOS to input the proper close-out narrative and populate the LMOS FST mask with the appropriate close out values (disposition and cause codes) when the FECO is actually closed.

We can proceed with a FECO recommendation only if all of the following conditions are satisfied:

- The trouble report is an initial trouble report or pending report with specific status values (do not FECO a repeat report);
- The Class of Service is single line business
- The Working Condition is WKG;
- There are no failure flags (i.e., CABFAIL, PENDSO, OEF or O&C warning flags from LMOS), and
- ***The customer agrees with the FECO recommendation.***

TAFI makes FECO recommendations based upon the information provided. The preferred technique is to allow TAFI to make the appropriate recommendations based on the answers you input from questioning the customer and system analysis. If the customer does not agree with the FECO recommendation, you must continue processing the report for downstream resolution. Review the following criteria where TAFI recommends a FECO.

The FECO criteria is organized in two major areas:

- All Phones equal NO
- All Phones equal YES.

⇒ **Note:** If the customer only has one phone, answer All Phones equal YES.

ALL PHONES EQUAL NO

Case 1: MEM or MCAL

TAFI recommends a FECO indicating that the trouble is in the customer's equipment (CPE). Why? If the customer is experiencing memory service or memory call problems and all phones equal no, then the network service is working OK from at least one phone. Therefore, the problem is with the telephone set (i.e., the * or # button on the Touch-Tone dial is defective; or the customer's telephone can dial in both Touch-Tone or rotary pulse modes ... and the phone is in the rotary pulse mode).

> ⇒ **Note:** If the set is totally defective, the customer would report a NDT, CCO, etc. report and not MEM or MCAL.

When TAFI recommends a FECO and the customer agrees to isolate the problem, TAFI will cause LMOS to close out the report and populate the LMOS FST mask (behind the scene) with:

Disp = 1210   Cause = 600   Exclude = BLANK
Narr = CUSTOMER ISOLATED TO CPE

The close out information will also be populated on your LMOS Trouble Report screen.

Case 2: NDT, CCO, CBC or TRAN

Under these conditions, TAFI prompts you to "verify with the customer that the telephone set works OK in another jack". Remember the customer indicated that the problem is not on all phones. Therefore, the BellSouth network is OK. The problem is either a jack/inside wiring problem associated with the specific location or the telephone set itself (CPE) is defective. If you tell TAFI that the telephone set does not work in another jack, TAFI recommends a FECO (because the telephone set itself is detective). If the customer agrees to isolate the problem, TAFI causes LMOS to populate the close out narrative on the FST mask with:

Disp = 1210   Cause = 600   Exclude = BLANK
Narr = CUSTOMER ISOLATED TO CPE

If the customer's telephone set works OK in another jack, then the problem is a jack/inside wire problem. TAFI automatically changes the trouble description code to PHYS and populates the Handle Code field with PD4. You are then able to continue the normal trouble receipt process.

ALL PHONES EQUAL YES

Case 1: MEM or MCAL

Since the customer is reporting a problem with a Memory Service or the MemoryCall feature from all phones, TAFI asks you to verify with the customer that the feature is being used properly. (Many problems in this area are caused by the customer not understanding how to properly use the given feature.) *If you are not familiar with how to use the specific feature, depress the Fl function key and select Feature Aids from the menu to obtain reference information.*

TAFI will then ask you if the "problem resolved by giving instructions to customer (Y/N)?". If your answer is YES, TAFI recommends a Close Out. If the customer agrees that the problem is cleared, press the enter key and TAFI populates the Trouble Report screen and the FST mask with:

Disp = BLANK Cause = BLANK Exclude = X
Narr = CX CCS INSTRUCTIONS

(In this case we did not do a FECO because the customer could confirm the problem was fixed.)

If the customer is using the feature properly, take the report and TAFI puts MEMSERV in the Handle Code field for custom calling feature or MCAL for MemoryCall problems.

Case 2: NDT and MLT results are defined as:

Test OK
Busy Speech
Line in Use (LIU)
High Resistance Open
Receiver Off Hook (ROH)
Permanent Signal
Short - Probable ROH
Customer Defined LITJ

⇒ **Note:** Be sure to properly answer the "Line in Use" question on the Initial Trouble Entry screen. By telling TAFI the customer is calling from the number in trouble (Line in Use = Y), you (1) delay the MLT test until after the report is entered and (2) impact the FECO recommendations.

For a NDT condition and any of these test results, TAFI recommends a FECO because the trouble is in the customer's equipment. Why?

- **TEST OK** indicates that the line tests OK now and the NDT condition is CPE related;
- **BUSY SPEECH AND LINE IN USE** indicates that the line is working OK now (someone is using it) and the NDT condition must be CPE related;
- **HIGH RESISTANCE OPEN** indicates that perhaps the telephone is not plugged into the jack;
- **PERMANENT SIGNAL, ROH, AND SHORT-PROBABLE ROH** indicate problems with the CPE (ROH) and
- **CUST DEFINED LU** means that the customer is calling from this line and how could this happen if the customer couldn't get dial tone?

If the customer agrees to isolate the problem, TAFI will cause LMOS to enter the appropriate data on the close out mask (FST):

Disp = 1210 Cause = 600 Exclude = BLANK
Narr = CUSTOMER ISOLATED TO CPE

Case 3: OUTGOING CALL WITH SAME MLT RESULTS AS CASE 2

With an Outgoing call trouble description code and one of these test results, TAFI prompts you to ask the customer if "problem limited to out of state long distance (Y/N)?"

If the customer says YES (the problem is only related to out of state long distance calls) TAFI recommends that the report be canceled and the customer be referred to the long distance vendor.

⇒ **Note:** Whenever TAFI recommends a report be canceled, TAFI automatically selects the appropriate cancel reason code, cancels the transaction and then returns you to the Initial Trouble Entry Window.

If the customer says NO (problem is not limited to out of state long distance calls), TAFI tells you to inform the customer that "test results show line OK".

If the customer agrees that the line is OK, press enter and TAFI causes LMOS to populate the FST mask with the appropriate data:

Disp = 0700 Cause = 600 Exclude = BLANK
Narr = TEST OK PER CUSTOMER

Case 4: INCOMING CALL and same MLT results as Case 2

TAFI asks you to "verify telephone number being reported belongs to the customer (Y/N)?"

If YES, (the number belongs to the customer),

TAFI prompts you to ask "can customer call out (Y/N)?"

If NO, (the customer cannot call out),

TAFI asks "does customer have dial tone (Y/N)?"

If YES, (the customer receives dial tone),

TAFI recommends that the transaction be canceled and re-entered as a CCO report.

If NO, (the customer does not receive dial tone),

TAFI recommends that the transaction be canceled and re-entered as a NDT report.

⇒ **Note:** TAFI asks that the report be re-entered with a new trouble description code so it can follow the programmed analysis rules for that situation.

If YES, (the customer can call out),

TAFI prompts you to tell the customer that "test results show line OK" and recommends a FECO. If the customer agrees that the line is OK, press the Enter key and TAFI causes LMOS to populate the FST with:

Disp = 0700 Cause = 600 Exclude = BLANK
Narr = TEST OK PER CUSTOMER

If NO, (the number does not belong to this customer),

TAFI asks you if the reported number is the "only number customer has trouble reaching (Y/N)?"

If NO, (customer experiences trouble reaching other numbers),

TAFI recommends that this report be canceled and re-entered as a CCO on the originating telephone number.

If YES, (customer only experiences trouble reaching the reported number)

Then a Calling-Called situation exists and TAFI makes recommendations based upon specific MLT results as shown in cases 4A through 4C as follows.

Case 4A: Calling-Called, CBC and MLT result is Busy Speech or Line In Use

TAFI prompts you to advise the customer that "test results show line OK" and recommends a FECO. Why? Because the MLT test shows that the line is currently in use or shows that line is busy with speech. Advise the customer to try the call later.

⇒ **Note:** <u>Remember that you NEVER tell a Calling/Called customer what the actual test results are.</u> (Remember the case of the railroad engineer ?) You can only say ***"... Our test indicates activity on the line and I'm sure that if you try your call again later, it will go through"***

If the customer agrees to try the call later, TAFI closes the report and populates the FST mask with:

Disp = BLANK Cause = BLANK Exclude = X
Narr = CX - CLG/CLD VALID TOK, BSY OR ROH

Case 4B: Calling-Called, CBC and MLT result is Test OK or High Resistance Open

TAFI tells you that "test results show line OK" and recommends a FECO. Advise the customer to try the call later using phrases like the one above. If the customer agrees, TAFI closes the report and populates the FST mask with:

Disp = BLANK Cause = BLANK Exclude = X
Narr = CX - CLG/CLD VALID TOK, BSY OR ROH

Case 4C: Calling-Called, CBC and VER Code is ROH, Permanent Signal or Short-Probable ROH

TAFI tells you that "trouble may be in customer equipment" and recommends a FECO. Why? The MLT results indicate that the called party is experiencing CPE trouble. When that party returns home, or goes to use the telephone, they may recognize the condition and correct the problem (i.e., hang up the ROH) without any assistance from BellSouth. Therefore, we do not want to take a report for something that the owner of the line may correct.

Advise the customer that "*the test indicates that the line is active and to try the call later*". If the customer agrees to try the call later, TAFI will close the report and populate FST mask with:

Disp = BLANK Cause = BLANK Exclude = X
Narr = CX - CLG/CLD VALID TOK, BSY OR ROH

Note: Did you notice that in the last three examples (4A, 4B and 4C), TAFI actually closes the report instead of performing a FECO? Why? (Think about it before you look up the answer - at the bottom of the next page.)

As with all FECO opportunities, if the customer does not agree with your recommendation, we do not perform the FECO, rather continue processing the report.

TAFI only recommends a FECO if one of the specific conditions outlined above is met. If none of these conditions are not met, you will take the trouble report using standard procedures.

5.16.6 MANUAL FECO

The preferred technique is to allow TAFI to make the FECO recommendation. However, if through your experience, you are comfortable in recommending a FECO (because all of the required criteria is met), you may manually FECO the report by pressing F12, choosing "Close Report" from menu, and selecting appropriate reason.

5.16.7 REMEMBER

In all cases, the customer must agree with your recommendation before you can FECO a report. **You must enter the name of the person who accepted your FECO recommendation in the OK/ field on the Trouble Report screen, (i.e., OK/ MS JONES), before closing out the report** (or use "=" if the name is the same as "reported by" name.)

The narrative line must be populated with an appropriate description of why the report is being closed (i.e., "cust will chk sets")

Answer to Why?

In all three of these cases, we are not asking the (calling) customer to participate in the repair process. Therefore, we do not expect them to find the problem on someone else's line. In each case, the test results indicated either a possible CPE or busy condition. Since the caller agreed to try the call later, these reports are closed (and excluded).

⇒ **Note:** If a Calling-Called report produced a <u>hard failure</u> test result (i.e., 'Open Out'), we would continue the process and resolve the problem.

EXERCISE

Answer the following questions.

1. If an initial trouble meets all of TAFI's criteria, a ____________________________ may be recommended by the system.

2. The ____________________ of the person who agrees to the FECO must be entered in the

   ________________________________ field on the Trouble Report screen.

3. TAFI (will) (will not) populate all appropriate data for a system recommended FECO.

(Check your answers on the next page.)

ANSWERS

1. Front End Close Out (FECO)

2. name
   OK/

3. will

6.0 SAMPLE TROUBLES

We have covered a lot of material so far and, like learning how to ride a bicycle, the more you use it, the better you'll be at it. Remember that our objective in this class is to introduce you to the various features and functions that TAFI provides you to resolve customer problems. By the time you finish this class, you will be comfortable navigating around the system and talking with customers. Remember that TAFI is a 'dynamic' system. As our procedures change and/or we add new products and services, TAFI will be updated to correctly handle these situations.

There are a few additional functions in TAFI that we will discuss in this section. These functions will provide you with additional information about your customer and/or help you in processing of the report. Also, we will spend some time discussing the 'queuing' feature in TAFI. By learning how (and when) to queue a report, you will be able to work on multiple customer troubles at the same time.

You have learned about our Memory Services and MemoryCall features and benefits. In many cases, just providing operational instructions will resolve the customer's problem. Other times, the service is not functioning and you will impact the repair. Let's look at a few examples of how TAFI address these Memory Services and MemoryCall customer reports:

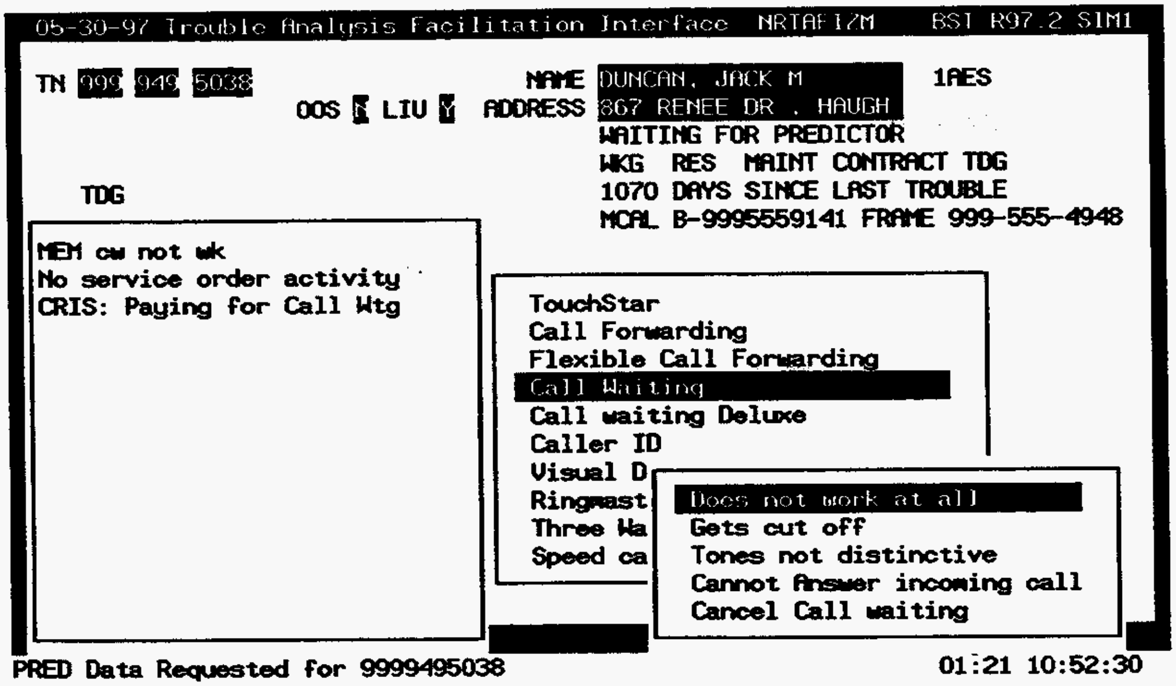
6.1 MEMORY SERVICES EXAMPLE

(1) Your customer reports a problem with his Call Waiting service and you select Memory Services from the Main Menu. (Do you remember the 'hot key' to get to this selection?)

```
05-30-97 Trouble Analysis Facilitation Interface  NR1AFI7M    BSI R97.2 SIM1

TN 999 949 5038                          NAME DUNCAN, JACK M          1AES
                      OOS N LIU Y    ADDRESS 867 RENEE DR , HAUGH

                                          WKG  RES  MAINT CONTRACT TDG
   TDG                                    1070 DAYS SINCE LAST TROUBLE
                                          MCAL B-9995559141 FRAME 999-555-4948
    Dial tone
    Outgoing call
    Incoming call                      TouchStar
    Transmission                       Call Forwarding
    memory Service                     Flexible Call Forwarding
    MemoryCall                         Call Waiting
    calling plans/billing (ANI)        Call waiting Deluxe
    Long distance                      Caller ID
    Physical                           Visual Director
    data pRoblems                      Ringmaster
    Enhanced Services                  Three Way calling
                                       Speed calling

LMOS Data Available for 9999495038                          00:31 10:51:40
```

From the sub-menu, select Call Waiting

⇒ **Note:** Remember that you can use the 'hot key' method of selecting sub-menu items as well.

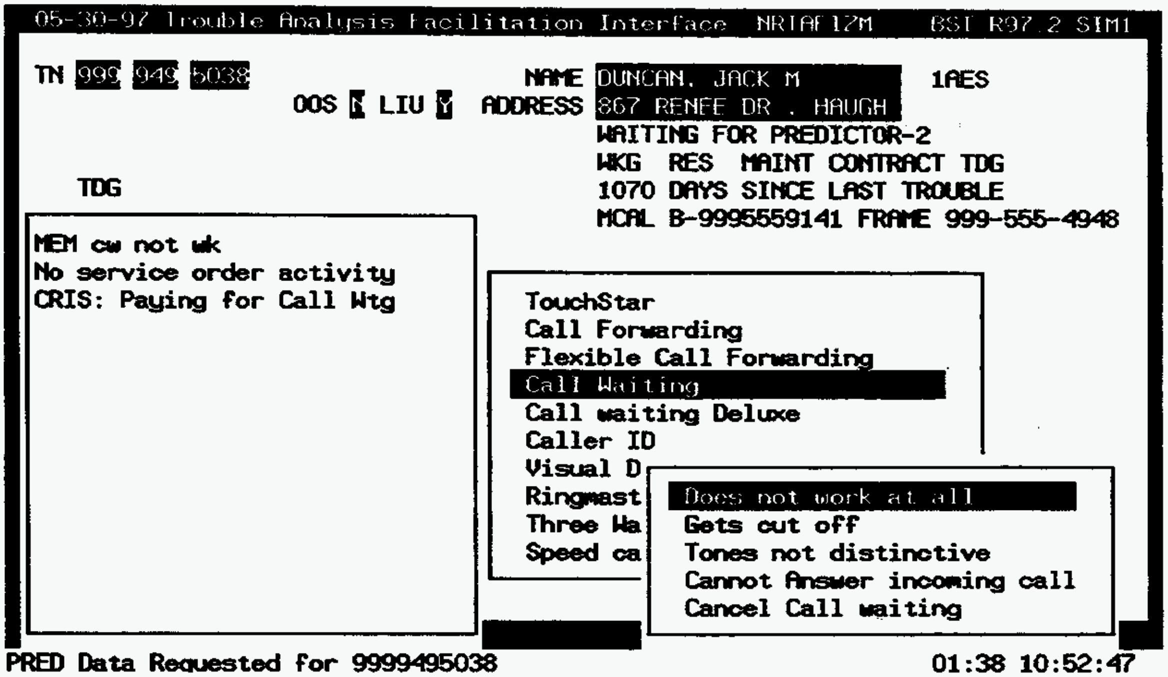


Notice that as soon as you selected 'Call Waiting -> Does not work at all' on the second sub-menu, TAFI went to the customer's CSR and verified that the customer is in fact paying for the feature. You can verify this by looking at the trouble status summary (in the base window area).

Take a minute and look at this trouble summary information. So far on this report, you told TAFI that the customer's Call Waiting doesn't work at all and then TAFI verified that: (1) there are no pending service orders for this line (i.e., just in case the feature (CW) was due to be added to the line and perhaps the order has not completed yet) and (2) the customer was paying for Call Waiting. At that point in time, TAFI initiated a CO translation verification via Predictor to confirm that Call Waiting was programmed on this customer's line.

⇒ **Note:** Look at the status line and notice that TAFI is telling you what it's doing. Also, just under the customer's Name and Address fields, TAFI tells you that it's "Waiting for Predictor". (Other status messages may overwrite the one captured on this screen but you'll know that TAFI is waiting for a predictor verification by seeing this message.)

Remember that TAFI will make a recommendation based upon the information you provide and the data that TAFI collects from downstream systems. If, for one reason or another, TAFI does not get good data from a downstream system, TAFI will try again (i.e., in the case of a MLT test and Predictor verifications, TAFI will re-try twice to get a good results.)



Notice (under Name and Address) that TAFI has attempted a Predictor verification a second time (the first attempt failed).

If TAFI does not get a valid response from a downstream system, the recommendation will route the report to the MA "screening pool" (often referred to as the Technical Support group) for manual intervention. The report is routed by the Handle code "TECH" or "MEMSERV", depending upon which system failed to provide adequate data.

In addition to resolving the customer's problem, or routing the report to the correct location, the MA will identify and correct the cause of the problem which prevented TAFI from obtaining the information.

In our example problem, TAFI could not verify the translations via Predictor. Therefore, TAFI did not have enough data to make the correct diagnosis and the report was routed to the MA screening pool via the MEMSERV handle code:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 949 5038              REPEAT N   EC 999   UNIT 47147200
                                                        LOC TDG
    NAME DUNCAN, JACK M            SUB N      SO N
 ADDRESS 867 RENEE DR , HAUGH

  REACH# 9995555555      ACCESS# 9992334511     CALLED#
 REMARKS SKIONE Comm        OK/                    REP BY Jack Duncan
TRBL DESC MEM  xxxx                                  NOTE
NARRATIVE -cw not wk-Cust paying for feature-MEMSERV-PREDIC
          TOR Verify Unsuccessful-

NEW COMM AS              ACCESS:  A       B             OS 07-29-95 0600P
  CUS DT                 CAT CD   IRATE N  CC N         AS 07-29-95 0600P
DT RECVD                 SUB: CLSALT _  NI N            BC

TEST RES                                HANDLE MEMSERV  MISC H11L
RECOMMEND MEMSERV-PREDICTOR Verify Unsuccessful
                                                     NRTAF12M
SNECS ERROR: PRED Data Failed for 9999495038        03:19 10:54:28
```

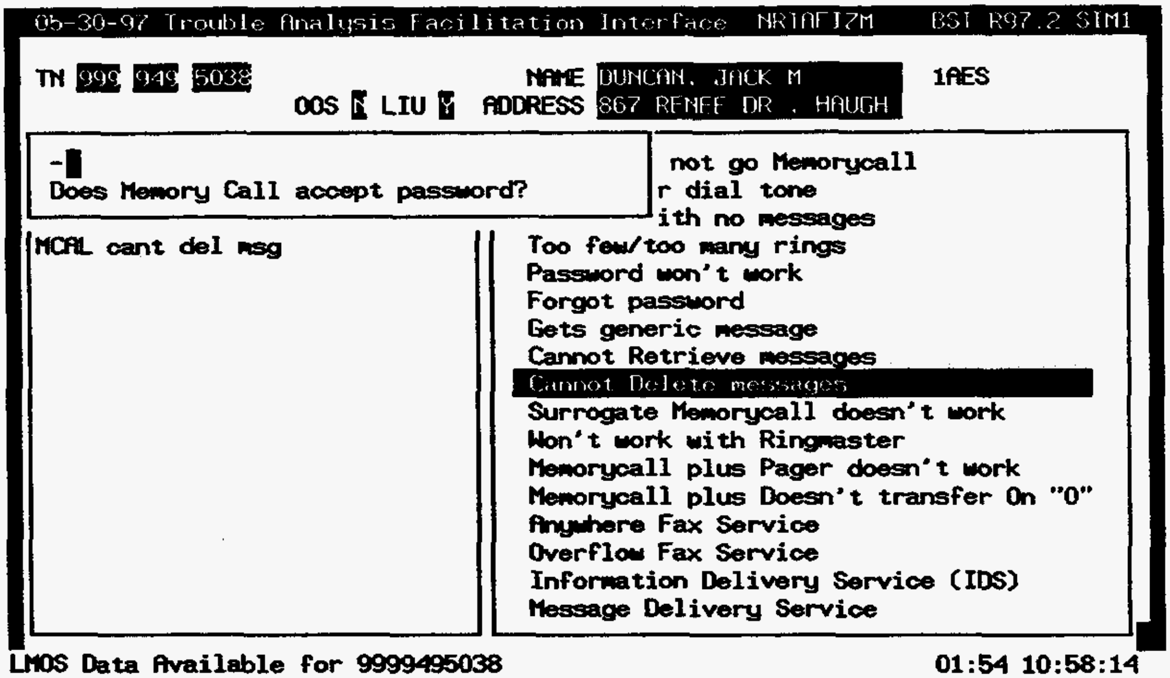
6.2 MEMORYCALL EXAMPLE

Let's walk through another example problem and see how TAFI leads you to the correct solution.

Let's assume your customer tells you that he has a problem with his "call answering feature" and he can't delete his messages. You recognize that he's reporting a problem with his MemoryCall service and you make the appropriate Main Menu selection:

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAF1ZM     BST R97.2 SIM1

TN 999 949 5038                          NAME DUNCAN, JACK M            1AES
                      OOS N LIU Y     ADDRESS 867 RENFF DR . HAUGH

                                     Call Will not go Memorycall
     TDG                             No stutter dial tone
                                     Stutter With no messages
      Dial tone                      Too few/too many rings
      Outgoing call                  Password won't work
      Incoming call                  Forgot password
      Transmission                   Gets generic message
      memory Service                 Cannot Retrieve messages
      MemoryCall                     Cannot Delete messages
      calling plans/billing (ANI)    Surrogate Memorycall doesn't work
      Long distance                  Won't work with Ringmaster
      Physical                       Memorycall plus Pager doesn't work
      data pRoblems                  Memorycall plus Doesn't transfer On "0"
      Enhanced Services              Anywhere Fax Service
                                     Overflow Fax Service
                                     Information Delivery Service (IDS)
                                     Message Delivery Service

LMOS Data Available for 9999495038                             00:44 10:57:04
```

After you select the 'Cannot Delete messages' option on the sub-menu, TAFI will prompt you to answer "Does MemoryCall accept password?"



Think about this question and compare it with what the customer may have told you so far. If the customer tells you that he can access his system and hear the message, then you know that the MemoryCall system accepted the password (passcode) that he entered. Do you have to ask the customer this question? ... NO, not if you KNOW the answer. On the other hand, if the customer said *" ... I cannot access my system to delete an old message"*, then you don't know if his password worked or not. What do you do in this situation? ... You ask the customer!

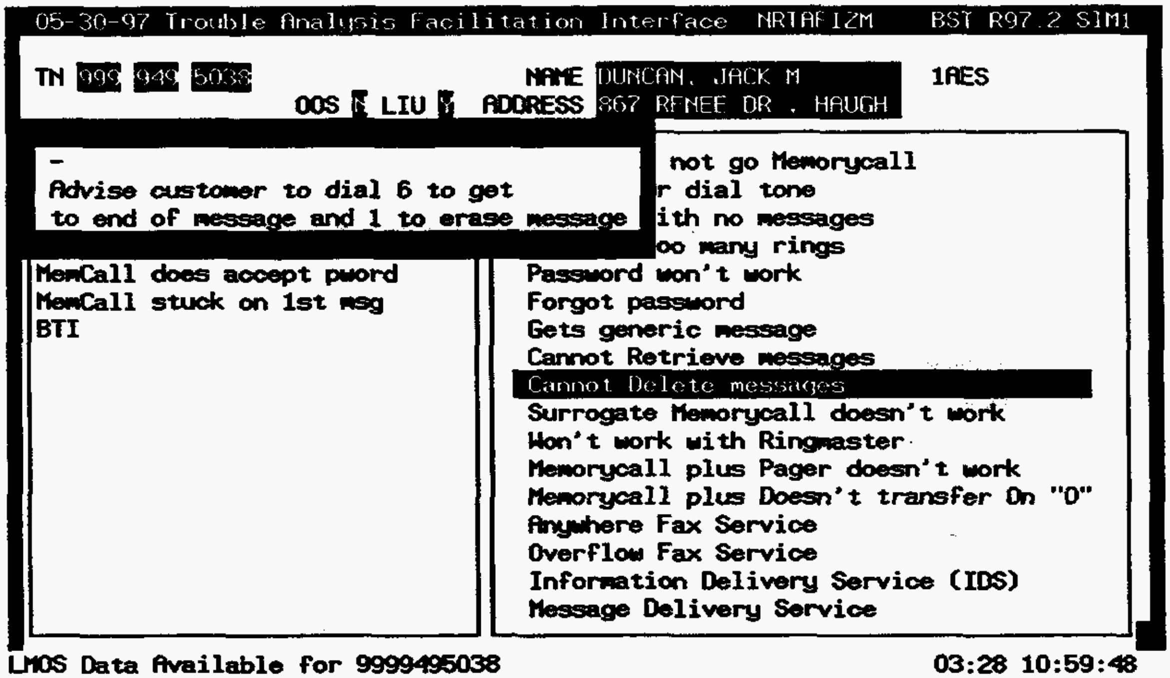
The next three TAFI screens highlight the remainder of this customer contact:

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN 999 949 5038                   NAME DUNCAN, JACK M         1AES
                   OOS N LIU Y  ADDRESS 867 RENFE DR , HAUGH

 -                                            not go Memorycall
 Is Memory Call stuck on 1st message?        r dial tone
                                             ith no messages
MCAL cant del msg                  Too few/too many rings
MemCall does accept pword          Password won't work
                                   Forgot password
                                   Gets generic message
                                   Cannot Retrieve messages
                                   Cannot Delete messages
                                   Surrogate Memorycall doesn't work
                                   Won't work with Ringmaster
                                   Memorycall plus Pager doesn't work
                                   Memorycall plus Doesn't transfer On "0"
                                   Anywhere Fax Service
                                   Overflow Fax Service
                                   Information Delivery Service (IDS)
                                   Message Delivery Service
LMOS Data Available for 9999495038                          02:37 10:58:57
```

You might ask the customer *" Are you having difficulty getting past the first message in your mailbox?"*

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN 999 949 5038                   NAME DUNCAN, JACK M         1AES
                   OOS N LIU Y  ADDRESS 867 RENFE DR , HAUGH

 -                                            not go Memorycall
 Is the mailbox platform BTI?                r dial tone
                                             ith no messages
MCAL cant del msg                  Too few/too many rings
MemCall does accept pword          Password won't work
MemCall stuck on 1st msg           Forgot password
                                   Gets generic message
                                   Cannot Retrieve messages
                                   Cannot Delete messages
                                   Surrogate Memorycall doesn't work
                                   Won't work with Ringmaster
                                   Memorycall plus Pager doesn't work
                                   Memorycall plus Doesn't transfer On "0"
                                   Anywhere Fax Service
                                   Overflow Fax Service
                                   Information Delivery Service (IDS)
                                   Message Delivery Service
LMOS Data Available for 9999495038                          02:55 10:59:15
```

In this case, your customer cannot get past the first message. He has tried to delete it but it's still there. So how do you answer TAFI's question? Entering "Y" causes TAFI to ask you which MemoryCall system does the customer have (BTI or Octel)? How do you know? Remember that in the customer information area, TAFI displays the MemoryCall access telephone number beginning with either a "B" for BTI or a "O" for Octel. In this case, the customer is served by a BTI system so you answer TAFI's question with a "Y". This causes TAFI to provide the correct 'fix' for this trouble:



Our MemoryCall system is just a computer and, like any other computer, it has a specific program to follow. In order to delete a message stored in the MemoryCall computer, you must be at the end of the message before you enter the "delete" code. The system will prompt you once you get to the end of the message as to what your options are. i.e., " *...end of message. To erase this message press 7, to save it press 9".*

If someone leaves you a message and then stops talking for a period of time before hanging up, the MemoryCall system will continue recording the "dead time". In our customer's case, he heard the message OK and then he was listening to the dead time (before the caller hung up). Thinking that he was at the end of the message, he pressed 1 and then hung up. The stutter dial tone remained on his line because the message wasn't deleted and the system still considers it to be an 'unread' message. He probably repeated his steps and then called in the trouble report.

MemoryCall has the ability to "skip to the end" of a message by entering the code "5" while listening to a message. You provide this "training" to your customer and explain *" I'm sure that if you access your mailbox and depress 5 after the message starts, the system will jump to the end of the message. You will then be able to delete it by dialing 1. Would you like to try it before we take any further action? "*

You clear this TAFI Message Window (remember how?) and then the system responds with:

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFI7M     BST R97.2 SIM1

TN 999 949 5038                         NAME DUNCAN, JACK M          1RES
                     OOS N LIU Y     ADDRESS 867 RENFF DR , HAUGH

 -
 Does customer agree to closeout?            not go Memorycall
                                            r dial tone
                                            ith no messages
MCAL cant del msg                          Too few/too many rings
MemCall does accept pword                  Password won't work
MemCall stuck on 1st msg                   Forgot password
BTI                                        Gets generic message
                                           Cannot Retrieve messages
                                           Cannot Delete messages
                                           Surrogate Memorycall doesn't work
                                           Won't work with Ringmaster
                                           Memorycall plus Pager doesn't work
                                           Memorycall plus Doesn't transfer On "0"
                                           Anywhere Fax Service
                                           Overflow Fax Service
                                           Information Delivery Service (IDS)
                                           Message Delivery Service
LMOS Data Available for 9999495038                              03:50 11:00:10
```

Your customer agreed to try your advice so you enter "Y" to the query above. TAFI then presents you with the "Close" Trouble Report screen for you to complete. Since you are closing this report (and not doing a FECO), all you have to enter is the name of the person who told you it is OK to close the report ... and, in this case, it's the same person who reported the problem.

```
INITIAL TROUBLE REPORT - CLOSE

      TN 999 949 5038                 REPEAT N   EC 999   UNIT 47147200
                                                           LOC TDG
    NAME DUNCAN, JACK M               SUB N      SO N
 ADDRESS 867 RENEE DR , HAUGH

  REACH#              ACCESS#                CALLED#
 REMARKS                  OK/ ▌                REP BY Jack Duncan
TRBL DESC MCAL xxxx                             NOTE
NARRATIVE -cant del msg-

 NEW COMM AS          ACCESS:  A       B          OS 07-29-95 0600P
   CUS DT             CAT CD  IRATE N  CC N       AS 07-29-95 0600P
 DT RECVD             SUB: CLSALT _  NI N         BC

 TEST RES                          HANDLE        MISC C3
RECOMMEND CX CCS Instructions
                                                       NRTAFIZM
Field must be input                                    05:06 11:01:26
```

⇒ **Note:** In the screen above, the user attempted to send the report without entering the OK/ field. TAFI caught the error (see the status line message) and placed the cursor in the field that needs information. In this case, since the person who OK'ed the close out is also the person who reported the trouble, all you have to do is enter the '=' sign. (TAFI will automatically take Jack Duncan from the REP BY field and use it for the close out information thus saving you time in retyping it.)

As you can see, handling these type trouble reports, with TAFI's help, is a breeze. All you have to do is focus on what the customer is telling you, identify what kind of problem they are having and properly interface with TAFI.

Many customers report problems with their products and services when the real problem is their inappropriate usage or, just not knowing how to use the feature. You will have many opportunities to provide instructions to solve customer problems. The more knowledgeable you are about our products and services, the better equipped you will be to handle these kind of trouble reports.

⇒ **Note:** Remember that the TAFI Help Menu (F1) provides you with a resource to find out how to use our products and services. We strongly urge you to periodically review this information and become familiar with where the various items are located. Also, as new features become available, information on how to use them will be added to this Help area.

DO THIS NOW: **LOG INTO TAFI AND ENTER A TROUBLE REPORT FOR 999-949-5038, LIU=Y. DUPLICATE THE TROUBLE REPORT WE JUST DISCUSSED (MEMORYCALL ...) AND COMPARE WHAT YOU SEE ON THE SCREEN WITH THE SCREENS PRINTED IN THIS SECTION (BEGINNING ON PAGE 197). WHEN YOU COMPLETE THIS REPORT, SEND THE TROUBLE REPORT SCREEN AND TAFI WILL RETURN THE INITIAL TROUBLE ENTRY WINDOW FOR YOUR NEXT REPORT.**

TRY ENTERING THIS REPORT AGAIN BUT ANSWER SOME OF TAFI'S QUESTIONS DIFFERENTLY AND SEE WHERE TAFI LEADS YOU. WHEN YOU FINISH, GET BACK TO THE INITIAL TROUBLE ENTRY WINDOW.

IF YOU HAVE ANY PROBLEMS, ASK YOUR INSTRUCTOR FOR HELP.

7.0 TAFI USER QUEUE

We have talked about queuing reports earlier and now we will look at this TAFI function a little more closely.

Remember when we talked about how trouble reports were handled in the "pre-TAFI" days and the MA in the Maintenance Center manually screened the report? This MA would execute a transaction (like the MLT line test) and wait for the results. Based upon the results of the first transaction, the MA would typically execute another transaction, etc. until the proper determination could be made. All of this "waiting for the results" took time, and the MA was limited as to how many reports could be handled in a given time frame.

You have seen that TAFI conducts all of the downstream systems transactions for you and provides you with a recommendation to resolve the problem. If the TAFI recommendation occurs while the customer is still on the line, you can provide your customer with a positive indication of what path needs to be followed. TAFI may recommend that the report be:

- Closed or FECO,
- Dispatch In or Out,
- Sent to Technical Support, or
- Canceled.

However, some of the downstream transactions may take more time than the customer is willing to wait. For example, if TAFI does not get a valid MLT test result, TAFI will re-test the line after waiting five minutes. Remember that in today's environment, you (and TAFI) are performing the old screening function. When you are finished with the report, you either close it or send it to the correct location for resolution. Also, you have customers waiting to be handled and you must attend to their needs as well. So what do you do?

Queue the report!

TAFI has the ability to keep working on your customer's trouble report in the background thus freeing you to start helping other customers. For all practical purposes, there is no limit as to how many reports you can have in your queue. **Just remember that you have to "handle" all of your queued reports in a timely manner!** TAFI informs you of the status of your queued reports via the "User Queue" report. This report is displayed every time you complete a trouble report so you "don't forget" about your queued reports. You will have the option of retrieving a report that TAFI has finished analysis on or bypassing your queued reports (by pressing F6) and taking a new customer call. We will talk about these options in a few minutes.

7.1 QUEUING A REPORT

There are two ways that a report can be placed in your User Queue:

- TAFI recommends queuing the report (typically because data from a downstream system is currently not available).
- You can manually queue a report so you can start processing other customer troubles while TAFI continues working on the current problem in the background.

To manually queue a report, depress the queue function key (F8).

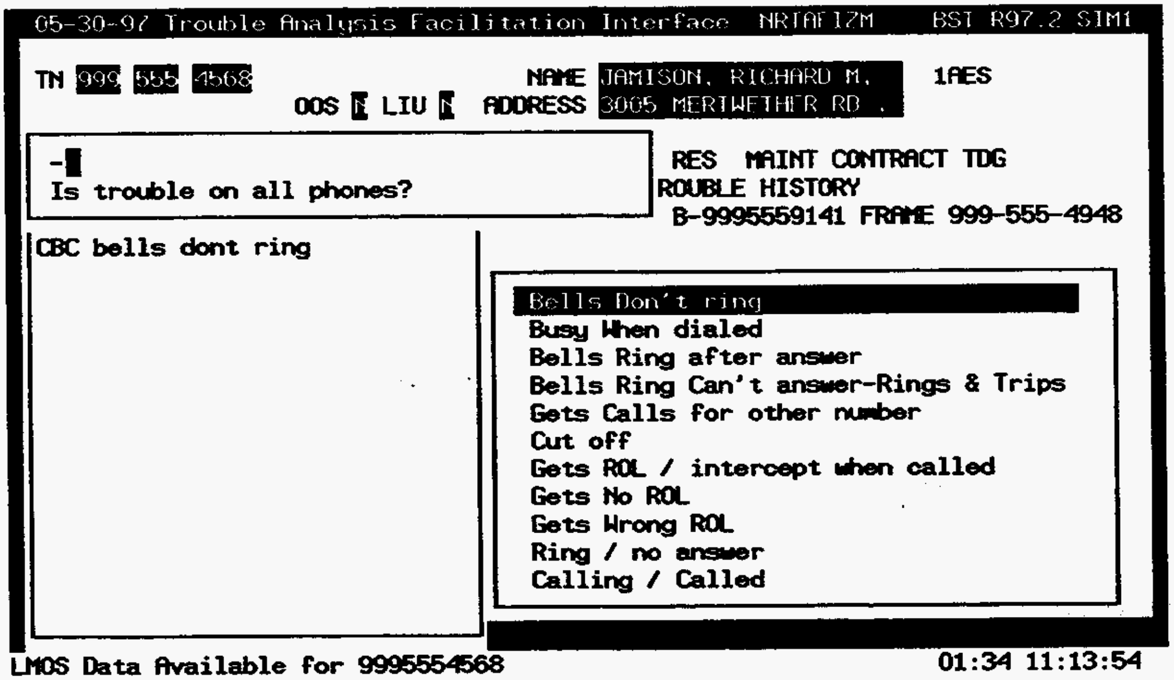
TAFI will confirm that you have captured all of the required information before it accepts your command. If the data on the Access and Commitment window is not populated, TAFI will require that this information be gathered before the report can be queued.

The best way to experience queuing a report is to walk through an example.
Read the information first. At the end of this material you will have the opportunity to walk through it on your screen.

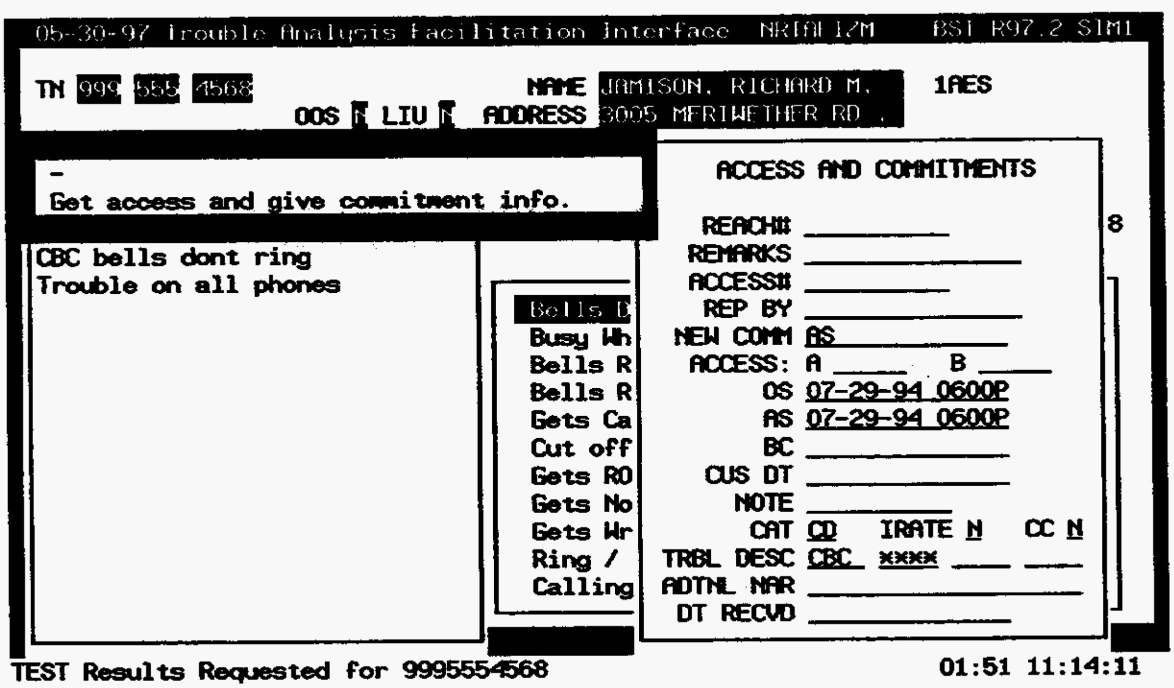
EXAMPLE: Mr. Jamison called to report that people tell him that they call him and he doesn't answer. He say's that he has been home and the phone doesn't ring at all. You enter the following report:

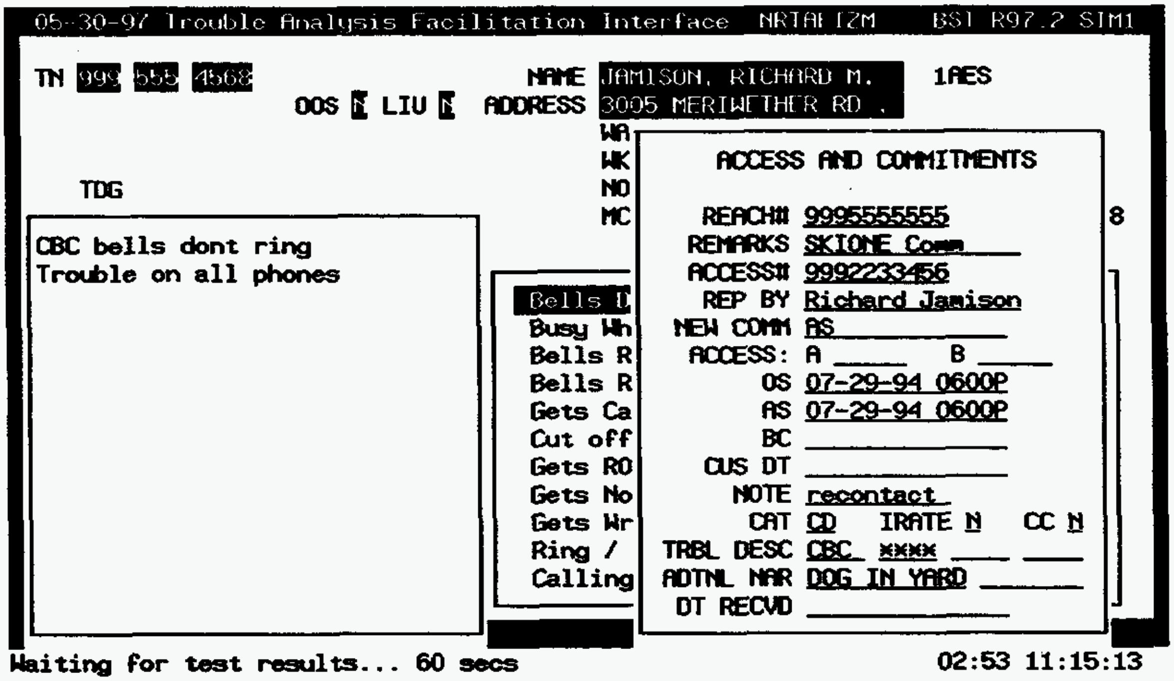
```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFI7M    BST R97.2 SIM1

TN 999 555 4568                          NAME JAMISON, RICHARD M.      1AES
                      OOS N LIU N     ADDRESS 3005 MERIWETHER RD .

                                              WKG  RES  MAINT CONTRACT TDG
  TDG                                         NO TROUBLE HISTORY
                                              MCAL B-9995559141 FRAME 999-555-4948
   Dial tone
   Outgoing call
   Incoming call                         Bells Don't ring
   Transmission                          Busy When dialed
   memory Service                        Bells Ring after answer
   MemoryCall                            Bells Ring Can't answer-Rings & Trips
   calling plans/billing (ANI)           Gets Calls for other number
   Long distance                         Cut off
   Physical                              Gets ROL / intercept when called
   data pRoblems                         Gets No ROL
   Enhanced Services                     Gets Wrong ROL
                                         Ring / no answer
                                         Calling / Called

LMOS Data Available for 9995554568                             00:31 11:12:51
```

He indicates that none of his phones ring, so you answer "Y" to the following:



Then TAFI asks that you complete the Access and Commitment Window:





While you were populating the Access and Commitment (A&C) Window, TAFI initiated a MLT test. However, the test did not produce a "valid" result and TAFI is recommending a re-test. You, through your experience and training, notice this information in the Trouble Report Status area and know that you will be queuing this report. **You must add two pieces of information in the A&C window:**

- Make yourself a reminder note to re-contact this customer using the 'Note' field.
- Since TAFI may execute the "Automatic Queue Processing" function (more on this in a minute), you must add any critical piece of information that you want to appear on the narrative line of the final report. In this case, Mr. Jamison is warning the technician to watch out for the big dog in his yard and this information is entered in the 'Additional Narrative' field.

You complete the contact with your customer by providing him the established commitment, provide an indication of future availability and thank him for using BellSouth - your standard contact closure. The only difference between this close and others you have done so far is that you don't know (at this time) what the disposition of this report will be. (You will once TAFI completes its analysis, but right now you have other customers to handle.)

You depress the Enter key to register all of the data gathered in the A&C window for this report and then depress F8 to queue the report:

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BST R97.2 SIM1

TN 999 555 4568                       NAME JAMISON, RICHARD M.       1AES
                 OOS N LIU N       ADDRESS 3005 MERIWEATHER RD .
                                          ING FOR RETEST-1
 -                                          RES  MAINT CONTRACT TDG
 Call being placed on QUEUE               ROUBLE HISTORY
                                            B-9995559141 FRAME 999-555-4948
CBC bells dont ring
Trouble on all phones
                              Bells Don't ring
                              Busy When dialed
                              Bells Ring after answer
                              Bells Ring Can't answer-Rings & Trips
                              Gets Calls for other number
                              Cut off
                              Gets ROL / intercept when called
                              Gets No ROL
RECOMMEND: WAIT ON RETEST     Gets Wrong ROL
 RETEST-Retest is Required    Ring / no answer
TEST: TST EQUIP BSY           Calling / Called

RETEST Required for 9995554568                         03:34 11:15:54
```

By the time you lift your finger off the F8 key, TAFI has queued your report and provides you with a Message Window acknowledging your request. You clear this message window and get:

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BST R97.2 SIM1

TN                                    NAME
                 OOS   LIU         ADDRESS

                              USER QUEUE

USER       TN          NOTE       STATUS    DATE RECEIVED    NEW COMMITMENT
simuser    9995554568  recontact  RETEST1   05-30-97 1112P   07-29-94 0600P

F2up   F3down   F4exit   ENTERaccept

   memor| F1profile   F2queued   F3supervise   F4exit
   Memor
   calling plans/billing (ANI)
   Long distance
   Physical
   data pRoblems
   Enhanced Services

                                                            11:16:21
```

Take a minute to look at the User Queue window. Notice that your 'note' (reminder to yourself) is displayed along with the status of this report. In this case, TAFI is "re-testing" the line with the first re-test request.

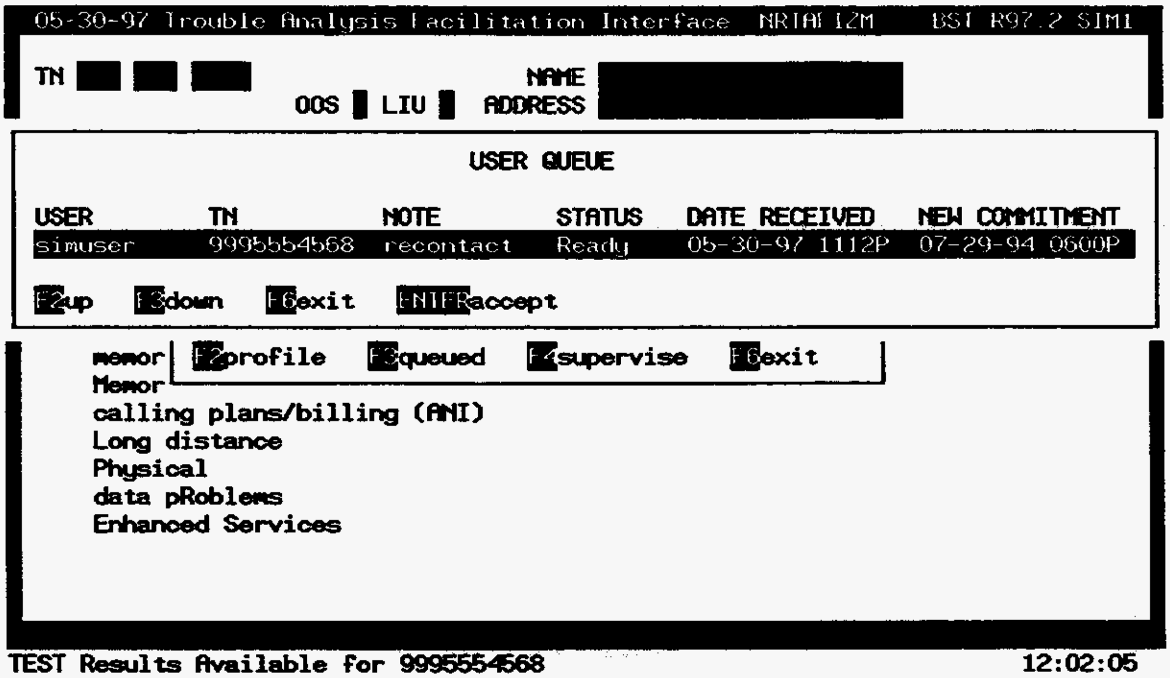
⇒ **Note:** If TAFI recommends queuing the report because access to downstream systems is momentarily blocked, TAFI will automatically place the word "SYSTEM" in the note field. This alerts you to some possible communications problem.

Pay attention to the function key prompts in this User Queue window. To move the highlight bar down and up, use F2 and F3 (when you have more than one report in queue). To bypass this User Queue report and return to the Initial Trouble Entry Window (to process another customer's call), depress F6.

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN [redacted]                                   NAME [redacted]
                        OOS   LIU            ADDRESS [redacted]

                                 USER QUEUE

USER        TN           NOTE        STATUS   DATE RECEIVED    NEW COMMITMENT
simuser     9995554568   recontact   TEST2    05-30-97 1112P   07 29 94 0600P
simuser     9999495038               Ready    05-30-97 1117P   07-29-95 0600P

F2up    F3down    F6exit    ENTERaccept

      Memor
      calling plans/billing (ANI)
      Long distance
      Physical
      data pRoblems
      Enhanced Services

TEST Results Requested for 9995554568                                 11:21:14
```

As TAFI continues to work on your report in the background, it displays status information in the Status Line, <u>even if you are working on a different report</u>. TAFI just wants to keep you informed. Also, notice that the Status field on the User Queue report gets updated to let you know what's going on. Look at the screen above. What's the current status of the queued report?

When the Status field indicates "READY", you know that TAFI has completed the analysis and formulated a recommendation for you to complete the report:



7.2 RETRIEVING QUEUED REPORTS

Once TAFI has completed the analysis and determines a recommendation, TAFI changes the Status on the User Queue report to READY. When you have finished working on your current report, TAFI will always display the User Queue window (if you have at least one report in queue) prior to allowing you access to the Initial Trouble Entry window. You have to determine when to take the report out of queue.

For example, if there are many customer calls pending in the ACD queue, you may elect to handle a new customer call first. When the peak customer call volume goes down, you will start completing those reports in your queue.

⇒ **Note:** Your management will provide you with guidelines for handling queued reports in your center.

Retrieving a queued report is a two step process:

1. Use the highlight bar to select which report to retrieve from the User Queue (use F2 and F3 to move the bar) and depress Enter. This action places the telephone number into the Initial Trouble Entry window:

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFI2M    BSI R97.2 SIM1

TN [redacted]                              NAME [redacted]
                 OOS [redacted] LIU [redacted]  ADDRESS [redacted]


    Dial  | TN 999 555 4568
    Outgo |
    Incom | Is the line currently in use? N
    Trans |
    memor | F2profile   F3queued   F4supervise   F6exit
    Memor
    calling plans/billing (ANI)
    Long distance
    Physical
    data pRoblems
    Enhanced Services

TEST Results Available for 9995554568                             12:02:41
```

2. Depress the Enter key a second time and TAFI will typically return you back to the point you were at when you queued the report. In our example, TAFI is recommending a dispatch out based upon the information the customer provided.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
          TN 999 555 4568              REPEAT N   EC 999   UNIT 47147100
                                                            LOC TDG
        NAME JAMISON, RICHARD M.       SUB N      SO N
     ADDRESS 3005 MERIWETHER RD ,

      REACH# 9995555555     ACCESS# 9992233456     CALLED#
     REMARKS SKIONE Comm         OK/                 REP BY Richard Jamison
   TRBL DESC CBC  xxxx BKDT                            NOTE recontact
   NARRATIVE BK05-bells d/r-a/p-DOG IN YARD


    NEW COMM AS              ACCESS:  A ____   B ____      OS 07-29-94 0600P
      CUS DT                 CAT CD  IRATE N  CC N         AS 07-29-94 0600P
    DT RECVD 05-30-97 1112P  SUB: CLSALT _  NI N           BC

    TEST RES TST EQUIP BSY             HANDLE PDB     MISC H2
   RECOMMEND DISP OUT-Trbl Outside
                                                       NRIAFI2M
                                                   00:57 12:03:52
```

In our example, the MLT test equipment was consistently busy every time TAFI tried to run a test. TAFI displayed this information in the "Test Results" field on the Trouble Report screen. If this was a real world trouble, you would call a BST center and notify them of this situation. The BST person will coordinate with the WMC to correct this potential MLT problem. To maintain your commitment to the customer, TAFI recommended dispatching a technician to correct the problem.

⇒ **Note:** Every central office is equipped with a limited number of test facilities that run MLT tests. The larger the CO, the more test facilities are available. Under normal situations there are plenty of facilities available. However, if a large number of trouble reports are generated for a given CO at the same time, you may incur the "test equipment busy" result. When this occurs, TAFI waits 5 minutes and re-tests the line. Most of the time, a subsequent test will net a good result. Our history with running multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Therefore, in Release 97.3, the MLT retry was reduced to one (from the previous 3). Failing to get a good MLT result after the second attempt, TAFI will send the report to the MA screening pool for manual intervention.

7.3 TIPS ON QUEUING

(1) In many situations, the result of the MLT test will determine TAFI's recommendation and how you finally process the report. If the result comes back while the customer is still on the line (assuming that LIU=N), you can provide your customer with a more definite response by saying something like: "*... while we were talking I ran a test on your line and the results show me that our technician will have to be sent out to correct the problem. I'm sure that we will have this corrected for you by 6 PM*"

However, how long do you wait for the test result to come back? Depending upon the CO and a number of other factors, the results may not come back for 2 minutes or more.

The best rule of thumb is to complete your contact in the normal manner. Gather information from the customer and select the appropriate trouble category, answer TAFI's questions, obtain the necessary information to populate the A&C window and, if the test results are not back, provide your customer with a commitment date/time and close the contact. When you have finished with the customer, depress F8 to queue the report and move on to your next call.

(2) The second thing to remember is that you are responsible for the reports in your queue. You are expected to handle these reports in a timely manner. ***The longer you keep a report in queue, the less time the field technicians have to clear the problem by the commitment time***!

(3) When you place a report in queue, a report is also sent to LMOS indicating that a report for this telephone number is in a TAFI queue. Should another user take a report for this telephone number (while the initial report is still in queue), one of two things will happen:

A: If the user is working on the same TAFI processor (i.e., NRTAFIZM) where the report is queued, TAFI will take the report out of the first user's queue and display all the information to the new user. (It acts as if the second user had the report queued and then pulls it out for further action.)

B: If the user is working on a different TAFI processor, LMOS will provide the second user with all of the information provided so far about the report (i.e., trouble description code, established commitment time, etc.) The second user then completes the report and routes it for proper handling.

⇒ **Note:** In this situation, when the first user takes the report out of their queue and sends it to LMOS, they will get a SUB NOW error message. This error message indicates that someone else generated an initial report and this user must enter a subsequent report listing any new information that they have obtained.

> ⇒ **Note:** All users for a given CLEC company are assigned to work on the same production CLEC TAFI processor and option "A" would be the expected result. However, should the user temporarily use the CLEC TAFI Back-Up system (because of some difficulty with their production system), option "B" could occur.

(4) During normal operations, TAFI provides you an indication when a recommendation has been developed, you take the report out of queue and process it. Should you need to log off prior to obtaining a recommendation for a queued report (i.e., lunch break, etc.), TAFI will display the status of all your queued reports when you log back in.

However, if you have queued reports and you have to leave for an extended period (i.e., go home at the end of your tour), you ***must inform your supervisor so he/she can reassign your queued reports to another user***.

> ⇒ **Note:** Users should budget their time to process all queued reports prior to leaving for the day.

7.4 AUTOMATIC QUEUE PROCESSING

We just discussed the importance of processing your queued reports in a timely manner so our field technicians have ample time to fix the trouble before the commitment time (assuming that the recommendation is to dispatch a technician). To assist you in processing queued reports, TAFI has been enhanced to automatically send reports to LMOS if the recommendation is to dispatch a technician.

Since TAFI may 'take this report from you', **it is critical that you enter any information that needs to go on the narrative line using the 'additional narrative' field on the Access and Commitment window before you queue the report** (see page 130).

DO THIS NOW: **USE THIS EXAMPLE PROBLEM STARTING ON PAGE 209 AND WALK THROUGH THE EXAMPLE ON YOUR SCREEN. AFTER YOU QUEUE THE REPORT AND LOOK AT THE USER QUEUE WINDOW, DEPRESS F6 TO GET A CLEAN INITIAL TROUBLE ENTRY WINDOW. AT THAT POINT, DEPRESS F3 TO RE-DISPLAY YOUR USER QUEUE. TAKE THE REPORT OUT OF QUEUE (WHEN THE STATUS IS READY) AND SEND IT TO LMOS.**

If you have any problems, ask your instructor for help.

8.0 ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report. During the normal flow, TAFI uses this information to develop its recommendation. However, there may be times when you may want to view this information to gain a better insight to a specific problem. This information is found in the "Additional Data Window" and is accessible by depressing F11.

⇒ **Note:** The Additional Data Window is only available if you are processing a trouble report ... because without a telephone number to work on, TAFI doesn't gather any "data".

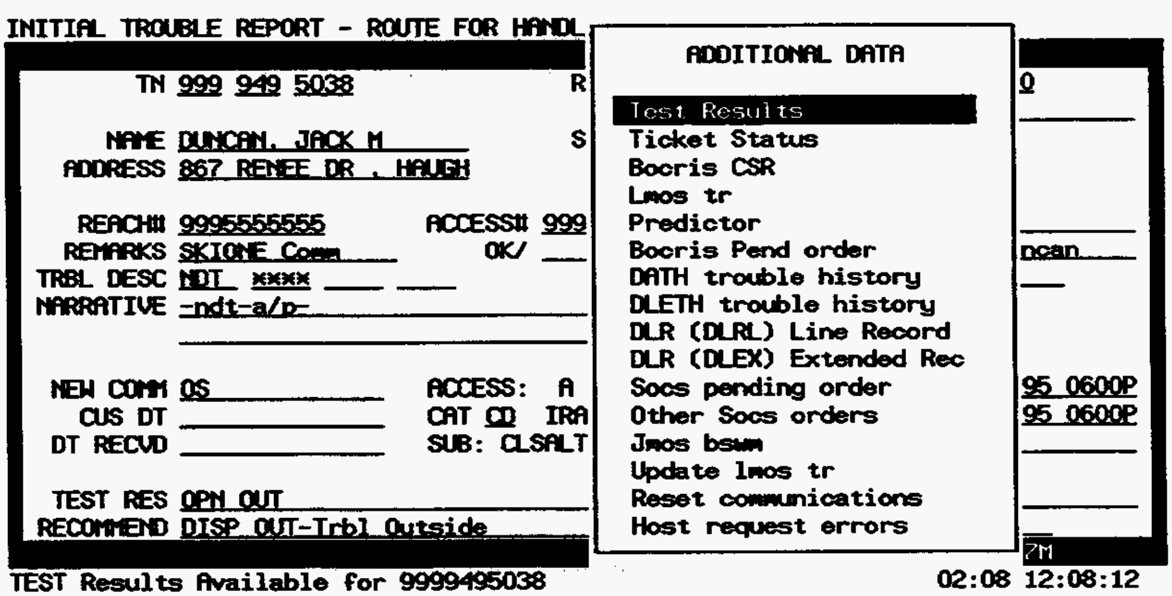
The Additional Data Window displays the following menu of options:

Test Results	displays the MLT results obtained by TAFI
Ticket Status	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
BOCRIS CSR	CRIS Customer Service Record - displays the products and services that are programmed on the line
LMOS TR	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
Predictor	Predictor - the results of TAFI's inquire to Predictor
BOCRIS Pend Order	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
DATH Trouble History	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
DLETH Trouble History	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports
DLR	LMOS Display Line Record - displays the customer's Line Record in LMOS (both the DLRL and DLEX are available)
SOCS Pending Order	Service Order Communications System - displays the status of a pending service order
Other SOCS Orders	If the customer has more than one pending service order, this option lets you select which service order to view

JMOS BSWM	JMOS Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)
LMOS TR Update	If the trouble report is updating an existing LMOS report, you can view this update here
Reset Communications	If you get a "communications error" (i.e., Comm Error LMOS-A) you can actually reset the communications link between TAFI and the downstream system used by your session using this option
Host Request Errors	If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), you can re-send the transaction with this option

Most of these options produce reports that have more than one page. You may scroll through each page using the **Page Up** and **Page Down** keys.

With an active trouble report on your screen, depressing F11 produces the "Additional Data Window"



Let's take a closer look at some of these options:

8.1 TEST RESULTS

Selecting the TEST RESULTS option displays full MLT test data: These screens are what you would see if you logged into the MLT system and ran a line test:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL   ADDITIONAL DATA
          TN 999 949 5038               R                              Q
 TV  EC 126  PRTR       REQ BY                CB              07-27-94 0844P



TN 999 949 5038                   SW: ESS-5  OE: 90018-05-58
REQ            L#    CMT          CA                   CO: TESTABLE DLCS
               TEMP(F)            PR      OVER         OSP:
   FULLX                                               TERM: SINGLE PARTY
 VER 41: OPEN OUT BALANCED-  CAP BAL 100 %  C.O. TEST NOT DONE - SPECIAL DLCS
         DISTANCE FROM C.O.       41000 FT
         CHANNEL-SINGLE PARTY SERVICE

 CRAFT: DC SIGNATURE      MLT: DC SIGNATURE       AC SIGNATURE
TEST Results Available for 9999495038                            02:42 12:08:46
```

Scroll down (page down key) to view rest of MLT data:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL   ADDITIONAL DATA
          TN 999 949 5038               R                              Q
 VER 41: OPEN OUT BALANCED-  CAP BAL 100 %  C.O. TEST NOT DONE - SPECIAL DLCS
         DISTANCE FROM C.O.       41000 FT
         CHANNEL-SINGLE PARTY SERVICE

 CRAFT: DC SIGNATURE      MLT: DC SIGNATURE       AC SIGNATURE
   KOHMS  VOLTS             KOHMS  VOLTS            KOHMS
   3500         T-R         3500         T-R         183              T-R
   3500       0 T-G         3500       0 T-G         198              T-G
   3500       0 R-G         3500       0 R-G         202              R-G

                            BALANCE                 OPEN DISTANCE
                             CAP  100 %              FROM CO =  41000 FT

                                                                       01
X
TEST Results Available for 9999495038                            02:57 12:09:01
```

You are not required to read full MLT results. <u>Concentrate only on the TAFI recommendation provided in the Trouble Summary area</u>. If you just wanted to see what the actual results are, you can view them here.

8.2 TICKET STATUS

This option will produce the LMOS Recent Status Transaction or RST report. It provides a detailed report of what has transpired on an active (pending) trouble report. Every time someone handles the report, a line of status showing: who did it, when it was done (time/date), the intermediate status transaction code (IST) - which translates to what's happening to the report like PDO, and a line of narrative describing what the person did to produce the IST value.

Study the RST section in your LMOS Job Aid. Becoming familiar with how to read the RST report will help you provide detailed history information to your customer with Pending reports.

8.3 BOCRIS CSR

This option will display a customer's CSR. This record lists everything your customer has programmed on his line. Take a few minutes and scroll through this example:

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFI2M    BST R97.2 SIM1

TN 999 555 6000                        NAME *ROX*ROONEY, RICHARD   1AES
                     OOS N LIU N  ADDRESS
                                               ADDITIONAL DATA
 -

 999 555 6000 633 *CSR*
LN   ROONEY, RICHARD
LA   8765 OLD SAVANNAH RD
SA   8765 OLD SAVANNAH RD, AUG
     LOT 272
     COLS GA  31903-

---DIR

---BILL
BN1  SKIONE COMMUNICATIONS
BN2  2400 TITONKA ROAD

---S&E
  1  XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC
LMOS Data Available for 9995556000                        00:29 12:13:11
```

Scroll down (page down key):

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN 999 555 6000                          NAME *ROX*ROONEY, RICHARD    1AES
                    OOS N LIU N  ADDRESS
                                          ADDITIONAL DATA
 -

  1  XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC
           /PIC 0999/PCA FR
           /LPIC 5124
  1  CREX1
           /TN 555-6000/SED 11-29-96/ZSER 3C10000001/RMKR (A) 11-27-96
  1  14RCL
           /LPCA FR, 11-27-96/RCU A/SED 11-29-96/ZSER 4310000002
  1  AH8
           /SED 11-29-96/ZSER 4A10000003
  1  BCR
           /SED 11-29-96/ZSER 5110000004
  1  BRD
           /SED 11-29-96/ZSER 5810000005
  1  ESX
           /SED 11-29-96/ZSER 5F10000006

LMOS Data Available for 9995556000                          00:43 12:13:25
```

Scroll down again:

```
05-30-97 Trouble Analysis Facilitation Interface  NRTAFIZM    BST R97.2 SIM1

TN 999 555 6000                          NAME *ROX*ROONEY, RICHARD    1AES
                    OOS N LIU N  ADDRESS
                                          ADDITIONAL DATA
 -

           /SED 11-29-96/ZSER 5110000004
  1  BRD
           /SED 11-29-96/ZSER 5810000005
  1  ESX
           /SED 11-29-96/ZSER 5F10000006
  1  MFD2X
           /SED 11-29-96/ZSER 6610000007
  1  NXMCR
           /SED 11-29-96/ZSER 6D10000008
  1  RESCN
           /ZRCI SKIONE COMMUNICATIONS, 999 555-5555, BOB FLOYD/SED 11-29-96/
  1  9LM
           /SED 11-29-96/ZSER 7B1000000A

---COMPLETED ACTIVITY

LMOS Data Available for 9995556000                          01:03 12:13:45
```

When would you want to look at the CSR? In most cases, TAFI verifies the CSR to ensure that the customer has the feature that is being reported. In a rare situation, a new feature has been introduced and the TAFI 'lookup' capability has not been updated yet. If the customer tells you that he has a feature, and TAFI tells you *"customer not paying for feature"*, look at the CSR manually. <u>If you find a discrepancy (i.e., you find the feature in the CSR), notify your SME to report this problem to BellSouth.</u>

8.4 LMOS TR

Selecting this option, you will see what TAFI is 'seeing' while it generates the LMOS Trouble Report mask:

```
05-30-97 Trouble Analysis Facilitation Interface  NRIAFI2M    BSI R97.2 SIM1

TN 999 555 6000                          NAME *ROX*ROONEY, RICHARD    1AES
                 OOS N LIU N  ADDRESS
                                          ADDITIONAL DATA

TR   1 TN 999 5556000                     UNIT 35800031
LN *ROX*ROONEY, RICHARD                                        12-05-96  0356P
SA 8765 OLD SAVANNAH RD
LOC LOT 272                                                 CD          CT
WKG  RES   14RCL     PUB       MAIN NO        NMC
CCS AIN RSL                    RESTRICTED SVC                     -           LU
                         LAST TRBL CLRD  11-30-96
TRBL DESC                          NARR
                                                             CALLED NBR
HNDL          ACC A        B        RMK                      REACH NBR
AS 12-06-96 0700P OS 12-06-96 0700P BC 12-06-96 1000A NEW COMM
VER LU CVER     CAT     DATE TIME RECEIVED                CIR   CC   RSA 999

                                                           05:59 12:18:41
```

If you were processing reports manually in LMOS, this is the screen you would be working with.

8.5 PREDICTOR

TAFI tells you that it is checking PREDICTOR which is a confirmation of how the CO is programmed for this customer's line. The information returned to TAFI from the Predictor system is displayed under this option:

```
08-7-96           Trouble Analysis Facilitation Interface            BST PI08.2

 TN 205 987 6000      OOS N          NAME  R   PIATKOWSKI, GEN
                      LIU N       ADDRESS  2400 TITONKA RD , BI
 -                                     ADDITIONAL DATA          TDG
**** TAFI PREDICTOR DATA FOR 2059876000
205 987
******************************************************************
*     SWITCH    GENERIC    PORT    SWITCH_ID     DATE  TIME      *
*      5ESS           9      52       205988     08/07 02:17     *
******************************************************************

**** VERIFYING (205) 987-6000 USING THE "TAFIB" MACRO   (08/07 02:18:03)
RCV:APPTEXT! OK
: FORM=1V8&VFY,TN=9876000,VFY,END; PF

   S42F-95027395 96-08-07 02:26:45 953310  BAB98EE
M  Wed Aug  7 02:26:44 1996
                                         5ESS SWITCH BAB98EE
SCREEN 1 OF 5                              VERIFY     1.8
PRED Data Available for 2059876000                          02:48 02:26:44
```

As you can see (bottom left corner of the screen), there are five screens of data for this report. The MA's in the BellSouth Technical Support groups know how to interpret this information and how to change these values using the MARCH interface..

Again, since TAFI has collected this data to handle your report, the results are available for inspection. In the 'real world', you will most likely never look at this data ... *because TAFI does the work for you.*

Scroll down:

```
08-7-96            Trouble Analysis Facilitation Interface            BST R108.2

TN 205 987 6000       OOS N          NAME    -R  -PIATKOWSKI, GEN
                      LIU N          ADDRESS 2400 TITONKA RD , BI

 -                                        ADDITIONAL DATA          TDG

SCREEN 1 OF 5                                 VERIFY     1.8
                                  ANALOG LINE/BRCS ASSIGNMENT
 (*)1. TN        9876000          RAX      1            PRIVACY      N
 (*)2. OE        _ _________      LCC      1FR          BUSY MONITOR N
 (*)5. PTY       _                TTC      Y            ATT MLHG     ____
 (*)6. MLHG      ____             HRI      0            RBV TGN      ____
 (*)7. MEMB      ____             SERHLN   _______      CIDIAL       ALLOW
       CHNG TN   9876000          BCK LNK  N            PIC          0288
       CHNG OE   L 01213063       SHARED   N            PTC          ____
       CHNG PTY  I                                      CID CW       N
       CHNG MLHG 0                SUSO     N
       CHNG MEMB 0                SUST     N
                                  ICP      N
       MFRI      N
                                        5ESS SWITCH BAB98EE

PRED Data Available for 2059876000                             04:04 02:28:00
```

Scroll down to view the second screen:

```
08-7-96            Trouble Analysis Facilitation Interface            BST R108.2

TN 205 987 6000       OOS N          NAME    -R  -PIATKOWSKI, GEN
                      LIU N          ADDRESS 2400 TITONKA RD , BI

 -                                        ADDITIONAL DATA          TDG

                                        5ESS SWITCH BAB98EE
SCREEN 2 OF 5                                 VERIFY     1.8
                                  ANALOG LINE/BRCS ASSIGNMENT
      BFGN   NONTGID _              FEATURE LIST (FL)
    FEATURE  A T AC R  FEATURE  A T AC R  FEATURE  A T AC R  FEATURE  A T AC
    /MW3WC   Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /LAC1    Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /CWC1    Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /CFBLAC  Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /CFDAAC  Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /CFV     N _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /MSAAM   Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    /LIRCNMA Y _ N  N  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _
    _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _  _  _______  _ _ _  _
                                        5ESS SWITCH BAB98EE

PRED Data Available for 2059876000                             04:57 02:28:53
```

Scroll Down again to view the third screen:

```
08-7-96          Trouble Analysis Facilitation Interface          BST R108.2

TN 205 987 6000      OOS N          NAME    -R  -PIATKOWSKI, GEN
                     LIU N       ADDRESS    2400 TITONKA RD , BI

 -                                     ADDITIONAL DATA          TDG

                                              5ESS SWITCH BAB98EE
SCREEN 3 OF 5                                   VERIFY      1.8
                    ANALOG LINE/BRCS ASSIGNMENT (HIGH RUNNER PARAMETERS)
     TG:GRPID     0          EDS:GRPNM  ________      ARSSI      __
     MOH ALW      _          ASI GRP    ________      DIALPLN    ___
     IDP NAME     ________   SERV CODE  _____         ALWMDR     _
     DPAT CAT     0          BCLID GRP  ________      DRING      _
     ICR SFG      0          PFA:GRPNM  ________      DCW DRING  _
     SC1NAME      ________   ATH:GRPNM  ________      CWO DRING  _
     SC1S         _          MDR:GRPNM  ________      MWY DRING  _
     SC2NAME      ________   ACCT:GRPNM ________
     SC2S         _          ARS:GRPNM  ________
     CPUO:SELQ1   0          FRL        __
     CPUO:SELQ2   0          QALWD      _
     CPUT:TPREDQ  0          PRIORITY Q _

PRED Data Available for 2059876000                         05:44 02:29:40
```

Scroll down to view the fourth screen:

```
08-7-96          Trouble Analysis Facilitation Interface          BST R108.2

TN 205 987 6000      OOS N          NAME    -R  -PIATKOWSKI, GEN
                     LIU N       ADDRESS    2400 TITONKA RD , BI

 -                                     ADDITIONAL DATA          TDG

     CPUT:TPREDQ 0             PRIORITY Q _
                                              5ESS SWITCH BAB98EE
SCREEN 4 OF 5                                   VERIFY      1.8
                    ANALOG LINE/BRCS ASSIGNMENT (HIGH RUNNER PARAMETERS)
MESSAGE SERVICE (MSS)       MW:DCNDN _______________
 ROW  FEATURE     GRPNM
  1   /MSAAM      MSSMWIDF
  2   ________    ________
  3   ________    ________
  4   ________    ________
                                              5ESS SWITCH BAB98EE
SCREEN 5 OF 5                                   VERIFY      1.8
                    ANALOG LINE/BRCS ASSIGNMENT (HIGH RUNNER PARAMETERS)
                  CALL FORWARDING FEATURE PARAMETERS (CF)
      FEATURE      FWD TO DN       TIMEOUT   BSRING   SIMINTER   SIMINTRA

PRED Data Available for 2059876000                         06:39 02:30:35
```

And finally scroll one more time to view the last screen of the Predictor data:

```
08-7-96          Trouble Analysis Facilitation Interface          BST F308.2

TN 205 987 6000       OOS N          NAME R  -PIATKOWSKI, KEN
                      LIU N       ADDRESS 2400 TITONKA RD , BI

 -                                      ADDITIONAL DATA          TDG

      FEATURE     FWD TO DN        TIMEOUT  BSRING  SIMINTER  SIMINTRA
     /CFBLAC      9870098           0        N        1         99
     /CFDAAC      9870098           24       N        1         99
     /CFV         9176000           0        Y        1         99
     ______       ____________      0        _        0         0
     ______       ____________      0        _        0         0
     ______       ____________      0        _        0         0

   S42F-95027395 96-08-07 02:26:45 953311  BAB98EE
   REPT: RCV APPTEXT COMPLETED TERM-ID = ttyr

**** DISCONNECTING FROM PORT 52

*********************************************************************
PRED Data Available for 2059876000                       07:29 02:31:25
```

⇒ **Note:** Don't be 'overwhelmed' with this data. Remember that TAFI does all of the analysis for you. These screens are intended to give you a better appreciation of what TAFI really does for you in processing you customer's trouble report.

Remember that you have a 'short cut' key to view the features TAFI found in the CSR and see what TAFI found as the result of a Predictor transaction (given your trouble report required a Predictor check). Remember what this short cut is? ... Right F7!

Using the sample customer report that generated the Predictor results above, lets see what happens when you hit F7:

F7 displays the customer's features found in CRIS and what features are programmed in the CO:

```
08-7-96          Trouble Analysis Facilitation Interface          BST RIF3.2

TN 205 987 6000    OOS N          NAME -R  -PIATKOWSKI, GEN
                   LIU N       ADDRESS 2400 TITONKA RD , BI

 -                                       RES  MAINT CONTRACT IWP/TDG

----- BOCRIS Features -----
Long Distance Carrier (0288)
Memory Call
Call Forwarding Busy Line
Call Forwarding Don't Answer
Message Waiting/Stutter Dialtone
Touch Tone
Three Way Calling
Call Forwarding Universal
Call Waiting
Cancel Call Waiting
Call Return
Caller ID Deluxe Anonymous Call Rejection
Wire Maintenance Plan

PRED Data Available for 2059876000                        10:01 02:33:57
```

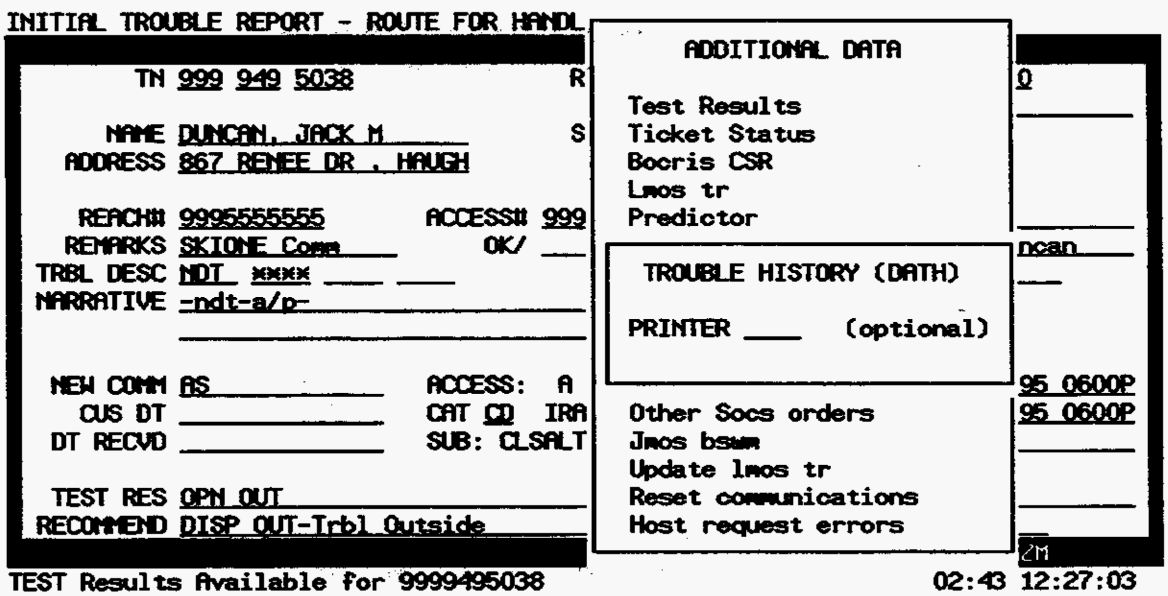
Scroll down to view the Predictor data:

```
08-7-96          Trouble Analysis Facilitation Interface          BST RIF3.2

TN 205 987 6000    OOS N          NAME -R  -PIATKOWSKI, GEN
                   LIU N       ADDRESS 2400 TITONKA RD , BI

 -                                       RES  MAINT CONTRACT IWP/TDG

Wire Maintenance Plan

----- PRED Features -----
Touch Tone
Long Distance Carrier (0288)
Three Way Calling
Call Return
Call Waiting
Cancel Call Waiting
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Universal
Message Waiting/Stutter Dialtone
Caller ID Deluxe Name Delivery
Caller ID Deluxe Number Delivery

PRED Data Available for 2059876000                        11:14 02:35:10
```

8.6 DATH - TROUBLE HISTORY

Let's suppose you are taking a trouble report from a customer who says the trouble has been reoccurring every two months. Normally reoccurring troubles are indicated on the screen as Repeat Reports, however, since the customer's problem did not reoccur in the past 30 days, you will need to look at the customer's trouble history to determine a common thread. Selecting the Trouble History option will access the LMOS DATH (Display Abbreviated Trouble History) screen.

When you select this option, TAFI asks you if you want the LMOS report sent to a local printer for a hard copy:



Since TAFI allows you to scroll a multi-page DATH (and other) report, the need for sending the report to a printer is no longer necessary. To view the report on your screen (the typical approach), depress Enter without inputting a printer address.

Look at the bottom of the next screen. Obtaining LMOS reports (DATH, DLETH and DLR) is a two step process. First you tell TAFI to get the report. Then, once TAFI indicates that the report is available, you ask TAFI to display the report by selecting the option a second time. Let's see how this works:

Select the DATH option and press Enter:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL ┌─────────────────────────────┐
                                         │       ADDITIONAL DATA       │
          TN 999 949 5038              R │                             │ 0
                                         │  Test Results               │
        NAME DUNCAN, JACK M            S │  Ticket Status              │
     ADDRESS 867 RENEE DR , HAUGH        │  Bocris CSR                 │
                                         │  Lmos tr                    │
      REACH# 9995555555     ACCESS# 999  │  Predictor                  │
     REMARKS SKIONE Comm        OK/ ___  │  Bocris Pend order          │ ncan
   TRBL DESC NDT  xxxx ____ ____         │  DATH trouble history       │
   NARRATIVE -ndt-a/p-                   │  DLETH trouble history      │
                                         │  DLR (DLRL) Line Record     │
                                         │  DLR (DLEX) Extended Rec    │
    NEW COMM AS              ACCESS:  A  │  Socs pending order         │ 95 0600P
      CUS DT                 CAT CD  IRA │  Other Socs orders          │ 95 0600P
    DT RECVD                 SUB: CLSALT │  Jmos bswm                  │
                                         │  Update lmos tr             │
    TEST RES OPN OUT                     │  Reset communications       │
   RECOMMEND DISP OUT-Trbl Outside       │  Host request errors        │
                                         └─────────────────────────────┘ /M
Trouble History (DATH) Data Available for 9999495038          03:52 12:28:12
```

Depress Enter a second time after TAFI tells you that the data is available (see the status line):

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL ┌─────────────────────────────┐
                                         │       ADDITIONAL DATA       │
          TN 999 949 5038              R │                             │ 0
┌──────────────────────────────────────────────────────────────────────────┐
│ DATH  TN                                       PRTR      EC              │
│ *LN ANY NAME                                                             │
│ *SA ANY ADDRESS , MINDEN/ZAC Y/LA 904 SIBLEY RD/ZAC Y                    │
│ *LOC TDG                                                                 │
│ ---HIST---                                                               │
│ REPORTED       S CLEARED      TH_KEY         TST RPM SWM OS CAT  T    D  │
│ 06-18-94  315P  0 07-19-94  600P 07-19-94  617P 600 181 181 *  CD  100 0900 6 │
│ :BM CAME CLEAR/PNW101/RPD AD/ADV MRS .                                   │
│ .                                                                        │
│                                                                          │
│ 06-16-94  107P  0 07-18-94 1010A 07-18-94 1016A 603 179 179 *  CD  100 1210 3 │
│ :  ZC300 AV MRS RPD IW RJ11C .                                           │
│ .                                                                        │
│                                                                          │
│ 05-20-94  452P  0 06-21-94  231P 06-21-94  238P 299 299 299 *  CD  100 0700 6 │
└──────────────────────────────────────────────────────────────────────────┘
Trouble History (DATH) Data Available for 9999495038          04:16 12:28:36
```

Scroll down to view the second screen of this report:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL   ADDITIONAL DATA
        TN 999 949 5038              R                          0

 06-16-94  107P  0 07-18-94 1010A 07-18-94 1016A 603 179 179 *  CD  100 1210 3
 :  ZC300 AV MRS RPD IW RJ11C .
 .

 05-20-94  452P  0 06-21-94  231P 06-21-94  238P 299 299 299 *  CD  100 0700 6
 YTYXZFJ TOK RPLCAD/ADV MS .
 .

 NARRATIVE-

 END
                                                  IBM,T=16
Trouble History (DATH) Data Available for 9999495038        05:00 12:29:20
```

8.7 DLETH - TROUBLE HISTORY

The LMOS DLETH (Display Extended Trouble History) report is obtained using the exact same process as pulling the DATH report. You request the report, tell TAFI where you want the report delivered (screen or printer) and then, if you picked the screen option, request the report a second time.

8.8 DISPLAY LINE RECORD - DLR

The LMOS DLR (Detailed Line Record) contains all of the information that LMOS knows about this line. On rare occasions you might get a call from a technician asking you for the cable pairs for a given customer so he can complete a repair job. The technician should be calling his WMC for this data if he can't get it from his CAT. But just in case you get such a request, you can find the information on the DLR.

Select the DLR option on the Additional Data Window and depress Enter. When the data is available, depress the Enter key again:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL    ADDITIONAL DATA
        TN 999 949 5038                  R                                  O

 DLR  DLRL EC 010 TN 999 949 5038              SEC     DPA     PRTR      PG
 SLID   SLID#
   ORD F5L6R284      CD 03-01-94 CUS 116 UNIT 39539600            08-03-94 0959
   NSTA UNKN PUB PUB  SP                   PRI             EN        CPE N NMC
   MAIN             KS     0 RT 1223  TSOP     0 CS RES    SC L1R
   OE  007-322-015         EXK 999 341 OT    VT       PTY   BRG N NSV N
   SWC WKG               SSN  ? HSID N HSEC N HDPA N TAS N TAC N
   LCD 03-02-94 LCT  72632587 HLEX N
   LN  ANYNAME,
   SA  ANY ADDRESS             Y/LA 810 5TH AV , HARVEY/ZAC Y
   LOC TDG APT 2-H
   RMK 0000 MTN HAS BEEN CHANGED
   RMK 0001 NEW MTN IS 999 3404192
   RMK 0300 /ZTN 04 347-9358/LPS
   S&E QTY    1 USOC L1R   KS    0 LTD    REF

DLR Data Available for 9999495038                                06:25 12:30:44
```

To view the next screen, depress the page down key:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL   ADDITIONAL DATA
        TN 999 949 5038                R                      0

    S&E QTY     1 USOC L1R    KS     0 LTD     REF
    SNR /PIC 288/PCA CM, 12-01-93
    S&E QTY     1 USOC UPPEL  KS     0 LTD     REF
    S&E QTY     1 USOC TTR    KS     0 LTD     REF
    S&E QTY     1 USOC TDG    KS     0 LTD     REF
    S&E QTY     1 USOC CREX4  KS     0 LTD     REF
    SNR /RMKR (A) 04-26-93
    S&E QTY     1 USOC 9LP    KS     0 LTD     REF
    S&E QTY     1 USOC SEQ1X  KS     0 LTD     REF
  *DISPLAY CONTINUED ON NEXT SCREEN
  DLR  DLRL EC 010 TN 999 347 9358         SEC     DPA     PRTR     PG
  SLID   SLID#
    S&E QTY     1 USOC AHP    KS     0 LTD     REF
    S&E QTY     1 USOC AHPLA  KS     0 LTD     REF
    CAB TP F1    CA 10        PR 1842 NPA 999 WC 340 PRU     TPR       PRS

DLR Data Available for 9999495038                          06:53 12:31:13
```

Scroll down one more time to view the rest of this report:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDL   ADDITIONAL DATA
        TN 999 949 5038                R                      0

    CAB TP F1    CA 10        PR 1842 NPA 999 WC 340 PRU     TPR       PRS
    TEA R 427 5TH ST                             CO                    BP 42
    CAB TP F2    CA 427F      PR  682 NPA 999 WC 340 PRU     TPR       PRS
    TEA I 810 5TH AV                             CO O-W+R-O            BP

DLR Data Available for 9999495038                          07:28 12:31:48
```

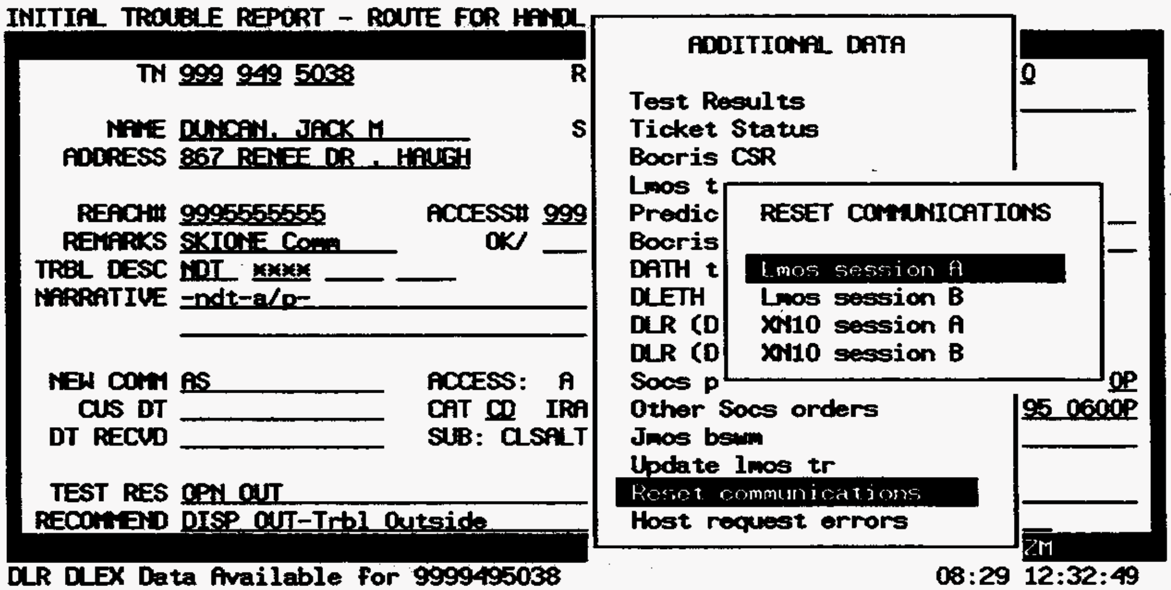
8.9 JMOS BSWM

When a request exists for drop wire to be buried, TAFI will access JMOS to verify the request. If a request exists, TAFI will provide the status and due date on your screen.. You can view the Buried Service Wire request information under the Additional Data Window and selecting JMOS BSWM option.

8.10 RESET COMMUNICATIONS

Once in a while you might get a communications error message (e.g., comm error LMOS-A) that keeps TAFI from accessing a downstream system. When you get these errors, you can "fix" the problem yourself, even with your customer on the line.

From the Additional Data Window, select the Reset Communications option:



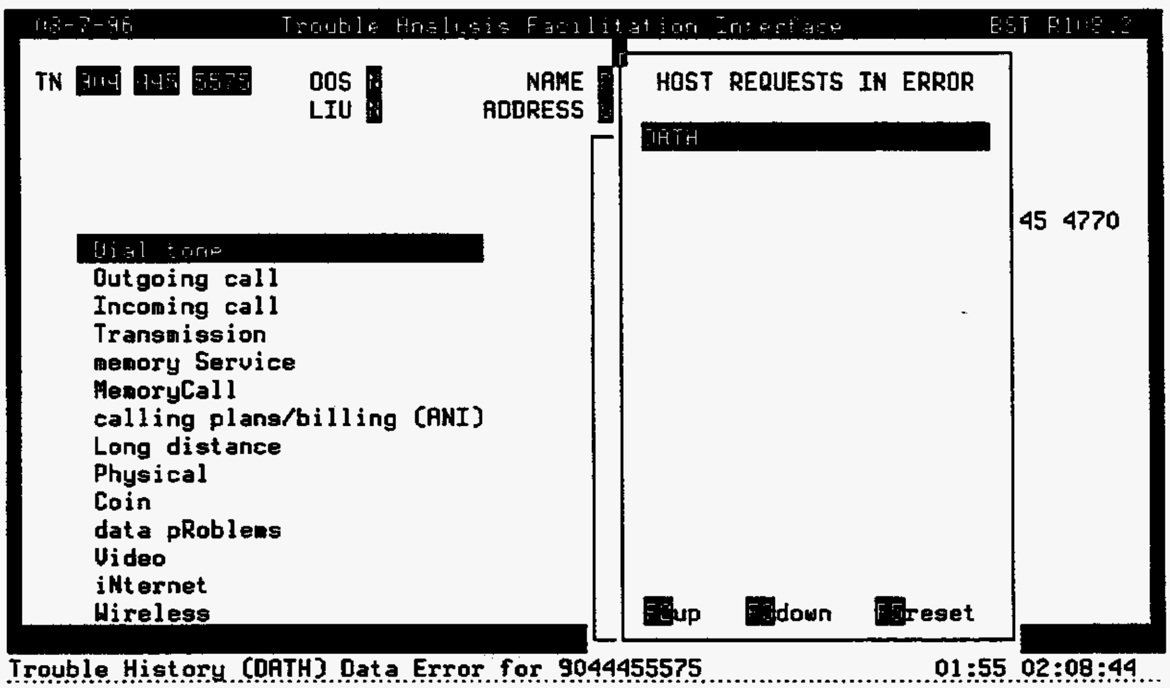
A sub-menu is displayed listing the four communications links that TAFI has established for your session. Move the highlight bar to the link that reported the error (i.e., LMOS - A) and depress the Enter key.

8.11 HOST REQUEST ERRORS

If TAFI requests information from a downstream system, or tries to send information to a downstream system, and the access to that system is 'blocked' for some reason, TAFI generates a "Host Request Error".

For example, you are working the late shift and wanted to see the DATH report for a customer. However, at this time, the LMOS host is down for backups. TAFI responds with a Host Request Error

Should this happen, queue your report until connections to the downstream system are available. At that time, recall your report from the queue and go to the Host Request Errors option on the Additional Data Window.



TAFI displays all of the host request errors for this report (in this case, just one). Move the highlight bar to the transaction you want to execute using the F2 and F3 keys (if there was more than on error) and then depress F5 to reset (actually re-send) the transaction.

We have discussed a lot of information that's available to you via the Additional Data Window. **For this class, we don't expect you to know what everything means. We do expect you to be familiar enough with TAFI so you know where to find this information.**

9.0 OVERRIDE FUNCTION

The last TAFI function to discuss is the "Override" function. As you have learned, TAFI makes a recommendation on how to resolve a customer's trouble report based upon the various inputs it receives. On occasion, you may have some additional information about the situation that TAFI doesn't know about which justifies a different approach to solving the problem.

Once TAFI has developed its recommendation, the final Trouble Report screen is presented to you. At this point, TAFI is finished doing its analysis and will only ensure that you populate all of the required fields with valid entries before sending the report to LMOS. To change the recommendation, you utilize one of the options on the Override window.

> ⇒ **Note:** Given that you have provided TAFI with accurate information, the TAFI recommendation will be the best choice in 98% of the reports. Therefore, before you elect to override TAFI, be very comfortable that you are doing the right thing. This will come with practice. If you are not sure what to do in a given situation, as your Assistant Manager for guidance.

To access the "Override" Window, depress F12:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

         TN 999 949 5038              REPEAT N   EC 999   UNIT 47147200
                                                           LOC TDG
       NAME DUNCAN, JACK M            SUB N      SO N
    ADDRESS 867 RENEE DR  +-----------------------+
                          |     OVERRIDE MENU     |
     REACH# 9995555555    |                       | CALLED#
    REMARKS SKIONE Comm   |  CANCEL report        |     REP BY Jack Duncan
  TRBL DESC NDT  ****     |  CLOSE report         |       NOTE
  NARRATIVE -ndt-a/p-     |  Dispatch In          |
                          |  Dispatch Out         |
                          |  Technical assist RRC |
   NEW COMM AS            |  Other                |          OS 07-29-95 0600P
     CUS DT               |                       |          AS 07-29-95 0600P
   DT RECVD               +-----------------------+          BC

   TEST RES OPN OUT                     HANDLE PDB      MISC H2
  RECOMMEND DISP OUT-Trbl Outside
                                                              NRTAFI2M
No Host Requests In Error                                     16:04 12:40:24
```

Look at these options and you will see that you either Cancel the report, Close the report or re-direct the trouble report to any location for resolution. Each option on this Override menu will generate a sub-menu of options to further define why the report is being handled the way you want it to be handled.

When you select an item from one of the sub-menus and depress Enter, you will notice that the TAFI recommendation has been changed to the value you selected and TAFI automatically populates the Handle Code field with the appropriate value to match the new recommendation.

Let's look at these "Override" options:

9.1 CANCEL

Remember that you cancel a report when the customer is not calling to report a service related problem (i.e., the customer wants to discuss his bill and called the RRC in error).

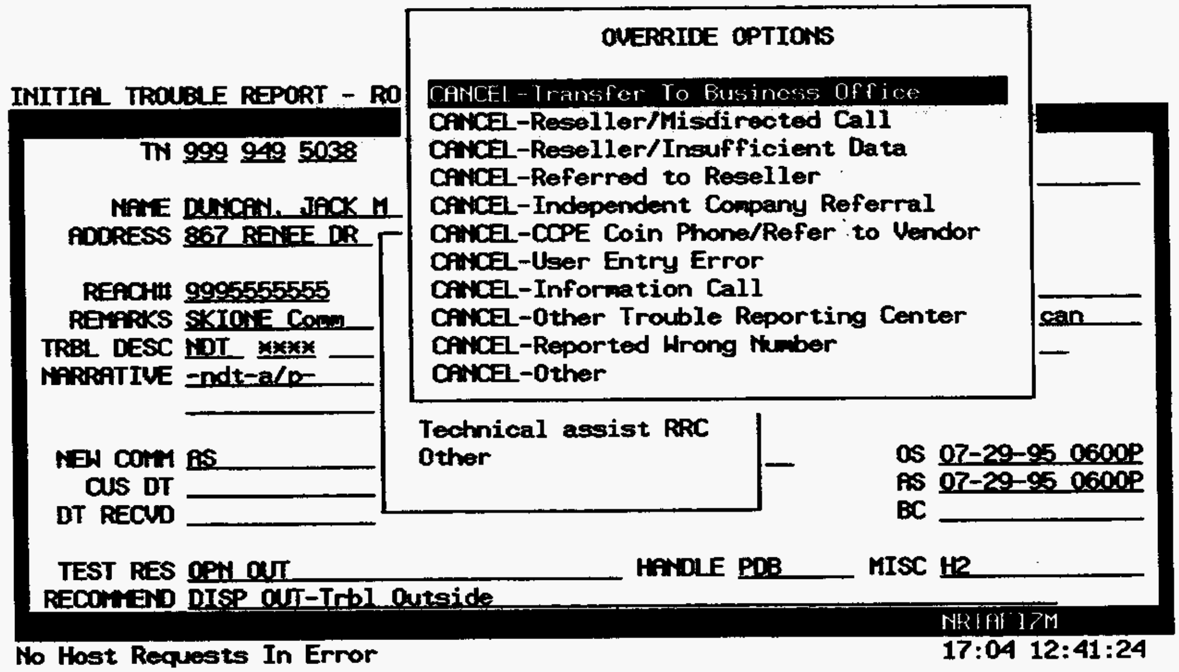
In order to maintain good records, you should always enter the customer's telephone number prior to canceling a transaction. In some situations it is obvious during the initial conversation that a report is not required in LMOS, i.e., the customer says "... can you transfer me to the Business Office". Use a phrase like *"may I have your area code and telephone number so I can transfer you to the correct location"*. You should then input this information and then press PF12 for the cancel option. Following this procedure generates an accurate history of your activities.

The Cancel transaction is selected in two ways.

1. In certain situations, TAFI automatically recommends that the report be canceled. If you agree with the recommendation and depress the Enter key, the system will automatically select the correct cancel reason and returns you to the Trouble Entry screen.

2. In other situations, you may determine that the report should be manually canceled and depress the F12 key for the Cancel Report option. When you do, TAFI displays a menu of the eleven (11) cancel reasons and you must choose one of the cancel reasons that best reflects the situation in order to complete the transaction.

Selecting the Cancel Report option from the Override menu generates the following options:



⇒ **Note:** The F6 function allows you to return to the trouble report if you have depressed F12 in error.

In order to track why reports are being canceled, eleven cancel reasons have been developed for your use. By understanding why customers call us in error, we may be able to develop procedures to minimize this activity and get the customer where he needs to be on the first call. Whenever you cancel a report, select the reason that best matches the situation;

Let's review these cancel reasons:

9.1.1 TRANSFER TO BUSINESS OFFICE

During your conversation with the customer you or TAFI determines that the customer needs to be transferred to your company's Business Office in order to resolve the problem. Depress F12 and select the Cancel Report option, then select the "Transfer to Business Office" cancel reason.

Let's see how this would look:

CANCEL INITIAL REPORT

```
        TN 999 949 5038                  REPEAT N   EC 999   UNIT 47147200
                                                               LOC TDG
      NAME DUNCAN, JACK M                SUB N      SO N
   ADDRESS 867 RENEE DR , HAUGH

    REACH# 9995555555      ACCESS# 9992334511     CALLED#
   REMARKS SKIONE Comm         OK/                     REP BY Jack Duncan
 TRBL DESC NDT  xxxx                                     NOTE
 NARRATIVE -ndt-a/p-

  NEW COMM AS              ACCESS:  A ____   B ____       OS 07-29-95 0600P
    CUS DT                 CAT CD   IRATE N  CC N         AS 07-29-95 0600P
  DT RECVD                 SUB: CLSALT _  NI N            BC

  TEST RES OPN OUT                      HANDLE         MISC H2.0
 RECOMMEND CANCEL-Transfer To Business Office
                                                       NRTAF I7M
                                                       18:50 12:43:10
```

Notice that the TAFI Recommend field is now populated with the "Transfer to Business Office" cancel reason. Even though these canceled reports do not go to LMOS, it's recommended that you enter the name of the person you were talking to in the "Reported By" field and why the report was canceled in the narrative.

This identical format will hold true for all canceled reports.

9.1.2 RESELLER / MISDIRECTED CALL

When a customer signs up with a reseller, that reseller is responsible for maintaining that account and managing all trouble reports.

If a reseller's customer calls BellSouth to report a problem, and they thought they were calling their vendor, the BST representative would politely let them know that they have dialed the wrong number and they must call their vendor for help. They would cancel these reports to "Reseller/Misdirected Call".

9.1.3 RESELLER / INSUFFICIENT DATA

Remember that the reseller (i.e., XY&Z phone company) is the BellSouth customer and when they report a problem on one of their lines, they handle it just like any other customer call. However, the reseller must be able to provide BellSouth with all of the required information before they can process the report (i.e., Reach #, Access #, etc. - see page xiii). If the reseller does not have all of the required information, BST will tell the reseller *"I'm sorry but you haven't provided me with all of the information I need to resolve this problem. Please contact your customer and obtain the missing data and then call us back ... "*. They would then cancel this TAFI transaction to "Reseller/Insufficient Data".

9.1.4 REFERRED TO RESELLER

In this situation, the end user calls to report a problem and TAFI identifies this user as being a reseller's customer. BST will politely tell the customer *"I'm sorry but my records indicate that you are not a BellSouth customer. You must contact your vendor to have this trouble repaired"*. Once they have completed the contact with this customer, they will cancel the TAFI transaction to "Referred to Reseller".

9.1.5 INDEPENDENT COMPANY REFERRAL

This situation is very much like the "Refer to Reseller" case discussed above. A customer served by a different telephone company calls BellSouth in error to have his telephone problem resolved. Once the BST representative explains that the caller must contact their vendor for repair, they will cancel the TAFI transaction to "Independent Company Referral".

Let's talk for a moment about **Independent Company Referrals**. These reports are not very common, but can usually be noticed right away because of the trouble reporting screen that is received from LMOS. On rare occasions, you may receive a referral (RAC or RX) screen. This screen displays when there is no line record in LMOS for the telephone number entered on the Trouble Entry screen.

⇒ **Note:** CLEC users will always be entering a report in TAFI for telephone a number assigned to their customers and will never get the referral screen mentioned above. This section is provided to explain the utilization to the "Independent Company Referral" cancel option used by BST TAFI users.

You may receive the Referral Screen if:

- You transposed the customer's number
- You failed to change or entered the wrong area code
- Your customer has given you a telephone number which is handled by an independent company.
- You entered the number correctly, but the NXX is new and not yet loaded into LMOS.

On the rare occasion that you receive this screen, you should follow the recommendations provided by TAFI. TAFI will recommend that you:

- Verify the area code and telephone number, and:

If Independent Company Report:	-->	Cancel to Independent Company Referral
If number incorrect	-->	Cancel and re-enter on correct number
If number correct	-->	Take Report as MR
		Add in Narrative that NXX has not been loaded in LMOS

9.1.6 CCPE COIN PHONE / REFER TO VENDOR

All coin telephone trouble reports are now handled by the Public Telephone group. However, if a customer calls BST to report a problem on a CPE Coin Phone (i.e., the telephone is owned by a vendor (other than BellSouth)) and the caller is not the vendor, BST will inform the caller that they must report their problem to their vendor. This TAFI transaction would be canceled to "CCPE Coin Phone/Refer to Vendor".

9.1.7 USER ENTRY ERROR

If in taking the report, you input the wrong telephone number or answer one of the TAFI initial screening questions incorrectly, (i.e., you entered All Phones = N and it should have been Y), you need to cancel the transaction and regenerate the report with the correct information. Cancel the original transaction to "User Entry Error".

9.1.8 INFORMATION CALL (NON-TROUBLE)

When the customer calls and requests information about something that is NOT RELATED to a trouble condition or other cancel reason, cancel the transaction to "Information Call". Some specific examples would be:

"What time is it?"

"How do I contact the Public Relations department?"

If a customer calls and says for example: "... I don't have a trouble. I just need to know how to recover my MemoryCall messages". You must generate a trouble report and close it once you have resolved the customer's problem. Why? The customer recognized that the network feature is OK and they forgot how to use it. We treat these cases as opportunities to help the customer -- you are providing assistance and resolving the customer's problem of not knowing how to use the feature. Therefore, you must enter the report in TAFI and perform the close out. TAFI will recommend that the closed report be "excluded" (since the problem was not with our product).

9.1.9 OTHER TROUBLE REPORTING CENTER

Working with the customer you determine that the report should be taken by an alternate BellSouth trouble reporting center (i.e., BRC) The BST representative will transfer the customer to the appropriate location and then cancel the transaction to "Other Trouble Reporting Center".

9.1.10 REPORTED WRONG NUMBER

While processing a trouble report, you determine that the real problem is on the called number, not the caller's number. In this situation you would cancel the TAFI transaction to "Reported Wrong Number" and enter a new report on the correct telephone number.

9.1.11 OTHER

If the reason you are canceling the transaction does not fit one of the other cancel reasons, use the "Other" cancel reason category.

9.2 CLOSE

Selecting the close option on the Override Window produces the following options:

```
                                        OVERRIDE OPTIONS

CANCEL INITIAL REPORT       FECOCPE-Customer Will Check Equip
                            FECOTOK-Customer Agrees to Test OK
          TN 999 949 5038   FECOTOK-TOK per Customer
                            CX CCS Instructions
        NAME DUNCAN, JACK M CX CLG-CLD TOK/Busy/ROL/ROH Condition
     ADDRESS 867 RENEE DR   Customer Declines Disp
                            CX Not TELCO
      REACH# 9995555555     CX TOK Wiretap Investigation
     REMARKS SKIONE Comm    CX Request to Locate Buried Plant        can
   TRBL DESC NDT  xxxx      CX Non-Billed Feature
   NARRATIVE -ndt-a/p-      Mailbox Corrected by CNMAC
                            CX Customer Cancelling Original Report
                            Recording Corrected by AIS
    NEW COMM AS             CX Another Common Carrier                5 0600P
      CUS DT                CX Customer Dialing Error                5 0600P
   DT RECVD                 CX Not Related To BST Equipment/Service
                            Found Okay In
    TEST RES OPN OUT
   RECOMMEND CANCEL-Transfer To Business Office
                                                                NRTAF IZM
                                                            19:40 12:44:00
```

In most cases TAFI will recommend a close and automatically select the correct reason. However, there may be times when you recognize a close report opportunity (i.e., providing instructions) and will jump to these override/close options.

Cancel or Close ?

We mentioned earlier that if a customer was calling about a situation that was not related to a problem with our products or services, you would cancel the report. And that's almost true. Over time, situations that would have been canceled in the past are now entered into LMOS as a CX closed report. (i.e., A referral to another common carrier is now a CX report.) Remember that LMOS is the "official" corporate record and as our environment changes, different things must be tracked.

Rule of Thumb

If you are not sure if the report should be Canceled or Closed, select the CLOSE option first and look at the various options. If there is an option that fits your situation, Close the report. If none of the Close options fit, then Cancel the report.

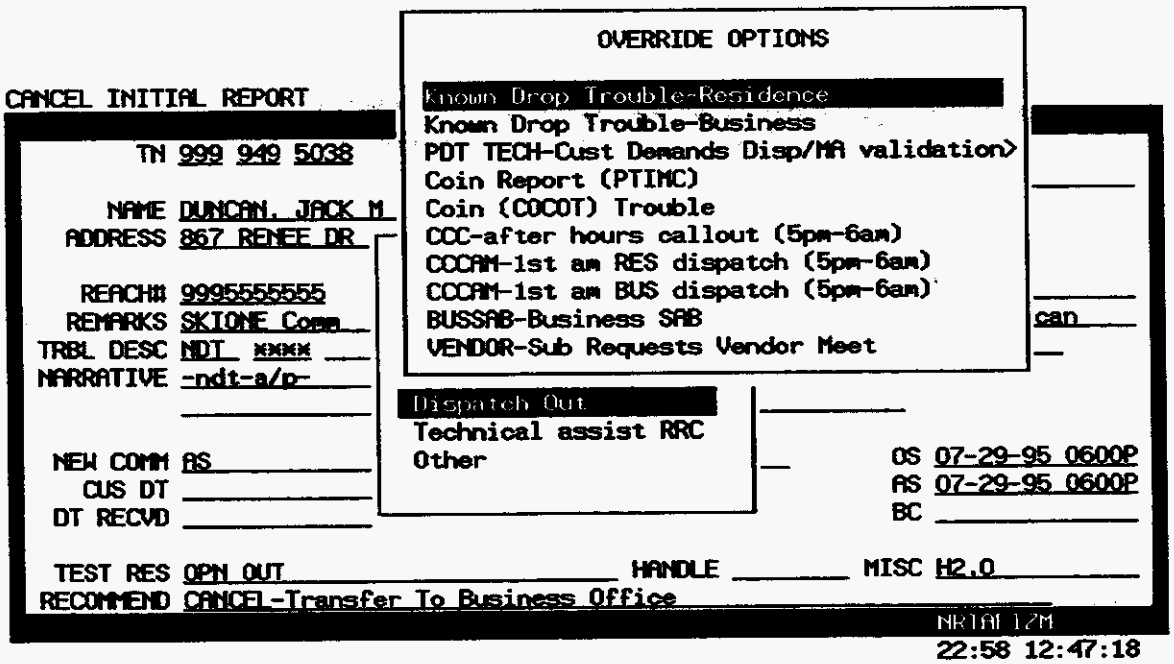
9.3 DISPATCH IN

Sometimes you will recognize that a report should be dispatched "in". Select the appropriate option from the "Dispatch In" Override menu:

```
                         OVERRIDE OPTIONS

CANCEL INITIAL REPORT    DEF-Central Office Failure
                         DISP IN-Wiretap-all but FL/SC & MS bills
        TN 999 949 5038  DISP IN-CNMAC MemoryCall Problem
                         MEMSERV-MA add or delete feature
      NAME DUNCAN, JACK M
   ADDRESS 867 RENEE DR
                          OVERRIDE MENU
    REACH# 9995555555                        CALLED#
   REMARKS SKIONE Comm    CANCEL report         REP BY Jack Duncan
 TRBL DESC NDT  xxxx      CLOSE report            NOTE
 NARRATIVE -ndt-a/p-      Dispatch In
                          Dispatch Out
                          Technical assist RRC
  NEW COMM AS             Other                    OS 07-29-95 0600P
    CUS DT                                         AS 07-29-95 0600P
  DT RECVD                                         BC

  TEST RES OPN OUT                 HANDLE         MISC H2.0
 RECOMMEND CANCEL-Transfer To Business Office
                                                    NRTAFI7M
                                                    20:22 12:44:42
```

9.4 DISPATCH OUT

The following options are available on the "Dispatch Out" option:

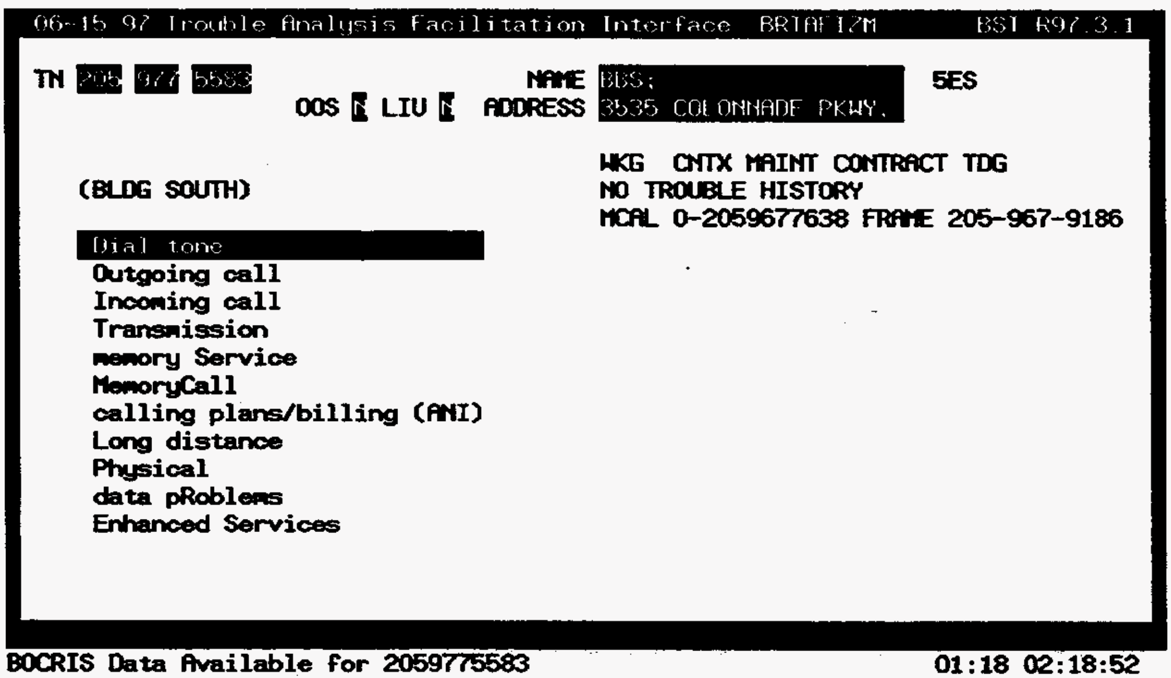


9.5 TECHNICAL SUPPORT

To illustrate the function of manually sending a trouble report to the BellSouth Technical Assistance group (pool of MA's manually screening trouble reports), lets pick a situation where TAFI can not process the trouble report (at this time).

The telephone number in the following example is a Centrex line to a business location (the author's BellSouth office in this case). You can identify this a being a Centrex line with the Class of Service indicator of CNTX (to the right of the Working Condition - WKG).

⇒ **Note:** This example is not in the Training Database so you will not be able to duplicate the following screens in class.



By selecting "Features" (F-7), you will get a list of features that TAFI has been taught to translate from the CSR record.

```
06-15-97 Trouble Analysis Facilitation Interface  BRTAFI2M        BST R97.3.1

TN 205 977 5583                        NAME BBS:                      5ES
                    OOS I LIU I     ADDRESS 3535 COLONNADE PKWY.

                                            WKG  CNTX MAINT CONTRACT TDG

----- BOCRIS Features -----
Call Pick-Up
Message Waiting/Stutter Dialtone

----- PRED Features -----
Features not available yet.

     calling plans/billing (ANI)
     Long distance
     Physical
     data pRoblems
     Enhanced Services

BOCRIS Data Available for 2059775583                          05:22 02:22:56
```

Please note that since this is a sophisticated business line (not simple POTS), there may be more features on the line that TAFI does not translate. You can verify the presence of additional features by going to the Additional Data option (F-11) and selecting BOCRIS CSR.

```
06-15-97 Trouble Analysis Facilitation Interface  BRTAFI2M        BST R97.3.1

TN 205 977 5583                        NAME BBS:                      5ES
                    OOS I LIU I     ADDRESS
                                            ADDITIONAL DATA

  205 977 1000 000 *CSR*
 LN   (SPNL) BELL*SOUTH;
 LA   3535 COLONNADE PKWY
 SA   3535 COLONNADE PKWY\, BIRMINGHAM
      BLDG SOUTH
      000000\NONE
      COLUMBIA SC  29201-XXXX

 ---DIR

 ---BILL
 BN1  BELLSOUTH
 BN2  % IPC
 BN3  1600 HAMPTON ST

BOCRIS Data Available for 2059775583                          04:26 02:22:00
```

Notice that TAFI recognized that the number input (205-977-5583) was not the master billing number (where CRIS stores feature data) and it automatically found the master number (205-987-1000) and then retrieved the data for the number in trouble.

```
06-15-97 Trouble Analysis Facilitation Interface  BRTAF17M        BS1 R97.3.1

TN 205 977 5583                          NAME BBS:                        5ES
                  OOS N LIU N    ADDRESS
                                             ADDITIONAL DATA

---S&E
   1  XXXXX TAFI SPECIAL PIC/LPIC/PCA USOC
            /PIC 0222/PCA CM
   1  LTQ8X
            /TN 977-5583/PN 977-5583/ZBC 10044/DSNA 1F.IBSD.83381..SC/DPG BSSC
LOC FLR 2
   1  AAQ6X
            /TN 977-5583/DSNA 1F.IBSD.83381..SC/LCC DSI/DPG BSSCOLAL/ARS ARSBS
   1  DO8
            /TN 977-5583/FNM PDN 977-5583, CA1,NUMCA2,MXLN, RNPNOR, CAPR/ZBC 1
   1  DS1FC
            /TN 977-5583/FNM LICNDP, LICLXP/ANR ALL/ZBC 10044-W4A0A000
   1  EATBR
            /TN 977-5583/ANR ALL/ZBC 10044
BOCRIS Data Available for 2059775583                          04:50 02:22:24
```

Scrolling down through this CSR data, the user can identify the various features on the line.

For our trouble situation, assume your customer is telling you that the 'Hunting' feature does not work. If the customer is on the line and a second call comes in, the new call should be directed to 977-5899 (sometimes referred to as extension 5899).

However, when you look at the various Memory Service option on the TAFI menus, you find that Hunting is not currently supported. To resolve your customer's trouble situation, you have to manually send this trouble to the Technical Support group at BellSouth for manual intervention.

You do this by:

(1) Depressing F-12 to obtain the Override menu

(2) Select the "Technical Assistance" option

(3) Select "MA - Needs Further Analysis"

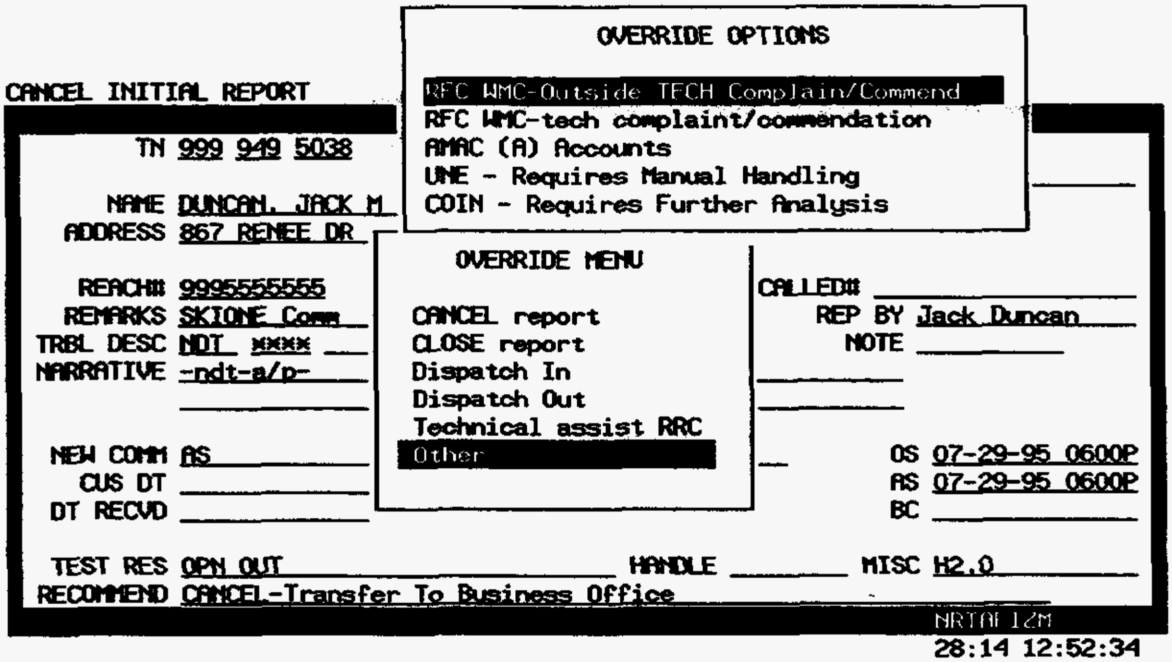
```
06-15-97 Trouble Analysis                                                R97.3.1
                              OVERRIDE OPTIONS
TN 205 977 5583
                   OOS N L   MEMSERV-add or delete feature
                             MEMSERV-Prestige Service
                             MA-needs further analysis
   (BLDG SOUTH)              MA-build RTE
                             MTR-Multiple Trouble Report                  7-9186
   Dial tone                 PDT TECH-MA/WatchAlert
   Outgoing call             MEMSERV-Message Waiting Indications A/V
   Incoming call
   Transmission              CANCEL report
   memory Service            CLOSE report
   MemoryCall                Dispatch In
   calling plans/billi       Dispatch Out
   Long distance             Technical Assistance
   Physical                  Other
   data pRoblems
   Enhanced Services

BOCRIS Data Available for 2059775583                          01:51 02:30:15
```

The TAFI final 'send to LMOS' screen is displayed with 'your' recommendation and proper Handle code populated. Complete the remaining required fields (Reach, Access, Rep By) and indicate in the Narrative what's wrong - in this case, Hunting to extension 5899 does not work. Depress enter to send this report.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
       TN 205 977 5583               REPEAT N   EC 001   UNIT 71266700
                                                           LOC (BLDG SOUTH)
     NAME BBS:                       SUB N      SO N
  ADDRESS 3535 COLONNADE PKWY.

   REACH# 9176000        ACCESS# 0000000000    CALLED#
  REMARKS pager              OK/                        REP BY Gene
TRBL DESC MISC xxxx                                       NOTE
NARRATIVE Hntg to x5899 brkn

 NEW COMM AS             ACCESS:  A       B               OS 06-15-97 0700P
   CUS DT                CAT CD  IRATE N  CC N            AS 06-15-97 0700P
 DT RECVD                SUB: CLSALT _   NI N             BC 06-15-97 0700P

 TEST RES                               HANDLE TECH    MISC NC.0
RECOMMEND MA-needs further analysis
                                                           BRIAF1ZM
                                                           04:15 02:32:39
```

9.6 OTHER

The final Override menu option is the "Other" option. Reports needing special handling in the WMC are found in this location:



10.0 ERROR MESSAGES / INFORMATIONAL STATUS

The following error messages may be displayed on your terminal.

"ERROR" This status indicates a host request failure. When this message is displayed (and you know your login is okay and LMOS is not down), you should bring up the Additional Information window (Fl 1) and select "Host Request Errors". This will display the system with the error. After the error is identified, depress the F5 key to re-send the transaction. This alleviates having to cancel and reenter the trouble report.

"WAIT 5" This message indicates that a problem has been encountered and you should wait 5 minutes before re-entering the trouble. That is, wait 5 minutes, take the report out of queue, and re-submit the trouble report from the close-out screen.

"NO LMOS" This message displays when LMOS is not available or an error has been encountered while updating the LMOS screen. (NOTE: This is a catch-all error condition for LMOS updates.)

"READY" This is the base status value; it indicates there are no error or outstanding requests and that TAFI has completed its analysis and has developed a recommendation.

"TESTn" This indicates that a test is currently in progress. On a re-test, "n" indicates what test is executing, i.e., TEST2 for the first re-test, etc.

"RETESTn" This status is displayed during the wait time between re-tests.

"WAITING" This is a generic status indicating one or more outstanding host requests.

11.0 SUBSEQUENT TROUBLE REPORTS

Once a trouble report in entered into LMOS and routed for someone to continue the resolution process, the report is called a "Pending Report" (because it is pending resolution). Sometimes the customer may call us back before the pending reported trouble is cleared for a number of reasons. Some typical reasons include:

- Ask for information about the status of the report.
- Provide some new information about the pending report
- Express dissatisfaction with the appointment given previously.
- Complain that we have missed the appointment or express concern that the appointment will be missed.
- Ask about a "no access" notice left by a repair technician.
- Change access or appointment times.
- State intentions to appeal to higher management, Public Service Commission, etc.

When this happens, we enter a "Subsequent Report"?

When you receive a customer call related to a pending trouble report, you should handle the customers with the same courtesy and concern, and use all of your problem solving skills to exceed your customers' expectations. Every time a customer calls about a trouble condition, a record of the call must be entered in LMOS.

The LMOS system will accommodate only one active trouble report for a given telephone number at a time. Therefore, all subsequent customer interactions are entered as a Subsequent Reports appended to the existing (pending) report. Every time someone performs a task on the pending report, there is a line of status information entered on the report. This status line indicates the date/time of the activity, who performed the activity, what was done and a line of narrative information. By viewing the LMOS Recent Status Transaction (RST), you can see the complete history of the pending report.

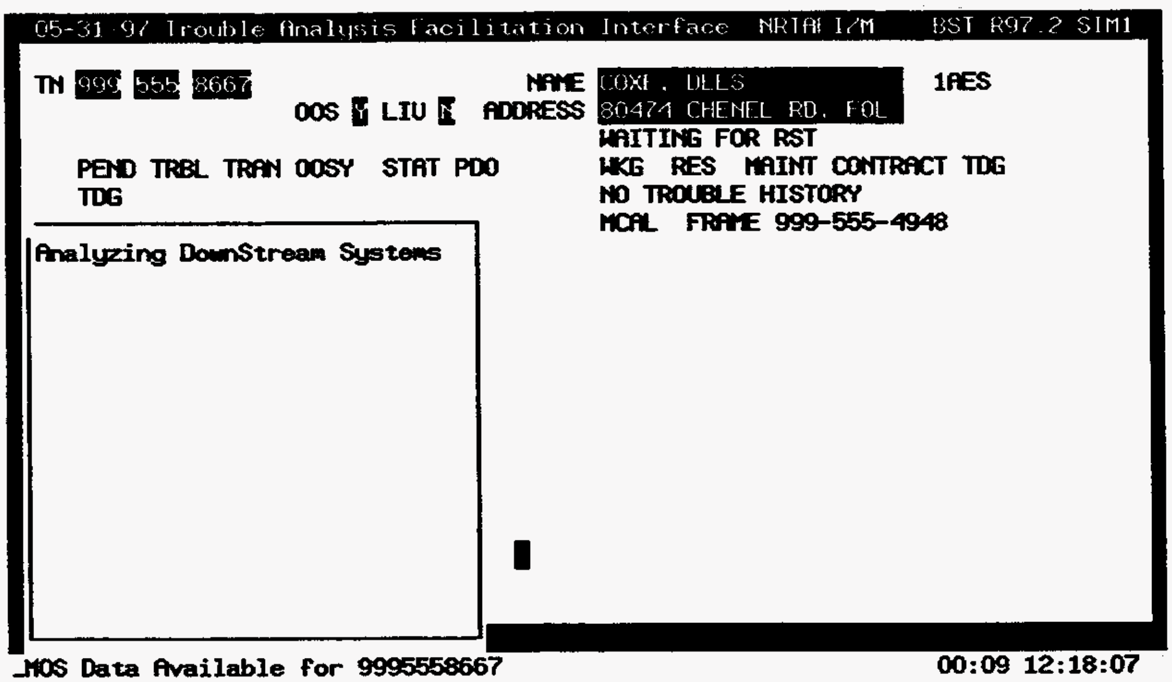
The status code that you see on your pending trouble will determine the action you will take with your customer. Although each code has a different meaning, your actions will be the same:

- You will convey information in a clear and acceptable way,
- make any appropriate changes to the report, and
- demonstrate that you are a valuable resource to your customers.

This section will help you learn how to process Subsequent reports and how to convey status information to your customer in such a way that he can understand and accept.

When you answer the phone and begin processing a customer trouble report, you may not realize that an existing (pending) trouble report already exists in LMOS. Sometimes the caller may not know that a report already exists. For example, one member of the household called and reported the problem; sometime later, another member of the household calls to report the same problem.

When a pending trouble exists, TAFI does not return the Main Menu after you complete the Initial Trouble Entry window. As soon as TAFI receives the initial data from LMOS, you will get an indication that a pending trouble report exists:



Look at the line just above the "Analyzing DownStream Systems". This example tells you that a pending trouble is in LMOS (PEND); the original Trouble Description (TRBL) is Transmission (TRAN); it was an out of service condition (OOSY) and the current status of the report is Pending Dispatch Out (PDO).

The best way to "digest" the information you are about to read is to actually push the buttons and see what happens on your screen while something new is being discussed.

DO THIS NOW: IF YOU ARE NOT LOGGED INTO TAFI, LOG IN
ENTER THE TELEPHONE NUMBER 9995558667
ENTER LIU = N

TAFI automatically pulls the RST transaction (so that data will be available to you) and then displays the Subsequent Trouble Report Screen:

```
05-31 97 Trouble Analysis Facilitation Interface  NRIAFI7M     BSI R97.2 SIM1

TN 999 555 8667                          NAME COXE, DEES                1AES
                  OOS Y LIU N         ADDRESS 80474 CHFNEL RD. FOL

 -                                        RES  MAINT CONTRACT TDG
 Is this cancel report/okay closeout?    ROUBLE HISTORY
                                          B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

---------------------------- ORIGINAL REPORT INFO ----------------------------
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME       ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB ]              CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667                   00:35 12:18:33
```

Notice that at the bottom of this screen is the Original Report Information window.

11.1 ORIGINAL REPORT INFORMATION WINDOW

This window will display automatically when a customer reports a number that has already been reported. As you can see, this window displays the pending trouble (initial trouble) description, followed by the current narrative field (the text between the single quotes) on the first line. The initial Handle Code, Access time limitations (A and B fields), the information entered in the Remarks field (i.e., 'wl b hme') and Reach number information is shown on the second line. The category of the report, the current status of the report (TAFI translates PDO) and the date and time that this report was given this status (note: 'DT Recvd' is misleading, the label should say 'DT Statused') is displayed on the third line. The number of times the customer has called and the current commitment information is presented on the last line.

> ⇒ **Note:** When you provide the customer a commitment on an initial trouble report, we call it the New Commitment. When processing a Subsequent report, that original commitment is called the "Old Commitment" ... because you have the opportunity to change it with another "New Commitment".

To 'unclutter' your screen, you may remove the Original Report Information window after you have provided the status information to your customer. Notice that the 'active' window on this screen is the query window ("Is this cancel report/Okay close-out") ... because that's where the red TAFI cursor is located.

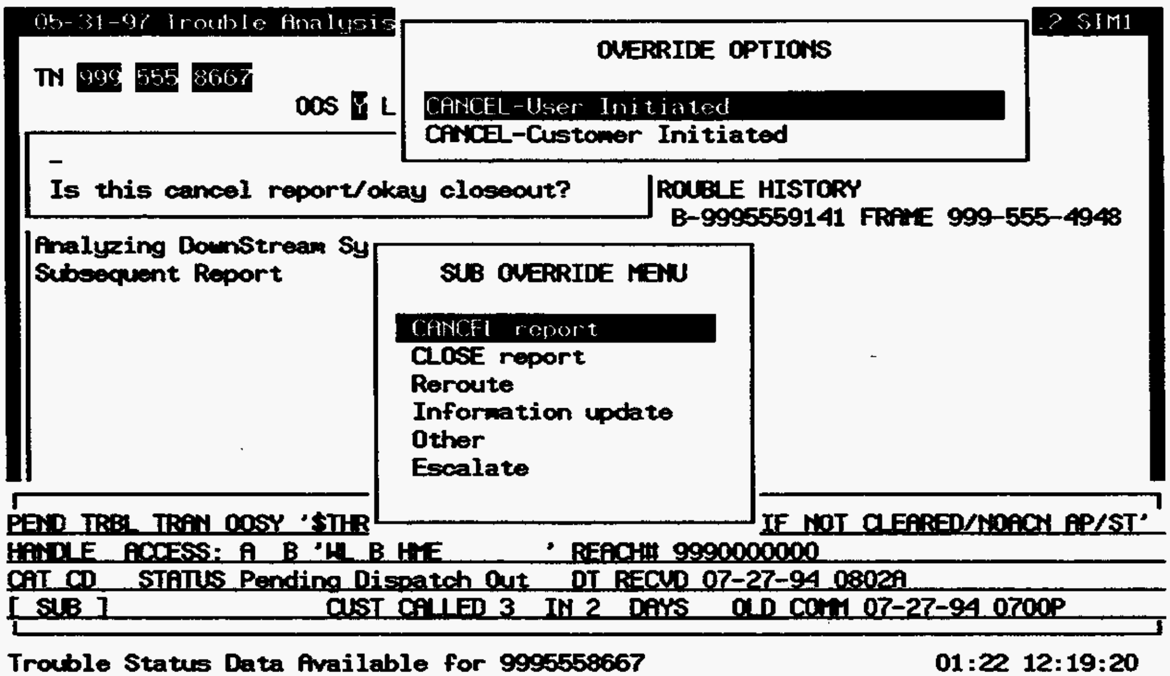
DO THIS NOW:

- **TO MOVE THE CURSOR TO THE ORIGINAL REPORT INFO WINDOW, DEPRESS F2.**
- **NOW RETURN TO THE QUERY WINDOW SO YOU CAN PROCESS THIS REPORT, DEPRESS F6**
- **NOTICE THAT THE ORIGINAL REPORT INFO WINDOW HAS BEEN REMOVED**
- **TO RE-DISPLAY THIS WINDOW, DEPRESS F2 AGAIN**
- **HOW WOULD YOU GO BACK TO PROCESSING THE REPORT? ... RIGHT, DEPRESS F6**

11.2 PENDING TROUBLE REPORT PROCEDURES

When you receive a trouble call and the telephone number reported by the customer has been reported, you will receive the Subsequent Report screen with the Original Report Info window. This window displays with all the pertinent information relative to the initial report. **Remember to check the Customer Information window on the screen to verify that you do have the correct area code and telephone number.**

If you have entered the wrong telephone number (or the customer gave you the wrong number and corrects it when you "**verify the customer's name and address**"), cancel this TAFI report and initiate a new one with the correct information.



⇒ **Note:** Notice that on subsequent reports the Override Menu is now called the "Sub Override Menu" and your options have changed. If you have progressed through the subsequent report flow and arrived at the Trouble Report Screen (the final view prior to sending the report to LMOS), the Override Menu becomes the "Limited Sub Override Menu". You lose the option of Escalating the report (having TAFI select the correct routing codes) because the disposition of this report has been determined when you get to the Trouble Report Screen.

After you have determined that you have the correct customer account, tell the customer:

"We have your original report."

Next, provide your customer with a status report using the information provided in the Original Report Info window:

- Confirm the existing commitment time
- Tell the customer the current status
- Verify that we have a Reach and Access number (ACN=XXXXXXX)

Using our example, you might say (and let's assume today is July 27)

"Mr. Coxe, according to my records, we have identified the cause of your problem and your report will be assigned to the next available technician. That determination was made at 8:02 this morning and I'm confident that we will have your trouble resolved by 7 PM Should we need to contact you, can you still be reached at 9990000000? (pause for a response) *And, should our technician need to enter your home to resolve this problem and you are not there, is there a number he can call to get access to your property?* (pause for a response)"

⇒ **Note:** Always verify the reach number since things could have changed since the initial report was taken. In this example, the customer did not provide an access number (NOACN in the narrative) initially so try and get one now.

At this point, the customer will identify one of the reasons mentioned earlier and you follow TAFI's flow to process the report.

11.3 TAFI SUBSEQUENT REPORT FLOW

As with your trouble report handling for initial trouble reports, TAFI will prompt you to obtain certain information from the customer. TAFI prompts you to determine if the call is to

CANCEL REPORT/OK CLOSEOUT?,

IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?,

CUSTOMER IRATE?,

IS THIS AN INFORMATION CALL ONLY?,

etc.

You will make a decision as to whether the customer is requesting information, adding new information, or if the customer is satisfied with our service or commitment. When the customer is not satisfied with our service or commitment, you must answer "yes" to the customer irate prompt. However, when the customer is satisfied or becomes satisfied by the end of your contact, you must make the indication by entering an "N" in the 'irate' field prior to sending the report.

REMEMBER: FOLLOW THE FLOW OF TAFI

11.3.1 MISSED APPOINTMENT

If the customer calls about a pending trouble report and the current commitment time is missed (i.e., it's now later than when we promised the customer that the trouble would be repaired), we institute the 'Missed Appointment' procedures. TAFI will automatically recognize this condition and follow the procedure. If the status code (IST or Intermediate Status Transaction) is one of the following, we have effectively "stopped the clock" and have not missed the commitment. (This is because something prevented the technician from completing the work on time.)

BKO, HLD, HSO, NAS, ROP, NAO

⇒ **Note:** TAFI translates the IST values to English terms for you when the pending report information is presented. See the sample screen in Section 11.2. The "Status" field, located in the Original Report Info section, translated the IST value of PDO to 'Pending Dispatch Out'.

All other IST values are considered MISSED COMMITMENTS and we must follow the procedures listed below:

1) Tell the customer: *"I'm sorry that we missed the established appointment to correct your problem. We will have your trouble cleared As Soon As Possible."*

2) TAFI will enter a **commitment time of 5 minutes (+5)** from the time trouble is received in the New Commitment field.

⇒ **Note:** Since trouble reports are sequenced by commitment time in the WMC, entering a commitment time of 5 minutes from "now" will place this report on the top of the stack. DO NOT TELL the customer the new commitment time you entered since you know that there is no way of meeting it. It just gets the report on top of the WMC queue. Tell the customer the ASAP commitment.

3) The system will enter ASAP MA (missed appointment) in the Narrative field.

4) If the customer does not accept the ASAP commitment, offer the following commitments.
Received before 12 Noon - Offer 7 P.M. Same Day
Received after 12 Noon - Offer 12 Noon Next Day

5) Type "customer refused ASAP commitment" in the Narrative field .

6) TAFI enters Y in New Info field and CX for the category value.

Let's explore your options with several examples:

⇒ **Note:** Our training database only has one 'subsequent' report and the commitment is July 27, 1994. We obviously missed that commitment by more than 2 years so TAFI will automatically enter the +5 (missed commitment) value in the new commitment field. For our examples, we will pretend that today is July 27, 1994.

11.3.2 CUSTOMER CALLS TO CANCEL REPORT

In this example, the customer reported a problem in the morning and then discovered the cause of the problem was due to having a defective mounting cord on the set. The customer calls you back to tell you that everything is OK now with their service and wants you to cancel their report.

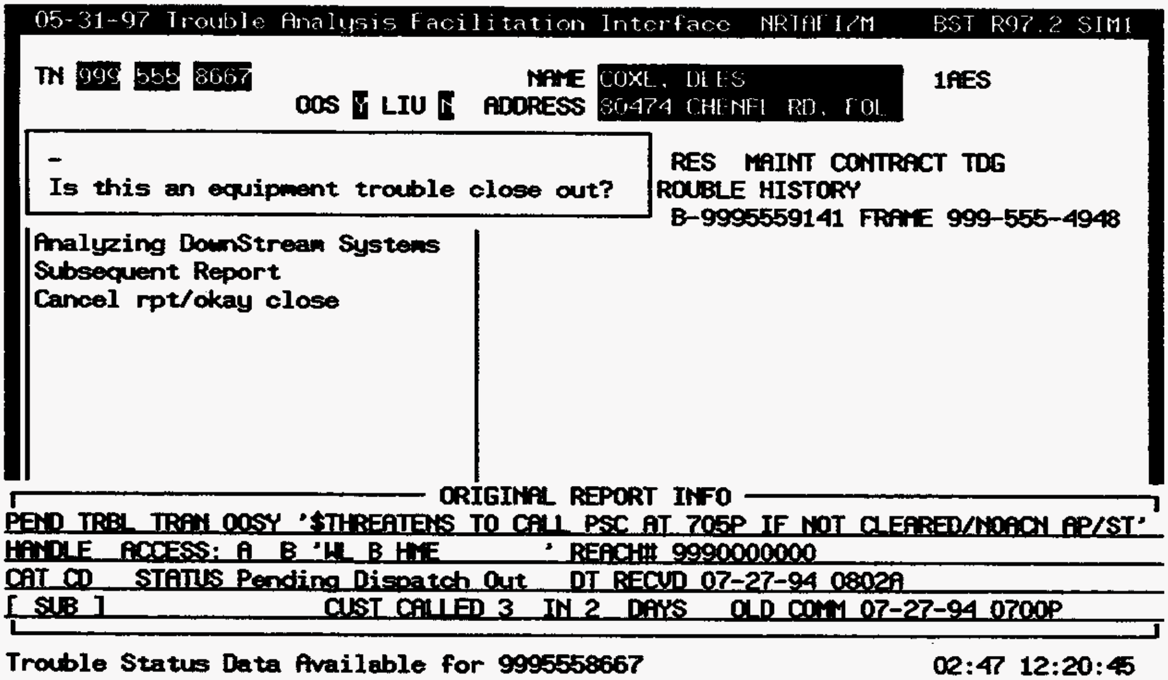
⇒ **Note:** In this context, when the customer says "cancel the report", what they are telling you is that no further action is required to resolve their problem. When they initially called, they did have a problem and a report was entered into LMOS. Now that they are calling back, a subsequent report must be entered (documenting the second customer call) and then TAFI will take the appropriate steps to CLOSE the existing LMOS report.

On your screen you should have the pending trouble information displayed for Mr. Coxe (see page 255).

DO THIS NOW: ANSWER YES "Y" TO THE 'IS THIS CANCEL REPORT/OKAY CLOSEOUT?' QUESTION.

⇒ **Note:** This question is really asking you 'is the customer calling to cancel (close) the existing report?'

TAFI responds to your answer and produces the following screen:



The answer to the next question *'Is this an equipment trouble close out?'* will tell TAFI the appropriate codes to use when closing this report. When customers call and say everything is OK now, one of two things happened:

1. The customer found some defective hardware and 'fixed' it, or

2. The trouble condition just 'went away' all by itself (i.e. TOK now)

DO THIS NOW: ANSWER THIS QUESTION WITH A "Y" (SINCE OUR EXAMPLE SAYS THAT THE CUSTOMER FOUND A DEFECTIVE MOUNTING CORD).

TAFI responds by bringing up the Trouble Report screen as shown on the next page:

```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE ACCESS: A  B 'WL B HME       ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB CLOSE ]          CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

         TN 999 555 8667              REPEAT N    EC 999   UNIT 38538602
                                                           LOC IDG
       NAME COXE, DEES                SUB Y       SO N
    ADDRESS 80474 CHENEL RD, FOL

     REACH# 9990000000     ACCESS#            CALLED#
    REMARKS WL B HME           OK/ Bob Coxe       REP BY
  TRBL DESC TRAN OOSY                                  NOTE
  NARRATIVE $THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA
            CN AP/ST-

   NEW COMM +5             ACCESS:  A       B          OS 07-28-95 0700P
     CUS DT                CAT CX   IRATE N   CC N     AS 07-28-95 0700P
   DT RECVD                SUB: CLSALT _   NI Y        BC

   TEST RES                           HANDLE        MISC SC5
  RECOMMEND CUST ISOLATED TO CPE/SUB REPORT
                                                       NRTAF17M
Field must be input                                    04:36 12:22:34
```

Notice that just above the top heavy boarder, the title of this trouble report screen is "SUB CLOSE" which indicates that TAFI will close this trouble report in LMOS as soon as you enter this subsequent report.

Notice that the 'Original Report Info' data is now displayed at the top of your TAFI screen. This occurs for all subsequent reports. Even though you are at the last stage of completing the subsequent report, there may be a need to see something from the original report.

Lets look at some of the fields on the Trouble Report screen:

New Commitment

Since TAFI recognized this report is a 'missed appointment', it entered the +5 New Commitment value. If this was a current report, the New Commitment field would be blank (since the existing report would have a valid commitment) and provides a place for you to change the existing commitment to a re-negotiated value (if appropriate).

Reported By

This field is always BLANK on a subsequent report. Since LMOS doesn't have a 'reported by' field, this information is not recovered. (TAFI enters the 'reported by' data at the end of the narrative line on an initial report.) If you enter a value in this field and try to send the report, TAFI will 'yell at you' and indicate that this field must be blank.

OK/

If you are closing a subsequent report you must enter the unique name of the person who told you that it was OK to close this report.

⇒ Note: Do NOT use the equal sign (=) in this field on a subsequent report. This is not appropriate since you do not have a 'reported by' field with data in it. Also you MUST use an identifiable name - not just the title Mr. or Mrs.

Reach

If this were not an OK to close report, and the pending report did not have a current reach number, you should ask the customer for the number and enter it in this field.

Access

The 'access #' field on a subsequent report is always BLANK (for the same reason given for the 'reported by' field). You should always verify the access number stated on the narrative line of the pending report (ACN= ___) with the customer during your contact. If the narrative indicates NOACN, then always try to obtain one. Place the new access number in the narrative (i.e., ACN=9995555555).

Category

TAFI automatically entered the correct (CX) trouble category for the report

New Info (NI)

Since there were changes on this report, TAFI automatically entered a "Y".

Narrative

If the customer offers any information related to this subsequent report, you MUST enter the NEW information IN FRONT of the OLD information, separated by a slash (/).

To efficiently do this, you want to "insert" the new information (so you don't wind up re-typing the old information). To accomplish this you must switch your keyboard to the insert mode.

Turn Insert "ON" -

- Position the cursor one space to the right of the dollar sign (if present) otherwise at the beginning of the narrative line.
- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter 'i'.

As you begin typing, notice that all of the existing narrative characters move to the right one letter at a time. At the end of your new information, type the slash character (i.e., "fnd def mtg crd /"). As soon as you finish 'inserting' new information, you want to turn off the insert mode. (If you don't, you may experience problems later when you try to change a value in a full field.)

⇒ **Note:** If you have your keyboard set with CAPS Lock 'ON', switching to the insert mode may not work! Be sure that caps lock is off before switching modes.

Turn Insert "OFF"

To turn off the insert mode, repeat the same steps as you did to turn it on:

- With ONE FINGER, momentarily depress and let go of the Escape (Esc) key and then momentarily depress and let go of the keyboard letter 'i'.

Recommend

This 'read only' field displays what TAFI will do with this report. In this example, TAFI will enter the subsequent report and then immediately go into LMOS and close it. The close out narrative will indicate "Cust Isolated to CPE/Sub Report" and TAFI will select the correct disposition and cause codes to match a found CPE problem.

DO THIS NOW: TAKE A FEW MINUTES AND PRACTICE CHANGING THE NARRATIVE INFORMATION. DON'T FORGET TO TURN OFF THE INSERT MODE.

DO THIS NOW: DEPRESS THE ENTER KEY AND SEND THIS SUBSEQUENT REPORT.

Now that wasn't so bad ... was it? If you had any problems walking through this example, call your instructor for assistance.

Let's do another one ...

11.3.3 CUSTOMER CALLING FOR STATUS

In this example, the customer called in a trouble report and just wants to confirm that the problem will be resolved by the commitment time. (Remember that today is 7/27/94.)

DO THIS NOW: RE-ENTER THE SAME TELEPHONE NUMBER (9995558667, LIU=N) AND TAFI BRINGS YOU TO THE SUBSEQUENT TROUBLE REPORT SCREEN:

```
05-31-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BST R97.2 SIM1

TN 999 555 8667                         NAME COXE, DEES               1AES
               OOS Y LIU N           ADDRESS 80474 CHENEL RD. FOL

 -                                              RES  MAINT CONTRACT TDG
 Is this cancel report/okay closeout?          ROUBLE HISTORY
                                                B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

                          ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB ]             CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667                00:18 12:24:31
```

DO THIS NOW: ANSWER THE QUERY WINDOW QUESTION "N" (THE CUSTOMER IS NOT CALLING TO CLOSE THE PENDING REPORT) AND TAFI WILL ASK YOU:

```
05-31-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BST R97.2 SIM1

TN 999 555 8667                         NAME COXE, DEES               1AES
               OOS Y LIU N           ADDRESS 80474 CHENEL RD. FOL

 -                                              RES  MAINT CONTRACT TDG
 Is customer reporting a different             ROUBLE HISTORY
 TRBL code?                                     B-9995559141 FRAME 999-555-4948
 (See PEND TRBL code on ORIGINAL REPORT
 INFO below.)

                          ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB ]             CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667                00:37 12:24:50
```

DO THIS NOW: **ANSWER THIS QUESTION "N" (SINCE OUR CUSTOMER JUST WANTS A STATUS REPORT).**

Next, TAFI wants to know if the customer is "irate" (because of the missed appointment) and brings you the screen below:

```
05-31-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BSI R97.2 SIM1

TN 999 555 8667                          NAME COXE, DEES                 1AES
                  OOS Y LIU N     ADDRESS 80474 CHENEL RD. FOL

 -                                        RES  MAINT CONTRACT TDG
 Is cust irate?                          ROUBLE HISTORY
                                          B-9995559141 FRAME 999-555-4948
Analyzing DownStream Systems
Subsequent Report

                           ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME       ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB ]              CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667                      00:58 12:25:11
```

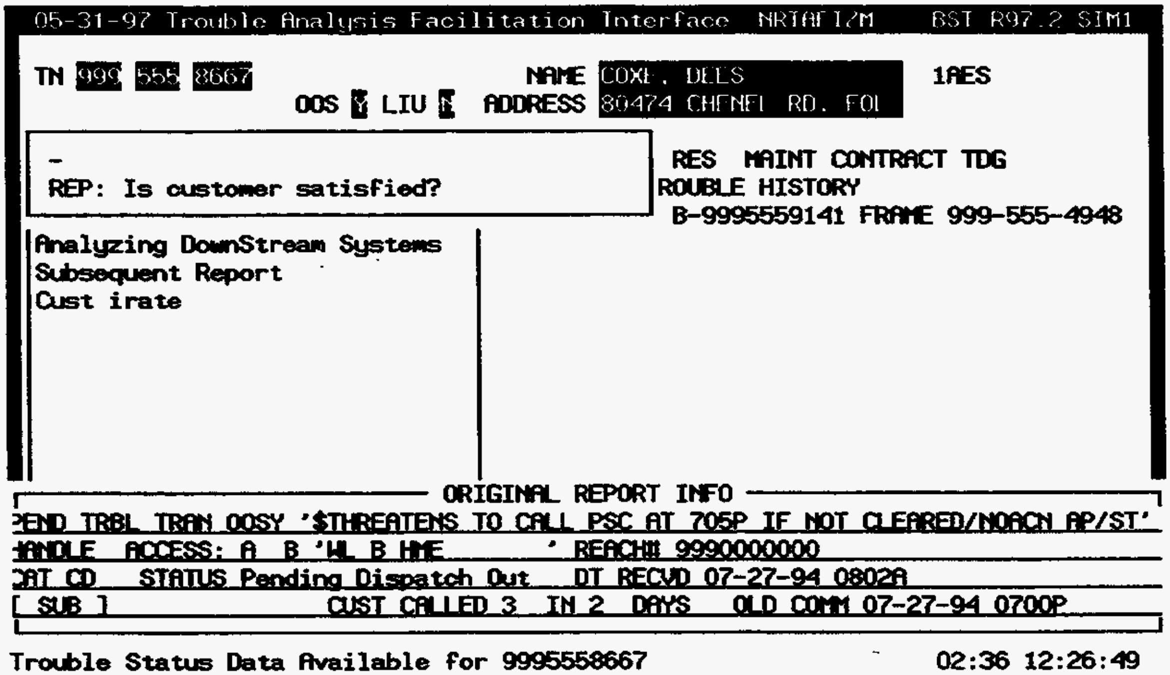
During your dialog with the customer you effectively reassure the customer that we will have their trouble resolved by 7 PM. You would have provided the status information just as we did in the first example.

DO THIS NOW: **ANSWER "Y" TO THIS QUESTION. (ALTHOUGH OUR CUSTOMER JUST WANTS TO CHECK STATUS AT THIS TIME, HE IS STILL UPSET WITH US AND STILL THREATENS TO GO TO THE PSC IF THE PROBLEM IS NOT FIXED BY 7:05 PM.)**

Next, TAFI will put up a Message Window telling you to advise the customer of the trouble report status. If you haven't done so, TAFI reminds you. ... And how do you move on past a Message Window? ... right,

1. You read the information presented in the Message Window
2. You understand and act upon this information
3. You depress the Enter key telling TAFI that you have done steps 1 & 2.

In our example (because it is a missed appointment), TAFI puts up another Message Window telling you to advise the customer that you will 'expedite' the resolution of his trouble. (This is done by TAFI entering the +5 New Commitment and, depending upon the nature of the problem and customer, you may also call the BST and alert them of the situation.) TAFI then asks:



DO THIS NOW: ANSWER THIS QUESTION "Y", OUR CUSTOMER WAS SATISFIED AND TAFI RETURNS THE TROUBLE REPORT SCREEN FOR YOUR FINAL REVIEW:

```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB INFO UPDATE ]   CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

         TN 999 555 8667            REPEAT N    EC 999  UNIT 38538602
                                                        LOC TDG
       NAME COXE, DEES              SUB Y       SO N
    ADDRESS 80474 CHENEL RD. FOL

     REACH# 9990000000     ACCESS# ________     CALLED# __________
    REMARKS WL B HME         OK/ __________       REP BY __________
  TRBL DESC TRAN OOSY ___ ___                       NOTE ________
  NARRATIVE $THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOA
            CN AP/ST-

   NEW COMM +5            ACCESS:  A ____  B ____         OS 07-28-95 0700P
     CUS DT ________      CAT CX  IRATE Y  CC N           AS 07-28-95 0700P
   DT RECVD ________      SUB: CLSALT _  NI Y             BC __________

   TEST RES ____________________  HANDLE ______  MISC SL1
  RECOMMEND Updating Narrative/Status Information
                                                        NRTAFI7M
Trouble Status Data Available for 9995558667              03:11 12:27:24
```

Notice that TAFI's recommendation is to Update Narrative/Status Information. Since this training database example is always a missed appointment, TAFI entered "Y" in the NI field (because the commitment changed to +5).

DO THIS NOW: **DEPRESS THE ENTER KEY TO SEND THIS UPDATE TO LMOS.**

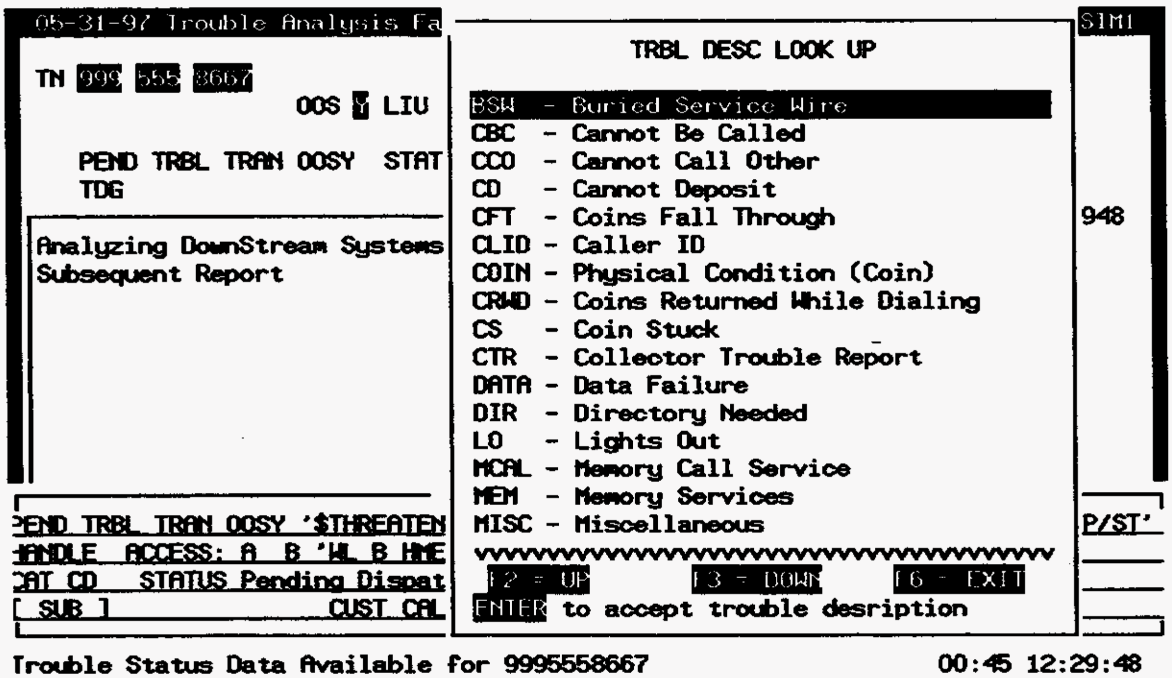
Nothing to it - right? Just talk to the customer (using all of your customer contact skills) and follow TAFI's prompts.

11.3.4 CUSTOMER CALLS TO CHANGE TROUBLE DESCRIPTION

In this example, the customer originally called to report noise on the line (TRAN) and after a while they call back to let us know that now they don't have any Dial Tone!

DO THIS NOW: RE-ENTER OUR TEST NUMBER WITH LIU=N AND ANSWER TAFI'S QUESTIONS JUST AS YOU DID BEFORE - EXCEPT ANSWER "Y" TO THE "IS CUSTOMER REPORTING A DIFFERENT TRBL CODE?" QUESTION.

Again, using your excellent customer contact skills, you reassure the customer that our initial commitment will be met and you identified that the nature of the trouble has changed.



TAFI displays the Trouble Description Look Up Menu. Find the new trouble description that the customer related to you and depress enter. Oh, you can't find NDT? Remember what the row of lower case v' mean at the bottom of the menu? ... Right, depress the Page Down key.

DO THIS NOW: DEPRESS THE PAGE DOWN KEY.

```
05-31-97 Trouble Analysis Fa                                          SIM1
                                 TRBL DESC LOOK UP
 TN 999 555 8667                 ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
              OOS Y LIU          CS   - Coin Stuck
                                 CTR  - Collector Trouble Report
    PEND TRBL TRAN OOSY  STAT    DATA - Data Failure
    TDG                          DIR  - Directory Needed
                                 LO   - Lights Out                          948
 Analyzing DownStream Systems    MCAL - Memory Call Service
 Subsequent Report               MEM  - Memory Services
                                 MISC - Miscellaneous
                                 NCR  - No Coin Returned
                                 NCS  - No Coin Signal
                                 NDT  - No Dial Tone
                                 PHYS - Physical Trouble
                                 PNC  - Personal Number Calling
                                 TRAN - Transmission
                                 INET - Internet
PEND TRBL TRAN OOSY '$THREATEN   VDO  - Video                              P/ST'
HANDLE  ACCESS: A  B 'WL B HME
CAT CD    STATUS Pending Dispat    F2 - UP      F3 = DOWN      F6 - EXIT
[ SUB ]                CUST CAL  ENTER to accept trouble desription

Trouble Status Data Available for 9995558667                   01:43 12:30:46
```

DO THIS NOW: MOVE THE CURSOR (HIGHLIGHT BAR WITH THE UP/DOWN ARROWS) TO NDT AND DEPRESS THE ENTER KEY. THE SYSTEM WILL DISPLAY THE NEXT STEP IN PROCESSING THIS REPORT:

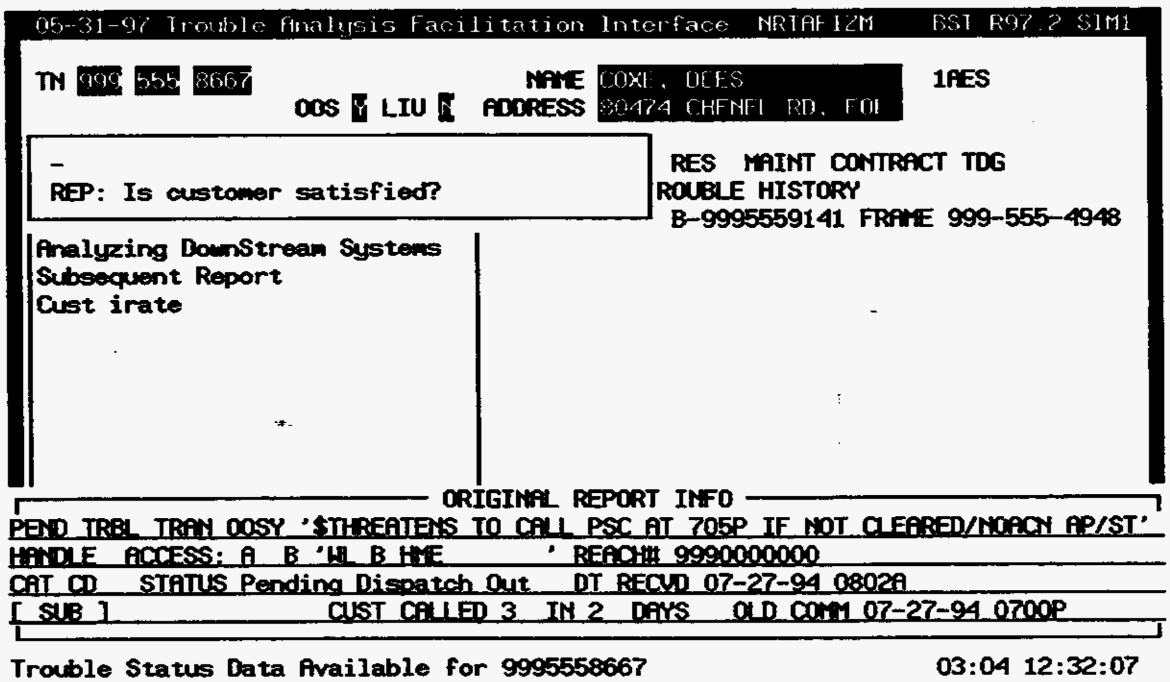
```
 05-31-97 Trouble Analysis Facilitation Interface  NRIAF I/M      BSI R97.2 SIM1

 TN 999 555 8667                  NAME COXE, DEES                1RES
              OOS Y LIU E      ADDRESS 80474 CHENEL RD. FOI

 -                                            RES  MAINT CONTRACT TDG
 Is cust irate?                              ROUBLE HISTORY
                                               B-9995559141 FRAME 999-555-4948
 Analyzing DownStream Systems
 Subsequent Report

                        ORIGINAL REPORT INFO
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME         ' REACH# 9990000000
CAT CD    STATUS Pending Dispatch Out    DT RECVD 07-27-94 0802A
[ SUB ]                 CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

Trouble Status Data Available for 9995558667                   02:19 12:31:22
```

DO THIS NOW: **ANSWER THIS QUESTION "N" (BECAUSE WE HAVE CHANGED THE TROUBLE DESCRIPTION AND TAFI IS GOING TO REEVALUATE AND MAKE APPROPRIATE RECOMMENDATIONS.)**

TAFI will follow this with two Message windows, (1) to remind you to provide the customer of the status of their existing (pending) report and (2) ask you to advise the customer that you will expedite the resolution of this trouble (because of the missed appointment). At this point, TAFI will execute any testing, etc. needed to analyze the new trouble description.

DO THIS NOW: **RESPOND TO THE TWO TAFI MESSAGE WINDOWS**

Next TAFI wants to know if the customer is satisfied with the arrangements?



DO THIS NOW: **ANSWER "Y", THE CUSTOMER IS SATISFIED.**

TAFI then displays the Sub Info Update window showing that the Trouble Description has now changed to NDT (from the original TRAN).

```
PEND TRBL TRAN OOSY '$THREATENS TO CALL PSC AT 705P IF NOT CLEARED/NOACN AP/ST'
HANDLE  ACCESS: A  B 'WL B HME      ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB INFO UPDATE ]   CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

         TN 999 555 8667              REPEAT N   EC 999  UNIT 38538602
                                                          LOC TDG
       NAME COXE, DEES                SUB Y      SO N
    ADDRESS 80474 CHENEL RD, FOL

     REACH# 9990000000       ACCESS# ________      CALLED# ____________
    REMARKS WL B HME            OK/ _________       REP BY ____________
  TRBL DESC NDT  OOSY ___ ___                        NOTE ________
  NARRATIVE $now NDT / HREATENS TO CALL PSC AT 705P IF NOT
            CLEARED/NOA CN AP/ST-

   NEW COMM +5 ________      ACCESS:  A ____  B ____         OS 07-28-95 0700P
     CUS DT ___________      CAT CX  IRATE Y  CC N           AS 07-28-95 0700P
   DT RECVD ___________      SUB: CLSALT _  NI Y             BC __________

   TEST RES ______________________  HANDLE ______  MISC SL1 ________
  RECOMMEND Updating Narrative/Status Information ____________
                                                          NRIAF I7M
Trouble Status Data Available for 9995558667               02:04 12:38:25
```

If the original problem no longer exists, the old narrative may no longer be valid, therefore you can over-type the new information in the narrative field. If the original problem still exists and a new trouble description is selected, add the new narrative to the existing narrative. You may modify the original report to allow for space for the new.

DO THIS NOW: DEPRESS THE ENTER KEY TO SEND THIS REPORT.

11.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

11.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been "No Accessed", TAFI will prompt for an answer to the question "Is Access Available?". This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another 'no access' situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

11.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.

```
05-31-97 Trouble Analysis Facilitation Interface  NRIAFIZM    BSI R97.2 SIM1
 TN 999 555 8667                   NAME COXE, DEES                   1AES
             OOS Y LIU N       ADDRESS 80474 CHENEL RD, FOI
 -                                           RES  MAINT CONTRACT TDG
 REP: Is customer satisfied?                ROUBLE HISTORY
                                              B-9995559141 FRAME 999-555-4948
 Analyzing DownStream Sy
 Subsequent Report            SUB OVERRI
 Cust irate                                        SUB ESCALATION MENU
                            CANCEL repor
                            CLOSE report   Extreme safety hazard
                            Reroute        Medical emergency
                            Information    PSC/higher management
                            Other          CCC - Call Out (5pm-6am)
                            Escalate       Other
 PEND TRBL TRAN OOSY '$THR                    IF NOT CLEARED/NOACN AP/ST'
 HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
 CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
 [ SUB ]               CUST CALLED 3  IN 2  DAYS   OLD COMM 07-27-94 0700P

 Trouble Status Data Available for 9995558667                  03:24 12:44:00
```

Selecting the ESCALATE option on the SUB OVERRIDE menu will display the SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message to the narrative on the final trouble report screen.

11.4.3 IRATE

In customer irate and emergency situations, handle the contact as you have been trained and then notify your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills training and pay particular attention to 'irate' customers.

11.4.4 CATEGORY OF REPORT

On a subsequent report, the "category of report" is coded CX with one exception.
When the pending report is coded "EO" and the customer is now reporting the trouble, the report must be coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was an employee originated report (EO), TAFI will process the subsequent as though it was an original and should be discussed with the customer likewise. (i.e., The customer most likely does not know that an employee has already reported the problem for him.)

11.4.5 OTHER SUBSEQUENT TIPS

- TAFI will recognize cable and central office failures for special handling. If the subsequent is not related to the cable failure, you will be requested to refer the trouble to the local WMC.

- Denials and suspension of service occurring after the original report has been routed, depending on the status of the report, must be on-line transferred to the Business Office. You may either leave the report in its original status or exclude the report.

- SUB ERROR MESSAGES:

  "SUB NOW" - Trouble was taken as an initial, but became a sub before you could enter it. (i.e., While you were processing the initial report, someone else generated an initial report on the same number.) You should take the report out of queue and process it as a sub.

  "NOT SUB" - Trouble was taken as a SUB, but became an initial before you could enter the sub. (i.e., While you were working on the subsequent report, someone else closed the pending report.) You should take the report out of queue and process it as an initial.

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EXERCISE

Answer the questions below. Choose the correct field from the answer column. Write the letter in the space given. Each field can be used once.

1. What field allows the user to enter a re-negotiated commitment?

   Answer_____

2. On a subsequent trouble report, where is the pending trouble description located?

   Answer_____

3. You can give the customer an update of the trouble report using which section?

   Answer_____

4. What is the category of most pending trouble reports?

   Answer_____

5. Which field indicates new information is being reported?

   Answer_____

Answers

A. New Info
B. New comm
C. CX
D. Original Report Info window
E. Trouble Status Summary.

(Check your answers on the next page.)

ANSWERS

1. B - New comm
2. D - Original Report Info window
3. E - Trouble Status Summary
4. C - CX
5. A - New Info

12.0 SUPERVISOR FUNCTIONS

Individuals with "supervisor" authority in their TAFI profile are given certain tools to help them manage the business.

12.1 MANAGING TAFI QUEUES

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer's trouble(s) while the user is attending to another customer's needs. Reports that require this background activity are placed in the user's work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user's queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

****** Failing to MANAGE the TAFI queued reports will result in inefficient operation ******

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4[8].

TAFI ID [redacted] GROUP ID 999999

USER	TN	NOTE	STATUS	DATE RECEIVED	NEW COMMITMENT
simuser	9995554568	recontact	RETEST1	05-30-97 1112P	07-29-94 0600P
simuser	9999495038		TEST	05-30-97 1117P	07-29-95 0600P
....	....	....	....	....	....

F2up F3down F4lookup F5reassign F6exit F7reassign all
F8find orphans F9reset user

11:19:15

[8] Note: each CLEC will get one training ID that has supervisor privilege and seven 'user' ID's. In the current arrangement, the Supervisor ID is 'simuser'; password = train1.

The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, all users with group id = 999999).

> ⇒ **Note:** The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).

12.1.1 THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:

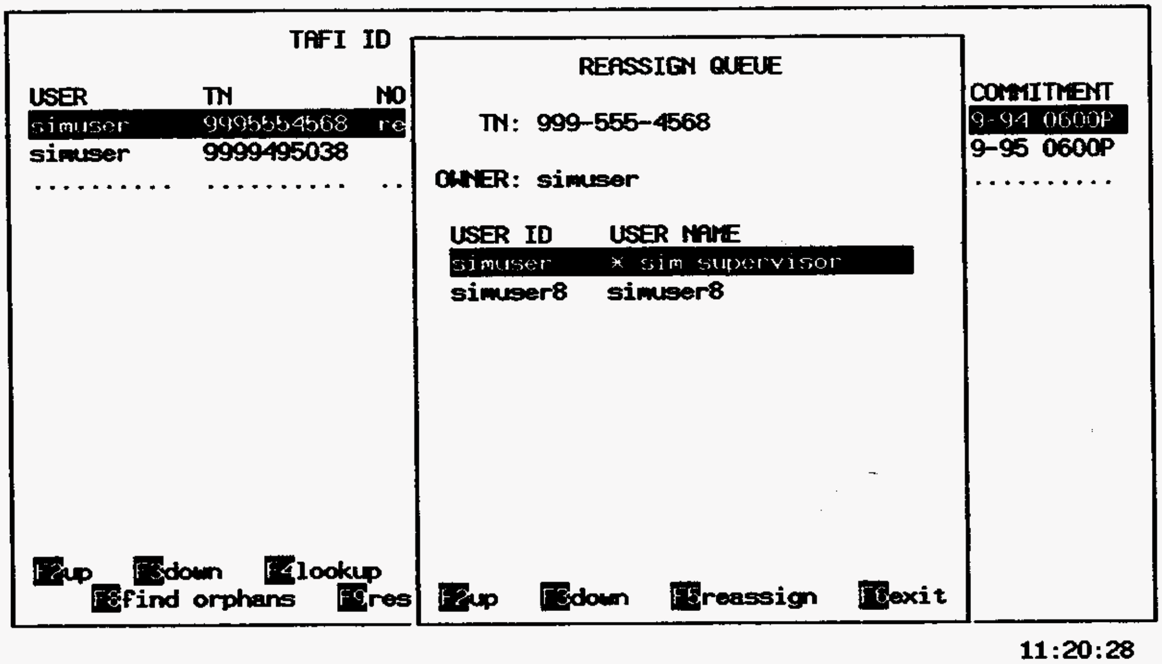
1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)
2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.
3. Does a specific user have and inordinate number of reports in queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.
4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

12.1.2 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).

2. The system responds by displaying a list of active users on the processor (for his/her company).



3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).

4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

```
                  TAFI ID                      GROUP ID 999999

USER        TN          NOTE        STATUS   DATE RECEIVED   NEW COMMITMENT
simuser8    9995554568  recontact   RETEST1  05-30-97 1112P  07-29-94 0600P
simuser     9999495038              Ready    05-30-97 1117P  07-29-95 0600P
..........  ..........  ..........  .......  ..............  ..............

up   down   lookup   reassign   exit   reassign all
   find orphans   reset user
TEST Results Requested for 9995554568                              11:20:53
```

In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.

    - If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.

    - If the target group is all queue reports enter the appropriate GROUP ID value (blank out the TAFI ID field) and depress function key F-4.

2. Depress function key F-7 (reassign all)

3. Follow steps 2 through 4 listed above.

12.2 FIND ORPHANS

As indicated in Section 7, if TAFI has not produced a recommendation prior to you completing the contact with the customer, you (1) provide your customer with the appropriate commitment, (2) queue trouble reports so TAFI can continue the analysis and (3) you are free to process the next customer call.

TAFI maintains internal records indicating which queued report belongs to which user. If a user logs off with trouble reports in their queue[9], the association between the queued report and its owner is lost - the report becomes an orphan. When the user logs back into the system, TAFI automatically reunites the orphan with its parent (the user) and is displayed in the users queue window.

Should a user fail to log back into the system, the customer's report is not being processed (not sent to LMOS) and delays in providing problem resolution occur. To recover these reports, the Supervisor will depress F8. The system will reply with "x reports found and reassigned" or "no orphans found". With users properly managing their queued reports, there is little need to 'find orphans'.

12.3 Reset Users

In the early days of TAFI, if a user experienced an ungraceful disconnect (i.e., dropped line connection while processing a report), the system considered the user still logged in and would prohibit reconnection by the user. This problem has been corrected over time (i.e., now when the user logs in, and the system has an existing user process running, the system automatically kills off the existing process and allows the user to log in). Therefore this option is obsolete.

9 TAFI allows users to log off with trouble reports in their queue and the assumption is that this log off period is for a short interval (i.e., lunch break, between reports on a slow day, etc.). If the user is going to log off for an extended period (i.e., end of the tour), the user must inform their supervisor to reassign the queued reports to another active user. Remember, a trouble report is not sent to LMOS (and therefore not being handled by BellSouth) until TAFI makes a recommendation and the user handles it.

13.0 SETTING UP DIALS (Using Chameleon)

As stated in the Preface, the CLEC is responsible for configuring on-site terminal equipment and maintaining the connectivity path to the TAFI application. During the BellSouth provided SME[10] training class, the students access TAFI via the LAN-LAN connection. Since many CLECs will be using the DIALS connectivity path, the following section has been included as an illustration.

13.1 GETTING CONNECTED

The process of getting connected to your application[11] involves several components. To begin with your PC must be running communications software which runs the PPP / Telnet protocols, such as Chameleon.

⇒ **Note:** There are many communications software packages that provide PPP and Telnet protocols (including Windows-95 and NT) and the CLEC is free to choose any package that meets their needs. BellSouth has standardized upon Chameleon running under Windows 3.1 for its internal communications requirements. Therefore, the example shown below is based upon this configuration. The CLEC's IT personnel can translate these instruction to configure the individual software package selected.

Next you must have a SecurID card issued by BellSouth. This device generates a one-time passcode, which is used like a password, and allows you access into BellSouth's internal network. This strong authentication method prevents unauthorized access into BellSouth's network. Once you have made the call into our Remote Access Gateway and have authenticated on the Network Access Controller, by entering your userid and the SecurID card passcode, you will be allowed to connect to the appropriate application host system.

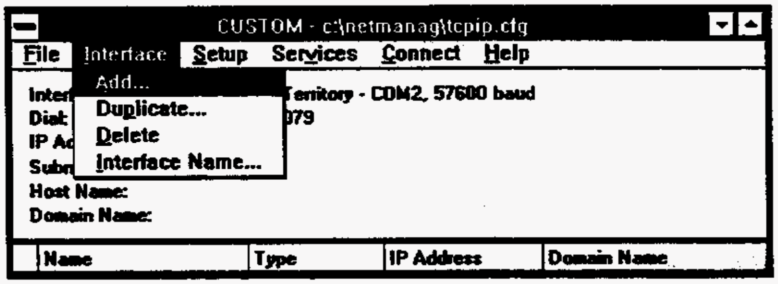
If you need assistance with this process, contact your company's SME.

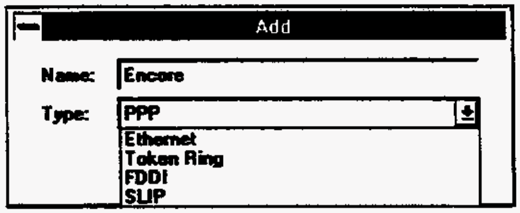
10 SME or Subject Matter Expert. The BellSouth TAFI implementation program for CLECs is to have the CLEC's local support person (and company 'trainer' if different) attend the two day TAFI User Training program. This person then becomes that company's SME for the application and provides direct end-user support. This person also coordinates resolution to any connectivity problems with other computer resources within the CLEC company and BellSouth.

11 Although we are specifically talking about accessing TAFI, the DIALS connectivity path can be used to access all BellSouth OSS's established for CLEC use.

13.1.1 STEP ONE: Configure the Chameleon software.

1. Open the Chameleon Custom application and from the menu, select **Interface, Add:**





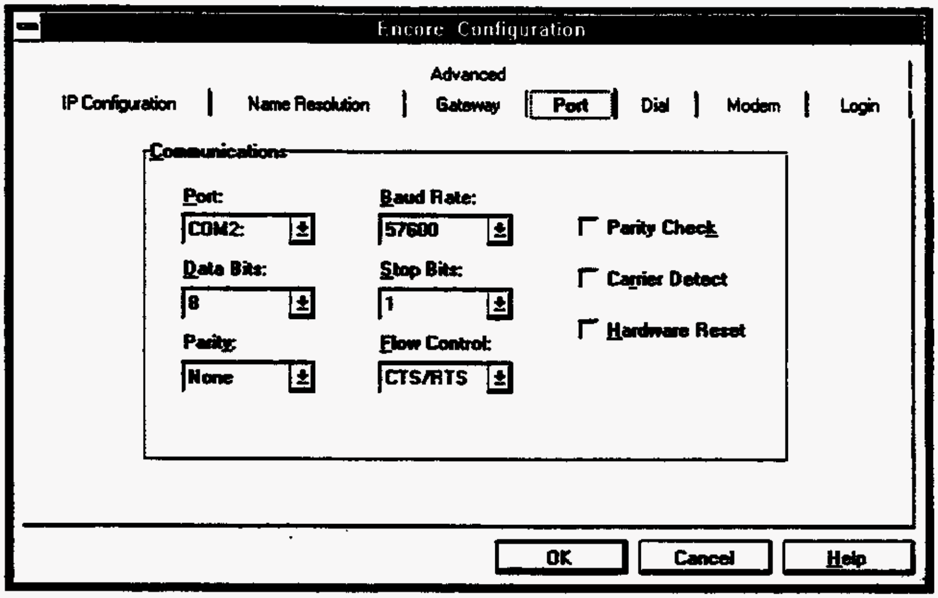
2. **Name** the new entry 'Encore' and select the interface **Type** of 'PPP'. You will then be presented with a dialog box with multiple tabs to enter configuration information. These tabs are listed below along with the changes you will need to properly configure Chameleon for TAFI access.

3. **IP Configuration** tab - use Chameleon defaults (no change needed).

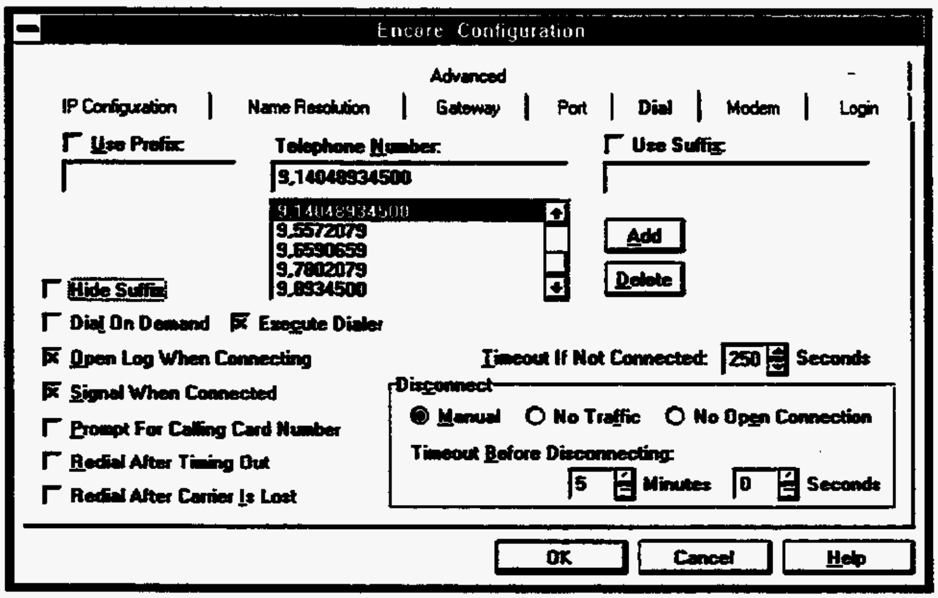
4. **Name Resolution** tab - use Chameleon defaults (no change needed).

5. **Gateway** tab - use Chameleon defaults (no change needed).

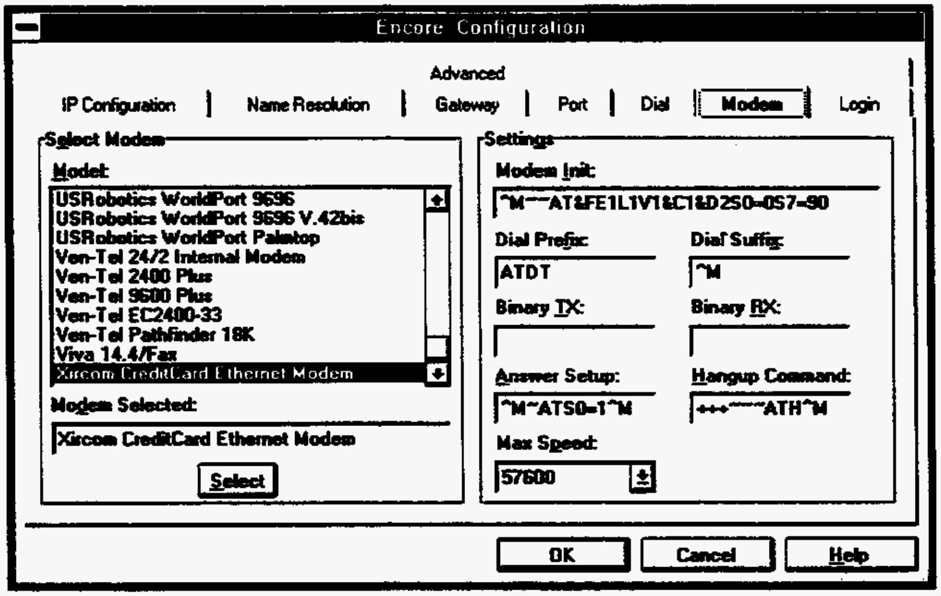
6. **Port** tab - enter information appropriate for your PC (i.e., COM2)



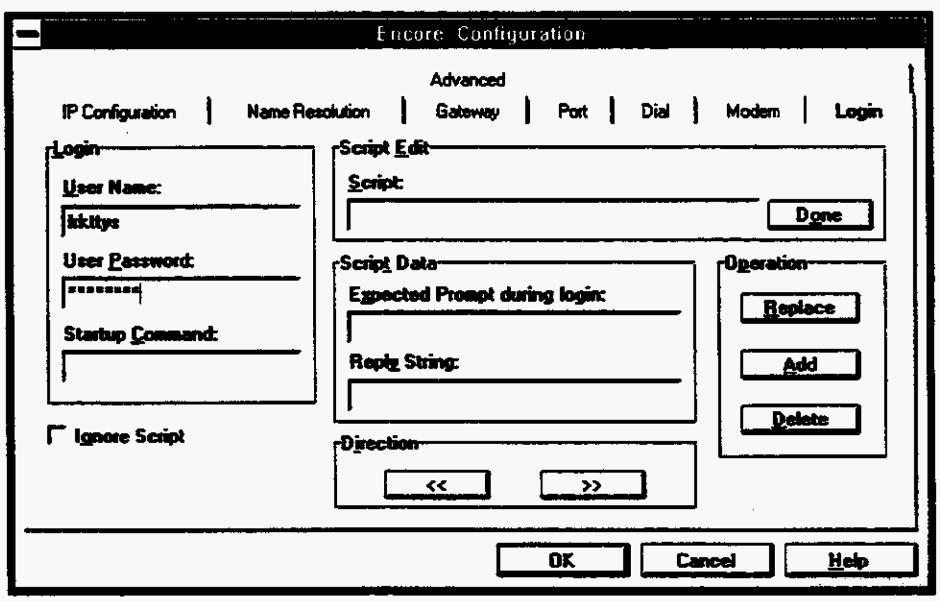
7. **Dial tab** - the lead number for the Encore DIALS pool is **404-893-4500**. Note, you may be using a telephone system that requires dialing an access code for making outside calls. This access code could be entered as a prefix or imbedded in the telephone number as shown below:



8. **Modem** tab - enter information unique to your modem. (Note: in many cases the modem type can be found on the list of supported modems and the configuration values will be populated automatically.)



9. **Login** tab - enter your USERID in the field marked 'Username'. In the 'Password' field enter your Remote Access Gateway password (also known as the PAP password). Note: do not confuse this PAP password with your DIALS 'PIN" or TAFI application password. All other fields on this tab should be left blank:



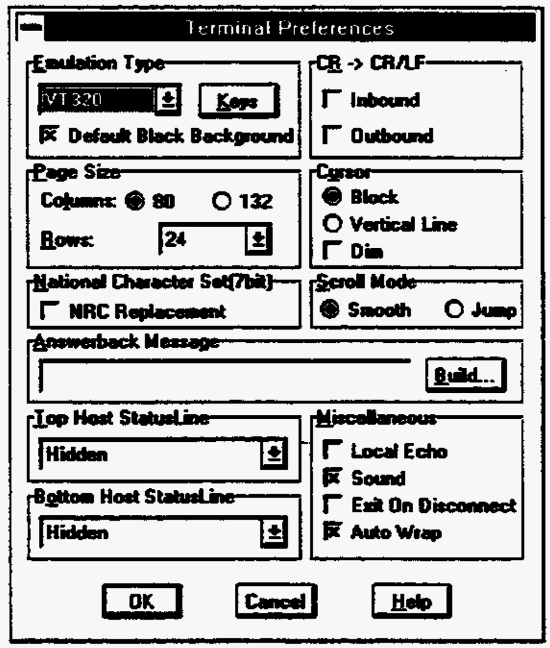
10. **Advanced** tab - use Chameleon defaults (no change needed).

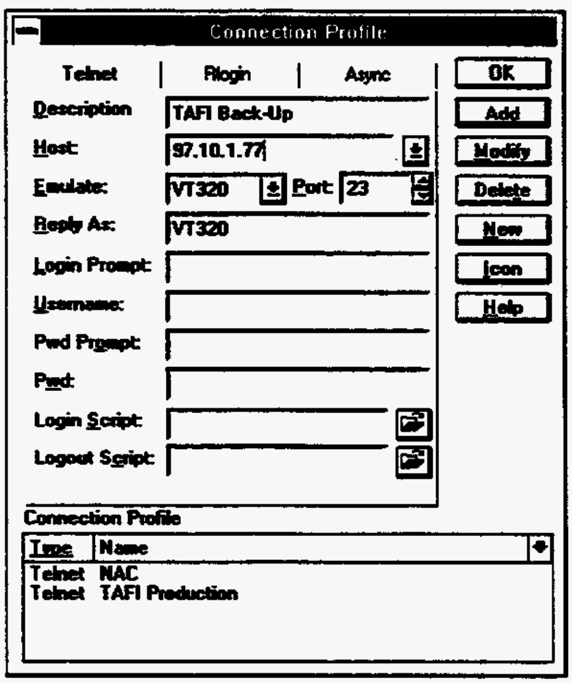
11. Select the OK button to complete the configuration set up and then select File - Save from the Chameleon Custom menu.

13.1.2 STEP TWO: Configuring Telnet (Emulation and IP Addresses)

Once you connect to the Encore In-dial (DIALS) modem pool you will be using the Telnet communications protocol to authenticate and to access the TAFI application. The Telnet session wants to emulate a VT320 terminal for proper TAFI operation. Rather than remembering the various IP addresses, you can configure your Telnet session to store these values for you in a pop up menu.

1. Open the Telnet Application from your Chameleon Window
2. From the option menu, select "**Settings**" and then "**Preferences**" then "**Terminal**"
3. Your terminal settings must be set for VT320 emulation.
4. Select the various options as indicated in the window on the right -->
5. From the "**Settings**" menu option, click on the "**Connections Profile**" option.





6. Enter the **Description** and corresponding IP address (**Host**) of each BellSouth application that you will be connecting to. For example:

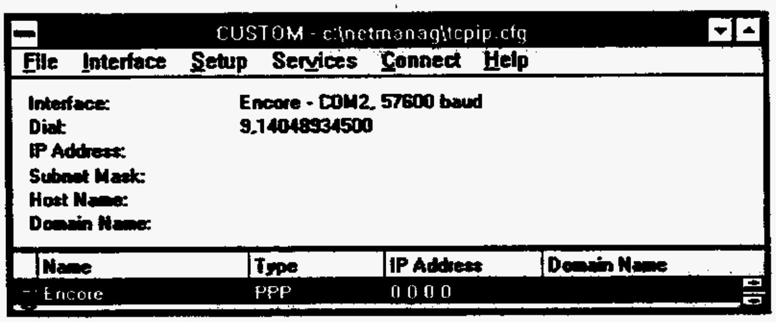
   NAC 10.1.1.1
   TAFI Production .... 90.91.200.2[12]
   TAFI Back-Up 97.10.1.77

7. Depress the "**Add**" button after each entry and then depress "**OK**" when you're finished.

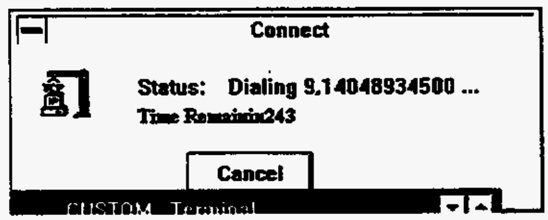
[12] Over time, additional production processors will be added to support the volume of CLEC users. Enter the IP address for the CLEC TAFI production processor assigned for your company to use.

13.1.3 STEP THREE: Connecting to the Encore DIALS Pool

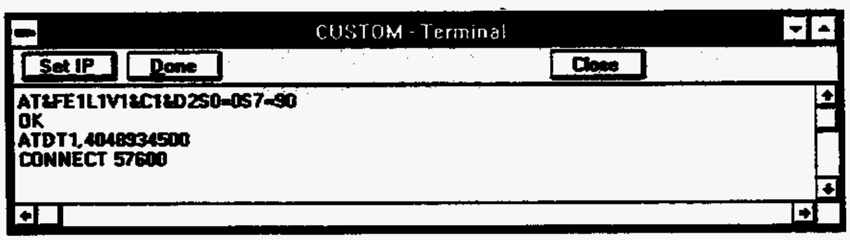
1. Open the Chameleon Custom application and select the "**Encore**" interface (which you just created).



2. Click on the "**Connect**" menu option and your PC will initiate the telephone call via your modem. If you have problems at this step, check some of the common errors such as using the correct access code to place an outside toll call (i.e., 9, or 81, etc.) or forgetting the 1+area code. The Encore in-dial modem pool should answer within two rings.



3. When Chameleon senses that the modem has completed it's connection to the in-dial modem, you will get the "**CONNECT xxxxxx**" message (where xxxxx represents your connection speed). Once you see the "Connect" message, click on the **Done** button immediately.



4. You can verify that you are connected correctly to the modem pool by opening the **NEWT** icon at the bottom of your screen. If you have connected successfully, your IP address will begin with 90.133. If you do not see this address, check your Username and Password (section 13.1.1, step 9).

5. Once connected, you have two minutes to successfully authenticate with your UserID and SecurID card passcode. You will not be able to access any BellSouth OSS until you have completed the authentication step. If you do not authenticate within the time out period, you will be disconnected.

13.1.4 STEP FOUR: User Authentication

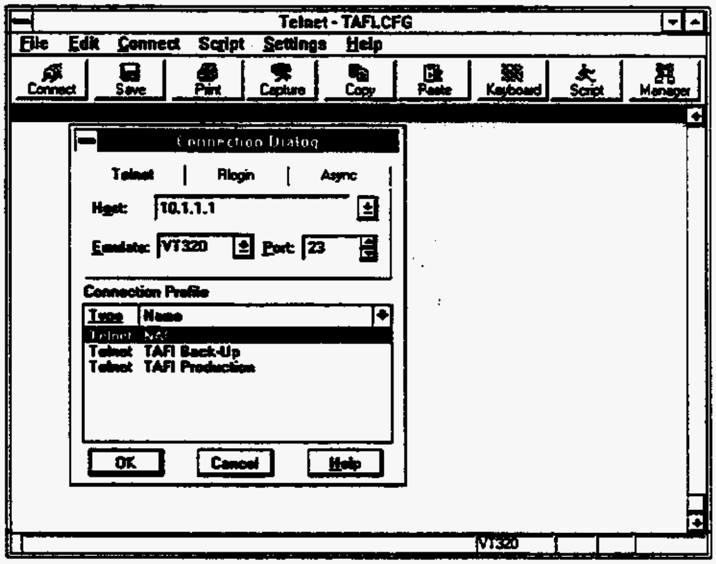
1. Once you have verified that you are connected to the Encore in-dial modem pool, you have two minutes to authenticate.

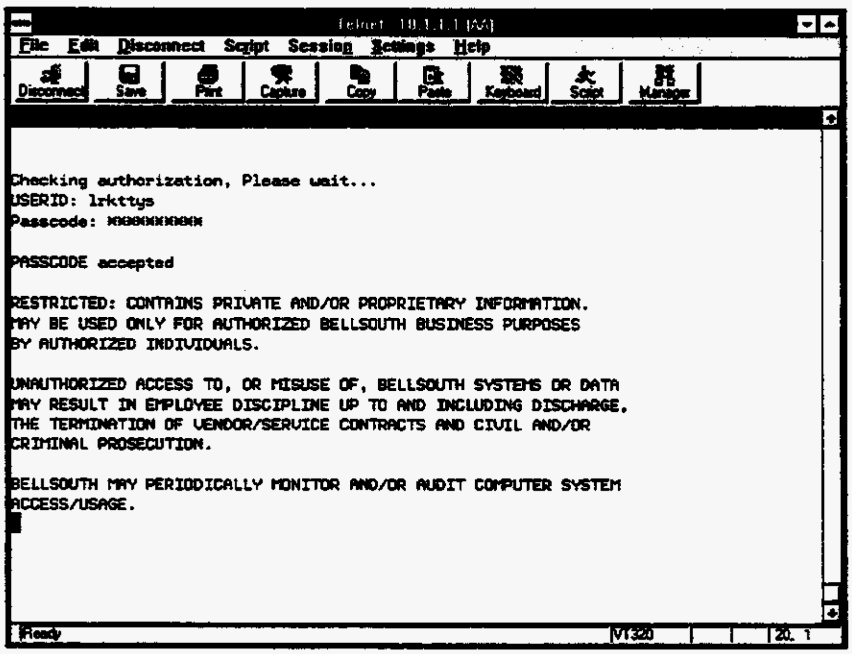
2. Open your Telnet application.

3. Click on "**Connect**" and select the NAC location you defined earlier (**10.1.1.1**)

4. Once connected, you will be presented with the USERID and PASSCODE prompts.

5. Enter your authentication information.





6. If you fail authentication, you will be given two more opportunities to enter the correct UserID and Passcode data. You will be disconnected after three failed attempts.

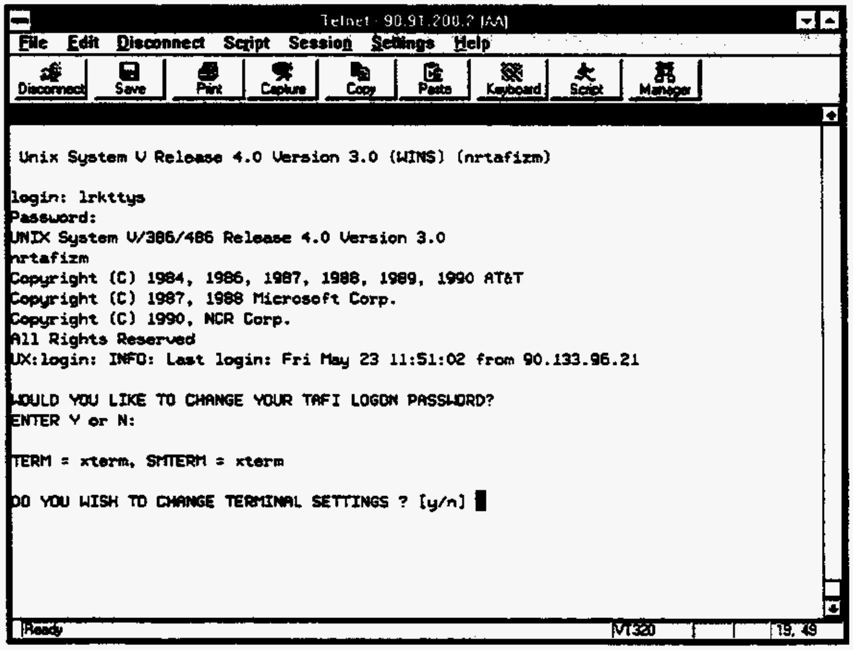
7. When you are successful, the system returns a login banner message for a few seconds and then this Telnet window closes.

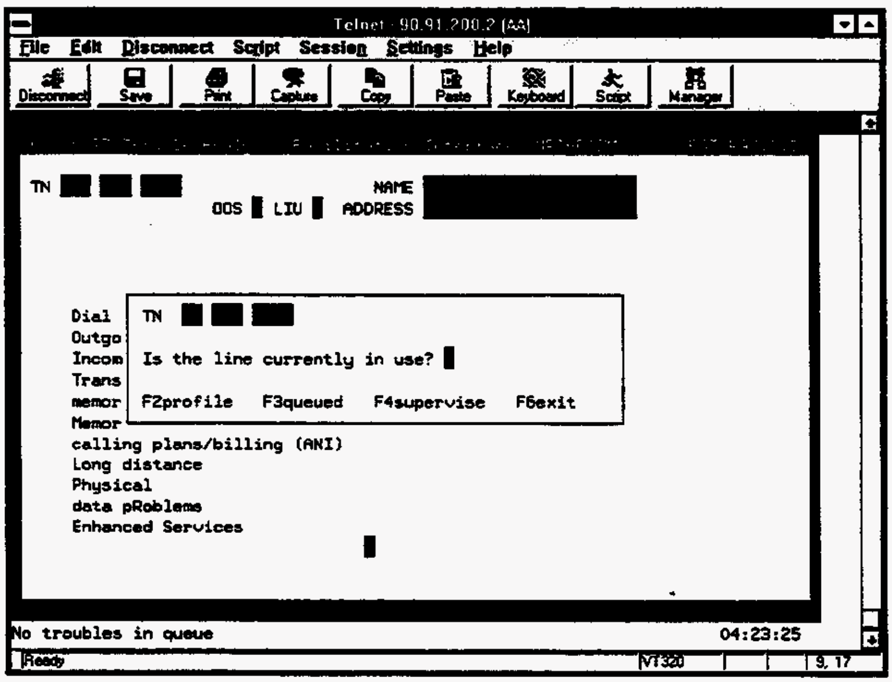
13.2 CONNECTING TO TAFI

1. From the Telnet window, click on "**Connect**" and select the **TAFI Production** system from the pre-defined list **(90.91.200.1)**

2. You will be connected to the CLEC TAFI processor and the system returns the TAFI login prompt.

3. Log in using your UserID and TAFI password.[13]





4. The system returns the TAFI Initial Trouble Entry window.

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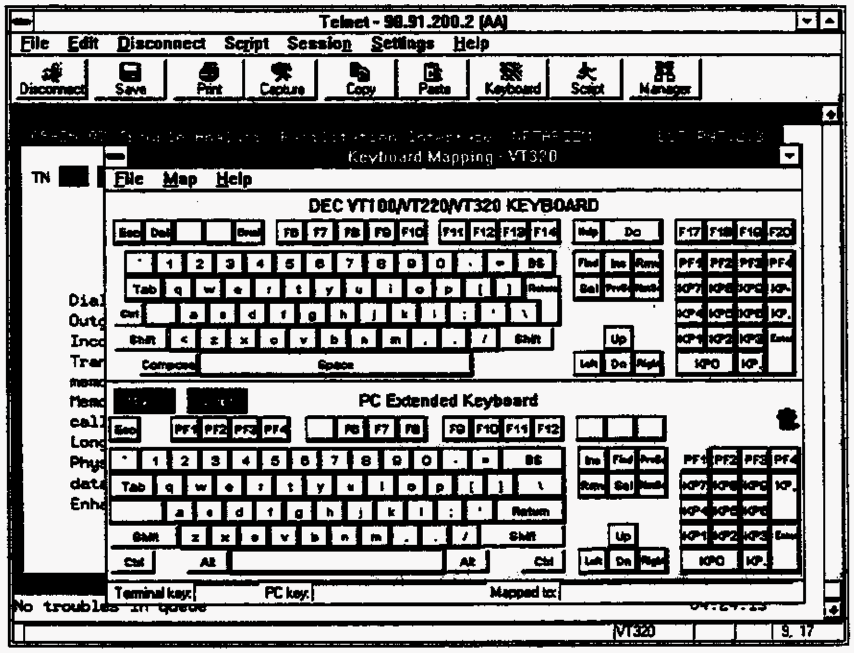
[13] Individual TAFI UserID's and Passwords are distributed to the CLEC users after the company SME successfully completes the TAFI User Training course.

13.3 KEYBOARD MAPPING

The default Chameleon Telnet keyboard mapping is correct for the TAFI application with the exception of function keys F1 through F5. These five keys must be re-mapped for correct usage. This is accomplished by:

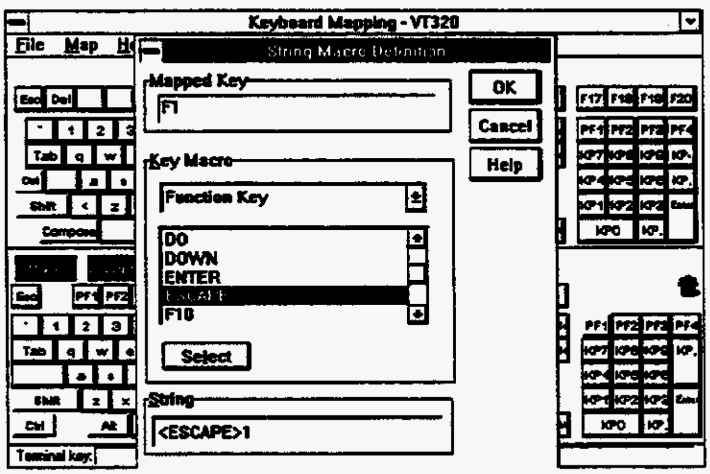


1. From the Telnet menu, select "**Settings**" then "**Keyboard**" to obtain the keyboard mapping utility.

2. Double click on **PF1** on the PC Extended Keyboard.

3. The "String Macro Definition" window appears to Map F1.

4. Enter the string: **<ESCAPE>1** and then click "OK"



5. Repeat the process for Function keys 2 - 5. (i.e., F2 = <ESCAPE>2 ... F5=<ESCAPE>5)[14]

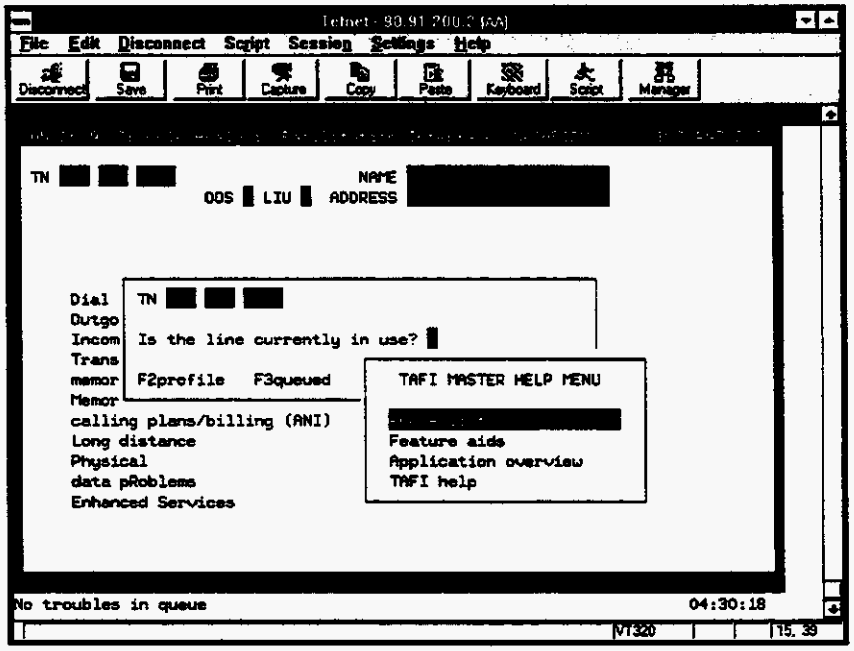
6. Save the new configuration (i.e., tafi.kbd)

[14] Experience with Chameleon indicates that only the first five function keys need to be mapped. However, other software packages may have additional mapping requirements. The remaining function keys are mapped as follows: F6 = <ESCAPE>6 ... F9 = <ESCAPE>9, F10 = <ESCAPE>0, F11 = <ESCAPE>A and F12 = <ESCAPE>B. Should you need mapping information for other keys, please consult with the manual that came with your software package.

13.3.1 TESTING THE KEYBOARD

1. Follow the procedure outlined in Attachment III to verify the proper operation of all the Function keys.

2. Start by depressing F1 at the Initial Trouble Entry window and you should get the TAFI Master Help Menu, etc.



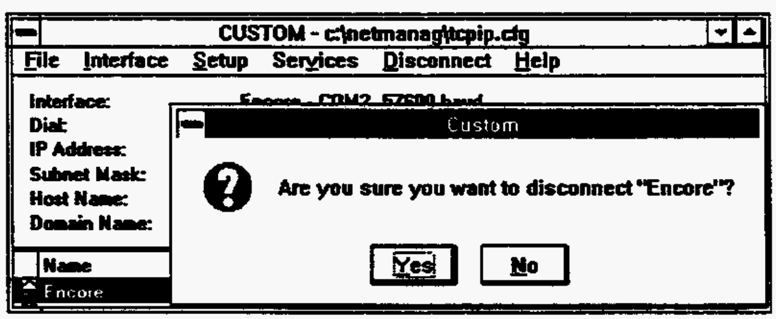
13.4 EXITING FROM DIALS

1. To exit from the DIALS system, you must first log off from the TAFI application (from the Initial Trouble Entry window, depress F6 and answer Yes to the log off question.

2. Close your Telnet window

3. At the Chameleon Custom window click on "**Disconnect**". The system will prompt for confirmation, click on "Yes".

4. Close the Chameleon Custom window.



13.5 FREQUENTLY ASKED QUESTIONS

Trouble calls should be directed to your SME. The BellSouth Electronics Communications Administrator will assist your SME in resolving problems beyond his/her control.

1. ***After entering your PASSCODE you receive the message "Userid/Passcode Incorrect".***

   RESOLUTION: The USERID or PASSCODE entered is not correct. The PASSCODE is a 10 Character code consisting of your personal four-character PIN followed by the six-digit number displayed on your SecurID card. Do not enter spaces between the PIN and the SecurID displayed number. The "Userid/passcode incorrect" message indicates you have entered an incorrect PASSCODE (PIN and/or SecurID number).

   You have a total of 3 chances to enter the USERID and PASSCODE for each call. Repeated attempts to log in with an incorrect userid or passcode will cause your userid to be suspended. In this event you must contact your Contact your company's SME for assistance. He/She will coordinate with the BellSouth Electronics Communications Administrator to get your userid restored.

2. ***After entering your PASSCODE, you get the message "Enter your new PIN, containing 4 characters."***

   RESOLUTION: You will get this message the first time you use your dial-in access, after your PIN has expired, or any time the BellSouth Electronics Communications Administrator gives you a new PIN. The PIN must be changed every 4 months. DO NOT WRITE THE PIN DOWN, MEMORIZE IT. To ensure accuracy of the new PIN, you will be prompted to enter the PIN twice. When you receive this message, start typing your new pin. DO NOT PRESS ENTER until after you have typed your new pin in once. This is done to avoid having one automatically generated for you.

3. ***You have forgotten your PIN.***

   RESOLUTION: Contact your company's SME for assistance. He/She will obtain a new PIN from the BellSouth Electronics Communications Administrator. DO NOT WRITE THE PIN DOWN, MEMORIZE IT.

4. ***Your SecurID card is lost, stolen, broken or destroyed.***

   RESOLUTION: Contact your company's SME for assistance. He/She will contact the BellSouth Electronics Communications Administrator to deactivate the card and coordinate securing a replacement.

5. ***After entering your PASSCODE, you get the message "Wait for card display to change, then enter PASSCODE".***

   RESOLUTION: The six-digit code on your SecurID card will change in a few seconds. Wait until the new code is displayed and enter your PASSCODE. For additional information, see "**Logging In With Your SecurID**" below.

6. ***Busy Signal, Call Rings-No Answer, Call Answered-No Modem Tone, connection established but hangs, receive intercept message.***

   RESOLUTION: Verify the telephone number dialed and try again if you dialed incorrectly. If the correct number was dialed, contact your company's SME for assistance.

7. ***Unable to connect to your TAFI application.***

   RESOLUTION: If after authenticating on 10.1.1.1, you are unable to Telnet to your host application, Contact your company's SME for assistance..

13.6 OTHER USEFUL INFORMATION

13.6.1 LOGGING IN WITH YOUR SECURID

The first time you access the network access controller, you will be prompted to "**Wait for the number on the card to change and re-enter your passcode.**" This allows the network access controller and the SecurID card to synchronize clock values. From time to time, especially if you have not used your SecurID in several weeks or months, you may be prompted again for a second passcode entry. Again this simply keeps the time value synchronized. The SecurID six digit number changes every 60 seconds. A vertical stack bar at the left side of the window indicates the current number's life span.

13.6.2 PIN STANDARDS FOR SECURID CARD PASSCODE

- The new PIN must be exactly 4 characters in length.

- The new PIN must be made up of printable ASCII characters only (letters, numbers, and some special characters). A special character is any non-alpha, non-numeric character (i.e.: !, &, ?). The "@ and * are not acceptable as special characters.

- The new PIN must differ from the old PIN in at least 3 character positions. (i.e.: old PIN is "esne", new PIN cannot be "ebre" because it differs in only two character positions).
- The new PIN cannot be a circular shift of the old PIN or its reverse. (i.e.: old PIN is "ense", "esne" is not acceptable because it is the reverse of the old PIN).
- The new PIN cannot contain a run of 3 characters or more that looks like a simple sequential pattern. (i.e.: "abcf" is not an acceptable PIN).
- Your PIN will expire every 4 months.

13.6.3 PROTECTING YOUR SECURID CARD

The SecurID card processes information continuously, keeping highly precise time for three (3) years before erasing memory and stopping on a pre-determined date. The SecurID card expires after 3 years, you will be notified upon logging in when your card will expire and advised of replacement procedures. Contact your SME and he/she will coordinate with the BellSouth Electronics Communications Administrator for a replacement card. There is a charge for the replacement card.

- The SecurID card should not be kept in an environment that causes bending stress - like a back pocket.
- The SecurID card will be damaged if you heat (dashboard) it, soak it, or sit on it.
- Do not write any information on your SecurID card (USERID, PINs, telephone numbers, etc.).
- The SecurID six-digit number changes every sixty seconds.
- The vertical bar stack at the left side of the window indicates the current number's life span. Each bar represents ten seconds. System timing is precise, so entry of the number after the last bar disappears is not advised.
- If you are prompted to wait for the display to change on your SecurID card, enter the new SecurID number, the system is synchronizing with the card clock.
- Tampering with or trying to repair your SecurID card will damage it.
- If your initial PASSCODE fails, wait for the number on your SecurID card to change.
- If your SecurID card is expired, lost, stolen, damaged or destroyed, notify your BellSouth Electronics Communications Administrator immediately.

13.6.4 GLOSSARY OF DIALS TERMS

BELLSOUTH ELECTRONICS COMMUNICATIONS ADMINISTRATOR - Your SME's contact for system problems, forgotten USERID/PIN, replacement of lost, broken, damaged or expired SecurID card.

PASSCODE - A 10 character code, consisting of your 4 character PIN and the current 6 digit number displayed on your SecurID card.

PIN - Personal Identification Number. A secret code, selected by a user that identifies the SecurID Card assigned to the user.

NETWORK ACCESS CONTROLLER - The host that does both security authentication and administrative process for the Network Access Control System

REMOTE ACCESS CONTROLLER - The processor which controls network access.

SECURID CARD - A credit card size card containing a computer chip, which generates the number every 60 seconds. The algorithm, which generates the number in each SecurID card, is also running on the Network Access Controller. When the number entered in the PASSCODE matches the number generated on the Network Access Controller, the user is permitted to access authorized applications.

USERID - Your personal account or profile identifier. During the dial log-on process you will be prompted for your USERID and subsequently for your host application USERID.

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14.0 ATTACHMENTS:

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FUNCTION KEY MAP:

Function Keys -->	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Screen / Window:	**User Functions:**											
Initial	Help	Profile	Queued Troubles	Supv Function		Exit (backup						
Main	Help		Queued Troubles			Exit (backup)	Feature List	Queue Report	Access / Commit	Refresh	Add'l Data	OverRide
Trouble Report (Close-out)	Help		Unit #'s MR Only			Exit (backup)	Feature List	Queue Report		Refresh	Add'l Data	OverRide
Queued Troubles	Help	Up	Down			Exit (backup)						
Look-Up (Help, Unit#)	Help	Up	Down	Look-Up		Exit (backup)						
Supervisor Features:												
Queued Troubles	Help	Up	Down	Look-Up	Reassign	Exit (backup)						

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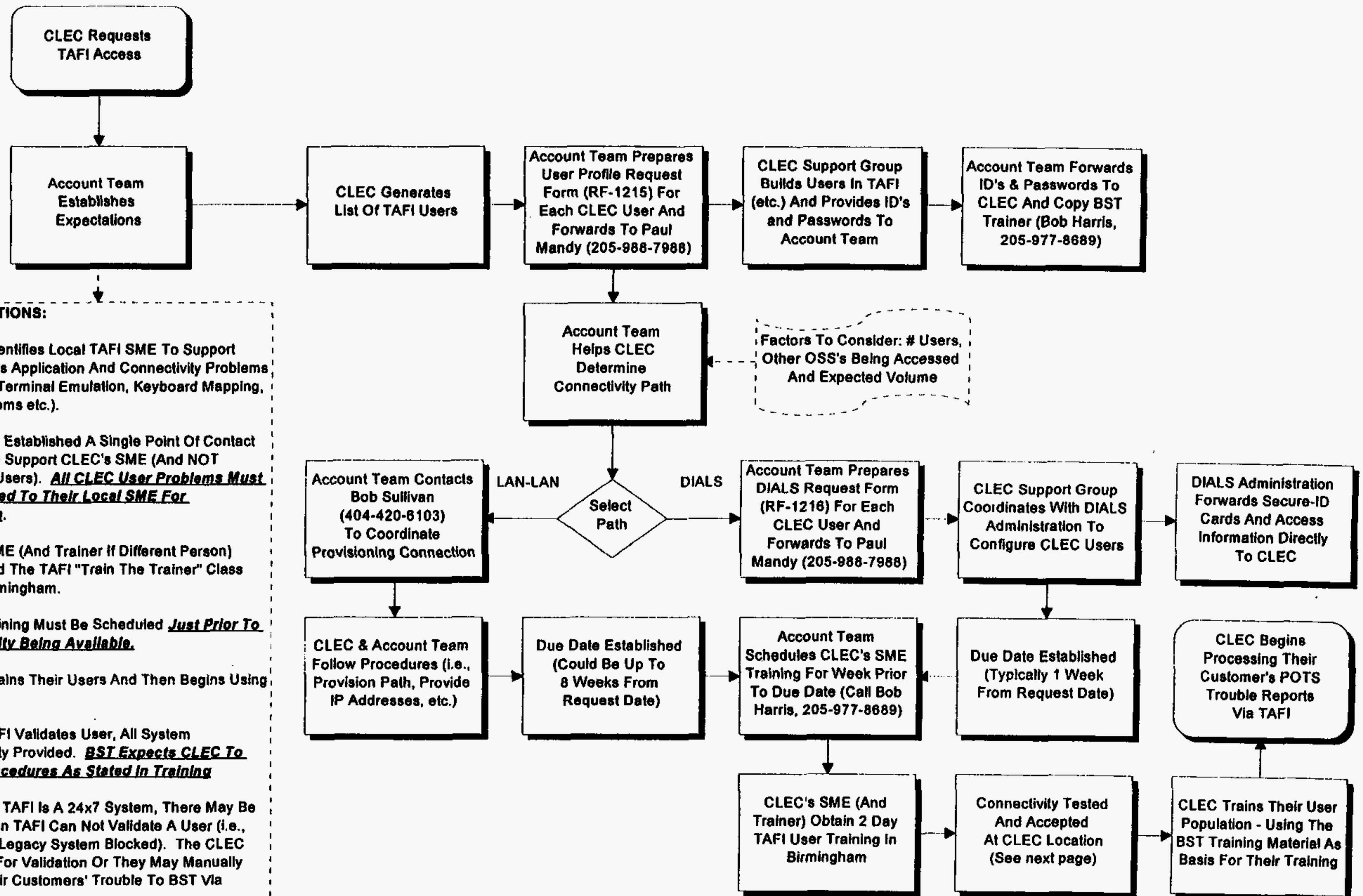
PROCESS FOR ESTABLISHING CLEC TAFI ACCESS



EXPECTATIONS:

* CLEC Identifies Local TAFI SME To Support Their User's Application And Connectivity Problems (Including Terminal Emulation, Keyboard Mapping, LAN Problems etc.).

* BST Has Established A Single Point Of Contact (SPOC) To Support CLEC's SME (And NOT Individual Users). ***All CLEC User Problems Must Be Reported To Their Local SME For Resolution***.

* CLEC SME (And Trainer If Different Person) Must Attend The TAFI "Train The Trainer" Class Held In Birmingham.

* SME Training Must Be Scheduled ***Just Prior To Connectivity Being Available.***

* CLEC Trains Their Users And Then Begins Using TAFI.

* Once TAFI Validates User, All System Functionality Provided. ***BST Expects CLEC To Follow Procedures As Stated In Training***

* Although TAFI Is A 24x7 System, There May Be Times When TAFI Can Not Validate A User (i.e., Access To Legacy System Blocked). The CLEC Must Wait For Validation Or They May Manually Report Their Customers' Trouble To BST Via Telephone.

Attachment II

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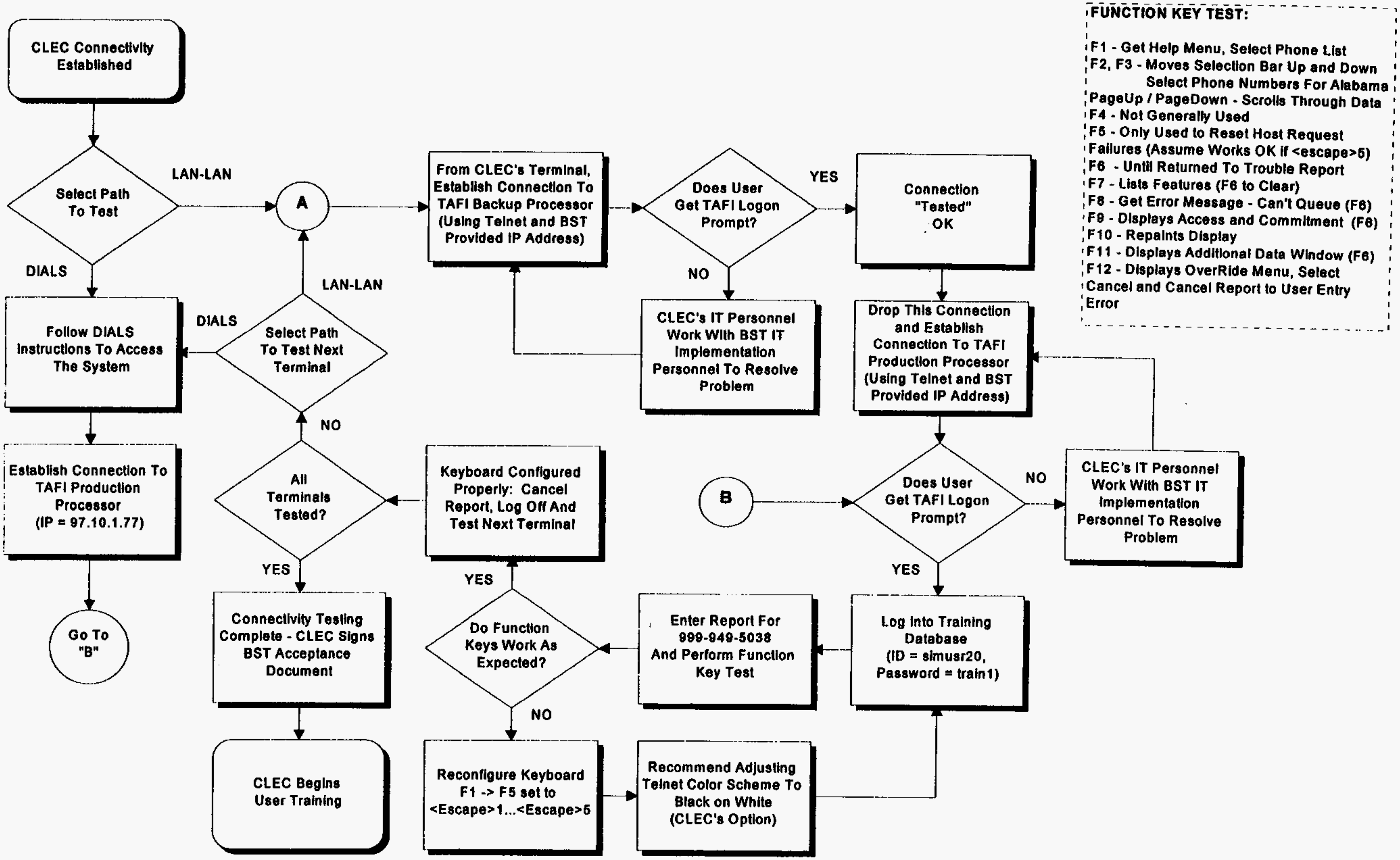
PROCESS FOR TESTING CLEC TAFI ACCESS



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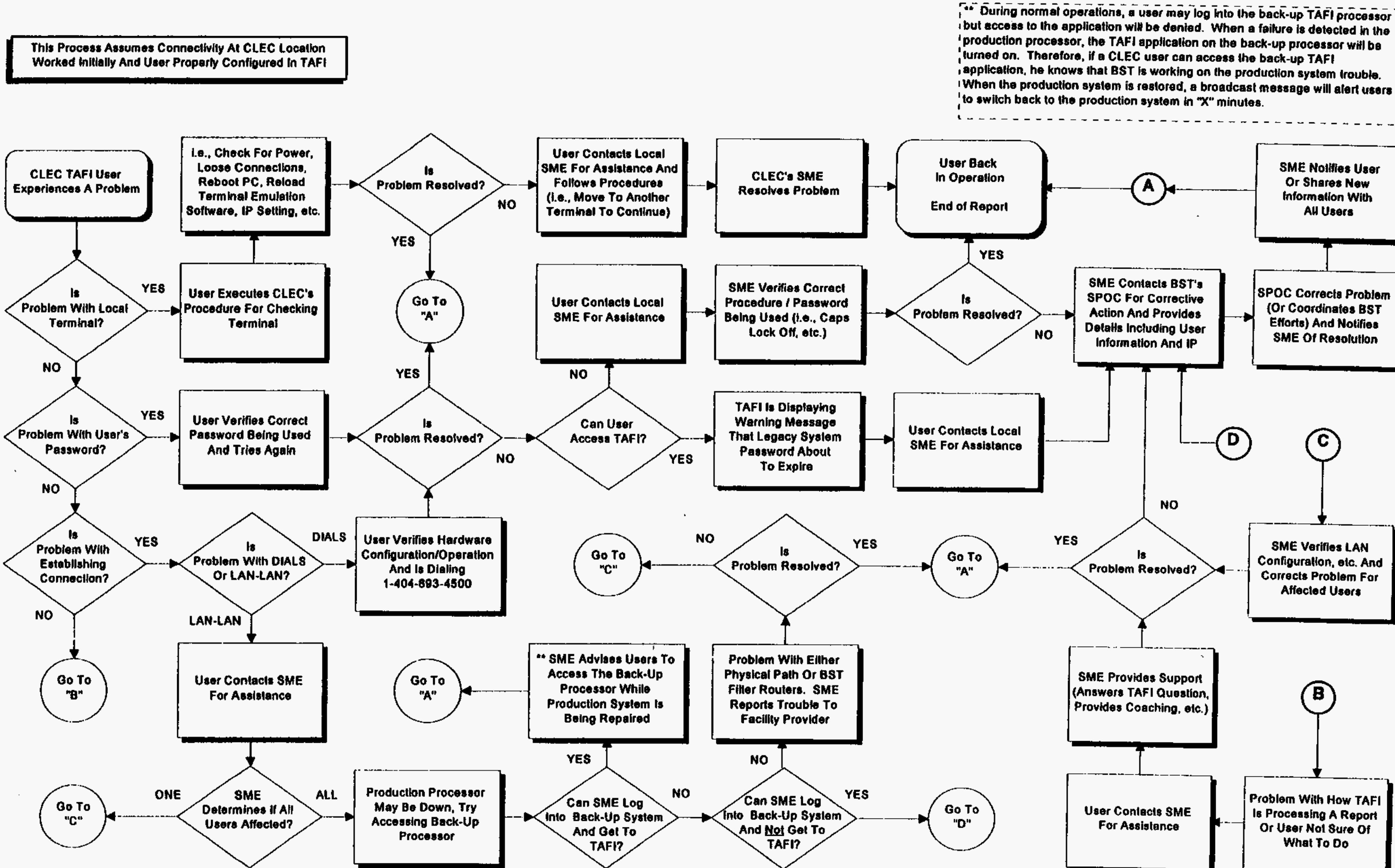
PROCESS FOR CLEC TAFI USER TO REPORT SYSTEM TROUBLES



Attachment IV

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DEFINITION OF TERMS AND ACRONYMS

A/C	Access and Commitment window in TAFI
ACD	Automatic Call Distributor - a telephone system to route customer calls to the next available attendant
ADF	Application Development Facility
AI	Artificial Intelligence
ARSB	One of three DataKit communications networks used by BST
AS	Affecting Service - commitment interval established by WMC
BC	Bulk Commitment - interval established by WMC
BOCRIS	Business Office Customer Record Inquiry System
BOSIP	BellSouth Open System Interconnect Protocol - a technology and network used to exchange data between processors within BST
BRC	Business Repair Center - organization within BST to manage business customer trouble reports
BST	BellSouth Telecommunications
BTI	Boston Technologies, Inc. - MemoryCall system provider
C.O.	Central Office
CASE	Computer Aided Software Design
CAT	CATegory of report (in LMOS)
CCC	Routing code to send a trouble report to the After Hours Call Out Center

CCS	Custom Calling Service
CD	Customer Direct (category of report)
CFDA	Call Forward - Don't Answer
CLEC	Competitive Local Exchange Carrier
CLG-CLD	Calling / Called - type of trouble condition where the calling party is reporting a trouble condition on the telephone number they are trying to call
CNMAC	Organization that maintains / administers MemoryCall service
COU	Customer Operations Unit - i.e., ICS is one of four COU's in BST
CRIS	Customer Record Inventory System
CSR	Customer Service Records
CUID	Common User ID - a 7 alpha designation used to define users on BST systems
CX	Customer eXcluded report
DA	Directory Assistance
DATH	Display Abbreviated Trouble History report from LMOS
delvry	delivery
DIALS	Direct Inward Access Line Security
DLETH	Detailed Trouble History report from LMOS - lists every RST on every trouble report maintained on the Host database
DLR	Detailed Line Record (data in LMOS)

DR	Disaster Recovery - an alternate TAFI processor to be used when a 'production' processor is not available
DT	Date / Time
EO	Employee Originated - a category of LMOS report
ETE	Employee Trouble Entry mask in LMOS needed to enter EO reports
F-1 ... F-12	Function keys found on a VT220 terminal
FCC	Federal Communications Commission
FE	Front End - LMOS processor engaged in real-time processing
FIFO	First In, First Out
Flows	The process for defining to TAFI the sequence of events to follow to resolve each trouble situation
Host	Refers to the LMOS Host computer which stores certain data and archives trouble history data (i.e., DLETH reports)
ICS	InterConnection Services - organization within BST
IMS	Information Management System - a methodology used to control user access and privileges on specific legacy systems
IPC	Inter-Process Communications
IT	Information Technology - organization within BST
ITEW	Initial Trouble Entry Window - the starting point to enter a TAFI trouble report
JAM	The name of the commercially available screen handling software employed by TAFI

JMOS	Job Management operations system - used to track contractors performing buried service wire activity
LAN	Local Area Network
LD	Long Distance
LEC	Local Exchange Carrier (telephone company)
LIU	Line In Use
LMOS	Loop Maintenance Operations System - the computer system used to track facility data including POTS trouble reports
MA	Maintenance Administrator - individual who manually processes customer trouble reports
MAKE	A set of software development tools
MARCH	The name of the computer system that implements C.O. translation changes
MCS	Micro Computing Systems - original TAFI programmers
MLT	Mechanized Loop Test - computer system used to test lines
MR	Message Report - used to initiate trouble report when telephone number not available (i.e., customer reporting pole down, etc.)
NAC	Network Access Controller - the computer used by DIALS to manage user access to BST systems over dial up circuits
NAR	Narrative field on TAFI/LMOS report
Navigator	A proprietary BST peer to peer communications protocol
nbr	number
NCR	Manufacturer of computer hardware

OCN	Operating Company Number - a unique number to define each CLEC
OEF	Office Equipment Failure
ONI	Outside Network Interface
OS	Out of Service - commitment interval established by WMC
OSPCM	OutSide Plant Construction Management system (the Navigator compatible replacement for JMOS)
PC	Personal Computer
PDI	Pending Dispatch In - an LMOS status indication meaning that the report is waiting for the next available 'inside' (C.O.) technician
PDO	Pending Dispatch Out - an LMOS status indication meaning that the report is waiting for the next available 'outside' technician
PIC	Predesignated Interexchange Carrier
POTS	Plain Old Telephone Service - (i.e., 1FR, 1FB telephone lines)
Predictor	The name of the computer system used to query C.O. translations
PSO	Pending Service Order
RESH	A field on the CRIS CSR indicating resold service and identifying the reseller (by OCN)
ROL	Recording On Line
RRC	Residence Repair Center - organization within BST to manage residential customer trouble reports

RST	Recent Status Transaction - an LMOS report listing all status activities on an active report
RTOC	Real Time Operations Center - a BST organization maintaining computer systems and communications
SCCS	Source Code Control System
Screen	The process of analyzing available data (from multiple sources) and determining/activating appropriate trouble resolution procedures to resolve customer trouble reports
SDB	Symbolic Debugger
SDLC	System Development Life Cycle - a formalized project management process
simuserN	CUID's used to access the TAFI training database
SNECS	A peer to peer computer interface between TAFI and the Predictor and MARCH systems
SOCS	Service Order Control System
TAFI	Trouble Analysis Facilitation Interface - the system used by BST to process POTS trouble reports
TE	Trouble Entry (LMOS mask)
Telnet	A communications protocol used over BOSIP to interface with character based systems
TN	Telephone Number
TOK	Test OK
TR	Trouble Report (LMOS mask)
UNIX	A computer operating system

USOC	Universal Service Order Codes
WMC	Work Management Center - manages physical repair activities and controls technician's work loads (inside and outside technicians)

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STANDARD TROUBLE REPORT ABBREVIATIONS

General Rules:

1. Write the consonants and drop the vowels.
2. Write the vowels that come at the beginning of a word.
3. When a word has a double consonant, write only one.
4. Common suffixes are abbreviated
5. Other frequently used abbreviations are also acceptable

Abandoned	ABN	Afternoon	PM
Able	ABL	Again	AGN
About	ABT	Agency	AGCY
Access	ACC	Agree	AGR
Account	ACCT	Agreed	AGRD
Account Classification	AC	All Calls	ALL CLS
Account Group	AG	Add Day	AD
Accurate	ACRT	All Phones	A/P
Across	X	All Right	OK
Acknowledge	ACK	Already	ALRDY
Additional	ADL	Amount	AMT
Additional Listing	ADLST	And	&
Address	ADDR	Annoying/Anonymous	A/A
Adjust	ADJ	Another	ANO
Advance Payment	AP	Answer	ANSWR
Advertising	ADVT	Answering Service	TAS
Advise/Advised	ADV	Apartment	APT
After	AFT	Application	APPL

Apply	APLY	Both	BTH
Appointment	APPT	Broken	BKN
Are/Or/Our	R	Button	BTN
Around	ARND	Building	BLDG
Arrangements	ARR	Business Office	BO
As Soon As Possible	ASAP	Business Office Suprvsr	BOS
Ask For	ASK4	Business Service Center	BSC
Assign	ASGN	Busy	BY
Assignment	ASGNMT	Cable	CA
Assistant Manager	AM	Call	CL
At	@	Call Back	CLBK
Attention	ATTN	Call Forwarding	CF
Available	AVL	Call Waiting	CW
Automatic Telephone	AUTO-TEL	Called	CLD
Balance	BAL	Called In	CI
Baseboard	BSBD	Calling	CLG
Basement	BSMT	Can Be Reached	CBR
Be	B	Cancel	CANC
Because	BEC	Can Not	CN'T
Bedroom	BR	Cent	¢
Been	BN	Central Office	CO
Before	B4	Centrex	CNTX
Bell Rings While Dialing	BRWD	Change	CHN
Bell System Credit Card	BSCC	Changed	CHGD
Better	BTR	Charge	CHG
Between	BET / BTWN	Check	CHK
Bill	BL	Checked	CKD
Bill Date	BD	Circuit	CKT / CRT
Billed	BLD	City	CY
Billing Address	BA	Claim	CLM

Cleared	CLRD	Deduct	DED
Coin Phone	C PH	Delay	DLY
Collect	COL	Deliver	DEL
Color	CLR	Denies All Knowledge	DAK
Commitment	CMT	Deny	DY
Company	CO	Department	DEPT
Complete	COMPT	Deposit	DEP
Comptrollers	CMPT	Desk	DSK
Condition	COND	Dialed Directed	DDD
Concession	CSN	Different	DIFF
Confirming Notice	CN	Difficult	DFCLT
Connect	CONN	Dinning Room	DR
Connected	CONN	Directory	DA
Console	CNSL	Directory Asst. Charge	DAC
Contact	CT	Disconnect	DISC
Cord	CD	Does	DZ
Correct	CORR	Doesn't Answer	DA
Cost	CST	Dollar	$
Could	CD	Don't	DNT
County	CTY	Down	DWN
Credit	CR	Downstairs	DWNSTRS
Credit Card Holder	CCR	Drop Wire	DW
Credit Class	CC	Due	DU
Credit Information	CI	Due Date	DD
Customer	CUS	Duke Power	D.PWR
Customer Will Advise	CWA	Duplicate	DUP
Customer Will Call	CWC	Each	EA
Cut Off	CTO	Effective	EFF
Day	DA	Else	ELS
Debit	DBT	Emergency	EMRG

Equal	=	Half	1/2
Equipment	EQPT	Happen	HPN
Error	ERR	Have	HV
Ever	EVR	High	HI
Exchange	EXC	Highway	HWY
Explained	EXP	Held / Hold	HLD
Exposed	EXPSD	Home	HM
Extension	EXT	Husband	MR
Face Plate	F-PLT	In	N
Facilities/Facility	FAC	In Care Of	%
Final Account	FA	In Full	IF
Final Acc. Collection Ctr	FACC	Including	INC
Final Bill	FB	Information	INFO
First	1ST	Initial	INIT
Fix	FX	In Regards To	RE
Fixed	FXD	Inside	INS
Floor	FLR	Install	INSTL
Follow-Up	FU	Installation Charge	INSTL CHG
For	4	Installment Billing	IB
Foreman	FRMN	Intercom Lines	COM-LN
Forward	FWD	Investigate	INV
From	FR / FM	Issue	IS
Full Amount	FA	Itemized Call	IC
Gave Information	GV INFO	Jack	JK
Georgia Power	GA PWR	Junction	JCT
Get	GT	Just	JST
Give / Gave	GV	Kitchen	KIT
Given	GVN	Knew	NU
Ground	GRD	Leave	LV
Guarantee	GUAR	Leave City	LC

Leave Word	LW	Missed Appointment	MA
Leave/Left Word To Call	LWTC	Mileage	MI
Leaving	LVG	Minute	MIN
Left In	LI	Mistake	MSTK
Letter	LTR	Money	$
Light	LITE	Money Order	MO
Like	LK	Month / Monthly	MO
Line	LN	Monthly Charge	MO CHG
Line In Use	LIU	More	MR
List	LST	Morning	AM
Listed	LSTD	Move	MV
Listing	LSTG	Moved	MVD
Live	LV	Moving	MVG
Living Room	LR	Much	MCH
Local Service	LS	Name	NA
Local Usage	LU	Necessary	NEC
Located / Location	LOC	Need / Needs	ND / NDS
Long	LNG	Neighbor	NBR
Long Distance	LD	Neighborhood	NBRHD
Made	MD	Never	NVR
Mail	ML	Next	NXT
Mailing	MLG	New	NW
Major Credit Card	MCC	New Connect	NC
Major Oil Credit Card	MOCC	No Access Required	NAR
Make	MK	No Charge	NC
Making	MKG	No Further Use	NFU
Manager	MGR	Non Hazardous	NHAZ
Message	MSG	Non-Listed	NLST
MSG Investigation Ctr.	MIC	Non-Payment	NP
Message Units	MU	Non-Published	NPU

No One	NO 1	Phone Company	TELCO
No Reach Number	NRN	Please	PLS
Notice	NFY	Plus	+
Not In	NI	Pocket Coder	PKT CDR
Not In file	NIF	Pole	PL
Notice	NTC	Police Department	PD
Not Working	NWKG	Previous	PRVS
Number	#	Promise	PROM
Observe	OBSRV	Promise To Pay	PP
Offer	OFR	Protector	PROT
Offered	OFRD	Public Office	PO
Office	OFC	Pulled	PLD
Okay	OK	Question	?
Operator	OPR	Rates	RT
Order	ORD	Reach	RCH
Other	OTH	Reason	RSN
Out Of Order	OD	Receipt	RCPT
Out Of Service	OOS	Receive	RCV
Out Of Town	OT	Receiver	RCVR
Outside	OS	Receiving	RCVG
Over	OVR	Reconnect	RCONN
Owe	O	Record	RCD
Page	PG	Recording	RCDG
Paid	PD	Record Not In file	RNIF
Party	PTY	Refer	REFR
Party Line Complaint	PLC	Refund	RFND
Past	PST	Regarding	RE
Pay	PA	Regrade	RGR
Payment	PMT	Remove	RMV
Person To Person	PP	Repair	RPR

Repair Service Bureau	RSB	Some	SM
Repairman	RPMN	Someone	SM-1
Replaced	RPLCD	Speaker Phone	SPK PH
Reported	RPTD	Speed Calling	SP CLG
Representative	REP	Station	STA
Require / Request	REQ	Still	STL
Residence	RSD	Street	ST
Residence Service Center	RSC	Supervisor	SUPV
Restore	RST	Suspend	SUS
Restore No Charge	RSTN	Suspend For Non Paymt.	SNP
Return	RET	Suspend Service	SS
Returned Check	RCK	Suspension Notice	SN
Room	RM	Switchboard	SWBD
Rotary	ROT	Take	TK
Said	SD	Taking	TKG
Same	SM	Talk	TLK
Satisfy	SAT	Talking	TLKG
Satisfactory	SATF	Telegram	TGM
Second	2ND	Telephone	TEL
Security	SEC.	Telephone Number	TN
See	C	Teller	TLR
See Anyone	C-ANY-1	Temporary	TEMP
Send	SND	Temporary Disconnect	TD
Sent	SNT	Temporary Suspend	TS
Service	SVC	Terminal	TERM
Service & Equipment	S&E	That	THT
Service Order	SO	Them	THM
Several	SEV	Then	THN
Should	SHD	This	THS
Since	SNC	Third	3ED

Three-Way Calling	3-WY-CLG	Verify	VFY
Through	THRU	Wants	WTS
Ticket	TKT	Week	WK
Time	TM	When	WHN
To Be	2-B	Wife	MRS
Today	TD / TDY	Will	WL
To / Too	2	Will Mail Check	WL ML CHK
Together	TGTHR	Will Pay	WL PA
Told	TLD	Wiring	WRG
Toll Library	TOLL LIB	With	W/
Tomorrow	TOM / TMO	Without	W/O
Total	TOT	Work	WRK
Touch-Tone	TT	Working	WKG
Transfer	TRNS	Would	WLD
Trimline	TRM	Write Off	WO
Trouble	TBL	Wrong	WRG
Trunk	TRK	Wrong Number	WRG#
Underground	UG	Yellow Pages	YPG
Until	TIL	Yesterday	YDA
Upstairs	UPSTRS	You	U
Vacation	VAC	Your	UR

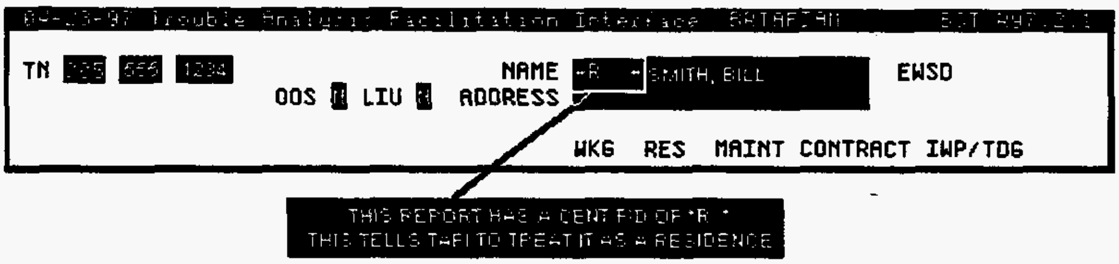
CLEC TAFI USER NOTES - RELEASE 97.3

TAFI is constantly evolving to improve the processing of customer trouble reports. Release 97.3 was installed on the CLEC TAFI processors on June 14, 1997.

Changes that may impact the CLEC's usage of TAFI are listed below. However, because of the interactive nature of TAFI, most users may not notice the subtle changes. In other words, by just following TAFI's 'flow', the user will properly handle their customer's trouble report.

1. CENT FID Default

It was discovered that some customer records did not have a Cent fid character in the LMOS listed name field. TAFI sets commitments based on this character and when the field was blank TAFI provided the default LMOS (affecting service) commitment. The solution was to design a default table and assign a default value that will be used when TAFI can not find the Cent fid.



R = Residence B = Business D = no cent fid

When TAFI is given the "D" value for a Cent fid, it goes to a default table and assigns a the proper commitment value based on state and trouble type code.

2. PIC / LPIC

Customers in Florida, Georgia, and Kentucky are now allowed to choose an ***IntraLATA*** PIC of NONE or UNDC (undecided) during the negotiation of their service order. Pre- 97.3 TAFI would have assigned the LPIC of 5124. TAFI will now check an exception table and match 'NONE' and 'UNDC' to LPIC 9199 for reports generated in these states (Fla. GA. And KY).

5124 = BellSouth
9199 = No LPIC

3. LineSafe

LineSafe is a 16 gauge steel enclosure that protects the Network Interface (NWI) and incoming line and also includes conduit to completely encase the exposed portion of the cable. The customer is provided a key to open the enclosure, therefore it is imperative that the TAFI user gets access information from the customer. TAFI has been enhanced to recognize the LineSafe USOC value of NW1RA on the CSR.

If TAFI finds this USOC on the customer's CSR, TAFI will generate a message window saying:

This account has LineSafe Get access information

On all dispatch out situations, if TAFI finds the LineSafe USOC, access "A" and "B" fields must be populated. Currently LineSafe is only offered in Fort Lauderdale

4. Call Waiting Deluxe

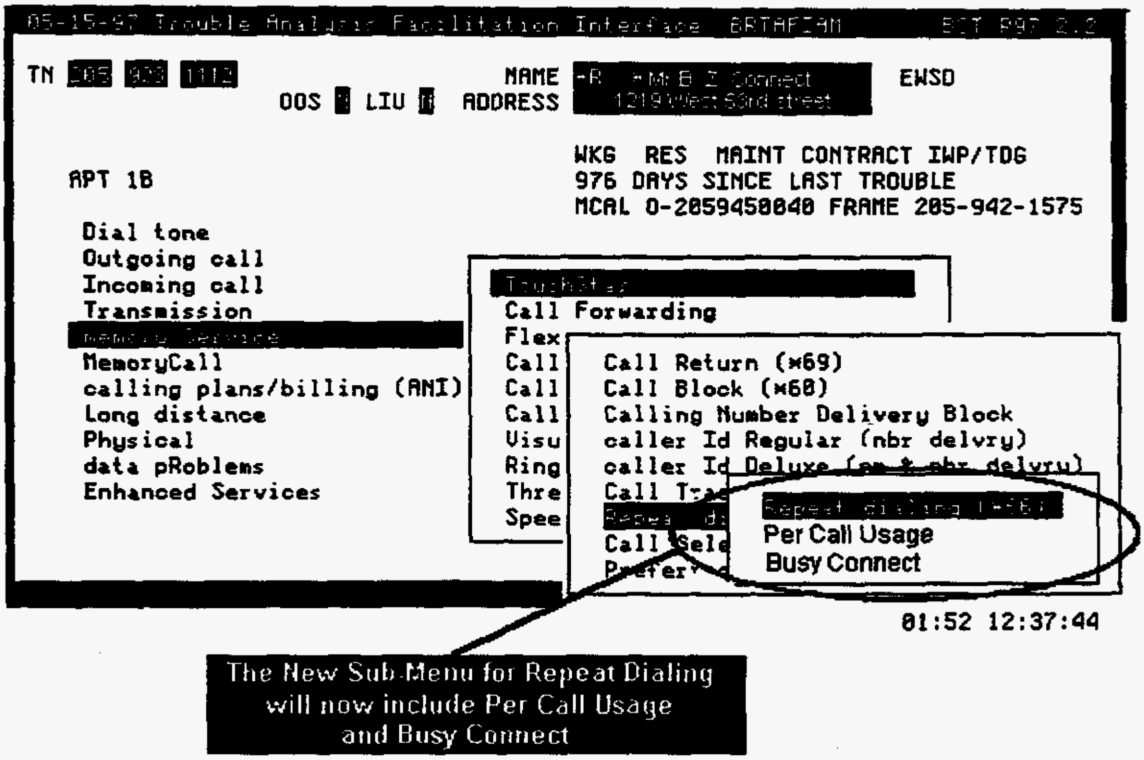
The Call Waiting Deluxe flow was added as well as the new Trouble Code CWDX.

First TAFI will check the CSR for ESXDC, ESXD9 and ESXDL. If these are not found then TAFI looks for a pending service order. After verifying that the customer is paying for the feature, TAFI will check PREDICTOR for appropriate USOC's. If a USOC is found to be missing then MARCH will attempt to add. This flow contains many message windows that offer trouble resolution questions such as "Does second Call Display" as well as messages windows such as "*Advise customer: Must be on CWDX phone with no other extension in use when 2nd call comes in.*"

5. BusyConnect

BusyConnect (currently only offered in Florida) enables callers to retry a busy line on demand. When a caller receives a busy condition, the BusyConnect service will automatically play an announcement offering the caller the option of having the BusyConnect service complete the call when the called line becomes available. If the caller activates the BusyConnect service, the status of the called party's line will be monitored for thirty (30) minutes and the call completed when the line is available.

TAFI was enhanced to take trouble reports on BusyConnect as well as Repeat Dialing on a per call basis.

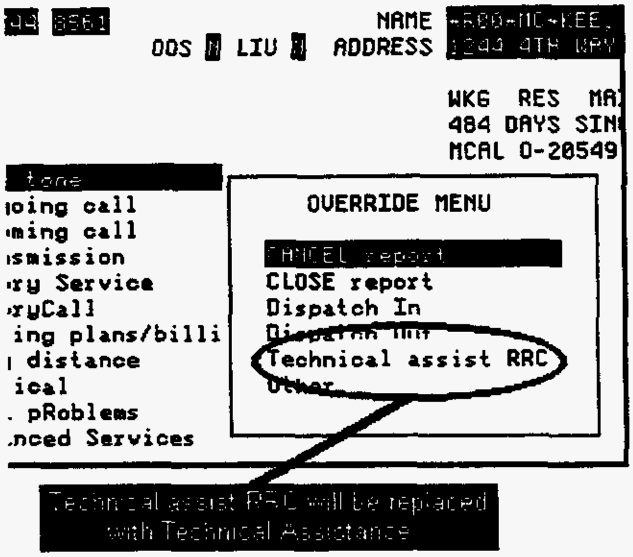


6. Wiretap flow change

Currently wiretap reports are routed Dispatch In for all states except Florida and South Carolina (FL & SC no longer do wiretap checks). The procedures have changed to handle wiretaps in the same fashion as the sub-flow for "roaring/static/noise" with the exception of adding "Wiretap" in the trouble narrative field. TAFI now handles this correctly.

7. Label Change to Override Menu

The fifth entry on the Override Menu was changed from "Technical assist-RRC" to "Technical Assistance". This was done to make the screens usable in the RRC, BRC and CLEC environments.



8. MLT Re-Test Change

When TAFI fails to get a good MLT test result, the system waits five minutes and then automatically re-tests the line. Prior to Release 97.3, TAFI would attempt four tests at five minute intervals (the initial plus three re-tests) prior to sending the report to the MA screening pool.

The history of running multiple MLT tests indicate that if a good result is not returned by the second attempt, there's little probability that additional attempts will provide good results. Therefore, in Release 97.3, the MLT retry was reduced to one (from the previous 3). Failing to get a good MLT result after the second attempt, TAFI will now send the report to the MA screening pool for manual intervention.

CLEC TAFI USER NOTES - RELEASE 97.3.2.1

A set minor enhancements was added to Release 97.3 of the TAFI software on July 5, 1997. The following three items may affect CLEC customers:

1. Enhanced Test Flow

This modification will stop unnecessary reports from being sent to RCMAG. Prior to this enhancement, when an MLT test result indicated intercept, TAFI would display a pop up message asking the user to check the DLR and verify if the service is SNPB or DISC. If the TAFI user answered "NO" the report was sent PDIR Disp-In RCMAG, and if the answer was "YES" then the report was sent CLOSE: Cancel-Transfer to Business Office.

The flaw was test VER 37. Most of the time VER 37 is caused by a short or a ground on the line and therefore does not need to be sent to RCMAG.

The solution:

If the TAFI user answers "No" to the question "Is service SNPB or DISC?", TAFI will check to see if the MLT test is VER 37. If it is, TAFI will display a pop up window and ask the user to dial the reported number. If the user hears intercept the report will be routed to RCMAG, otherwise it will route the report to "PDT tech-needs further analysis".

2. Call Waiting Deluxe Flow Enhancement

Certain messages that were displayed to the TAFI user, and even populated in the narrative were either not necessary or were misleading and have been removed. This will also allow more room for additional info to be placed in the narrative by the TAFI user.

3. Residential Denied Service Access to 911

The Florida PSC mandated that BellSouth (and other local service providers) must provide 911 access to residential lines that have been denied service for non-payment. For these customer accounts, TAFI recognizes the situation:

```
TN [redacted]                         NAME [redacted]                5ES
                    OOS [redacted] LIU [redacted]  ADDRESS
 -                                    RES  MAINT CONTRACT WMP/TIP
 Denied Service.                      AT 1 DAYS SINCE TROUBLE
 Customer has access to 911 calls only.  8-9544860033 FRAME 954 763 1307
```

Responding to the message window, TAFI prompts you:

```
TN [redacted]                         NAME [redacted]                5ES
                    OOS [redacted] LIU [redacted]  ADDRESS
 -                                    RES  MAINT CONTRACT WMP/TIP
 TAFI USER (do not ask):              AT 1 DAYS SINCE TROUBLE
 Is customer reporting can not call 911?  8-9544860033 FRAME 954 763 1307
```

If the customer reports unable to access <u>911 only</u>, TAFI will route the report to RCMAG and will write "Unable to access 911-Denied Service" to the narrative and route the report via handle code PDIR.

> ⇒ **Note:** This is feature currently available in Florida only.

JOB AID - TROUBLE SHOOTING CPE PROBLEMS

Many telephone service troubles are generated by faulty or improperly used Customer Premises Equipment (CPE). Customers can often isolate and resolve their own problem with a little guidance from you. By helping your customer 'fix' his/her problem quickly, you restore their service and have a satisfied customer at the same time. The following steps will help isolate where the problem is ... and the customer replacing the defective set will fix the problem:

1. If your customer has more than one plug-in telephone, ask them to unplug the one they were using when they noticed the problem. Ask the customer to plug another phone into the same outlet to see if the problem still exists. If it does not, the problem is probably with the first phone.

   ⇒ If your customer's telephones are not plug-in (and there are still some hard wired sets in service), and your customer has more than one, ask them to try using another phone to determine whether problem is in the line or equipment. If the telephone service works from another set location, the first set is most likely defective and your customer will have to contact his CPE provider for assistance. If the service does not work from another set location, a premises visit may be required.

2. If the problem still exists with a different phone plugged into the outlet, ask your customer to unplug all of the telephones and any other devices connected to the telephone line. Next, ask your customer to replace one telephone set and see if the problem is still there. If the problem is gone, advise your customer to replace another telephone set or device and see if the problem has returned. When the problem comes back, the last item connected to the line is the cause of the problem.

   ⇒ Cordless telephones, modems, FAX machines and/or answering machines are often the cause of trouble with telephone service (anything from no dial tone to noise on the line). Ask the customer to unplug the mounting cord from the wall <u>and also unplug the electrical cords</u> from the AC outlets. Advise your customer to wait about five minutes and then plug each phone in one at a time and check for dial tone to isolate the trouble.

3. A quicker way to determine if the problem is inside the property or in the network is to ask your customer to take a known working telephone set to the Network Interface box (typically located outside of the building). Tell your customer to unplug the short modular cord from the jack inside of the Network Interface box and plug in his/her telephone set. This action isolates the house wiring from the line and connects the set directly to the drop wire. If the problem is not observed at this point, the source of the problem is definitely inside the home - either defective equipment or wiring problems.