

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of
BellSouth Telecommunications,
Inc.'s entry into interLATA
services pursuant to Section 271
of the Federal
Telecommunications Act of 1996.
(Third Party OSS Testing)

DOCKET NO. 960786B-TL

In re: Petition of Competitive
Carriers for Commission action
to support local competition in
BellSouth Telecommunications,
Inc.'s service territory.

DOCKET NO. 981834-TP
ORDER NO. PSC-02-0450-PCO-TP
ISSUED: April 3, 2002

The following Commissioners participated in the disposition of
this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY

ORDER APPROVING REVISION TO MASTER TEST PLAN

BY THE COMMISSION:

On December 10, 1998, the Florida Competitive Carriers Association (FCCA), the Telecommunications Resellers, Inc. (TRA), AT&T Communications of the Southern States, Inc. (AT&T), MCImetro Access Transmission Services, LLC (MCImetro), Worldcom Technologies, Inc. (Worldcom), the Competitive Telecommunications Association (Comptel), MGC Communications, Inc. (MGC), and Intermedia Communications Inc. (Intermedia) (collectively, "Competitive Carriers") filed their Petition of Competitive Carriers for Commission Action to Support Local Competition in BellSouth's Service Territory.

On December 30, 1998, BellSouth Telecommunications, Inc. (BellSouth) filed a Motion to Dismiss the Petition of the Competitive Carriers for Commission Action to Support Local Competition in BellSouth's Service Territory. BellSouth requested

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that we dismiss the Competitive Carriers' Petition with prejudice. On January 11, 1999, the Competitive Carriers filed their Response in Opposition to BellSouth's Motion to Dismiss. By Order No. PSC-99-0769-FOF-TP, issued April 21, 1999, we denied BellSouth's Motion to Dismiss. In addition, we denied the Competitive Carriers' request to initiate a rulemaking proceeding to establish expedited dispute resolution procedures for resolving interconnection agreement disputes. We also directed our staff to provide more specific information and rationale for its recommendation on the remainder of the Competitive Carriers' Petition.

On May 26, 1999, we issued Order No. PSC-99-1078-PCO-TP which granted, in part, and denied, in part, the petition of the Florida Competitive Carriers' Association to support local competition in BellSouth's service territory. Specifically, we established a formal administrative hearing process to address unbundled network elements (UNE) pricing, including UNE combinations and deaveraged pricing of unbundled loops. We also ordered that Commissioner and staff workshops on Operations Support Systems (OSS) be conducted concomitantly in an effort to resolve OSS operational issues. We stated that the request for third-party testing (TPT) of OSS was to be addressed in these workshops. These workshops were held on May 5-6, 1999. We also ordered a formal administrative hearing to address collocation and access to loop issues, as well as costing and pricing issues.

On May 28, 1999, FCCA and AT&T filed a Motion for Independent Third-Party Testing of BellSouth's OSS. BellSouth filed its Response to this Motion by the FCCA and AT&T on June 16, 1999. That same day, FCCA and AT&T filed a Supplement to the Motion for Third-Party Testing. On June 17, 1999, ACI Corp. (ACI) filed a Motion to Expand the Scope of Independent Third-Party Testing. On June 28, 1999, BellSouth responded to the Supplement filed by FCCA and AT&T. On June 29, 1999, BellSouth responded to ACI's Motion to Expand the Scope of Independent Third-Party Testing. By Order No. PSC-99-1568-PAA-TP, issued August 9, 1999, we denied the motion. Upon our own motion, we decided to proceed with Phase I of third-party testing of BellSouth's OSS. Phase I of third-party testing required a third party, in this case KPMG Consulting LLC, to develop a Master Test Plan (MTP) that would identify the specific testing activities necessary to demonstrate nondiscriminatory access and parity of BellSouth's systems and processes.

By Order No. PSC-00-0104-PAA-TP, issued January 11, 2000, we approved the KPMG MTP and initiated Phase II of third-party testing of BellSouth's OSS. On February 8, 2000, by Order No. PSC-00-0260-PAA-TP, we approved interim performance metrics to be used during the course of testing to assess the level of service BellSouth is providing to ALECs. By Order No. PSC-00-0563-PAA-TP, issued March 20, 2000, we approved the retail analogs/benchmarks and the statistical methodology that will be used during the OSS third-party testing.

By Order No. PSC-00-2451-PAA-TP, issued December 20, 2000, we approved revised interim performance metrics, benchmarks and retail analogs to be used during the third-party OSS testing. The revised interim metrics were ordered to address several changes made to BellSouth's initial set of interim metrics approved by Order No. PSC-00-0260-PAA-TP. The revised interim metrics included corrections to the business rules used to calculate the metrics and additional levels of detail allowing the metrics to capture BellSouth's performance on newer services such as Local Number Portability (LNP). Since Order No. PSC-00-2451-PAA-TP, BellSouth has issued additional changes to its revised interim metrics in other jurisdictions. By Order No. PSC-01-1428-PAA-TL, issued July 3, 2001, we approved additional changes to update metrics and retail analogs and provide additional levels of disaggregation.

On March 7, 2002, BellSouth sent a letter notifying this Commission and KPMG Consulting that BellSouth was retiring its RoboTAG interface and requesting it be removed from the scope of Operations support system testing. BellSouth's letter also stated it was working with the five CLECs who use the RoboTAG interface to assist them with transition options.

On March 19, 2002, BellSouth Interconnection Services issued Carrier Notification Letter SN91082941 providing formal notice to CLECs that it would no longer enter into new contracts for the use of RoboTAG. The Carrier Notification Letter also stated that BellSouth has developed migration options for CLECs currently using RoboTAG. BellSouth also states in the letter that it will transition toward retirement of the RoboTAG graphical user interface (GUI) software in accordance with existing interconnection agreements of those CLECs using it.

It is noteworthy that BellSouth continues to offer the core TAG functionality that RoboTAG utilized, as well as both the EDI and LENS interfaces for CLEC ordering. Presently, the majority of electronic CLEC orders are placed through these systems. These three ordering interfaces are being thoroughly tested, as required by the Master Test Plan.

Prior to BellSouth's decision, RoboTAG had provided CLECs with an off-the-shelf option for interfacing with the TAG ordering system. While the federal Telecommunications Act does not specifically address the cost issue, we acknowledge that BellSouth's internet-based LENS system is still an option for CLEC ordering.

According to BellSouth, five CLECs presently use RoboTAG, generating approximately 7,000 local service orders (LSRs) per month. In comparison, BellSouth processes a combined monthly total of approximately 450,000 mechanized LSRs from all interface types. According to BellSouth's March 19, 2002 announcement, RoboTAG will continue to be offered to CLECs by an arrangement with outside service providers. Therefore, the change proposed by BellSouth should not cause undue disruption to the five affected CLECs.

Therefore, upon consideration of the foregoing, the Master Test Plan shall be revised to omit planned testing of the RoboTAG ordering interface. In keeping with our expressed intention of testing all BellSouth Operating Support Systems offered for use by CLECs, it is no longer relevant to conduct the RoboTAG-related testing elements of the MTP.

We note that our authority to take this action arises from state and federal law. Section 271(a) of the Telecommunications Act of 1996 provides that a Regional Bell Operating Company may not provide interLATA services except as provided in Section 271. Section 271(d) of the Act provides, in part, that prior to making a determination under Section 271, the Federal Communications Commission (FCC) shall consult with the State commission of any State that is the subject of a Section 271 application in order to verify the compliance of the RBOC with requirements of Section 271(c). In addition, Section 120.80(13)(d), Florida Statutes, provides that this Commission can employ processes and procedures as necessary in implementing the Act. Therefore, this Commission

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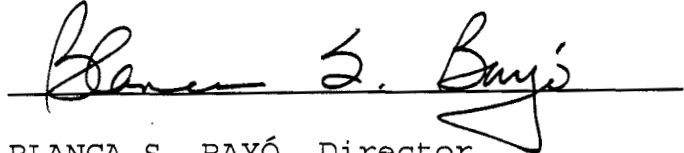
has jurisdiction in evaluating BellSouth's OSS through third-party testing, which will enable it to consult with the FCC when BellSouth requests 271 approval from the FCC.

It is therefore

ORDERED by the Florida Public Service Commission that the Master Test Plan for testing BellSouth Telecommunications, Inc.'s Operations Support Systems is hereby revised as set forth in the body of this Order. It is further

ORDERED that these dockets shall remain open pending completion of the testing of BellSouth Telecommunications, Inc.'s Operations Support Systems.

By ORDER of the Florida Public Service Commission this 3rd Day of April, 2002.



BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code, if issued by a Prehearing Officer; (2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or (3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Director, Division of the Commission Clerk and Administrative Services, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.