BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . .
                                    :
      In the Matter of              :
                                    :
In re:  Consideration of            :  DOCKET NO. 960786-TL
BellSouth Telecommunications,       :
Inc.'s entry into interLATA         :
services pursuant to Section        :
271 of the Federal                  :
Telecommunications Act of 1996.:

. . . . . . . . . . . . . . . . . . . . . . . . . . . . . .


SECOND DAY - EVENING SESSION

VOLUME 10

Pages 1177 through 1206


BEFORE:                    CHAIRMAN JULIA A. JOHNSON
                           COMMISSIONER J. TERRY DEASON
                           COMMISSIONER SUSAN F. CLARK
                           COMMISSIONER DIANE K. KIESLING
                           COMMISSIONER JOE GARCIA

PROCEEDING:                HEARING

DATE:                      Wednesday, September 3, 1997

TIME:                      Commenced at 4:35 p.m.

PLACE:                     4075 Esplanade Way, Room 148
                           Tallahassee, Florida

REPORTED BY:               JANE FAUROT, RPR
                           Notary Public in and for
                           the State of Florida at Large


APPEARANCES:  (As heretofore noted.)

# I N D E X

## WITNESSES

1          P R O C E E D I N G S

2               (Transcript continues in sequence from

3     Volume 9.)

4                    GLORIA CALHOUN

5     Continues her testimony under oath from Volume 9:

6               CONTINUED DIRECT EXAMINATION

7               THE WITNESS:  The next section I would like to

8     show you is products and services, and how the ALEC would

9     determine what products and services were available to its

10    customer.  And what I would like to point out -- I want to

11    take you through some of these functions individually so

12    that you can see the full range of them.  And then I will

13    explain in just a little while how these would actually be

14    used in the context of placing an order.

15               For new features and services, okay, this is a

16    situation in which I say, "Well, I'm happy with my existing

17    service, but you know I have really been interested in one

18    of the new features that I have heard about.  Can you tell

19    me if it is available in my office?"  So we are asking the

20    system at this point again to associate that customer's

21    location with the central office serving that location, and

22    the system is doing that and returning information about

23    what services and features are available.

24               Typically, this is the function that takes the

25    longest for information to be returned because the data

1  bases that contain this information are just so huge, and

2  have all the feature detail about every switch that is in a

3  particular state.  The first thing that comes up as the CLEC

4  or ALEC is looking at this system is the list of available

5  interexchange carriers.  For CLECs who have -- who either

6  happen to be an interexchange carrier themselves or have a

7  pre-established relationship with one, there is really no

8  need for them to consult this screen.  This is showing

9  carriers that are available for that particular location and

10  giving PIC code information for them.  But the CLEC could

11  just as easily skip this and just put their PIC code on an

12  order.  Below that --

13           COMMISSIONER CLARK:  What is the -- you have, for

14  instance, you have Bell Atlantic Communications listed

15  twice, but the service has -- one has I?

16      A     I, as I recall, shows that it is an

17  international, direct dial for international capability.

18  And I will point out here since it seems to get a lot of

19  attention, that the lists of interexchange carriers are in

20  random alphabetical order and that is done to comply with

21  their regulatory requirements at divestiture that no

22  interexchange carrier be advantaged by how closely to the

23  beginning of the alphabet their name might fall.

24           All right.  The next thing you see is, again,

25  services for ATL in Georgia, WD, that is the Woodland office

1    that my home is served from, and the system, again, has

2    associated my address with this particular office.  It

3    provides a list of all the families of services that

4    BellSouth has available and to determine whether a

5    particular one is available for my area we would have to

6    click on it.

7            So if we look at custom calling, the custom

8    calling family of services, for example, and say I went to

9    find out whether call waiting is available in my area, the

10   system will go to the detail for this particular switch and

11   show me the custom calling information and will tell me

12   whether that feature is available.

13           And it tells me that, in fact, call waiting is

14   available, and gives me the USOC or the uniform service

15   order code information for that particular service and some

16   other information about it.  And, you know, I should point

17   out at this point that most of these activities, at least in

18   a BellSouth environment, are taking place in -- the service

19   representative is not saying to the customer, "Well, now I'm

20   checking the data base that has your features and services

21   in it."

22           This type of activity is pretty much going on in

23   the background while the BellSouth service representative is

24   talking to the customer about, "Well, do you have teenagers

25   in the house?"  I mean, understanding from a marketing

1 perspective what is going on in that consumer's environment

2 that makes a particular feature of interest to them so that

3 they can develop alternative sales recommendations.

4 And, you know, a CLEC is free to organize their

5 contact with their customer in whichever way they choose,

6 but we are making available the underlying information that

7 is available to our BellSouth service representatives.

8 All right. The next thing I would like to do is

9 look at the due date information or the installation

10 calendar that is available for, again, the central office

11 associated with my address. There is a lot of discussion

12 about LENS requiring address validation to do all of these

13 functions, but there is very good reason for that. And that

14 is that these functions are driven by address. In order to

15 know what telephone numbers are available, you have to know

16 which switch is serving the customer's address, you have to

17 know what the installation circumstances are in that

18 particular office. You have to know the location in order

19 to determine what telephone numbers are available.

20 Here what the installation calendar is telling

21 us, it's telling us the standard work schedule for that

22 office Monday through Sunday, whether central office forces

23 are scheduled for each of those days and whether outside or

24 what we call installation and maintenance forces are

25 scheduled for each of those days.

1        You can see here that there is a possibility of

2   getting service installed Monday through Saturday for this

3   particular location.  The information that comes up is

4   location-specific.  The workday intervals that are shown

5   here are location-specific.  They are determined by network

6   and they are input to the system and they can change based

7   on activities in that particular office.

8        The key point here is that this installation

9   calendar is the same installation calendar, comes from the

10  same data base that underlies the due date information that

11  is available for BellSouth retail customers.  These are the

12  same intervals, it's the same calendar information.

13       The ALEC can look at this and determine that

14  there are a number of potential installation dates that

15  already are not available.  And can look at this to

16  determine, for example, if a premises visit -- this is only

17  necessary for premises visit as required, but if a premises

18  visit were required for what the customer were wanting to

19  do, say I wanted to install an additional line, if a

20  premises visit were required for that, then I would look to

21  see what the interval for that would be, and look to see

22  which dates were available and make a determination as to

23  what dates would be available.

24       We always notice that Thanksgiving and Christmas

25  tend to appear on this calendar with no explanation, but --

1              COMMISSIONER CLARK:  Let me ask a question.  You

2     look at the work date interval, what does that mean?  That

3     means if I order on one day, it's going to take about two

4     days for business to get it done?

5              THE WITNESS:  Yes.

6              COMMISSIONER CLARK:  All right.  And then the

7     close date, does that mean it can't -- you can forget about

8     it being done on the 3rd, 4th, or 5th of September, because

9     you are all booked?

10             THE WITNESS:  Those dates are already full.  And

11    this information is provided.  It looks different for every

12    central office you pull up depending on the availability of

13    forces in that particular office, the volume of order

14    activity.  There might be a switch conversion going on in a

15    particular office.  I mean, there are any number of factors

16    that can --

17             COMMISSIONER GARCIA:  This list is associated

18    with your number, the area that you were looking at

19    specifically?

20             THE WITNESS:  Yes.

21             COMMISSIONER CLARK:  I'm not clear.  Closed all

22    day, miscellaneous, that means nobody can do anything?

23             THE WITNESS:  Right.  That means it's closed for

24    BellSouth retail installations, as well.  That is

25    information that network puts in there.  They put in the

1 miscellaneous code quite frequently to indicate work load,

2 it will be closed for work load.

3 COMMISSIONER CLARK: So if I ordered a

4 residential line today, I'm not going to get it for awhile,

5 am I?

6 THE WITNESS: The installation does vary, or the

7 installation interval does vary.

8 COMMISSIONER CLARK: When can I get it?

9 THE WITNESS: You would be able to get it on the

10 15th.

11 COMMISSIONER CLARK: That's a long time.

12 THE WITNESS: Well, it can be. Typically --

13 CHAIRMAN JOHNSON: This is in Georgia, right?

14 THE WITNESS: Yes. I have to tell you, and I

15 will have to give you this disclaimer, and I know that

16 sounds like a long time. Our heaviest calling order volume

17 day of year is the day after Labor Day. Yesterday was

18 across the region our business day. So there is going to be

19 lots of activity. People are back from vacation, kids are

20 in school. Okay, I'm home now. Yes, let the installers

21 come. People are coming back from summer homes.

22 COMMISSIONER CLARK: What is it in Florida? I

23 hope it doesn't look like that anywhere in Florida.

24 THE WITNESS: It's going to vary by location.

25 COMMISSIONER GARCIA: Are you up now, are you

1  connected to the main frame now?

2          THE WITNESS:  Yes.

3          COMMISSIONER GARCIA:  So if I gave you my Miami

4  number you would be able to tell me how quick of an

5  installation date would occur in Miami?

6          THE WITNESS:  Yes.  What's your number?

7          COMMISSIONER GARCIA:  305-531-1574.

8          COMMISSIONER CLARK:  Everybody write that down.

9          COMMISSIONER DEASON:  Are you up to date on

10 paying your bill?

11         COMMISSIONER GARCIA:  That's why I was worried.

12         THE WITNESS:  It's okay, we're not displaying

13 credit information.  Do we have the correct number there?

14 Could you take a look at that.

15         COMMISSIONER GARCIA:  Yes, that's it.

16         THE WITNESS:  Okay.  And, again, I'm happy to do

17 this.  What I'm here to attest to is that the system will

18 provide access to the same intervals that are put in the

19 data base.  I don't have any control over what the --

20         COMMISSIONER CLARK:  I'm sure Mr. Lacher would

21 come up and tell us how they are doing.

22         MR. LACHER:  It's going to be shorter, I promise.

23         COMMISSIONER CLARK:  While you are waiting for

24 that to happen, you also had something further up that said

25 business/residential closed, or all day, or open all day,

1        what did that mean?  Is it the same thing, that it's already

2        -- as much work as they can get done is already scheduled?

3                THE WITNESS:  Yes.

4                COMMISSIONER CLARK:  Okay.  It doesn't mean that

5        the office itself is closed, right, that nobody is there?

6                THE WITNESS:  Right.

7                COMMISSIONER DEASON:  Now, is that just for a

8        site visit?

9                THE WITNESS:  Yes.  That's just for -- I mean, if

10       you have an installer who actually needs to go out and do

11       physical work.

12               COMMISSIONER DEASON:  (Inaudible.  Microphone not

13       on.)

14               THE WITNESS:  Well, what you will see here is

15       there are some dates -- now, here they have shown the code

16       differently.  They have shown it closed for load, closed for

17       miscellaneous, they might have been -- I mean, I don't know

18       what the circumstances were in that particular office, they

19       might have been upgrading a switch, I don't know --

20               COMMISSIONER GARCIA:  But in this case we could

21       get something installed on the 5th or the 4th?

22               THE WITNESS:  Let's see.  No, the 4th is closed.

23       It looks to me like the first available installation date

24       would be the 11th.

25               COMMISSIONER CLARK:  Where is the 5th up there?

1          THE WITNESS:  But, again, you will see the date

2     is --

3          COMMISSIONER CLARK:  How come it's not in order?

4          THE WITNESS:  Pardon me?

5          COMMISSIONER CLARK:  How come it's not in order?

6     It's in order of when they closed out?

7          THE WITNESS:  I'm not sure why those are not in a

8     particular order.  There are -- I'm showing this as a single

9     data base.  There are actually several sets of data bases

10    for the different states and the different locations.  This

11    is how the information is loaded in the data base.  But,

12    again, you will see that the dates are different.  If we

13    look at the schedule, we might see that the days of the week

14    are the same, some locations will actually show Sunday

15    installations depending on, you know, the time of year and

16    the type of activity expected in that office.  You will see

17    that the intervals might be different.

18          But, again, the key point is that this

19    information is the same information used to determine due

20    dates for BellSouth's customers, for BellSouth's retail

21    customers.

22          All right.  At this point I would like to move on

23    to EDI ordering, which as I mentioned earlier, EDI, I guess

24    I should point out stands for electronic data interchange,

25    which is what the industry has recommended for ALEC or CLEC

1    order communications.

2         Now, I have to launch into a little explanation

3    of EDI here before I explain what you are seeing here.  That

4    will allow this, I think, to make a little more sense.  If I

5    can refer you, again, to the screen on the right.

6         There are a number of systems involved on

7    BellSouth's side of the interface in accepting an order

8    electronically.  The box that's labeled EDI is what is known

9    as an EDI translator, and that's just one piece of the

10   system.  There is a local exchange ordering data base that

11   exchanges information with a local exchange service order

12   generator that will mechanically generate a service order in

13   most instances and send it to the service order control

14   system.  There is also potential for interaction with the

15   local carrier service center at this point.

16        But all of this are processes and systems going

17   on on BellSouth's side of the EDI interface.  We have no

18   control over how the CLEC chooses to implement EDI.  But the

19   purpose of an EDI implementation, and in my mind one of the

20   reasons that the industry settled on EDI, is that EDI is

21   designed to allow different systems on different sides of

22   the interface to talk to each other.

23        It has been used in global commerce for the last

24   30 years or so, and literally a company operating in French

25   can communicate with a company operating in German, because

1    their computer systems on their sides of the EDI interface

2    are set up to operate in a way that makes sense to them.  As

3    long as the information from coming to and from their

4    systems is translated by their EDI translator into a system

5    -- into predetermined industry standard data formats, then

6    the two systems can talk to each other.

7         So, I have to -- I apologize for that kind of

8    long-winded explanation, but I have to explain that in order

9    to make clear that what I'm going to show you for EDI in no

10   way obligates a CLEC to do business this particular way.

11   Historically, an EDI implementation has been considered very

12   expensive, very time consuming, very costly for the trading

13   partners, for both of the trading partners as they are

14   called, as they build their systems and build their

15   translators to exchange information in the agreed upon

16   formats.

17        What BellSouth did -- BellSouth has done two

18   things.  BellSouth has built its side of the EDI interface

19   and BellSouth has also worked extensively with some of the

20   larger CLECs to implement -- as those CLECs developed their

21   side of the EDI interface.  But to make this available to

22   smaller CLECs, as well, BellSouth contracted with a third

23   party software vendor, and said, "Would you develop a

24   presentation system --" which is what you are going to see

25   -- "that would let a small CLEC use EDI for ordering without

1    having to go to the expense and trouble of having to develop

2    their own software, their own computer system on their side

3    of the interface."

4          So what I'm going to show you is what I refer to

5    in my prefiled testimony as EDI/PC.  It is a personal

6    computer-based presentation system, a set of software that

7    is commercially available, ready to use off the shelf, runs

8    on a laptop computer that even the smallest CLEC can use to

9    take advantage of the industry standard EDI ordering formats

10   established by the industry.

11         All right.  The first thing that I will point out

12   about this is, again, anybody who is -- this is going to be

13   very familiar to anyone who has worked in a personal

14   computer-based or Windows-based environment.  And the

15   software which was developed by the Harbinger Company,

16   contains a number of templates, ordering templates that were

17   designed to match BellSouth's EDI specifications.  And they

18   are templates for both resale transactions and unbundled

19   network element transactions.  And you will see the numbers

20   following those in parentheses; 850s, 860s, those are

21   different types of what the industry calls -- or what in the

22   EDI world are known as transaction sets, groups of

23   individual data elements that are put together and sent for

24   a particular purpose.

25         COMMISSIONER CLARK:  This is the software that an

1    ALEC would buy from Harbinger?

2              THE WITNESS:  Yes.  Okay.  The first thing I

3    would like to show you is a resale order, and say that I

4    have chosen to convert my service to an ALEC, and I will

5    show you how I could do that using this PC-based EDI

6    ordering package.

7              The first thing I have to do is create a purchase

8    order number, and that's whatever the ALEC wants it to be.

9    The purchase order date is populated by the system and then

10   the local billing account number is 404-355-1568, my home

11   telephone number.  The asterisks on this form indicate that

12   a particular field is required on the order, and those

13   requirements are established by the Ordering and Billing

14   Forum, one of the industry standard setting bodies that has

15   been addressing local ordering as it has done for access

16   ordering in the past.

17             Now, you will notice across the top there are a

18   number of tabs and these correspond to the ordering forms

19   developed by the OBF, and there are a couple of these.

20             COMMISSIONER CLARK:  (Inaudible.  Microphone

21   off.)

22             THE WITNESS:  Ordering and Billing Forum, the

23   industry standard group.  The next LSR form has some

24   information I need to fill in.  The account activity -- I'm

25   going to do a conversion as is, but you can look and see

1    that restoring service, suspending service, moving, new

2    installations, outside moves, all of the types of ordering

3    activity that the OBF has agreed upon are possibilities. I

4    am going to select conversion as is. I am going to indicate

5    that it is a resale request. The service center, we would

6    indicate the local carrier service center.

7           This particular order is one that will flow

8    through the EDI translator into the LEO data base to the

9    local exchange service order generator and will mechanically

10   flow into the service order control system. But we indicate

11   a service center to associate it with the local carrier

12   service center just in case for whatever reason there needs

13   to be a local contact on the order.

14          All right. The billing account number would be

15   my -- as an ALEC, billing account number. A service order

16   code indicating the type of service and my desired due date.

17          Now, I am switching this service as is. I don't

18   require a premises visit, I don't require any work. So that

19   follows a very simple business rule. And a set of these

20   rules have been provided to the ALECs. If you get the order

21   to me by 3:00 o'clock today, it's a same day due date. If

22   you get the order to me after 3:00 o'clock, it's a tomorrow

23   due date.

24          So, unfortunately, it's after 3:00 o'clock, so we

25   are going to put tomorrow as the desired due date. The only

1 information that's required in this form is a tax exempt

2 status. And you will notice on here there are a few items

3 of information that pertain to the CLEC. It would be a

4 very simple matter for the CLEC to create just a little

5 program that would automatically populate those fields in

6 these forms for them. So you will see there are very few

7 things we have to fill in here, but even some of those can

8 be eliminated with just a little work on the CLEC's part.

9             All right. The end user form -- I will have a

10 company code that is assigned by Bellcore. As I have set

11 myself up as a CLEC, one of the things I did is obtained a

12 company code from Bellcore.

13             And this would be a good place. Do you still

14 have my customer service record up? Remember, earlier on

15 the notepad when we made a copy of my customer service

16 record. Now at this point I could I could retype that

17 information if I chose, or could I just highlight it and

18 drop it electronically into the end user box. And that

19 eliminates the potential for writing it incorrectly, for

20 example.

21             Typically, what happens when a BellSouth service

22 representative -- the BellSouth service representative

23 usually has a customer record screen up at the same time

24 they have an ordering screen up. And in my experience they

25 just retype the information, they don't consider that an

1    undue hardship.  But for those who think that it might be,

2    it can certainly be moved this way.

3            And what I'm showing you is that in a very, very

4    simple manner without any extensive effort on the part of

5    the CLEC that information can be moved from one application

6    to the other, and they are both up simultaneously.  If a

7    CLEC chose to do so, and was willing to undertake some

8    customization on their side of the interface, they could

9    actually get to the underlying LENS data without seeing it

10   the way it's presented on the screen.  Just have it come

11   through the interface in what I think of as its raw data

12   form and develop programs on its side that would just take

13   it and put it into its ordering forms, however they chose to

14   do that.

15           All right.  At this point we are just ready to

16   move on and indicate that this is a resale activity, we are

17   required to put in a reference number and a class of

18   service.  And at the line level we are showing that it is a

19   conversion as is, and we are ready -- wait, we have to put

20   in the telephone number.  And then we are just ready to move

21   on.

22           At this point I have an option with this

23   particular package.  I have an option of queuing this

24   document.  Now this document is being done off-line; it's

25   just being done on the PC.  The software is loaded on the PC

1   and I can queue this document so that I can send them all at

2   once, or I can have it sent immediately.  And no matter how

3   I'm sending it, it's being routed through the Harbinger's --

4   what is known as the value added network.  It's a service

5   they provide.  It's why they call it a value added network.

6   They take information from the trading partners and exchange

7   it.  And it would come to BellSouth's EDI translator.

8           There is a validation that is occurring in this

9   software at this point to make sure that they have the

10  information that is supposed to be there.  And when that

11  validation is completed I will have a copy of this order in

12  my system, I will be able to look for -- now I got a message

13  back saying that I had no errors, and that's why I say that

14  Mr. Wood does a wonderful job of playing the role of the

15  service representative.

16          COMMISSIONER DEASON:  What is being validated,

17  just that there is the correct type information in every

18  field that requires certain information?

19          THE WITNESS:  Yes.

20          COMMISSIONER DEASON:  And that it was a valid

21  number that you were working from and that sort of thing, or

22  I guess it wouldn't even let you get into the system if you

23  didn't enter a valid telephone number to begin with?

24          THE WITNESS:  Well, in this system it's not --

25  you are not going on-line into the data base.  I mean, this

1   is a way of filling out an ordering document, but the first

2   system that we looked at, the LENS system, is going into the

3   data base, and so you have already validated that address,

4   you have already validated your information that way by what

5   you see on the customer service record.

6           COMMISSIONER DEASON:  So, this is basically

7   filling out an order form.  You have not sent the order in

8   yet, but it's saying that this order form has been filled

9   out correctly?

10          THE WITNESS:  Right.  For this particular type of

11  service.  Now, I will receive -- if I actually sent this

12  document, which I'm not, I'm not going to change my service

13  to the CLEC testing company I think we are using.

14          I could check, first of all, for what is known as

15  a functional acknowledgment.  And I would just get an

16  indicator in the column that we are pointing there saying --

17  and that's an acknowledgment that BellSouth's EDI translator

18  has received this.  Yes, I have it, I am routing it through

19  my system.  I can check for completion notification, I can

20  check for a firm order confirmation.  So there is status,

21  there is provisioning information in addition to ordering

22  information that comes across this interface.

23          I think that's all controlled by the type of

24  transaction sets that have been assigned by the industry.

25  And I can show you an example of one of those.  A firm order

1    confirmation for a print order that we actually did send in

2    earlier.  And it returns the information that has been

3    agreed upon as being the necessary information that needs to

4    be exchanged.

5             Okay.  I think what I would like to do now is

6    show you kind of the same process but for an order involving

7    unbundled network elements.  And I can do that -- it's a

8    little more involved than a switch as is, so what I would

9    like to do is take an order that we have already filled out

10   and just kind of briefly point through it.  And this is an

11   order that involves number portability.

12            And, again, you will see that some of the

13   information is the same as on the resale order.  The types

14   of basic information you need to provide, purchase order

15   number, date, et cetera, again, defined by the Ordering and

16   Billing Forum.

17            And, again, you choose your account activity, the

18   types of information you are providing, your tax exempt

19   status, put in your end user information, and then the

20   differences you see are that where before we had two retail

21   tabs, we now have two labs labelled UNE, or unbundled

22   network element tabs.

23            And we have put in the class of service for the

24   TMPRL, the class of service for interim number portability,

25   we have shown that we want four paths for the ported number

1  to let it work with additional features in the central

2  office.  Put in the information about what number we were

3  forwarding to, that would be the number in a facility-based

4  ALEC switch.  What type of number portability was being

5  provided.

6          And, let's see, I think at this point we have

7  some feature information that needs to be put in.  We are

8  showing that we have type of USOC information.  And, again,

9  I don't want to take you -- I don't know if I made this

10  disclaimer earlier, I am not a service rep, either.  I can't

11  off the top of my head pull out each and every code that

12  needs to be put on various types of orders.  This is just to

13  give an idea of how even the smallest CLEC can take

14  advantage of the industry standard ordering formats and

15  industry standard EDI transmission methods that the industry

16  has recommended that ALECs use for their local ordering.

17          And here you will see that we have -- for each

18  order we have a history associated with it.  We will show

19  that we received a functional acknowledgment.  We can check,

20  there is a report that we can ask for if there are any

21  functional acknowledgements for documents we sent that were

22  expecting, we can check to make sure that we have them all.

23  We call that a delinquency report, and we find we have none

24  delinquent.  That lets me as an ALEC be certain that my

25  orders just aren't going into limbo someplace.  If I send

1 one it would tell me if there were any that I haven't

2 received word back on, so it let's me manage that ordering

3 process.

4                CHAIRMAN JOHNSON:  I'm sorry, I'm not

5 understanding this.  This is what -- the ALEC can check on

6 the status of his or her order, or is this for the incumbent

7 to --

8                THE WITNESS:  Okay.  What happens is, when the

9 ALEC sends the order over, they are expecting to get -- the

10 very first thing they are expecting to get back is an

11 acknowledge from my EDI translator that, yes, I got it, it's

12 here, and it's fine, and I'm working on it.  It's going

13 through my system.

14                So by checking for those functional

15 acknowledgements, making sure that they got all the ones

16 they were expecting to get, they are making sure that all of

17 their orders came cross the interface correctly.  That there

18 is nothing they sent that we for some reason didn't receive.

19 It's just a way of managing that status information.

20                And, again, I guess I should point out that there

21 has been some discussion about whether an ALEC can view what

22 they have already done on an order, and with the tab-based

23 system that we have here, they are able just to navigate

24 around the order, go back and make changes if the customer

25 happens to be changing their mind in the context of the

1    order.

2           All right.  At this point what I would like to do

3    is briefly, I promise briefly, briefly take a look at the

4    trouble reporting system, the TAFI system.  And I'm just

5    going to hit really some of the highlights of that.  And the

6    very key point with TAFI is that this is the same thing that

7    a BellSouth repair attendant sees.

8           We have made the full functionality of TAFI

9    available to CLECs, and we have actually done it in a way

10   that combines residence and business together.  It's not

11   combined for BellSouth, but CLECs have indicated to us that

12   they would like to have a single system for residence and

13   business.  So while we have ours separate, we put all that

14   functionality together in a single interface for them.

15          And TAFI is an expert system, it has artificial

16   intelligence.  It leads the repair attendant through the

17   repair call.  It asks questions, presents a script for the

18   repair attendant to follow.  And that script changes

19   depending on what the answers to the previous questions are.

20          The repair attendant will input, you know, the

21   customer has no dial tone, for example, problems with

22   outgoing calls.  With no dial tone, then TAFI says tell me

23   more about no dial tone.  Is it all the time, is it

24   sometimes, can you ever get it, tell me what your

25   experiencing.

1          TAFI will take the repair attendant, whether a

2    BellSouth repair attendant or the CLEC attendant through

3    this entire flow.  And if we could switch on the screen to

4    the right, to just show you what is going on behind the

5    scenes with TAFI, TAFI is interacting with a number of

6    BellSouth systems.  TAFI would actually launch what we call

7    a loop test if there were dial tone problems by looking at

8    Predictor or MARCH, they are looking at -- TAFI is looking

9    at what features are programmed for the customer in the

10   switch, and all of that interaction is available to the

11   CLECs, too.

12         Again, the full functionality of TAFI that is

13   available to a BellSouth retail repair attendant is

14   available to the CLEC using TAFI.  They see the same

15   information, they get the same series of questions, the

16   functioning is just the same.

17         Okay.  The other thing I wanted to point out

18   about TAFI is that in the upper right-hand corner there is

19   maintenance history that is available there to the CLEC on

20   the same basis that it is to BellSouth.  It tells how long

21   it has been since the last trouble.  It just provides,

22   again, the information and functions that are available to

23   BellSouth's retail repair attendants.

24         This concludes the actual live demonstrations of

25   the systems I wanted to show you.  My purpose in doing this

1 is to show you that BellSouth has made available the

2 information and functions and its operational support

3 systems to ALECs in substantially the same time and manner

4 that BellSouth has them available for its retail operations.

5 I thank you very much for your attention.

6 CHAIRMAN JOHNSON: Thank you.

7 COMMISSIONER KIESLING: I have a question. There

8 is one more slide in our packet that's going to go up over

9 there. What does that have to do with?

10 THE WITNESS: Thank you. Okay. And I promise

11 you that I'm not going try to cover everything in this

12 slide. This is just to show you that what I have

13 demonstrated for you is a very small piece of what BellSouth

14 has provided overall.

15 I have shown you, for example, that we have

16 provided the LENS system and the EDI system. There has been

17 a huge effort in terms of establishing local carrier service

18 centers. And I have shown you TAFI. I have talked a little

19 bit about the electronic bonding interface, that that is

20 available. Complex orders are handled for BellSouth's

21 retail customers and for CLECs in an account team

22 environment, and those account teams have been put in place

23 to support CLECs.

24 The EXACT system that I mentioned earlier is

25 available for ordering unbundled -- other unbundled network

1    elements.  There is a dedicated UNE repair center.  The

2    point of this chart, and I know it looks very dizzy, is that

3    there has been a tremendous level of activity and support.

4    And I wanted to try to place these interfaces in the context

5    of everything that has gone on.  Thank you.

6              CHAIRMAN JOHNSON:  Thank you.  So that concludes

7    your oral presentation?

8              THE WITNESS:  Yes, it does.

9              CHAIRMAN JOHNSON:  Would you still need to make

10   any more summary, or will you be available for cross?

11             THE WITNESS:  That concludes my summary.

12             MR. ELLENBERG:  She is available for cross.

13             CHAIRMAN JOHNSON:  Okay.  We will reconvene

14   tomorrow at 9:00 o'clock to begin your cross.  And we will

15   -- tomorrow we may go late.  No later than 8:00, but we may

16   go up until 8:00 tomorrow night.

17             MR. MELSON:  Chairman Johnson, I understand that

18   BellSouth is willing to keep the LENS demonstration

19   available tomorrow so that during cross we could use it.  I

20   frankly would like to ask the Commission's preference.  I

21   can do my cross either looking at some of the LENS screens

22   or without looking at them.  I think looking at them is

23   going to give a little better understanding.  It may take a

24   little more time, but that's the approach I would prefer.

25   I'm a visual sort of person, and it makes more sense to me

1    when I see it at the same time I'm hearing it.

2         CHAIRMAN JOHNSON:  I think that will be help with

3    the process, so we can accommodate that.  This will be set

4    up before -- or right as 8:30, you all can get in and set

5    this up again?

6         MR. ELLENBERG:  That's correct.  With one

7    clarification, we are not going to have the screen to your

8    right available.  It will block the view of the witness and

9    create strange cross.

10        CHAIRMAN JOHNSON:  Okay.  Thank you.  We are

11   adjourned for today.

12        MS. WHITE:  Excuse me, one more housekeeping

13   item.  I'm sorry.  Nancy White.  We have got a complete set

14   of Ms. Calhoun's late-filed exhibits hopefully corrected.

15   We will give those out to the parties now so that they will

16   have them tonight to look at.  As well as the charts that

17   were attached to the August 15th, 1997 LCSC report, that is

18   was made a part of, I believe, or we were identifying it as

19   part of one of the earlier exhibits.

20        CHAIRMAN JOHNSON:  Which exhibit?

21        MR. MELSON:  21.

22        MS. WHITE:  21.  We will give that to the

23   parties, as well.

24        CHAIRMAN JOHNSON:  Thank you.  We are adjourned

25   for the evening.

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 1              (Transcript continued in sequence with

 2    Volume 11.)

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