

Appendix B

Glossary

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Glossary (Appendix B)

Term	Definition
271 Application	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
Access Carrier Name Abbreviation (ACNA)	A three to four character code used to identify a telecommunications carrier.
Access Daily Usage File (ADUF)	Billable call events and Interexchange Carrier (IXC) access events result in the creation of an Optional Daily Usage File (ODUF) or an Access Daily Usage File (ADUF). The Daily Usage File (DUF) consists of outbound local usage, intraLATA toll usage, BellSouth operator-handled calls and IXC originating and terminating access records.
Access Service Request (ASR)	Form used to order dedicated facilities such as interoffice facilities.
Account Team Regional Collocation Coordinator	An Account Team Regional Collocation Coordinator (ATCC) serves as the main point of contact for establishing collocations.
Address Facility Inventory Group (AFIG)	The Address Facility Inventory Group (AFIG) is part of BellSouth's Network Infrastructure Support Center (NISC). The primary function of the AFIG is to assign facilities, such as loops, switch ports and cables pairs, to all types of wholesale and retail service orders.
Advanced Intelligent Network (AIN)	A network architecture that includes three basic call processing elements (i) Service Control Points (SCPs), (ii) Service Switching Points (SSPs), and (iii) Signal Transfer Points (STPs). An AIN SCP is a database that executes service application logic in response to queries sent to it by a SSP equipped with AIN functionality. AIN SSPs are digital phone switches that may query an SCP for customer specific instructions on how to process a call (routing, blocking, etc.). AIN STPs are packet switches that shuttle messages between an SSP and SCP or between SSP and SSP. All three communicate via out-of-band signaling using the Signaling System 7 (SS7) protocol as detailed below.
Advisory Team	The Advisory Team provides ALECs with information related to establishment of an account and acts as the interface between BellSouth and ALECs during the account establishment process.
Alternative Local Exchange Carriers (ALECs)	Alternative Local Exchange Carriers (ALECs) is the term used in Florida for the more broadly used term, Competitive Local Exchange Carriers (CLEC).
ALPHA Message Processor System	Message data is sent to the ALPHA Message Processor System for validation, editing, guiding and routing to appropriate systems for input into billing and/or DUF processing.
Application Program Interface (API)	BellSouth provides a standard Application Program Interface (API) from which ALECs can develop their own software applications to obtain information from BellSouth's pre-order and order systems.

Term	Definition
Assignment	Assignment is the BellSouth process of applying the designated telephone numbers, office equipment, and facilities required for the service ordered.
Automatic Call Distributor (ACD)	A specialized telephone system designed to route a center's incoming calls to all available personnel so that calls are evenly distributed. Also used in some centers to manage outgoing calls.
Auto-Clarification (CLR)	If data on the LSR is not correct, the ALEC may receive an Auto-Clarification (CLR), which is a system response requesting corrections or additional information.
Automatic Message Accounting (AMA)	Billing records of toll calls made by a subscriber.
Barney	The data captured in the Legacy/Source systems for Service Quality Measurement (SQM) reports is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney (not an acronym).
BellSouth Resale Information Tracking Enabler (BRITE)	Service Orders are tracked internally through the BellSouth Resale Information Tracking Enabler (BRITE) at the CRSG.
BellSouth Technology Systems Integration (BTSI)	BellSouth Technology Systems Integration (BTSI) is the liaison between BellSouth and the OSS development vendors.
Bill Cycle	A grouping of customers that are selected according to a predetermined schedule for billing, generally monthly. Customers are assigned to a bill cycle by BellSouth to distribute accounts in a manner to allow efficient use of resources. Alternatively, customers' are allowed to select a bill cycle. These principles apply to both wholesale and retail billing.
Bill Cycle Balancing	The procedure by which the charges associated with the input to a billing cycle is reconciled with the charges of the output from the billing cycle.
Bill Period	The period of time covered by a customer bill. Each end user has one bill per bill period.
Billing Adjustment Request (BAR)	ALEC completes the Billing Adjustment Request (BAR) form, which can be found on-line on the BellSouth interconnection website, to file a request for an adjustment.
Billing & Collection Center (B&CC)	The B&CC is a center designed to handle billing disputes.
Billing Control Group	The Billing Control group is responsible for monitoring bill-balancing activities to ensure data completeness, rating accuracy, billing accuracy and system change control.
Billing Dispute Activity Tracking System (BDATS)	Billing Dispute Activity Tracking System (BDATS) is a BellSouth system used to analyze billing disputes filed by wholesale customers.

Term	Definition
Billing Telephone Number (BTN)	The number to which charges from a given telephone service are billed.
Business Office Customer Record Inventory System (BOCRIS)	Provides service order information including Name, Address, Class of Service, Maintenance Plan, Restrictions, Features, and Preferred Interexchange Carrier (PIC).
Casual Usage	Telephone usage dialed through a calling card or 10XXXX.
Central Office (CO)	Central office is a telephone company building where subscribers lines are joined to switching equipment for connecting other subscribers to each other, either locally or long distance.
Central Office – Frame Work Group (CO-FWG)	Following FOC generation, non-designed orders proceed to downstream systems and organizations such as the Central Office-Frame Work Group (CO-FWG) for installation orders that require central office (CO) work.
Central Office Profile System (COPS)	COPS database stores information about the central offices for which the NRC is responsible for surveillance and analysis. The information stored includes the fieldwork group personnel with local responsibility, their contact numbers, the office location including the street address, and the number of working lines.
Centralized Message Distribution System (CMDS)	The Centralized Message Distribution System (CMDS) forwards rated out-collect usage from the originating ILEC to the billing ILEC.
Centralized Reconciliation Group (CRG)	The Centralized Reconciliation Group (CRG) within BellSouth’s Treasury Organization compares customer payments received to bank deposits to ensure payments and deposits are in balance.
Change Control Board	The Change Control Board (CCB), which is comprised of BellSouth managers, makes decisions about change requests to the Service Quality Measurement (SQM) reports, systems, and process.
Change Control Manager (CCM)	BellSouth’s Change Control Manager (CCM) examines the accuracy, completeness, and scope of the change requests to Service Quality Measurement (SQM) reports, systems and processes, and determines whether additional information or clarification is required before proceeding through the process.
Change Control Process (CCP)	The Change Control Process (CCP) is used to manage all changes to the current BellSouth OSS interfaces that impact ALECs.
Change Management	The process by which changes to systems and processes are introduced at BellSouth.

Term	Definition
Change Request	Changes to BellSouth systems and processes are initiated through Change Requests. The CCP supports the following types of Change Requests: Type 1 – System Outages; Type 2 – Regulatory Changes; Type 3 – Industry Standard Changes; Type 4 – BellSouth-Initiated Changes; Type 5 – ALEC-Initiated Changes; and Type 6 – Correction of System and Documentation Defects.
Circuit Provisioning Group (CPG)	Designed orders flow to the Circuit Provisioning Group (CPG) for circuit design.
CLEC Application Verification Environment (CAVE)	CLEC Application Verification Environment (CAVE) environment is used to test new software releases for ALECs and Vendors that have completed certification testing and are already in production with BellSouth.
CLEC Test Environment (CTE)	In order to properly test and enhance their EDI and TAG interface capabilities, ALECs are provided access to the CLEC Test Environments (CTEs); these environments are separate from production and are specifically designed for ALEC testing.
Collocation	An ALEC can locate its telecommunications equipment within an ILEC central office to allow the ALEC to interconnect with the ILEC switch. A collocation can take two general forms: virtual or physical. A virtual collocation consists of an ALEC providing and transferring ownership of their telecommunication equipment to BellSouth for a fee. A physical collocation provides a secure area in a central office for the ALEC to install, maintain, and administer its own telecommunications equipment.
Common Access Front End (CAFÉ)	Trunking requests are submitted, tracked and monitored using the Common Access Front End (CAFÉ) and Exchange Access and Control Tracking (EXACT) systems. CAFÉ is the system used by ALECs to submit Access Service Requests (ASRs) for trunks while EXACT is the system used by BellSouth to monitor and track trunk requests.
Competitive Access Provider (CAP)	CAPs provide an alternative means of establishing a connection between a user organization and an Interexchange Carrier.
Completion Notice	BellSouth transmits a Completion Notice (CN) to the ALEC indicating successful activation of an order.
Complex Resale Support Group (CRSG)	The Complex Resale Support Group (CRSG) provides work center support for ALEC customers with Complex Resale and Unbundled Network Elements (UNE) orders that require pre-order activity such as facilities assignment.
Complex Translations Group (CTG)	The Complex Translations Group (CTG) is a part of the NISC and is responsible for completing switch translations for Centrex, area code overlays, area code splits, and new NXXs.

Term	Definition
Computer System for Mainframe Operations (COSMOS)	Provides frame data used in problem analysis.
Corporate Documentation Information Access (CDIA)	BellSouth personnel have access to M&P documentation through an intranet-based document repository called the Corporate Documentation Information Access (CDIA) database.
Corporate Order Gateway (COG)	Digital Subscriber Line (xDSL) orders enter BellSouth's OSS through LEO, where they are routed to the Corporate Order Gateway (COG), where they undergo all required edits. The orders then travel to SOCS for processing.
Correction Online of Usage Errors (CLUE)	After receiving errors from usage editing, MIC uses the Correction Online of Usage Errors (CLUE) application to organize message errors with common characteristics for more efficient investigation. Once resolved, corrected usage may be released for billing, deleted (when no revenue was earned), or marked as unbillable (when revenue was earned but cannot be billed).
Customer Contact Team (CCT)	After a metrics change is implemented, BellSouth's Customer Contact Team (CCT) provides notification of the implemented metrics change to the FPSC, ALECs, and internal BellSouth customers.
Customer Record Information System (CRIS)	System used in the customer billing process.
Customer Service Record (CSR)	The record of the fixed monthly charges billed by the local telephone company to a specific customer.
Customized Large User Bill (CLUB)	A paper bill format generated by the CRIS billing system.
Customer Wholesale Interconnection Network Services (CWINS) Center	The Customer Wholesale Interconnect Network Services (CWINS) Center has three locations: Birmingham, Alabama; Duluth, Georgia; and Jacksonville, Florida. All three centers are redundant from a functional perspective, with each center serving specific ALECs within a defined geographic region. The centers are divided into a Screening Group, a Provisioning Group, and a Maintenance & Repair (M&R) Group.
Daily Usage File (DUF)	A daily download of usage data from the switch that is delivered to BellSouth's message processing system and subsequently sent to the ALEC. Sometimes referred to as Daily Usage Feed.
Demarcation Point (D – Mark)	The point of a demarcation and/or interconnection between telephone company facilities and terminal equipment or wiring at a subscriber's premises.
Dimensional Data Store (DDS)	The Normalized Operational Data Store (NODS) is used to maintain data in preparation for generating the monthly SQM reports. NODS passes the data to the Dimensional Data Store (DDS), which summarizes and aggregates the data.

Term	Definition
Direct Inward Dialing (DID)	The ability for a caller outside a company to call an internal extension without having to pass through an operator or attendant.
Diskette Analyzer Bill (DAB)	A paper image bill in a CD-ROM format generated by the CRIS billing system.
Display Abbreviated Trouble History (DATH)	Display Abbreviated Trouble History (DATH) is an LMOS trouble history report showing the close out information on the previous trouble report.
Display Extended Trouble History (DLETH)	Display Extended Trouble History (DLETH) is an LMOS trouble history report showing each line of status on previous trouble reports.
Display Line Record (DLR)	Display Line Record (DLR) is a depiction of the customer's Line Record in LMOS.
Due Date (DD)	The Due Date (DD) is the date on which BellSouth commits to completing a request for service.
Earning Telephone Number (ETN)	Earning Telephone Number (ETN) is the sub-account where the service is charged or earned.
Electronic Communications (EC) Support Group	The Electronic Communications (EC) Support Group is the single point of contact for BellSouth wholesale customers who require technical support related to the BellSouth OSS.
Electronic Communication Trouble Administration (ECTA)	An electronic bonding system that provides connectivity to BellSouth's backend Loop Maintenance Operating System (LMOS) and Work Force Administration (WFA) systems.
Electronic Data Interchange (EDI)	The Electronic Data Interchange (EDI) is a batch driven machine-to-machine interface, which uses industry standards as its foundation. Business files are exchanged between BellSouth computer applications and ALEC computer applications that are encoded to comply with standard EDI transaction set for data transmission.
Electronic Communications (EC) Support Group	Electronic Communications (EC) Support Group is the single point of contact for BellSouth wholesale customers who require technical support related to the BellSouth OSS.
Electronic Technicians (ET)	Electronic Technicians (ETs) are responsible for taking trouble reports from ALECs, performing required testing to isolate the fault, and dispatching trouble reports to the appropriate group if the trouble reported cannot be cleared by the ET.
Electronic Toll Collections System (ETCS)	Usage data recorded by BellSouth switches is polled by the BellSouth's Electronic Toll Collections System (ETCS) every four hours to download message data for processing.
Entrance and Exit Criteria	The necessary conditions for starting or completing individual tests described in the Master Test Plan.
Evaluation Criteria	Discrete set of measures applied to specific test components.

Term	Definition
Exchange Access and Control Tracking (EXACT)	BellSouth's Exchange Access and Control Tracking (EXACT) system an automated system used to process customers' access service requests to SOCS.
Exchange Message Interface (EMI)	A guideline published by the Ordering and Billing Forum (OBF), an industry wide billing group, that shows the format in which usage data is passed to the ALEC.
Expected Results Worksheet	A report format that lists the expected results for each test while allowing the tester to record the current results of the test. This allows an easy comparison of data.
Field Identifier (FID)	The service order process uses the USOC, along with field identifiers, to provision, bill, and maintain services and equipment. USOCs define customer service and equipment. FIDs are used to describe more detailed and specific attributes of those USOCs.
Financial Database (FDB)	Following receipt and depositing of customer payments, payments are transferred to the Cash Processing Group for entry into the Financial Database (FDB) for updating to customer accounts.
Firm Order Confirmation (FOC)	The Firm Order Confirmation (FOC) is generated by SOCS and is delivered to the ALEC. The FOC is confirmation that the LSR was validated by BellSouth and also contains the Due Date (DD) on which BellSouth commits to completing the request.
Flow-Through (FT)	An order placed by an ALEC that has the potential to be provisioned correctly without manual intervention by BellSouth.
Florida Interim Performance Metrics	The BellSouth OSS Test SQM Plan, Florida Interim Performance Metrics document defines each of the SQMs included in the OSS test. The specific exclusions, business rules, levels of desegregation, calculation description, and other information pertaining to report structure, data retention, and evaluation standards are identified in this document.
Florida Public Service Commission (FPSC)	The Florida Public Service Commission (FPSC) regulates ILECs and ALECS, as well as other companies in the telecommunications industry operating in Florida, to safeguard both the utilities and citizens of Florida. The FPSC protects consumers from unreasonable rates and terms of service, encourages maximum efficiency in utility company operations and management, helps the public deal with regulated companies, and establishes regulatory standards and applies them in a fair and consistent manner.
Functional Acknowledgment (FA)	Upon receipt of a Local Service Request (LSR), BellSouth returns a Functional Acknowledgment (FA), indicating that the file was received.
Graphical User Interface (GUI)	A computer interface that allows users to access programs and enter data such as direct order entry by ALECs.
Hot Cut	A term used to describe the work done at the main distribution frame during the transfer of live service from one service provider to another service provider. Also referred to as Loop Migrations or Loop Conversions.

Term	Definition
Incumbent Local Exchange Carrier (ILEC)	The local exchange carrier for a particular area.
Interconnection Network Access Coordinator (INAC)	The Interconnection Network Access Coordinator (INAC) tracks the progress of a collocation project in the e-Application system, which is updated by various internal BellSouth groups working on the collocation project.
Interexchange Carrier Analysis and Information System (ICAIS)	The data captured in the legacy/source systems for Service Quality Measurement (SQM) reports is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney (not an acronym).
Interoffice Facilities (IOF)	A high capacity digital transmission path that is dedicated for the transport of local, toll, and/or access traffic between central offices. IOF can be dedicated to BellSouth, an Alternative Local Exchange Carrier (ALEC) or shared among numerous carriers. The ALEC can purchase IOF in DS1 through DS3 transport levels.
Interoffice Facilities (IOF) Dedicated Trunk Port	A dedicated high capacity termination on a BellSouth switch (i.e., tandem or end office) for the exchange of local, toll and/or long distance traffic between BellSouth's switches and the other carrier's (ALEC/IXC) switches.
Interdepartmental Billing Information System (IBIS)	The Interdepartmental Billing Information System (IBIS) manages error cases and allows the MIC to communicate and track errors between BellSouth departments.
Interim Performance Metrics Work Group	The Florida Public Service Commission (FPSC) established an Interim Performance Metrics Work Group, comprised of representatives from the FPSC staff, BellSouth and the ALEC community, and initiated a process for obtaining input regarding metrics for use in OSS testing.
Intermediate Status Codes (ISTs)	When troubles are dispatched either in or out, the dispatch is mechanized in LMOS and completed using Intermediate Status Codes (ISTs).
Job Management Operations System (JMOS)	Provides outside plant and construction workload scheduling and reporting. Used to track contractors performing buried service wire activity.
Local Access and Transport Area (LATA)	A geographic area established by law within which an ILEC may offer telecommunications services.
Local Carrier Service Center (LCSC)	The Local Carrier Service Centers (LCSC) are the primary BellSouth work centers for providing ALEC support for pre-order and order processing.
Local Exchange Navigation System (LENS)	The Local Exchange Navigation System (LENS) is a Graphic User Interface (GUI) that connects directly into BellSouth's OSS and is based on the TAG architecture. This interface was developed to provide ALECs with an alternative method of connection to BellSouth through the internet.

Term	Definition
Local Exchange Ordering (LEO)	Following entry of orders into the OSS, flow-through eligible orders travel through the Local Exchange Ordering (LEO) system and the Local Exchange Service Order Generator (LESOG) to receive a Firm Order Confirmation (FOC) without human intervention from the Local Carrier Service Center (LCSC).
Local Exchange Service Order Generator (LESOG)	Following entry of orders into the OSS, flow-through eligible orders travel through the Local Exchange Ordering (LEO) system and the Local Exchange Service Order Generator (LESOG) to receive a Firm Order Confirmation (FOC) without human intervention from the Local Carrier Service Center (LCSC).
Local Interconnect Service Center (LISC)	Orders for local exchange trunks and facilities are processed at the Local Interconnect Service Center (LISC).
Local Primary Interexchange Carrier (LPIC)	Pre-designated IntraLATA Carrier is the telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA.
Local Service Confirmation (LSC)	A response from BellSouth to the ALEC that acknowledges a successful receipt of an order.
Local Service Request (LSR)	Form sent from an ALEC to an ILEC initiating an end user requested change to local telephone service.
Local Ordering Imaging System (LOIS)	Manual orders may be sent via faxes that are automatically imaged, assigned an image number, and stored in the Local Ordering Imaging System (LOIS) fax server as they are received at the LCSC.
Local Service Request Router (LSRR)	Orders sent through EDI enter BellSouth's OSS through the Local Service Request Router (LSRR).
Loop Facility Assignment and Control System (LFACS)	Provides facility data used in problem analysis.
Loop Facility Assignment and Control System (LFACS)	A facility assignment and inventory data base
Loop Maintenance Operations System (LMOS)	A maintenance management and repair delivery system used by BellSouth for M&R activities related to POTS services.
Loop Migrations	Loop Migrations (Hot Cuts) – During the provisioning process, loop migrations (also referred to as hot cuts) occur when live service from one service provider is transferred to another service provider. Frame technicians migrate the lines at the main distribution frame (MDF) on the committed due date. The hot cut is expected to start at the Frame Due Time (FDT) as indicated on the LSR.
LMOS Display Abbreviated Trouble History (DATH)	A trouble history report showing the close out information on the previous trouble report.

Term	Definition
LMOS Display Extended Trouble History (DLETH)	A trouble history report showing each line of status on previous trouble reports.
LMSO Display Line Record (DLR)	Displays the customer's Line Record in LMOS.
Local Number Portability (LNP)	Local Number Portability (LNP) is the process that allows customers to retain their existing telephone number when they migrate to an ALEC. During this process, BellSouth coordinates actions with the ALEC acquiring the account and the Number Portability Administration Center (NPAC is the agency that maintains LNP databases).
Main Distribution Frame (MDF)	The primary point at which outside plant facilities terminate within a central office for interconnection to other telecommunications facilities within the central office.
Master Account	BellSouth's ALEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" account. Charges are aggregated under the Master Account, which also identifies each type of service.
Master Test Plan (MTP)	Identifies the overall framework and structure of the OSS test.
Mechanized Loop Test (MLT)	A loop test used to initially test a POTS loop during trouble shooting. Provides loop testing on the customer's line and diagnostic recommendations.
Memory Administration Recent Change History (MARCH)	A system that implements Central Office translations changes. As an example, it provides the mechanism to add or delete features to or from a line.
Message Investigation Center (MIC)	Usage processing systems edit usage for accuracy and completeness and send errors and usage that cannot post to an account to the Message Investigation Center (MIC) for correction and reentry to the process.
Network Data Mover (NDM)	Network Data Mover (NDM) is a transmission medium used to transmit data between BellSouth and ALECs.
Network Design	The network design process allows an ALEC to establish a presence in a BellSouth switch.
Network Event Reporting System (NERS)	NERS is the primary system used for the logging of network failures and abnormal reporting criteria. NERS is a data store that automatically populates managerial reports, sent to affected areas, with desired data on a particular outage.
Network Monitoring Analysis (NMA)	The NMA system monitors all network facilities in the BellSouth footprint for abnormalities and provides transport trouble alarm information.
Network Fault Monitoring (NFM)	The NFM system features awareness screens that provide alarm condition descriptions for switch and facility alarms.

Term	Definition
Non-Flow-Through (NFT)	An order placed by an ALEC that can be provisioned correctly only with manual intervention by BellSouth.
Normalized Operational Data Store (NODS)	The Normalized Operational Data Store (NODS) is used to maintain data in preparation for generating the monthly SQM reports.
Number Portability Administration Center (NPAC)	Number Portability Administration Center (NPAC) is the neutral third party administrator of the industry database of ported numbers required by the process used to route calls to the correct subscriber following an end users change in local service provider.
Operating Company Number (OCN)	A four character code to identify any service provider.
Operation Support Systems (OSS)	Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.
Optional Daily Usage File (ODUF)	Billable call events and Interexchange Carrier (IXC) access events result in the creation of an Optional Daily Usage File (ODUF) or an Access Daily Usage File (ADUF). The Daily Usage File (DUF) consists of outbound local usage, intra-LATA toll usage, BellSouth operator-handled calls and Interexchange Carrier (IXC) originating and terminating access records.
Other Charges and Credits (OC&C)	Fractional recurring and non-recurring customer bill charges are referred to as Other Charges and Credits (OC&C).
Outside Plant Construction Management System (OSPCM)	The Navigator compatible replacement for JMOS. It tracks outside plant construction including the burying of drop wires to a customer's property.
P-Value	The frequency that the test result would be observed, given the benchmark. When the p-value is low, it means either that BellSouth is not meeting the benchmark or that the result was an anomaly. To guard against the latter, that is referred to as Type I error, the p-value is set to 5% for all KPMG Consulting's quantitative tests.
Performance Measurements Analysis Platform (PMAP)	Performance Measurements Analysis Platform (PMAP) is the process of extracting, staging, selecting and transforming data for use in generating monthly SQM reports.
Plain Old Telephone Service (POTS)	The basic service supplying standard single line telephones, telephone lines and access to the public switched network.
Predictor	A system used to query central office translations; it identifies and verifies line features present on the customer's line.
Presale Quality Team (PQT)	The initial point of contact for an ALEC interested in obtaining access to the BellSouth OSS is the BellSouth Account Team or the Presale Quality Team (PQT).

Term	Definition
Primary Interexchange Carrier (PIC)	The long distance company to which interLATA traffic is automatically routed based on the dialing customers choice of carriers.
Provisioning	The act of supplying telecommunications services.
Provisioning Analyst Workstation System (PAWS)	Provisioning Analyst Workstation System (PAWS) is the work management system used to monitor and distribute RMA work for office equipment or switch ports and loop assignments within the AFIG.
Q Account	BellSouth's ALEC bills are structured in a hierarchical manner. At the top of the hierarchy is the Master Account or "Q" account. Charges are aggregated under the Master Account, which also identifies each type of service.
Raw Data User Manual (RDUM)	BellSouth publishes and posts a Raw Data User Manual (RDUM) monthly with Service Quality Measurement (SQM) changes listed in the Version Change Log on the BellSouth website. The RDUM documents the process to manipulate the raw data to recreate the SQM reports.
Recent Change Memory Administration Group (RCMAG)	Following FOC generation, non-designed orders proceed to downstream systems and organizations the Recent Change Memory Administration Group (RCMAG) for translations work.
Request for Manual Assistance (RMA)	Orders that fall out of the automated provisioning systems for manual intervention take the form of a Request for Manual Assistance (RMA).
Revenue Accounting Office (RAO)	The Revenue Accounting Office (RAO) receives recorded usage data for use in generating customer bills for both retail and wholesale customers.
Robust Telecommunications Access Gateway (RoboTAG) ⁴²⁶	The Robust Telecommunications Access Gateway (RoboTAG) is a GUI that allows for bi-directional flow of information between BellSouth OSS and ALEC systems. The RoboTAG interface was developed by BellSouth and connects through the TAG interface.
Secured Network Element Contract Server (SNECS)	A peer-to-peer computer interface between TAFI and the Predictor and MARCH systems.
Service Order Communication System (SOCS)	Issues a service order when adding a new feature to a customer's line and verifies the status of an order. This is the BellSouth Service Order Processor.
Service Quality Measurement (SQM)	Service Quality Measurement (SQM) reports are based on raw data generated in BellSouth's legacy/source systems during the course of BellSouth's business operations. The reports, which are jointly defined by the FPSC and BellSouth, measure all aspects of the service provided to ALECs.

⁴²⁶ As of April 3, 2002, the FPSC has removed RoboTAG from the Florida OSS test (Order # PSC-02-0450-PCO-TP).

Term	Definition
Signaling System 7 (SS7)	SS7 is a system used by network elements to exchange information over an out-of-band channel called an SS7 link. There are two distinct protocols used: (i) Integrated Services Digital Network User Part (ISUP), and (ii) Transaction Capabilities Application Part (TCAP). ISUP messaging allows an SSP to communicate with another SSP through an STP. Examples of information exchange include trunk reservation, trunk setup, and call teardown requests.
SWITCH/FOMS	Switch/Frame Operations Management System. SWITCH maintains the inventory of inside plant equipment. FOMS is used in the provisioning process to dispatch Central Office Technicians for inside plant wiring. Switch/FOMS is replacing COSMOS in BellSouth.
TASKMATE	The TASKMATE system sorts RMAs by error code and distributes them to CPG personnel.
TeamConnection	The change management process for SQM reports begins when a change request initiated by BellSouth is logged into BellSouth's internal change control database called TeamConnection, which tracks metric changes from initiation to completion.
Telecommunications Access Gateway	The Telecommunications Access Gateway (TAG) interface is a CORBA-based environment that allows for bi-directional flow of information between BellSouth's OSS and ALEC systems.
Test Bed	A set of fictitious customers that are designed to assist with testing. The test bed consists of working, virtual and physical lines and provisioned products, although the owning customer is fictitious. The test bed is used to test BellSouth system functions.
Translation	Translation is the programming of BellSouth services and features into the switch.
Trouble Analysis Facilitation Interface (TAFI)	TAFI is a rules-based system that provides automated trouble receipt and screening functionality to both ALEC and BellSouth retail repair center users.
Unbundled Loop	A transmission channel between an end user location and the ILEC main distributing frame within the central office.
Unbundled Network Element (UNE)	One of the network elements defined by the Telecommunications Act of 1996.
Unbundled Network Element – Platform (UNE-P)	This consists of a loop and access to the ILEC switch sold in combination to an ALEC. UNE-P service provides all network elements necessary for providing service to the customer without requiring the ALEC to combine the elements themselves through collocation or to own any network facilities itself. Also referred to as Network Switched Combinations.
Unbundled Port	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.

Term	Definition
Uniform Service Order Code (USOC)	Uniform Service Order Code is a structured language that allows for the development of software to support service order systems in the telephone industry. The service order process uses the USOC, along with field identifiers, to provision, bill, and maintain services and equipment.
Virtual Expanded Interconnection Service (VEIS)	A Virtual Expanded Interconnection Service (VEIS), or virtual collocation, consists of an ALEC providing and transferring ownership of their telecommunication equipment to BellSouth for a nominal fee.
Volume System Readiness Tests (Volume SRT)	Prior to the start of the normal volume test, KPMG Consulting undertook a series of Volume System Readiness Tests (Volume SRTs), which were designed to ensure the functionality of KPMG Consulting's transactional systems.
Wholesale Billing Support (WeBS)	The Wholesale Billing Support (WeBS) group is an extension of the ALEC's account manager for order processing issues.
Work Force Administration	The principal maintenance and repair management, provisioning management, and tracking system used by BellSouth coordination centers to deliver and maintain telecommunications services.
Work Management Center (WMC)	The Work Management Centers (WMC) are the dispatch centers for BellSouth.