

September 16, 1997

Ms. Blanca Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Docket No. 960786-TL - In Re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996.

Dear Ms. Bayo:

Enclosed for filing in the above-referenced proceeding is AT&T's Late-Filed Hearing Exhibit No. 121, consisting of BellSouth's responses to AT&T's First and Second Set of Interrogatories and excerpts from BellSouth's responses to AT&T's First Request for Production of Documents. AT&T received many of the responses from BellSouth late in the day on September 15, 1997, and therefore could not file them yesterday as requested by Staff.

Copies of the foregoing are being served on all parties of record in accordance with the attached Certificate of Service and will be hand-delivered to BellSouth today.

Sincerely,



- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG 2 \_\_\_\_\_
- LIN 5 + org \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC 1 \_\_\_\_\_
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

09450 SEP 17 97

FPSC-RECORDS/REPORTING

**CERTIFICATE OF SERVICE**

**DOCKET NO. 960786-TL**

I HEREBY CERTIFY that a true copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties of record this 16 day of September, 1997:

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Marsha E. Rule

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Request for  
Production of Documents  
August 11, 1997  
Item No. 1  
Page: 1 of 1

**REQUEST:** Please produce copies of all documents that discuss the status of orders received from CLECs by BellSouth from January 1, 1997 to the present for Florida and for the BellSouth region. For purposes of this request, "status" includes, for a particular time period:

- (a) the number of CLEC order completed;
- (b) the number of CLEC orders pending; and
- (c) the number of CLEC orders rejected.

**RESPONSE:** (a) Please see BellSouth's response to AT&T's 1st Request for documents Item No. 8.

(b) BellSouth does not capture the information with which to respond to this request.

(c) BellSouth does not capture the information with which to respond to this request.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

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BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Request for  
Production of Documents  
August 11, 1997  
Item No. 8  
Page: 1 of 1

REQUEST: Produce copies of documents to reflect service order activity, etc.

RESPONSE: These reports begin in January of 1997.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

Unbundled Loop Orders Recvd

This report answers Item #8a. Directly below is the count of UNE Loop orders by processors. See not below for more detail.

Order Date	AA	CH	FL	GA	
07-Jan-97			1		
08-Jan-97			6		
14-Jan-97			6		
15-Jan-97			1		
17-Jan-97			1		
18-Jan-97			1		
21-Jan-97			1	1	
22-Jan-97				1	
24-Jan-97			1	1	
25-Jan-97			3		
27-Jan-97	2		5		
28-Jan-97			3		
29-Jan-97			2		
30-Jan-97			2		
31-Jan-97	2			2	
03-Feb-97				7	
04-Feb-97				1	
05-Feb-97			3		
06-Feb-97			2	3	
07-Feb-97				3	
11-Feb-97				1	
12-Feb-97				2	
13-Feb-97				1	
14-Feb-97			1	2	
18-Feb-97			3	1	
19-Feb-97			1	3	
20-Feb-97				1	
21-Feb-97			5		
22-Feb-97	2		1		
24-Feb-97			2	1	
25-Feb-97			4		
26-Feb-97			1		
28-Feb-97			3	1	
03-Mar-97					1
04-Mar-97	2		1		
05-Mar-97	1		3	2	
06-Mar-97	3		1	1	

1  
6  
6  
1  
1  
1  
2  
1  
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3  
6  
5

Unbundled Loop Orders Recvd

07-Mar-97	1	1						2
10-Mar-97		2						6
11-Mar-97		1						7
12-Mar-97								8
13-Mar-97	2	1						5
14-Mar-97		1						2
15-Mar-97	1							5
17-Mar-97		1						2
18-Mar-97		2						5
19-Mar-97								3
20-Mar-97		1					1	4
21-Mar-97	1	1						3
22-Mar-97								2
24-Mar-97								1
25-Mar-97	5							11
26-Mar-97	2	1						7
27-Mar-97	2							4
28-Mar-97								5
29-Mar-97								3
31-Mar-97	1							7
01-Apr-97							1	2
02-Apr-97			1				1	13
03-Apr-97							6	3
04-Apr-97	4							8
05-Apr-97	1						4	5
06-Apr-97								1
07-Apr-97			2					3
08-Apr-97			2					8
09-Apr-97	1		5					12
10-Apr-97	2							8
11-Apr-97			9					10
12-Apr-97								2
13-Apr-97								4
14-Apr-97	1		4					9
15-Apr-97	2		3					14
16-Apr-97	1		1					6
17-Apr-97			1					8
18-Apr-97	1		5					17
19-Apr-97	4							12

Unbundled Loop Orders Recvd

20-Apr-97	3			1			4
21-Apr-97				3		3	6
22-Apr-97	1					2	10
23-Apr-97				3		5	6
24-Apr-97	2					1	8
25-Apr-97	2			2		4	5
26-Apr-97						2	2
28-Apr-97	1					4	4
29-Apr-97	2					4	3
30-Apr-97	1			2		4	2
01-May-97				1		4	4
02-May-97				3		1	4
03-May-97						1	
05-May-97	4			5		3	3
06-May-97	1			5		4	5
07-May-97				1		1	3
08-May-97				2	2	1	2
09-May-97							1
10-May-97				1		2	3
12-May-97	1			3			1
13-May-97	3			2		2	4
14-May-97	6					3	4
15-May-97	3					1	10
16-May-97	2			8		1	8
17-May-97	2			2		2	10
18-May-97	1			2	7	1	2
19-May-97	1			2		1	3
20-May-97	9			2		2	3
21-May-97	11			6		1	1
22-May-97	11			3		2	2
23-May-97	7			1			2
24-May-97	3						
27-May-97	2					4	3
28-May-97	3			2		1	2
29-May-97	1			2		1	
30-May-97				2		2	
02-Jun-97	1			1			
03-Jun-97	4			1	3		1
04-Jun-97	2			1	1	7	3



Unbundled Loop Orders Recvd

05-Jun-97	4		2		5	7	18
06-Jun-97	4					6	13
09-Jun-97	1				5	4	12
10-Jun-97	2					3	9
11-Jun-97	1		3		2	4	14
12-Jun-97	2				3	6	15
13-Jun-97					1	7	10
14-Jun-97						1	4
15-Jun-97	1						3
16-Jun-97						4	12
17-Jun-97	3		2		1	6	14
18-Jun-97						6	9
19-Jun-97	3		2		1	9	19
20-Jun-97	1		1			6	10
23-Jun-97	6		1		1	7	18
24-Jun-97			2		1	5	10
25-Jun-97	7		3			8	20
26-Jun-97	4		3		2	5	16
27-Jun-97	14		5			12	33
30-Jun-97	4		2			9	17
01-Jul-97	6		3			11	22
02-Jul-97			5		1	4	12
03-Jul-97	2	1				7	12
07-Jul-97	1		1			3	6
08-Jul-97						4	8
09-Jul-97	3		2			3	8
10-Jul-97	2		1			1	4
11-Jul-97	1		2		1	5	10
12-Jul-97						2	2
14-Jul-97						23	28
15-Jul-97						17	19
16-Jul-97	1					15	18
17-Jul-97	1		1		3	7	33
18-Jul-97					1	6	16
19-Jul-97						7	7
21-Jul-97						5	16
22-Jul-97	1		2			9	16
23-Jul-97	2		1			12	16
24-Jul-97	4					11	17

Unbundled Loop Orders Recvd

25-Jul-97	1		1	3	1		18	24
26-Jul-97				5			4	9
28-Jul-97	2			2	7		6	17
29-Jul-97	4		2	1	8		12	27
30-Jul-97	3		1		24		4	32
31-Jul-97					14		9	23
	225	1	225	51	378	81	519	1480

Note: Below is a list of orders, by date, and the type of loop along with the number of loops associated with each order

Number of orders for Unbundled Loops Issued since January (Includes Items Per Order and Total Items) for all order types (N,D,C,F,T,R)

Issue Date	Class	Descrip	No. Orders	No. Items	Total
07-Jan-97	UEA	Unbundled Exchange Access Loop	1	9	9
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	10	10
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	19	19
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	20	20
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	5	5
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	6	6
08-Jan-97	UEA	Unbundled Exchange Access Loop	1	8	8
14-Jan-97	UEA	Unbundled Exchange Access Loop	1	22	22
14-Jan-97	UEA	Unbundled Exchange Access Loop	5	24	120
15-Jan-97	UEA	Unbundled Exchange Access Loop	1	3	3
17-Jan-97	UEA	Unbundled Exchange Access Loop	1	3	3
18-Jan-97	UEA	Unbundled Exchange Access Loop	1	1	1
21-Jan-97	UEA	Unbundled Exchange Access Loop	1	8	8
21-Jan-97	UEA	Unbundled Exchange Access Loop	1	2	2
22-Jan-97	UEA	Unbundled Exchange Access Loop	1	1	1
24-Jan-97	UEA	Unbundled Exchange Access Loop	1	2	2
24-Jan-97	UEA	Unbundled Exchange Access Loop	1	7	7
25-Jan-97	UEA	Unbundled Exchange Access Loop	1	16	16
25-Jan-97	UEA	Unbundled Exchange Access Loop	1	4	4
25-Jan-97	UEA	Unbundled Exchange Access Loop	1	7	7
27-Jan-97	UEA	Unbundled Exchange Access Loop	2	7	14
27-Jan-97	UEA	Unbundled Exchange Access Loop	1	28	28
27-Jan-97	UEA	Unbundled Exchange Access Loop	1	8	8
27-Jan-97	UEA	Unbundled Exchange Access Loop	1	16	16
27-Jan-97	UEA	Unbundled Exchange Access Loop	1	1	1

Unbundled Loop Orders Recvd

27-Jan-97	UEA	Unbundled Exchange Access Loop	1	2	2
28-Jan-97	UEA	Unbundled Exchange Access Loop	2	10	20
28-Jan-97	UEA	Unbundled Exchange Access Loop	1	23	23
29-Jan-97	UEA	Unbundled Exchange Access Loop	2	45	90
30-Jan-97	UEA	Unbundled Exchange Access Loop	1	16	16
30-Jan-97	UEA	Unbundled Exchange Access Loop	1	20	20
31-Jan-97	UEA	Unbundled Exchange Access Loop	4	1	4
03-Feb-97	UEA	Unbundled Exchange Access Loop	1	5	5
03-Feb-97	UEA	Unbundled Exchange Access Loop	2	1	2
03-Feb-97	UEA	Unbundled Exchange Access Loop	4	2	8
04-Feb-97	UEA	Unbundled Exchange Access Loop	1	2	2
05-Feb-97	UEA	Unbundled Exchange Access Loop	2	2	4
05-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
06-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
06-Feb-97	UEA	Unbundled Exchange Access Loop	1	2	2
06-Feb-97	UEA	Unbundled Exchange Access Loop	2	3	6
06-Feb-97	UEA	Unbundled Exchange Access Loop	1	5	5
07-Feb-97	UEA	Unbundled Exchange Access Loop	2	3	6
07-Feb-97	UEA	Unbundled Exchange Access Loop	1	4	4
11-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
12-Feb-97	UEA	Unbundled Exchange Access Loop	1	2	2
12-Feb-97	UEA	Unbundled Exchange Access Loop	1	4	4
13-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
14-Feb-97	UEA	Unbundled Exchange Access Loop	1	24	24
14-Feb-97	UEA	Unbundled Exchange Access Loop	1	3	3
14-Feb-97	UEA	Unbundled Exchange Access Loop	1	5	5
18-Feb-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
18-Feb-97	UDN	Unbundled Two-Wire ISDN Loop	1	3	3
18-Feb-97	UEA	Unbundled Exchange Access Loop	2	1	2
19-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
19-Feb-97	UEA	Unbundled Exchange Access Loop	1	4	4
19-Feb-97	UEA	Unbundled Exchange Access Loop	2	5	10
20-Feb-97	UEA	Unbundled Exchange Access Loop	1	6	6
21-Feb-97	UEA	Unbundled Exchange Access Loop	2	24	48
21-Feb-97	UEA	Unbundled Exchange Access Loop	1	52	52
21-Feb-97	UEA	Unbundled Exchange Access Loop	1	11	11
21-Feb-97	UEA	Unbundled Exchange Access Loop	1	10	10
21-Feb-97	UEA	Unbundled Exchange Access Loop	1	10	10
22-Feb-97	UEA	Unbundled Exchange Access Loop	1	10	10
22-Feb-97	UEA	Unbundled Exchange Access Loop	1	2	2

Unbundled Loop Orders Recvd

22-Feb-97	UEA	Unbundled Exchange Access Loop	1	1	1
24-Feb-97	UEA	Unbundled Exchange Access Loop	2	2	4
24-Feb-97	UEA	Unbundled Exchange Access Loop	1	7	7
25-Feb-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
25-Feb-97	UEA	Unbundled Exchange Access Loop	1	16	16
25-Feb-97	UEA	Unbundled Exchange Access Loop	1	20	20
25-Feb-97	UEA	Unbundled Exchange Access Loop	1	8	6
26-Feb-97	UEA	Unbundled Exchange Access Loop	1	13	13
28-Feb-97	UEA	Unbundled Exchange Access Loop	1	11	11
28-Feb-97	UEA	Unbundled Exchange Access Loop	1	4	4
28-Feb-97	UEA	Unbundled Exchange Access Loop	1	20	20
28-Feb-97	UEA	Unbundled Exchange Access Loop	1	2	2
03-Mar-97	UEA	Unbundled Exchange Access Loop	1	3	3
04-Mar-97	UEA	Unbundled Exchange Access Loop	3	1	3
05-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
05-Mar-97	UEA	Unbundled Exchange Access Loop	1	13	13
05-Mar-97	UEA	Unbundled Exchange Access Loop	2	2	4
05-Mar-97	UEA	Unbundled Exchange Access Loop	1	20	20
05-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
06-Mar-97	UEA	Unbundled Exchange Access Loop	2	3	6
06-Mar-97	UEA	Unbundled Exchange Access Loop	1	5	5
06-Mar-97	UEA	Unbundled Exchange Access Loop	1	23	23
06-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
07-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
07-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	16	16
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	3	3
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	4	4
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
10-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
11-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
11-Mar-97	UEA	Unbundled Exchange Access Loop	1	9	9
11-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
11-Mar-97	UEA	Unbundled Exchange Access Loop	1	4	4
11-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
11-Mar-97	UEA	Unbundled Exchange Access Loop	2	3	6
12-Mar-97	UEA	Unbundled Exchange Access Loop	7	1	7
12-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2

Unbundled Loop Orders Recvd

13-Mar-97	UEA	Unbundled Exchange Access Loop	2	1	2
13-Mar-97	UEA	Unbundled Exchange Access Loop	2	3	6
13-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
14-Mar-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
14-Mar-97	UEA	Unbundled Exchange Access Loop	1	5	5
15-Mar-97	UEA	Unbundled Exchange Access Loop	3	6	18
15-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
15-Mar-97	UEA	Unbundled Exchange Access Loop	1	21	21
17-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
17-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
18-Mar-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
18-Mar-97	UEA	Unbundled Exchange Access Loop	1	10	10
18-Mar-97	UEA	Unbundled Exchange Access Loop	1	22	22
18-Mar-97	UEA	Unbundled Exchange Access Loop	1	5	5
19-Mar-97	UEA	Unbundled Exchange Access Loop	1	16	16
19-Mar-97	UEA	Unbundled Exchange Access Loop	1	18	18
19-Mar-97	UEA	Unbundled Exchange Access Loop	1	19	19
20-Mar-97	UEA	Unbundled Exchange Access Loop	1	4	4
20-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
20-Mar-97	UEA	Unbundled Exchange Access Loop	1	3	3
20-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
21-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
21-Mar-97	UEA	Unbundled Exchange Access Loop	2	1	2
22-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
22-Mar-97	UEA	Unbundled Exchange Access Loop	1	8	8
24-Mar-97	UEA	Unbundled Exchange Access Loop	1	9	9
25-Mar-97	UEA	Unbundled Exchange Access Loop	5	1	5
25-Mar-97	UEA	Unbundled Exchange Access Loop	3	2	6
25-Mar-97	UEA	Unbundled Exchange Access Loop	2	5	10
25-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
26-Mar-97	UEA	Unbundled Exchange Access Loop	1	18	18
26-Mar-97	UEA	Unbundled Exchange Access Loop	2	9	18
26-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
26-Mar-97	UEA	Unbundled Exchange Access Loop	2	1	2
26-Mar-97	UEA	Unbundled Exchange Access Loop	1	7	7
27-Mar-97	UEA	Unbundled Exchange Access Loop	2	1	2
27-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
27-Mar-97	UEA	Unbundled Exchange Access Loop	1	3	3
28-Mar-97	UEA	Unbundled Exchange Access Loop	4	1	4

Unbundled Loop Orders Recvd

28-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
28-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
29-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
29-Mar-97	UEA	Unbundled Exchange Access Loop	1	14	14
31-Mar-97	UEA	Unbundled Exchange Access Loop	2	3	6
31-Mar-97	UEA	Unbundled Exchange Access Loop	1	6	6
31-Mar-97	UEA	Unbundled Exchange Access Loop	1	8	8
31-Mar-97	UEA	Unbundled Exchange Access Loop	1	1	1
31-Mar-97	UEA	Unbundled Exchange Access Loop	1	14	14
31-Mar-97	UEA	Unbundled Exchange Access Loop	1	2	2
01-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
01-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
02-Apr-97	UEA	Unbundled Exchange Access Loop	3	1	3
02-Apr-97	UEA	Unbundled Exchange Access Loop	3	15	45
02-Apr-97	UEA	Unbundled Exchange Access Loop	4	2	8
02-Apr-97	UEA	Unbundled Exchange Access Loop	2	3	6
02-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
03-Apr-97	UEA	Unbundled Exchange Access Loop	1	29	29
03-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
04-Apr-97	UEA	Unbundled Exchange Access Loop	1	11	11
04-Apr-97	UEA	Unbundled Exchange Access Loop	5	6	30
05-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
05-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
05-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
05-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
06-Apr-97	UEA	Unbundled Exchange Access Loop	1	13	13
07-Apr-97	UEA	Unbundled Exchange Access Loop	1	17	17
07-Apr-97	UEA	Unbundled Exchange Access Loop	1	24	24
07-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
08-Apr-97	UEA	Unbundled Exchange Access Loop	2	4	8
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	24	24
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
08-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
09-Apr-97	UEA	Unbundled Exchange Access Loop	2	3	6
09-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
09-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2

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09-Apr-97	UEA	Unbundled Exchange Access Loop	1	17	17
09-Apr-97	UEA	Unbundled Exchange Access Loop	1	13	13
09-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
09-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
09-Apr-97	UEA	Unbundled Exchange Access Loop	3	7	21
10-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
10-Apr-97	UEA	Unbundled Exchange Access Loop	3	1	3
10-Apr-97	UEA	Unbundled Exchange Access Loop	1	13	13
10-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
10-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
10-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
11-Apr-97	UEA	Unbundled Exchange Access Loop	2	26	52
11-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
11-Apr-97	UEA	Unbundled Exchange Access Loop	6	1	6
11-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
12-Apr-97	UEA	Unbundled Exchange Access Loop	2	2	4
13-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
13-Apr-97	UEA	Unbundled Exchange Access Loop	3	7	21
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	9	9
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	7	7
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
14-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
15-Apr-97	UEA	Unbundled Exchange Access Loop	4	1	4
15-Apr-97	UEA	Unbundled Exchange Access Loop	1	12	12
15-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
15-Apr-97	UEA	Unbundled Exchange Access Loop	5	4	20
15-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
15-Apr-97	UEA	Unbundled Exchange Access Loop	2	9	18
16-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
16-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
16-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
16-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
16-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
16-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4

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17-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
17-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
17-Apr-97	UEA	Unbundled Exchange Access Loop	2	17	34
17-Apr-97	UEA	Unbundled Exchange Access Loop	1	26	26
17-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
17-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
17-Apr-97	UEA	Unbundled Exchange Access Loop	1	9	9
18-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
18-Apr-97	UEA	Unbundled Exchange Access Loop	4	7	28
18-Apr-97	UEA	Unbundled Exchange Access Loop	2	6	12
18-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
18-Apr-97	UEA	Unbundled Exchange Access Loop	1	26	26
18-Apr-97	UEA	Unbundled Exchange Access Loop	1	25	25
18-Apr-97	UEA	Unbundled Exchange Access Loop	1	17	17
18-Apr-97	UEA	Unbundled Exchange Access Loop	4	13	52
18-Apr-97	UEA	Unbundled Exchange Access Loop	1	14	14
19-Apr-97	UEA	Unbundled Exchange Access Loop	5	4	20
19-Apr-97	UEA	Unbundled Exchange Access Loop	2	6	12
19-Apr-97	UEA	Unbundled Exchange Access Loop	1	9	9
19-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
19-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
19-Apr-97	UEA	Unbundled Exchange Access Loop	2	3	6
20-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
20-Apr-97	UEA	Unbundled Exchange Access Loop	1	15	15
20-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
20-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
21-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
21-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
21-Apr-97	UEA	Unbundled Exchange Access Loop	1	12	12
21-Apr-97	UEA	Unbundled Exchange Access Loop	1	9	9
21-Apr-97	UEA	Unbundled Exchange Access Loop	1	45	45
22-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
22-Apr-97	UEA	Unbundled Exchange Access Loop	3	9	27
22-Apr-97	UEA	Unbundled Exchange Access Loop	3	7	21
22-Apr-97	UEA	Unbundled Exchange Access Loop	2	5	10
22-Apr-97	UEA	Unbundled Exchange Access Loop	1	2	2
22-Apr-97	UEA	Unbundled Exchange Access Loop	1	14	14
22-Apr-97	UEA	Unbundled Exchange Access Loop	1	1	1
22-Apr-97	UEA	Unbundled Exchange Access Loop	1	12	12



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23-Apr-97	UEA	Unbundled Exchange Access Loop	1	11	11
23-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
23-Apr-97	UEA	Unbundled Exchange Access Loop	2	8	16
23-Apr-97	UEA	Unbundled Exchange Access Loop	2	2	4
23-Apr-97	UEA	Unbundled Exchange Access Loop	3	1	3
23-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	4	1	4
23-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
23-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
24-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
24-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
24-Apr-97	UDN	Unbundled Two-Wire ISDN Loop	1	4	4
24-Apr-97	UEA	Unbundled Exchange Access Loop	2	11	22
24-Apr-97	UEA	Unbundled Exchange Access Loop	1	12	12
24-Apr-97	UEA	Unbundled Exchange Access Loop	3	2	6
24-Apr-97	UEA	Unbundled Exchange Access Loop	3	3	9
24-Apr-97	UEA	Unbundled Exchange Access Loop	2	5	10
25-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8
25-Apr-97	UEA	Unbundled Exchange Access Loop	2	7	14
25-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
25-Apr-97	UEA	Unbundled Exchange Access Loop	3	3	9
25-Apr-97	UEA	Unbundled Exchange Access Loop	1	14	14
25-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
25-Apr-97	UEA	Unbundled Exchange Access Loop	2	11	22
26-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
26-Apr-97	UEA	Unbundled Exchange Access Loop	1	17	17
26-Apr-97	UEA	Unbundled Exchange Access Loop	1	4	4
26-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
28-Apr-97	UEA	Unbundled Exchange Access Loop	1	3	3
28-Apr-97	UEA	Unbundled Exchange Access Loop	3	4	12
28-Apr-97	UEA	Unbundled Exchange Access Loop	3	1	3
28-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
28-Apr-97	UEA	Unbundled Exchange Access Loop	1	10	10
29-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
29-Apr-97	UEA	Unbundled Exchange Access Loop	2	17	34
29-Apr-97	UEA	Unbundled Exchange Access Loop	1	20	20
29-Apr-97	UEA	Unbundled Exchange Access Loop	1	6	6
29-Apr-97	UEA	Unbundled Exchange Access Loop	3	7	21
30-Apr-97	UEA	Unbundled Exchange Access Loop	2	6	12
30-Apr-97	UEA	Unbundled Exchange Access Loop	1	8	8

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30-Apr-97	UEA	Unbundled Exchange Access Loop	1	5	5
30-Apr-97	UEA	Unbundled Exchange Access Loop	2	17	34
30-Apr-97	UEA	Unbundled Exchange Access Loop	1	16	16
30-Apr-97	UEA	Unbundled Exchange Access Loop	2	1	2
01-May-97	UEA	Unbundled Exchange Access Loop	1	17	17
01-May-97	UEA	Unbundled Exchange Access Loop	2	2	4
01-May-97	UEA	Unbundled Exchange Access Loop	1	24	24
01-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
01-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
01-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
01-May-97	UEA	Unbundled Exchange Access Loop	2	7	14
01-May-97	UEA	Unbundled Exchange Access Loop	4	1	4
02-May-97	UEA	Unbundled Exchange Access Loop	1	1	1
02-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
02-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
02-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
02-May-97	UEA	Unbundled Exchange Access Loop	1	18	18
02-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	2	2
02-May-97	UEA	Unbundled Exchange Access Loop	1	14	14
03-May-97	UEA	Unbundled Exchange Access Loop	1	14	14
05-May-97	UEA	Unbundled Exchange Access Loop	2	4	8
05-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
05-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
05-May-97	UEA	Unbundled Exchange Access Loop	2	2	4
05-May-97	UEA	Unbundled Exchange Access Loop	1	12	12
05-May-97	UEA	Unbundled Exchange Access Loop	1	10	10
05-May-97	UEA	Unbundled Exchange Access Loop	3	1	3
05-May-97	UDN	Unbundled Two-Wire ISDN Loop	3	1	3
06-May-97	UEA	Unbundled Exchange Access Loop	5	1	5
06-May-97	UEA	Unbundled Exchange Access Loop	1	10	10
06-May-97	UEA	Unbundled Exchange Access Loop	1	13	13
06-May-97	UEA	Unbundled Exchange Access Loop	3	15	45
06-May-97	UEA	Unbundled Exchange Access Loop	2	2	4
06-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
06-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
06-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
07-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
07-May-97	UEA	Unbundled Exchange Access Loop	1	9	9
07-May-97	UEA	Unbundled Exchange Access Loop	1	2	2

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07-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
07-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
08-May-97	UEA	Unbundled Exchange Access Loop	3	1	3
08-May-97	UEA	Unbundled Exchange Access Loop	1	10	10
08-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
08-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
09-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
10-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
10-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
10-May-97	UEA	Unbundled Exchange Access Loop	2	1	2
10-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
12-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
12-May-97	UEA	Unbundled Exchange Access Loop	1	1	1
12-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
12-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
12-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
12-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
12-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
13-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
13-May-97	UEA	Unbundled Exchange Access Loop	1	8	8
13-May-97	UEA	Unbundled Exchange Access Loop	1	2	2
13-May-97	UEA	Unbundled Exchange Access Loop	4	1	4
13-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
13-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
14-May-97	UEA	Unbundled Exchange Access Loop	1	11	11
14-May-97	UEA	Unbundled Exchange Access Loop	1	2	2
14-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
14-May-97	UEA	Unbundled Exchange Access Loop	2	4	8
14-May-97	UEA	Unbundled Exchange Access Loop	4	5	20
14-May-97	UEA	Unbundled Exchange Access Loop	1	8	8
14-May-97	UEA	Unbundled Exchange Access Loop	4	1	4
15-May-97	UEA	Unbundled Exchange Access Loop	1	2	2
15-May-97	UEA	Unbundled Exchange Access Loop	1	9	9
15-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
15-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
15-May-97	UEA	Unbundled Exchange Access Loop	9	1	9
15-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
16-May-97	UEA	Unbundled Exchange Access Loop	7	1	7
16-May-97	UEA	Unbundled Exchange Access Loop	1	11	11

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16-May-97	UEA	Unbundled Exchange Access Loop	4	2	8
16-May-97	UEA	Unbundled Exchange Access Loop	1	24	24
16-May-97	UEA	Unbundled Exchange Access Loop	5	25	125
16-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
16-May-97	UEA	Unbundled Exchange Access Loop	3	4	12
16-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
16-May-97	UEA	Unbundled Exchange Access Loop	1	9	9
17-May-97	UEA	Unbundled Exchange Access Loop	1	13	13
17-May-97	UEA	Unbundled Exchange Access Loop	12	1	12
17-May-97	UEA	Unbundled Exchange Access Loop	2	5	10
17-May-97	UEA	Unbundled Exchange Access Loop	1	10	10
18-May-97	UEA	Unbundled Exchange Access Loop	11	1	11
18-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
18-May-97	UEA	Unbundled Exchange Access Loop	2	8	16
18-May-97	UEA	Unbundled Exchange Access Loop	1	9	9
19-May-97	UEA	Unbundled Exchange Access Loop	2	12	24
19-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
19-May-97	UEA	Unbundled Exchange Access Loop	1	22	22
19-May-97	UEA	Unbundled Exchange Access Loop	2	11	22
19-May-97	UEA	Unbundled Exchange Access Loop	1	10	10
19-May-97	UEA	Unbundled Exchange Access Loop	4	1	4
19-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
19-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
20-May-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
20-May-97	UEA	Unbundled Exchange Access Loop	9	1	9
20-May-97	UEA	Unbundled Exchange Access Loop	1	18	18
20-May-97	UEA	Unbundled Exchange Access Loop	5	2	10
20-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
20-May-97	UEA	Unbundled Exchange Access Loop	3	6	18
21-May-97	UEA	Unbundled Exchange Access Loop	7	2	14
21-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
21-May-97	UEA	Unbundled Exchange Access Loop	2	7	14
21-May-97	UEA	Unbundled Exchange Access Loop	2	6	12
21-May-97	UEA	Unbundled Exchange Access Loop	6	1	6
21-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
21-May-97	UEA	Unbundled Exchange Access Loop	1	15	15
21-May-97	UEA	Unbundled Exchange Access Loop	1	13	13
21-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
22-May-97	UEA	Unbundled Exchange Access Loop	2	11	22

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22-May-97	UEA	Unbundled Exchange Access Loop	3	5	15
22-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
22-May-97	UEA	Unbundled Exchange Access Loop	1	12	12
22-May-97	UEA	Unbundled Exchange Access Loop	2	9	18
22-May-97	UEA	Unbundled Exchange Access Loop	7	1	7
22-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
22-May-97	UEA	Unbundled Exchange Access Loop	7	2	14
23-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
23-May-97	UEA	Unbundled Exchange Access Loop	2	7	14
23-May-97	UEA	Unbundled Exchange Access Loop	1	8	8
23-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
23-May-97	UEA	Unbundled Exchange Access Loop	1	3	3
23-May-97	UEA	Unbundled Exchange Access Loop	1	20	20
23-May-97	UEA	Unbundled Exchange Access Loop	6	1	6
23-May-97	UEA	Unbundled Exchange Access Loop	2	2	4
24-May-97	UEA	Unbundled Exchange Access Loop	1	2	2
24-May-97	UEA	Unbundled Exchange Access Loop	2	1	2
27-May-97	UEA	Unbundled Exchange Access Loop	2	2	4
27-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
27-May-97	UEA	Unbundled Exchange Access Loop	2	5	10
27-May-97	UEA	Unbundled Exchange Access Loop	1	12	12
27-May-97	UEA	Unbundled Exchange Access Loop	1	13	13
27-May-97	UEA	Unbundled Exchange Access Loop	1	1	1
27-May-97	UEA	Unbundled Exchange Access Loop	1	11	11
28-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
28-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
28-May-97	UEA	Unbundled Exchange Access Loop	7	1	7
28-May-97	UEA	Unbundled Exchange Access Loop	2	11	22
28-May-97	UEA	Unbundled Exchange Access Loop	1	12	12
28-May-97	UEA	Unbundled Exchange Access Loop	3	2	6
28-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
28-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
29-May-97	UEA	Unbundled Exchange Access Loop	1	8	8
29-May-97	UEA	Unbundled Exchange Access Loop	1	7	7
29-May-97	UEA	Unbundled Exchange Access Loop	2	5	10
29-May-97	UEA	Unbundled Exchange Access Loop	1	4	4
29-May-97	UEA	Unbundled Exchange Access Loop	1	15	15
29-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	2	2
29-May-97	UEA	Unbundled Exchange Access Loop	2	1	2

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30-May-97	UEA	Unbundled Exchange Access Loop	3	1	3
30-May-97	UEA	Unbundled Exchange Access Loop	1	5	5
30-May-97	UEA	Unbundled Exchange Access Loop	2	4	8
30-May-97	UEA	Unbundled Exchange Access Loop	1	6	6
30-May-97	UEA	Unbundled Exchange Access Loop	2	3	6
30-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	2	2
30-May-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
30-May-97	UEA	Unbundled Exchange Access Loop	1	13	13
30-May-97	UEA	Unbundled Exchange Access Loop	1	20	20
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	7	7
02-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	16	16
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	22	22
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
02-Jun-97	UEA	Unbundled Exchange Access Loop	1	8	8
03-Jun-97	UEA	Unbundled Exchange Access Loop	2	6	12
03-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
03-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
03-Jun-97	UEA	Unbundled Exchange Access Loop	2	2	4
03-Jun-97	UEA	Unbundled Exchange Access Loop	5	1	5
03-Jun-97	UEA	Unbundled Exchange Access Loop	2	11	22
04-Jun-97	UEA	Unbundled Exchange Access Loop	4	3	12
04-Jun-97	UEA	Unbundled Exchange Access Loop	1	8	8
04-Jun-97	UEA	Unbundled Exchange Access Loop	1	7	7
04-Jun-97	UEA	Unbundled Exchange Access Loop	4	2	8
04-Jun-97	UEA	Unbundled Exchange Access Loop	3	12	36
04-Jun-97	UEA	Unbundled Exchange Access Loop	5	1	5
04-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
04-Jun-97	UEA	Unbundled Exchange Access Loop	2	5	10
05-Jun-97	UEA	Unbundled Exchange Access Loop	5	2	10
05-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
05-Jun-97	UEA	Unbundled Exchange Access Loop	2	5	10
05-Jun-97	UEA	Unbundled Exchange Access Loop	2	3	6
05-Jun-97	UEA	Unbundled Exchange Access Loop	1	12	12
05-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
05-Jun-97	UEA	Unbundled Exchange Access Loop	1	0	0
05-Jun-97	UEA	Unbundled Exchange Access Loop	2	4	8
06-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2

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06-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
06-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
06-Jun-97	UEA	Unbundled Exchange Access Loop	1	5	5
06-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
06-Jun-97	UEA	Unbundled Exchange Access Loop	1	20	20
06-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
06-Jun-97	UEA	Unbundled Exchange Access Loop	2	2	4
09-Jun-97	UEA	Unbundled Exchange Access Loop	5	1	5
09-Jun-97	UEA	Unbundled Exchange Access Loop	1	10	10
09-Jun-97	UEA	Unbundled Exchange Access Loop	2	13	28
09-Jun-97	UEA	Unbundled Exchange Access Loop	1	14	14
09-Jun-97	UEA	Unbundled Exchange Access Loop	3	2	6
10-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
10-Jun-97	UEA	Unbundled Exchange Access Loop	1	8	8
10-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
10-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
10-Jun-97	UEA	Unbundled Exchange Access Loop	2	3	6
11-Jun-97	UEA	Unbundled Exchange Access Loop	2	6	12
11-Jun-97	UEA	Unbundled Exchange Access Loop	1	8	8
11-Jun-97	UEA	Unbundled Exchange Access Loop	2	5	10
11-Jun-97	UEA	Unbundled Exchange Access Loop	2	4	8
11-Jun-97	UEA	Unbundled Exchange Access Loop	2	3	6
11-Jun-97	UEA	Unbundled Exchange Access Loop	1	14	14
11-Jun-97	UEA	Unbundled Exchange Access Loop	1	12	12
11-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
11-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
11-Jun-97	UEA	Unbundled Exchange Access Loop	1	15	15
12-Jun-97	UEA	Unbundled Exchange Access Loop	1	12	12
12-Jun-97	UEA	Unbundled Exchange Access Loop	2	6	12
12-Jun-97	UEA	Unbundled Exchange Access Loop	1	5	5
12-Jun-97	UEA	Unbundled Exchange Access Loop	2	4	8
12-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
12-Jun-97	UEA	Unbundled Exchange Access Loop	2	2	4
12-Jun-97	UEA	Unbundled Exchange Access Loop	2	10	20
12-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
13-Jun-97	UEA	Unbundled Exchange Access Loop	1	7	7
13-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
13-Jun-97	UEA	Unbundled Exchange Access Loop	2	35	70
13-Jun-97	UEA	Unbundled Exchange Access Loop	2	2	4

Unbundled Loop Orders Recvd

13-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
13-Jun-97	UEA	Unbundled Exchange Access Loop	2	3	6
13-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
14-Jun-97	UEA	Unbundled Exchange Access Loop	2	1	2
14-Jun-97	UEA	Unbundled Exchange Access Loop	1	10	10
14-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
15-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
15-Jun-97	UEA	Unbundled Exchange Access Loop	2	8	16
16-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
16-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
16-Jun-97	UEA	Unbundled Exchange Access Loop	3	3	9
16-Jun-97	UEA	Unbundled Exchange Access Loop	3	1	3
16-Jun-97	UEA	Unbundled Exchange Access Loop	2	1	2
16-Jun-97	UEA	Unbundled Exchange Access Loop	2	5	10
17-Jun-97	UEA	Unbundled Exchange Access Loop	5	1	5
17-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
17-Jun-97	UEA	Unbundled Exchange Access Loop	1	24	24
17-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
17-Jun-97	UEA	Unbundled Exchange Access Loop	6	4	24
18-Jun-97	UEA	Unbundled Exchange Access Loop	3	1	3
18-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
18-Jun-97	UEA	Unbundled Exchange Access Loop	1	8	8
18-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
18-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
18-Jun-97	UEA	Unbundled Exchange Access Loop	1	24	24
18-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
19-Jun-97	UEA	Unbundled Exchange Access Loop	1	5	5
19-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	3	1	3
19-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
19-Jun-97	UEA	Unbundled Exchange Access Loop	7	1	7
19-Jun-97	UEA	Unbundled Exchange Access Loop	1	12	12
19-Jun-97	UEA	Unbundled Exchange Access Loop	5	2	10
19-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
20-Jun-97	UEA	Unbundled Exchange Access Loop	1	4	4
20-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
20-Jun-97	UEA	Unbundled Exchange Access Loop	1	24	24
20-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
20-Jun-97	UEA	Unbundled Exchange Access Loop	2	10	20
20-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2



Unbundled Loop Orders Recvd

20-Jun-97	UEA	Unbundled Exchange Access Loop	2	1	2
23-Jun-97	UEA	Unbundled Exchange Access Loop	1	11	11
23-Jun-97	UEA	Unbundled Exchange Access Loop	1	43	43
23-Jun-97	UEA	Unbundled Exchange Access Loop	2	4	8
23-Jun-97	UEA	Unbundled Exchange Access Loop	2	5	10
23-Jun-97	UEA	Unbundled Exchange Access Loop	5	1	5
23-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
23-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
23-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
23-Jun-97	UEA	Unbundled Exchange Access Loop	4	2	8
23-Jun-97	UEA	Unbundled Exchange Access Loop	1	9	9
24-Jun-97	UEA	Unbundled Exchange Access Loop	1	1	1
24-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
24-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
24-Jun-97	UEA	Unbundled Exchange Access Loop	1	2	2
24-Jun-97	UEA	Unbundled Exchange Access Loop	1	3	3
24-Jun-97	UEA	Unbundled Exchange Access Loop	2	4	8
24-Jun-97	UEA	Unbundled Exchange Access Loop	2	9	18
25-Jun-97	UEA	Unbundled Exchange Access Loop	3	4	12
25-Jun-97	UEA	Unbundled Exchange Access Loop	2	3	6
25-Jun-97	UEA	Unbundled Exchange Access Loop	1	24	24
25-Jun-97	UEA	Unbundled Exchange Access Loop	4	2	8
25-Jun-97	UEA	Unbundled Exchange Access Loop	1	19	19
25-Jun-97	UEA	Unbundled Exchange Access Loop	6	1	6
25-Jun-97	UEA	Unbundled Exchange Access Loop	1	11	11
25-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
26-Jun-97	UEA	Unbundled Exchange Access Loop	1	10	10
26-Jun-97	UEA	Unbundled Exchange Access Loop	2	8	16
26-Jun-97	UEA	Unbundled Exchange Access Loop	1	7	7
26-Jun-97	UEA	Unbundled Exchange Access Loop	3	2	6
26-Jun-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
26-Jun-97	UEA	Unbundled Exchange Access Loop	3	1	3
26-Jun-97	UEA	Unbundled Exchange Access Loop	3	3	9
27-Jun-97	UEA	Unbundled Exchange Access Loop	1	6	6
27-Jun-97	UEA	Unbundled Exchange Access Loop	1	9	9
27-Jun-97	UEA	Unbundled Exchange Access Loop	1	5	5
27-Jun-97	UEA	Unbundled Exchange Access Loop	4	4	16
27-Jun-97	UEA	Unbundled Exchange Access Loop	5	3	15
27-Jun-97	UEA	Unbundled Exchange Access Loop	14	2	28
27-Jun-97	UEA	Unbundled Exchange Access Loop	1	12	12

Unbundled Loop Orders Recvd

27-Jun-97	UEA	Unbundled Exchange Access Loop	6	1	6
30-Jun-97	UEA	Unbundled Exchange Access Loop	1	10	10
30-Jun-97	UEA	Unbundled Exchange Access Loop	6	2	12
30-Jun-97	UEA	Unbundled Exchange Access Loop	2	20	40
30-Jun-97	UEA	Unbundled Exchange Access Loop	1	23	23
30-Jun-97	UEA	Unbundled Exchange Access Loop	1	5	5
30-Jun-97	UEA	Unbundled Exchange Access Loop	2	9	18
30-Jun-97	UEA	Unbundled Exchange Access Loop	4	1	4
01-Jul-97	UEA	Unbundled Exchange Access Loop	6	2	12
01-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
01-Jul-97	UEA	Unbundled Exchange Access Loop	2	5	10
01-Jul-97	UEA	Unbundled Exchange Access Loop	1	9	9
01-Jul-97	UEA	Unbundled Exchange Access Loop	10	1	10
01-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
01-Jul-97	UEA	Unbundled Exchange Access Loop	1	10	10
02-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	5	1	5
02-Jul-97	UEA	Unbundled Exchange Access Loop	1	1	1
02-Jul-97	UEA	Unbundled Exchange Access Loop	1	12	12
02-Jul-97	UEA	Unbundled Exchange Access Loop	1	14	14
02-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
02-Jul-97	UEA	Unbundled Exchange Access Loop	2	3	6
02-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
03-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
03-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
03-Jul-97	UEA	Unbundled Exchange Access Loop	3	4	12
03-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
03-Jul-97	UEA	Unbundled Exchange Access Loop	3	1	3
03-Jul-97	UEA	Unbundled Exchange Access Loop	3	2	6
07-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
07-Jul-97	UEA	Unbundled Exchange Access Loop	3	1	3
07-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
08-Jul-97	UEA	Unbundled Exchange Access Loop	5	1	5
08-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
08-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
08-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
09-Jul-97	UEA	Unbundled Exchange Access Loop	5	1	5
09-Jul-97	UEA	Unbundled Exchange Access Loop	3	2	6
10-Jul-97	UEA	Unbundled Exchange Access Loop	2	1	2
10-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3

Unbundled Loop Orders Recvd

10-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
11-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	1	1
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	10	10
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	19	19
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
11-Jul-97	UEA	Unbundled Exchange Access Loop	3	3	9
11-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
12-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
12-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
14-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	3	1	3
14-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	2	2
14-Jul-97	UEA	Unbundled Exchange Access Loop	16	1	16
14-Jul-97	UEA	Unbundled Exchange Access Loop	1	11	11
14-Jul-97	UEA	Unbundled Exchange Access Loop	3	2	6
14-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
14-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
14-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
14-Jul-97	UEA	Unbundled Exchange Access Loop	1	8	8
15-Jul-97	UEA	Unbundled Exchange Access Loop	3	3	9
15-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
15-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
15-Jul-97	UEA	Unbundled Exchange Access Loop	4	2	8
15-Jul-97	UEA	Unbundled Exchange Access Loop	2	6	12
16-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
16-Jul-97	UEA	Unbundled Exchange Access Loop	3	10	30
16-Jul-97	UEA	Unbundled Exchange Access Loop	4	2	8
16-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
16-Jul-97	UEA	Unbundled Exchange Access Loop	1	9	9
17-Jul-97	UEA	Unbundled Exchange Access Loop	3	2	6
17-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
17-Jul-97	UEA	Unbundled Exchange Access Loop	2	5	10
17-Jul-97	UEA	Unbundled Exchange Access Loop	3	3	9
17-Jul-97	UEA	Unbundled Exchange Access Loop	1	12	12
17-Jul-97	UEA	Unbundled Exchange Access Loop	11	1	11
17-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	11	1	11
17-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
18-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2

Unbundled Loop Orders Recvd

18-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
18-Jul-97	UEA	Unbundled Exchange Access Loop	1	11	11
18-Jul-97	UEA	Unbundled Exchange Access Loop	1	15	15
18-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
18-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
18-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
19-Jul-97	UEA	Unbundled Exchange Access Loop	5	1	5
19-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
19-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
21-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
21-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
21-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
21-Jul-97	UEA	Unbundled Exchange Access Loop	2	4	8
21-Jul-97	UEA	Unbundled Exchange Access Loop	1	8	8
21-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
22-Jul-97	UEA	Unbundled Exchange Access Loop	2	4	8
22-Jul-97	UEA	Unbundled Exchange Access Loop	1	9	9
22-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
22-Jul-97	UEA	Unbundled Exchange Access Loop	1	11	11
22-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
22-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
22-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
23-Jul-97	UEA	Unbundled Exchange Access Loop	2	2	4
23-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
23-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
23-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	2	2
23-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
23-Jul-97	UEA	Unbundled Exchange Access Loop	8	1	8
23-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	3	3
23-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
24-Jul-97	UEA	Unbundled Exchange Access Loop	6	1	6
24-Jul-97	UEA	Unbundled Exchange Access Loop	2	8	16
24-Jul-97	UEA	Unbundled Exchange Access Loop	1	9	9
24-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
24-Jul-97	UEA	Unbundled Exchange Access Loop	2	2	4
24-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	2	1	2
24-Jul-97	UEA	Unbundled Exchange Access Loop	2	4	8
24-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
25-Jul-97	UEA	Unbundled Exchange Access Loop	2	5	10

Unbundled Loop Orders Recvd

25-Jul-97	UEA	Unbundled Exchange Access Loop	4	6	24
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	4	4
25-Jul-97	UEA	Unbundled Exchange Access Loop	2	3	6
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	14	14
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	11	11
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	10	10
25-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
25-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	12	12
25-Jul-97	UEA	Unbundled Exchange Access Loop	1	8	8
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	12	12
26-Jul-97	UEA	Unbundled Exchange Access Loop	2	6	12
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
26-Jul-97	UEA	Unbundled Exchange Access Loop	2	4	8
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	13	13
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	11	11
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	2	2
26-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
28-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	3	1	3
28-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
28-Jul-97	UEA	Unbundled Exchange Access Loop	2	9	18
28-Jul-97	UEA	Unbundled Exchange Access Loop	4	2	8
28-Jul-97	UEA	Unbundled Exchange Access Loop	4	1	4
28-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
28-Jul-97	UEA	Unbundled Exchange Access Loop	1	10	10
29-Jul-97	UEA	Unbundled Exchange Access Loop	1	9	9
29-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	1	1	1
29-Jul-97	UEA	Unbundled Exchange Access Loop	18	1	18
29-Jul-97	UEA	Unbundled Exchange Access Loop	3	2	6
29-Jul-97	UEA	Unbundled Exchange Access Loop	3	4	12
29-Jul-97	UEA	Unbundled Exchange Access Loop	1	5	5
30-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
30-Jul-97	UEA	Unbundled Exchange Access Loop	1	3	3
30-Jul-97	UEA	Unbundled Exchange Access Loop	4	2	8
30-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	8	1	8
30-Jul-97	UEA	Unbundled Exchange Access Loop	18	1	18
31-Jul-97	UEA	Unbundled Exchange Access Loop	1	7	7
31-Jul-97	UDN	Unbundled Two-Wire ISDN Loop	9	1	9
31-Jul-97	UEA	Unbundled Exchange Access Loop	1	1	1

Unbundled Loop Orders Recvd

31-Jul-97	UEA	Unbundled Exchange Access Loop	9	1	9
31-Jul-97	UEA	Unbundled Exchange Access Loop	2	3	6
31-Jul-97	UEA	Unbundled Exchange Access Loop	1	6	6
			1480	4706	6627

Unbundled Loop Processed

Item 8b Unbundled Loops Processed by day

Comp	ALABAMA	GEORGIA	KEN	LOUISIANA	NORTH FLORIDA	SOUTH FLORIDA	TENN.	FLA	TOTAL
02-Jan-97			2			7			9
07-Jan-97			4			18			22
08-Jan-97			8			1			9
09-Jan-97			3			18			21
10-Jan-97			5						5
13-Jan-97			12						12
14-Jan-97			11						11
15-Jan-97			6						6
16-Jan-97			11						11
20-Jan-97			2			4			6
22-Jan-97						12			12
23-Jan-97						11			11
24-Jan-97			1						1
26-Jan-97						54			54
28-Jan-97			7			28			35
30-Jan-97	3		5			11			19
31-Jan-97						8			8
03-Feb-97						30			30
04-Feb-97	5		5			28			38
05-Feb-97			4						4
07-Feb-97			2			9			11
12-Feb-97						15			15
13-Feb-97			3			10			13
17-Feb-97						7			7
18-Feb-97			5			19			24
19-Feb-97			1			26			27
21-Feb-97						1			1
24-Feb-97			1			48			49
25-Feb-97			12						12
26-Feb-97			5						5
28-Feb-97	2					8			10
03-Mar-97						24			24
04-Mar-97			9			18			27
05-Mar-97						83			83
07-Mar-97	2					24			26
09-Mar-97						20			20
10-Mar-97	2								2

Unbundled Loop Processed

11-Mar-97	5	2					7
12-Mar-97					3		3
14-Mar-97		20			3		23
15-Mar-97					20		20
16-Mar-97					1		1
17-Mar-97		9			1		10
18-Mar-97		2					2
19-Mar-97		13			11		24
20-Mar-97		9			2		11
21-Mar-97	6	11					17
24-Mar-97	4	6			2		12
25-Mar-97		20			43	7	70
26-Mar-97						3	3
27-Mar-97		7			5		12
28-Mar-97		4					4
31-Mar-97	4	10					14
01-Apr-97	4	18	4				28
02-Apr-97		18					18
03-Apr-97		19					19
04-Apr-97	1	24				5	30
07-Apr-97	6	28			1	2	37
08-Apr-97		29	3			5	37
09-Apr-97	1	20				14	35
10-Apr-97		5				6	11
11-Apr-97		6				9	15
14-Apr-97	1	21			23	4	49
15-Apr-97		8			1	12	21
16-Apr-97		11				6	17
17-Apr-97		8			12	9	29
18-Apr-97		7			29	1	37
21-Apr-97		16	1		11	10	38
22-Apr-97	11	19	4			29	63
23-Apr-97						5	5
24-Apr-97	9	34			12	30	85
25-Apr-97	3					31	34
26-Apr-97					26		26
28-Apr-97		3				22	25
29-Apr-97	4	20				28	52
30-Apr-97	3		4		14	40	61



Unbundled Loop Processed

#####		18		9		25	52
#####		38				4	42
#####		5		59		10	74
#####	2	35	2	3		2	44
#####	1		8	10		18	37
#####	3	21	2	2		8	36
#####		13				4	17
#####	1	6					7
#####		20				32	52
#####	8					21	29
#####	5	29	3	6		22	65
#####	4	3		5	1	22	35
#####	10	11	7	1		4	33
#####	5		3	5		11	24
#####		3	8	13		3	27
#####	13		1	22		12	48
#####	2		7	12		8	29
#####	7	1	7	8		4	27
#####	5		4	30		12	51
#####	10	14	2	1		5	32
#####	23					9	32
02-Jun-97	1	6	2	5		10	24
03-Jun-97		5		4		38	47
04-Jun-97		13		14		22	49
05-Jun-97				39		14	53
06-Jun-97	9		2	12			23
09-Jun-97		1	4			20	25
10-Jun-97	2	4				29	35
11-Jun-97				23		28	51
12-Jun-97		18	1	20		21	60
13-Jun-97	31	33				5	69
16-Jun-97		18				5	23
17-Jun-97	4	39	2			21	66
18-Jun-97		5		11		11	27
19-Jun-97		7		33		27	67
20-Jun-97		43		22	9	9	83
23-Jun-97		11		1		29	41
24-Jun-97	1			12		16	29
25-Jun-97				25	9	4	38

Unbundled Loop Processed

26-Jun-97	5	14	1	1	5	10	38
27-Jun-97	3	1		21	15	35	75
28-Jun-97						13	13
30-Jun-97	6	29	2			11	48
01-Jul-97						10	10
02-Jul-97		2	3		6	18	29
03-Jul-97		9	2			10	21
07-Jul-97				3		17	20
08-Jul-97						15	15
09-Jul-97				12		9	21
10-Jul-97	1	6		10		3	20
11-Jul-97		6		27		36	69
14-Jul-97				2		22	24
15-Jul-97		7					7
16-Jul-97		8		5	5	4	22
17-Jul-97	10	27				28	65
21-Jul-97	2		10			7	19
22-Jul-97	5	2		12	6	20	45
23-Jul-97	1	4	9	1	2	24	41
24-Jul-97		18				25	43
25-Jul-97		3		10	5	11	29
28-Jul-97			1			17	18
29-Jul-97	4			14	11	23	52
30-Jul-97					5	48	53
31-Jul-97	7	11			14	33	65
	267	1118	109	1287	93	1272	4146

Unbundled Loops Rejected

Item 8c Unbundled Loops that were canceled after the order was issued

	VA	GEORGIA	KENTUCKY	THIFLO	MEMPHIS	DEN	EE	TOTAL
08-Jan-97				34				34
09-Jan-97				22				22
14-Jan-97				5				5
17-Jan-97				1				1
27-Jan-97				8				8
31-Jan-97				44				44
04-Feb-97				44				44
17-Feb-97			3					3
20-Feb-97			2	2				4
21-Feb-97			1					1
27-Feb-97	2							2
28-Feb-97	1		4					5
04-Mar-97				2				2
18-Mar-97	3							3
19-Mar-97			1					1
27-Mar-97				1				1
28-Mar-97				44				44
31-Mar-97			1					1
08-Apr-97					1			1
10-Apr-97			1					1
12-Apr-97			1					1
15-Apr-97	1			10				11
16-Apr-97				1				1
18-Apr-97							2	2
23-Apr-97							2	2
24-Apr-97			1				12	13
30-Apr-97							3	3
#####	23							23
#####				1			1	2
#####			1					1
#####			16					16
#####	14							14
#####				7			3	10
#####			2			1		3
#####	4							4
#####	2			12				14
#####			10					10

Unbundled Loops Rejected

#####						10	10
#####	7					7	14
#####							8
#####	2					17	22
#####		29				5	34
03-Jun-97						8	8
04-Jun-97	4					20	24
07-Jun-97		20					20
10-Jun-97						8	8
11-Jun-97						7	7
13-Jun-97						14	14
16-Jun-97		4		1			5
17-Jun-97	3						3
18-Jun-97					4	1	5
19-Jun-97		7					7
20-Jun-97	10						10
23-Jun-97		2					2
24-Jun-97		1				4	5
25-Jun-97	4					4	8
26-Jun-97	3	1					4
27-Jun-97	36					1	38
30-Jun-97	7					5	18
01-Jul-97	1					5	6
02-Jul-97		58				1	59
03-Jul-97							1
08-Jul-97					5		5
10-Jul-97							19
12-Jul-97	1						1
16-Jul-97						2	2
17-Jul-97		1					1
21-Jul-97						4	4
24-Jul-97						15	15
25-Jul-97						1	1
29-Jul-97						1	1
31-Jul-97						2	2
	128	168	3	296	22	133	748

**Unbundled Loops Rejected**

**Item 8c**

**Note:** BellSouth does not reject orders after they are issued. This report indicates the number of orders that was canceled after being issued.

Total Resale Orders

Item 8d Total Resale orders processed by the LCSC by Processor and Total Region (See note below)

	F.L.S.								TOTAL		
02-Jan-97			2		4		2			1	9
03-Jan-97					1		1				2
04-Jan-97				2							2
06-Jan-97								2			2
07-Jan-97							2				2
08-Jan-97				3	11	1					15
09-Jan-97				1	3						4
10-Jan-97				3	2	2	1				8
11-Jan-97				2	2	1	2				7
13-Jan-97				2	8	2					12
14-Jan-97				4	13		1				18
15-Jan-97				1	3		1				5
16-Jan-97				3							3
17-Jan-97				2	2	2	3	3			12
18-Jan-97				7				6			13
19-Jan-97				2							2
20-Jan-97		1		5	2	2					10
21-Jan-97				3	2		1	1			7
22-Jan-97				7	4		4	1			16
23-Jan-97				4	5				5		14
24-Jan-97				1	6		1	7	3	5	23
25-Jan-97					4	2		2		3	11
27-Jan-97	4			2	13		4	5		3	31
28-Jan-97		1		24	23	17	3	10		4	82
29-Jan-97				21	24	17	2	19		4	87
30-Jan-97		2	1	47	38	32	6	60		7	193
31-Jan-97	1		2	47	62	9	5	53		1	180
01-Feb-97		17	5	60	196	30	37	48	4	20	417
02-Feb-97					1			2			3
03-Feb-97	1		8	11	43	134	8	21		103	35
04-Feb-97			3	1	95	73	12	42	2	18	331
05-Feb-97			2	1	92	70	5	27		18	313
06-Feb-97		14		131	89	15	18	50		9	326
07-Feb-97			1	1	80	54	3	18		35	309
08-Feb-97			1		56	48	20	9		28	262
09-Feb-97			1		21	104	6	1		8	299
10-Feb-97			8		85	50	6	23	5	14	252

Total Resale Orders

11-Feb-97	1	6	2	92	33	34	40	105					15	328	
12-Feb-97	2	16	4	114	51	29	13	126					29	384	
13-Feb-97		3		112	46	34	39	155					22	411	
14-Feb-97		6	5	69	53	15	22	126					20	316	
15-Feb-97		5		78	48	71	14	99					7	322	
17-Feb-97	1	2		61	102	15	3	118					17	319	
18-Feb-97	2	4	2	55	83	13	17	103			37		27	343	
19-Feb-97				22	10	3	6	48						89	
20-Feb-97		6		28	45	5	18	70					7	179	
21-Feb-97		3		66	87	7	13	122						7	
22-Feb-97	2	1		106	120	12	17	80				1	31	330	
24-Feb-97	8	3		49	38	8	6	137					10	348	
25-Feb-97	1	4		64	93	23	30	104					5	254	
26-Feb-97	2	6	1	66	113	20	58	117				10	16	339	
27-Feb-97		3		76	164	56	53	129				3	13	409	
28-Feb-97		3		28	44	38	49	220						11	497
01-Mar-97		12		79	92	52	66	111				19	17	393	
02-Mar-97				11	5			1						17	448
03-Mar-97	1	22		26	115	24	35	183	1		1	2	55	17	465
04-Mar-97	9	17	13	138	96	38	35	239	1		2	1	26	17	615
05-Mar-97	1	84	13	122	87	46	65	159		1			40	17	618
06-Mar-97	4	16	10	135	155	53	63	191				2	31	17	660
07-Mar-97		24	5	106	87	37	38	293					35	17	625
08-Mar-97	6	65	6	255	165	91	77	92					98	17	855
09-Mar-97		103	18	64	115	64	37	56				18	14	17	489
10-Mar-97	7	8	6	134	66	45	102	66				1	94	17	529
11-Mar-97	5	7	7	58	84	42	53	88				26	27	17	397
12-Mar-97	5	6		59	164	37	38	47				40	46	17	442
13-Mar-97	7	11		38	153	19	52	177	2			6	34	17	499
14-Mar-97	15	3		47	113	18	30	91	1			7	42	17	367
15-Mar-97	4	2		3	19	8	34	60				3	10	17	143
16-Mar-97								3						2	5
17-Mar-97	5	10		16	80	34	47	111				21	37	17	361
18-Mar-97	6	3	2	44	51	34	25	228	2		1	4	23	17	421
19-Mar-97	2	2	5	33	83	16	56	289				6	44	17	536
20-Mar-97	13	5	3	65	91	60	72	227				7	48	17	591
21-Mar-97	5	11	1	59	148	57	74	191				11	30	17	587
22-Mar-97		19		54	37	44	29	21				5	12	17	221
23-Mar-97								2							2

Total Resale Orders

24-Mar-97	12	18	2	114	118	31	105	121				11	532		
25-Mar-97	7	2	7	116	95	30	146	143				7	580		
26-Mar-97	4	1	4	103	158	25	95	304				16	743		
27-Mar-97	1	5	1	58	99	49	46	140				25	466		
28-Mar-97	5	7	4	45	83	45	110	110				19	446		
29-Mar-97	2	39	6	40	49	21	56	60	2			1	290		
30-Mar-97				7	11	14	18	26					7	83	
31-Mar-97	1	9	10	46	123	33	49	105					31	407	
01-Apr-97		54	8	71	145	37	71	52	2			6	40	486	
02-Apr-97		37	9	41	192	41	95	83				19	43	560	
03-Apr-97	5	36	4	88	340	122	313	82		1		31	59	1081	
04-Apr-97		37	4	54	178	92	110	152				21	26	674	
05-Apr-97	1	3		35	96	39	32	139				5	22	372	
06-Apr-97		7		23	35	43	26	95				2	2	233	
07-Apr-97	2	26		90	168	81	77	142	1			6	28	621	
08-Apr-97	2	64	3	123	137	136	102	69				6	29	671	
09-Apr-97		32	11	103	166	73	163	192				8	34	783	
10-Apr-97	10	53	12	113	144	34	122	246				6	20	761	
11-Apr-97	1	56	9	76	76	71	82	122	8				17	28	546
12-Apr-97	1	13	7	30	27	30	41	45				14	15	223	
13-Apr-97				5	37	25	7	49				3	9	135	
14-Apr-97		42	6	71	86	32	79	122			3	41	29	511	
15-Apr-97	5	26	10	114	161	84	102	126	1		1	10	29	669	
16-Apr-97	2	33	3	140	127	73	71	132	3		1	11	33	629	
17-Apr-97	4	22	1	121	139	54	190	63			5	29	37	666	
18-Apr-97		10	3	159	249	65	106	312			3	52	27	988	
19-Apr-97	4	30		84	303	62	82	181				31	19	796	
20-Apr-97	2	11		64	101	35	78	93				39	8	431	
21-Apr-97		11		76	93	53	90	133			2	28	24	510	
22-Apr-97	1	50	6	81	104	60	114	133	2		4	35	47	637	
23-Apr-97	2	29	2	65	92	85	74	209	1		1	80	43	683	
24-Apr-97	5	38	8	87	153	74	159	105	6			78	42	755	
25-Apr-97	5	23	10	104	98	60	130	130	1		3	80	44	688	
26-Apr-97		1		8	43	29	21	26	4		2	48	22	204	
27-Apr-97				9	8	2	29	31				46	3	128	
28-Apr-97	5	25	7	71	122	75	98	94	2		4	84	52	639	
29-Apr-97	8	36	13	100	122	90	86	236	4		2	166	25	888	
30-Apr-97	6	71	3	89	182	85	120	221	13		5	101	18	914	
#####	4	44	8	62	189	65	102	129	21		16	106	37	783	



Total Resale Orders

#####		1	8	114	177	56	112	225	2	5	120	31	851
#####			3	28	66	8	32	94	4		35	23	293
#####			3	11	27	9	2	45			5	2	104
#####	9	36	5	79	103	65	73	176	5	7	66	16	640
#####	6	16	7	95	129	86	84	110	6	9	117	38	703
#####	4	5	1	48	177	75	106	186	11	1	106	69	789
#####		8	5	74	186	100	322	206	3	7	194	24	1129
#####	1	4	9	80	130	122	198	223	8	8	148	56	987
#####	4			6	27	8	21	82	3		50	15	216
#####				4		6	12	2			74	1	99
#####	3	7	18	65	144	74	124	102	8	8	62	33	648
#####	10	12	24	111	142	109	144	101	6	3	47	24	733
#####	7	30	14	132	173	98	162	242	5	7	51	74	995
#####	7	12	13	118	196	72	197	285	25	24	205	37	1191
#####	1	22	10	82	143	72	135	257	24	19	168	58	991
#####	2	3	2	24	112	34	54	113	10		107	19	480
#####		4		16	71	15	27	6	2		67	5	213
#####	7	43	17	95	173	80	210	95	20	41	147	62	990
#####	17	27	14	73	174	90	221	129	10	20	167	36	978
#####	31	48	5	86	183	96	158	502	20	24	129	57	1339
#####	32	22	7	85	240	116	142	338	17	23	172	47	1241
#####	18	24	7	78	180	222	133	338	12	36	166	79	1293
#####	3		7	18	27	32	14	17	2	6	126	14	266
#####					4	3	4	2			146	9	168
#####				9	30	7	15	5		1	110	14	191
#####	16	35	6	59	188	78	97	203	9	59	140	36	926
#####	17	30	11	104	180	120	177	204	25	57	119	77	1121
#####	37	34	15	88	207	116	123	320	33	28	106	57	1164
#####	14	44	10	82	199	92	187	226	10	10	93	63	1030
#####	4		1	15	41	20	22	13	2	3	4	4	129
01-Jun-97	7	4	2	5	19	3	17	8	5	10	27	24	131
02-Jun-97	27	34	18	80	215	118	159	270	8	24	209	51	1213
03-Jun-97	28	26	17	113	170	91	127	246	15	20	165	44	1062
04-Jun-97	30	15	23	118	251	107	89	244	16	24	89	97	1103
05-Jun-97	27	21	5	100	194	98	142	232	14	19	100	91	1043
06-Jun-97	51	27	11	99	186	86	165	131	16	32	128	106	1036
07-Jun-97	6	7		27	64	37	52	29		8	77	35	341
08-Jun-97	17			14	13	17	12	5		2	45	19	144
09-Jun-97	37	24	13	58	198	91	157	224	25	18	42	69	956

Total Resale Orders

10-Jun-97	27	26	10	92	221	119	137	183	6	30	113	77	1041
11-Jun-97	34	16	22	107	296	233	134	245	4	30	125	65	1311
12-Jun-97	28	69	10	141	425	84	144	202	19	51	100	65	1338
13-Jun-97	10	35	14	104	445	391	165	228	53	73	70	56	1644
14-Jun-97	9	28	11	66	103	56	39	19	34	17	74	52	508
15-Jun-97		8	11	6	67	7	12	5		16	82	32	246
16-Jun-97	33	32	18	73	395	460	103	159	22	29	82	52	1458
17-Jun-97	26	79	33	133	347	232	134	136	9	29	75	64	1297
18-Jun-97	36	54	20	128	446	247	204	532	8	25	124	58	1882
19-Jun-97	27	44	8	159	457	79	173	372	9	56	141	69	1594
20-Jun-97	84	48	13	114	250	122	225	483	1	31	118	79	1568
21-Jun-97		13		34		17	98	34	6	31	139	43	415
22-Jun-97				13	23	4	5	3	15	6	14	8	91
23-Jun-97	27	18	6	80	146	75	163	144	7	31	92	35	824
24-Jun-97	98	38	16	123	172	95	172	303	26	57	47	48	1195
25-Jun-97	30	43	11	106	254	124	223	553	5	32	103	49	1533
26-Jun-97	47	95	1	110	223	90	230	160	30	46	113	117	1262
27-Jun-97	22	55	19	102	191	111	219	215	29	54	59	206	1282
28-Jun-97	1	38	4	61	63	26	53	23		3	65	20	357
29-Jun-97				19	19	5	15	6			12	4	80
30-Jun-97	29	23	9	87	190	123	162	167	9	36	153	74	1062
01-Jul-97	22	19	4	71	192	159	152	416	13	27	400	50	1525
02-Jul-97	15	38	20	112	643	104	263	397	10	84	187	114	1987
03-Jul-97	12	57	2	84	601	92	207	1999	16	57	64	131	3322
04-Jul-97		4		22	30	22	25	19		5	24	35	186
05-Jul-97		2		8	26	17	33	7		12	41	11	157
06-Jul-97				13	19	13	19	7		1	34	2	108
07-Jul-97	10	10	2	87	149	98	186	221	20	122	241	105	1251
08-Jul-97	8	22	7	119	185	157	165	1288	7	94	54	85	2191
09-Jul-97	22	21	12	77	144	98	254	237	47	43	100	92	1147
10-Jul-97	35	36	24	166	197	112	254	907	26	81	109	98	2045
11-Jul-97	79	28	3	140	219	122	311	275	15	140	137	94	1563
12-Jul-97	4	7	8	73	144	75	136	262	7	5	24	26	771
13-Jul-97	1			9	30	12	19	13		3	23	1	111
14-Jul-97	26	19	17	107	159	90	228	198	36	42	93	115	1130
15-Jul-97	28	21	12	99	212	122	183	222	15	46	120	90	1170
16-Jul-97	3	22	3	87	175	115	208	237	2	86	109	59	1106
17-Jul-97	30	36	18	119	181	120	282	134	20	105	139	109	1293
18-Jul-97	53	47	20	122	201	109	319	198	35	140	182	98	1524

**Total Resale Orders**

19-Jul-97	13	5		43	77	46	129	44	8	21	115	46	545
20-Jul-97	3			11	12	9	37	6	3	1	38	15	135
21-Jul-97	22	57	16	75	113	73	295	227	18	49	154	66	1165
22-Jul-97	36	101	9	170	165	74	333	271	15	48	106	58	1386
23-Jul-97	41	72	28	112	218	107	328	332	29	67	98	97	1529
24-Jul-97	26	58	20	129	242	136	421	276	19	77	179	82	1665
25-Jul-97	36	52	30	176	255	142	321	368	38	83	200	115	1816
26-Jul-97	11	15		87	112	53	92	37	5	75	107	114	708
27-Jul-97	11			10	31	15	21	17		12	52	10	179
28-Jul-97	20	27	15	77	203	76	267	328	21	234	75	84	1427
29-Jul-97	32	68	16	175	325	124	300	519	21	84	113	106	1883
30-Jul-97	40	118	30	144	190	107	322	218	101	51	71	117	1509
31-Jul-97	72	62	27	135	213	121	298	337	46	55	119	79	1564
YTD	1985	3976	1194	13584	24571	11698	18704	31152	1345	3258	11058	7498	130023

Item 8d

Note: Includes all resale orders issued associated with resold lines. This includes calling plans, etc.


Resale Orders Processed

Item 8e Total resale orders that were processed. See note below

Date														
02-Jan-97		2			4			2					1	9
03-Jan-97					1									1
04-Jan-97				2										2
06-Jan-97										1				1
07-Jan-97								2						2
08-Jan-97				3	10	1								14
09-Jan-97				1	3									4
10-Jan-97				3	2	2		1						8
11-Jan-97				2	2			2						6
13-Jan-97				2	7	2								11
14-Jan-97				4	11			1						16
15-Jan-97				1	3			1						5
16-Jan-97				3										3
17-Jan-97				2	2	2		3		2				11
18-Jan-97				7						5				12
19-Jan-97				2										2
20-Jan-97		1		5	2	2								10
21-Jan-97				3	2			1		1				7
22-Jan-97				7	4			3		1				15
23-Jan-97				2	5							5		12
24-Jan-97					4			1		7		3	5	20
25-Jan-97					4	2				2			3	11
27-Jan-97	2			2	12			4		3			3	26
28-Jan-97		1		24	23	17		3		10			4	82
29-Jan-97				21	24	17		2		19			4	87
30-Jan-97		2	1	44	37	31		4		60			7	186
31-Jan-97		2		47	55	9		4		53			1	171
01-Feb-97		17	5	58	182	28		32		47	4		5	378
02-Feb-97										2				2
03-Feb-97	1	8	10	39	133	7		18		95			30	341
04-Feb-97		3	1	90	68	12		41		82	1		16	314
05-Feb-97		2	1	89	70	5		24		93			17	301
06-Feb-97		14		128	88	15		17		49			9	320
07-Feb-97		1	1	73	52	3		14		110			31	285
08-Feb-97		1		52	44	20		5		97			28	247
09-Feb-97		1		21	101	6				153			8	290
10-Feb-97		8		84	47	6		15		59	4		13	236

Resale Orders Processed

11-Feb-97	1	6	2	91	33	33	34	100				14	314
12-Feb-97	2	16	3	112	47	26	9	122				26	363
13-Feb-97		3		109	43	32	33	148				20	388
14-Feb-97		2	5	64	50	15	21	123				18	298
15-Feb-97		5		74	45	68	13	98				7	310
17-Feb-97	1	2		59	94	14	3	112				16	301
18-Feb-97	2	3	2	54	76	12	16	101			37	26	329
19-Feb-97				22	8	3	6	48					87
20-Feb-97		6		28	43	5	18	69				7	176
21-Feb-97		3		65	85	7	12	120			1	31	324
22-Feb-97	1	1		99	115	12	14	79				10	331
24-Feb-97	5	3		48	37	8	6	130				5	242
25-Feb-97	1	2		60	88	22	24	100				19	316
26-Feb-97		6	1	64	112	19	32	110			10	16	370
27-Feb-97		2		72	153	56	30	126			3	13	455
28-Feb-97		3		27	42	32	44	215				10	373
01-Mar-97		11		76	88	51	61	110			19	16	432
02-Mar-97				11	4			1					16
03-Mar-97	1	22		24	113	24	32	180	1	1	2	53	453
04-Mar-97	8	17	13	133	94	36	32	233	1	2	1	24	594
05-Mar-97	1	70	11	116	86	43	57	157		1		37	579
06-Mar-97	3	16	10	133	151	53	54	180			2	28	630
07-Mar-97		21	5	102	81	33	29	293				30	594
08-Mar-97	6	58	6	245	165	87	74	87				90	818
09-Mar-97		92	16	60	114	59	33	56			15	14	459
10-Mar-97	6	7	5	126	60	42	97	62			1	92	498
11-Mar-97	4	7	7	56	80	38	39	83			23	23	360
12-Mar-97	5	5		55	160	33	32	44			35	42	411
13-Mar-97	5	11		35	104	13	40	153	1		4	32	398
14-Mar-97	12	2		43	100	18	25	87	1		6	38	332
15-Mar-97	4	2		3	18	6	30	58			2	10	133
16-Mar-97								3				2	5
17-Mar-97	5	10		15	71	29	35	95			21	34	315
18-Mar-97	5	3	2	42	48	33	22	216	2	1	4	23	401
19-Mar-97	2	2	5	30	81	14	34	277			6	40	491
20-Mar-97	12	5	3	57	80	52	41	184			6	42	482
21-Mar-97	3	9	1	55	146	56	49	164			7	24	514
22-Mar-97		19		53	37	38	29	21			3	11	211
23-Mar-97								2					2

Resale Orders Processed

24-Mar-97	2	15	2	104	108	29	53	67				9	389
25-Mar-97	7	2	7	108	93	28	85	118			7	25	480
26-Mar-97	4	1	3	98	150	23	43	288			15	31	656
27-Mar-97	1	5	1	54	87	46	35	134			23	39	425
28-Mar-97	5	3		40	72	42	26	95			18	18	319
29-Mar-97	2	37	6	39	46	21	40	58	2		1	14	266
30-Mar-97				5	10	14	6	24				5	64
31-Mar-97	1	9	10	44	117	26	36	101				25	369
01-Apr-97		52	8	64	139	32	55	25	2		4	33	414
02-Apr-97		36	8	40	180	39	59	77			18	38	495
03-Apr-97	5	34	4	86	325	115	76	52		1	14	54	766
04-Apr-97		36	4	52	168	85	103	146			19	26	639
05-Apr-97	1	3		35	94	39	31	137			5	20	365
06-Apr-97		6		22	34	43	25	88			2	2	222
07-Apr-97	2	26		87	157	77	54	138	1		6	27	575
08-Apr-97	2	55	3	117	132	126	49	65			6	27	582
09-Apr-97		32	11	95	158	70	88	188	1		8	32	683
10-Apr-97	9	53	12	103	136	33	73	242	1		3	19	684
11-Apr-97	1	56	9	69	70	65	55	118	1		1	27	472
12-Apr-97	1	12	7	29	25	25	41	43			14	14	211
13-Apr-97				5	37	24	7	47			1	7	128
14-Apr-97		31	6	61	78	31	52	120		3	30	29	441
15-Apr-97	3	26	9	111	153	80	84	120	1	1	10	26	624
16-Apr-97	2	31	3	134	115	72	64	127	3	1	10	29	591
17-Apr-97	3	22	1	116	131	51	50	58	1	3	26	36	498
18-Apr-97		10	3	155	245	63	69	304		2	44	24	919
19-Apr-97	2	28		84	289	60	81	179			29	15	767
20-Apr-97	2	9		63	99	34	76	90			38	8	419
21-Apr-97		9		66	90	45	53	132			27	22	444
22-Apr-97		49	6	78	100	58	62	127	2	4	33	47	566
23-Apr-97	1	26	2	61	87	76	43	198		1	77	35	607
24-Apr-97	1	32	8	80	140	72	110	104	5		68	37	657
25-Apr-97	1	22	10	101	94	59	79	126	1	2	77	36	608
26-Apr-97		1		8	41	29	17	21	4	2	48	20	191
27-Apr-97				9	8	2	27	27			45	3	121
28-Apr-97	4	21	7	70	118	71	61	87	2	4	74	47	566
29-Apr-97	3	35	13	96	115	88	69	226	3	2	155	24	829
30-Apr-97	5	69	3	78	177	81	94	184	11	5	92	15	814
01-May-97	3	38	6	59	185	65	77	122	16	16	100	36	723

Resale Orders Processed

02-May-97			1	110	173	53	96	212	2	5	119	30	801
03-May-97			2	28	65	8	28	89	4		35	23	282
04-May-97			2	11	25	9	2	44			5	2	100
05-May-97	8	36	5	79	97	64	54	174		5	61	13	596
06-May-97	3	14	6	84	128	77	67	99	2	6	113	38	637
07-May-97		5	1	46	168	70	57	179	4	1	96	65	692
08-May-97		8	5	65	174	95	110	167	2	5	183	23	837
09-May-97	1	3	9	72	120	109	107	211	5	8	132	51	828
10-May-97	4			6	24	8	13	81			41	15	192
11-May-97				3		6	12	1			73	1	96
12-May-97	2	6	18	56	130	68	99	94	6	5	55	28	567
13-May-97	7	11	24	105	123	103	95	90		3	44	22	627
14-May-97	4	20	14	127	157	86	116	237	3	5	48	63	880
15-May-97	5	10	13	86	186	63	104	256	14	23	185	26	971
16-May-97	1	22	9	77	114	67	113	215	15	18	157	55	863
17-May-97	2	2		23	110	34	48	106	10		106	18	459
18-May-97		4		16	69	15	25	5	1		67	3	205
19-May-97	4	40	16	85	160	76	159	87	15	36	129	52	859
20-May-97	3	27	9	70	150	85	158	124	5	20	141	34	826
21-May-97	15	46	4	83	174	88	136	491	16	24	121	44	1242
22-May-97	12	21	7	82	223	110	124	333	13	23	170	43	1161
23-May-97	12	24	7	74	165	213	98	332	9	35	163	64	1196
24-May-97	1		7	18	27	28	13	15	2	6	124	10	251
25-May-97					3	3	4	2			143	8	163
26-May-97				9	28	5	13	3		1	106	14	179
27-May-97	11	33	4	58	165	76	80	194	3	56	129	32	841
28-May-97	11	30	10	96	174	117	139	198	21	48	113	71	1028
29-May-97	34	34	7	83	200	108	107	315	27	24	102	49	1090
30-May-97	14	41	10	81	195	84	165	218	9	10	84	58	969
31-May-97	3		1	15	34	19	18	13	2	2	3	4	114
01-Jun-97		4		5	17	2	4	6		6	21	14	79
02-Jun-97	23	29	16	76	205	110	127	260	5	24	204	48	1127
03-Jun-97	21	25	13	108	168	84	118	239	10	19	157	39	1001
04-Jun-97	26	11	18	117	242	102	71	241	9	23	81	87	1028
05-Jun-97	17	19	4	96	186	88	116	230	12	14	97	85	964
06-Jun-97	31	26	8	90	177	79	123	122	14	26	115	99	910
07-Jun-97	3	7		26	60	36	50	28		8	73	33	322
08-Jun-97				13	10	16	10	5		2	45	19	120
09-Jun-97	26	19	6	54	182	79	143	220	25	12	37	59	862

Resale Orders Processed

10-Jun-97	20	25	10	82	204	115	120	176	6	29	105	73	965
11-Jun-97	32	16	16	97	284	222	113	235	4	29	124	57	1229
12-Jun-97	23	67	9	130	422	80	120	194	17	47	95	61	1265
13-Jun-97	9	33	14	102	440	381	130	213	49	66	68	45	1550
14-Jun-97	5	28	11	58	101	54	30	16	32	15	69	49	468
15-Jun-97		8	10	6	66	7	10	3		16	80	30	236
16-Jun-97	28	28	16	68	384	458	85	152	17	21	76	34	1367
17-Jun-97	20	68	33	125	336	231	118	124	7	27	70	54	1213
18-Jun-97	25	51	15	125	418	239	183	525	6	20	122	48	1777
19-Jun-97	20	39	8	154	447	75	148	353	5	45	135	52	1481
20-Jun-97	80	44	12	110	235	116	211	462	1	25	107	73	1476
21-Jun-97		7		33		17	93	32	6	30	131	43	392
22-Jun-97				13	23	4	4	3	15	6	14	8	90
23-Jun-97	18	18	6	75	143	73	143	140	7	27	83	32	765
24-Jun-97	95	32	15	113	168	92	156	296	26	54	45	46	1138
25-Jun-97	30	40	10	102	241	119	176	534	5	29	100	41	1427
26-Jun-97	22	69	1	102	219	89	196	147	28	46	111	115	1145
27-Jun-97	16	52	18	97	168	99	182	201	26	53	54	197	1163
28-Jun-97		31	4	59	51	26	49	20		2	59	18	319
29-Jun-97				19	19	4	15	4			12	4	77
30-Jun-97	25	23	6	74	179	117	147	160	9	31	147	63	981
01-Jul-97	17	16	2	66	179	153	134	406	10	27	395	46	1451
02-Jul-97	7	38	19	102	635	98	210	379	8	81	179	105	1861
03-Jul-97	10	52		79	595	87	188	1983	14	57	63	125	3253
04-Jul-97		4		21	29	18	18	19		5	24	32	170
05-Jul-97				6	26	17	26	7		12	38	9	141
06-Jul-97				12	19	13	19	7		1	34	2	107
07-Jul-97	5	10	1	82	144	93	144	201	19	119	235	98	1151
08-Jul-97	7	20	4	118	174	149	152	1270	6	89	53	76	2118
09-Jul-97	11	19	7	72	130	93	170	198	44	28	96	86	954
10-Jul-97	17	34	19	164	182	111	194	880	14	63	106	82	1866
11-Jul-97	72	27	3	132	209	118	258	252	15	132	127	85	1430
12-Jul-97	4	7	8	72	140	70	125	254	6	5	23	26	740
13-Jul-97	1			9	30	12	19	12		3	23	1	110
14-Jul-97	25	19	16	101	156	84	209	184	35	41	89	108	1067
15-Jul-97	18	20	10	99	188	115	162	215	14	37	116	85	1079
16-Jul-97	3	22	3	85	169	112	192	237	2	81	105	56	1067
17-Jul-97	28	36	17	116	174	115	236	121	20	97	127	104	1191
18-Jul-97	42	46	18	113	194	107	255	184	31	132	174	80	1376



Resale Orders Processed

19-Jul-97	11	5		39	74	42	104	42	5	21	112	44	499
20-Jul-97	3			11	12	8	33	6	3	1	38	14	129
21-Jul-97	18	56	15	66	106	67	237	186	17	39	148	43	998
22-Jul-97	30	98	7	164	153	72	297	252	12	41	103	55	1284
23-Jul-97	27	67	26	106	212	105	262	315	20	47	93	84	1364
24-Jul-97	26	58	17	119	226	128	362	251	18	75	172	72	1524
25-Jul-97	32	49	29	158	246	139	263	341	36	76	192	112	1673
26-Jul-97	11	14		80	107	50	84	36	5	71	103	107	668
27-Jul-97	10			9	28	14	18	15		11	50	6	161
28-Jul-97	18	25	13	70	198	74	236	319	18	210	65	79	1325
29-Jul-97	28	68	15	162	315	121	259	508	16	73	109	97	1771
30-Jul-97	35	118	26	138	183	101	259	202	96	45	66	105	1374
31-Jul-97	55	52	20	124	194	119	247	329	45	49	115	70	1419
	1514	3683	1053	12837	23340	11114	14491	29636	1123	2946	10427	6788	118952

Item 8c

Note: Total number of resale orders issued by the LCSC that were processed to completion.

Resale Canceled Orders

Item 8f Number of Resale orders that were canceled for customer or company reasons after being issued (May include some test orders) See Note below

							GA	GA		LSA			
03-Jan-97							1						1
06-Jan-97								1					1
08-Jan-97				1									1
11-Jan-97						1							1
13-Jan-97				1									1
14-Jan-97				2									2
17-Jan-97								1					1
18-Jan-97								1					1
22-Jan-97							1						1
23-Jan-97			2										2
24-Jan-97			1	2									3
27-Jan-97	2			1				2					5
30-Jan-97			3	1	1		2						7
31-Jan-97	1			7			1						9
01-Feb-97			2	14	2		5	1				15	39
02-Feb-97				1									1
03-Feb-97		1	4	1	1		3	8					23
04-Feb-97			5	5			1	3		1		5	17
05-Feb-97			3				3	5					12
06-Feb-97			3	1			1	1					6
07-Feb-97			7	2			4	7				4	24
08-Feb-97			4	4			4	3					15
09-Feb-97				3			1	5					9
10-Feb-97			1	3			8	2		1		1	16
11-Feb-97			1		1		6	5				1	14
12-Feb-97		1	2	4	3		4	4				3	21
13-Feb-97			3	3	2		6	7				2	23
14-Feb-97		4	5	3			1	3				2	18
15-Feb-97			4	3	3		1	1					12
17-Feb-97			2	8	1			6				1	18
18-Feb-97		1	1	7	1		1	2				1	14
19-Feb-97				2									2
20-Feb-97				2				1					3
21-Feb-97			1	2			1	2					6
22-Feb-97	1		7	5			3	1					17
24-Feb-97	3		1	1				7					12
25-Feb-97		2	4	5	1		6	4				1	23



Resale Canceled Orders

08-Apr-97				9		6	5	10	53	4				2	89
09-Apr-97						8	8	3	75	4				2	100
10-Apr-97	1					10	8	1	49	4				1	77
11-Apr-97						7	6	6	27	4			7	1	74
12-Apr-97		1				1	2	5		2				1	12
13-Apr-97								1		2				2	7
14-Apr-97		11				10	8	1	27	2					70
15-Apr-97	2		1			3	8	4	18	6				3	45
16-Apr-97		2				6	12	1	7	5				4	38
17-Apr-97	1					5	8	3	140	5				1	168
18-Apr-97						4	4	2	37	8				3	67
19-Apr-97	2	2					14	2	1	2				4	29
20-Apr-97		2				1	2	1	2	3					12
21-Apr-97		2				10	3	8	37	1			2	2	66
22-Apr-97	1	1				3	4	2	52	6					71
23-Apr-97	1	3				4	5	9	31	11	1				76
24-Apr-97	4	6				7	13	2	49	1	1			5	98
25-Apr-97	4	1				3	4	1	51	4			1	8	80
26-Apr-97							2		4	5				2	13
27-Apr-97									2	4					7
28-Apr-97	1	4				1	4	4	37	7				5	73
29-Apr-97	5	1				4	7	2	17	10	1			1	59
30-Apr-97	1	2				11	5	4	26	37	2			3	100
01-May-97	1	6	2			3	4		25	7				5	60
02-May-97		1	7			4	4	3	16	13					50
03-May-97			1				1		4	5					11
04-May-97			1				2			1					4
05-May-97	1						6	1	19	2		5			44
06-May-97	3	2	1			11	1	9	17	11	4				66
07-May-97	4					2	9	5	49	7	7				97
08-May-97						9	12	5	212	39	1				292
09-May-97		1				8	10	13	91	12	3				159
10-May-97							3		8	1	3				24
11-May-97						1				1					3
12-May-97	1	1				9	14	6	25	8	2		3	7	81
13-May-97	3	1				6	19	6	49	11	6			2	106
14-May-97	3	10				5	16	12	46	5	2		2	3	115
15-May-97	2	2				32	10	9	93	29	11		1	20	220
16-May-97			1			5	29	5	22	42	9		1	11	128

Resale Canceled Orders

17-May-97		1	2	1	2		6	7	
18-May-97					2		2	1	1
19-May-97	3	3	1	10	13	4	51	8	5
20-May-97	14		5	3	24	5	63	5	5
21-May-97	16	2	1	3	9	8	22	11	4
22-May-97	20	1		3	17	6	18	5	4
23-May-97	6			4	15	9	35	6	3
24-May-97	2					4	1	2	
25-May-97					1				
26-May-97					2	2	2	2	
27-May-97	5	2	2	1	23	2	17	9	6
28-May-97	6		1	8	6	3	38	6	4
29-May-97	3		8	5	7	8	16	5	6
30-May-97		3		1	4	8	22	8	1
31-May-97	1				7	1	4		
01-Jun-97	7		2		2	1	13	2	5
02-Jun-97	4	5	2	4	10	8	32	10	3
03-Jun-97	7	1	4	5	2	7	9	7	5
04-Jun-97	4	4	5	1	9	5	18	3	7
05-Jun-97	10	2	1	4	8	10	26	2	2
06-Jun-97	20	1	3	9	9	7	42	9	2
07-Jun-97	2			1	4	1	2	3	
08-Jun-97	17			1	3	1	2		
09-Jun-97	11	5	7	4	16	12	14	4	
10-Jun-97	7	1		10	17	4	17	7	
11-Jun-97	2		6	10	12	11	21	10	
12-Jun-97	5	2	1	11	3	4	24	8	2
13-Jun-97	1	2		2	5	10	35	15	4
14-Jun-97	4			8	2	2	9	3	2
15-Jun-97			1		1		2	2	
16-Jun-97	5	4	2	5	11	2	18	7	5
17-Jun-97	6	11		8	11	1	16	12	2
18-Jun-97	11	3	5	3	28	8	21	7	2
19-Jun-97	7	5		5	10	4	25	19	4
20-Jun-97	4	4	1	4	15	6	14	21	
21-Jun-97		6		1			5	2	
22-Jun-97							1		
23-Jun-97	9			5	3	2	20	4	
24-Jun-97	3	6	1	10	4	3	16	7	

		1		1					
	5	18		10					
		26		2					
		8		13					
		2		4					
1		3		15					
		2		4					
		3		1					
		4							
3		11		4					
9		6		6					
4		4		8					
		9		5					
1		1							
4		6		10					
		5		3					
1		8		5					
1		8		10					
5		3		6					
6		11		7					
		4		2					
6		5		10					
1		8		4					
1		1		8					
4		5		4					
7		2		11					
2		5		3					
		2		2					
		2		2					
8		6		18					
2		5		10					
5		2		10					
11		6		17					
6		11		6					
1		8							
4		9		3					
3		2		2					

21  
8  
131  
152  
97  
80  
97  
15  
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12  
85  
93  
74  
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126  
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94  
76  
82  
73  
94  
40  
10  
91  
84  
105  
113  
92  
23  
1  
59  
57

Resale Canceled Orders

25-Jun-97		3	1	4	13	5	47	19		3	3	8	106
26-Jun-97	25	26		8	4	1	34	13	2		2	2	117
27-Jun-97	6	3	1	5	23	12	37	14	3	1	5	9	119
28-Jun-97	1	7		2	12		4	3		1	6	2	38
29-Jun-97						1		2					3
30-Jun-97	4		3	13	11	6	15	7		5	6	11	81
01-Jul-97	5	3	2	5	13	6	18	10	3		5	4	74
02-Jul-97	8		1	10	8	6	53	18	2	3	8	9	126
03-Jul-97	2	5	2	5	6	5	19	16	2		1	6	69
04-Jul-97				1	1	4	7					3	16
05-Jul-97		2		2			7				3	2	16
06-Jul-97				1									1
07-Jul-97	5		1	5	5	5	42	20	1	3	6	7	100
08-Jul-97	1	2	3	1	11	8	13	18	1	5	1	9	73
09-Jul-97	11	2	5	5	14	5	84	39	3	15	4	6	193
10-Jul-97	18	2	5	2	15	1	60	27	12	18	3	16	179
11-Jul-97	7	1		8	10	4	53	23		8	10	9	133
12-Jul-97				1	4	5	11	8	1		1		31
13-Jul-97								1					1
14-Jul-97	1		1	6	3	6	19	14	1	1	4	7	63
15-Jul-97	10	1	2		24	7	21	7	1	9	4	5	91
16-Jul-97				2	6	3	16			5	4	3	39
17-Jul-97	2		1	3	7	5	46	13		8	12	5	102
18-Jul-97	11	1	2	9	7	2	64	14	4	8	8	18	148
19-Jul-97	2			4	3	4	25	2	1		3	2	46
20-Jul-97						1	4					1	6
21-Jul-97	4	1	1	9	7	6	58	41	1	10	6	23	167
22-Jul-97	6	3	2	6	12	2	36	19	3	7	3	3	102
23-Jul-97	14	5	2	6	6	2	66	17	9	20	5	13	165
24-Jul-97			3	10	16	8	59	25	1	2	7	10	141
25-Jul-97	4	3	1	18	9	3	58	27	2	7	8	3	143
26-Jul-97		1		7	5	3	8	1		4	4	7	40
27-Jul-97	1			1	3	1	3	2		1	2	4	18
28-Jul-97	2	2	2	7	5	2	31	9	3	24	10	5	102
29-Jul-97	4		1	13	10	3	41	11	5	11	4	9	112
30-Jul-97	5		4	6	7	6	63	16	5	6	5	12	135
31-Jul-97	17	10	7	11	19	2	51	8	1	6	4	9	145
TOTAL	471	293	141	747	1231	584	4213	1516	222	312	631	710	11071

**Resale Canceled Orders**

**Item 8f**

**Note:** BellSouth does not reject orders after they are issued. This report indicates the number of orders that was canceled after being issued.

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Request for  
Production of Documents  
August 11, 1997  
Item No. 20  
Page: 1 of 1

**REQUEST:** Produce copies of all studies, analyses, reports, or logs that describe, or from which one can determine (both for Florida and region-wide):

- (a) the number of CLEC orders completed on or before the due date specified on the FOC;
- (b) the number of CLEC orders completed after the due date specified on the FOC;
- (c) the number of CLEC order completed:
  - (1) within 24 hours after the due date specified on the FOC;
  - (2) more than 24 hours, but less than 48 hours, after the due date specified on the FOC;
  - (3) more than 48 hours, but less than 72 hours, after the due date specified on the FOC; and
  - (4) more than 72 hours after the due date specified on the FOC.

**RESPONSE:** The due date on the order is the due date on the FOC. See BellSouth's response to AT&T's 1st Request for Documents Item No. 8.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375



**REQUEST:** Please state, with respect to all orders received from CLECs in Florida and in the BellSouth region since January 1, 1997:

- (a) the percentage of orders sent from LEO (Local Exchange Ordering) to LESOG (local Exchange Service Order Generator);
- (b) the percentage of orders from LEO to the LCSC (Local Carrier Service Center);
- (c) the percentage of orders sent from LESOG to SOCS (Service Order Centralization System); and
- (d) the percentage of total orders that LESOG was unable to process.

Please provide a separate Florida-specific response as well as a response for the BellSouth region.

**RESPONSE:** Please see the attached response. This information is for July and August only on a regional basis. The information was manually obtained from LEO. No data available for Florida specifically and is available for only 2 months.

**INFORMATION PROVIDED BY:** W. N. Stacey  
Assistant Vice President  
675 W. Peachtree St.  
Atlanta, Ga. 30375

July

	LEO/LESOG ERRORS BY CATEGORY													
	ED/LENS ORDERS	TOTAL LEO/LESOG DETECTED ERRORS	RSAG ERRORS	DSAP ERRORS	MISC. ERRORS	LSR/CSR ERRORS	COFFI ERRORS	EU ERRORS	FNL ERRORS	NO TN ERRORS	ORDERS TO SOCS	SOER ERRORS	Mechanized Order Generation	% Flowthrough
1st week	136	45	13	6	2	6		16	1	1	91	42	49	36.0%
2nd week	417	141	89	28	5	16	3				276	206	70	16.8%
3rd week	219	101	57	27	9	7		1			118	72	46	21.0%
4th week	489	143	89	26	14	8	6				346	170	176	36.0%
5th week	218	71	39	18	8	5	1				147	100	47	21.6%
<b>TOTAL</b>	<b>1479</b>	<b>501</b>	<b>287</b>	<b>105</b>	<b>38</b>	<b>42</b>	<b>10</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>978</b>	<b>590</b>	<b>388</b>	<b>26.2%</b>
<b>% BY ERROR TYPE</b>		<b>33.9%</b>	<b>19.4%</b>	<b>7.1%</b>	<b>2.6%</b>	<b>2.8%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.1%</b>	<b>0.1%</b>		<b>39.9%</b>		

August

	LEO/LESOG ERRORS BY CATEGORY													
	ED/LENS ORDERS	TOTAL LEO/LESOG DETECTED ERRORS	RSAG ERRORS	DSAP ERRORS	MISC. ERRORS	LSR/CSR ERRORS	COFFI ERRORS	EU ERRORS	FNL ERRORS	NO TN ERRORS	ORDERS TO SOCS	SOER ERRORS	Mechanized Order Generation	% Flowthrough
1st week	864	295	168	61	25	41					569	341	228	26.4%
2nd week	1048	338	127	30	110	57	4	10			710	506	204	19.5%
3rd week	2293	428	137	26	142	100	13	10			1865	1153	712	31.1%
4th week	4072	485	185	16	169	84	20	11			3587	1940	1647	40.4%
5th week												0		
<b>TOTAL</b>	<b>8277</b>	<b>1546</b>	<b>617</b>	<b>133</b>	<b>446</b>	<b>282</b>	<b>37</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>6731</b>	<b>3940</b>	<b>2791</b>	<b>33.7%</b>
<b>% BY ERROR TYPE</b>		<b>18.7%</b>	<b>7.5%</b>	<b>1.6%</b>	<b>5.4%</b>	<b>3.4%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.0%</b>	<b>0.0%</b>		<b>47.6%</b>		

(a) LEO and LESOG error detection percentages are not separated, so no data is available to specifically address this question

(b) All error types ("TOTAL LEO/LESOG DETECTED ERRORS" and "SOER ERRORS") are handled by the LCSC until the CLEC ordering error has been corrected.

(c) The column in the tables shown above labeled "ORDERS TO SOCS" contains this data for orders entered electronically through EDI or LENS

(d) The column in the tables shown above labeled "ORDERS TO SOCS" contains this data for orders entered electronically through EDI or LENS

NOTE 1: Data is not available prior to July, 1997

NOTE 2: Only regional data is available. The data available is not separated by state.

**REQUEST:** With respect to the number of CLEC orders that LESOG was unable to process since January 1, 1997, both for Florida and for the BellSouth region, describe how the orders were processed, including whether the orders were processed manually.

**RESPONSE:** Any orders from ALEC's that do not flow through the system electronically are processed with manual intervention to the extent necessary in order to complete the order.

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Planning  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375

**REQUEST:** For any orders for unbundled loops that BellSouth has received from CLECs (both in Florida and region-wide) since February 8, 1996:

- (a) identify the number of orders received by BellSouth for unbundled loops by month from February 1996 to the present. If "by month" data is not available, then provide the requested data in any format available to show the volume of orders over time.
- (b) provide a breakdown showing the number of such orders that were provisioned within:
  - (1) 2 days of the order;
  - (2) 5 days of the order;
  - (3) 6-10 days of the order;
  - (4) 11-20 days of the order; and
  - (5) more than 20 days of the order.

In addition, please indicate the longest time interval BellSouth has taken to provision an unbundled loop and explain circumstances.

**RESPONSE:** The scope of this request is extremely burdensome and oppressive in that it would require the LCSC staff to review all orders processed.

a. BellSouth has this data for Florida and region wide for Jan-July 1997. This data was not accumulated prior to January 1997. This information is contained in AT&T's 1st Document Request Item 8.

b. Please refer to BellSouth's response to Interrogatory No. 25. In order to respond to this section, BellSouth would be required to manually search approximately 4,000 orders and manually separate Florida specific from other regional orders.

**INFORMATION PROVIDED BY:** W. N. Stacy  
Assistant Vice President  
675 W. Peachtree NE  
Atlanta, Ga. 30375

**REQUEST:** For any orders for basic service lines at a wholesale discount (*i.e.*, Total Service Resale, or "TSR" orders) received by BellSouth (both in Florida and region-wide since February 8, 1996:

- (a) identify the number of orders received by BellSouth for TSR by month from February 1996. If "by month" data is not available, then provide data in any formats available to show the total volume of orders over time.
- (b) provide a breakdown showing the number of such orders that were provisioned within:
  - (1) 2 days of the order;
  - (2) 5 days of the order;
  - (3) 6-10 days of the order;
  - (4) 11-20 days of the order; and
  - (5) more than 20 days of the order.

In addition, please indicate the longest time interval BellSouth has taken to provision an order for resale and explain the circumstances.

**RESPONSE:** a. BellSouth has this data for Florida and region wide for Jan-July 1997. This data was not accumulated prior to January 1997. This information is contained in AT&T's 1st Document Request Item 8.

b. BellSouth Systems does not capture this information. When an order is completed in SOCs the dates associated with the order is deleted by the system after a determination of whether the order was missed.

**INFORMATION PROVIDED BY:** W. Keith Milner  
Director - Strategic Planning  
675 W. Peachtree NE  
Atlanta, Ga. 30375

**REQUEST:** Describe the largest number of orders (from all CLECs combined) for unbundled loops that BellSouth has received on a single day (both on a region-wide basis and in each State in BellSouth's region, including Florida), and the day on which such orders were received.

**RESPONSE:** Please refer to BellSouth's Response to AT&T's 1st Document Request Item 8. This information is only available for January 7, 1997 - July 1997. BellSouth did not begin to capture the data mechanically until that time.

**INFORMATION PROVIDED BY:** W. Keith Milner  
Director - Strategic Planning  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375

**REQUEST:** Describe the largest number of orders (from all CLECs combined) for unbundled loops that BellSouth has processed on a single day (both on a region-wide basis and in each State in BellSouth's region, including Florida), and the day on which such orders were processed.

**RESPONSE:** Please refer to BellSouth's Response to AT&T's 1st Document Request Item 8. BellSouth begins to process orders the day they are received. This information is only available for January 7, 1997 - July 1997. BellSouth did not begin to capture the data mechanically until that time.

**INFORMATION PROVIDED BY:** W. Keith Milner  
Director - Strategic Planning  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Set of Interrogatories  
August 11, 1997  
Item No. 7  
Page: 1 of 1

**REQUEST:** Describe the largest number of orders (from all CLECs combined) for resold local lines that BellSouth has received on a single day (both on a region-wide basis Florida), and the day on which such orders were received.

**RESPONSE:** Please refer to BellSouth's Response to AT&T's 1st Document Request Item 8. This information is only available for January 2, 1997 - July 1997. BellSouth did not begin to capture the data mechanically until that time.

**INFORMATION PROVIDED BY:** W. Keith Milner  
Director - Strategic Planning  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375



BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Set of Interrogatories  
August 11, 1997  
Item No. 8  
Page: 1 of 1

**REQUEST:** Describe the largest number of orders (from all CLECs combined) for resold local lines that BellSouth has processed on a single day (both on a region-wide basis and in each State in BellSouth's region, including Florida), and the day on which the orders were processed.

**RESPONSE:** Please refer to BellSouth's Response to AT&T's 1st Document Request Item 8. Resale orders are processed on the day they are received. This information is only available for January 7, 1997 - July 1997. BellSouth did not begin to capture the data mechanically until that time.

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Planning  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375

**REQUEST:** Describe, both for Florida and on a region-wide basis:

- (a) the number of requests for its own basic exchange service that BellSouth receives on an average day;
- (b) the largest number of requests for its own basic exchange service that BellSouth has received on any day within the last two years;
- (c) the largest number of requests for its own basic exchange service that BellSouth has received on a particular day within the last two years.

**RESPONSE:** This information is an approximation based on reports BellSouth Consumer Operations. In this response, BellSouth is defining basic exchange as a new connect 1FR in Florida.

- a. 121 a day or 3630 for an average 30 day period.
- b. This information would require the review of service orders maintained on microfiche which is kept on file for one year in each BellSouth business office in Florida.
- c. 5410

**INFORMATION PROVIDED BY:** Diane Gee  
Manager  
675 W. Peachtree Street NE  
Atlanta Ga. 30375

REQUEST: Identify all CLECs (both in Florida and region-wide) with whom BellSouth has tested:

- (a) LENS;
- (b) EDI (whether Phase I, Phase II, or otherwise);
- (c) EXACT;
- (d) TAFI;
- (e) EBI;
- (f) the Billing Daily Usage File;
- (g) any other interface.

RESPONSE:

- (a) (b) (d) (f) See attached charts and documents (**PROPRIETARY ALEC Specific Information**)
- (c) (e) EXACT and EBI have been operational for IXC's, and therefore were not tested with CLECs. There is no test data for CLECs using the EBI, because the EBI was built for and used by IXC's.
- (g) n/a

INFORMATION PROVIDED BY: Gloria Calhoun  
Director - Regulatory Management  
BellSouth Center  
675 W. Peachtree St.  
Atlanta, Ga 30375

(f)

# Electronic Interface Sales Pipeline

8/18/1997 .2

Potential					System Turnup					I n U s e	V o l u m e t o d a t e	F o r e c a s t V o l u m e '97	F o r e c a s t V o l u m e '98	R e p s '97	R e p s '98	% Residential	% Small Bus	% Complex	
L E N S	E D I	E D I - P C	E C - L i t e	T A F I	L E N S	E D I	E D I - P C	E C - L i t e	T A F I										E C T r i b l e
X					B														
X			X	X	E						NOW	3	500	800			40%	40%	20%
X					C 6/6				B		7/25/97						50%	50%	
X				X	C				A										
X			X	X							4Q97								
X	X			X	C						8/1/97	300+		6	16	0%	20%	80%	
X	X		X	X	C			E											
X					C				C		NOW	5128	147,530						
X	X	X	X	X	C - 8/20						4Q97	1000	3000						
X					C														
X		X		X	A		A		A										
X	X			X	E				E		NOW	70					90%	10%	
X	X			X	C		D		C			3005							
X	X		X	X							4Q97		10000		10	50%	30%	20%	
X	X		X	X	E				E		NOW	12	1000	10000	5	20	25%	80%	15%
X				X								100	2000		1	3	1%	35%	64%
X					C														
X		X	X	X	C		E		C		1Q98	9	1000	10000	3	5		50%	50%
X					E						8/1/97	68							
X			X	X							ASAP		500	5000	15	20	5%	20%	75%
X				X	B														
X		X		X	A		A		A										
X				X			B												
X	X			X															
X	X		X	X	B				B		8/30/97		25000	30000	40	80	5%	75%	20%
X				X	E				A		NOW	49							
X		X	X	X	E				E		NOW	180	9600	10800	25	65	5%	90%	5%
X				X	E				E		NOW	2							
X					E				C			1							
X		X	X	X	C						ASAP		500	1000	5	50			

# Electronic Interface Sales Pipeline

8/18/1997 .2

Potential					System Turnup					In Use	Volume to date	Forecast Volume '97	Forecast Volume '98	Reps '97	Reps '98	% Residential	% Small Bus	% Complex	
LENS	EDI	EDIPC	EC-Lite	TAFI	LENS	EDI	EDIPC	EC-Lite	TAFI										EC-Trip
X		X	X	X	C		E		C		8/1/97	5	100	800	2	5	70%	30%	
X			X	X							ASAP				8	30	30%	50%	
X	X	X	7X		E						NOW	618	6000	6000					
X				X	C				C										
X				X	E						NOW	14							
X		X		X	E		E		E		NOW	48							
X	X				C								38775						
X				X	C				C										
X		X	X	X	C - 8/20						ASAP		200	2000	3	8	10%	80%	
X	X	X		X	C - 8/20						9/1/97		5000	20000	5	12	100%		
				X	C				C										
X				X							11/1/97		100	100	2	6	5%	80%	
X		X		X							ASAP						70%	30%	
X				X	C				C										
X			X								7/1/97		1000+	1000+	3		100%		
X					C														
X	X		X	X	C				C		4Q97						70%	20%	
X					E							179							
X			X	X									4000	4000	2	2	100%		
X					E							22							
X	X			X															
X				X	E				E		ASAP					150			
X				X							NOW	64							
X		X			C		E		C			1							
X			X	X	A						8/1/97		200	500	8	10	100%		
X				X	C				C										
X				X	E				E		NOW	10							
X				X	E				C			1							
X				X	C				A										
X				X	E				E		NOW	18							
			7X																
X				X	E							27							
57	16	14	20	51	SEE LEGEND FOR TOTALS						13	6527	242110	118000	131	492	34.10%	42.38%	23.52%

Total at each stage

3  
3  
23  
1  
20

Turnup Activity Legend

A	Account team to negotiate interface in next 30 days
B	Building connectivity
C	Trained, connectivity set
D	End-to-End testing
E	Actively using system

Order Volumes by System

LENS	1338
EDI	5128
EDIPC	61
Total	6527

**REQUEST:** State the number of CLEC inquiries/orders that can be processed, by hour and by day, by each of the following, and state whether such number is for Florida or for the BellSouth region:

- (a) LENS;
- (b) EDI;
- (c) EXACT;
- (d) TAFI;
- (e) EBI;
- (f) the Billing Daily Usage File;
- (g) any other interface that BellSouth offers or provides to CLECs.

**RESPONSE:** (a) LENS has been designed to handle 1000 orders per day for the BellSouth region, in addition to pre-order activity in support of 5000 orders per day. The target is to handle 100 orders per hour, although LENS activity can be spread over as many as 20 hours most days. Florida is expected to account for about 25% of the orders.

(b) The target for EDI is 4000 orders per day in the BellSouth region, with an hourly target of 400 orders. Florida is expected to account for about 25% of the orders. EDI can actually handle many more orders each hour. Approximately 2000 orders have been sent through EDI in one hour during testing. EDI is available 24 hours per day.

(c) BellSouth currently processes approximately 2000 ASR's/day region wide. However, BellSouth's policy is to provide support for UNE and Resold products via the EDI and LENS interfaces.

(d) Bellsouth currently can accommodate 130 concurrent ALEC users with a volume of 2600 troubles/hr region wide.

(e) The WFA-TA interface currently processes approximately 200 troubles/day region wide at 60% CPU in an IXC environment.

**REQUEST:** State the number of CLEC inquiries/orders that can be processed, by hour and by day, by each of the following, and state whether such number is for Florida or for the BellSouth region:

- (a) LENS;
- (b) EDI;
- (c) EXACT;
- (d) TAFI;
- (e) EBI;
- (f) the Billing Daily Usage File;
- (g) any other interface that BellSouth offers or provides to CLECs.

**RESPONSE:** (f) Region wide end user billing data is collected, processed and distributed to the local providers during batch cycle processing five workdays per week, except holidays. With the batch processing arrangements, capacity is available to handle large volumes. Volumes in the range of four to six million records per day per RAO could be processed routinely. This would be for all CLEC users combined, at the individual RAO level. The Billing Daily Usage Files consist of call detail records for end user calls (interlata toll and billable local calls, Directory Assistance, Verification and Interrupt, Operator Services, etc.), rather than inquiries or orders.

**RESPONSE PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Management  
BellSouth Center  
675 W. Peachtree St.



**REQUEST:** State whether manual intervention is required or involved in BellSouth's ordering processes for CLECs and, if so, describe the interface (s) or system (s) where such manual intervention is required.

**RESPONSE:** Manual ordering is used for many complex services and the low-volume UNEs which have not been defined by the OBF (Ordering and Billing Forum). (EDI handles some complex services like PBX trunks, Synchronet, hunting, and ISDN Basic Rate, and these UNEs: loop, INP (Interim Number Portability), loop + INP, and port.) Complex services requiring account team handling are handled in the same manner for both CLEC and BellSouth retail customers.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
675 W. Peachtree Street, N.E.  
Atlanta, Ga. 30375

**REQUEST:** Using a detailed process flow diagram, indicate the specific electronic interfaces, backoffice systems and ordering, billing and maintenance and repair systems for unbundled network elements and resale. Indicate in detail in the diagram where such interfaces, systems and personnel are also used to provide BellSouth services. In addition to the flow diagram:

- (a) Describe the functions or systems available to a CLEC wishing to resell to an existing BellSouth customer the identical service that the customer receives from BellSouth.
- (b) Describe the functions or systems available to a CLEC wishing to resell to an existing BellSouth customer services that differ from the service that the customer receives from BellSouth.
- (c) Identify all differences that exist in the ability of BellSouth and the CLECs to perform each function, including but not limited to the ability to expedite orders and modify orders.

**RESPONSE:**

(a, b, c) Please see attached documents

**INFORMATION PROVIDED BY:** Gloria Calhoun  
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675 W. Peachtree St.  
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## Interrogatory No. 13

**Response:** The following describes BellSouth's Ordering, Provisioning, Maintenance, and Billing processes with specific focus on the ALECs interfaces with these processes:

### **Ordering & Service Provisioning:**

#### **Non-Designed Services**

This section describes the ordering and service provisioning flow depicted on Exhibits 1 through 4. The reader should refer to those process flow diagrams while reading the following:

#### **Order Transmittal from ALEC to BellSouth:**

The ALEC community can select from three optional LSR interfaces (EDI, LENS, manual) and two ASR interfaces (EXACT, manual) with BellSouth in the ordering and provisioning process:

#### **Electronic Data Interchange (EDI):**

EDI is the electronic interface sanctioned by the OBF for Local Service Request communications. Using this interface, the ALEC will transmit service requests in OBF standard format to BellSouth. EDI is basically a file transfer control module, allowing an EDI module on the ALEC side of the interface to pass formatted data to the EDI module on the BellSouth side of the interface. Thus, EDI is not an interactive system; it is a "batch process" file-transfer interface, although there is considerable flexibility in how the ALEC chooses to configure the file transfer software. LSRs successfully received and processed by EDI will be passed to the Local Exchange Ordering (LEO) system.

LEO will perform certain edit checks and data formatting checks to help ensure a complete and correct order entry. If the request fails the edit checks, it will be electronically returned to the ALEC for correction via EDI. If the request passes the edit and data formatting checks, LEO will return a Firm Order Confirmation electronically to the ALEC via EDI and pass the service request on to the Local Exchange Service Order Generator (LESOG). LESOG will format the service request into BellSouth service order record formats which can be handled by downstream systems. LESOG will use terminal emulation to input the order into the BellSouth Service Order Control System (SOCS).

Ongoing enhancement of EDI will be developed in phases. Those resale services or UNEs which are not supported by EDI in the first will be handled through the LCSC using the manual interface.

*LENS Interface:*

BellSouth also offers a Local Exchange Negotiation System (LENS) interface to any ALEC who chooses to use this option. Using LENS, the ALEC can order certain resale services and UNEs electronically. The LENS interface will also comply with OBF ordering standards for those resale services and UNEs which it supports at any point in time. Development of LENS capabilities will be a phased approach. Any resale services or UNEs which are not supported by LENS at a particular point in time will be handled through the LCSC using the manual interface.

LENS will perform a number of data formatting checks on the service request. As the LSR is entered into LENS, LENS will also automatically perform the following data validation functions:

- LENS will first access RSAG and verify the street address.
- Once the street address is valid, LENS will present a list of features available in the switch(es) which serve that address.
- Once the desired features have been selected, LENS will either allow a search in ATLAS for a DN or allow the ALEC to enter a DN which had previously been reserved through preordering transactions.
- Finally, LENS will attempt to honor the Due Date which the ALEC requests but will validate the availability of that DD in DSAP. If a commitment date is returned different from the requested date, LENS will (in Phase II) provide an explanation for the difference.

Once the LSR has been entered and all edits and validations are passed, LENS will provide an Acknowledgment for the ALEC and send the service request to the Local Exchange Ordering (LEO) system.

LEO will format the service request into BellSouth service order record formats which can be handled by downstream systems. LEO will also apply further editing and formatting checks to help ensure a valid order. If the LSR fails these checks, the LSR will fall-out in the LCSC for manual intervention. LENS will also provide the ALEC with a list of all LSRs which are in error status and the associated errors.

If the LSR passes the LEO edits, LEO will generate a Firm Order Confirmation (FOC) — which is available to the ALEC via the LENS interface — and then electronically pass the service request into the Local Exchange Service Order Generator (LESOG). LESOG will use terminal emulation to input the order into the BellSouth Service Order Control System (SOCS).

Finally, LENS provides the ALEC with access to key status information regarding the BellSouth service order which is related to his LSR. The ALEC can see if the service order is pending assignment by downstream OSs (e.g. LFACS, COSMOS as described later in this section), if assignment functions are complete and the order is pending installation, and, finally, if the order has been completed. Moreover, when the order is completed in the Service Order Control System (SOCS), a formal Completion Notice will be passed to LENS and will be available to the ALEC on line.

*Exchange Access Control & Tracking (EXACT) Interface:*

The ALEC can input Local Interconnection Access Service Requests (ASRs) directly into EXACT, just as the InterLATA Carriers (IC) have long been operating. Using this interface, the ALEC will enter Local Interconnection ASRs in OBF standard formats. EXACT will perform certain edit checks and data formatting checks to help ensure a complete and correct order entry. If the request fails the checks, it will be electronically returned to the ALEC for correction.

If the request passes the EXACT checks, EXACT will return a Firm Order Confirmation to the ALEC and pass the request to the Translation of USOCs and FIDs (TUF) system. TUF will format the service request into BellSouth service order records formats which can be handled by downstream systems. TUF will then electronically pass the service request directly into the BellSouth Service Order Control System (SOCS).

EXACT was designed originally for the InterLATA Carrier ordering processes associated with IC Switched Access and Special Access. EXACT conforms to OBF standards for Local Interconnection and is used by a number of ALECs to order Local Interconnection trunks. EXACT will not be enhanced to support local resale services and local service UNEs — local services should be ordered on LSRs through one of the LSR interfaces (EDI or LENS).

*Manual Interface:*

Finally, the ALEC can transmit local service requests to BellSouth using facsimile or mail services. These service requests will be received and input into front-end service provisioning systems — either the Direct Order Entry (DOE) or the Service Order Negotiation System (SONGS) system, depending upon the

geographic area — by the BellSouth Local Carrier Service Center (LCSC). In Florida, all local service requests for non-designed services will be entered into DOE by the LCSC.

During entry, preordering-type data validations are performed, and DOE performs various data edit and formatting checks as well. If the order passes all edit checks and data validation, DOE will pass the service order to the Service Order Control System (SOCS). At this point, the LCSC furnishes a Firm Order Confirmation manually to the ALEC.

If errors are detected, the order is presented to the LCSC personnel for correction. The LCSC will make the correction if the error resulted from an input error. If the ALEC provided erroneous or improperly formatted information, the LCSC will contact the ALEC (by phone or facsimile) to resolve the problem.

Local service requests will be accepted by BellSouth on standard forms developed through the Ordering & Billing Forum (OBF). Where OBF forms are not finalized or where BellSouth has identified the need to add fields to certain types of service requests for additional data needed to work the order, BellSouth has created interim forms. Instructions for using these interim forms are included (along with instructions for using all other OBF manual service request forms) in BellSouth filings and publications. BellSouth has provided these publications directly to ALECs who have established master accounts with BellSouth. BellSouth has also provided input and proposals related to all deviations from OBF standards to the Ordering and Billing Forum. BellSouth intends to conform to OBF standards.

*Complex Services:*

Local service requests for *complex* resale services or *complex* UNEs will require extra handling outside the service provisioning pipeline. Complex requests are those which:

- require complex translations work involving customer groups (e.g. ESSX, MultiServ<sup>®</sup>, Automatic Call Distribution groups, etc.) or changes to switch configurations (e.g. turning on new switch software features)
- involve any customized switch or network routing changes
- involve the Public Packet Switch Network (i.e. PulseLink<sup>®</sup>)
- involve broadband offerings (e.g. Asynchronous Transfer Mode data networking)

If the local service request is for complex resale services, the ALEC will contact the ICS Account Team directly. The ICS Account Team, depending upon the nature of the LSR, will collect the necessary data to perform the complex translations and configurations and then pass this information to the Data

Customer Service Center (DCSC) if broadband or packet data services are involved. Otherwise, the ICS Account Team will pass this information to the Vendor Services Center (VSC). The DCSC or VSC will enter the service orders into SOCS and forward information needed by BellSouth work groups outside the service order flow as appropriate.

If the LSR is for complex UNEs or UNE combinations, the LCSC will "hand-off" the request to the appropriate BST organization. For instance, if the LSR involves broadband UNEs, the LCSC will refer the LSR to the Data Customer Service Center (DCSC). Otherwise, the LCSC will involve the ICS Account Team. Either the DCSC or LCSC, depending on the specific nature of the LSR, will issue the necessary service orders into the Service Order Control System (SOCS) and forward information needed by BellSouth work groups outside the service order flow as appropriate.

This is the same kind of handling that a BellSouth retail service request would follow in other BellSouth Customer Operating Units (e.g. BBS) when complex functions are involved. When complex services are involved, additional work items must be handled outside of the primary service order pipeline.

*Order Distribution and Assignment Functions Within BellSouth:*

The primary function of the Service Order Control System (SOCS) is to route the service order to all recipients who/which require the information. The primary destination is the next downstream service provisioning system, Service Order Analysis & Control (SOAC). If the service order can be processed without problem by SOCS, it will be passed electronically to SOAC. If SOCS has a problem with the service order routing function, the order will "fall-out" in the LCSC for manual intervention. The LCSC will resolve the problem and resend the order to SOCS.

SOAC will determine from information in the service order image which downstream assignment and control systems require information in order to perform their functions. SOAC will then route the necessary service order data to the downstream assignment systems. The next system in the provisioning pipeline for non-designed orders is the Loop Facility Assignment Control System (LFACS).

LFACS will use certain data from the service order to select and assign the loop facilities. To perform this function, LFACS will primarily use the address data for the customer location, selecting the best loop facility which can serve the address. If the customer is transferring existing service from BellSouth to the ALEC, a "reuse field identifier" will cause LFACS to reassign the same loop facility to the ALEC order. If LFACS encounters an error or condition which prevents the successful assignment of a loop facility, the order will "fall-out" and

be presented to an employee in the Network Infrastructure Support Center — Address & Facility Inventory Group (NISC-AFIG) for manual intervention. Otherwise, LFACS will mechanically complete the loop facility assignment and pass this information along with certain other parameters back to SOAC.

SOAC will next route the service order to the Computer System for Mainframe Operations (COSMOS) system. COSMOS will make the terminal assignments on the main distributing frame in the central office to cross connect the BellSouth switch port or the ALEC port/facility-termination to the loop facility assigned by LFACS. If COSMOS is successful in this function, COSMOS will issue a frame work order to the field central office personnel to perform the frame cross-connect wiring functions in accordance with the service order. COSMOS will also return the frame assignment information (particularly the "OE" assignment) to SOAC for entry into the service order assignment section. If COSMOS encounters a problem, the order will "fall-out" into the NISC-AFIG for manual intervention.

Once SOAC receives the completed assignment information from COSMOS, SOAC will route the order to MARCH. If the order requires software changes to be made in a BellSouth switching network element (e.g. to activate dial tone and the assigned telephone number, to activate line vertical service features, or to implement other line-assigned, switch-based services), MARCH will handle that function. If no switch recent change inputs are required, MARCH will simply list the order on a "no work" log for record keeping and historical data.

*Service Activation and Dispatch Functions:*

When switch software line attribute changes are required, MARCH will convert the information contained in the service order image to switch "Recent Change" format — the input/output language format appropriate for the type of switching network element involved (e.g. Number 5 Electronic Switching System<sup>®</sup>, Digital Multiplex System 100<sup>®</sup>, etc.). MARCH will control the release of the switch recent changes and check for acceptance/activation messages returned by the switch. If all goes well, MARCH retains a record of the order transactions. If the recent change messages cannot be properly constructed from the service order image received from SOAC, or if the switch does not return the expected acceptance messages, MARCH will cause the order to "fall-out" to the Network Infrastructure Support Center — Recent Change Memory Administration Group (NISC-RCMAG) for manual intervention.

Meanwhile, SOAC transmits a copy of the service order back to SOCS. SOCS routes a copy of the service order image to the Line Maintenance Operations System (LMOS). LMOS has two primary functions: (a) to maintain a record of the service and assignments which is referenced by other operating systems and personnel during maintenance & repair activities over the life of the service and



(b) to effect a dispatch of a field technician if field work is required on the order. In this latter function, LMOS generates a work order which is used by the Work Management Center (WMC) Load Control Group to dispatch field technicians.

When the field work has been completed in cases where a field dispatch was required, LMOS sends a completion notice back to SOCS. If no field dispatch was required on the order, LMOS sends a completion notice back to SOCS when its maintenance database has been updated based on the service order image ("autocompletion"). SOCS forwards the completion notice to the Customer Record Information System (CRIS), which begins the billing process.

At the same time, SOCS will pass the completion notice to LESOG which will forward it to LEO. For LSRs that were transmitted via EDI, LEO will deliver completion notices via EDI to the ALEC. For LSRs placed through LENS, the LENS interface will display Completion Notices interactively on line. The LCSC will not normally furnish Completion Notices manually to the ALEC.

### **Designed Services**

This section will describe the ordering and service provisioning flow for designed resale and UNE local service requests as depicted on Exhibits 5 and 6. The reader should refer to those process flow diagrams while reading the following:

#### **Order Transmittal from ALEC to BellSouth:**

The systems flow and interfaces for accepting local service requests for designed services and passing the service order to the Service Order Control System (SOCS) are the same as described previously for non-designed services.

#### **Order Distribution and Assignment Functions Within BellSouth:**

The primary function of the Service Order Control System (SOCS) is to route the service order to all recipients which require the information. The primary destination is the next downstream service provisioning system, Service Order Analysis & Control (SOAC). If the service order can be processed without problem by SOCS, it will be passed electronically to SOAC. If SOCS has a problem with the service order routing, the order will "fall-out" in the LCSC for manual intervention. The LCSC will resolve the problem and resend the order to SOCS.

SOAC will determine from information in the service order image which downstream assignment and control systems require information in order to perform their functions. SOAC will then route the necessary service order data

to the downstream assignment systems. The next system in the provisioning pipeline for designed orders is the Loop Facility Assignment Control System (LFACS) if the loop facility is inventoried there.

LFACS will use certain data from the service order to select and assign the loop facilities. To perform this function, LFACS will primarily use the address data for the customer location, selecting the best loop facility which can serve the address. If LFACS encounters an error or condition which prevents the successful assignment of a loop facility, the order will "fall-out" and be presented to an employee in the Network Infrastructure Support Center — Address & Facility Inventory Group (AFIG) for manual intervention. Since this is a designed order, a special field identifier will be present in the service order image alerting LFACS to send the order with the necessary loop information back to SOAC and on to TIRKS.

SOAC will next route the service order to the Trunks Integrated Record Keeping System (TIRKS) for circuit design. TIRKS will attempt to automatically design the order using standard models for common circuit configurations which are developed by BellSouth staff support organizations with the support of Bell Communications Research when necessary. If the service order matches with a TIRKS design model, mechanized design processes proceed. If the necessary design elements (e.g. circuit electronics, switching element terminations, interoffice facility elements, etc.) are available, TIRKS will make the necessary assignments and issue the Work Order Record Details (WORD) document into the next downstream systems. If TIRKS cannot match the order with an appropriate design model or if any of the necessary design elements are unavailable, the order will "fall-out" in the Network Infrastructure Support Center — Circuit Provisioning Group (NISC-CPG) for manual intervention.

TIRKS will distribute copies of the WORD to designated receiving printers or terminals. But the primary flow will send the WORD to the Work Force Administration (WFA) system modules and the Network Services DataBase (NSDB). WFA is actually a single operations support system; however, three software modules of WFA are used by different work groups:

- The WFA — Control module is used by the designated control office [either the Business Repair Center (BRC) for LSRs, the UNE Center for UNEs and UNE-combinations, or the Access Customer Advocacy Center (ACAC) for ASRs] to coordinate the installation, testing, and turn-up of the designed services.
- The WFA — Dispatch Out (DO) module is used by the Work Management Center to dispatch field Special Services Installation & Maintenance (SSI&M) technicians. WFA-DO is also used by these field technicians to obtain a copy of their

work order information and to complete their work when accomplished.

- The WFA — Dispatch In (DI) module is used to dispatch central office (“inside”) technicians. It is also used by those central office technicians to obtain their work orders and to report completion of their work.

When the work is reported complete by all dispatched technicians, the final completion is entered for the order into WFA-C by the control office. WFA-C reports the completion back to TIRKS, which updates its database and passes the completion notice back to SOCS. SOCS distributes it, passing a copy either to the Customer Record Information System (CRIS) if the order was for resale services or UNEs or to the Carrier Access Billing System (CABS) if the order was for Local Interconnection services or CABS-billed UNEs — initiating the billing process.

At the same time, SOCS will pass the completion notice to LESOG which will forward it to LEO. For LSRs that were transmitted via EDI, LEO will deliver completion notices via EDI to the ALEC. For LSRs placed through LENS, the LENS interface will display Completion Notices interactively on line. EXACT will not furnish Completion Notices to the ALEC for ASRs.

The BellSouth Control Office (either the BRC, UNE Center, or ACAC depending on the particular resale service or UNE) will coordinate final BellSouth testing and turn-up of designed services with the ALEC. Therefore, for designed services, the ALEC will always know the order has been completed through the normal Control Office coordination and turn-up functions. BellSouth will not customarily furnish formal Completion Notice documentation to the ALEC for LSRs placed manually.

## **Service Assurance (Maintenance) Process:**

### **Non-Designed Services**

This section will describe the service assurance flow depicted on Exhibit 7. The reader should refer to that process flow diagram while reading the following:

#### **Trouble Reporting from ALEC to BellSouth:**

The ALEC community can select from two options to interface with BellSouth in the non-designed trouble reporting and maintenance process:

#### **ALEC Trouble Analysis Facilitation Interface (TAFI):**

BellSouth offers an electronic trouble reporting interface for non-designed resale services and UNEs using a ALEC version of the Trouble Analysis Facilitation Interface (TAFI). This electronic interface will enable the ALEC to access TAFI on a dial-up basis or via a LAN-to-LAN connection and input trouble report information directly into the system. Using this interface, the ALEC will enter trouble reports by inputting information in response to mechanized TAFI questions and input screens in the same way a BellSouth RRC/BRC representative would accomplish the same task. ALEC input will be performed by keyboard and terminal display in an interactive mode, responding to TAFI prompts and screens.

The ALEC version of TAFI has the same interface capabilities with BellSouth corporate databases and test access systems to perform its functions as does the version of TAFI which is used by the BellSouth retail customer operating units. The ALEC version of TAFI has been modified only to provide the additional security and compartmentalization necessary to open-up access to such sensitive functions to users outside BellSouth. Each ALEC must be allowed access to those resale services and non-designed UNEs which they have purchased from BellSouth, but not to services and UNEs which belong to other ALECs. The ALEC must be prevented from accessing information about or performing tests on services provided to BellSouth retail customers. The ALEC version of TAFI incorporates such compartmentalization capabilities.

Any system which is accessible by dial-up or LAN-to-LAN connections must provide robust security features. Unauthorized users must be prevented from gaining access to the sensitive functions provided by this interface. Therefore, the ALEC version of TAFI is being provided with security enhancements which are not necessary on the BellSouth internal systems.

However, to reiterate, the ALEC TAFI interface will otherwise provide identical functionality with the BellSouth internal TAFI support system. To provide the special security and compartmentalization features and to facilitate system administration, separate TAFI processors will be provided for the ALEC TAFI interface.

*TAFI Function:*

When the report is entered into TAFI by the ALEC, TAFI will take a number of actions as appropriate based on the actual report being taken. For example, TAFI will issue a real time request to the Mechanized Loop Test (MLT) system to test residence lines — i.e. services which incorporate a line-side switch port. TAFI will also issue a real time request to internal support systems, such as the MARCH (MARCH® is a product name, not an acronym) system, and the Line Maintenance Operations System (LMOS) to verify what features are and should be currently programmed on a BellSouth line-side switch port. TAFI will check

LMOS to determine whether a known trouble condition might affect the service being reported (e.g. cable cut, facility outage, switch outage, etc.). While such tests and verifications are being performed, TAFI can query the Customer Records Information System (CRIS) to compare customer billing records against the results of those tests and line/port verifications if necessary to resolve discrepancies.

All of the testing and verification functions possible on the non-designed resale service or UNE being reported are performed mechanically, as described above, usually while the reporting party is still on-line. Depending upon the type of service being reported and the type and mix of features involved, TAFI presents appropriate and necessary questions on the terminal screen for the trouble receipt agent to ask the caller. The answers to these questions are important to clarify the precise nature of the problem and then to isolate the most likely cause(s).

Once TAFI has collected the answers to the questions and the results of the automated tests and verifications, TAFI subjects this data to its analyzer logic subsystem. In many cases, TAFI can mechanically correct the problem. For example, if the reported problem is caused by a switch port feature which is missing in the switching system translations, TAFI can issue a transaction to MARCH to input the necessary Recent Change messages and activate the missing feature.

In many cases, TAFI will determine that there is no technical problem — that the problem may be due to customer confusion or perception. This can induce the carrier agent to train the customer on the use of the service or to advise the customer on appropriate actions. Or the problem may likely be related to customer-owned equipment, and the TAFI results may help the carrier agent discuss such possibilities with the reporting customer.

In BellSouth's experience, roughly 85% of reported troubles on currently-provided non-designed services can either be corrected mechanically or handled by the trouble receipt center with the reporting customer without the necessity of dispatching the trouble to downstream organizations. In the remaining instances, TAFI will frequently be able to identify the most likely BellSouth work group which should further analyze, investigate, and resolve the trouble report. TAFI will, in such cases, place the appropriate routing code on a trouble ticket and mechanically deliver that ticket to LMOS.

Where the trouble report must be dispatched for further actions by downstream BellSouth centers or field work groups, TAFI will advise the carrier agent of appropriate commitment information which should be used in making a commitment to the customer.

In the relatively few instances where TAFI cannot determine an appropriate dispatch action, the report will "fall-out" to a specialized work group. If the report is on a ALEC resale service, the report will fallout to the BellSouth RRC or BRC Maintenance Administration work group as appropriate. If the report is on a ALEC UNE-based or UNE-combination service, the report will fallout to the BellSouth UNE Center Electronic Technician work group. Employees in these specialized work groups are experienced and trained in the analysis of more difficult problems. They will take further actions to analyze, investigate, test, etc. — whatever they deem appropriate to resolve the trouble report. They will make appropriate commitments to the ALEC on ALEC-reported troubles.

*Manual Interface:*

The ALEC can report troubles on non-designed resale services for residence accounts to the BellSouth Residence Repair Center (RRC) by phone. The ALEC can report troubles on non-designed resale services for business accounts to the BellSouth Business Repair Center (BRC) by phone. The ALEC can report troubles on non-designed UNEs or UNE combinations to the BellSouth UNE Center by phone. In order to ensure getting all pertinent information and questions answered regarding the nature of the trouble being reported, it is important that the appropriate BellSouth representative be able to converse with the ALEC representative who is reporting the trouble. For this reason, reports using facsimile or other non-interactive methods will be strongly discouraged.

ALEC trouble reports will be received and input into the Trouble Analysis Facilitation Interface (TAFI) by the BellSouth trouble receipt center personnel. For those ALECs electing to use a manual interface with BellSouth, this TAFI system will be the same operating system hardware and software that supports the BellSouth retail customer operating units in handling trouble reports from BellSouth retail customers.

Trouble reports will be accepted by BellSouth via phone in the same way reports are taken from BellSouth retail customers. Considering that UNEs can be combined with ALEC elements to offer services unique to a ALEC, and considering that the operation of service elements and features can produce various results as they interact in different combinations, good dialogue and a thorough understanding of the reported condition by the BellSouth trouble receipt center is essential. The questions and information which must be collected from the reporting party will depend on the nature, complexity, and application of the overall service.

BellSouth has published a "Reseller Repair Contact Handling Guide" which details all pertinent information needed to report troubles on resold services. This guide also covers trouble isolation procedures to be used by the ALEC with their end user in order to identify on the "front end", i.e. during the initial customer

contact, any customer premise equipment (CPE) or customer education problems.

Complex Services:

Trouble reports for *complex* resale services or *complex* UNEs will require extra handling outside the trouble report pipeline. Complex trouble reports are those which:

- involve the Public Packet Switch Network (i.e. PulseLink®)
- involve broadband offerings (e.g. Asynchronous Transfer Mode data networking)
- involve corrective actions in Advance Intelligent Network (AIN) nodes related to networked services and features (e.g. BellSouth Flexible Call Forwarding®)

If the trouble report is for complex non-designed resale services, the report will be taken by the BellSouth BRC via manual telephone interface. If the trouble report is for complex non-designed UNEs or UNE combinations, the report will be taken by the BellSouth UNE Center in the ACAC. These receipt centers will "hand off" these reports as appropriate to specialized centers which have been established for these particular network architectures. This is the same flow that a BellSouth trouble report would follow when complex functions are involved. The specialized work groups will work with the BRC or UNE Center and ALEC to resolve the problem; however, the BRC or UNE Center will serve as a single point-of-contact and escalation to the ALEC on any complex trouble reports.

Testing Flow:

As mentioned in previous paragraphs, TAFI will access the Mechanized Loop Testing (MLT) system for testing non-designed resale and UNE services. MLT is the only actual test system available to TAFI for such services. MLT accesses a line-side switch port through the switching system and runs tests on the associated loop facility. Since MLT test capability is only available via a switching system line port, MLT can be used only on resale services and UNE service configurations which include a switch line-side port. TAFI has a direct electronic interface with MLT and can initiate MLT tests. The results of such tests are returned by MLT to TAFI over the same interface.

If the trouble report "falls-out" from TAFI for further manual analysis by the RRC, BRC, or UNE Center, those centers may decide to retest using MLT or to manually verify certain switching system feature information. In such cases the center personnel will access MLT or a switch recent change I/O (input/output) port via the Predictor system. Predictor has three primary functions. One of these purposes is to provide the BRC and RRC with this manual access to MLT

and central office switching systems I/O ports for testing and verification purposes. Using the switch I/O port, the RRC or BRC personnel can diagnose a switch port (i.e. office equipment "OE") or verify the features and attributes assigned to the switch port in the actual switching system translations.

Secondly, the BRC uses Predictor to obtain information needed regarding loops assigned to ISDN (Integrated Service Digital Network) service. Loops must be capable of supporting ISDN, and the capabilities of the loop can be verified in the Predictor® database by BRC personnel when necessary.

*Report Routing and Distribution Within BellSouth:*

When TAFI determines that a trouble report must be dispatched to a downstream center or field work group, TAFI will place a routing code on the trouble ticket which is passed to the Line Maintenance Operating System (LMOS). Each downstream work group which handles trouble reports has a unique routing code(s). The following are examples of routing codes. These are used to direct customer trouble reports to specific NISC and CO work groups:

- DPI-450 Central Office (CO)
- DPI-451 Recent Change Memory Administration Group (RCMAG)
- DPI-452 Complex Translations Group (CTG)
- DPI-453 Trunk & Carrier Group (TCG)

If the trouble report is to be dispatched out to the appropriate Installation & Maintenance (I&M) work group, TAFI will designate the ticket for DPO. During the dispatch process, an I&M employee's personal code will be added in LMOS to route the ticket to a particular employee through the employee dispatching process.

For the CO field work groups, LMOS will pass DPI-450 routed tickets to the Work Force Administration — Dispatch In (WFA-DI) system module via an electronic interface. WFA-DI will load the ticket to the next available central office technician.

For the center functions (e.g. DPI-451-453 above), LMOS will route the ticket to a work list for that work group. Employees will be presented tickets from that work list in priority order. Tickets are generally prioritized based on:

- Class of Service: Trouble reports from business customers receive higher priority than reports from residence customers.
- Commitment: Open trouble reports rise in priority the closer they approach the commitment time. Should the commitment



time be passed and the report remains open, the report stays at the highest priority level.

No distinction is made in priority between tickets related to ALEC customers versus tickets related to BellSouth retail customers.

Thus, LMOS serves to route non-designed trouble reports to the appropriate downstream work group and is used in the employee dispatching process.

*Trouble Report Closure:*

Front-end closures of reports received via the manual process will be handled by the RRC/BRC/UNE Center representative with the ALEC representative. In other words, when the trouble can be fixed automatically by TAFI as discussed earlier, when the problem is corrected by RRC/BRC personnel using tools available to them, or when the report is determined by the RRC/BRC/UNE Center personnel to be outside BellSouth facilities (e.g. in the ALEC facilities, Customer Premise Equipment, or customer wiring — or is attributable to customer confusion, etc.), the RRC/BRC/UNE Center representative will close the ticket with the ALEC agent over the telephone.

When a ALEC uses the electronic TAFI interface, TAFI front-end closures will be available to the ALEC "on screen". "Fall-out" to the RRC/BRC/UNE Center will be closed with the ALEC by personnel in those centers. Should the ALEC be dissatisfied with the TAFI recommendation/closure, the ALEC may elect to refer a trouble to the BellSouth RRC/BRC/UNE Center by phone. Closures for such troubles will be handled by BellSouth identically to closures for all reports received via the manual interface.

Whenever the trouble report is dispatched to a downstream BellSouth organization, the "last" technician — in whatever work group ultimately resolves the problem — is responsible for contacting the party designated on the report and closing the report to that party. In the case of ALEC-initiated trouble reports, that contact number will be the one provided by the ALEC for such purposes. As is the policy for trouble reports from BellSouth retail customers, the downstream field or center technician will make one contact attempt to close the report. If the technician cannot get an answer, or is delayed for lengthy periods in queue, the report will be closed in the appropriate system (LMOS or WFA), and the technician will go on to his/her next dispatched task. In such instances, the ALEC must contact the RRC, BRC, or UNE Center as appropriate to determine the status of the report. Or, if the ALEC has elected to use the electronic TAFI interface, the ALEC can determine the status via his TAFI interface.

When the report is closed in WFA by the CO, the Work Management Center will periodically receive a report showing all closures which have been entered by

the CO. The WMC will manually close the ticket in LMOS and enter all appropriate closure information using the information provided by the CO forces in WFA-DI.

The RRC and BRC will use LMOS status information when responding to ALEC queries and escalations.

### **Designed Services**

This section will describe the trouble report flow for local trouble reports on designed resale services and UNEs as depicted on Exhibits 8. The reader should refer to that process flow diagram while reading the following:

#### *Trouble Reporting from ALEC to BellSouth:*

The ALEC community can select from two options to interface with BellSouth in the designed trouble reporting and maintenance process:

#### *ALEC Electronic Interface with WFA:*

BellSouth has implemented the capability to pass a ticket electronically into the Work Force Administration — Control system module through the Exchange Carrier — Common Presentation Manager (EC-CPM) for those ALECs who elect to implement this alternative. This is basically the same capability that BellSouth has offered to the InterLATA Carriers (ICs) for some time. The electronic interface will allow the ALEC to input trouble report information for designed services using input forms presented to the user by EC-CPM. After successful entry of the trouble report, EC-CPM will pass the report record into WFA-C using a file/records format and file transfer protocol.

The interface specifications are available to any ALEC who wishes to develop and use the WFA-C electronic interface capability, just as has been true for ICs for quite some time.

Once the ticket is in WFA-C, it would be handled just as if the trouble had been input by a BRC or ACAC employee.

#### *Manual Interface:*

The ALEC can report troubles on designed resale services to the BellSouth Business Repair Center (BRC) by phone. The ALEC will report troubles on designed UNEs or UNE combinations to the BellSouth UNE Center (UNEC), which is a part of the BellSouth Access Customer Advocacy Center (ACAC), by phone. The ALEC will report designed Local Interconnection troubles (local

trunked access to BellSouth switches) to the BellSouth Access Customer Advocacy Center (ACAC).

In order to ensure getting all pertinent information and questions answered regarding the nature of the trouble being reported, it is important that the BRC/UNEC/ACAC representative be able to talk with the ALEC representative who is reporting the trouble. For this reason, reports using facsimile or other non-interactive methods will be strongly discouraged.

ALEC trouble reports will be received and input into the Work Force Administration — Control (WFA-C) system by the BRC, UNEC, or ACAC personnel. This WFA-C system will be the same operating system hardware and software that supports the BellSouth customer operating units in handling trouble reports from BellSouth retail customers and InterLATA Carrier customers.

Trouble reports will be accepted by BellSouth via phone in the same way reports are taken from BellSouth retail customers and ICs. Considering that UNEs can be combined with ALEC elements to offer services unique to a ALEC, and considering that the operation of service elements and features can produce various results as they interact in different combinations, good dialogue and a thorough understanding by the BellSouth trouble receipt representative of the nature of the trouble is essential. The questions and information which must be collected from the reporting party will depend on the type, nature, complexity, and application of the overall service.

*Future EC-TAG Electronic Interface with WFA:*

BellSouth is also willing, upon bona fide request from any ALEC, to develop and implement an electronic interface for designed services and UNE trouble reports via the Electronic Communications Trouble Administration Gateway (EC-TAG). This is an application-to-application gateway which has been developed for InterLATA carriers using ANSI T1M1.227 and 228 standards as sanctioned by the Electronic Communications Implementation Committee (ECIC). EC-TAG development would be required tailored to the security and local services requirements of ALEC customers as distinct from the functionality which has been developed for the ICs.

This potential future electronic interface capability would require considerable time to develop, test, and implement. No such work has been initiated at this time by BellSouth. If undertaken for any ALECs in the future, once a trouble ticket is passed to WFA-C via either type electronic interface (EC-TAG or EC-CPM), it would be handled just as if the trouble had been input by a BRC or ACAC employee.

### Testing Flow:

The primary test interface system for designed services is the Integrated Test System (ITS). ITS interfaces with a large number of test access devices and specialized test systems to perform testing and automated sectionalization on designed circuits. A few examples of test access devices with which ITS interfaces and uses are:

- Switched Access Remote Test System/Switched Maintenance Access System (SARTS/SMAS)
- Digital Cross-Connect Systems (e.g. Lucent Digital Access Cross-Connect Systems, Alcatel Digital Electronic Cross-Connect Systems, etc.)
- Wiltron 9620s

ITS accesses designed circuits at available test points and automatically runs a series of tests to identify and sectionalize any trouble conditions. ITS uses a variety of test access points, devices, and systems depending upon the type of circuit, the test access available on the circuit, and the type of condition(s) which apply to the circuit and trouble report. ITS conducts demand-type intrusive tests. ITS determines the circuit design and available test access from the data recorded in the Work Order Record Document (WORD) which was issued from the Trunks Integrated Record Keeping System (TIRKS) during the provisioning process. The WORD image is obtained from the Network Services DataBase (NSDB).

Test results are reported to the control office, BRC, UNEC, or ACAC by ITS. At the same time, if trouble is identified and sectionalized, ITS will automatically prepare dispatch tickets to be passed to WFA-DI (Dispatch In) or WFA-DO (Dispatch Out) for field dispatch. The control office tester can review the ITS results and release the ITS-generated tickets for dispatch, or the tester can take other action(s) in accordance with his/her analysis and experience. If ITS cannot access one or more test access points or devices on the circuit, ITS will report that fact along with other test results to the control office tester.

If the tester requires additional testing for any reason, he/she will manually initiate tests using the appropriate remote test access capabilities available on the circuit. Or, the tester can issue one or more test-assist tickets through WFA-C into WFA-DI or WFA-DO as appropriate for dispatch to the next available technician.

Using ITS test results and any field test-assist results as discussed above, the BRC, UNEC, or ACAC testing technician will determine and coordinate all corrective actions. If a circuit redesign or other assignment functions are necessary, the control office tester will contact the appropriate center or field

work group. The tester may establish a conference bridge to facilitate cooperative actions among multiple field and center personnel. The tester coordinates all actions until the problem is resolved, at which time the tester closes the trouble report with the ALEC. When the ALEC agrees to close the ticket, the tester closes the report in WFA-C.

*Trouble Ticket Flow Within BellSouth:*

All trouble reports and associated tickets for designed services are generated in WFA-C. WFA-C is used by the control office to coordinate and record all activities and findings associated with the trouble report. For this purpose, WFA-C provides a log function which automatically records many of the automated actions and allows the control office testing technician to enter a log of other activities, findings, and important pertinent information. Tickets generated in WFA-C flow to WFA-DI and WFA-DO modules of the Work Force Administration System, where they are dispatched to the next available technician under oversight of the Work Management Center (WMC).

Field technicians report information concerning their activities and findings into WFA-DI and WFA-DO. Field activities will update the WFA-C log. When field activities on a dispatched ticket are completed, the technicians close their WFA-DO or WFA-DI tickets, and the completed tickets are passed back to WFA-C where the control log is updated by the system.

The control office — BRC on designed resale services, UNE Center on UNEs, and the ACAC on Local Interconnection — will use WFA-C records and status information in all interactions with the ALEC. If the ALEC has elected to implement the EC-CPM electronic interface to WFA-C, then interim status information and completion information is available the ALEC on-screen. EC-CPM provides a three-line text field which the ACAC, UNEC, or BRC will update with current interim status information. Otherwise, all status and completion information is provided to the ALEC designated contact by phone from the control office tester.

*Trouble Report Closure:*

On designed services, the Control Office — which is the trouble receipt center for the ALECs, either the BRC, UNE Center, or ACAC — coordinates all testing and closure functions with the customer. Therefore, the Control Office will close each report to the designated ALEC contact.

## **Billing:**

To conduct business with BellSouth, a ALEC must first establish a Master Account with BellSouth. The ALEC will work with the Local Carrier Service Center (LCSC) and the BellSouth InterConnection Services (ICS) Account Team to do so. The ALEC may choose to negotiate a contract with BellSouth, or the ALEC may elect to do business under the rules and rates stipulated by the state Public Service Commission.

Once the ALEC has furnished the necessary documentation and information to BellSouth, the LCSC will issue service orders to establish a Master "Q" Account in each BellSouth Revenue Accounting office for each state in which the ALEC will operate. The "Q" is simply a designator in the BellSouth billing systems account identification which designates the account as a ALEC account for ongoing billing functions. After the Master Account is so established, BellSouth can begin taking orders for local interconnection and any end user services which the ALEC may order.

This section will describe the ongoing billing process flow depicted on Exhibits 9 and 10. The billing process actually consists of three separate flows:

- i. Account Updating
- ii. Usage, Call, & Event Recording
- iii. Bill Rendering

These three billing processes are described individually. All three processes must occur to provide accurate and timely billing information to the Competitive Local Exchange Carrier (ALEC).

### **Account Updating:**

As the ALEC makes sales to his end-user customers, the ALEC, in turn, places requests for resale services, unbundled network elements (UNEs), and/or Local Interconnection services on BellSouth. These local service requests (LSRs) and access

service requests (ASRs) will be received by BellSouth and converted into BellSouth service orders as covered in Section III of this document. When BellSouth provisioning activities are finished, a completed copy of the BellSouth service order (usually called the Completion Notice) flows from the Service Order Control System into the billing systems. Service Order completion initiates recurring charges (as applicable) for the new service provided in response to an LSR or ASR as well as any one-time, non-recurring charges related to the installation.

The BellSouth Carrier Access Billing System (CABS) is designed to accumulate billable access usage and to perform accounting functions associated with services which are billed based on bulked billable usage. The BellSouth Customer Records Information System (CRIS), on the other hand, is designed to accumulate call record details and details on billable events (e.g. activation of a vertical service feature which is billed on a "per-use" basis) which are to be accrued individually against a specific end user service.

CRIS and CABS are complex mainframe billing systems, each having multiple software applications which perform specific functions. This is directly analogous to the example of the Work Force Administration (WFA) system and the Trunks Integrated Record Keeping System (TIRKS) system which were covered in previous sections. Just as WFA has three major modules (C, DI, and DO), so also CRIS and CABS each have a number of major system applications including, for instance:

- Account Management: These applications establish and maintain account information for BellSouth customers.
- Message Processing: These applications receive Automatic Message Accounting (AMA) records, apply rating rules to derive related charges, and accumulate those charges & detailed billing data pending issuance of a billing invoice.
- Bill Rendering: These applications format the billing invoice in accordance with national standards and BellSouth formatting options selected by the customer.

Wherever a specific application or function of CRIS or CABS may be mentioned in this document or other BellSouth materials, the reader should understand that these are fully integrated software elements of a single, whole system.

Two other associated systems must be addressed at this point. The Business Office CRIS (BOCRIS) system is a front-end presentation manager which allows BellSouth operating unit employees to gain access to the official CRIS billing records as necessary during troubleshooting, problem-resolution efforts, or marketing efforts. Such efforts may be required during resolution of provisioning system fall-out RMAs (Requests for Manual Assistance) as covered in previous sections of this document. Or they may be used to access the official billing records to compare actual circuit configurations, wiring, options, and features during investigation of trouble reports. Update/change capabilities are restricted to specific authorized work groups and internal BellSouth users.

With the Customer Record Information capability of the Local Exchange Negotiation System (LENS), the ALEC can perform the same functions. The

ALEC is able to review his own end-user customer record information in CRIS to confirm whether features, etc. are properly reflected on BellSouth billing records.

Likewise, the Business Office CABS (BOCABS) system is a front-end presentation manager to the CABS billing records.

The Local Carrier Service Center (LCSC) has full access to the CRIS and CABS account and billing records via BOCRIS and BOCABS. The LCSC will use these systems to modify a ALEC's master account in response to subsequent contract renegotiations or changes requested by the ALEC. Also, the LCSC will use BOCRIS and BOCABS access to handle ALEC billing inquiries and related adjustments as discussed later in this section.

In summary, as a ALEC places LSRs and ASRs on BellSouth for specific services and UNEs, the related service orders will be provisioned as discussed in Section III of this document. The Completion Notice for a service order will be passed to CRIS or CABS as appropriate by SOCS, which will update the ALEC account with the new or changed service(s). This initiates recurring (non-usage) charges for the new service(s) and accrues any non-recurring charges to the account applicable to the installation activity. If, thereafter, the ALEC refers a billing complaint or inquiry to the LCSC, the LCSC will manually review, adjust, or correct account database information in CRIS via the BOCRIS system and in CABS via the BOCABS system.

**Usage, Call, & Event Recording:**

Once a service has been provisioned and updated to the ALEC's account, the next billing process is the ongoing recording and processing of usage, call details, and/or billable events. Such data is recorded in the form of Automatic Message Accounting (AMA) messages by network elements which are involved in providing the service. In the case of Local Interconnection trunk groups, for example, usage is collected through the AMA messages recorded for each call attempt handled by the trunk group. In the case of switched line port services, AMA messages are typically recorded to capture details about call attempts or certain feature uses/activations. Such call records can be used either to generate measured-service billing or call-detail billing for billable (e.g. "toll") calls. In the case of Advanced Intelligent Network (AIN) services, database queries to the Service Control Point (SCP) might, for instance, be recorded with AMA messages at the Service Switching Point (SSP).

Each type of network element uses its own unique software and hardware elements to record, store, and forward AMA messages. There are many types of network elements in use across BellSouth. The processes and architectural details associated with programming network element AMA recording is extremely complex and beyond the scope of this document. For completeness,



however, a high-level, generic description of the network element AMA teleprocessing process will be given here.

Typically, the instructions for generating AMA messages are programmed into the network element database via system software options or translations. Certain software programming options may be instituted during the work to implement feature or service capabilities in the network — in advance of any sales and service provisioning activities. Other such programming options may be instituted in connection with the service provisioning activities associated with a particular service request.

BellSouth uses AMA teleprocessing capabilities to collect AMA messages from the various network elements into the billing systems. In general, a network element will record AMA messages in real time and store that data using a short term temporary storage media. This is typically a hard disk storage device within an AMA teleprocessing module of the network element. The AMA messages are polled by AMA collector systems located in BellSouth Corporate Data Centers called Electronic Toll Collections Systems (ETCS). The ETCS collector will access its assigned remote network elements one of two ways:

- In some instances, the collector has a dedicated data link to the remote network element. Only the largest, highest-volume network elements warrant this type of data linkage.
- In most instances, the collector will access the remote network element via a dial-up data link using secure automated call-back modems.

When the collector polls a network element, the network element transmits the stored AMA messages using file transfer protocols. Once a file of AMA messages covering a time period has been transferred to ETCS, that file is marked as "polled" in the network element storage. The file is retained there a short time longer as backup in case a second poll is required due to problems in downstream billing systems.

The ETCS collector checks the AMA messages collected during the polling session for integrity. ETCS also performs date and time checks against the data collected from the network element from the previous polling session to ensure continuity. If gaps or discrepancies are detected, the system requests manual intervention to take appropriate actions. If no problems are detected, the newly received AMA data is accepted. ETCS passes AMA data collected from all network elements to the ALPHA Message Processor system (ALPHA). ETCS will then archive the AMA data to magnetic tape which is stored for specified retention periods in the Corporate Data Center.

ALPHA will perform additional, more detailed validity checks on the AMA data received from ETCS. ALPHA will then "sort" the AMA messages by type and route them appropriately for downstream processing. If the AMA messages are types which contain call details or billable events associated with CRIS billing, ALPHA routes such AMA messages to the CRIS—Message Processing (CRIS-MP) application. If the AMA messages are types which contain access data used to accumulate CABS billable usage, ALPHA passes such AMA messages to the CABS—Message Processing (CABS-MP) application.

CRIS-MP will then apply rating rules and charges in order to calculate the total charges for each call or billable event. In a traditional billable "toll" call, for example, the rating process would consider the distance (determined by longitude and latitude coordinates of the originator's NPA-NXX and the coordinates of the called party's NPA-NXX). The rating process would also consider the time-of-day and day-of-the-week when the call was made. Other factors might also apply, such as whether the customer has subscribed to a special calling plan. As CRIS-MP rates each call or billable event, it accrues those charge details against the associated CRIS account. In the case of ALECs, charges will be calculated and accrued in accordance with any contractual requirements negotiated between that ALEC and BellSouth and in accordance with regulatory requirements.

Likewise, CABS will accrue billable usage against CABS accounts by processing Local Interconnection trunk usage AMA messages. In certain instances CABS will reference Customer Guide information which is contained in CRIS via a link between the two systems, primarily:

- If the ALEC negotiates different Local Interconnection usage rates for different sets/classes of end users or for specific call types, CABS can obtain information from CRIS about the originating or terminating telephone number contained in AMA messages.
- Interim Local Number Portability (ILNP) usage is billed via CABS. CABS identifies those AMA messages based on analysis of the telephone number, and uses information from the CRIS Customer Guide to do so.

Otherwise, CABS functions independently from CRIS. In the case of ALECs, CABS charges will be calculated and accrued in accordance with any contractual requirements negotiated between that ALEC and BellSouth and in accordance with regulatory requirements.

CRIS and CABS will each store accrued charges and billing data until time to render customer billing via whichever invoicing option(s) the ALEC has selected.

In summary, AMA messages are recorded in real time by network elements and collected by ETCS in the Corporate Data Center via polling/teleprocessing arrangements. ETCS and ALPHA check to ensure that messages are correctly recorded and formatted, that no gaps or duplications exist in the collected data, and then pass the messages to the appropriate billing system — either CRIS or CABS. The billing systems read the AMA messages, apply appropriate rating, and accrue billing data and charges to the associated account. The billing systems store the accumulated billing data until time to render a bill.

**Bill Rendering:**

BellSouth offers a number of options and alternatives among which each ALEC can select to receive billing invoices and billable usage data. Those options themselves are described in Section V.D. The following is a description of the overall process flow, primarily from a systems perspective.

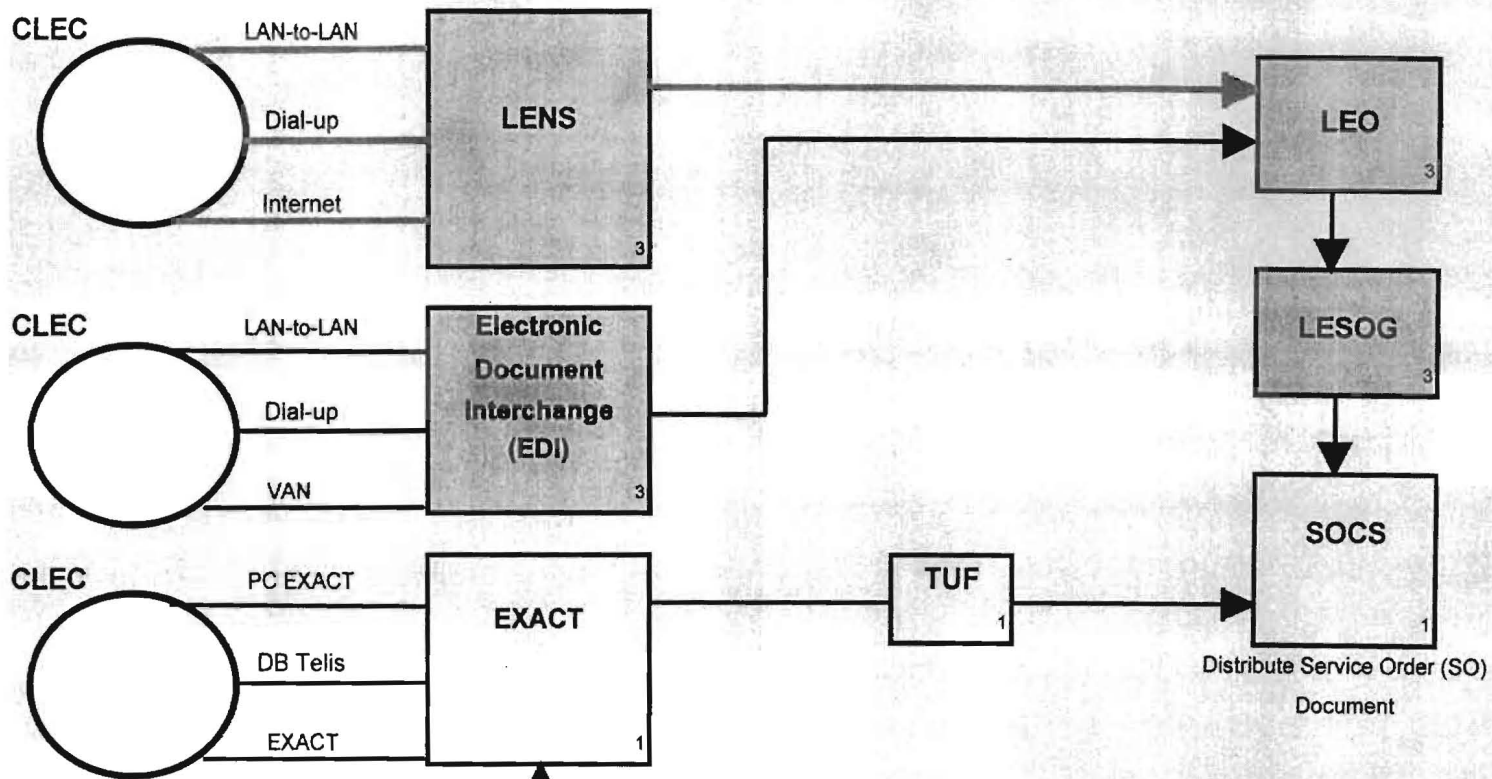
Generally speaking, bills are rendered in accordance with billing cycles. CRIS processes 20 billing cycles each month, and CABS processes 10 billing cycles each month. Customers are spread across all billing cycles in order to “level load” the billing systems as much as possible. This technique uses systems capacity in the most efficient manner, conserving capital and expense costs. However, a customer can request that his bills be rendered on a specified billing cycle, and BellSouth will make every attempt to accommodate the customer’s needs.

On the scheduled billing cycle, CRIS and CABS process the billing invoice(s) for each customer on that cycle. The billing data and charges which have been accruing during the billing cycle for each account in the Accounts module is passed to the Bill Presentation module. This includes any recurring and non-recurring charges having to do with the services under each account. In this way, the Billing Presentation module of CRIS and CABS collect all of the pending charges, both recurring and accrued, as well as the appropriate customer account and formatting information.

If the ALEC has questions or complaints about their billing, the ALEC will contact the LCSC. All ALEC billing inquiries, complaints, and escalations will be handled through the LCSC. The LCSC personnel can access the ALEC’s accounts via the BOCRIS and BOCABS systems interfaces to review and provide information in response to questions, to make changes and adjustments in billable charges on a bill as negotiated with the ALEC, or make corrections to the account database.

# MECHANIZED ORDERING FLOW - ORGANIZATIONS / CENTERS -

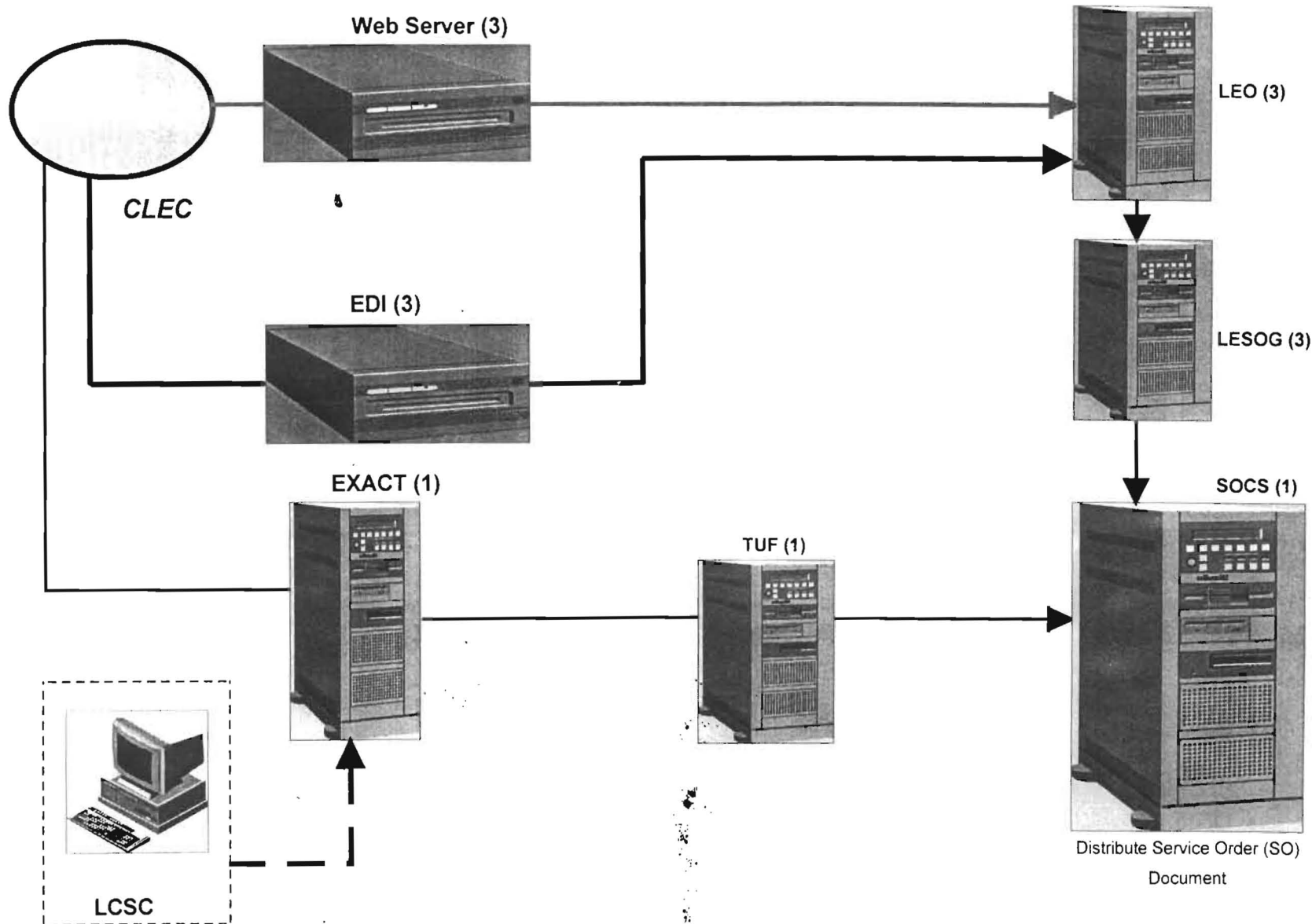
Exhibit 1



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# ORDERING FLOW - MECHANIZED PROCESS -

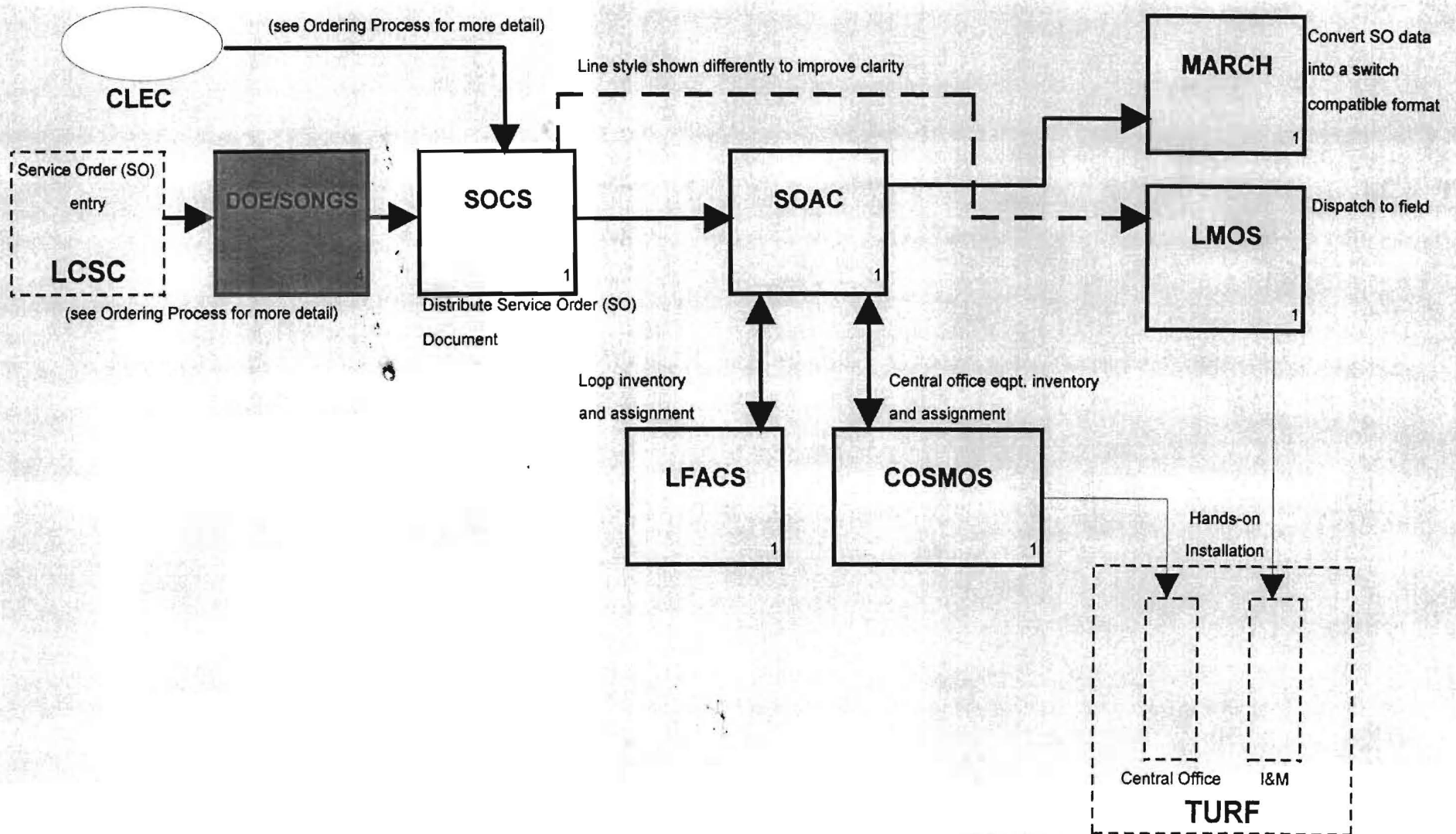
Exhibit 2



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# MECHANIZED NON-DESIGN PROVISIONING FLOW - ORGANIZATIONS / CENTERS -

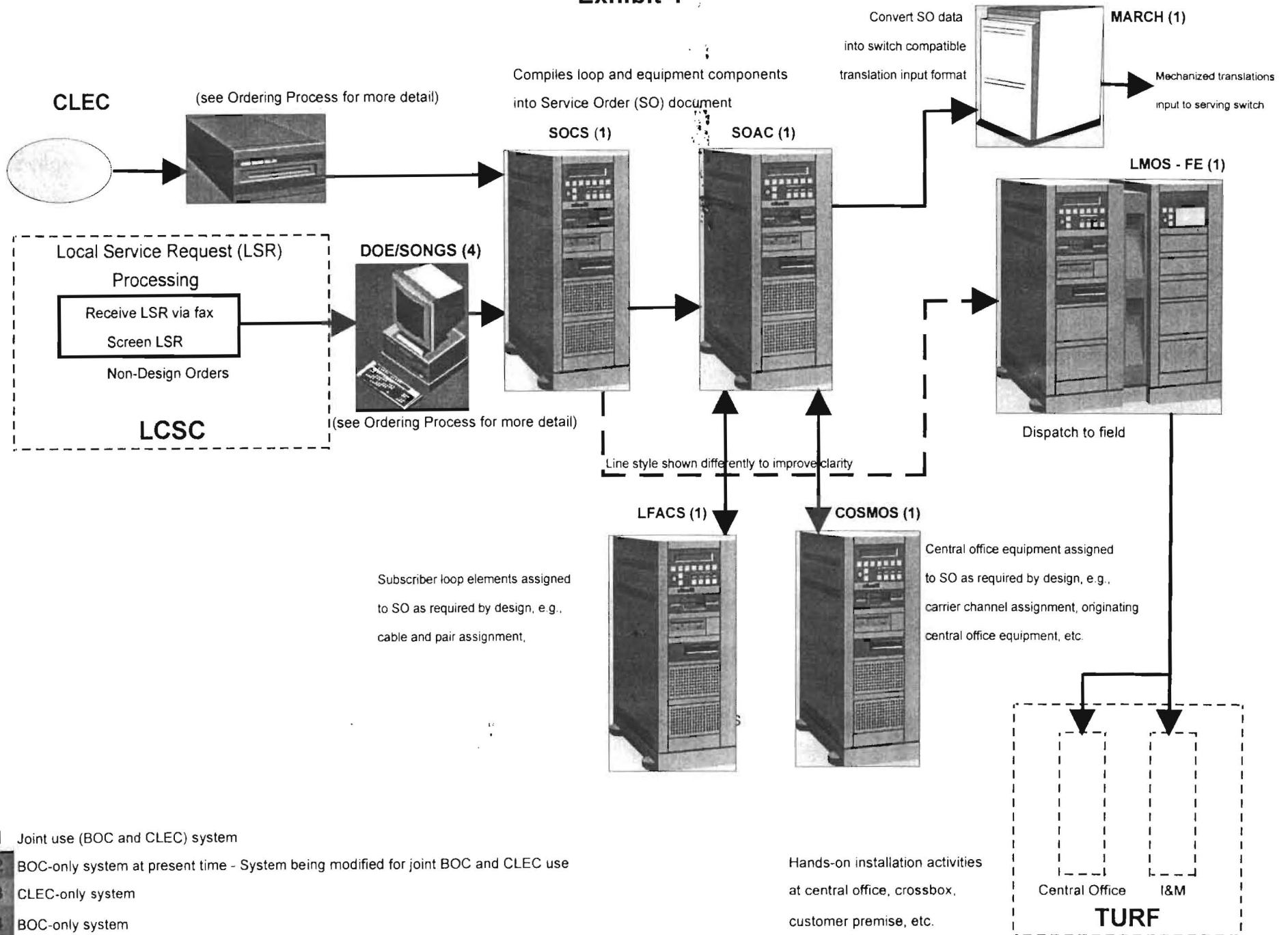
## Exhibit 3



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# NON-DESIGN PROVISIONING FLOW - MECHANIZED PROCESS -

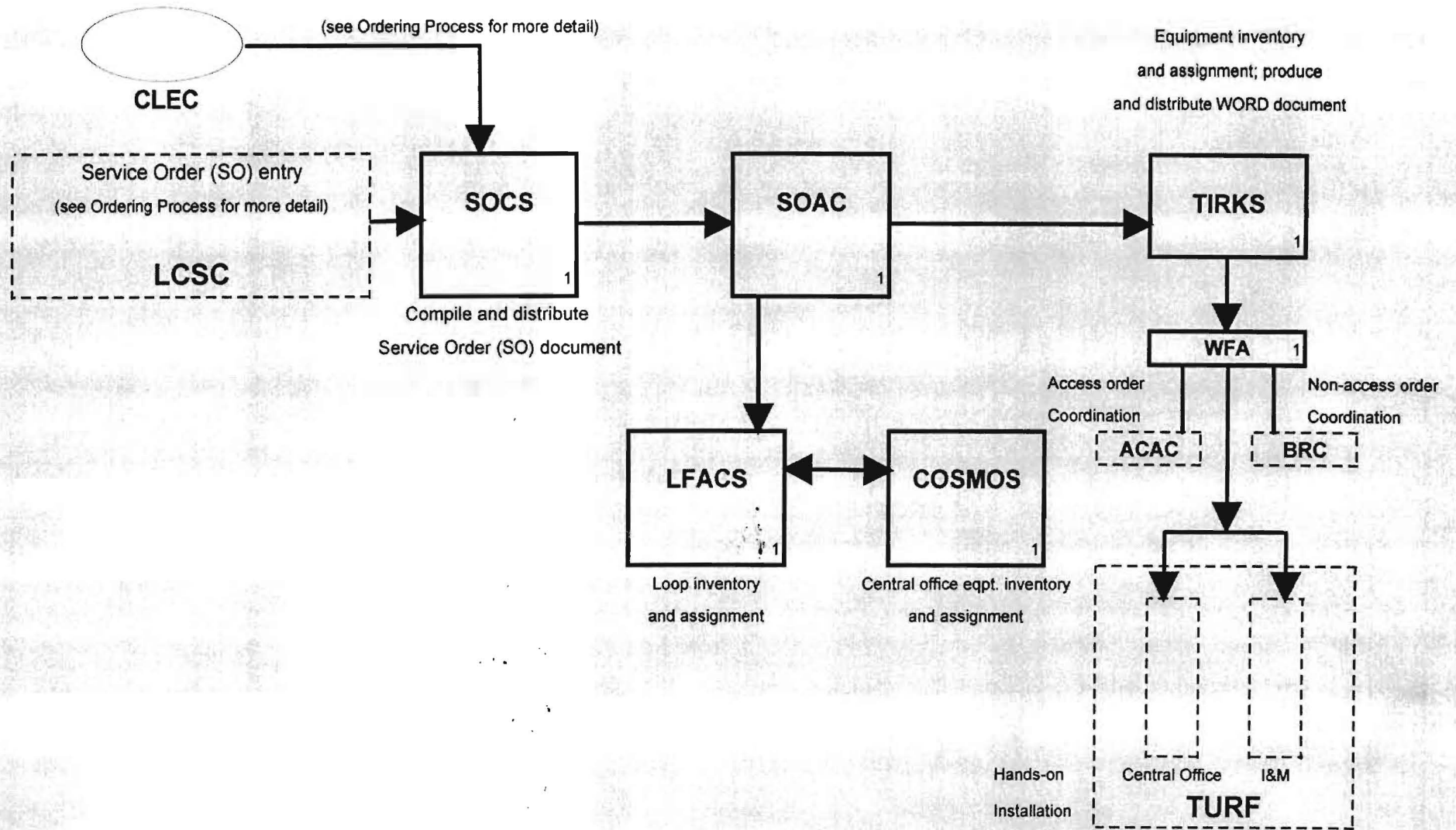
Exhibit 4



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# MECHANIZED DESIGN PROVISIONING FLOW - ORGANIZATIONS / CENTERS -

Exhibit 5

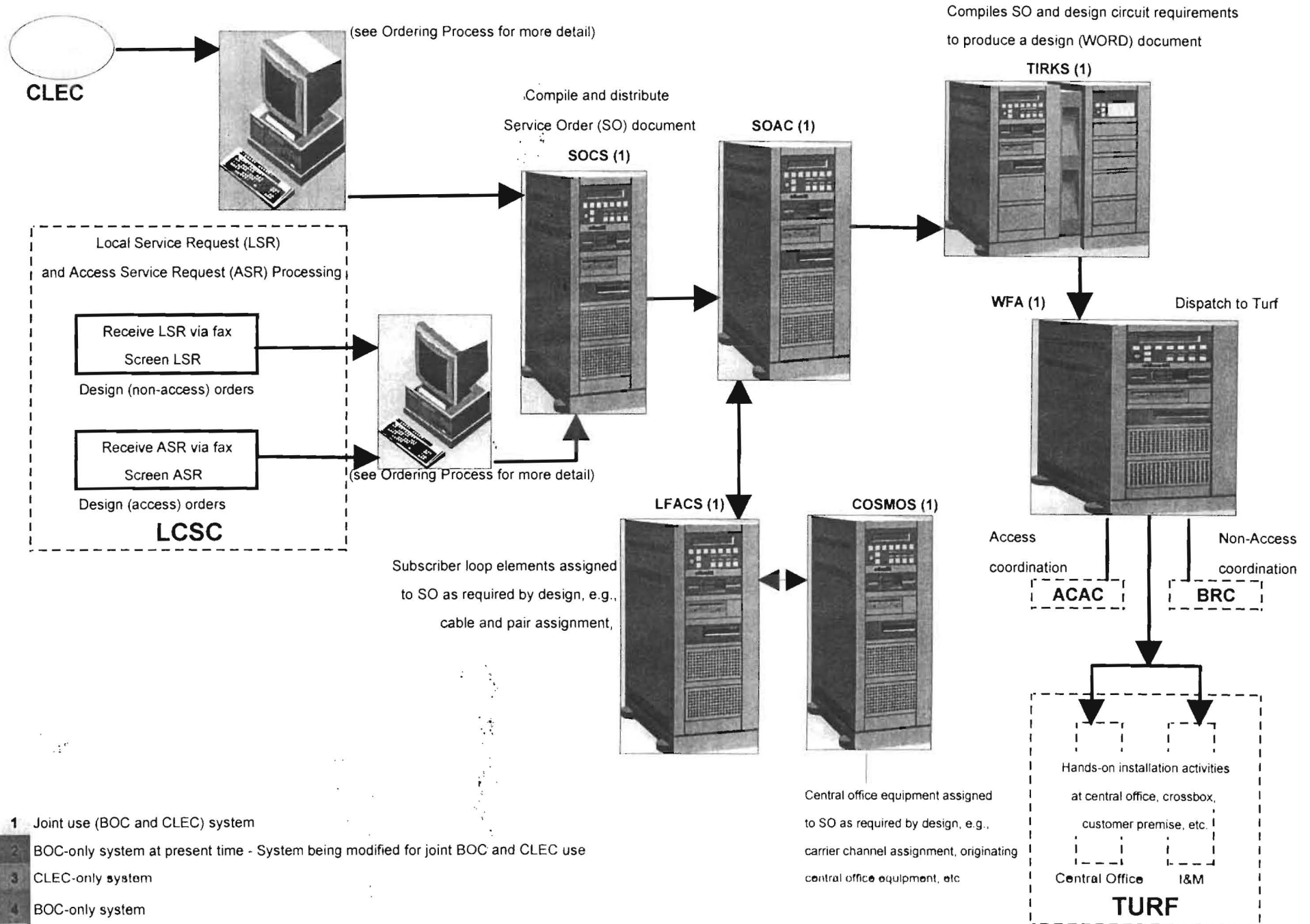


- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system



# DESIGN PROVISIONING FLOW - MECHANIZED PROCESS -

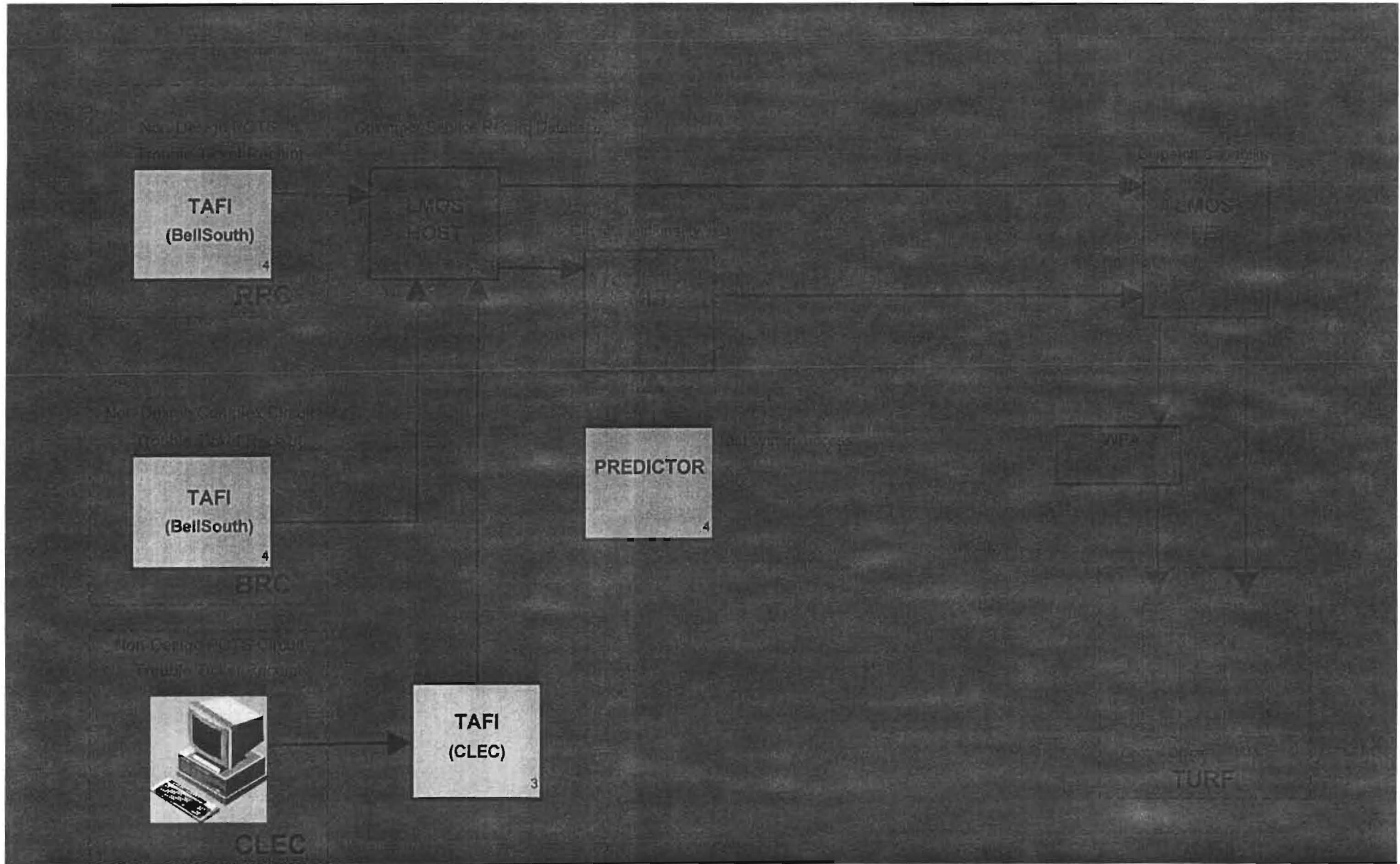
Exhibit 6



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# MECHANIZED NON-DESIGN MAINTENANCE FLOW - ORGANIZATIONS / CENTERS -

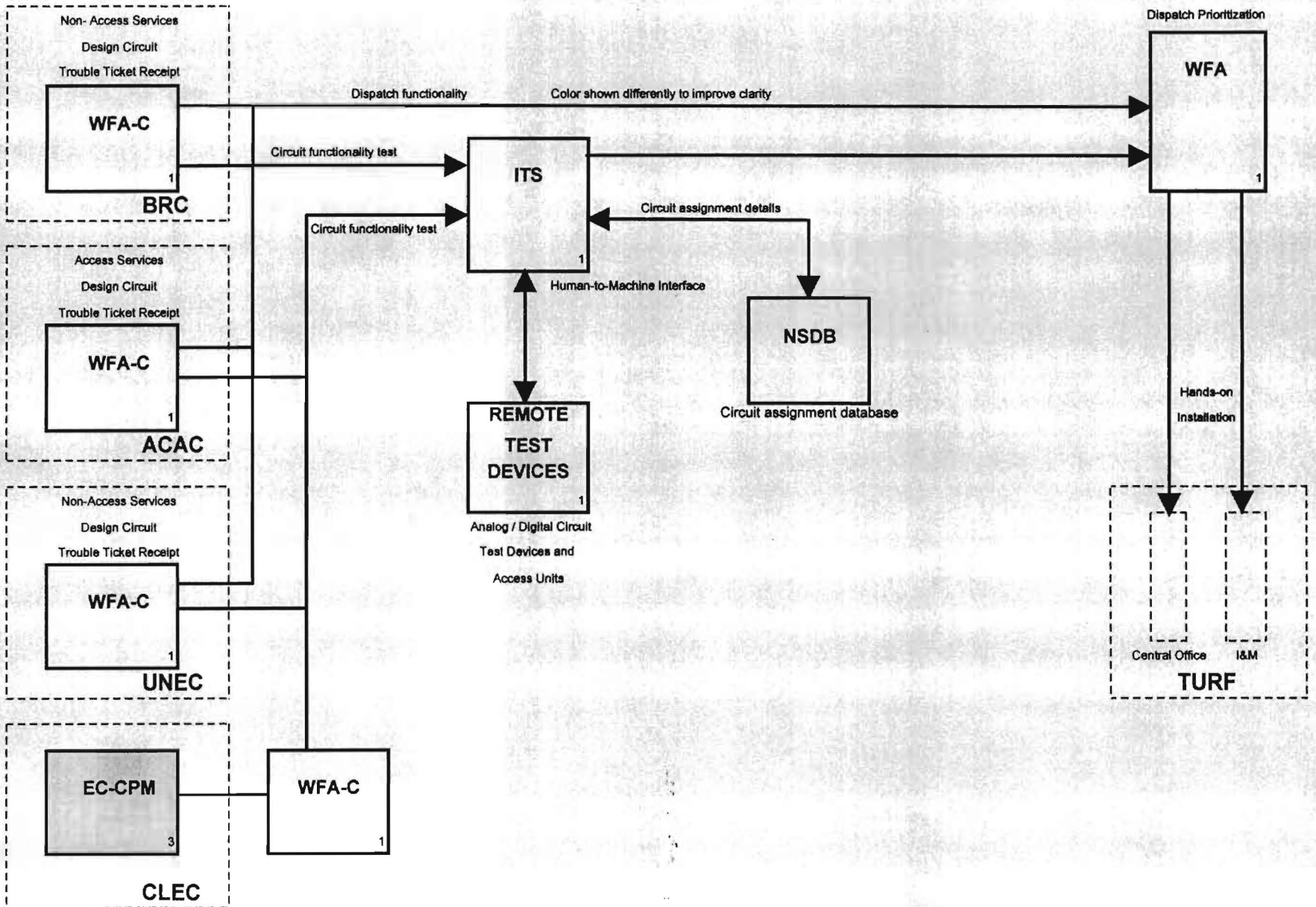
Exhibit 7



- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC-only system

# MECHANIZED DESIGN MAINTENANCE FLOW - ORGANIZATIONS and CENTERS -

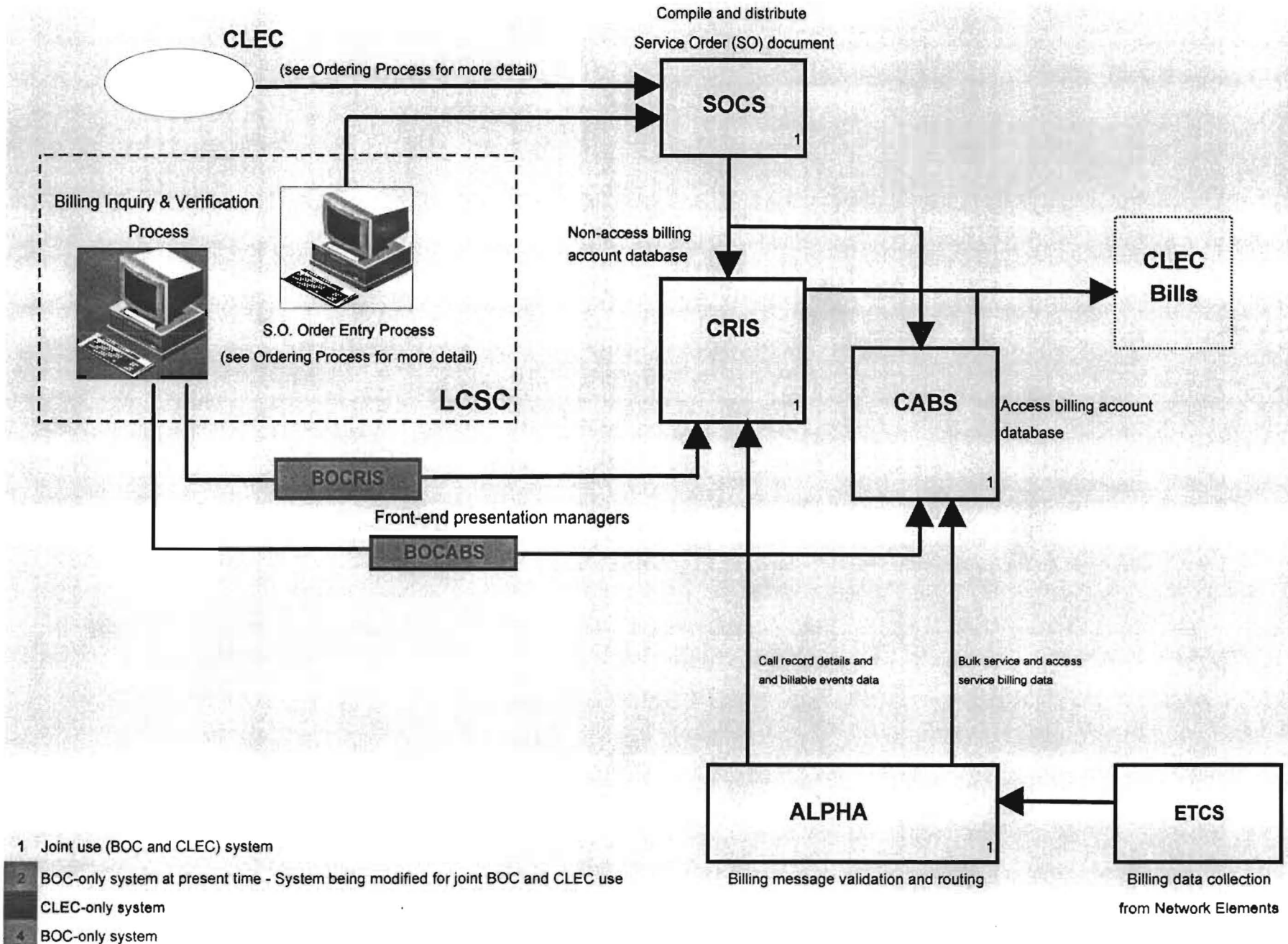
Exhibit 8



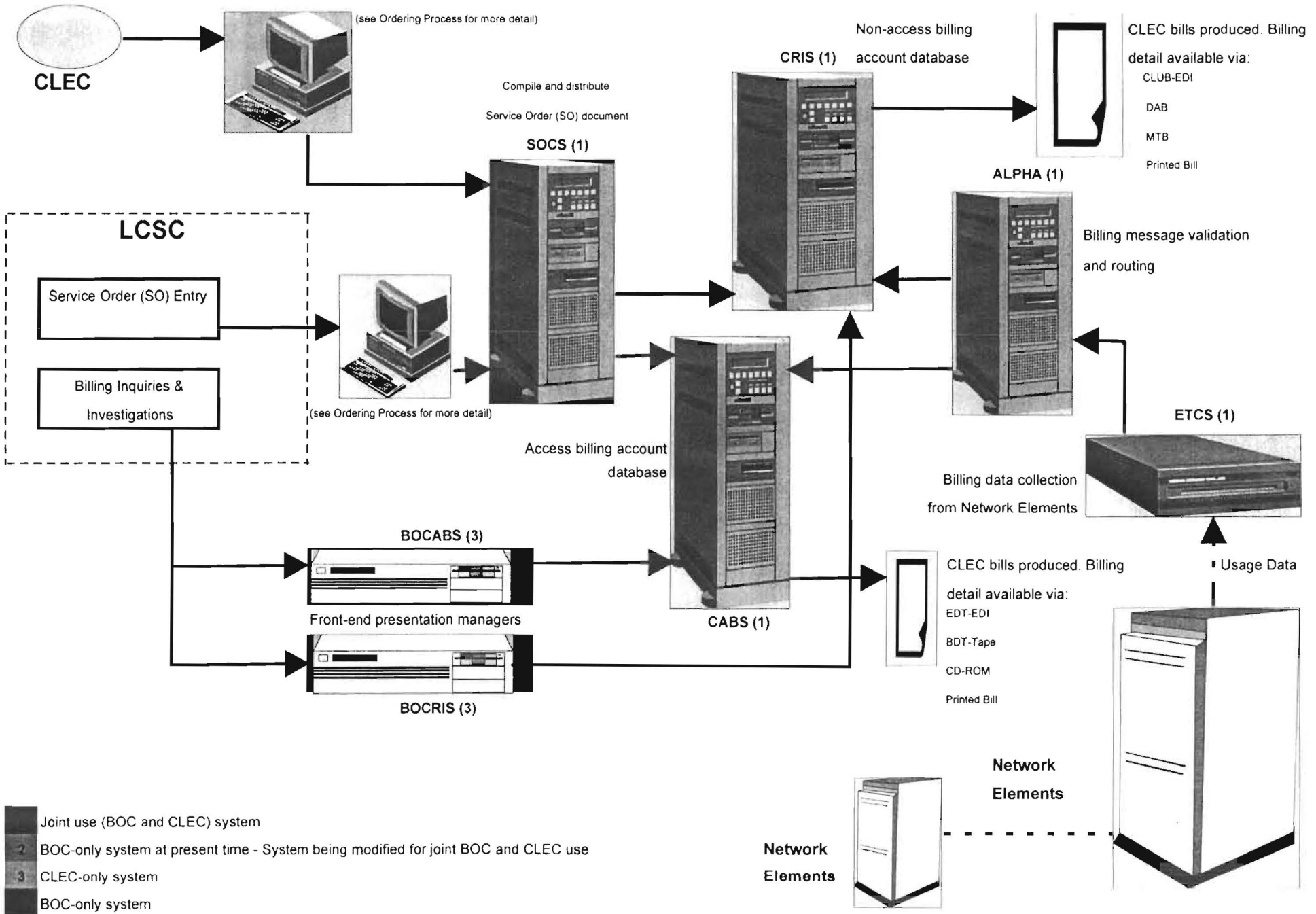
- 1 Joint use (BOC and CLEC) system
- 2 BOC-only system at present time - System being modified for joint BOC and CLEC use
- 3 CLEC-only system
- 4 BOC only system

# MECHANIZED BILLING FLOW - ORGANIZATIONS / CENTERS -

Exhibit 9



# BILLING FLOW - MECHANIZED PROCESS - Exhibit 10



- Joint use (BOC and CLEC) system
- BOC-only system at present time - System being modified for joint BOC and CLEC use
- CLEC-only system
- BOC-only system

BellSouth Telecommunications, Inc.

Docket No. 960786-TL  
AT&T's First Set of Interrogatories  
August 11, 1997  
Item No. 14  
Page: 1 of 1

- REQUEST: (a) State the number of electronic transactions for pre-ordering, ordering, billing, and maintenance and repair for unbundled network elements and resale have been attempted by CLECs in Florida in BellSouth's region during 1997.
- (b) State the number of such electronic transactions that have been successfully completed.
- (c) With respect to those electronic transactions that have been attempted but were not successfully completed, state the reasons for such failures.

- RESPONSE: (a) BellSouth does not capture this information.
- (b) BellSouth does not capture this information.
- (c) Please refer to BellSouth response to Item No. 1.

INFORMATION PROVIDED BY: Kathy Wilsonchu  
Director ICS  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375

**PROPRIETARY**

**REQUEST:** Describe the total projected demand from CLECs for all transactions for each operation support system, by quarter, in 1997 and 1998, for both Florida and the BellSouth region. Describe in detail the basis for your response.

**RESPONSE:** BellSouth does not have the information requested by quarter. Please see attached information.

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Planning  
675 W. Peachtree Street  
Atlanta, Georgia 30375

# Electronic Interface Sales Pipeline

8/18/1997 .2

Potential				System Turnup					In Use	Volume to date	Forecast Volume '97	Forecast Volume '98	Reps '97	Reps '98	% Residential	% Small Bus	% Complex
LEN S	EDI C	EC-LI TAFI	LEN S	EDI C	EC-LI TAFI	EC-TI B											
X			B						NOW	3	500	800			40%	40%	20%
X		X	E						7/25/97							50%	50%
X			C														
X		X	X						4Q97								
X	X		C						8/1/97	300+			6	16	0%	20%	80%
X			C														
X	X	X	E	E					NOW	5128	147,530						
X			C														
X	X	X	C-8/20						4Q97		1000	3000					
X			C														
X	X	X	A		A											90%	10%
X	X		X						NOW	70							
X			E														
X	X		C		D						3005						
X	X	X	X						4Q97		10000			10	50%	30%	20%
X	X	X	E						NOW	12	1000	10000	5	20	25%	60%	15%
X			X								100	2000	1	3	1%	35%	64%
X			C														
X		X	X		E				1Q98	9	1000	10000	3	5		50%	50%
X			E						8/1/97	68							
X		X	X						ASAP		500	5000	15	20	5%	20%	75%
X			B														
X	X		A		A												
X			X		B												
X	X		X														
X	X		X														
X	X	X	B						8/30/97		25000	30000	40	80	5%	75%	20%
X			E						NOW	48							
X		X	E						NOW	180	9800	10800	25	65	5%	90%	5%
X			E						NOW	2							
X			E							1							
X		X	C						ASAP		500	1000	5	50			



# Electronic Interface Sales Pipeline

8/18/1997 .2

Potential					System Turnup					In Use	Volume to date	Forecast Volume '97	Forecast Volume '98	Reps '97	Reps '98	% Residential	% Small Bus	% Complex	
LENS	EDI	IPC	EC-Lite	TAFI	LENS	EDI	IPC	EC-Lite	TAFI										EC-Trie
X		X	X	X	C		E		C		8/1/97	5	100	800	2	5		70%	30%
X			X	X							ASAP				8	30	30%	50%	20%
X																			
X	X	X	7X		E						NOW	618	8000	8000					
X				X	C				C										
X				X	E						NOW	14							
X		X		X	E		E		E		NOW	46							
X	X				C								36775						
X				X	C				C										
X		X	X	X	C - 8/20						ASAP		200	2000	3	8	10%	80%	10%
X	X	X		X	C - 8/20						9/1/97		5000	20000	5	12	100%		
									C										
				X	C														
X				X							11/1/97		100	100	2	8	5%	80%	15%
X		X		X							ASAP						70%	30%	
X				X	C				C										
X			X								7/1/97		1000+	1000+	3		100%		
X					C														
X	X		X	X	C				C		4Q97						70%	20%	10%
X					E							179							
X			X	X									4000	4000	2	2	100%		
X					E							22							
X	X			X															
X				X							ASAP					150			
X				X	E				E		NOW	64							
X		X			C		E		C			1							
X			X	X	A						8/1/97		200	500	6	10	100%		
X				X	C				C										
				X	E				E		NOW	10							
X				X	E				C			1							
X				X	C				A										
X				X	E				E		NOW	18							
			7X																
X				X	E														
												27							
57	16	14	20	51	SEE LEGEND FOR TOTALS						13	6527	242110	118000	131	492	34.10%	42.38%	23.52%

Total at each stage

3  
3  
23  
1  
20

Turnup Activity Legend

- A Account team to negotiate interface in next 30 days
- B Building connectivity
- C Trained, connectivity set
- D End-to-End testing
- E Actively using system

Order Volumes by System

LENS 1338  
EDI 5128  
EDI 61  
Total 6527

**REQUEST:** Identify all steps that are required to increase the capacity of BellSouth's operations support systems, the time required to increase the capacity, and the cost of increasing the capacity.

**RESPONSE:** BellSouth has a structured process that is followed to plan for expansion of the OSSs. This process includes the use of the BEST/1 modeling tool, as well as triad planning and core team meetings. The timeframe required to implement the expansion varies depending on the hardware platform. However, BellSouth is a strategic partner with our hardware vendors, and as such receives favorable consideration from these vendors. This ensures that our vendors will provide BellSouth with the best discounts available on the market and will pursue every available avenue to ensure our timeframes are met.

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Management  
BellSouth Center  
675 W. Peachtree St.  
Atlanta, Ga 30375

**REQUEST:** State whether manual or human intervention is required on the part of the CLECs using the interfaces offered by BellSouth to perform the pre-ordering, ordering, maintenance and repair, or billing functions. If your answer is in the affirmative, identify:

- (a) the function(s) for which manual or human intervention is required;
- (b) the criteria that BellSouth used in determining whether such manual or human intervention is required;
- (c) any steps that CLECs could take that would make such manual or human intervention unnecessary.

**RESPONSE:**

- (a) As mentioned in response to Item #12, many complex services and low-volume UNEs which have not been defined by OBF, require manual handling for both CLECs and BellSouth's retail customers.
- (b) Services, such as complex services, require additional information or analysis before a firm commitment is made to the end user, which requires manual handling. This is true for BellSouth retail customers as well as for similar sales by CLECs. BellSouth has long used a Service Inquiry process for these customer requests, and BellSouth handles all Service Inquiries in the same way. Some examples of customer requests which require a service inquiry are:
  - establishment of a large number of lines in a new ESSX or ACD customer group
  - availability of interoffice facility capacity for dedicated rings or unusual circuit demands
  - service to a customer premise using a specified type or design of loop facility
- (c) The CLEC can reduce manual intervention by using the Electronic Interfaces for simple services, selected complex services (e.g. PBX trunks, hunting, Synchronet, ISDN Basic Rate), and the high-volume, OBF defined UNEs (loop, INP, loop+INP, and port).

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
675 W. Peachtree Street, N.E.  
Atlanta, Ga. 30375

**REQUEST:** State the number of orders from CLECs, for unbundled network elements and for resale, that have required manual or human intervention by BellSouth during 1997, by quarter, for Florida and for the BellSouth region. As part of your response:

- (a) Describe the total number of orders received from CLECs by BellSouth during 1997 by quarter;
- (b) Describe the basis for your response.
- (c) Identify any documents used to calculate the number of orders required herein.

**RESPONSE:** The scope of this request is extremely burdensome and oppressive in that it would require the LCSC staff to review all orders processed.

For example, during the first two weeks of August the LCSC would have to examine approximately 18,000 orders.

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Regulatory Management  
BellSouth Center  
675 W. Peachtree St.  
Atlanta, Ga 30375

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Set of Interrogatories  
August 11, 1997  
Item No. 19  
Page: 1 of 1

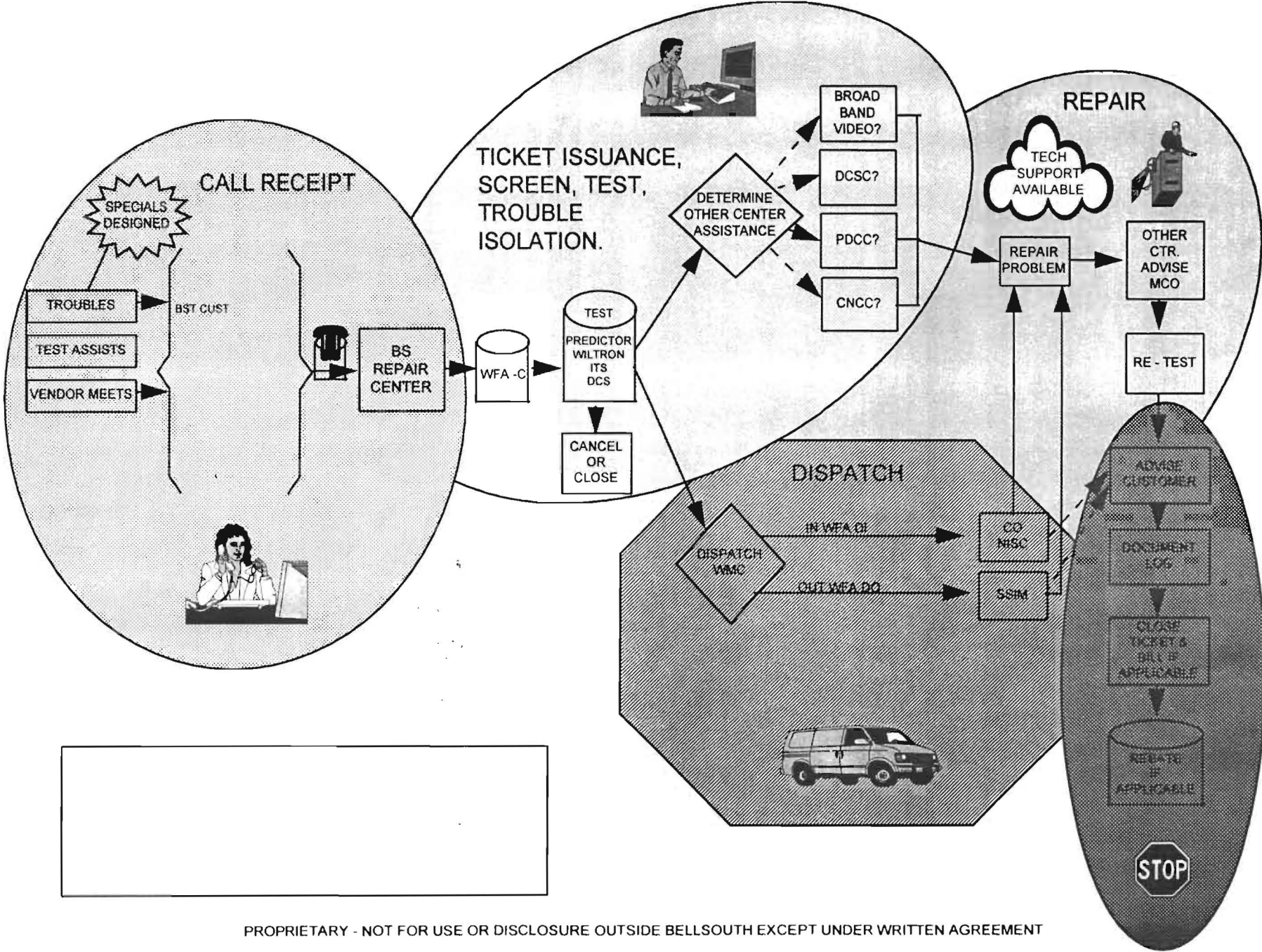
**REQUEST:** Explain in detail the procedures used by BellSouth to process or handle pre-service, service, provisioning, repair and maintenance, and billing services for its own residential or business customers, including but not limited to all manual or human intervention necessary.

**RESPONSE:**

Please see attached documents

**INFORMATION PROVIDED BY:** Gloria Calhoun  
Director - Strategic Management  
BellSouth Center  
675 W. Peachtree St.  
Atlanta, Ga 30375

# DESIGNED SPECIAL MAINTENANCE FLOW



## DESIGNED SERVICES PRVISIONING & MAINTENANCE

### Order Distribution and Assignment Functions Within BellSouth:

The primary function of the Service Order Control System (SOCS) is to route the service order to all recipients which require the information. The primary destination is the next downstream service provisioning system, Service Order Analysis & Control (SOAC). If the service order can be processed without problem by SOCS, it will be passed electronically to SOAC.

SOAC will determine from information in the service order image which downstream assignment and control systems require information in order to perform their functions. SOAC will then route the necessary service order data to the downstream assignment systems. The next system in the provisioning pipeline for designed orders is the Loop Facility Assignment Control System (LFACS) if the loop facility is inventoried there.

LFACS will use certain data from the service order to select and assign the loop facilities. To perform this function, LFACS will primarily use the address data for the customer location, selecting the best loop facility which can serve the address. If LFACS encounters an error or condition which prevents the successful assignment of a loop facility, the order will "fall-out" and be presented to an employee in the Network Infrastructure Support Center — Address & Facility Inventory Group (AFIG) for manual intervention. Since this is a designed order, a special field identifier will be present in the service order image alerting LFACS to send the order with the necessary loop information back to SOAC and on to TIRKS.

SOAG will next route the service order to the Trunks Integrated Record Keeping System (TIRKS) for circuit design. TIRKS will attempt to automatically design the order using standard models for common circuit configurations which are developed by BellSouth staff support organizations with the support of Bell Communications Research when necessary. If the service order matches with a TIRKS design model, mechanized design processes proceed. If the necessary design elements (e.g. circuit electronics, switching element terminations, interoffice facility elements, etc.) are available, TIRKS will make the necessary assignments and issue the Work Order Record Details (WORD) document into the next downstream systems. If TIRKS cannot match the order with an appropriate design model or if any of the necessary design elements are unavailable, the order will "fall-out" in the Network Infrastructure Support Center— Circuit Provisioning Group (NISC-CPG) for manual intervention.

TIRKS will distribute copies of the WORD to designated receiving printers or terminals. But the primary flow will send the WORD to the Work Force

Administration (WFA) system modules and the Network Services DataBase (NSDB). WFA is actually a single operations support system; however, three software modules of WFA are used by different work groups:

- The WFA — Control module is used by the designated control office to coordinate the installation, testing, and turn-up of the designed services.
- The WFA — Dispatch Out (DO) module is used by the Work Management Center to dispatch field Special Services Installation & Maintenance (SSI&M) technicians. WFA-DO is also used by these field technicians to obtain a copy of their work order information and to complete their work when accomplished.
- The WFA — Dispatch In (DI) module is used to dispatch central office ("inside") technicians. It is also used by those central office technicians to obtain their work orders and to report completion of their work.

When the work is reported complete by all dispatched technicians, the BellSouth Control Office will coordinate final BellSouth testing and turn-up of designed services with the BST Customer. The final completion is entered for the order into WFA-C by the control office. WFA-C reports the completion back to TIRKS, which updates its database and passes the completion notice back to SOCS. SOCS distributes it, passing a copy either to the Customer Record Information System (CRIS) Carrier Access Billing System (CABS) — initiating the billing process.

### **Service Assurance (Maintenance) Process:**

The BST Customer reports troubles on designed services to the BellSouth Business Repair Center (BRC) by phone. Trouble reports for Designed Specials are input into WFA to create a trouble ticket.

#### **Testing Flow:**

The primary test interface system for designed services is the Integrated Test System (ITS). ITS interfaces with a large number of test access devices and specialized test systems to perform testing and automated sectionalization on designed circuits. A few examples of test access devices with which ITS interfaces and uses are:



- Switched Access Remote Test System/Switched Maintenance Access System (SARTS/SMAS)
- Digital Cross-Connect Systems (e.g. Lucent Digital Access Cross-Connect Systems, Alcatel Digital Electronic Cross-Connect Systems, etc.)
- Wiltron 9620s

ITS accesses designed circuits at available test points and automatically runs a series of tests to identify and sectionalize any trouble conditions. ITS uses a variety of test access points, devices, and systems depending upon the type of circuit, the test access available on the circuit, and the type of condition(s) which apply to the circuit and trouble report. ITS conducts demand-type intrusive tests. ITS determines the circuit design and available test access from the data recorded in the Work Order Record Document (WORD) which was issued from the Trunks Integrated Record Keeping System (TIRKS) during the provisioning process. The WORD image is obtained from the Network Services DataBase (NSDB).

Test results are reported to the control office, by ITS. At the same time, if trouble is identified and sectionalized, ITS will automatically prepare dispatch tickets to be passed to WFA-DI (Dispatch In) or WFA-DO (Dispatch Out) for field dispatch. The control office tester can review the ITS results and release the ITS-generated tickets for dispatch, or the tester can take other action(s) in accordance with his/her analysis and experience. If ITS cannot access one or more test access points or devices on the circuit, ITS will report that fact along with other test results to the control office tester.

If the tester requires additional testing for any reason, he/she will manually initiate tests using the appropriate remote test access capabilities available on the circuit. Or, the tester can issue one or more test-assist tickets through WFA-C into WFA-DI or WFA-DO as appropriate for dispatch to the next available technician.

Using ITS test results and any field test-assist results as discussed above, the Control Office testing technician will determine and coordinate all corrective actions. If a circuit redesign or other assignment functions are necessary, the control office tester will contact the appropriate center or field work group. The tester may establish a conference bridge to facilitate cooperative actions among multiple field and center personnel. The tester coordinates all actions until the problem is resolved, at which time the tester closes the trouble report with the BST Customer. When the Customer agrees to close the ticket, the tester closes the report in WFA-C.

*Trouble Ticket Flow Within BellSouth:*

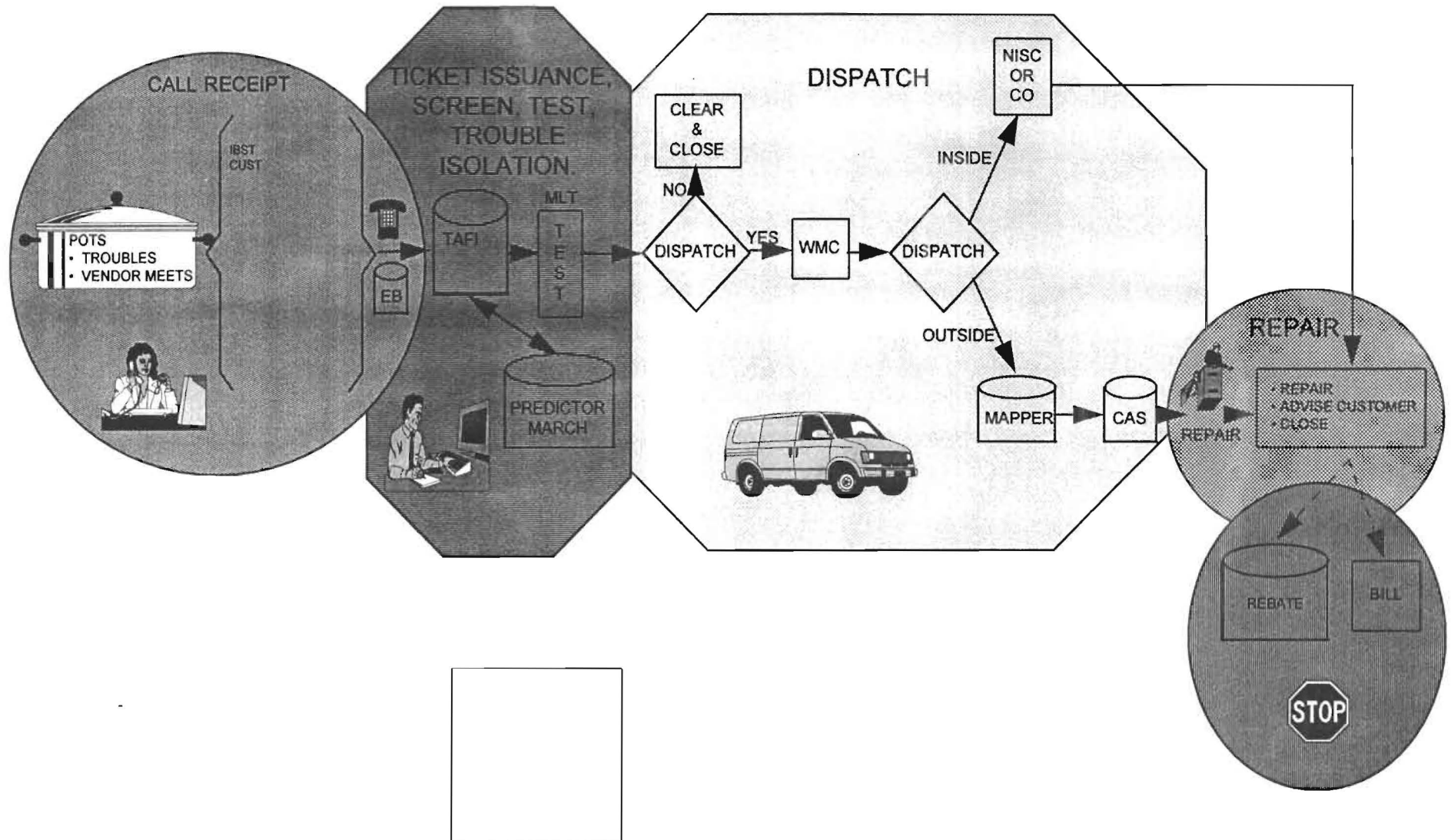
All trouble reports and associated tickets for designed services are generated in WFA-C. WFA-C is used by the control office to coordinate and record all activities and findings associated with the trouble report. For this purpose, WFA-C provides a log function which automatically records many of the automated actions and allows the control office testing technician to enter a log of other activities, findings, and important pertinent information. Tickets generated in WFA-C flow to WFA-DI and WFA-DO modules of the Work Force Administration System, where they are dispatched to the next available technician under oversight of the Work Management Center (WMC).

Field technicians report information concerning their activities and findings into WFA-DI and WFA-DO. Field activities will update the WFA-C log. When field activities on a dispatched ticket are completed, the technicians close their WFA-DO or WFA-DI tickets, and the completed tickets are passed back to WFA-C where the control log is updated by the system.

*Trouble Report Closure:*

On designed services, the Control Office receipt center, coordinates all testing and closure functions with the BST Customer.

# BASIC RESIDENCE/BUSINESS MAINTENANCE FLOW



## **MAINTENANCE PROCESS FLOW FOR BST RESIDENCE AND BUSINESS SERVICES**

### **TROUBLE RECEIPT / TICKET ISSUANCE**

BST Customer calls a trouble to the RRC for Residence and the BRC for Business to report trouble. The Telephone number is input into TAFI along with other pertinent information taken from the customer such as: trouble reported, customer name, callback number, access information etc.

TAFI gathers information from other systems such as BOCRIS, LMOS, and a trouble ticket is issued in LMOS. All of the testing and verification functions possible on the non-designed service being reported are performed mechanically, usually while the reporting party is still on-line. Depending upon the type of service being reported and the type and mix of features involved, TAFI presents appropriate and necessary questions on the terminal screen for the trouble receipt agent to ask the caller. The answers to these questions are important to clarify the precise nature of the problem and then to isolate the most likely cause(s).

Once TAFI has collected the answers to the questions and the results of the automated tests and verifications, TAFI subjects this data to its analyzer logic subsystem. In many cases, TAFI can mechanically correct the problem. For example, if the reported problem is caused by a switch port feature which is missing in the switching system translations, TAFI can issue a transaction to MARCH to input the necessary Recent Change messages and activate the missing feature.

In many cases, TAFI will determine that there is no technical problem — that the problem may be due to customer confusion or perception. This can induce the carrier agent to train the customer on the use of the service or to advise the customer on appropriate actions. Or the problem may likely be related to customer-owned equipment, and the TAFI results may help the carrier agent discuss such possibilities with the reporting customer.

Where the trouble report must be dispatched for further actions by downstream BellSouth centers or field work groups, TAFI will advise the carrier agent of appropriate commitment information which should be used in making a commitment to the customer.

In the relatively few instances where TAFI cannot determine an appropriate dispatch action, the report will "fall-out" to a specialized work group. Employees in these specialized work groups are experienced and trained in the analysis of more difficult problems. They will take further actions to analyze, investigate,

test, etc. — whatever they deem appropriate to resolve the trouble report. They will make appropriate commitments to the BST Customer.

BST trouble reports will be received and input into the Trouble Analysis Facilitation Interface (TAFI) by the BellSouth trouble receipt center personnel.

Testing Flow:

As mentioned in previous paragraphs, TAFI will access the Mechanized Loop Testing (MLT) system for testing non-designed resale and UNE services. MLT is the only actual test system available to TAFI for such services. MLT accesses a line-side switch port through the switching system and runs tests on the associated loop facility. Since MLT test capability is only available via a switching system line port, MLT can be used only on resale services and UNE service configurations which include a switch line-side port. TAFI has a direct electronic interface with MLT and can initiate MLT tests. The results of such tests are returned by MLT to TAFI over the same interface.

**If the trouble report “falls-out” from TAFI for further manual analysis by the RRC, BRC, Report Routing and Distribution Within BellSouth:**

When TAFI determines that a trouble report must be dispatched to a downstream center or field work group, TAFI will place a routing code on the trouble ticket which is passed to the Line Maintenance Operating System (LMOS). Each downstream work group which handles trouble reports has a unique routing code(s). The following are examples of routing codes. These are used to direct customer trouble reports to specific NISC and CO work groups:

- DPI-450 Central Office (CO)
- DPI-451 Recent Change Memory Administration Group (RCMAG)
- DPI-452 Complex Translations Group (CTG)
- DPI-453 Trunk & Carrier Group (TCG)

If the trouble report is to be dispatched out to the appropriate Installation & Maintenance (I&M) work group, TAFI will designate the ticket for DPO. During the dispatch process, an I&M employee's personal code will be added in LMOS to route the ticket to a particular employee through the employee dispatching process.

For the CO field work groups, LMOS will pass DPI-450 routed tickets to the Work Force Administration — Dispatch In (WFA-DI) system module via an electronic interface. WFA-DI will load the ticket to the next available central office technician.

centers may decide to retest using MLT or to manually verify certain switching system feature information. In such cases the center personnel will access MLT or a switch recent change I/O (input/output) port via the Predictor system. Predictor has three primary functions. One of these purposes is to provide the BRC and RRC with this manual access to MLT and central office switching systems I/O ports for testing and verification purposes. Using the switch I/O port, the RRC or BRC personnel can diagnose a switch port (i.e. office equipment "OE") or verify the features and attributes assigned to the switch port in the actual switching system translations.

Secondly, the BRC uses Predictor to obtain information needed regarding loops assigned to ISDN (Integrated Service Digital Network) service. Loops must be capable of supporting ISDN, and the capabilities of the loop can be verified in the Predictor<sup>®</sup> database by BRC personnel when necessary.

LMOS serves to route non-designed trouble reports to the appropriate downstream work group and is used in the employee dispatching process.

Whenever the trouble report is dispatched to a downstream BellSouth organization, the "last" technician — in whatever work group ultimately resolves the problem — is responsible for contacting the party designated on the report and closing the report to that party. As is the policy for trouble reports from BellSouth retail customers, the downstream field or center technician will make one contact attempt to close the report. If the technician cannot get an answer, or is delayed for lengthy periods in queue, the report will be closed in the appropriate system (LMOS or WFA), and the technician will go on to his/her next dispatched task.

When the report is closed in WFA by the CO, the Work Management Center will periodically receive a report showing all closures which have been entered by the CO. The WMC will manually close the ticket in LMOS and enter all appropriate closure information using the information provided by the CO forces in WFA-DI.

**REQUEST:** For each month of 1997 to date, and for Florida as well as the BellSouth region, identify the total number of customer service orders processed by BellSouth for BellSouth retail customers, the number of those orders that were completed, the number of those orders that were rejected (and the reasons for the rejections) and the number of those orders that required manual intervention (after the point of initial entry by a BellSouth service representative) for completion of the order. To the extent that any of the orders required manual intervention by BellSouth, please provide the reason why manual intervention was necessary for the completion of the order.

**RESPONSE:** BellSouth does not track the information required to produce the information requested. BellSouth does track the number of orders processed and the number of orders that contain errors. Please refer to BellSouth's Response to AT&T's 1st Document Request Item 15. These reports give a sample of the data requested. The scope of this request is extremely burdensome and oppressive in that it would require the BST staff to review all orders processed.

**INFORMATION PROVIDED BY:** Diane Gee  
Manager - Consumer  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375

**REQUEST:** Of the total number of orders received from CLECs during 1997 for resold lines and unbundled network elements, identify for Florida and for the BellSouth region:

- (a) the number of such orders on which BellSouth modified the due date from the date requested by the CLEC:
- (b) the reason or reasons for such modification and, for each such reason, the number of orders on which the due date was modified for that reason;
- (c) the number of orders by which the due date requested by the CLEC was extended by:
  - (1) one day;
  - (2) two days;
  - (3) three days;
  - (4) five days;
  - (5) six or more days.

**RESPONSE:** The requested information would require the manual review of every service order. It is BellSouth's policy to give the customer their desired due date or the normal due date. Please see the attached information.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street NE  
Atlanta, Ga. 30375



Local Interconnection Interim Report

Provisioning	June				July				August			
	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST
	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region
<b>Total # Trunks</b>	14,380	42,144	234,622	913,346	13,308	50,935	235,368	922,731	NA	NA		NA
<b># Trunk Orders</b>	292	4,609	13,626	58,827	12	4,185	10,044	59,245	NA	NA		NA
<b># Due Dates Missed for Client or BST Reasons:</b>												
Client Reasons	4	823	967	2,621	0	27	NA	3,167	NA	NA		NA
BST Reasons	0	99	642	5,945	0	25	1,086	5,979	NA	NA		NA
<b>%Order Due Dates On Time (excluding customer misses)</b>	99.9	97.9	95.3	89.9	99.9	99.4	89.2	89.9	NA	NA		NA
<b>New Circuit Failure Rate (%)</b>	8.3	1.1	NA		8.3	0.5	0.2	0.3	NA	NA		NA
<b>Maintenance</b>	June				July				August			
	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST
	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region
<b>Total Troubles</b>	0	38	NA	NA	24	49	2,325	10,492	NA	NA	NA	NA
<b>Average Duration (Hours)</b>	0.0	1.5	NA	NA	0.4	0.4	3.6	3.3	NA	NA	NA	NA
<b>% Calls Answered in 30 Sec.</b>	NA				NA				NA			

Unbundled Loops Interim Report

Provisioning	June				July				August			
	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST
	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region
Total # of Existing Unbundled Loops	1,392	3,575	NA	NA	1,530	4,409	NA	NA	NA	NA	NA	NA
# Unbundled Loop Orders	347	1,255	NA	NA	197	893	NA	NA	NA	NA	NA	NA
# ALEC Due Dates Missed for ALEC or BST Reasons:												
ALEC Reasons	35	70	NA	NA	31	67	NA	NA	NA	NA	NA	NA
BST Reasons	11	110	NA	NA	25	57	NA	NA	NA	NA	NA	NA
%Order Due Dates On Time (excluding customer misses)	96.8	91.2	NA	NA	87.3	93.6	NA	NA	NA	NA	NA	NA
New Circuit Failure Rate (%)	7.7	11.5	NA	NA	7.7	11.5	NA	NA	NA	NA	NA	NA
Maintenance	June				July				August			
	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST	ALECs	ALECs	BST	BST
	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region	in FL	in Region	in FI	in Region
Total Troubles	8	9	NA	NA	9	9	NA	NA	NA	NA	NA	NA
Average Duration (Hours)	7.3	8.9	NA	NA	13.7	13.7	NA	NA	NA	NA	NA	NA
Report Rate	NA	NA	NA	NA	0.6	0.2	NA	NA	NA	NA	NA	NA
Repeated Reports (Within 30 Days)	20.0	18.4	NA	NA	20.0	18.4	NA	NA	NA	NA	NA	NA
% Calls Answered in 30 Sec.	NA				NA				NA			

Local Interconnection Interim Report

Provisioning	January			February			March			April			May		
	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region
	Total # ALEC trunks	3929	9490	881653	5907	12599	883857	6067	16115	918578	7015	17688	901408	7889	20076
# ALEC Trunk Orders	1114	1486	22530	2014	3413	36062	229	4268	28346	1164	2196	44690	874	2364	37465
# ALEC Due Dates Missed for ALEC or BST Reasons:															
ALEC Reasons	0	0	2998	320	776	5034	141	2009	5469	648	982	5903	360	441	NA
BST Reasons	154	282	7032	0	1	1716	0	96	3270	0	1	7331	24	24	NA
%Order Due Dates On Time (excluding customer misses)	100.00	100.00	86.70	84.10	77.30	86.00	100.00	97.80	88.50	100.00	99.95	83.60	97.25	98.98	80.40
New Circuit Failure Rate (%)	0.00	0.00	0.70	0.00	0.00	0.51	0.00	0.08	0.18	0.00	0.00	0.50	NA	NA	NA
<b>Maintenance</b>															
Maintenance	January			February			March			April			May		
	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region	ALECs in FL	ALECs in Region	BST in Region
	Total Troubles	0	1	1253	0	144	1066	16	43	1545	126	132	1794	41	53
Average Duration (Hours)	0.00	12.05	2.56	0.00	1.67	2.30	0.13	0.61	3.18	0.43	0.62	2.63	0.41	0.35	1.83
% Calls Answered In 30 Sec.	79.90			81.60			76.90			73.70			76.40		

Unbundled Loops Interim Report

Provisioning	January			February			March			April			May		
	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST
	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region
Total # of Existing Unbundled Loops	331	441	NA	549	720	NA	799	1108	NA	1002	2149	NA	1085	2654	NA
# Unbundled Loop Orders	315	396	NA	251	325	NA	318	499	NA	147	826	NA	237	1030	NA
# ALEC Due Dates Missed for ALEC or BST Reasons:															
ALEC Reasons	29	33	NA	2	7	NA	19	74	NA	0	69	NA	57	120	NA
BST Reasons	0	0	NA	0	5	NA	3	5	NA	30	109	NA	5	69	NA
%Order Due Dates On Time (excluding customer misses)	100.00	100.00	NA	100.00	98.50	NA	99.10	99.00	NA	79.60	86.80	NA	97.90	93.30	NA
New Circuit Failure Rate (%)	6.03	5.30	NA	2.02	4.04	NA	1.95	3.76	NA	NA	NA	NA	NA	NA	NA
Maintenance	January			February			March			April			May		
	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST	ALECs	ALECs	BST
	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region
Total Troubles	10	13	NA	32	44	NA	14	16	NA	15	22	NA	6	13	NA
Average Duration (Hours)	2.22	4.00	NA	3.78	3.37	NA	4.15	4.02	NA	2.64	3.91	NA	7.35	6.53	NA
Repeated Reports (Within 30 Days)	11.00	17.00	NA	23.08	18.42	NA	0.00	13.04	NA	NA	10.53	NA	NA	NA	NA
% Calls Answered in 30 Sec.	79.90			81.60			76.90			73.70			76.40		





**Resale Parity Report**

Residence Resale	January			February			March			April			May		
	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST
	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region
<b>Provisioning</b>															
%Due Date Met - POTS	NA	NA	98.9	99.2	<u>99.1</u>	<u>99.1</u>	98.4	98.5	<u>99.1</u>	98.3	98.4	<u>99.9</u>	98.1	98.4	<u>99.9</u>
<b>Maintenance</b>															
Report Rate Per 100 AALIS (Total)	2.1	<u>3.7</u>	4.8	4.3	3.9	<u>3.7</u>	4.4	<u>4.3</u>	4.6	3.8	<u>3.9</u>	4.4	4.6	<u>4.3</u>	4.6
%OOS < 24 Hours	99.9	<u>91.2</u>	80.2	90.6	<u>91.1</u>	86.3	75.9	<u>83.9</u>	80.9	89.6	<u>90.1</u>	85.1	87.5	<u>85.1</u>	84.5
Avg Duration (Receipt to clear)	10.6	<u>10.6</u>	16.6	8.8	<u>10.6</u>	13.7	18.6	<u>13.7</u>	15.9	10.7	<u>11.5</u>	13.9	12.0	<u>13.2</u>	14.5
% Mtce Appointments Met	78.9	<u>93.6</u>	91.6	92.2	92.4	<u>92.5</u>	81.5	89.5	<u>92.2</u>	91.6	<u>93.2</u>	92.5	90.4	<u>92.1</u>	91.7
% Repeat Reports Within 30 days	15.8	<u>17.2</u>	18.5	26.0	19.6	<u>17.0</u>	12.3	<u>14.8</u>	17.3	12.0	<u>15.6</u>	16.5	14.9	<u>16.9</u>	17.2
% Trouble < 30 Days New Service	NA	NA	7.9	3.7	<u>6.0</u>	6.1	5.2	<u>5.7</u>	8.0	5.2	<u>5.0</u>	5.2	5.8	<u>4.8</u>	7.1
<b>Business Resale</b>															
	January			February			March			April			May		
	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST	CLECs	CLECs	BST
	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region	in FL	in Region	in Region
<b>Provisioning</b>															
%Due Date Met - POTS	NA	NA	97.3	99.4	<u>99.4</u>	97.9	99.3	<u>99.2</u>	98.0	99.6	99.4	<u>99.9</u>	99.5	99.3	<u>99.9</u>
<b>Maintenance</b>															
Report Rate Per 100 AALIS (Total)	2.0	<u>2.1</u>	2.4	1.2	<u>1.3</u>	2.0	2.3	<u>2.1</u>	2.3	2.1	<u>2.1</u>	2.3	1.6	<u>1.6</u>	2.3
%OOS < 24 Hours	91.3	85.5	<u>92.0</u>	99.9	<u>99.9</u>	93.2	98.6	<u>97.8</u>	92.7	88.1	89.0	<u>93.4</u>	96.0	<u>96.4</u>	93.8
Avg Duration (Receipt to clear)	8.8	<u>8.6</u>	9.5	9.2	<u>7.4</u>	8.7	6.8	<u>7.4</u>	9.2	7.7	<u>7.5</u>	9.1	7.3	<u>7.5</u>	9.1
% Mtce Appointments Met	71.1	71.9	<u>83.9</u>	85.9	<u>88.4</u>	85.5	88.7	<u>89.0</u>	84.9	81.7	83.4	<u>83.9</u>	81.3	83.6	<u>83.7</u>
% Repeat Reports Within 30 days	14.0	<u>13.7</u>	14.4	12.1	<u>10.9</u>	14.5	15.5	15.6	<u>15.1</u>	13.9	<u>13.6</u>	14.6	11.4	<u>14.1</u>	15.1
% Trouble < 30 Days New Service	NA	NA	11.5	4.1	<u>4.3</u>	7.5	5.0	<u>4.4</u>	9.0	4.2	<u>4.3</u>	6.2	6.1	<u>5.3</u>	8.6

REQUEST: State whether BellSouth has agreed, or committed itself, to provide FOCs to CLECs within a specified time interval. If your answer is in the affirmative, describe the time interval by order type and service.

RESPONSE: BellSouth has agreed to develop a performance measurement which will show the percentage of FOCs provided within 24 hours of receiving a correctly completed order for service.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375



REQUEST: To the extent that BellSouth has agreed to provide FOCs within a specified time interval after receipt of an order by a CLEC, state the number of FOCs that have been transmitted to date during 1997 to the CLECs (and identify such information separately for Florida and for the BellSouth region):

- (a) within that interval or no later than 24 hours after that interval;
- (b) more than 24 hours, but less than 48 hours, after that interval;
- (c) more than 48 hours, but less than 72 hours, after that interval;
- (d) 72 or more hours after that interval.
- (e) Identify in detail all documents that were reviewed, consulted, or relied upon in providing your response.

RESPONSE: BellSouth is still in the process of developing a process which will produce information needed to respond to this question. The initial report is anticipated in September, 1997, to reflect August, 1997, results for orders received over the electronic interface.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

- REQUEST: State whether BellSouth has agreed, or committed itself, to provide the notice of order completion (or "865") within a specified time period after the completion date. If your answer is in the affirmative, for Florida and for the BellSouth region.
- (a) describe the time period to which BellSouth has committed itself;
  - (b) identify the total number of CLEC order completed to date during 1997 for which the notice of order completion was transmitted to the CLEC.
    - (1) Within the specified time period to which BellSouth has agreed or committed itself, or within 24 hours after that specified period;
    - (2) more than 24 hours, but less than 48 hours, after the specified time period;
    - (3) more than 48 hours, but less than 72 hours, after the specified time period;
    - (4) 72 or more hours after the specified time period.
  - (c) Identify in detail all studies, reports, analyses and logs from which one can determine the number and percentage of all CLEC orders during 1997 for which notices of order completion were returned to the CLEC more than 24 hours after such specified period.

RESPONSE: BellSouth has agreed to provide notice of order completion as soon as practical after completion of an order, but has not agreed to a specific time interval nor to develop information which would permit it to respond further to this question.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

REQUEST: State, with respect to all CLEC orders completed during 1997, both for Florida and for the BellSouth region, the number and percentage of such order that were completed by BellSouth:

- (a) on or before the due date specified on the service order;
- (b) after the due date specified on the service order, but within 24 hours after that due date;
- (c) more than 24 hours, but less than 48 hours, after the due date specified on the service order;
- (d) more than 48 hours, but less than 72 hours, after the due date specified on the service order; and
- (e) more than 72 hours after the due date specified on the service.

RESPONSE: (a) on or before the due date specified on the service order:  
Florida - 45,944, 97.1%; Region - 116,111, 96.6%

(b) after the due date specified on the service order, but within 24 hours after that due date: Florida - 345, .7%; Region - 1,105, .8%

(c) more than 24 hours, but less than 48 hours, after the due date specified on the service order: Florida - 279, .6%; Region - 815, .7%

(d) more than 48 hours, but less than 72 hours, after the due date specified on the service order: Florida - 223, .5%; Region - 665, .5%

(e) more than 72 hours after the due date specified on the service:  
Florida - 511, 1.1%; Region - 1581, 1.4%

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

REQUEST: State, with respect to all CLEC orders completed during 1997, both for Florida and for the BellSouth region, the number and percentage of such orders that were completed by BellSouth:

- (a) on or before the due date specified on the FOC;
- (b) after the due date specified on the FOC, but within 24 hours after that due date;
- (c) more than 24 hours, but less than 48 hours, after the due date specified on the FOC;
- (d) more than 48 hours, but less than 72 hours, after the due date specified on the FOC; and
- (e) more than 72 hours after the due date specified on the FOC.

RESPONSE: See response to Item 25.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's *First Set of Interrogatories*  
August 11, 1997  
Item No. 27  
Page: 1 of 1

REQUEST: Of the total number of CLEC orders submitted during 1997 where BellSouth claims that the due dates on such orders were met, state the number of such orders that were initially rejected by BellSouth's systems, both for Florida and for the BellSouth region.

RESPONSE: BellSouth does not maintain data with which to respond to this request.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

**REQUEST:** With respect to the notices of completion sent by BellSouth to the CLECs for Florida and for the BellSouth region, state:

- (a) whether the "completion date" set forth on such notices is the date on which the service was actually completed: and
- (b) if your answer is in the negative, describe what date is used as the "completion date" on that notice.

**RESPONSE:** The notice of completion provided to the ALECs, provides the date the ALECs' customer received service.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

- REQUEST: (a) To the extent that BellSouth has processed CLEC service orders manually since January 1, 1997, state (both for the entire BellSouth region and for each state in the region) the percentage of such orders for which due dates were met, and the percentage of such orders for which due dates were not met.
- (b) Identify all documents that describe such percentages, or from which such percentages can be determined.

RESPONSE: BellSouth does not maintain data with which to respond to this question since orders are indistinguishable once they are entered into the operating systems by LCSC personnel. However, since most orders to date have been received in a manual fashion, the response to Item 25 provides a reliable surrogate response.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375

- REQUEST: (a) With respect to CLEC orders that BellSouth has processed without manual or human intervention since January 1, 1997, state (both for the entire BellSouth region and for each state in the region) the percentage of such orders for which due dates were met, and the percentage of such orders for which due dates were not met.
- (b) Identify all documents that describe the percentages referenced above, or from which such percentages can be determined.

RESPONSE: See response to Item No. 29.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N. E.  
Atlanta, Ga. 30375



**REQUEST:** State the average response times (both for Florida and for the BellSouth region) for pre-ordering transactions by CLECs using the LENS interface, and the percentages of such pre-ordering transactions for which the response time has been less than 5 seconds, less than 10 seconds, and less than 60 seconds. Describe the method by which such response times were calculated.

**RESPONSE:** BellSouth has implemented procedures for programmatically measuring the amount of time that LENS requires for accessing our legacy systems in connection with a pre-order or an order. Response time is computed utilizing built-in tracing and debugging features of the BellSouth Navigator middleware software. Measurement is from the time a client process issues a request until the response is presented to the client.

The following chart show response time results for LENS Navigator calls from the most recent monthly report from production:

< 3 sec	< 2 sec	< 1 sec	> 20 sec
89%	76%	40%	.5%

**INFORMATION PROVIDED BY:** W. N. Stacy  
Assistant Vice President  
675 West Peachtree Street  
Atlanta, Georgia

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's First Set of Interrogatories  
August 11, 1997  
Item No. 32  
Page: 1 of 1

**REQUEST:** State the average response time (both for Florida and for the BellSouth region) that is required for BellSouth's service representatives to complete the pre-ordering transactions that are performed by CLECs (i.e., street address validation, telephone number information, and customer service record information. Describe the method by which such response time were calculated.

**RESPONSE:** See attached charts.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
675 W. Peachtree St., N.E.  
Atlanta, Ga. 30375

## LEGACY ACCESS TIMES FOR CLEC TAFI and BST TAFI

System	<= 4 sec		>4 & <= 6		<= 10 sec		> 30 sec	
	CLEC	BST	sec	BST	CLEC	BST	CLEC	BST
CRIS	93%	96%	4%	2%	99%	99%	0%	0%
JMOS	0%	50%	0%	50%	100%	100%	0%	0%
LMOS	20%	41%	35%	0%	79%	43%	0%	0%
LMOS upd	70%	72%	5%	7%	75%	80%	0%	0%
March	0%	100%	0%	0%	0%	100%	0%	0%
Predictor	31%	21%	0%	0%	31%	21%	69%	58%
SOCS	99%	100%	0%	0%	100%	100%	0%	0%

CLEC TAFI times reflect data for the month of July (841 contacts). BST TAFI times reflect data from one TAFI processor for one day (744 contacts). JMOS and March percentages are based on only 1 or 2 accesses in each case.

## LEGACY SYSTEM ACCESS TIMES FOR LENS

System	< 3 sec	< 2 sec	< 1 sec	> 20 sec	Avg Sec	# of Calls
RSAG	62%	35%	27%	.6%	2.949	2210
ATLAS	77%	45%	42%	.3%	2.261	393
DSAP	82%	11%	11%	0%	2.581	199
COFFI	87%	25%	24%	0%	2.196	207
TOT NAV *	89%	76%	40%	.5%	1.805	4202

\* TOT NAV includes all Navigator contracts used in LENS, including those for security access, etc.

## LEGACY SYSTEM ACCESS TIMES FOR RNS

System	< 2.3 sec	> 6 sec	Avg Sec	# of Calls
RSAG	70%	8%	2.247	500
ATLAS	87%	3%	1.23	446
DSAP	87%	1%	.839	669

LENS measurements represent 49 days' worth of data, while RNS measurements are from one site for one day.

Currently, LENS and RNS are using different mechanisms for measuring legacy access times. LENS uses routines within the Navigator middleware software, while RNS uses code resident within the application itself. Procedures are currently being implemented to begin using the Navigator routines to measure LENS, as well as RNS, response times. This change, which will be effective by mid-September, should result in more accurate comparisons. Early test results using the Navigator measurement tool for LENS indicate that response times will decrease over what is shown in the chart above.

**REQUEST:** Identify each interface that BellSouth intends to make available to CLECs that is not currently operational, and the date on which each such interface is expected to be ready.

**RESPONSE:** We are currently developing 2 more electronic interfaces, both sponsored by AT&T:

1. Electronic Communication Gateway for Trouble Administration for Local Competition - available 11/15/97.
2. Electronic Communication - Lite (pre-ordering capabilities integrated with EDI) - available 12/31/97.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
675 W. Peachtree Street, N.E.  
Atlanta, Ga. 30375

**REQUEST:** Please refer to BellSouth's response to AT&T's Request for Production of Documents No. 8a, which relates to unbundled loop orders that were received from all CLECs combined.

- a) Please state whether the response includes orders that were processed manually. If so, please state the number of such orders included in the response.
- b) Please state whether the response includes orders that were rejected at any stage by BellSouth's OSS or otherwise could not be processed by BellSouth's internal systems. If so, please state the number of such orders included in the response.

**RESPONSE:**

- a) The response includes all orders, both electronic and manual. BST does not record the number of manual or electronic orders as a sub-category.
- b) The response does not include data related to rejected orders, only for orders which flow through the order processing system.

**INFORMATION PROVIDED BY:**

William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375

**REQUEST:** Please refer to BellSouth's response to AT&T's Request for Production of Documents No. 8b. In this response, there is a heading labeled "unbundled loops processed by day".

- a) Please state whether the data set forth in this response represents the number of orders, the number of loops, or some other number. If some other number, please define.
- b) Please state the number of loops included in this response that were processed manually.
- c) Please state whether the response includes orders that were rejected at any state by any BellSouth system.

**RESPONSE:**

- a) Number of loops.
- b) All of the orders included in this response required manual processing.
- c) BellSouth does not reject orders. Some orders, such as those containing incomplete information, may have been referred to the customer for clarification before being further processed by the system. This report does not capture the number of orders held for clarification.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's Second Set of Interrogatories  
September 10, 1997  
Item No. 37  
Page: 1 of 1

**REQUEST:** Please refer to BellSouth's response to AT&T's Request for Production of Documents No. 8c. In this response, there is a reference to "unbundled loops that were canceled after the order was issued."

Please explain the response that "BellSouth does not reject orders after they were issued." Include in your response, at a minimum, an explanation of the following: whether the phrase "after they were issued" refers to issuance by the CLEC or by BellSouth (or any of its agents, employees or systems) and whether "canceled" orders referenced in the response includes orders that were canceled by the CLEC or the CLEC's customer.

**RESPONSE:** Please refer to BellSouth's response to item 36. There are multiple reasons for orders to be canceled; i.e., the ALEC's customer changes plans, deposits aren't paid to BellSouth or to the ALEC, leases fall through, buildings aren't ready, facilities are not available where the customer wants service and etc.; In many cases, the ALEC cancels for reasons which are not disclosed to BellSouth. Orders requiring clarification are held by the LCSC for 15 days waiting for a response from the ALEC to BellSouth's request for the information to complete the processing of the order. If no response is received within that period, the order is canceled.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375



BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's Second Set of Interrogatories  
September 10, 1997  
Item No. 38  
Page: 1 of 1

**REQUEST:** Please refer to BellSouth's response to AT&T's Request for Production of Documents No. 8d, showing total orders processed.

- a) Please state the total number of orders processed.
- b) Please explain in detail the difference between the data set forth in your response to AT&T's Interrogatory Nos. 8d and 8e. For example, and without limitation, please state whether the numbers included in your response to No. 8d include orders that were not processed to completion.

**RESPONSE:**

- a) 130,023.
- b) As the data provided shows, 8d reflects total resale orders; 8e shows total resale orders processed; and 8f shows canceled orders.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's Second Set of Interrogatories  
September 10, 1997  
Item No. 39  
Page: 1 of 1

**REQUEST:** Please refer to BellSouth's response to AT&T's Request for Production of Documents No. 8f.

- a) Please explain BellSouth's response that orders were canceled "for customer or company reasons".
- b) Please state the number of test orders included in your response. If this number cannot be stated with specificity, please estimate this order and state how the estimate was generated and the information upon which it was based.

**RESPONSE:**

- a) Please refer to BellSouth's response to Item 37.
- b) This number is not known. These were generated in connection with system tests for LESOG.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, NE  
Atlanta, Ga. 30375

**REQUEST:** With regard to the attached documents, which were produced by BellSouth in response to AT&T's First Request for Production of Documents, please state the following:

- a) Please identify the document beginning at page 1 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; what system or database generates such document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth.
- b) Please identify the document beginning at page 2 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; what system or database generates such document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth. Please describe the relationship between the document beginning at page 1 and the document beginning at page 2.
- c) Please identify the document beginning at page 10 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth.

**REQUEST: (Continued):**

- d) Please identify the document beginning at page 14 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; what system or database generates such document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth. Please describe the relationship between the document beginning at page 10 and the document beginning at page 14.
- e) Please identify the document beginning at page 15 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; what system or database generates such document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth.
- f) Please identify the document beginning at page 17 of the attachment by stating, at a minimum, the name of the document; the purpose served by the document; what system or database generates such document; whether the information in the document is kept by BellSouth in the ordinary course of business; why BellSouth keeps this information; how information is input into the system that generates such document; and how such information is used by BellSouth. Please describe the relationship between the document beginning at page 15 and the document beginning at page 17.

**RESPONSE:**

- a) This is an order information screen in waf/c (work force administration and control). The purpose of this document is to display specific information from an order. Waf/c is the system that generates this document. This information is kept about 60 days after this order is complete. The information is kept for reference on the order. The

RESPONSE: (Continued):

information is input into the system from another data base called Tirks (Trunks integrated record keeping system). BellSouth uses this information to complete orders.

- b) This is an order log in waf/c. The purpose of this document is to be able to create a log of what happened on an order. The osslog is created by waf/c. The log is kept about 60 days after the order is complete. BellSouth keeps this information to have a record of what happened with an order. The log is generated by BellSouth technicians during the time an order is being worked. The relationship is, page one is the information for an order and page two is part of the log for that order.
- c) See answer given on 40b.
- d) See answer give on 40a except for the last question. There is no relationship between documents beginning on page 10 and on page 14, they are logs of two different orders.
- e) See answer of 40b.
- f) See answer given on 40a, except for the last question. There is no relationship between documents beginning on page 15 and on page 17, they are two different orders.

INFORMATION PROVIDED BY: William Stacy  
Assistant Vice President  
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675 W. Peachtree Street, NE  
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REQUEST: Please identify the following codes or acronyms found in the documents referenced in Interrogatory No. 40:

<u>RESPONSE: ACRONYM</u>	<u>DESCRIPTION</u>
TRK	Tracking Key
CAC	Circuit Access Code
A	Location of Origin
Z	Location of Terminus
J/D	Jeopardy Destination
P1	Premise One Name, Address and Telephone No.
P2	Premise Two Name, Address and Telephone No.
CKT	Circuit Identification
CTL	Control Section
MCO	Maintenance Control Office
OCO	Overall Control Office
CCO	Circuit Control Office
MCN	Master/Major Customer Name
SCR	Screening Date
WSD	Work Start Date
DVA	Designed, Verified and Assigned
WOT	Wired and Office Tested
FCD	Frame Continuity Date
PTD	Plant Test Date
DD	Due Date
IAD	Inventory Availability Date
CTR1	Center Date 1
CTR2	Center Date 2
CT	Connect Through Flag
B01	Work position
GOC	IDs update provided by TIRKS (Trunk Integrated Record Keeping System)
6DG	waf/c work id
MFC	Missed Function Code

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RESPONSE: (Continued):

S11	jeopardy code
SCH DATE	Scheduled Dates
CMP DATE	Completion Date
ACNA	Access Carrier Name Abbreviation/Customer
CCNA	Customer Carrier Name Abbreviation
FLC	Function Level Code
GEA	Specific Flc
CCC	Callout Center (for handling after hours dispatch requests)
CCU	Waf/di update to waf/c log for hand off
HCX	Hand-off to dispatch in has expired

INFORMATION PROVIDED BY: William Stacy  
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BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
AT&T's Second Set of Interrogatories  
September 10, 1997  
Item No. 42  
Page: 1 of 1

**REQUEST:** Please provide the instructions used by BellSouth employees to input information into the databases or systems used to generate the attached documents.

**RESPONSE:** Instructions used by BellSouth employees to input information into waf/c to generate these documents are received in a 5 day computer aided training course. The "job aid" instructions available to the technicians that use this system are attached.

**INFORMATION PROVIDED BY:** William Stacy  
Assistant Vice President  
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#### 45. Chapter 25F – WFA/C Procedures–Viewing and Making Log Entries

##### 1. VIEWING AND MAKING LOG ENTRIES

Logs are generated on all tickets and all service orders created in WFA/C. These logs can be viewed on the WFA/C screen OSSLOG. Remarks can be added to the log via the WFA/C screen OSSRMK.

To view a log go to the OSSLOG screen, type either a WFA/C ticket number ( ), or a CLO in the TRK/TR# field, and do a find (press <PF1>). WFA/C will respond by displaying the notes that have been generated by activity on the ticket or order.

Log notes are displayed in a reverse chronological order (the latest entries are displayed at the top of the page). To "page" backward in time press <PF2>. To "page" forward in time press <PF3>.

WFA/C only holds 9 pages of notes in queue at a time. If the ninth page of the log is reached the message "OUTPUT COMPLETED – ENTER PF14, CONTINUE OR USE PF14 FOR MORE DATA" will be displayed. To view this data type "continue" in the COMMAND field and press <ENTER>. WFA/C will respond by displaying the next set of nine pages.

To add notes to a log go to the OSSRMK screen, type the WFA/C ticket number or the CLO in the TRK field and do a find (press <PF1>). WFA/C will respond by displaying the circuit ID. Type "rmk" in the FCT field, all applicable comments (see list below) in the REMARKS field, and do an add (press <PF4>).

**NOTE:** Never make personal or derogatory remarks in the log. Always provide detailed information. The saying is: If its not in the log, it did not happen."

**SCREEN: OSSLOG**

THE WORK LOG (OSSLOG) IS A DISPLAY ONLY SCREEN THAT SHOWS A DETAILED ACCOUNT OF ACTIVITIES ON AN ORDER OR TROUBLE REPORT. THE SCREEN SHOWS ACTIVITIES IN DATE/TIME SEQUENCE WITH THE MOST RECENT ACTIVITY AT THE TOP. ENTRIES ARE MADE TO THE WORK LOG VIA THE WORK ACTIVITY SCREEN (OSSEA) AND AUTOMATICALLY BY THE SYSTEM FOR CERTAIN PREDEFINED FUNCTIONS SUCH AS RECEIPT OF THE WORD DOCUMENT AND COMPLETION OF AN EVENT.

VALID PF KEYS	
PF1	FIND
PF2	FORWARD
PF3	BACK
PF6	NEXTDOWDDOC
PF7	PREV*
PF8	REFRESH
PF9	HELP
PF12	PRINT

COMMANDS: PRINT, PRINTHLP, SHOWXXX

**OSSLOG PF KEY ACTIVITIES:**

<b>FIND</b>	<p>ENTER A VALID CENTER IN THE CTR FIELD ① AND A TRACKING KEY OR CLO NUMBER IN THE TRK KEY FIELD, ② PRESS PF1. (SEE JUMP/FIND INFO AFTER COMMANDS)</p>
<b>NEXT</b>	<p>THE PF6 KEY TAKES YOU TO THE NEXT OWDDOC SCREEN (WORD DOCUMENT).</p>
<b>PREVIOUS</b>	<p>THE PF7 KEY TAKES YOU TO THE OSSOI SCREEN FOR INSTALLATION ORDERS AND TO THE OSSTR SCREEN FOR MAINTENANCE ORDERS.</p>
<b>JUMP/FIND</b>	<p>ON A JUMP/FIND FROM OSSLOG TO A SCREEN THAT NEEDS A GROUP AND POSITION SPECIFIED TO EXECUTE THE FIND, THE SYSTEM USES THE GRP AND POS FROM THE FIRST LINE ON THE OSSLOG. IF GRP AND POS ARE NOT POPULATED, POSITION THE CURSOR ON ANY LINE CONTAINING THE REQUIRED DATA, AND PRESS ENTER.</p>

- SEE OSSLOG ON PAGE 5 -

**OSSLOG COMMANDS****PRINT**

PRINTS THE LOG ASSOCIATED WITH A TRK/CLO OR TR#. YOU DO NOT HAVE TO DO A FIND FIRST IF YOU TYPE THE LTERM NAME IN THE PRINTER LTERM FIELD, ⊕ THE CENTER AND TRACKING KEY IN THE CTR ⊕ AND TRK KEY FIELDS, ⊕ THEN TYPE PRINT IN THE COMMAND FIELD ⊕ AND PRESS ENTER

**PRINTHELP**

PRINTS THE ENTIRE LIST OF LOG FUNCTIONS SUPPORTED IN HELP FOR THIS SCREEN. TYPE PRINTHELP IN THE COMMAND FIELD, ⊕ TYPE THE LTERM NAME IN THE PRINTER LTERM FIELD, ⊕ PRESS PF9 FOR HELP.

**SHOWXXX**

DISPLAYS A LOG FUNCTION DESCRIPTION FROM HELP. TYPE SHOWXXX IN THE COMMAND FIELD ⊕ (XXX = LOG FUNCTION TO BE DISPLAYED), PRESS ENTER.  
(EXAMPLE: SHOWATR DISPLAYS HELP FOR ATR)

**- SEE OSSLOG ON PAGE 6 -**

**SHORTLOG/COMPRESS OPTIONS:**

THE AMOUNT OF INFORMATION THAT IS DISPLAYED ON OSSLOG IS DETERMINED BY OPTIONS SET IN SYSTEM TABLES. A SHORTLOG DISPLAYS LESS INFORMATION THAN THE LONGLOG. THE COMPRESS OPTION, IF SET TO Y IN THE TABLE, CAUSES THE SYSTEM TO NOT DISPLAY THE CTR, GROUP AND POSITION FIELD ENTRIES ON THE LOG.

YOU CAN OVERRIDE THE SHORTLOG AND COMPRESS OPTIONS FROM THE OSSLOG SCREEN FOR A PARTICULAR ORDER BY ENTERING VALID INPUTS IN THE LONG FIELD. THE LONG FIELD HAS TWO CURSOR POSITIONS. TO PRINT A LONG LOG, ENTER A LETTER Y IN THE FIRST CURSOR POSITION OF THE LONG FIELD. TO OVERRIDE THE COMPRESS OPTION, TYPE ONE OF THE FOLLOWING ENTRIES IN THE SECOND LONG CURSOR POSITION:

- A = COMPRESS ALL (DO NOT SHOW EITHER CTR OR GRP/POS)
- N = NO COMPRESS (DISPLAY BOTH CTR AND GRP/POS)
- S = COMPRESS WFA/C CENTER (SHOW GRP/POS, BUT NOT CTR)

**JUMP/FIND FROM OSSLOG:**

ON A JUMP/FIND FROM OSSLOG TO A SCREEN THAT REQUIRES A GRP AND POS SPECIFIED IN ORDER TO EXECUTE THE FIND, THE SYSTEM USES THE GRP AND POS FROM THE FIRST LINE OF THE LOG. IF NO GRP OR POS DATA IS ENTERED ON THE FIRST LOG ITEM, MOVE THE CURSOR TO ANY LINE THAT HAS A GRP AND POS SPECIFIED, THEN TYPE THE DESIRED SCREEN NAME IN THE /FOR: FIELD AND PRESS ENTER.

- SEE OSSLOG ON PAGE 6 -

**VIEW/DISPLAY OPTIONS:**

IN RELEASE 12, THE VIEW FIELD (5) REPLACES THE LONG FIELD. VIEW ALLOWS YOU TO SPECIFY ANY VIEW OF THE LOG THAT IS DEFINED IN LOG OPTIONS TABLES.

THE DISPLAY FIELD (6) REPLACES THE COMPRESS FIELD. DISPLAY INDICATES WHETHER YOU WANT TO DISPLAY THE CTR, GROUP AND POS ON LOG ENTRIES. VALID ENTRIES FOR DISPLAY ARE:

- A DISPLAY ALL (CTR, GRP, POS)
- N DO NOT DISPLAY CTR, GRP, POS
- S DISPLAY GRP & POS ONLY

VIEW AND DISPLAY DEFAULTS CAN BE SET ON THE USER LEVEL OPTIONS TABLE, OSSULO.

**JUMP/FIND FROM OSSLOG:**

ON A JUMP/FIND FROM OSSLOG TO A SCREEN THAT REQUIRES A GRP AND POS SPECIFIED IN ORDER TO EXECUTE THE FIND, THE SYSTEM USES THE GRP AND POS FROM THE FIRST LINE OF THE LOG. IF NO GRP OR POS DATA IS ENTERED ON THE FIRST LOG ITEM, MOVE THE CURSOR TO ANY LINE THAT HAS A GRP AND POS SPECIFIED, THEN TYPE THE DESIRED SCREEN NAME IN THE /FOR: FIELD AND PRESS ENTER.

- SEE OSSLOG ON PAGE 6 -

# SCREEN: OSSLOG

COMMAND (4)      WFAC: WORK LOG FORMAT (OSSLOG)      /FOR:  
 GO TO PAGE      PRINTER (3)      PAGE    L  
 TRK/TRM (2)      CKT  
 VIEW (5)      DISPLAY (6)      CTR (1)

.....

DATE            TIME    ID    FCT            EVENT ACTIVITY DESCRIPTION

**SCREEN: OSS01**

THE ORDER INFORMATION SCREEN DISPLAYS ADMINISTRATIVE, TRACKING AND CUSTOMER/PREMISE ORDER INFORMATION. YOU CAN USE OSS01 TO ISSUE AUTO-TEST REQUESTS. OSS01 IS A TWO PAGE FORMAT. PAGE ONE VARIES SLIGHTLY WITH THE CLASS OF CIRCUIT/SERVICE. THE OSS01 FORMAT ALSO VARIES FOR DESIGNED SERVICES VS. NON-DESIGNED SERVICES. PAGE 2 OF OSS01 (OSS012) IS THE SAME FOR BOTH DESIGNED AND NON-DESIGNED SERVICES.

VALID PF KEYS	
PF1	FIND
PF2	FORWARD
PF3	BACK
PF4	ADD
PF5	UPDATE
PF6	NEXT
PF7	PREVIOUS
PF11	POSTCOMP.
PF12	PRINT

COMMANDS: ASSIGN, GCRECOM, GCREJEO, JEO, JBORMK  
JEC, JECRMK, MARJES, NOTEST, PARTIAL, REASSIGN,  
RESSTEA, RESSTES, RMKLOG, RMKLSL, SCHEDULE, SOPCMP,  
TEST, TRANSFER, UPDMPC, VERGOSA, VOID



**OSSO1 PF KEY ACTIVITIES:**

<b>FIND</b>	ENTER A CIRCUIT LAYOUT NUMBER (CLO) OR TRACKING KEY IN THE TRK FIELD, (1) OR AN ORDER NUMBER IN THE ORD FIELD, (2) OR A CIRCUIT ID IN THE CKT FIELD (3) PRESS PF1. IF MORE THAN ONE ORDER EXISTS FOR A TRK/CLO, THE SYSTEM DISPLAYS THE FIRST CLO/TRK FOUND.
<b>ADD</b>	THE PF4 KEY ADDS A JEOPARDY TO AN ORDER. YOU CANNOT USE THIS KEY TO CLEAR A JEOPARDY. TYPE A JEOPARDY CODE IN THE JEOPARDIES FIELD (4) NEXT TO THE SELECTED EVENT, PRESS PF4. (SEE JEO COMMAND.)
<b>UPDATE</b>	PF6 UPDATES UNPROTECTED FIELDS IF THE OGT FIELD IS NOT "IN EFFECT." ON IF-EFFECT CIRCUITS, ONLY IMSC AND EXP FIELDS CAN BE UPDATED. TYPE UPDATED DATA IN APPROPRIATE FIELDS, PRESS PF6.
<b>NEXT</b>	PF6 TAKES YOU TO THE NEXT CLO/TRK ON THE USER WORKLIST OR A SPECIFIED WORKLIST(OSSLST)
<b>PREVIOUS</b>	PF7 TAKES YOU TO THE PREVIOUS CLO/TRK ON THE USER WORKLIST (OSSLST).

- SEE OSSO1 PAGES 10 THRU 14 -

**OSSOI PF KEYS (CONT)****POST  
COMPLETE**

PF11 ALLOWS YOU TO POST COMPLETIONS ON EVENTS TO WFA/C AND GOC. TYPE A LETTER X IN THE C COLUMN (5) NEXT TO THE APPROPRIATE EVENT. PRESS PF11.

IF THERE ARE OUTSTANDING CWLS ON THE EVENT, USE THE OVERRIDE FEATURE BY TYPING A LETTER O IN THE C COLUMN INSTEAD OF X.

**JUMP/FIND**

TO JUMP/FIND FROM OSSOI TO OSSIST OR OSSCWL, TYPE X IN THE C COLUMN (5) NEXT TO THE EVENT TO BE VIEWED, AND TYPE THE SCREEN NAME IN THE /FOR: FIELD. (13) OSSIST RETURNS THE FIRST PAGE OF THE USERS WORKLIST. OSSCWL RETURNS CWL/ACL INFORMATION FOR THE SPECIFIED EVENT. IF NO EVENT IS MARKED BY AN X, THE FIND DEFAULTS TO DVA.

- SEE OSSOI PAGES 10 THRU 14 -

**OSSOI COMMANDS:**

<b>ASSIGN</b>	PRE-ASSIGNS EVENTS TO A PARTICULAR GROUP AND POSITION. AFTER A FIND, TYPE X IN THE C COLUMN (5) NEXT TO THE EVENT TO BE ASSIGNED, TYPE ASSIGN IN THE COMMAND FIELD, (6) PRESS ENTER. (CANNOT BE USED IF AN EVENT HAS ALREADY BEEN PLACED ON A WORKLIST)
<b>GCRECOM</b>	RESEND AN ITEM LEVEL COMPLETION TO GOC THAT HAS PREVIOUSLY FAILED IN GOC. RESOLVE THE PROBLEM THAT CAUSED THE FAILURE, IF A JEOPARDY EXISTS IN GOC, ENTER THE MPC CODE THAT WILL AUTO CLEAR THE JEOPARDY, (7) TYPE X IN THE C COLUMN (5) OF THE EVENT TO BE RECOMPLETED, TYPE GCRECOM IN THE COMMAND FIELD (6) AND PRESS ENTER.
<b>GCREJEO</b>	RESEND AN ITEM LEVEL JEOPARDY TO GOC AFTER A JEOPARDY POSTING IN GOC HAS FAILED. TYPE X IN THE C COLUMN, (5) OVERTYPE THE CODE (4) TO BE CHANGED (IF ANY), TYPE GCREJEO IN THE COMMAND FIELD (6) PRESS ENTER.
<b>JEO</b>	POSTS JEOPARDIES. TYPE X IN THE C COLUMN, (5) TYPE THE JEOPARDY CODE(S) IN THE JEOPARDIES FIELD, (4) TYPE JEO IN THE COMMAND FIELD (6) PRESS ENTER.

- SEE OSSOI PAGES 10 THRU 14 -

### OSSOI COMMANDS (CONT)

<b>JBORMK</b>	POSTS JEOPARDIES AND SENDS REMARKS TO THE LOG. TYPE X IN THE C COLUMN (5) TYPE JEOPARDY CODE(S) IN THE JEOPARDIES FIELD, (4) TYPE JBORMK IN THE COMMAND FIELD, (8) TYPE UP TO 70 CHARACTERS OF REMARKS IN THE CMNTFRMK FIELD, (6) PRESS ENTER.
<b>JEC</b>	REMOVES (CLEARS) JEOPARDIES. TYPE X IN THE C COLUMN, (5) OVERTYPE THE JEOPARDY CODES TO BE REMOVED WITH BLANKS, (4) TYPE JEC IN THE COMMAND FIELD, (6) AND PRESS ENTER.
<b>JECRMK</b>	WORKS THE SAME AS JBORMK, BUT CLEARS THE JEOPARDY. TYPE X IN THE C COLUMN, (5) BLANK OUT THE CODE(S), (4) TYPE UP TO 70 CHARACTERS OF REMARKS IN THE CMNTFRMK FIELD, (8) TYPE JECRMK IN THE COMMAND FIELD, (6) PRESS ENTER.
<b>MARJRS</b>	PERFORMS MULTIPLE ACTIVITIES WITH ONE COMMAND. ACTIVITIES INCLUDE POSTING JEOPARDIES WITH REMARK, SCHEDULE, AND REASSIGNS ON AN EVENT. TYPE X IN THE C COLUMN (5) NEXT TO THE EVENT, TYPE THE JEOPARDY CODE, (4) TYPE REMARKS, (8) SCHEDULE A DATE, (9) AND REASSIGN GROUP/POSITION, (10) THEN TYPE MARJRS IN THE COMMAND FIELD (6) AND PRESS ENTER.

- SEE OSSOI PAGES 10 THRU 14 -

### OSSOI COMMANDS (CONT)

**NOTEST**

CANCELS AUTOMATIC TEST REQUEST ASSOCIATED WITH AN EVENT. TYPE X IN THE C COLUMN (5) NEXT TO THE EVENT, TYPE NOTEST IN THE COMMAND FIELD, (6) AND PRESS ENTER.

**PARTIAL**

FOR TIME REPORTING PURPOSES, ENTERS WORK DONE ON AN EVENT THAT WILL NOT BE COMPLETED THAT DAY. TYPE PARTIAL IN THE COMMAND FIELD, (6) TYPE A CODE IN THE WK FIELD (11) OR ALLOW DEFAULT WK CODE, PRESS ENTER.

**REASSIGN**

MOVES THE TRACKING OF EVENTS FROM ONE WORK POSITION TO ANOTHER WITHIN A GROUP OR MOVES EVENTS FROM ONE GROUP TO ANOTHER. (OSLST, OSLOG AND OSSOI SHOW THE REASSIGNMENT.) TYPE X IN THE C COLUMN (5) FOR THE EVENT OR EVENTS TO BE REASSIGNED, TYPE REASSIGN IN THE COMMAND FIELD (6) AND PRESS ENTER.

**NOTE:** THE GROUP (GRP) AND POSITION (POS) FIELDS (10) CAN BE SPECIFIED. GRP AND POS MUST NOT BE BLANK IF THE GRP FIELD WAS NOT CHANGED. THE EVENT BEING REASSIGNED MUST NOT BE COMPLETE.

- SEE OSSOI PAGES 10 THRU 14 -

### OSOI COMMANDS (CONT)

<b>RESNDV RESNDO</b>	<b>RESNDS INDIVIDUAL ITEM COMPLETION DATA AND ORDER COMPLETION DATA TO THE NEDS MEASUREMENT DATABASE IF STATUS OF THE TRK IS IK, IL, IK OR HL. NOTE: RESNDV DO DOES NOT CHECK TO INSURE ALL ITEMS ON THE ORDER ARE COMPLETE.</b>
<b>RESETRA</b>	<b>RESETS OR REMOVES THE REASSIGN INDICATOR ASSOCIATED WITH THE POS/R FIELD FOR ALL EVENTS TO B (BLANK). TYPE RESETRA IN THE COMMAND FIELD, (6) PRESS ENTER.</b>
<b>RESFTR</b>	<b>RESETS OR REMOVES THE RESCHEDULED INDICATOR ASSOCIATED WITH THE OBJ DATE/R FOR ALL EVENTS TO B (BLANK). TYPE RESFTR IN THE COMMAND FIELD, (6) PRESS ENTER.</b>
<b>RMKLOG</b>	<b>SENDS REMARKS TO THE LOG. TYPE RMKLOG IN THE COMMAND FIELD, (6) TYPE REMARKS IN THE APPROPRIATE FIELD (CMNTRMK (8) OR RMK (2) ON PG 2), PRESS ENTER.</b>
<b>RMKLS7</b>	<b>ENTERS UP TO 30 CHARACTERS OF COMMENTS TO THE WORKLIST. TYPE THE WORKLIST COMMENTS IN THE CMNTRMK FIELD, (8) TYPE RMKLS7 IN THE COMMAND FIELD, TYPE X IN THE C COLUMN (6) FOR THE SELECTED EVENT(S). PRESS ENTER.</b>

- SEE OSOI PAGES 10 THRU 14 -

**OSSOI COMMANDS (CONT)**

<b>SCHEDULE</b>	<b>SENDS NEW SCHEDULED DATE(S) TO THE OSSIST SCREEN TO REVISE THE WORKLIST DATE FOR AN EVENT, USED IN CONJUNCTION WITH THE SCHEDULED DATES PER EVENT. TYPE NEW DATE(S) IN THE SCH DATE COLUMN (9) NEXT TO APPROPRIATE EVENTS, TYPE SCHEDULE IN THE COMMAND FIELD, (6) TYPE X IN THE C COLUMN FOR THE SCHEDULED EVENT(S), (5) PRESS ENTER.</b>
<b>SOPCMP</b>	<b>ORDERS TO INSTALL NON-DESIGNED CIRCUITS MUST BE COMPLETED BY THE SOP BEFORE WFAC CHANGES THEM TO IN-EFFECT STATUS. SOPCMP OVERRIDES THIS REQUIREMENT. TYPE SOPCMP IN THE COMMAND FIELD (6) PRESS ENTER.</b>
<b>TEST</b>	<b>INITIATES A REQUEST FOR THE SELECTED EVENT ON AN ORDER TO BE AUTOMATICALLY TESTED. TYPE X IN THE C COLUMN (5) NEXT TO THE EVENT TO BE TESTED, TYPE TEST IN THE COMMAND FIELD, (6) PRESS ENTER.</b>
<b>TRANSFER</b>	<b>TRANSFERS AN ORDER TO ANOTHER CTR PRIOR TO THE COMPLETION OF THE SCR EVENT. OVERTYPE THE CENTER (COO) (12) WITH THE NEW CENTER, TYPE TRANSFER IN THE COMMAND FIELD, (6) PRESS ENTER. THE TRANSFER DATA IS DISPLAYED ON THE OSSIST AND OSSLOG SCREENS.</b>

**OSOI COMMANDS (CONT)****UPDMFC**

UPDATES THE MFC CODE AFTER THE EVENT HAS BEEN COMPLETED IN GOC. TYPE I IN THE C COLUMN. (5) OVERTYPE THE MFC CODE (7) WITH THE UPDATED CODE, TYPE UPDMFC IN THE COMMAND FIELD, (6) PRESS ENTER.

**VERGOSS**

VERIFIES ALL EVENTS WITH THE GOSS WORKLIST, ADDING UPDATING OR DELETING WORKLIST ENTRIES AS APPROPRIATE. TYPE VERGOSS IN THE COMMAND FIELD (6) AND PRESS ENTER.

**VOID**

REMOVES ALL RECORDS FROM THE WFA/C DATABASES FOR A GIVE ORDER. TYPE VOID IN THE COMMAND FIELD, (6) AND PRESS ENTER. CAN BE USED TO CORRECT MANUALLY ADDED ORDERS.

NOTE: USE CAUTION IN EXECUTING VOID COMMANDS. ALL SCHEDULED EVENTS FOR OSSLST, THE ASSOCIATED WORD DOCUMENT AND ALL TEST OBJECTIVES AND TEST RESULTS FOR A GIVEN ORDER ARE REMOVED BY THE VOID COMMAND.

**VOIDLR**

REMOVES LINE RECORD FROM BOTH THE IA AND NSDB DATABASES IN A SINGLE TRANSACTION.

- SEE OSOI PAGES 10 THRU 14 -



SCREEN: OSSOI (SPECIALS)

COMMAND (6)		WFAC: ORDER INFORMATION (OSSOD)					/FOR: (13)		
ORD (2)		CCR	CKT (3)	RO		ERI			
TEK (1)		ACT	MCO	PROJ		ACNA			
CAC		OST	OCO	RCLO	CRO	GAC	DOP		
A		TSP	CCO (12)	GPID			OCNA		
Z		EXP	MCN	CUSTA			FLC		
J/D							CUST 2		
N									
P1									
P2									
CRNT/AMK (8)									
C	EVT AT T	OBJ DATE/R	WK	GEP POS/R	JEOPARDIES	MFC	SCH DATE	CMP DATE	ID
(5)	SCR		(17)	(10)	(4)	(7)	(9)		
	WED								
	DVA								
	WOT								
	PCD								
	PID								
	DD								
	IAD								
	CTR1								
	CTR2								

SCREEN: OSSOI (NON-DESIGN)

COMMAND (6)

WFAC: ORDER INFORMATION (OSSOI)

/FOR:

ORD (2)  
TRK (1)  
CAC  
CS  
CSU  
DFDD

ACT  
OST  
TBP  
EXP

CKT (3)  
MCN  
WC (12)  
KIK  
SP

RO  
PROJ  
BCSO  
CRO  
GPID

HRI  
ACNA  
OCNA  
FLC

CN  
SN  
LOC

CA  
SA

LCON  
CMND/DEK (8)  
PROVMSG

J/D

C	BVT	AT	T	OBJ	DATE/R	WK	GRP	POS/R	JEOPARDIES	MFC	SCH DATE	CMP DATE	ID
(5)	DD					(11)	(10)		(4)	(7)		(9)	
	CTR1												
	CTR2												

SCREEN: OSSOI (MESSAGE)

COMMAND (8)		WPAC: ORDER INFORMATION (OSSOD)					/FOR:	
ORD (2)	ERT (3)							
TRK (1)		ACT	MCO	RD				ERI
GAC		OST	OCO	PRNJ			DOP	ACNA
A		TSP	COO (12)	RCLO	CRO	TGAC		CCNA
Z		EXP	MCN	GPID				FLC
J/D				CUSTA				CUSTZ
N								
P1								
P2								
CMND/ENR (6)								
C	EVT AT 7	OBJ DATE/R	WK GEP POS/R	JEOPARDIES	MFC	SCH DATE	CMP DATE	ID
(5)	SCR		(11) (10)	(4)	(7)	(9)		
	WED							
	DVA							
	WOT							
	PCD							
	PTD							
	SWC							
	DD							
	IAD							
	CTR1							
	CTR2							

SCREEN: 08801 (CARRIER)

COMMAND	WFAC: ORDER INFORMATION (OSSO)				FOR:							
ORD		CRF										
TRK			RO		KRI							
CAC	ACT	MCO	PROJ		DOP ACNA							
A	OST	OCO	RCLD	CRO	OCNA							
Z	TSP	CCO	GPID		FLC							
JD	KXP	MCN	CUST A		CUST Z							
N												
P1												
P2												
CONDENSE												
C	EVT	AF	T	OBJ DATE/R	WK	GRP	POS/R	JEOPARDIES	MFC	SCH DATE	CMP DATE	ID
5	SCR				11	10		4	7	9		
	DVA											
	WOT											
	PID											
	SWC											
	DD											
	IAD											
	CTR1											
	CTR2											

SCREEN: 068012 (PAGE 2)

COMMAND		WFAC: ORDER INFORMATION (068012)					/FOR:	
ORD			CRF					
TRK			OLD CRT					
CAC		WK	ACT		OST	TSP		
RCLO							ASSOC ORD	
CBO							RO	
RCSO			PROJ				PON	
CUS/BIN			ESV				AVN	
CUS ACCEPT/ADV								
WC	CS		CSU		CS#	DOC	OBJ	
RMSC	BT		ACCT		SUB_DM	SUB_NA	OWNER	OCS
LATA	MCOI		RTI		TEST	MEAS BY	MEAS	MACT IA
INVT			SERVING LINES					
----- INST WORK UNITS -----				----- MAINT WORK UNITS -----				
FORM#								
LINE								
COUNT								
RMK								