

**BELLSOUTH TELECOMMUNICATIONS, INC.**  
**DIRECT TESTIMONY OF WILLIAM N. STACY**  
**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

**DOCKET NO. 980281-TP**

**JUNE 1, 1998**

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7 **Q. PLEASE STATE YOUR NAME, ADDRESS AND POSITION WITH**  
8 **BELLSOUTH TELECOMMUNICATIONS, INC.**

9  
10 **A. My name is William N. Stacy. I am employed by BellSouth**  
11 **Telecommunications, Inc. (BellSouth or BST). My business address is**  
12 **675 West Peachtree Street, Atlanta, Georgia 30375. I am the Operations**  
13 **Vice President - Interconnect Services for the Interconnection Operations**  
14 **department of BellSouth. In this position, I am responsible for**  
15 **development of the procedures used by BST personnel to process**  
16 **Alternative Local Exchange Company (ALEC) service requests, and for**  
17 **assisting the service centers in Interconnection Operations in**  
18 **implementing ALEC contracts in a manner consistent with State**  
19 **Commissions and the Federal Communications Commission (FCC) rules**  
20 **and regulations governing local exchange competition. I have held**  
21 **numerous positions with BST in Network Engineering, Operator Services,**  
22 **Network Planning and Network Operations.**

23  
24 **Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.**  
25

1 A. I graduated from the University of Kentucky with a Bachelor of Science  
2 degree in Electrical Engineering in 1970. I have held a number of  
3 positions of increasing responsibility with BellSouth over 28 years,  
4 including positions in engineering, operator services, and network  
5 management. In the position I held prior to this assignment, I was  
6 responsible for all of BellSouth's regional operations centers, including the  
7 center that manages BellSouth's entire trunking network, and those that  
8 monitor the switching systems and network transport elements of that  
9 network. In my current assignment, I am responsible for developing  
10 BellSouth's electronic interfaces for the ALECs, insuring that these  
11 interfaces are operationally ready, and for managing issues relating to  
12 BellSouth's operational policies relating to ALECs. I am a registered  
13 professional engineer in the states of Alabama, Kentucky and Mississippi.

14

15 Q. HAVE YOU TESTIFIED PREVIOUSLY BEFORE ANY STATE PUBLIC  
16 SERVICE COMMISSION; AND IF SO, BRIEFLY DESCRIBE THE  
17 SUBJECT OF YOUR TESTIMONY.

18

19 A. Yes. I have testified before the state Public Service Commissions in  
20 Alabama, Florida, Georgia, Kentucky, Louisiana, South Carolina, and  
21 Tennessee on the subjects of Operational Support Systems (OSS), and  
22 on Performance Measurements.

23

24 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED  
25 TODAY?

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A. The purpose is of my testimony to explain BellSouth's positions on issues raised in the Complaint filed by MCImetro Access Transmission Services, Inc. ("MCImetro") as filed with the Florida Public Service Commission (the "Commission") on February 23, 1998. Specifically I will address Issues One through Seven, and Nine.

**Issue One**

**Has BellSouth provided MCImetro with information about BellSouth's OSS and related databases in compliance with the Telecommunications Act of 1996 and the parties' Interconnection Agreement? If no, what action, if any, should the Commission take?**

Q. HAS BELLSOUTH PROVIDED TO MCIMETRO THE NECESSARY INFORMATION RELEVANT TO ITS OSS?

A. Yes. Materials have been supplied directly to all ALECs, including MCImetro, via their account teams, at ALEC conferences, and during training classes, OSS meetings and workshops. Updates are also made available to ALECs. ALECs also have access to most of this information at BellSouth's Interconnection Web site. The address is [www.bellsouth.com/interconnection](http://www.bellsouth.com/interconnection).

Q. WHAT TRAINING CLASSES DOES BELLSOUTH OFFER?

1     **A.     BellSouth offers ALECs the following training classes:**  
2           **CLEC Basic Training - covers pre-ordering, ordering, provisioning, billing**  
3           **and maintenance of BellSouth products and services**  
4           **EDI Training**  
5           **LENS Training**  
6           **TAFI Training**  
7           **Other non-OSS related training classes including ISDN, UNEs, Product &**  
8           **Service overview.**

9           **MCI has attended the CLEC Basic class (6 attendees), the EDI training**  
10          **class (2 attendees), the LENS Training class (8 attendees), the TAFI**  
11          **training class (1 attendee), the Product & Service overview class (1**  
12          **attendee), and the UNE class (1 attendee).**

13

14    **Q.     PLEASE LIST THE TYPES OF INFORMATION PROVIDED DIRECTLY**  
15    **TO ALECs, INCLUDING MCIMETRO.**

16

17    **A.     ALECs, including MCImetro, have received user manuals, technical**  
18    **specifications, business rules, hands-on training, and information from**  
19    **joint implementation team activities.**

20

21    **Q.     DO THESE DOCUMENTS CONTAIN BELLSOUTH'S BUSINESS**  
22    **RULES?**

23

24    **A.     Yes. Business rules concerning electronic ordering are contained in the**  
25    **Local Exchange Ordering (LEO) Guide, documentation for the LEO and**

1           LESOG (Local Exchange Service Order Generator) databases, and in the  
2           SOER (Service Order Edit Routine) edits. The LEO Guide, LEO and  
3           LESOG edits, and the SOER edits contain the same information, but in  
4           different formats. The Standard Interval Guide also contains business  
5           rules.

6  
7    **Q.    HAS MCIMETRO HAD OTHER OPPORTUNITIES TO LEARN ABOUT**  
8    **BELLSOUTH'S OSS?**

9  
10 **A.    Yes. BellSouth has produced detailed information about its OSS at**  
11 **numerous regulatory proceedings, including those before this**  
12 **Commission, other state commissions, and the FCC. ALECs, including**  
13 **MCImetro, have had ample opportunity to cross-examine BellSouth's**  
14 **witnesses on matters concerning BellSouth's OSS, and have done so.**

15  
16 **Q.    WHAT IS THE NATURE OF MCIMETRO'S COMPLAINT REGARDING**  
17 **ACCESS TO OPERATIONS SUPPORT SYSTEMS ("OSS")**  
18 **GENERALLY?**

19  
20 **A.    MCImetro complains generally that BellSouth has violated the**  
21 **Telecommunications Act of 1996 ("Act") and breached the Interconnection**  
22 **Agreement between BellSouth and MCImetro by not permitting MCImetro**  
23 **to "inspect" BellSouth's OSS and related databases. MCImetro is making**  
24 **the remarkable request that this Commission order BellSouth to allow**  
25 **MCImetro to review each of BellSouth's internal ("back office") OSS**

1 systems at a level of detail that includes the layout of each individual field  
2 in each individual database. "Back office" operations support systems are  
3 proprietary intellectual property because they contain software which is  
4 trade secret information.

5  
6 Q. DOES BELLSOUTH HAVE AN OBLIGATION TO PERMIT MCIMETRO  
7 OR ANY OTHER ALEC TO INSPECT ITS PROPRIETARY SYSTEMS,  
8 DATABASES, AND RELATED DOCUMENTATION?  
9

10 A. No. There is nothing in the Act or the Interconnection Agreement that  
11 obligates BellSouth "to permit MCImetro to inspect BellSouth's OSS and  
12 related databases," as alleged by MCImetro in its Complaint. Additionally,  
13 I am aware of no statute or contractual provision that entitles MCImetro to  
14 the technical specifications or layouts of BellSouth's proprietary internal  
15 operating systems or related databases that are beyond the scope of the  
16 ALECs' interfaces to those systems or databases. BellSouth's obligation,  
17 according to the Act, is to provide ALECs with access to BellSouth's OSS  
18 in substantially the same time and manner as BellSouth does for itself, an  
19 obligation that BellSouth has satisfied as is demonstrated by the  
20 performance measures.  
21

22 Q. MCIMETRO CLAIMS IN ITS COMPLAINT THAT "BELLSOUTH MUST  
23 PROVIDE INFORMATION CONCERNING THE OSS SYSTEMS AND  
24 DATA BASES IT USES TO SERVE ITS OWN CUSTOMERS. THIS  
25 INFORMATION IS NECESSARY TO ASSESS WHETHER THE OSS

1 CAPABILITIES BELLSOUTH PROVIDES ITSELF AND TO ALECS ARE  
2 EQUIVALENT, AND ALSO TO DETERMINE THE CAUSES OF  
3 DISPARITIES REVEALED BY PERFORMANCE MEASUREMENT  
4 DATA." DO YOU AGREE?  
5

6 A. Absolutely not. No such obligation is imposed on BellSouth by any law or  
7 statute of which I am aware. There is no such requirement in the  
8 Interconnection Agreement, nor is there any reasonable basis for an  
9 expectation that what would amount to a detailed disclosure of BellSouth's  
10 intellectual property would be useful in evaluating "parity". The only  
11 possible benefits to MCImetro of obtaining a field-by-field layout of each of  
12 BellSouth's databases would be to allow MCImetro to substitute  
13 BellSouth's existing intellectual property for MCImetro's own software  
14 development, or to support MCImetro's ongoing focus on the form of the  
15 interfaces for ALECs versus the form of BellSouth's interfaces, rather than  
16 the substance. BellSouth's own retail sales negotiation systems, RNS  
17 (Regional Negotiation System) and DOE (Direct Order Entry), are very  
18 different in the way they appear and how they operate, yet these are  
19 differences primarily in form, rather than substance. The same functions  
20 are accomplished with both, except one is for residential orders and the  
21 other for business orders. It is not surprising that RNS and LENS, the  
22 Local Exchange Navigation System for ALECs, for example, appear to be  
23 very different, even though they accomplish the same functions. The  
24 bottom line for the ALEC systems is not form, but substance, such as  
25 whether BellSouth provides access to the required information and

1 functions for pre-ordering, address validation, telephone number  
2 selection, due date information, features and services, and customer  
3 service record information, in substantially the same time and manner as  
4 for its retail operations. This is depicted in the CLEC and retail OSS  
5 diagram in Exhibit WNS-29. More significantly, MCI's emphasis -- in both  
6 the arbitration and Section 271 proceedings -- on its desire for machine-  
7 to-machine interfaces belies any notion that how information is displayed  
8 is somehow relevant to parity, as machine-to-machine interfaces do not  
9 display the information at all, but exchange the data at a system level.  
10 Any display of the information obtained through a machine-to-machine  
11 interface is entirely at the discretion of, and under the control of,  
12 MCImetro.

13  
14 Q. HAVE MCIMETRO AND BELLSOUTH CORRESPONDED ABOUT  
15 THESE MATTERS?

16  
17 A. Yes. Please see the documents attached as Exhibits WNS-1 through  
18 WNS-3, and WNS-26.

19  
20 **Issue Two**

21 **Has BellSouth provided MCImetro with the Street Address Guide (SAG)**  
22 **data in compliance with the Telecommunications Act of 1996 and the**  
23 **parties' Interconnection Agreement? If no, what action, if any should the**  
24 **Commission take?**

1 Q. WHAT IS THE REGIONAL STREET ADDRESS GUIDE ("RSAG")?

2

3 A. The RSAG, sometimes referred to as the Street Address Guide ("SAG"),  
4 is a database containing information that can be used to perform address  
5 validations. Currently, BellSouth makes the information in this database  
6 available to ALECs, including MCImetro, on a real time basis through the  
7 LENS and EC-Lite pre-ordering interfaces.

8

9 Q. HOW DOES BELL SOUTH PERFORM ADDRESS VALIDATION FOR ITS  
10 RETAIL CUSTOMERS?

11

12 A. For residence customers, BellSouth validates addresses using the RNS.  
13 For business customers, BellSouth uses the address validation screens in  
14 DOE. The BellSouth service representative sends an inquiry to, and  
15 receives a response from, the RSAG via RNS and DOE.

16

17 Q. HOW CAN MCIMETRO PERFORM ADDRESS VALIDATION?

18

19 A. ALECs can perform the address validation function by using LENS or EC-  
20 Lite. Using either of these interfaces, the ALEC representative sends an  
21 inquiry to, and receives a response from, the same RSAG database  
22 accessed by RNS and DOE. The RSAG database returns address  
23 information without regard to whether the request originated from an  
24 ALEC or from BellSouth. EC-Lite and LENS provide community name

1 abbreviations used for service orders, and other useful information, such  
2 as zip codes. MCImetro uses LENS for pre-ordering functions.

3  
4 **Q. WHY ARE VALID ADDRESSES IMPORTANT?**

5  
6 **A. Valid street addresses are a necessary input for other pre-ordering**  
7 **functions, such as obtaining telephone numbers, feature information, and**  
8 **due date information. Valid street addresses also are important because**  
9 **they minimize the “fall-out” of orders that results in manual intervention,**  
10 **which in turn can delay the processing of ALEC orders.**

11  
12 **Q. WHAT IS THE NATURE OF THE DISPUTE BETWEEN BELLSOUTH**  
13 **AND MCIMETRO ON THIS ISSUE?**

14  
15 **A. MCImetro contends that BellSouth must provide a “download” of the**  
16 **RSAG database and all updates to MCImetro. BellSouth contends, based**  
17 **on the Interconnection Agreement, that it is only required to make such**  
18 **information available electronically, which it has done through more than**  
19 **one means.**

20  
21 **Q. IS BELLSOUTH COMPLYING WITH THE TERMS OF THE ACT AND**  
22 **INTERCONNECTION AGREEMENT WITH REGARD TO RSAG DATA?**

23  
24 **A. Yes. MCImetro has real time access to the RSAG address validation**  
25 **information through the LENS and EC-Lite pre-ordering interfaces. This**

1 access includes updates to that information. As an alternative to  
2 electronic access through LENS, MCImetro may obtain address validation  
3 information through the Interexchange Carrier Reference Validation  
4 service. MCImetro was advised of these capabilities in a letter to Mr.  
5 Walter Schmidt of MCI (Exhibit WNS-26) dated August 20, 1997 from Ms.  
6 Pam Lee, Sales Assistant Vice President for BellSouth Interconnection  
7 Services.

8  
9 BellSouth is in compliance with the terms of the interconnection  
10 agreement between BellSouth and MCImetro. By suggesting that  
11 BellSouth is required to "provide a download of the RSAG", MCImetro is  
12 reading into the interconnection agreement a requirement upon BellSouth  
13 that does not exist. The agreement does not require BellSouth to provide  
14 a download of data, but merely requires that BellSouth provide the data or  
15 its equivalent in electronic form, which BellSouth has done. Further, the  
16 Act only requires that BellSouth provide nondiscriminatory access to  
17 network elements. Again BellSouth provides nondiscriminatory access to  
18 RSAG data through provision of its electronic interfaces.

19  
20 Ironically, this assertion by MCImetro demonstrates the veracity of their  
21 claims about the desirability of electronic interfaces. MCImetro and others  
22 have criticized supposed deficiencies in electronic interfaces to keep  
23 BellSouth from entering the long distance market. Yet, in this instance  
24 where BellSouth interfaces provide real-time, electronic access through

1 LENS and EC-Lite, MCImetro wants a less efficient means of data  
2 access.

3  
4 Q. HAS BELLSOUTH ATTEMPTED TO RESOLVE THIS ISSUE WITH  
5 MCIMETRO?

6  
7 A. Yes. On November 13, 1997, BellSouth sent a letter to MCI's Marcel  
8 Henry (Exhibit WNS-9) regarding certain OSS issues, including access to  
9 RSAG data. In this letter, BellSouth's President of Interconnection  
10 Services at that time, Mark Feidler, advised MCImetro that within two  
11 weeks BellSouth would provide cost estimates and delivery information to  
12 MCImetro relative to RSAG data. On December 2, 1997 BellSouth  
13 provided MCImetro with an estimate within +/- 15% of the final price for  
14 the project (Exhibit WNS-10). The project would be designed to provide  
15 MCImetro with RSAG extracts that MCImetro could use to perform  
16 address validations. Two complete extracts, which contain a voluminous  
17 amount of data, would be produced and sent to MCImetro every night.  
18 MCImetro rejected this proposal, asserting incorrectly that the language of  
19 the interconnection agreement entitles MCImetro to a download of the  
20 SAG including all updates at no charge.

21  
22 Q. YOU STATED THAT THE EXTRACTS DESCRIBED ABOVE CONTAIN A  
23 VOLUMINOUS AMOUNT OF DATA. COULD YOU BE MORE  
24 SPECIFIC?

1 A. Yes. The two extracts from the total RSAG database, by themselves,  
2 comprise nearly 400 million bytes (characters) of data. Assuming an  
3 average page contains approximately 3000 characters of data, the nightly  
4 download of data would fill in excess of 125,000 printed pages. These  
5 two extracts, which were requested by MCI as necessary to perform front  
6 end editing before submitting an order, constitute a small percentage of  
7 the entire RSAG database. Based on the volume of data involved, it is  
8 inconceivable that BellSouth would ever have agreed to provide MCImetro  
9 or any other ALEC a download of RSAG data. It is even more ludicrous to  
10 believe that BellSouth would ever agree to provide such a download of  
11 data free of charge.

12

13 Q. HAVE MCIMETRO AND BELLSOUTH CORRESPONDED ABOUT  
14 THESE MATTERS?

15

16 A. Yes. Please see the documents attached as Exhibits WNS-1, and WNS-3  
17 through WNS-11.

18

19 **Issue Three**

20 **Has BellSouth provided MCImetro with the due date calculation for a**  
21 **service order request from a customer in compliance with the**  
22 **Telecommunications Act of 1996 and the parties' Interconnection**  
23 **Agreement? If no, what action, if any, should the Commission take?**

24

1 Q. DOES BELLSOUTH PROVIDE ALECS WITH ACCESS TO  
2 BELLSOUTH'S DUE DATE INFORMATION AND FUNCTIONS IN  
3 SUBSTANTIALLY THE SAME TIME AND MANNER AS BELLSOUTH'S  
4 ACCESS FOR ITS RETAIL CUSTOMERS?  
5

6 A. Yes.  
7

8 Q. DO ALECS NEED TO CALCULATE DUE DATES FOR ALL ORDERS?  
9

10 A. No. ALECs do not need to obtain due dates for the majority of orders - for  
11 example, orders for existing customers switching from BellSouth to an  
12 ALEC, orders for new service where facilities are already connected  
13 through to the customer's premises, or for changes such as adding or  
14 changing features to existing service. This is true for BellSouth's retail  
15 customers as well. Intervals for those orders are determined by standard  
16 "business rules" that have been provided to ALECs through industry  
17 letters and the BellSouth Standard Interval Guide.  
18

19 Q. WHEN DO ALECS NEED TO OBTAIN DUE DATE INFORMATION?  
20

21 A. Due date information is relevant for orders requiring a premises visit.  
22 ALECs can obtain, via the LENS and EC-Lite pre-ordering interfaces,  
23 information such as closed due dates that is helpful in negotiating  
24 customer commitments for non-designed (that is, telephone number

1 based) service installations requiring a premises visit. This is true for  
2 BellSouth's retail customers as well.

3

4 Q. HOW DOES BELLSOUTH OBTAIN DUE DATE INFORMATION FOR ITS  
5 OWN CUSTOMERS?

6

7 A. For residence customers, BellSouth obtains due date information using  
8 RNS. For business customers, BellSouth uses DOE. By these methods,  
9 the service representative using RNS or DOE sends an inquiry to, and  
10 receives a response from, the BellSouth database containing due date  
11 information (such as standard intervals and available installation dates),  
12 known as the Direct Order Entry Support Application Program (DSAP).

13

14 Q. WHAT KIND OF INFORMATION DOES THE DSAP DATABASE  
15 CONTAIN?

16

17 A. DSAP contains an installation calendar that includes information such as  
18 the work schedule for the central office associated with the end user  
19 customer's address, the intervals in days for services requiring a premises  
20 visit, and any dates closed by BellSouth's network organization for work  
21 load or other reasons.

22

23 Q. HOW DO ALECS OBTAIN DUE DATE INFORMATION?

24

1 A. In response to an ALEC pre-ordering query in the inquiry mode, LENS  
2 and EC-Lite will display an installation calendar from DSAP for a specific  
3 serving central office showing information such as: the work schedule for  
4 the central office associated with the end user customer's address, the  
5 intervals in days for services requiring a premises visit, and any dates  
6 closed by BellSouth's network organization for work load or other reasons.

7

8 Q. WHY DOES THE FIRM ORDER MODE OF LENS CALCULATE A DUE  
9 DATE, WHILE THE INQUIRY MODE DOES NOT?

10

11 A. In the firm order mode of LENS, a predefined process takes the ALEC  
12 service representative through the entire process of pre-ordering and  
13 ordering, just as BellSouth's residential system, RNS, does for a BellSouth  
14 service representative. When all required information is input, LENS can  
15 calculate a due date. This due date, like the due date calculated in RNS,  
16 is based on the interval tables, if the order does not require a premises  
17 visit. If the order requires a premises visit, due date information is  
18 obtained from DSAP and incorporated into the calculation.

19

20 In the inquiry mode of LENS or in the due date section of EC-Lite, the  
21 ALEC service representative accesses the DSAP installation calendar,  
22 and using the information provided from DSAP and the standard intervals,  
23 and without having to "build" an entire order, the ALEC representative can  
24 calculate a due date. The ALEC service representative must have the  
25 customer's telephone number and know the products and services

1 selected by the customer. An ALEC can have its service representatives  
2 do this calculation manually, or it can take the information BellSouth has  
3 provided and do the programming to have its own internal sales  
4 negotiation OSS perform the calculation. In short, the inquiry mode allows  
5 ALECs quicker access to pre-ordering information than the firm order  
6 mode.

7  
8 If a BellSouth service representative using RNS or DOE needs to inquire  
9 about available due dates without "building" a complete service order, the  
10 BellSouth service representative views the same installation calendar that  
11 is provided to ALECs via LENS and EC-Lite.

12  
13 Q. HAS BELL SOUTH PROVIDED MCIMETRO WITH PRE-ORDERING  
14 INTERFACES THAT MAY BE INTEGRATED WITH THE EDI ORDERING  
15 INTERFACE AND WITH ITS OWN OSS?

16  
17 A. Yes. MCI metro may integrate using the LENS CGI ("Common Gateway  
18 Interface") specification and interface, which allows ALECs to build a  
19 machine-to-machine interface to LENS, or by using EC-Lite, another  
20 machine-to-machine pre-ordering interface provided by BellSouth. Using  
21 either, ALECs can integrate the due date information obtained from LENS  
22 or EC-Lite, as well as the other pre-order functions, such as the telephone  
23 number reservation function, with the EDI ordering interface and with its  
24 own internal sales negotiation OSS.

25

1 Q. PLEASE EXPLAIN WHAT CGI IS AND HOW MCIMETRO CAN USE IT.

2

3 A. CGI is a specification for communicating data between an information  
4 server, such as the LENS server, and another independent application,  
5 such as an ALEC's operations support system or the EDI ordering  
6 interface. A CGI script is a program that negotiates the movement of data  
7 between the server and an outside application. Using BellSouth's CGI  
8 specification, an ALEC can obtain and manipulate data from the LENS  
9 server. Using CGI, therefore, provides a method for an ALEC to integrate  
10 the data obtained through LENS with the ALEC's internal systems or with  
11 the EDI ordering interface. BellSouth has made the CGI specification  
12 available to interested ALECs. This process, however, requires some  
13 systems' development effort by the ALEC.

14

15 Q. HAS BELL SOUTH PROVIDED THE LENS CGI SPECIFICATION TO  
16 MCIMETRO?

17

18 A. Yes. First, BellSouth has sent several copies of its initial CGI  
19 specification, which was developed in April, 1997, to MCImetro. When  
20 MCImetro indicated it was interested in jointly developing the CGI  
21 interface, BellSouth agreed to update the existing specification in  
22 cooperation with MCImetro. In its letter of September 5, 1997, MCImetro  
23 indicated that it was ready to proceed with a joint development effort,  
24 which provided a reasonable basis for BellSouth's committing additional  
25 resources to this effort. (See Exhibit WNS-12.) On November 7, 1997, a

1 second copy of the existing CGI specification was forwarded to MCI metro  
2 by its BellSouth account team via e-mail. At that time Cliff Bowers of  
3 BellSouth told Bryan Green that MCI metro could begin working with the  
4 existing specification. (See Exhibit WNS-13.) A few days later, on  
5 November 13, 1997, Mark Feidler of BellSouth informed Marcel Henry of  
6 MCI metro by letter that MCI metro could begin to build its interface with the  
7 existing specification, instead of waiting for the update. (See Exhibit  
8 WNS-9.) Mr. Feidler explained that the update would simply be an  
9 extension of the existing specification. Mr. Feidler also suggested that  
10 MCI metro and BellSouth form a joint implementation team to begin the  
11 development and implementation of the Common Gateway Interface  
12 ("CGI"). On the same day, Cliff Bowers of BellSouth told Bryan Green of  
13 MCI metro that BellSouth planned to provide release 1.1 of the CGI  
14 specification, the update, on December 12, 1997. (See Exhibit WNS-14.)  
15 The updated CGI specification was provided to MCI metro on December  
16 15, 1997, more than two months before MCI filed this complaint. (See  
17 Exhibit WNS-15.) The specification was updated again on April 8, 1998 to  
18 reflect Releases 2.0 and 2.1 of LENS, and was provided to MCI metro.  
19 (See Exhibit WNS-16.)

20  
21 **Q. HAS BELLSOUTH PROVIDED MCIMETRO WITH ADDITIONAL**  
22 **INFORMATION IN ORDER TO ASSIST MCIMETRO WITH ITS**  
23 **IMPLEMENTATION OF THE CGI SPECIFICATION?**

24

1 A. Yes. MCImetro complained that the CGI specification did not contain a  
2 "data dictionary." The information needed to create such a data dictionary  
3 is contained in the CGI specification. Although BellSouth has explained  
4 this to MCI several times, and although BellSouth has offered to help  
5 MCI's programmers with any specific questions about the technical  
6 specifications or to assist them with parsing the information contained in  
7 the specification, MCI insisted it needed a data dictionary. Although  
8 BellSouth satisfied its requirements under the Act by providing the CGI  
9 specification, BellSouth has provided MCI with a data dictionary.

10  
11 It is also not necessary for MCImetro to have a "CSR layout" in order to  
12 parse a CSR. The CGI specification contains all the information an ALEC  
13 needs to perform this task.

14  
15 Please see Exhibits WNS-17 through WNS-23 which discuss these  
16 issues.

17  
18 Q. HAS MCIMETRO IMPLEMENTED THE CGI SPECIFICATION?

19  
20 A. Yes. From what I understand, MCImetro is using LENS CGI to obtain  
21 CSRs, but is not using it to perform any other pre-ordering or ordering  
22 functions.

23  
24 Q. HAS BELLSOUTH SHOWN THAT IT IS POSSIBLE TO USE THE LENS  
25 CGI SPECIFICATION TO BUILD AN INTEGRATABLE INTERFACE?

1  
2 **A. Yes. In order to demonstrate that ALECs can integrate LENS CGI with**  
3 **EDI using information supplied by BellSouth, BellSouth contracted with**  
4 **Albion International, Inc., a third party, to act as an "ALEC" and to build a**  
5 **"proof-of-concept" interface integrating LENS CGI and EDI-PC. Albion**  
6 **used the same information that was supplied to ALECs by BellSouth: the**  
7 **LENS CGI specification, the EDI specification (the LEO Implementation**  
8 **Guide), and access to LENS and EDI-PC. No data dictionary for the LENS**  
9 **CGI specification or CSR (customer service record) layout was supplied to**  
10 **Albion. As a result, Albion wrote the Ordering/Pre-ordering Integration**  
11 **Interface (OPII) application that integrates internal ALEC OSS with**  
12 **external system functions, in this case, BellSouth's pre-ordering and**  
13 **ordering interfaces. Along with demonstrating that integration by ALECs**  
14 **is possible with the information supplied by BellSouth, the project also**  
15 **shows that an ALEC can incorporate an up-front due date calculator, can**  
16 **incorporate promotional information, and can successfully parse customer**  
17 **service record (CSR) information. Please see the report attached as**  
18 **Exhibit WNS-23 for details of the project.**

19  
20 **Q. DO ALECS HAVE ACCESS TO DUE DATES IN SUBSTANTIALLY THE**  
21 **SAME TIME AND MANNER AS IT DOES FOR ITSELF?**

22  
23 **A. Yes. Having provided access to due date information to ALECs in**  
24 **substantially the same time and manner as BellSouth does to itself,**  
25 **BellSouth believes that the requirements of the Act and the**

1 Interconnection Agreement have been met. ALECs are free to build any  
2 system they choose to support their unique vision of customer service and  
3 to incorporate the pre-ordering and ordering functions in that OSS. While  
4 BellSouth must provide ALECs with the documentation necessary to  
5 integrate with BellSouth's OSS, it is not BellSouth's responsibility to write  
6 the logic to allow ALECs' own internal sales negotiation OSS to interface  
7 with information provided by BellSouth. This is the ALECs' responsibility.  
8

9 **Issue Four**

10 **Has BellSouth provided MCImetro parity in access to telephone numbers**  
11 **and telephone number information in compliance with the**  
12 **Telecommunications Act of 1996 and the parties' Interconnection**  
13 **Agreement? If no, what action, if any, should the Commission take?**

14  
15 Q. HOW DOES BELLSOUTH SELECT TELEPHONE NUMBERS FOR ITS  
16 RETAIL CUSTOMERS?

17  
18 A. For residence customers, BellSouth uses RNS. For business customers,  
19 BellSouth uses the telephone number selection screens in DOE. Using  
20 RNS or DOE, the service representative sends an inquiry to, and receives  
21 a response from, the BellSouth database containing telephone number  
22 information. That database is known as the Application for Telephone  
23 Number Load Administration and Selection (ATLAS).  
24

1 Q. HOW DO ALECs, INCLUDING MCIMETRO, SELECT TELEPHONE  
2 NUMBERS FOR THEIR CUSTOMERS?  
3

4 A. The ALEC performs telephone number selection in a way similar to  
5 BellSouth by using LENS or EC-Lite. Using LENS or EC-Lite, the ALEC  
6 representative sends an inquiry to, and receives a response from the  
7 same ATLAS database that is accessed by RNS and DOE. That system  
8 provides telephone number information without regard to whether the  
9 request originates from an ALEC or from BellSouth. EC-Lite and LENS  
10 provide on-line selection of special telephone numbers, such as  
11 contiguous numbers, vanity numbers and easy numbers, without manual  
12 intervention of BellSouth service representatives. All telephone number  
13 inventory management functions are done by ATLAS, regardless of  
14 whether the telephone numbers are being selected through EC-Lite,  
15 LENS, RNS, or DOE. Thus, the ALEC has substantially the same ability  
16 to select special telephone numbers using EC-Lite or LENS as BellSouth  
17 would have using RNS, DOE, or SONGS. In several respects, moreover,  
18 the special number capabilities of EC-Lite and LENS provide advantages  
19 over those available to BellSouth's retail service representatives. The  
20 easiest way to compare these capabilities is to look at the screens seen  
21 by BellSouth service representatives and by users of EC-Lite and LENS.  
22 RNS allows BellSouth's residence service representatives to search for  
23 "easy" numbers, "stylist" numbers, and "sequential" numbers. (The terms  
24 "stylist" and "vanity" are interchangeable, as both allow a search for a  
25 number that spells a particular word of interest to the customer.) LENS

1 and EC-Lite allow for random number assignment, as well as requesting a  
2 vanity number, by filling in the desired number in the “special number”  
3 fields. LENS also has a drop-down box for “Options”, allowing an ALEC  
4 representative to request number assignments of specific patterns, such  
5 as “easy” numbers, ascending or descending line digits, identical line  
6 digits, or sequential line numbers. Neither RNS, DOE nor SONGS has  
7 the capability to search telephone numbers based on ascending or  
8 descending line digits or identical line digits. Thus, the ALEC using EC-  
9 Lite or LENS currently has more telephone number assignment options to  
10 offer its customers than BellSouth’s service representatives have  
11 available for BellSouth’s retail customers. BellSouth has thus met its  
12 obligations under the Act and the Interconnection Agreement.

13  
14 Q. HOW MANY TELEPHONE NUMBERS MAY BE RESERVED BY AN  
15 ALEC?

16  
17 A. Using EC-Lite, an ALEC may reserve up to 25 numbers, as RNS and  
18 DOE do. ALECs may reserve up to 6 numbers at a time in LENS for an  
19 unlimited number of times, which yields an unlimited number of  
20 reservations. This is done simply by returning to the inquiry mode menu.

21  
22 Q. HOW LONG MAY TELEPHONE NUMBERS BE RESERVED IN EC-LITE  
23 AND LENS?

1 A. ALECs can reserve telephone numbers via the inquiry mode of LENS for  
2 30 days, as opposed to the previous reservation period of 7 days in the  
3 inquiry mode. This change occurred on February 9, 1998. ALECs had  
4 been able to reserve numbers for 90 days in the firm order mode of LENS,  
5 and that continues today. ALECs can reserve telephone numbers via EC-  
6 Lite for up to 365 days.

7  
8 Q. MAY MCIMETRO RESERVE TELEPHONE NUMBERS UNASSOCIATED  
9 WITH ACTUAL ORDERS?

10  
11 A. Yes. ALECs may "pre-reserve" telephone numbers that are not  
12 associated with requests for service. There is no limit on the number.  
13 Until January 15, 1998, ALECs were limited to 100 telephone numbers  
14 per NXX per ALEC, or five percent of the numbers available in an office  
15 per ALEC, whichever was less. On January 15, 1998 this limit was  
16 removed. This was not a LENS or EC-Lite limitation, and only affected  
17 numbers that were pre-reserved in BellSouth NXX codes. This practice  
18 was implemented in order to foster telephone number conservation. This  
19 practice did not limit an ALEC's ordering activity, as numbers associated  
20 with actual orders for service do not count against the total reserved  
21 numbers, and the supply of numbers could be replenished daily. It did not  
22 apply to activations of entire NXX codes for facilities-based ALECs.

1 Q. WHAT IS YOUR RESPONSE TO MCIMETRO'S COMPLAINT THAT RNS  
2 AND DOE PERMIT BELLSOUTH REPRESENTATIVES TO VIEW NXX  
3 CODES, WHILE LENS DOES NOT?  
4

5 A. LENS and EC-Lite return a selection of available telephone numbers,  
6 including numbers with different available NXX codes. The NXX codes  
7 associated with each central office are found in the Local Exchange  
8 Routing Guide ("LERG"), which is available in both electronic and paper  
9 form directly from Bellcore. As an interexchange carrier, MCI is very  
10 familiar with the LERG, since it must regularly use it. As an ALEC,  
11 MCImetro, which has insisted in state and federal proceedings that it  
12 wants to use only machine-to-machine interfaces, may choose to take the  
13 information contained in the LERG and incorporate it into its front end  
14 sales negotiation system. Building this sort of capability is one of the  
15 advantages and responsibilities that an ALEC has when it makes the  
16 business decision to use a machine-to-machine interface.  
17

18 Q. PLEASE COMMENT ON THE COMPLAINT BY SOME ALECS THAT  
19 RNS, BELLSOUTH'S RESIDENTIAL SYSTEM, PROVIDES A "PRE-  
20 SELECTED" TELEPHONE NUMBER THAT MAY BE ACCEPTED IF  
21 APPROVED BY THE CUSTOMER, BUT THAT LENS DOES NOT.  
22

23 A. BellSouth has developed presentation software for RNS which places a  
24 request to the telephone number database when a customer contact is  
25 initiated that is likely to require a new telephone number. ALECs could

1           develop a similar feature for their own internal sales negotiation OSS,  
2           using either the CGI interface to LENS or the EC-LITE interface. In  
3           addition, this is not available to BellSouth's retail service representatives  
4           using DOE, nor is it relevant to the installed base of existing customers  
5           who already have telephone numbers and wish to switch to their existing  
6           service to an ALEC.

7  
8           **Issue Five**

9           **Has BellSouth provided MCImetro with access to Universal Service Order**  
10          **Codes (USOCs) in compliance with the Telecommunications Act of 1996**  
11          **and the parties' Interconnection Agreement? If no, what action, if any,**  
12          **should the Commission take.**

13  
14          Q.       HAS BELLSOUTH PROVIDED ACCESS TO USOCS (UNIVERSAL  
15                   SERVICE ORDER CODES) TO ALECS IN SUBSTANTIALLY THE SAME  
16                   TIME AND MANNER AS IT DOES FOR ITSELF?

17  
18          A.       Yes.

19  
20          Q.       HOW DOES BELLSOUTH OBTAIN USOC INFORMATION FOR ITS  
21                   CUSTOMERS?

22  
23          A.       For residence customers, BellSouth uses RNS. For business customers,  
24                   BellSouth uses DOE. Via RNS or DOE, USOC information is obtained  
25                   from the P/SIMS (Product/Services Inventory Management System) and

1 COFFI (Central Office Features File Interface) databases that provide  
2 information on features and services.

3  
4 Q HOW DO ALECS OBTAIN USOC INFORMATION ELECTRONICALLY?

5  
6 A. ALECs may use LENS or EC-Lite to obtain USOCs. This information  
7 comes from the P/SIMS and COFFI databases. Using EC-Lite or LENS  
8 CGI, ALECs can integrate this information with the EDI ordering interface,  
9 thus ensuring that the proper codes are populated on an order.

10  
11 Q. HOW ELSE HAS BELL SOUTH MADE USOCs AVAILABLE TO ALECS?

12  
13 A. A list of the valid USOCs, including the valid Field Identifiers (FIDs) has  
14 been provided to ALECs including MCImetro, and is part of the  
15 documentation available on BellSouth's Interconnection Web site, and is  
16 divided appropriately between the basic USOC list, and the FID analysis  
17 sections of the LEO Guide. Additionally, the relationship of the USOCs  
18 and FIDs are described again as part of the SOER edits, which are also  
19 available at the Web site.

20  
21 Additionally, BellSouth has made two work aids available to ALECs  
22 including MCImetro, the BellSouth Work Aid for Ordering Simple Services  
23 and the BellSouth Work Aid for Ordering Complex Services. While these  
24 work aids are aimed at ALECs that use manual processes, these aids  
25 could be used by ALECs using electronic interfaces. They provide USOC

1 and tariff reference matrices that an ALEC could incorporate into its own  
2 internal sales negotiation OSS. These guides are available at BellSouth's  
3 Interconnection Web site. BellSouth has met its obligations under the Act  
4 and the Interconnection Agreement.

5  
6 Q. CAN ALECS DOWNLOAD THE USOCS FROM THE BELL SOUTH WEB  
7 SITE?

8  
9 A. Yes. They are "downloadable" on a machine-to-machine basis in text-  
10 type files using an Adobe Acrobat Reader. MCI metro has requested that  
11 BellSouth provide this USOC file in yet another format: either a Text,  
12 Word or Excel format. BellSouth is looking at creating an Excel  
13 spreadsheet, but the USOC file is too big for some versions of Excel. If  
14 Excel is not a usable medium, BellSouth will explore putting the USOC file  
15 into a Text file format for MCI metro.

16  
17 Q. CAN THE INFORMATION FROM THE WEB SITE THEN BE "PARSED"  
18 BY ALECS TO BE USED IN ALECS' OWN SALES NEGOTIATION OSS?

19  
20 A. Yes. In addition, BellSouth has provided this information to MCI metro in  
21 another form, a diskette containing the SOER edits, that also can be  
22 parsed.

23  
24 Q. HAVE MCIMETRO AND BELL SOUTH CORRESPONDED ABOUT  
25 THESE MATTERS?

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A. Yes. Please see the documents attached as Exhibits WNS-24 and WNS-25.

**Issue Six**

**Has BellSouth provided MCImetro with customer service record (CSR) information in compliance with the Telecommunications Act of 1996 and the parties' Interconnection Agreement? If no, what action, if any, should the Commission take?**

Q. DOES BELLSOUTH PROVIDE MCIMETRO WITH CUSTOMER SERVICE RECORD (CSR) INFORMATION IN SUBSTANTIALLY THE SAME TIME AND MANNER AS THAT INFORMATION IS AVAILABLE FOR BELLSOUTH'S RETAIL OPERATIONS?

A. Yes.

Q. HOW DOES BELLSOUTH OBTAIN CSR INFORMATION FOR ITS OWN RETAIL CUSTOMERS?

A. This information is available to BellSouth service representatives via RNS (for residential customers) or DOE (for business customers).

Q. HOW DO ALECS OBTAIN CSR INFORMATION?

1 A. ALECs have electronic access to CSR information via the LENS and EC-  
2 Lite pre-ordering interfaces. This is consistent with BellSouth's  
3 interconnection agreement with MCImetro. ALECs have machine-to-  
4 machine access to CSRs using LENS CGI or EC-Lite, allowing ALECs to  
5 transfer electronically CSR information into EDI and/or their own OSS.

6

7 ALECs also may obtain CSRs manually from the Local Carrier Service  
8 Center (LCSC).

9

10 Q. DID BELLSOUTH UNILATERALLY DECIDE WHAT KIND OF  
11 INFORMATION CSRS WOULD CONTAIN?

12

13 A. No. MCImetro arbitrated the issue of access to customer service records  
14 on the basis that information from the CSR was necessary for an ALEC to  
15 provide telephone service. Accordingly, LENS and EC-Lite display the  
16 following data elements necessary for an ALEC to provision telephone  
17 service. CSRs obtained manually from the LCSC contain the same  
18 information. These include:

19

Telephone Number

20

Listed Name

21

Listed Address

22

Directory Listing Information

23

Directory Delivery Information

24

Billing Name

25

Billing Address

1           **Service Address**

2           **Product and Service Information**

3           **PIC and LPIC (Presubscribed Interexchange Carrier and Local**  
4                   **Presubscribed Interexchange Carrier)**

5

6   **Q.   HOW MANY PAGES OF A CSR MAY AN ALEC OBTAIN THROUGH EC-**  
7           **LITE OR LENS?**

8

9   **A.   EC-Lite allows ALECs to obtain CSRs of any length. Using LENS, ALECs**  
10           **can obtain CSRs of 54 pages of screens or less. For business CSRs,**  
11           **LENS users have access to 54 pages per section. Since there are seven**  
12           **sections to a business CSR, ALECs can obtain up to 378 pages on-line.**  
13           **Typically, customers with records larger than 54 pages have complex**  
14           **services for which BellSouth uses manual processes in its own retail**  
15           **operations. Larger account information is provided to the ALECs by**  
16           **BellSouth's Local Carrier Service Center (LCSC) via mechanized fax or**  
17           **overnight mail.**

18

19   **Q.   ARE ALECs RESTRICTED FROM CERTAIN CUSTOMER ACCOUNTS?**

20

21   **A.   Yes. BellSouth retail customers who notify BellSouth to restrict access to**  
22           **their account information will be excluded from ALEC access; otherwise,**  
23           **the ALEC can access information on any BellSouth customer account if it**  
24           **has a letter of authorization (LOA), or its own customers' accounts,**  
25           **electronically. The ALEC cannot access any other ALEC's accounts or**

1 customer information. Likewise, BellSouth's service representatives are  
2 restricted from viewing ALECs' accounts and their customers' information.

3  
4 Q. ARE THERE ANY OTHER RESTRICTIONS ON CSR INFORMATION?

5  
6 A. Yes. Access to credit information and other customer proprietary  
7 restricted data is controlled by each state's public utilities commission. In  
8 Order No. PSC-97-0298-FOF-TP, the Florida Public Service Commission  
9 has required that customers' credit histories be available on-line via LENS  
10 and EC-Lite, and BellSouth has made this information available.

11  
12 BellSouth has not made credit checks available to ALECs. On-line credit  
13 check capability is not one of the elements necessary for non-  
14 discriminatory access. ALECs may contract with companies that provide  
15 credit information, as BellSouth has, and obtain the capability for on-line  
16 credit checks. ALECs then could incorporate this capability into their own  
17 internal sales negotiation OSS.

18  
19 Q. DOES BELLSOUTH'S PRICING INFORMATION APPEAR ON THE CSRs  
20 OBTAINED BY ALECS, EITHER ELECTRONICALLY OR MANUALLY?

21  
22 A. No. BellSouth's pricing information (retail rates) is not necessary for  
23 ALECs to order, provision, maintain or bill for resold services or  
24 unbundled network elements provided to them by BellSouth, and  
25 therefore ALECs are not entitled to this information under the Act, nor is it

1 part of the Interconnection Agreement with MCImetro. ALECs do not  
2 need this information for any provisioning purpose, but apparently wish to  
3 use it for marketing purposes, such as using it "to design new services" as  
4 Mr. Bryan Green of MCI recently described in testimony before the  
5 Tennessee Regulatory Authority (docket number 97-00309, page 24).  
6 Since ALECs must have the permission of each customer before  
7 obtaining a CSR, I'm not sure how ALECs propose to use CSRs for  
8 marketing purposes. Although the underlying BellSouth price information  
9 is not proprietary (BellSouth's retail rates are publicly available via tariffs  
10 and the Internet), at the customer level, the retail information as it pertains  
11 to specific services BellSouth sells to a particular customer, is proprietary  
12 because it reflects BellSouth's internal analysis of its customers' needs  
13 from a marketing perspective. The ALECs should not be given  
14 BellSouth's proprietary marketing information inherent in pricing data at  
15 the customer level. BellSouth is not obligated, nor should it be required,  
16 to provide ALECs with the proprietary marketing information that appears  
17 on the CSR. Moreover, it is the responsibility of each individual retailer  
18 (whether BellSouth or an ALEC) to understand its costs in providing  
19 service, and to set prices for its customers that match its own business  
20 objectives. The retail prices that ALECs charge to end users and the  
21 prices BellSouth charges its own customers are mutually exclusive.  
22 BellSouth has met its obligations under the Act and the Interconnection  
23 Agreement.  
24

1 Q. DOES BELLSOUTH CURRENTLY PROVIDE LOCAL SERVICE  
2 ITEMIZATION (LSI) TO ALECS?

3

4 A. No.

5

6 Q. HOW WOULD ALECS SUCH AS MCIMETRO HAVE OBTAINED LSI  
7 INFORMATION?

8

9 A. Before ALECs and BellSouth arbitrated the CSR information necessary  
10 for an ALEC to provide local service, BellSouth provided LSI information  
11 to ALECs.

12

13 Q. DOES BELLSOUTH PLAN TO PROVIDE LSI TO ALECS?

14

15 A. Yes. Although BellSouth currently provides CSR information to ALECs in  
16 substantially the same time and manner as it does for itself, BellSouth  
17 plans to include LSI in LENS in July, 1998. It will also be available via  
18 EC-Lite. Pricing information will not be included for the reasons I  
19 discussed above.

20

21 **Issue Seven**

22 **Has BellSouth provided MCImetro with service jeopardy notification in**  
23 **compliance with the Telecommunications Act of 1996 and the parties'**  
24 **Interconnection Agreement? If no, what action, if any, should the**  
25 **Commission take?**

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**Q. WHAT ARE JEOPARDY NOTIFICATIONS?**

**A. Jeopardy notifications, often called "jeopardies," advise ALECs when an order cannot be completed by the due date. "Customer-caused" or "end user-caused" jeopardies occur when the end user customer misses a scheduled installation appointment. "Company-caused" or "service jeopardies" occur for many reasons. Some examples include the lack of available facilities for a particular customer's location, or unforeseen circumstances affecting technicians' workload in an area.**

**Q. ARE SERVICE JEOPARDIES LIKELY FOR MOST ORDERS?**

**A. No. Since service jeopardies involve orders requiring the dispatch of an installation technician, they are not relevant to most BellSouth retail service orders, and potentially to most ALEC service orders. For example, no such dispatch is required on ALEC orders involving an existing customer switching existing service to the ALEC.**

**Q. DOES BELLSOUTH PROVIDE ALECS WITH SERVICE JEOPARDY NOTIFICATION IN SUBSTANTIALLY THE SAME TIME AND MANNER AS ITSELF?**

**A. Yes. BellSouth is in compliance with the Act and the Interconnection Agreement.**

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**Q. HOW DOES BELLSOUTH NOTIFY ALECS OF SERVICE JEOPARDIES?**

**A. Depending on the type of electronic interface used for ordering, ALECs are notified by the LCSC by facsimile or via the LENS interface. MCImetro currently does not use either electronic interface for ordering. A copy of the LCSC's procedures for the processing of "PF'd" orders for users of EDI and for users, such as MCImetro, of manual processes is attached as Exhibit WNS-27. "PF" stands for "pending facilities" which means there are no facilities currently available.**

**If it becomes apparent that an appointment will be missed for workload reasons on the day of the appointment, the BellSouth work management center will call the ALEC.**

**Q. IS EDI TRANSMISSION OF SERVICE JEOPARDIES NECESSARY TO PROVIDE PARITY WITH RESPECT TO BELLSOUTH'S RETAIL OPERATIONS?**

**A. No. There is no single method for service jeopardy notification within BellSouth. Generally, information on facilities jeopardies involving residence customers is printed overnight and the printed reports are used by representatives designated to call customers when necessary. When it becomes apparent that an appointment will be missed for workload**

1 reasons on the day of the appointment, the work management center calls  
2 the customer.

3  
4 There is no basis for the assertion that parity between ALECs and  
5 BellSouth does not exist because notification is not transmitted via EDI.  
6 In its Complaint, MCImetro compares the arrangements for ALECs to  
7 receive jeopardy information to EDI transmission, without noting that  
8 MCImetro has not yet implemented EDI for service ordering, and has  
9 informed BellSouth that it will not begin using EDI until September, 1998.  
10 An EDI order for service must precede any EDI notification of a service  
11 jeopardy.

12  
13 Q. DOES BELLSOUTH EVER USE ELECTRONIC PROCESSES FOR  
14 NOTIFICATION OF JEOPARDIES TO ALECS?

15  
16 A. Yes. BellSouth currently transmits notifications of customer-caused or  
17 end-user-caused jeopardies electronically via the EDI interface to those  
18 ALECs using EDI. The end user missed appointment notification alerts  
19 the ALEC that a new due date is needed. Despite the lack of an industry  
20 standard, BellSouth was able to create a process to transmit this  
21 information via EDI because there is a single reason for this type of  
22 jeopardy, and the notification therefore could readily be mechanized by  
23 ALECs and BellSouth in advance of a standard.

1 For ALECs that place orders via LENS, status information, including  
2 indications that facilities are not available, also is available electronically  
3 through LENS.  
4

5 Q. DO BELLSOUTH TECHNICIANS TRANSMIT INFORMATION VIA  
6 PORTABLE TERMINALS TO BELLSOUTH WORK MANAGEMENT  
7 CENTERS?  
8

9 A. Yes. The technicians generally receive their assignments for BellSouth  
10 and ALEC installation calls via portable terminals. They also use them to  
11 transmit "completes" and "incompletes" regarding installation calls for both  
12 BellSouth and ALECs. These messages do not create, nor communicate,  
13 information about service jeopardies which occur at or about the time of  
14 an installation call. Not until a load control supervisor manually compares  
15 the workload with this information from technicians does a supervisor  
16 determine that installation calls may be in jeopardy. Once this  
17 determination has been made, BellSouth calls its retail customers, if  
18 necessary, and calls ALECs, so that the ALECs can make appropriate  
19 arrangements with their customers.  
20

21 Q. WOULD BELLSOUTH BE WILLING TO IMPLEMENT ELECTRONIC  
22 NOTIFICATION OF SERVICE JEOPARDIES VIA EDI?  
23

24 A. Yes. BellSouth is, of course, willing to entertain a serious inquiry into the  
25 possibility of electronic notification via EDI for orders received via EDI

1 before industry standards are established. However, it is important to  
2 understand that establishing this process could not be a unilateral effort  
3 by BellSouth, but would require substantial work by BellSouth and by  
4 interested ALECs on their respective sides of the EDI interface, as well as  
5 agreement by interested ALECs on the codes to be programmed. If  
6 interim codes for service jeopardies were defined and implemented by  
7 BellSouth and ALECs, all parties would be forced to rewrite and recode  
8 their respective sides of the EDI interface when industry standards are  
9 developed, as BellSouth is committed to implementing the standards as  
10 they become available.

11  
12 Q. HOW WOULD AN ALEC PROPOSE THIS SORT OF ENHANCEMENT  
13 TO EDI?

14  
15 A. An ALEC may submit a Bona Fide Request (BFR) as defined in its  
16 Interconnection Agreement with BellSouth.

17  
18 An alternative is the Electronic Interface Change Control Process which  
19 went into effect on May 15, 1998. Several ALECs, including MCI/metro,  
20 participated in the establishment of this process. The process defines  
21 how BellSouth *and* ALECs will manage requested changes and  
22 enhancements to the ALEC electronic interfaces. Generally, a  
23 participating (registered) ALEC may propose changes and enhancements  
24 to the electronic interfaces. Part of the process includes a vote by  
25 participating ALECs on the potential changes and enhancements. An

1 ALEC must be a user of an interface in order to vote and rank the  
2 potential changes and enhancements for that particular interface.

3  
4 Q. HAVE BELLSOUTH AND MCIMETRO ESTABLISHED A PROCESS FOR  
5 HANDLING JEOPARDIES WHEN MCIMETRO BEGINS TO SUBMIT  
6 ORDERS WITH EDI?

7  
8 A. Yes. BellSouth and MCImetro have agreed that the LCSC will fax  
9 information about each service jeopardy to MCImetro's BellSouth Account  
10 Team. A member of the Account Team will prepare the information in a  
11 spreadsheet format. The spreadsheet will be mailed electronically to  
12 MCImetro at 9:00 a.m. and 2:00 p.m. each day.

13  
14 **Issue Nine**

15 **Has BellSouth provided MCImetro with network blockage measurement**  
16 **information in compliance with the Telecommunications Act of 1996 and**  
17 **the parties' Interconnection Agreement. If no, what action, if any, should**  
18 **the Commission take?**

19  
20 Q. HAS BELLSOUTH PROVIDED MCIMETRO WITH NETWORK  
21 BLOCKAGE MEASUREMENT INFORMATION IN COMPLIANCE WITH  
22 THE TELECOMMUNICATIONS ACT OF 1996 AND THE PARTIES'  
23 INTERCONNECTION AGREEMENT?

24  
25 A. Yes.

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25

**Q. PLEASE EXPLAIN BELLSOUTH'S TRUNKING MEASUREMENTS AND HOW THESE MEASUREMENTS ARE DEVELOPED.**

**A. BellSouth collects traffic performance data on the trunk groups interconnected with the ALECs as well as all other trunk groups in the BellSouth network. The data are processed weekly through a mechanized system which calculates the percent blocking during the time-consistent busy hour (TCBH). The TCBH is defined as the identical hour each day during which, over a number of days, the highest average traffic is measured.**

**From this data, BellSouth has compiled an extensive set of measurements to confirm that calls through the BST network to ALEC customers are carried on a non-discriminatory basis over trunking facilities that are subject to the same design and implementation as the trunking facilities used for traffic to BellSouth's retail end users.**

**BellSouth has provided detailed trunk group blocking information regarding trunks used to carry traffic for ALECs as well as for BellSouth retail customers. Information provided includes percent blocking, size of trunk groups, and busy hour. From the data, one can determine the magnitude of the trunk blockage.**

1 Q. PLEASE DESCRIBE THE ALEC TRUNKING ARCHITECTURES.

2

3 A. In the interest of establishing service with the ALECs as quickly as  
4 possible, when BellSouth first began receiving requests from ALECs,  
5 BellSouth made a decision to interconnect with the ALECs at the  
6 interLATA/intraLATA tier of the trunk network rather than the local tier,  
7 even though almost all of the calls are local. The interLATA/intraLATA tier  
8 provides several advantages. These include:

9 a. Fewer number of calls blocked for the interLATA/intraLATA tier than for  
10 the local service tier.

11 b. The access tandems and end offices associated with the  
12 interLATA/intraLATA tier of the network are equipped to produce a record  
13 of the calls for billing purposes. Similar capabilities are not provided for in  
14 the local service tier.

15 c. Almost all of the tandems in the interLATA/intraLATA tier of the network  
16 are newer and provide 64 Clear Channel Capability (64CCC) which is  
17 required to process ISDN calls.

18 d. Routing information for NXX codes, homing arrangements, switch  
19 types, number of digits to outpulse, etc. is readily available in a  
20 mechanized database for the interLATA/intraLATA tier of the network.  
21 Similar information is not available for the local service tier.

22

23 Q. PLEASE DESCRIBE THE ALEC TRUNK INTERCONNECTION OPTIONS  
24 TO THE BELL SOUTH NETWORK.

25

- 1 A. ALECs have several trunk interconnection options to the BellSouth  
2 network. Those options are:
- 3 a. One or more one-way trunk groups, and one or more two-way trunk  
4 groups between the ALEC switch and a BellSouth end office switch or  
5 access tandem.
  - 6 b. One or more two-way trunk groups between the ALEC switch and a  
7 BellSouth end office switch or access tandem.

8  
9 Depending on the architecture selected by the ALEC, BellSouth may or  
10 may not have a trunk group from its end office switch or access tandem to  
11 the ALEC switch.

12  
13 An ALEC can also have its trunk groups carrying local traffic interconnect  
14 at the local tandem. This is identical to the two-tier network used by  
15 BellSouth for interLATA/intraLATA toll and local service.

16  
17 It should also be noted that an ALEC may have trunk groups to only one  
18 access tandem instead of all of the access tandems in the LATA;  
19 however, an ALEC choosing this arrangement could decrease its call  
20 completion rate due to additional trunk groups involved in completing the  
21 call.

22  
23 There are other trunk groups interconnecting BellSouth with the ALECs.  
24 These are primarily for E911 and other services requested by the ALEC,  
25 such as operator services, directory assistance, intercept, etc. These

1 trunk groups are included in the service performance results discussed  
2 later in this document.

3  
4 Q. PLEASE DESCRIBE BELLSOUTH'S COMMON TRANSPORT TRUNK  
5 GROUPS.

6  
7 A. BellSouth has some trunk groups in the network that are associated with  
8 the ALEC trunk options listed above. These are the CTTGs (Common  
9 Transport Trunk Groups) which interconnect the BellSouth end office with  
10 the access tandem. Although these trunk groups primarily handle  
11 interLATA and intraLATA toll traffic, most of the CTTGs have also begun  
12 handling local traffic as ALECs interconnected with BellSouth at the  
13 access tandem.

14  
15 Q. PLEASE DESCRIBE THE ALEC LOCAL SERVICE TRUNK GROUP  
16 INTERCONNECTION PERFORMANCE MEASUREMENTS PRODUCED  
17 BY BELLSOUTH AS A PART OF ITS SERVICE QUALITY  
18 MEASUREMENTS.

19  
20 A. The ALEC local service trunk group interconnection measurement  
21 contains the service performance results of final trunk groups between the  
22 ALEC switch and a BellSouth tandem or end office. It is subdivided into  
23 two components: one for trunk groups ordered and administered by BST,  
24 and the other for trunk groups ordered and administered by ALECs.

25

1 Three reports are produced:

2 **Comparative Trunk Group Service Summary:** This report provides  
3 comparative measurements of number of trunk groups exceeding the  
4 threshold in at least one measurement interval (1 hour) during the  
5 reporting month, as well as total number of trunk groups measured.  
6

7 **Trunk Group Service Report:** This report contains the service  
8 performance results of all final trunk groups (both BST administered trunk  
9 groups and ALEC administered trunk groups) between Point of  
10 Termination (POT) and BST tandems or end offices, by region, by ALEC,  
11 ALEC Aggregate and BST aggregate. This report specifically measures  
12 total number of trunk groups, number of trunk groups measured, and the  
13 number of trunk groups with blocking factors exceeding the blocking  
14 threshold in one or more 1 hour measurement intervals during the report  
15 month.  
16

17 **Trunk Group Service Detail:** This report provides detail list of all final  
18 trunk groups between POTs and BST end offices or tandems (A-end and  
19 Z-end for BST Local trunks) including the actual blocking performance  
20 when blocking exceeds the measured blocking threshold. The blocking  
21 performance includes observed blocking for a particular Trunk Group  
22 Serial Number (TGSN).  
23

24 Blocking thresholds for all trunk groups are 3%, except BST CTTG, which  
25 is 2%.  
26





**MCI Telecommunications  
Corporation**

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**Marcel Henry**  
Regional Vice President  
Southern Financial Operation

December 24, 1997

**Mr. Mark L. Feidler**  
President - Interconnection Services  
BellSouth Telecommunications, Inc.  
Suite 4511  
675 West Peachtree Street  
Atlanta, GA 30375

Dear Mr. Feidler:

As we have discussed, there are a number of open issues between our companies concerning BellSouth's provision of local service capabilities to MCI. Some of those issues were addressed in the Florida Public Service Commission's November 19, 1997 order rejecting BellSouth's Section 271 application and clarifying the obligations BellSouth must meet as a prerequisite to entering the in-region long distance market. The Commission addressed deficiencies in BellSouth's systems relating to Operations Support Systems ("OSS"), interconnection, unbundled network elements ("UNEs"), directory assistance, reciprocal compensation, resold services and performance measures. Although MCI does not agree with all of the conclusions reached in the order, the order provides a useful starting point in addressing some (but certainly not all) of the issues that have arisen under our Interconnection Agreement.

A discussion of the issues identified in the Florida Commission order follows. Although this discussion necessarily focuses on changes we wish to be made in Florida, we request that these changes be made outside Florida on a regionwide basis as well. Please respond to this letter by January 8, 1998. In your response, please state in detail BellSouth's plan for addressing each of the problems discussed below and confirm that these solutions will be implemented no later than January 31, 1998 (unless otherwise specified below). If it is BellSouth's position that a solution for a particular problem cannot be put in place by January 31, please provide a detailed explanation why and state when the problem will be remedied.

**1. OSS**

**A. General requirements**

The Florida Commission required BellSouth to demonstrate that its interfaces provide nondiscriminatory access to OSS functions. The Commission identified four characteristics of a nondiscriminatory interface:

- 1) The interface must be electronic: The interface must require no more human or manual intervention than is necessarily involved for BellSouth to perform a similar transaction itself.



- 2) The interface must provide the capabilities necessary to perform functions with the same level of quality, efficiency, and effectiveness as BellSouth provides to itself.
- 3) The interface must have adequate documentation to allow an ALEC to develop and deploy systems and processes, and to provide adequate training to its employees.
- 4) The interface must be able to meet the ordering demand of all ALECs, with response times equal to that which BellSouth provides itself.

Order, pp. 97, 174. The Commission concluded that none of the OSS functions provided by BellSouth meet these criteria. As a first step in moving toward compliance, MCI requests that BellSouth provide a detailed listing of all OSS systems that BellSouth uses, along with technical specifications for each system, and a detailed listing of each of the data bases that are used by BellSouth's OSS systems, along with a description of each data base (including data base layouts). That information will enable MCI to determine the capabilities that BellSouth provides itself and thus what is required for parity of service.

#### B. Pre-ordering

The Commission determined that BellSouth must provide a pre-ordering interface that is integrated with the EDI ordering interface. Order, pp. 92, 167. As you know, MCI has sought to meet with BellSouth to discuss the implementation of an interface for pre-ordering using EDI TCP/IP SSL3 that would be integrated with the EDI ordering interface. We now repeat our request that our companies meet and begin discussing how to implement an interface using this protocol.

The Commission also noted deficiencies in the following areas:

- 1) LENS requires multiple address validations for the same fields in different screens. In accordance with the Commission's order, MCI requests that any pre-ordering interfaces offered by BellSouth not require multiple address validations. On a related point, MCI previously has requested that BellSouth provide a download of the RSAG, as required by our Interconnection Agreement, so that we may remedy other address validation problems we have encountered. In response, BellSouth has offered to sell MCI an extract from the RSAG for an amount exceeding \$500,000 plus recurring charges. Under our interconnection agreement, MCI is entitled to obtain a download of the RSAG at no additional cost, and we repeat our request that it be provided on that basis.



- 2) No on-line customer credit checking capability and limited availability of customer service records. In addition to the problems identified by the Commission, MCI notes that BellSouth's system is deficient in that BellSouth refuses to provide CSR data that it unilaterally deems to be proprietary or unnecessary. Further, CSR access is limited to fifty pages of data and CSR information is not fielded, which means that MCI cannot load and edit CSR data and use the data to generate orders. Please redress these problems.
- 3) BellSouth can reserve more telephone numbers than ALECs. BellSouth's RNS system permits it to reserve up to twenty-five numbers per order, as compared to six for ALECs. Moreover, unlike the system afforded to ALECs, RNS automatically assigns numbers for its customers and provides BellSouth representatives with lists of available NXXs. In addition, BellSouth has a list of available vanity numbers that it does not provide to ALECs. We request BellSouth afford these same capabilities to MCI.
- 4) Cumbersome and inefficient methods of locating long distance company and product and service information selected by customer. In addition to addressing the problems specifically identified by the Commission, MCI requests that BellSouth provide via fixed format NDM a description or definition of each of its USOCs, including the required field identifiers and their descriptions and the states in which the USOCs are valid. This information should be updated on a biweekly basis and should give notice of the implementation or deactivation of a USOC forty-five days in advance.
- 5) LENS does not provide access to calculated due dates in the inquiry mode. BellSouth should provide in a system-to-system interface the capability to determine due dates efficiently and to expedite those due dates when appropriate.

#### C. Ordering and provisioning

The Commission ruled that a number of problems in BellSouth's ordering and provisioning systems require improvement. Order, pp. 83-94, 158-68. These problems are discussed below:

- 1) EDI does not have electronic edit capability at parity with BellSouth's RNS and DOE systems. Because we intend to order via EDI, we are particularly concerned with the functionality of that interface. We request that BellSouth provide the same on-line editing capability in EDI that BellSouth has for itself. On a related point, please provide a detailed description of how order rejections are handled and a list of all reasons that both fatal and non-fatal errors occur, including descriptions and error codes.



- 2) No order summary screen exists in EDI as in RNS. BellSouth should provide access to pending orders in its systems, a recap of the services ordered on the FOC and a recap of the services installed on the completion notice.
- 3) ALECs cannot access or make changes to pending orders. We request that BellSouth provide the capability to change pending orders at parity with what BellSouth provides itself. Further, please (i) provide the business rules for making changes to existing orders; (ii) the circumstances that will cause due dates to be changed on a pending order when a change is submitted; and (iii) a detailed description of the process used to make changes to pending orders.
- 4) BellSouth has not provided requesting carriers with the technical specifications of the interfaces. We have requested CGI specifications before and twice BellSouth has provided outdated specifications that are of little use. BellSouth recently has provided another set of CGI specifications that we are now reviewing. Once we have completed our review, we will inform you if further action is necessary.
- 5) Interfaces are not fully electronic or integrated, and require manual intervention. Measures needed to integrate BellSouth's and MCI's systems include (but are not limited to) the following: (i) supplemental orders should be processed mechanically without human intervention; (ii) ordering for complex services should be automated; (iii) ALECs should have systems available that allow ALECs to determine if loops and lines are ISDN capable; (iv) service orders for all unbundled loops, unbundled ports, transport and loop/port combinations should be mechanically generated and should flow through BellSouth's systems without manual intervention; and (v) the percentage of POTS resale orders processed mechanically for ALECs should be increased to equal the percentage of BellSouth POTS orders processed mechanically. Please provide MCI with these capabilities.
- 6) Sufficient capacity to meet demand. MCI concurs with the Commission's conclusion that BellSouth's system lacks sufficient capacity and requests that sufficient capacity be provided.
- 7) Installation intervals not at parity with BellSouth. Performance measures and standards are discussed below.



D. Maintenance and repair

The Florida Commission concluded that BellSouth must provide ALECs with the technical specifications of TAFI so that ALECs can integrate their OSS with BellSouth's OSS for maintenance and repair. Order, pp. 94-96, 168-69. Please comply with this requirement.

E. Billing

The Commission concluded that BellSouth cannot render accurate bills for resold services. Order, p. 171. Please remedy this problem, or, if it already has been fixed, provide the date on which it was fixed.

Because the Commission dealt with UNE billing issues together with other UNE issues, we will follow suit and deal with those issues under the UNE heading below.

2. Interconnection

1. Collocation

The Commission notes that "in Docket No. 960846-TP, we specifically allowed MCI to interconnect with other collocators who are interconnected with BellSouth in the same central office; to purchase unbundled dedicated transport from BellSouth between the collocation facility and MCI's network; to collocate subscriber loop electronics in a BellSouth central office; and to select virtual over physical collocation, where space and other considerations permit." Order, p. 44. Please provide the methods and procedures necessary to perform these functions.

2. Network blockage and End Office Trunking

The Commission required BellSouth to "provide ALECs with more frequent and better data on their traffic over BellSouth's network"; "to demonstrate that any blockages experienced by ALECs are not excessive in comparison to the blockages experienced by BellSouth"; to work together with ALECs to improve intercompany communications; and to "provide data sufficient to show that blockage levels are comparable between BellSouth and ALEC traffic." Order, p. 59. Accordingly, please provide the most recent three months of blockage data on all common trunk groups utilized for ALEC traffic that experienced blockage; for the same three month period, blockage data on all of MCI's interconnection trunk groups from your end offices and tandems to our points of termination that experienced blockage; for the same three month period, blockage data on all ALEC interconnection trunk groups from your end offices and tandems to ALEC points of termination that experienced blockage; and for the same three month period, similar blockage data on all trunks carrying BellSouth local traffic. Please provide the same information on a month-to-month basis going forward.



### 3. Local Tandem Interconnection

The Commission made clear that BellSouth must provide interconnection at its local tandems without requiring a BFR. Order, p. 60. Previously, BellSouth had made inconsistent statements as to whether it would allow such interconnection. Please confirm that BellSouth will permit MCI to interconnect at BellSouth's local tandems, and please provide all information necessary to permit us to do so. Further, please confirm that, once MCI is interconnected at the BellSouth local tandem, MCI's traffic will travel on the same trunk groups as BellSouth's local traffic and that all existing independent telephone company local and EAS traffic routes served by the local tandem will be identified and made available to MCI traffic.

### 3. Unbundled Network Elements

The Commission required BellSouth to provide mechanized billing statements for usage sensitive UNEs in a CABS formatted billing statement. Order, pp. 76-77. Please begin providing UNE bills in a CABS format.

The Commission further required BellSouth to provide access usage detail to requesting carriers. Order, p. 77. As you know, this issue is already the subject of a pending action. In light of the Commission's order, however, we again request that BellSouth provide this information on a going-forward basis and provide the historical data that should have been provided on all UNEs from the time of installation.

### 4. Directory Assistance

The Florida Commission determined that BellSouth is not providing all directory listings to requesting carriers, specifically listings from other local exchange companies. Order, pp. 117, 119. Our agreement provides that "BellSouth shall provide to MCI, to the extent authorized, the residential, business and government subscriber records used by BellSouth to create and maintain its Directory Assistance Data Base, in a non-discriminatory manner." Interconnection Agreement, Attachment VIII, § 6.1.6.1. Under the Federal Act, BellSouth not only is authorized but is required to provide the directory listings it has for the customers of other telephone companies. MCI requests that BellSouth provide these listings as required by our agreement.

### 5. Reciprocal Compensation

In its discussion of the reciprocal compensation issue, the Commission acknowledged the dispute that has arisen concerning ISP traffic - that is whether MCI and other ALECs are entitled to compensation for traffic originating from BellSouth customers and routed to an ALEC's ISP customer. The Commission did not resolve this dispute, although it did express concern over the allegations that BellSouth failed to comply with contractual dispute resolution procedures.



For several months, BellSouth has been withholding funds that should have been paid to MCI in reciprocal compensation for the termination of local traffic. Please pay all amounts due by December 31, 1997 and confirm that BellSouth will pay all amounts due for reciprocal compensation (including amounts due for ISP traffic) in the future.

#### 6. Resale Services

The Commission addressed the following resale issues, in addition to the OSS issues discussed above:

##### A. Services not being provided on an a branded or unbranded basis to MCI

The Commission noted that the Interconnection Agreement provides that BellSouth will brand all services at every point of customer contact exclusively as MCI services unless MCI requests that the services be unbranded. Order, pp. 171-72. Please confirm that BellSouth is prepared to provide voice mail, operator services and directory assistance on an MCI branded basis. In this connection, please note compliance with the agreement should not require the use of selective routing, because these calls already are routed to the BellSouth operator platform.

The branding or unbranding requirement of the Interconnection Agreement also applies to BellSouth's softdial product known as QuickService. As you know, this product permits a customer whose telephone line has been disconnected to call 911. If the customer dials any other three digits, QuickService provides a recording informing the customer that he or she should call BellSouth or another local service provider. This recording should be unbranded so that there is no reference to BellSouth.

BellSouth also is required to provide its 611 service on an unbranded basis as provided in our Interconnection Agreement, but to date has not done so. (See Attachment VIII, § 5.1.14.) MCI requests that BellSouth begin complying with this requirement.

##### B. Parity in conversions

The Commission ruled that BellSouth is not providing parity with respect to customer conversions. Order, p. 175. Please rectify this problem.



7. Performance Measurements

The Commission found that "BellSouth should provide performance measures that are clearly defined, permit comparison with BellSouth retail operations, and are sufficiently disaggregated to permit meaningful comparison." BellSouth was required to provide statistically valid commercial usage data showing:

- A. average installation intervals for resale;
- B. average installation intervals for loops;
- C. comparative performance information for unbundled network elements;
- D. service order accuracy and percent flow through;
- E. held orders and provisioning accuracy;
- F. bill quality and accuracy; and
- G. repeat trouble reports for unbundled network elements.

Order, pp. 185-86.

The Commission also required BellSouth to "provide the necessary historical data to facilitate the establishment of initial benchmarks" that "should, at a minimum, address all of the functions listed in the LCUG." Order, p. 185. Please begin providing the performance measures and standards information required by the Commission. We request that BellSouth disaggregate this information in accordance with the LCUG Service Quality Measures report, including geographic disaggregation by state, city and wire center. In addition, we request that BellSouth provide the performance measures and standards information required by the Interconnection Agreement in a mutually agreed upon format.

We look forward to your response specifying how BellSouth plans to address these concerns, must be resolved in order for MCI to enter the local market in an effective manner.

Sincerely,

  
Marcel Henry

MLH/mle



BellSouth Telecommunications, Inc. 404 827-7020  
Suite 4511 Fax 404 521-2311  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

Mark L. Feidler  
President - Interconnection Services

January 8, 1998

Marcel Henry  
Regional Vice President  
MCI Southern Financial Operations  
Three Ravinia Drive  
Atlanta, GA 30346

Dear Mr. Henry:

This is to acknowledge receipt of your December 24, 1997, letter concerning BellSouth's provision of local service capabilities to MCI. As you are well aware, BellSouth has clearly stated its position to most, if not all, of the issues you raise in your letter in various proceedings before the FCC and various state commissions, e.g., the recent OSS Workshops in Georgia and Alabama. For your convenience, however, BellSouth will provide you with a point by point response to your letter on or before January 31, 1998.

Finally, BellSouth strongly disagrees with MCI's assertion that BellSouth's position on any of the issues raised in your letter have any effect whatsoever on MCI's ability to enter the local market.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. L. Feidler'.

Mark Feidler



W. Scott Schaefer  
President Interconnection Services  
Suite 4511  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

February 11, 1998

Marcel Henry  
Regional Vice President  
Southern Financial Operations  
Two Northwinds Center - 5th Floor  
2520 Northwinds Parkway  
Alpharetta, GA 30004

Dear Mr. Henry:

This is a follow-up to Mark Feidler's January 8, 1998 letter in which he stated that BellSouth would provide a point-by-point response to the issues raised in your December 24, 1997 letter. As he mentioned in his initial response, BellSouth strongly disagrees with MCI's assertion that BellSouth's position on these issues in any way affects MCI's entry into the local market.

BellSouth's response to each of the issues raised in your letter are set forth below. Please note, however, that by responding to the issues as posed, BellSouth is not consenting to MCI's characterization of the November 19, 1997 Order of the Florida Public Service Commission in BellSouth's Section 271 proceeding (the "Florida Order").

BellSouth strongly disagrees with MCI's characterization that BellSouth's electronic interface product line contains deficiencies. The electronic interfaces were developed and implemented pursuant to BellSouth's contractual obligations, existing industry standards, the technical capabilities then available to BellSouth. BellSouth is proud of the development it has done in this area.

**Issue 1 OSS:**

**A. General Requirements**

BellSouth has provided access to the ordering, pre-ordering, and repair databases required by the Florida Commission in the MCI arbitration proceeding and has met the requirements imposed by the Interconnection Agreement. Therefore, there is no legal obligation to comply with the overly broad and burdensome request stated in MCI's December 24, 1997 letter. The obligation regarding access to BellSouth's operating support systems through electronic interfaces is found in Attachment VIII, Section 2.1.1.1. BellSouth is in compliance with that section. BellSouth is continually planning, as standards become available, upgrades, refinements and additions to its electronic interface product line. Both the API/Corba gateway and EDI/SSL3 interface have been conditionally recommended by the ECIC with an indication that API/Corba will be the long-term recommendation. BellSouth is advancing in its development of API/Corba and would be delighted to discuss its plans with MCI.

**B. Pre-ordering**

1) LENS requires multiple address validations for the same fields in different screens

This is not the case in the firm order mode. Address validation is a necessary input for other pre-ordering functions and can be accomplished in a matter of seconds. For example, the list of telephone numbers that can be offered to a particular customer is driven by the set of available numbers in the central office serving that customer's address, which is determined during the course of address validation. The inquiry mode includes address validation for telephone number selection, product and service availability, and due date information, because associating a central office with an address is a prerequisite for each of these functions, and in the inquiry mode, each of these functions can be performed independently. This does not have a negative impact on the CLECs' ability to obtain pre-ordering information; rather, it allows CLECs to choose which particular pre-ordering functions they desire without having to go through all available options.

In a continuing effort to be responsive to CLECs' requests and suggestions, BellSouth, as of February 2, 1998, provided a modified inquiry mode that eliminates multiple address validations.

With respect to your request for a download of the RSAG database, BellSouth disagrees with MCI's assertion that the BellSouth-MCI Interconnection Agreement entitles MCI to a download of RSAG. MCI is entitled to electronic access to the RSAG database and BellSouth provides that access via LENS. BellSouth will provide access through the API gateway when API becomes available. BellSouth provided a proposal to MCI for extracts of the RSAG on a daily basis for a fee. MCI rejected that proposal and raised this issue in a complaint to the Georgia PSC. This issue is now being addressed in that proceeding for the Georgia Interconnection Agreement.

2) No on-line customer credit checking capability and limited availability of customer service records

BellSouth currently meets all contractual obligations regarding access to customer service records including credit history. The obligation regarding credit history is contained in Attachment VIII of the Interconnection Agreement.

EC-Lite and LENS provide CLECs with on-line access to view and print customer service record information in substantially the same time and manner as BellSouth retail service representatives. The CLEC can obtain, via the EC-Lite and LENS pre-ordering interfaces, Customer Service Record (CSR) information. Using this capability and with the same condition regarding page limitations as experienced by BellSouth retail operations, the CLEC can obtain account information on-line for customers. The LCSC will continue its customer support function of providing account information where conditions impose page limitations.

3) BellSouth can reserve more telephone numbers than ALEC's

The 100 telephone number limit was removed effective January 15, 1998.

4) Cumbersome and insufficient methods of locating long distance company, and product and service information selected by customer.

The Local Exchange Ordering Implementation Guide contains the required products and services USOCs/ordering codes and valid combinations that constitute business rules. Additionally, BellSouth is providing interested CLECs an electronic copy of the extensive edits used by SOCS. Further, effective January 20th, CLECs can access via the Internet the entire non-proprietary list of USOCs. PIC codes are shown randomly per a regulatory equal access requirement.

5) LENS does not provide access to calculated due dates in the inquiry mode

The use of the due date calendar in the inquiry mode is in compliance with BellSouth's contractual and parity obligations.

LENS calculates a due date as part of a firm order, which is the same situation in which BellSouth's retail systems actually calculate a due date. The installation calendar tables used to calculate the due date are shown in the inquiry mode as well. The installation calendar also is accessed separately by BellSouth's retail service representatives to respond to retail customer inquiries.

C. Ordering and Provisioning

1) EDI does not have electronic edit capability at parity with BellSouth's RNS and DOE systems.

BellSouth will handle all rejects mechanically by March, 1998. This capability will be based on BellSouth requirements developed in advance of the national standards. BellSouth can currently perform 68% of all mechanized rejects as of November, 1997.

2) No order summary screen exists in EDI as in RNS

BellSouth does make a summary screen available in EDI.

3) ALECs cannot access or make changes to pending orders.

CLECs currently have the capability to do a single "C" (change) order. As of January 30, 1998, the extensive SOER edits were distributed on disk, and copies of the LEO and LESOG edits were given to the CLECs.

CLECs can submit supplemental orders, or changes to pending orders, via the 860 transaction. Currently, 860s are handled manually in substantially the same time and manner as 860s are handled for BellSouth's retail customers. As of March 16, 1998, 860s will be handled mechanically.

4) BellSouth has not provided requesting carriers with the technical specifications of the interfaces

To the best of BellSouth's knowledge and belief, BellSouth has, to date, provided MCI with all technical specifications for requested interfaces. As MCI indicated, BellSouth provided MCI the updated CGI specification on December 15, 1997. Apparently, these are still under review by MCI.

5) Interfaces are not fully electronic or integrated, and require manual interventions

- (i) As stated previously, BellSouth has met the contractual obligations regarding electronic interfaces as set forth in Attachment VIII. MCI requested supplemental orders be processed mechanically and EDI can process supplemental orders mechanically.
- (ii) With respect to your request for the automation of ordering complex services, that is an Ordering and Billing Forum (OBF) issue. BellSouth does not have the capability for mechanical ordering of complex services itself. There are no industry standard for MCI's request. MCI can take this issue to the OBF for resolution.
- (iii) BellSouth currently does not determine if a loop or line is Basic Rate ISDN capable prior to issuing a service order. BellSouth makes the determination on BRISDN compatibility after the service order is received. If a loop or line is not compatible the order drops out and will be evaluated by the local outside engineering plant district. Normal service order coordination occurs subsequent to this.
- (iv) BellSouth does offer mechanized ordering and mechanized order generation for loops and ports. BellSouth is progressing on the development of the necessary ordering and provisioning capabilities for loop/port combinations in accordance with applicable state regulatory requirements and the terms of the interconnection agreement with MCI. However, there is no industry standard available.
- (v) As for the mechanical processing of POTS resale orders, BellSouth has submitted evidence in OSS and Performance Measurements affidavits and exhibits filed with PSCs and the FCC demonstrating that CLECs can achieve flow-through rates exceeding 95% - if they use the systems correctly. This success rate is dependent on how well the CLEC's service representatives are trained.

6) Sufficient capacity to meet demand

The capacity requirements for BellSouth's interfaces were established by incorporating CLECs' forecasts in BellSouth's aggregated forecasts. The aggregate forecast was then used to set the capacity requirements for the interfaces. BellSouth also has undertaken capacity testing to insure that the interfaces are capable of supporting the planned volumes. This testing process has been documented in several different venues, including the recent Section 271 FCC filings for South Carolina and Louisiana. BellSouth has the capacity to handle pre-ordering transactions for more than 10,000 orders per day, and has appropriate capacity plans in place to increase capacity as the CLECs' volume increases. At present, however, there is significant excess capacity, as the highest individual day's electronic pre-ordering and ordering volume for 1997 reached approximately 3,300 orders, with associated pre-ordering transactions, which is only one-third of the initial capacity for which BellSouth planned and has tested.

7) Installation intervals not at parity with BellSouth

BellSouth responds to this issue in Issue No. 7 below.

D. Maintenance and repair

The TAFI specifications were sent to MCI again on January 30, 1998.

E. Billing

BellSouth is currently billing the appropriate resale discount rates for MCI. This capability was implemented in Florida on September 20, 1997. In addition, BellSouth implemented the discounting of nonrecurring charges in Florida on September 11, 1997.

## **Issue 2 Interconnection:**

### **1. Collocation**

You have requested the methods and procedures necessary "to interconnect with other collocators who are interconnected with BellSouth in the same central office; to purchase unbundled dedicated transport from BellSouth between the collocation facility and MCI's network; to collocate subscriber loop electronics in a BellSouth central office; and to select virtual over physical collocation, where space and other considerations permit".

The requested procedures have already been made available to MCI. The procedures to purchase unbundled dedicated transport between the collocation facility and MCI's network reside in the Local Exchange Ordering (LEO) Implementation Guide which is on the BellSouth website, and in the BellSouth Collocation Handbook. BellSouth has always permitted the placement of digital loop carrier (DLC) equipment as part of a collocation arrangement given that specific DLC is considered transmission equipment. BellSouth offers CLECs both virtual and physical collocation.

### **2. Network blockage and End Office Trunking**

BellSouth responds to this issue in Issue No. 7 below.

### **3. Local Tandem Interconnection**

Consistent with the Florida Order and the BellSouth-MCI Interconnection Agreement, BellSouth will allow a CLEC to interconnect with BellSouth at a local tandem. MCI's issue, and the issue not addressed by the contract, is whether BellSouth will terminate MCI's traffic to an independent telephone company or another CLEC at the local tandem.

## **Issue 3 Unbundled Network Elements**

There are no national standards for record layouts and data elements for billing UNEs in a CABS Billing Data Tape (BDT) format. However, BellSouth will implement an interim process during April, 1998 to provide a CABS formatted UNE bill.

Although national standards for this UNE billing do not exist, BellSouth is nevertheless prepared to meet the needs of its CLEC customers. In addition, BellSouth will work cooperatively with the CLEC industry to develop the national standards through the OBF, and pursue other means of providing to all CLECs billing data that is useful.

BellSouth has the capability to provide the interstate access records to CLECs to enable them to bill interexchange carriers for the provision of interstate access. As stated on page 74 of the Florida Order, this file is provided to "requesting CLECs". BellSouth requires contract provisions (either in the form of the Access Daily Usage File (ADUF) contract or as part of or an amendment to the existing interconnection agreement) before the ADUF will be provided.

With the files that have been generated through this process thus far, according to BellSouth's knowledge and belief, MCI has had no interstate access records that would have been provided for December, 1997, or January, 1998.

#### Issue 4 Directory Assistance

As you indicated, the BellSouth-MCI Interconnection Agreement states: "BellSouth shall provide to MCI, to the extent authorized, the residential, business and government subscriber records used by BellSouth to create and maintain its Directory Assistance Data Base, in a non-discriminatory manner." Attachment VIII, Section 6.1.6.1. The words "to the extent authorized" were not in the original language initially proposed by MCI. Rather, they were proposed by BellSouth, and agreed to by MCI, in recognition of the fact that certain agreements with CLECs and independent telephone companies restrict BellSouth's ability to provide this information to MCI.

BellSouth has not changed its position and believes that MCI should honor its contractual obligation.

#### Issue 5 Reciprocal Compensation

On January 23, 1998, BellSouth sent to MCI via overnight delivery checks totaling \$695,569.91 representing the amount claimed due for the termination of intraLATA minutes and local reciprocal compensation less the amount representing Internet Service Provider (ISP) traffic. BellSouth and MCI agreed to an additional amount of \$199,012.61, which is associated with the usage cap under the agreement that was in effect until May, 1997.

With respect to your request that BellSouth will in the future pay for ISP traffic, BellSouth's position has been made clear on this point time and time again. Internet-bound traffic is not local traffic and is therefore not eligible for reciprocal compensation. BellSouth's position has not changed.

#### Issue 6 Resale Services

##### A Services not being provided on a branded or unbranded basis to MCI

##### Voice Mail

BellSouth voluntarily agreed to offer to CLECs the ability to resell BellSouth's MemoryCall® service, even though this service is not a telecommunications service. BellSouth agreed to do so but did not agree to change the service offering. BellSouth is willing to discuss and assess the development of a MemoryCall® service to include MCI custom branding.

##### Operator Services and Directory Assistance

BellSouth is prepared to provide operator services and directory assistance on an MCI branded basis. The interconnection agreement in Attachment VIII does, however, require selective routing.

##### QUICKService

BellSouth is currently in the process of changing its present QUICKService recording to:

"You can only dial '911' from this line. To reach BellSouth or another local service provider, you must call from another location."

Due to the number of BellSouth's main central offices affected by this change (approximately 800), BellSouth estimates that, barring any unforeseen obstacles, the change will be completed by February 27, 1998. BellSouth is providing QUICKService on a competitively neutral basis. Competitive neutrality does not mean BellSouth is restricted from mentioning itself on its QUICKService recording. BellSouth's QUICKService recording strikes a balance by stating that other local service providers are available while continuing to allow BellSouth an opportunity to market its services provided through its own facilities.

#### 611 Service

BellSouth will attempt to work with MCI in reaching a mutually acceptable resolution of this issue.

#### B. Parity in conversions

BellSouth believes it is in compliance with "switched-as-is" customer conversions. The due date for MCI's customers is calculated in the same manner as the due date for BellSouth's own retail customers.

### Issue 7 Performance Measurements

MCI stated that BellSouth was required to provide statistically valid commercial usage data showing:

- A. average installation intervals for resale;
- B. average installation intervals for loops;
- C. comparative performance information for unbundled network elements;
- D. service order accuracy and percent flow through;
- E. held orders and provisioning accuracy;
- F. bill quality and accuracy; and
- G. repeat trouble reports for unbundled network elements.

The seven specific items (A-G) above will be provided as part of a larger set of service quality measurements currently under development by BellSouth. These forthcoming measurements are in response to the recent requirements set forth by the Georgia Public Service Commission in Docket No. 7892-U and will meet and/or exceed the needs of all BellSouth's CLEC customers, including MCI's. These measurements will provide a standard basis for comparison across the region. A complete list of the standard data to be collected and reported is set forth in the table below. BellSouth expects to have this regional data available in report format by the end of March, 1998.

The BellSouth MCI's account team is currently working with representatives from MCI to develop a methodology for reporting Performance Measurements as called for in the Florida Interconnection Agreement.

**Standard CLEC/ILEC Measurements:**

<b>CATEGORY</b>	<b>FUNCTION</b>
Pre-Ordering	1. Average Response Interval 2. OSS Interface Availability
Ordering	1. Firm Order Confirmation Timeliness 2. Reject Interval 3. Percent Rejected Service Requests 4. Percent Flow-through Service Requests 5. Total Service Order Cycle Time 6. Service Request Submissions per Request 7. Speed of Answer in Ordering Center
Provisioning	Order Completion Intervals 1. Average Completion Interval 2. Order Completion Interval Distribution Held Orders 3. Mean Held Order Interval Installation Timeliness, Quality & Accuracy 4. Percent Missed Installation Appointments 5. Percent Provisioning Troubles within 30 days 6. Percent Order Accuracy
Maintenance & Repair	1. Customer Trouble Report Rate 2. Missed Repair Appointments Quality of Repair & Time to Restore 3. Out of Service > 24 Hours 4. Percent Repeat Troubles within 30 days 5. Maintenance Average Duration 6. Average Answer Time - Repair Center
Billing	Invoice Accuracy & Timeliness 1. Invoice Accuracy 2. Mean Time to Deliver Invoices
Operator Services and Directory Assistance	Directory Assistance 1. Average Speed to Answer 2. Mean Time to Answer Operator Services 3. Average Speed to Answer 4. Mean Time to Answer
E911	1. Timeliness 2. Accuracy
Trunking	1. CLEC Trunk Group Service Report 2. BellSouth CTTG Blocking Report 3. Local Network Trunk Group Service Report 4. BellSouth Local Network Blocking Report

**Other:**

1. BST will provide state level reports only.
2. These quality measurement reports are designed to meet the requirements of the Interconnection Agreement and will be delivered in either electronic or printed format to the CLEC(s).

I trust the above answers the issues raised in your letter. BellSouth, as it has consistently done in the past, is prepared to discuss any and all issues with MCI. To the extent you have any further questions or comments regarding BellSouth's policies or issues concerning implementation of the MCI/BellSouth Interconnection Agreement, your BellSouth Account Team Representative can assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Schaefer", with a long horizontal flourish extending to the right.

Scott Schaefer

**© BELLSOUTH**

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BellSouth Telecommunications, Inc.  
Room 34591 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

June 26, 1997

WNS-4

Ms. Helen Arthur  
MCI Telecommunications Corporation  
Suite 500  
780 Johnson Ferry Road  
Atlanta, Georgia 30342

RE: MCI/BellSouth-GA Interconnection Agreement - Attach VIII, Sect 2.1.3

Dear Ms. Arthur:

⇒ This letter is in response to your inquiry of June 16, 1997 in reference to the following stipulation in the MCI/BellSouth Interconnection Agreement:

Attachment VIII  
2.1.3 .1 Street Address Guide (SAG)

Within thirty (30) days after the Effective Date of this Agreement, BellSouth shall provide to MCI the SAG data, or its equivalent, in electronic form. All changes to the SAG shall be made available to MCI on the same day as the change to the data is made.

Your interpretation of the above stipulation is that BellSouth will provide the Street Address Data, not online access, to MCI. However, the stipulation states that BellSouth is to provide the SAG data to MCI or its equivalent in electronic form. Since, BellSouth is unable to provide the initial SAG data and daily updates in batch form the only available equivalent would be using online access.

Sincerely,

*Cathy Forbes*  
Cathy Forbes  
Compliance Manager  
Interconnection Services

cc: Ilene Barnett



June 16, 1997

Ilene M. Barnett  
Sales Director  
MCI Account Team  
BellSouth Interconnection Services  
Suite 420  
1960 West Exchange Place  
Tucker, Georgia

Dear Ilene,

Thanks for the prompt response regarding the Regional Street Address Guide. For your reference, I have included in this letter an excerpt from the MCI metro - BellSouth Georgia Interconnection Agreement, Attachment VIII, Section 2.1.3:

"2.1.3 Street Address Guide (SAG)

2.1.3.1 Within thirty (30) days after the Effective Date of this Agreement, BellSouth shall provide to MCI metro the SAG data, or its equivalent, in electronic form. All changes to the SAG shall be made available to MCI metro on the same day as the change to the data is made".

It is my understanding that the SAG data is to be provided to MCI, not simply the access to the data. As per the Interconnection Agreement, MCI is requesting the Regional SAG data be provided for the states of Georgia, Tennessee and North Carolina. Please respond in writing by June 25, 1997.

If you have any questions, please contact me on 404-267-6580. Thanks again for your assistance in this matter.

A handwritten signature in cursive script that reads "Helen Arthur".

Cc: Bryan Green  
Georjean Simmons



**MCI Telecommunications  
Corporation**

780 Johnson Ferry Road  
Atlanta, GA 30342  
404 267 5500

BellSouth Telecommunications, Inc.  
FPSC Docket # 980281  
Exhibit WNS - 5  
Page 1 of 2

August 18, 1997

Ms. Ilene Barnett  
Sales Director  
BellSouth Interconnection Services  
1960 West Exchange Place  
Tucker, GA 30084

Dear Ms. Barnett:

This letter is in response to Cathy Forbes' June 26 letter, which replied to Helen Arthur's June 16, 1997 inquiry in reference to the following section in the MCImetro-BellSouth Interconnection Agreement:

Attachment VIII

2.1.3 Street Address Guide (SAG)

2.1.3.1 Within thirty (30) days after the Effective Date of this Agreement, BellSouth shall provide to MCI in the SAG data, or its equivalent, in electronic form. All changes to the SAG shall be made available to MCI on the same day as the change to the data is made.

This section clearly requires BellSouth to provide to MCI in electronic form either the SAG data or its equivalent. As it is more than thirty (30) days since the interconnection agreements became effective in Georgia, Florida, Tennessee, and North Carolina, BellSouth is overdue in providing to MCI in electronic form the SAG data.

Ms. Forbes letter states, and I quote, " Since, BellSouth is unable to provide the initial SAG data and daily updates in batch form the only available equivalent would be using online access". MCI is capable of accepting an electronic download of this data via NDM until a regular mechanized daily batch process can be implemented to accommodate daily updates.

MCI insists that BellSouth comply with the terms of its interconnection agreements with MCI and provide MCI in electronic form with the SAG data no later than August 29, 1997. Failure to do so will significantly hamper MCI's entry into the local market by forcing MCI to continue to contend with manual intervention in the pre-ordering/ordering process to verify customer street address information, and, will demonstrate BellSouth's continued lack of compliance with the contracts.

Please reply to this letter no later than August 22, 1997.

Sincerely,



Walter J. Schmidt

cc: Marcel Henry - MCI  
Charlene Keys - MCI  
Bryan Green - MCI  
Jeremy Marcus - MCI  
Joe Baker - BellSouth  
Pam Lee - BellSouth



---

BellSouth Interconnection Services 770 492-7510  
Suite 420 Fax 770 521-0632  
1960 West Exchange Place MCI ID 361-2846  
Tucker, Georgia 30084

Pam Lee  
Sales Assistant Vice President  
MCI Account Team

October 10, 1997

Mr. Marcel Henry  
Regional Vice President  
Southern Financial Operations  
MCI Telecommunications, Inc.  
Three Ravinia Drive  
Atlanta, Georgia 30346

Dear Marcel:

This is in response to your September 18, 1997, letter to Joe Baker regarding the three issues you asked him to review and to assist in a resolution for each issue. We value our relationship with MCI and are continuously striving to meet your needs whenever and wherever we can. However, we are not always able to meet MCI's requests in the specific manner requested. Unfortunately, with the exception of our plans for handling rejects through EDI, this is the case with the issues you have brought to our attention. The following is a summary of BellSouth's position on each of the three issues:

1) CARE Processing:

Our position is still the same as that described in the September 19, 1997, email from Kim Uhles of BellSouth to Phyllis Maslia of MCI and the July, 1997, letter from Susan Arrington of BellSouth to Helen Arthur of MCI. BellSouth has not yet established a process for advising CLECs when their customers change their PIC. However, BellSouth will work with MCI to document your requirements and develop a time and price estimate to deliver this enhancement if you desire.

2) Regional Street Address Guide (RSAG):

BellSouth is open to working with MCI to understand the information that MCI needs out of RSAG and to develop the time and costs required to develop this enhancement.

3) EDI Transactions:

\* Jeopardies: As explained verbally to MCI on several occasions, BellSouth's position is generally to adhere to national standards for EDI. To date, national standards have not been established for jeopardies.

\* Rejects: This will be addressed in Release 2.0 as part of our upgrade to TCIF Issue 7, which is tentatively scheduled for January 30, 1998.

\* Loss Notification: As described in Cliff Bowers', BellSouth, August 8, 1997, letter to Helen Arthur, MCI, BellSouth does not have the capability at this time to offer the EDI 836 transaction set for loss notification nor does BellSouth have plans to develop that capability. However, BellSouth will work with MCI to document your requirements and to develop a time and price estimate to deliver this enhancement if you desire.

Although we are unable to commit to addressing all of the issues in the manner MCI originally requested, BellSouth's Account Team and Product Team representatives met on September 30, 1997, with Bryan Green, MCI, and members of his staff to discuss these issues as well as other topics. In the meeting both companies agreed to investigate and seek other mutually satisfactory means of addressing each issue. I will keep you informed as to our progress, and in the meantime, please let me know if you have any questions or need additional information.

Sincerely,





BellSouth Interconnection Services 770 452-7500  
Suite 420 Fax 770 621-0632  
1960 West Exchange Place  
Tucker, Georgia 30084

MCI Account Team

August 20, 1997

Mr. Walter J. Schmidt  
MCI Telecommunications Corporation  
780 Johnson Ferry Road  
Atlanta, Georgia 30342

Dear Wally,

This is in response to Bryan Green's verbal request to provide MCI with a copy of BellSouth's Regional Street Address Guide (RSAG) database files and RSAG record layouts and to your letter dated August 18, 1997, regarding the same subject. In accordance with the MCI/BST Interconnection Agreement, MCI can access BellSouth's RSAG database through the Local Exchange Navigation System (LENS) and/or via Interexchange Carrier Reference Validation (ICREF) service.

The RSAG database files are extremely voluminous for downloading and the fact is that the database changes so rapidly it would be outdated by the time MCI would be in receipt of the database files. The RSAG technical specifications are proprietary.

MCI may pursue receipt of the RSAG database files in a form other than that described in the Interconnection Agreement through the Agreement's Bona Fide Request (BFR) process. I trust that the above provides you with the desired information.

Sincerely,

A handwritten signature in cursive script that reads "Cliff Bowers".

for Pam Lee  
Sales Assistant Vice President

cc: Joe Baker - BST  
Marcel Henry - MCI  
Charlene Keys - MCI  
Bryan Green - MCI  
Jeremy Marcus - MCI

MESSAGE  
Subject: BOF - System Access for Pre-Ordering  
Sender: Judy Rueblinger /AL, BRHM05

Dated: 10/21/97 at 7:17  
Contents: 3

Item 1

FROM: Judy Rueblinger /AL, BRHM05 { Undisplayable address parts }  
TO: Bryan Green /SMTP (@bstfirewall:bryan.green@mci.com)  
CC: Clifford H. Bowers /AL, BRHM07 { Undisplayable address parts }  
Pamela K. Lee /AL, BRHM07 { Undisplayable address parts }

Item 2

Bryan,

Please review the attached draft write up for the Business Opportunity Request (BOR) we will be submitting based on our discussions yesterday.

We welcome any comments you have to add that will make our request perfectly clear to those reviewing it what MCI's desire is for pre-ordering system access.

Once I hear back from you I will make the appropriate changes and actually transfer it to the actual BOR form.

Thank you in advance for taking time to review this.

Judy  
770-492-7524

Item 3

BonaFide Operations Request (BOR)  
MCI - SYSTEM ACCESS FOR PRE-ORDERING  
10/21/97

DRAFT

MCIm's request is to have access to BellSouth's "back end" systems such as RSAG (for address validation) and BOCRIS (for CSR information). MCIm's desire is for these systems to interface with their front end ordering system.

Screen Scraping is a means to give MCIm this data. If Screen Scraping is an alternative to providing the actual databases, MCIm's request is for BellSouth to provide them with the technical specifications for screen scraping.

Another option for pre-ordering is the protocol TCP/ICP SSL3 - JIT. There is concern here as to when this will be available.

Application Programmable Interface (API) is a method BellSouth will be looking at to provide CLECs the ability to customize and maintain the information MCIm is looking for in regards to pre-ordering information such as address validation and CSRs. However, discussions on this process are just getting started and MCIm does not want to wait on this.

discussed. They are:

Provide MCI with the RSAG database.

Provide MCI an extract of the RSAG database. The information to be extracted would be all fields pertinent to validating a customer's address. The fields we have identified for address validation are:

HOUSE NUMBER	STATE
S/F	SUPPLEMENTAL
AHN	APT
DIR	FLR
STREET	BLDG
T/F	
COMMUNITY	

MSAG is another option. This information data has been given to other CLECs but does not contain the "Community" abbreviations for the Southern Bell states.

This means that BellSouth must also furnish the CLECs with a list of community abbreviations which would cause the CLEC to integrate the two pieces of information together to serve as an address validation tool.



BellSouth Telecommunications, Inc. 404 927-7020  
Suite 4511 Fax 404 521-2311  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

Mark L. Feidler  
President - Interconnection Services

November 13, 1997

Mr. Marcel Henry  
Regional Vice President  
Southern Financial Operations  
MCI Telecommunications  
Three Ravinia Drive  
Atlanta, Georgia 30346

Dear Marcel:

Recently, you brought to the attention of the BellSouth MCI Account Team your concerns over MCI metro's ("MCI") perceived lack of progress on several MCI metro OSS issues, including Change Management, Loss Notification/NDM, RSAG, and Common Graphical Interface (CGI). We then discussed these items on the phone last week. I am now in a position to provide you with an update.

At present, BellSouth is in compliance with the interface obligations and interface duties set forth in the MCI metro/BellSouth Interconnection agreements. The OSS requirements were negotiated between the parties and are contained within Attachment VIII of the Interconnection Agreements. In that Attachment you will find that MCI agreed to accept, on an interim basis, the interfaces approved by BellSouth.

I want to assure you that BellSouth has been very focused in its quest to meet the additional requests from MCI. The outstanding MCI requests are complex and BellSouth must make sure that the responses are fully researched and as correct and current as possible. To ensure MCI understands where BellSouth stands on these issues, I have summarized below their current status and BellSouth's plans for addressing each one.

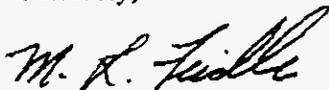
- **Change Management:** BellSouth is in the process of developing a change management plan. BellSouth appreciates and will consider MCI's input, including MCI's proposal entitled "BellSouth/MCI Change Management Process for OSS Interfaces" that you provided recently. BellSouth's goal is present the plans to you by mid December.

As information, our plans will address BellSouth's support of dual OSS platforms. At this time, BellSouth will support dual platforms associated with EDI releases for 60 days. When technically feasible, the CLECs will have the opportunity to negotiate longer periods for the dual platforms, however, due to the potentially significant expenses associated with supporting multiple platforms, there will likely be additional charges to the CLECs should BellSouth agree to extending the dual platforms beyond 60 days. We will address dual platforms for LENS and other systems as part of our change notification plan that should be finalized in early December.

- **Loss Notification/NDM:** Currently MCI is receiving information regarding disconnections via paper. Pursuant to Attachment VIII, section 2.2.12, MCI has agreed, in a September 10, 1997 letter to Cliff Bowers of BellSouth, to an interim method of notification via Network Data Mover. BellSouth can provide such data via Network Data Mover in June 1998. We understand your desire that we implement this arrangement by the end of the year. This possibility is being reviewed by appropriate BellSouth management. The account team will notify the appropriate MCI representatives by Friday, November 21, 1997, as to whether this delivery date can be moved up.
- **RSAG:** Within the next two weeks, BellSouth will be able to provide you cost estimates and the time and price for developing the detailed design, project plan, and a firm quote for the overall delivery. Please note that BellSouth is exploring the development of an Application Programming Interface (API) that may better suit your needs. It is my understanding that five MCI employees will be at a BellSouth meeting on November 14, 1997 to discuss this interface. At present, BellSouth is meeting its contractual obligations regarding MCI's access to SAG data.
- **Common Graphical Interface (CGI):** CGI specifications were sent to you by the account team on November 7, 1997. These specifications will allow MCI to build its Common Graphical Interface. The next release of specifications is in development. This will be a supplement to the existing specifications and will allow MCI to add some fields that are not represented in the current specifications. MCI does not have to wait for the next release to begin building its Common Graphical Interface since the next release will simply be an extension of the existing specifications. Once MCI has reviewed the specifications, BellSouth can establish a Joint Implementation Team (JIT) with MCI to begin developing plans, including timelines, to implement CGI.

We will keep you apprised as to our progress on each of these important issues. Meanwhile, if you have any questions or need additional information, please call me at 404-927-7530.

Sincerely,



Mark Feidler



---

BellSouth Interconnection Services  
Room 34A35  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

12/02/97

**Bryan Green**  
Sr. Manager - Systems Implementation  
MCI Telecommunications  
780 Johnson Ferry Road  
Suite 500  
Atlanta, Ga. 30342

Dear Bryan:

This letter is a response to your request that BellSouth provide MCI extracts from our Regional Street Address Guide (RSAG) database of the information necessary to perform address validations.. The cost estimate has been developed based on your stated need of submitting Local Service Requests with valid address. Your objective is to use the RSAG data to support your front end edits.

The proposal is for two extract files to be produced and sent to MCI every night. Please note that these are complete files and not updates. The data will be sent via Connect:Direct. MCI will be responsible for the cost of the circuit and modem equipment to connect to BellSouth as well as all hardware and software at your location needed to receive and process the data. The cost for that connection is not included here.

The following is a preliminary estimate of the costs to build and maintain the RSAG data delivery system. The final price for this project will be within +/- 15% of this estimate. In order to proceed, BellSouth must put a project team in place, develop a project plan and timelines for this work in conjunction with MCI, and develop a final price for the project. The cost for this initial phase is \$30,000 which will count toward the overall price. You will be asked to approve the project plan and final price before we move into the development phase.

Project plan, timeline, and final proposal	\$30,000
Total Startup costs for the new connection	\$538,030
Monthly recurring charge	\$8,650

Please sign below and return this letter to me if you accept this estimate and agree to pay the \$30,000 cost for the development of the project plan, timelines, and final price. Upon completion of the project plan, timelines, and final proposal, you will be asked to approve the project plan and final price before proceeding with the implementation of this arrangement. Your signature below will authorize BellSouth to proceed with final costs and a project plan for this work.

Bob Siegel  
Bob Siegel - BellSouth

12/04/97  
Date

\_\_\_\_\_  
Authorized Signature - MCI

\_\_\_\_\_  
Date



**MCI Telecommunications Corporation**

780 Johnson Ferry Road  
Atlanta, GA 30342  
404 267 5500

December 16, 1997

Bob Siegel  
Product Manager  
BellSouth Interconnection Services  
Room 34A35  
675 W. Peachtree Street, N.E.  
Atlanta, Georgia 30375



Bob,

This letter is in response to the proposal provided to MCI on 12/04/97 relative to the cost to provide an extract of your RSAG database.

As you know, for several months we have been requesting that BellSouth provide MCI with a download of the RSAG database. The RSAG database is necessary to allow MCI to validate addresses in our own front end system prior to submitting an order to BellSouth. This capability will improve order processing time, reduce the amount of rework for both companies due to errors and decrease the cost of doing business. As you are aware, the RSAG issue is now pending before the Georgia Public Service Commission.

As an interim measure pending the outcome of the PSC proceeding, you have proposed that BellSouth provide an extract of the RSAG database based on the following cost structure:

- \$30,000 – Project plan, timeline, and final proposal
- \$538,030 – Total Start of costs for the new connections; and
- \$8,650 – Monthly recurring charge

MCI rejects this offer because our Interconnection Agreement entitles us to receive a download of the entire RSAG at no cost. MCI again requests BellSouth to comply with the agreement by providing a complete RSAG download to MCI immediately.

Respectfully,

Bryan K. Green  
Sr. Manager –OSS Implementation  
404-267-5515

cc: Marcel Henry  
Pam Lee  
Charlene Keys  
Joe Baker



**MCI Telecommunications  
Corporation**

780 Johnson Ferry Road  
Suite 500  
Atlanta, GA 30342

September 5, 1997

Mr. Cliff Bowers, Sales Director  
BellSouth Telecommunications  
1960 West Exchange Place, Ste. 420  
Tucker, GA 30084

Cliff,

Per the LENS Access Technical Specification, the LENS application can be accessed directly by other computer systems. Based on that fact, MCI would like to meet with BellSouth and develop the interface that would provide us with that access. The specifications we have are dated 9/5 and per the documentation it supports the 4/22/97 release of LENS. In order to develop this interface we need the latest technical specification which includes all the LENS upgrades (eg csr). We'd like an updated copy to review prior to the meeting.

We will be available to meet via conference call on September 15, 17, or 18. Please let me know which date is best for you and your technical SME. You may direct your questions to me on 404-267-6593.

Sincerely,

A handwritten signature in cursive script that reads "Anna Hopkins". The signature is written in dark ink and is positioned above the printed name and title.

Anna Hopkins  
Local Systems Implementation Specialist

Clifford H. Bowers /AL, BRHM07 11/18/97 11:02

Page 1

MESSAGE  
Subject: CGI  
Sender: Clifford H. Bowers /AL, BRHM07

Dated: 11/7/97 at 16:21  
Contents: 3

Item 1

FROM: Clifford H. Bowers /AL, BRHM07 ( Undisplayable address parts )  
TO: byan green /smtp (@bstcfirewall:0002169860@mcimail.com)  
CC: Pamela K. Lee /AL, BRHM07 ( Undisplayable address parts )  
Judy Rueblinger /AL, BRHM05 ( Undisplayable address parts )  
Bob Siegel /AL, BRHM02 ( Undisplayable address parts )

Item 2

Bryan.

Attached are the release 1.0 CGI specifications. These should give your folks something they can begin working with. Also notice that Bob should have release 1.1 specifications in around four weeks.

Thanks,

Cliff

Item 3

MESSAGE  
Subject: CGI  
Creator: Bob Siegel /AL, BRHM02

Dated: 11/7/97 at 10:16  
Contents: 3

Item 3.1

FROM: Bob Siegel /AL, BRHM02 ( Undisplayable address parts )  
TO: Clifford H. Bowers /AL, BRHM07

Item 3.2

Cliff:

Attached are the CGI specifications, release 1.0. These specifications will give MCI the capability to build their screen scrapping application. Release 1.1 of these specifications is currently in development and will be released in approximately 4 weeks. This release will give MCI added capability to match some new fields that have recently been added in LENS.

I will forward release 1.1 to you when it is complete.

Item 3.3

**LENS Access Technical Specification  
Access by a Client Application**

**Overview**

This document specifies the details of the interface that can be utilized by a Competitive Local Exchange Carrier (CLEC) to access the BellSouth Telecommunication's Local Exchange Negotiation System (LENS) from software emulating a Web Browser.

The LENS application can be accessed directly by other computer systems bypassing the need for a Web Browser. This paper contains specifications for a methodology for using an application client in place of browser to communicate

Clifford H. Bowers /AL, BRHM07 11/24/97 15:47

Page 1

MESSAGE  
Subject: RE: CGI  
Sender: Clifford H. Bowers /AL, BRHM07

Dated: 11/20/97 at 15:28  
Contents: 3

Item 1

FROM: Clifford H. Bowers /AL, BRHM07 ( Undisplayable address parts )  
TO: bryan green /internet (0002169860@mci.com)  
CC: Judy Rueblinger /AL, BRHM05 ( Undisplayable address parts )  
Bob Siegel /AL, BRHM02 ( Undisplayable address parts )  
Linda W. Tate /AL, BRHM08 ( Undisplayable address parts )

Item 2

Bryan,

I have been working with Bob Siegel to obtain responses to your questions from the attached. Bob has just confirmed that our target date for providing the CGI release 1.1 specifications will be 12/12/97.

The enhancements that will be included in this release have not yet been finalized. Bob has promised to let me know as soon as he can as to when the 1.1 enhancements will be confirmed so that I can convey that to you. We will provide you a list of the planned enhancements as soon as they are available.

Cliff

Item 3

MESSAGE  
Subject: RE: CGI  
Creator: Bryan!Green /internet (Bryan.Green@mci.com)

Dated: 11/13/97 at 13:43  
Contents: 3

Item 3.1

FROM: Bryan!Green /internet (Bryan.Green@mci.com)  
TO: Clifford H. Bowers /AL, BRHM07  
CC: Pamela K. Lee /AL, BRHM07  
Judy Rueblinger /AL, BRHM05  
Bob Siegel /AL, BRHM02  
Alan!Anglyn /internet (Alan.Anglyn@mci.com)  
Anna!Hopkins /internet (Anna.Hopkins@mci.com)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Cliff,

After reviewing the attached CGI specifications, we have determined that they are the same specifications that we received on 9/5/97. Your note mentions that release 1.1 will be available in the next four weeks or so.

In order for our developers to evaluate the specs as quickly as possible, we would need a more accurate availability date as well as a list of the enhancements release 1.1 will support.

Please let me know if you will be able to provide me with the requested information by 11/20/97. If you are unable to meet this date, please let me know when I can expect to receive.

Bryan

-----Original Message-----

From: Clifford H. Bowers [SMTP:Clifford.H.Bowers@bridge.bellsouth.com]  
Sent: Friday, November 07, 1997 5:24 PM  
To: Bryan Green  
Cc: Pamela.Lee; Judy.Rueblinger1; Bob.Siegel

1

Clifford H. Bowers /AL, BRHM07 11/24/97 15:47

Page 2

Subject: CGI

<< Message: CGI >> Bryan,

Attached are the release 1.0 CGI specifications. These should give your folks something they can begin working with. Also notice that Bob should have release 1.1 specifications in around four weeks.

Thanks,

Cliff

Clifford H. Bowers /AL, BRHM07 12/18/97 14:52

Page 1

MESSAGE  
Subject: CGI  
Creator: Bob Siegel /AL, BRHM02

Dated: 12/15/97 at 17:15  
Contents: 3

Item 1

FROM: Bob Siegel /AL, BRHM02 ( Undisplayable address parts )  
TO: bryan green /internet (0002169860@mcimail.com)  
CC: Clifford H. Bowers /AL, BRHM07 ( Undisplayable address parts )

Item 2

See attached CGI specifications

Item 3

### Table of Contents

- 1. Overview
- 2. General Interface Specifications
  - 2.1 Interface Overview
  - 2.2 Connectivity
  - 2.3 Security
    - 2.3.1 Lan-to-Lan
    - 2.3.2 Dial-up
    - 2.3.3 Internet
  - 3.1 Input/Output Requirements for Establishing a Session
    - 3.1.1 Initial Access
    - 3.1.2 Authentication
    - 3.1.3 Select ActionNotify the CGI server of the functionality that the application will access.
  - 3.2 Input/Output Requirements for Street Address Validation
    - 3.2.1 Street Address Validation Request
    - 3.2.2 Validate Address
    - 3.2.3 Successful Street Address Validation Acknowledgment
  - 3.3 Telephone Number Reservation
    - 3.3.1 Telephone Number Reservation Selection
    - 3.3.3 Telephone Number Selection
    - 3.3.4 Telephone Number Reservation
  - 3.4 View Installation Calendar
    - 3.4.1 View Installation Calendar Selection
    - 3.4.2 Return to Inquiry Screen
  - 3.5 View Available Features and Services for Inquiry
    - 3.5.1 View Available Features and Services for Inquiry Selection
  - 3.6 View Firm Order Confirmation/Completion Notice (FOC/CN)
    - 3.6.1 Select FOC/CN Action
    - 3.6.2 Retrieve Purchase Order Numbers
    - 3.6.3 Retrieve Purchase Order Number Details
  - 3.7 View Order Status
    - 3.7.1 Select View Order Status Action
    - 3.7.2 View Order Status
  - 3.8 View LSR in Error
    - 3.8.1 Select View LSR Errors Action

shcs to

MESSAGE  
Subject: CGI Document - Updated  
Creator: Judy Rueblinger /AL, BRHM05

Dated: 4/9/98 at 14:10  
Contents: 3

Item 1

FROM: Judy Rueblinger /AL, BRHM05 { Undisplayable address parts }  
TO: Helen Arthur /SMTP (@bstfirewall:helen.arthur@mci.com)  
Beverly Gordon /SMTP (@bstfirewall:beverly.gordon@mci.com)  
Bryan Green /SMTP (@bstfirewall:bryan.green@mci.com)  
Mark Turner /SMTP (@bstfirewall:mark.e.turner@mci.com)  
CC: Mary Bennett /AL, BRHM07 { Undisplayable address parts }  
Clifford H. Bowers /AL, BRHM07 { Undisplayable address parts }

Item 2

Please see the attached updated CGI document. It contains updates based on Releases 2.0 and 2.1.

You should be seeing this on our web site soon. We have not gotten a date as to when it will be posted but know that MCI is in development and wanted you to have this information ASAP.

If you have any questions, don't hesitate to call.

Thanks,

Judy

Item 3

MESSAGE  
Subject: CGI Document - Updated  
Creator: Carol J. Douglas /AL, BRHM09

Dated: 4/8/98 at 17:32  
Contents: 3

Item 3.1

FROM: Carol J. Douglas /AL, BRHM09 { Undisplayable address parts }  
TO: Bob Siegel /AL, BRHM02  
CC: Raymond J. Betz /AL, BRHM05 { Undisplayable address parts }  
Marsha V. Causey /AL, BRHM07 { Undisplayable address parts }  
Srinivas Dharmaji /AL, BRHM07 { Undisplayable address parts }  
Alex L. Dizon /AL, BRHM09  
Robert Foose /AL, BRHM04 { Undisplayable address parts }  
Barry K. Holt /AL, BRHM08 { Undisplayable address parts }  
jack /internet (jack@albion-intl.com)  
Karen D. Johnson /AL, BRHM02 { Undisplayable address parts }  
Kevin L. Maher /AL, BRHM05 { Undisplayable address parts }  
Rick McCloy /AL, BRHM03 { Undisplayable address parts }  
Don R. Stewart /Intranet (Stewart.DonR@bis.bls.com) { Undisplayable add...  
Ranae Stewart /AL, BRHM09 { Undisplayable address parts }  
Linda W. Tate /AL, BRHM08 { Undisplayable address parts }  
Arthur B. Timms /AL, BRHM05 { Undisplayable address parts }  
Kathy M. Wilsonchu /AL, BRHM09 { Undisplayable address parts }

Item 3.2

Bob,

\* Attached is the latest version of the CGI document for LENS. This document includes changes for Release 2.0 and 2.1. I understand you are responsible for placing this document on a web-site in BellSouth.

If you have any questions, please do not hesitate to contact me.

Thanks,

Carol Douglas  
LENS-System Manager  
205/977-5807

Item 3.3

<LENS CGI Interface Specification  
ensProdSptCGISpec  
Document Version 2.1  
SSPC0097  
CMVC Version 1.2

1

>  
<

Created: 1/6/97

?

Revised: 4/8/98

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Contains Private and/or Proprietary Information. May Not Be Used or Disclosed Outside  
the BellSouth Companies Except Pursuant to a Written Agreement.

>

LENS

CGI Interface  
Specification

FINAL

LENSdocdesiface - (Sspc0097)

Version 2.1



BellSouth Interconnection Services 770 492-7500  
Suite 420 Fax 770 621-0632  
1960 West Exchange Place  
Tucker, Georgia 30084

MCI Account Team

February 23, 1998

Mr. Bryan Green  
MCI Telecommunications  
2520 Northwinds Parkway  
Alpharetta, Ga. 30004

Dear Bryan,

This letter is responding to MCI's verbal request made during the January 23, 1998 OSS meeting, requesting that BellSouth provide a data dictionary to be used for CGI. The data dictionary, as you explained, would help MCI determine how to interpret or "break up" data sets.

According to our programmers, the information normally contained in a data dictionary is contained in the CGI technical specifications document that BellSouth provided MCI in December. Thus, BellSouth does not believe that preparing a separate data dictionary would serve any useful purpose, particularly since MCI's programmers should have all the information they need to complete their development efforts with respect to CGI.

However, if your programmers have questions about the technical specifications or need assistance with parsing, please let me know. As we discussed previously, I will be available to arrange a joint technical meeting to discuss this and any other CGI concerns you have.

In the meantime, we have enclosed an example of output specifications when the user is performing the "Validate Address" function. The data used in this example was taken from the December 15, 1997 CGI technical specifications document, starting on page 8. You will see that the example identifies the data fields, their allowable length and the allowable character types (e.g., alpha or numeric) which is the same information included in a data dictionary.

When MCI is ready to schedule the joint technical meeting please let me know. In the meantime, if you have any additional questions don't hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Cliff Bowers".

Clifford Bowers

Attachment

# CGI Technical Specifications

(Example of Input/Data Output)

(EXAMPLE) (CGI Technical Specifications document, 12/15/97, Page 8)

## 3.2 Input/Output Requirements for Street Address Validation

In this section the input/output requirements for street address validation are provided. Street address validation is the precursor to all other preorder functionality. The non-error flow is as follows: address validation selection (3.2.1), address validation (3.2.2), address validation acknowledgment (3.2.3). In the case of any possible error response, the response and appropriate action are described.

### 3.2.1 Street Address Validation Request

Notify the CGI server that the application wishes to perform street address validation.

#### 3.2.1.1 Input Specification

There are two possible input specifications. The first, simply notifies the CGI server that the application wishes to perform street address validation. The second passes a telephone number and state to the CGI server as the "address" to validate.

The pertinent HTML for this page is as follows:

```
<INPUT maxlength=18 size=18 type=text name="telephoneNumber">
<INPUT maxlength=36 size=36 type=text name="circuitNumber">
<SELECT name="stateAbbr"><OPTION value=" " > </OPTION><OPTION value="AL
">AL </OPTION><OPTION value="FL-North">FL-North</OPTION><OPTION
value="FL-South">FL-South</OPTION><OPTION value="FL-Southeast">FL-
Southeast</OPTION><OPTION value="GA-Atlanta">GA-Atlanta</OPTION><OPTION
value="GA-Outstate">GA-Outstate</OPTION><OPTION value="KY " >KY
</OPTION><OPTION value="LA " >LA </OPTION><OPTION value="MS " >MS
</OPTION><OPTION value="NC " >NC </OPTION><OPTION value="SC " >SC
</OPTION><OPTION value="TN " >TN </OPTION></SELECT>
```

Send street address validation request:

```
POST InquiryScreenURL HTTP/1.0
```

Content-type: application/x-www-form-urlencoded

```
inquiryOption=Validate+Address&TelephoneNumber=&StateAbbr=&OK=OK
```

Note: InquiryScreenURL is obtained from the action attribute in the form in the response from the main screen access.

Send telephone number to be validated.

```
POST InquiryScreenURL HTTP/1.0
```

Content-type: application/x-www-form-urlencoded

`InquiryOption=Validate+Address&TelephoneNumber=TelephoneNumber&StateAbbr  
=stateAbbr&OK=OK`

**Note:** `inquiryScreenURL` is obtained from the `action` attribute in the form in the response from the main screen access. `telephoneNumber` is a 10 digit telephone number containing no delimiting characters, and `stateAbbr` is a two letter USPS state abbreviation (all capitals). If no telephone number is sent, the telephone number and state field names (`telephoneNumber`, `stateAbbr`) are included but no value is passed with them. Please note that the state abbreviation (`stateAbbr`) must correctly match the option presented for `StateAbbr` according to the HTML above.

**Return to Main Menu:**

`POST InquiryScreenURL HTTP/1.0`

`Content-type: application/x-www-form-urlencoded`

`Cancel=Cancel`

**Note:** This action can be performed substituting the URL from the given form, for any form that contains a Cancel button.

### 3.2.1.2 Output Specification

The two inputs result in two different outputs. The first input returns an action that requires a street address or telephone number to be input. The second input causes the telephone number to be validated. It returns an action that expects an acknowledgment of the validated telephone number.

Action requiring an address to be input:

The URL for the next CGI and the required data fields are obtained from the following form in the page.

```
<FORM method=post action="ValidateAddrURL">  
<INPUT size=8 maxlength=8 type=text name="BasicStreetAddressNumber">  
<INPUT size=44 maxlength=44 type=text  
name="BasicStreetAddressStreetName">  
<INPUT size=4 maxlength=4 type=text name="BasicStreetAddressSuffix">  
<SELECT name="BasicStreetDirPrefix">  
<OPTION></OPTION><OPTION>E</OPTION><OPTION>N</OPTION><OPTION>NE</OPTION>  
<OPTION>NW</OPTION><OPTION>S</OPTION><OPTION>SE</OPTION><OPTION>SW</OPTI  
ON><OPTION>W</OPTION>  
</SELECT>  
<SELECT name="BasicStreetAddressThor">  
<OPTION></OPTION><OPTION>ALY</OPTION><OPTION>ANX</OPTION><OPTION>ARC</OP  
TION><OPTION>AV</OPTION><OPTION>BEND</OPTION><OPTION>BLK</OPTION><OPTION  
>BDWK</OPTION><OPTION>BLVD</OPTION><OPTION>BR</OPTION><OPTION>BTM</OPTIO  
N><OPTION>BYP</OPTION><OPTION>CSWY</OPTION><OPTION>CTR</OPTION><OPTION>C  
IR</OPTION><OPTION>CV</OPTION><OPTION>CT</OPTION><OPTION>CRES</OPTIQN><O  
PTION>CRK</OPTION><OPTION>CRSG</OPTION><OPTION>DR</OPTION><OPTION>ESPLND  
</OPTION><OPTION>EST</OPTION><OPTION>EXPWY</OPTION><OPTION>EXT</OPTION><  
OPTION>FRK</OPTION><OPTION>FRWY</OPTION><OPTION>GRDN</OPTION><OPTION>HBR  
</OPTION><OPTION>HL</OPTION><OPTION>HLS</OPTION><OPTION>HT</OPTION><OPTI  
ON><OPTION>HTS</OPTION><OPTION>HWY</OPTION><OPTION>HOLW</OPTION><OPTION>ISL</OPT  
ION><OPTION>JCTN</OPTION><OPTION>LK</OPTION><OPTION>LDG</OPTION><OPTION>  
LN</OPTION><OPTION>LOOP</OPTION><OPTION>MNR</OPTION><OPTION>MKT</OPTION>
```

```
<OPTION>MT</OPTION><OPTION>MTN</OPTION><OPTION>NK</OPTION><OPTION>PASS</OPTION><OPTION>PATH</OPTION><OPTION>PK</OPTION><OPTION>PKWY</OPTION><OPTION>PR</OPTION><OPTION>PKE</OPTION><OPTION>PL</OPTION><OPTION>PLZ</OPTION><OPTION>PT</OPTION><OPTION>PD</OPTION><OPTION>PROM</OPTION><OPTION>PVT</OPTION><OPTION>DR</OPTION><OPTION>RDG</OPTION><OPTION>RD</OPTION><OPTION>RDWY</OPTION><OPTION>RT</OPTION><OPTION>ROW</OPTION><OPTION>RUN</OPTION><OPTION>SQ</OPTION><OPTION>STA</OPTION><OPTION>ST</OPTION><OPTION>TER</OPTION><OPTION>THRWY</OPTION><OPTION>TRC</OPTION><OPTION>TR</OPTION><OPTION>TRNPK</OPTION><OPTION>VLG</OPTION><OPTION>WK</OPTION><OPTION>WAY</OPTION><OPTION>WHF</OPTION><OPTION>YD</OPTION>
```

```
</SELECT>
```

```
<SELECT name="BasicStreetDirSuffix">  
<OPTION></OPTION><OPTION>E</OPTION><OPTION>N</OPTION><OPTION>NE</OPTION>  
<OPTION>NW</OPTION><OPTION>S</OPTION><OPTION>SE</OPTION><OPTION>SW</OPTION>  
<OPTION>W</OPTION>
```

```
</SELECT>
```

```
<SELECT name="SupplementalAddressUnitType">  
<OPTION></OPTION><OPTION>APT</OPTION><OPTION>LOT</OPTION><OPTION>RM</OPTION>  
<OPTION>SLIP</OPTION><OPTION>SUIT</OPTION><OPTION>UNIT</OPTION>
```

```
</SELECT>
```

```
<INPUT type=text size=10 name="SupplementalAddressUnitData">
```

```
<SELECT name="SupplementalAddressElevationType">  
<OPTION></OPTION><OPTION>FLR</OPTION>
```

```
</SELECT>
```

```
<INPUT type=text size=10 name="SupplementalAddressElevationData">
```

```
<SELECT name="SupplementalAddressStructureType">  
<OPTION></OPTION><OPTION>BLDG</OPTION><OPTION>PIER</OPTION><OPTION>WNG</OPTION>
```

```
</SELECT>
```

```
<INPUT type=text size=10 name="SupplementalAddressStructureData">
```

```
<INPUT backgroundcolor=ff1e2b maxlength=32 size=32 type=text  
name="CommunityName">
```

```
<SELECT name="StateAbbr">  
<OPTION></OPTION><OPTION>AL</OPTION><OPTION>FL</OPTION><OPTION>GA</OPTION><OPTION>KY</OPTION>  
<OPTION>LA</OPTION><OPTION>MS</OPTION><OPTION>NC</OPTION><OPTION>SC</OPTION>  
<OPTION>TN</OPTION>
```

```
<INPUT size=50 maxlength=50 type=text name="DescriptiveAddressName">
```

```
<INPUT size=2 maxlength=2 type=text name="BasicStreetAddressRoute">
```

```
<INPUT size=8 type=text name="BasicStreetAddressBox">
```

```
<INPUT type=text size=24 name="TelephoneOrCircuitIdentifier">
```

```
<INPUT type=submit value="Validate" name="validate">
```

```
<INPUT type=submit value="Cancel" name="Cancel">
```

```
</FORM>
```

Action requiring an acknowledgment of a validated telephone number.

There are two forms returned on this page. The first is identical to the form returned in response to an address validation request. This form is populated with the value of the submitted telephone number and the submitted state. The second form is the acknowledgment of a validated address form. The second form contains the URL of the next CGI process and the name of the variables that must be passed to that CGI.

```
<FORM method=post action="SuccessfulValidationURL">  
<INPUT type=hidden name="UnparsedStreetAddressStr" value="StreetAddr">  
<INPUT type=submit value="OK" name="OK">  
<INPUT type=hidden value="Valid Address..." name="hiddenValidAddr">  
</FORM>
```

If this is the output received, proceed to section to 3.2.3 for the requirements of successful street address validation acknowledgment.

**Return to Main Menu:**

See 3.1.2.2.



**MCI Telecommunications  
Corporation**

Two Northwinds Center  
2520 Northwinds Parkway  
Alpharetta, GA 30004

March 9, 1998

Clifford Bowers  
BellSouth Interconnection Services  
1960 West Exchange Place, Suite 420  
Tucker, Georgia 30084

Dear Cliff,

On January 23, 1998 MCI requested a LENS data dictionary and CSR record layout. BellSouth responded on February 23, 1998 stating that the LENS CGI specifications contain this information and therefore does not need to provide a separate document. In order to help BellSouth understand MCI's request for a data dictionary and a record layout, this letter will provide definitions of each, as well as attached examples, and further reasons why each is required.

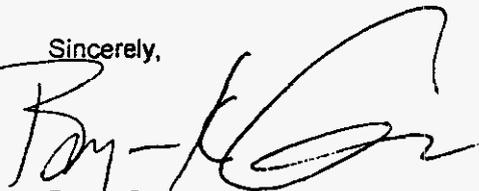
The data dictionary is a dictionary of all the data elements contained in CSRs provided by LENS as well as all the data elements used to develop the LENS application. A data dictionary is a document presented in a dictionary style, in alphabetical order, beginning with the data element (or term) and followed by its definition including the type of data (such as integer, alpha, string or decimal), attributes, parameters, location within the application, exception rules and examples of usage.

The CSR record layout is a visual representation of the physical layout of the data contained in a CSR. Usually the CSR record layout is a picture that describes all the field names, field labels, field lengths and their positioning when displayed on a computer screen or when printed on paper. It also describes the positioning of all the fields relative to one another.

MCI needs the CSR record layout and LENS data dictionary documentation from BellSouth to retrieve CSRs using the CGI specifications. Without the data dictionary and the CSR record layout, MCI will waste valuable resources attempting to determine what information is being received in the data stream obtained via LENS and how that data should be interpreted.

The LENS Access Technical Specifications document provided by BellSouth does not include a CSR Record Layout or a LENS Data Dictionary. Please review the attached examples for clarification and a better understanding of what MCI expects to receive. This type of information is required for each data element on the CSR. Until MCI receives this information, we are stalled in our attempt to evaluate the CGI capabilities. This information is requested no later than Monday March 16, 1998.

Sincerely,



Bryan Green  
Sr. Manager, MCI Southern Financial Operations

Enclosure (1)

cc: Pamela Lee

## CANC\_RSRV\_TNS\_IND - Cancel Reserve TNs Indicator

Cancel Reserve Telephone Numbers Indicator

### Data Characteristics:

Length: 1

Type: alphanumeric

Valid Values: Y=YES, N=NO

Additional Information: "Yes" indicates that all the reservations for a given reservation number should be cancelled. "No" indicates that either the assignment or the reservation for the given telephone number only should be cancelled.

**Rule:** TNA: If this is set to NO, then NPA, PRFX\_CD, and LN for TNA Cancel Request (7020) is required.

**Rule:** TNA: If this is set to YES, any telephone numbers also entered on the TNA Cancel Request (7020) will be ignored.

### Transaction(s)/Usage:

1000	1010	1020	1100	1120	1170	1200	1210	1220	1260	1300	7000	7010	7020
													R

C=conditional

O=optional

R=required

b=not used

### Provided in Output Events:

Telephone Number Assignment (TNA) responses

## CLLI - Common Language Location Identification

The CLLI (Common Language Location Identification) or switch that serves the customer's location.

### Data Characteristics:

Length: 11

Type: alphanumeric

Valid Values:

Additional Information: An alternate name is switch.

### Transaction(s)/Usage:

1000	1010	1020	1100	1120	1170	1200	1210	1220	1260	1300	7000	7010	7020
		R						R					

C=conditional

O=optional

R=required

Ø=not used

### Provided in Output Events:

1001 (PFA response by NPA & Prefix)

1011 (PFA response by EXCO)

1021 (PFA response by CLLI)

1201 (CIC response by NPA & Prefix)

1211 (CIC response by EXCO)

1221 (CIC response by CLLI)

## **DPA\_IND - Different Premises Address Indicator**

Different premises address flag

### **Data Characteristics:**

Length: 1

Type: alpha

Valid Values: Y=YES, N=NO

Additional Information:

### **Provided in Output Events:**

1121 (SOS response)

## **DY - Day**

Day portion of a date/time stamp.

### **Data Characteristics:**

Length: 2

Type: numeric

Valid Values:

Additional Information: Is part of the date stamp as returned by the OSS.

### **Provided in Output Events:**

1301-1315 (Address Validation responses)

CIC & PFA responses



BellSouth Interconnection 770 492-7500  
Suite 420  
1960 West Exchange Place  
Tucker, Georgia 30084  
March 23, 1998

Mr. Bryan Green  
MCI Telecommunications  
2520 Northwinds Parkway  
Alpharetta, Ga. 30004

Dear Bryan,

BellSouth appreciates the additional information regarding MCI's request for a LENS data dictionary and CSR record layout in MCI's letter dated March 9, 1998.

However, it is still unclear to BellSouth's technical Subject Matter Experts (SMEs) as to why this information in addition to the CGI technical specifications document provided to MCI in December is required by MCI in order to implement CGI. The documents requested do not exist and BellSouth has serious concerns to committing valuable resources to develop such documents (e.g., data dictionary) when the same information that has already been provided to MCI is in the CGI technical specifications document.

To help BellSouth better understand MCI's needs regarding implementation of the electronic interfaces, BellSouth requested on March 18, 1998, that a joint technical meeting or conference call involving appropriate BST and MCI technical SMEs be arranged as quickly as possible to discuss MCI's concerns. As you are aware, BellSouth requested this meeting in the January 23, 1998 OSS meeting as well as through several follow-up letters and e-mails. On March 18, 1998 Helen Arthur from MCI agreed to coordinate this meeting. The meeting is currently scheduled for March 23, 1998.

The information previously requested by BellSouth should be provided prior to a joint technical meeting or during the meeting is as follows:

- Which screen scraper will MCI be using for CGI? This information will aid BellSouth in determining the complexity, time frames and level of support BellSouth will reasonably need to provide. Additionally, the screen scraper information is critical to ensure the appropriate SMEs are included in the joint technical meeting.
- What are MCI's time frames for implementing CGI?
- What is MCI's forecast for CGI? How many total pre-orders, and times of day for each of the five categories: Address Validation, Telephone Number reservation, Service and Features, Due Dates, Customer Service Records?

BellSouth is eager to close this issue during the joint technical meeting and looks forward to receiving MCI's answers to the questions listed above.

Sincerely,

A handwritten signature in cursive script that reads "Cliff Bowers".

Cliff Bowers



BellSouth Telecommunications, Inc. 770 482-7500  
Suite 420 Fax 770 621-0832  
1960 West Exchange Place  
Tucker, Georgia 30084

MCI Account Team

April 9, 1998

Ms. Helen Arthur  
MCI Telecommunications  
Two Northwinds Pkwy.  
2520 Northwinds Pkwy.  
Alpharetta, Ga. 30004

Dear Helen;

This letter is in response to your verbal request on Friday, April 3, 1998, for BellSouth to provide current status of a data dictionary for CGI and a CSR layout.

The data dictionary is currently under development and will contain data related to the CGI only. We expect to deliver the data dictionary to MCI by April 24, 1998.

As stated in the March 27, 1998 OSS meeting, the data dictionary will not contain data related to the CSR. MCI's source for obtaining USOC information is from the BellSouth Interconnection web site and the source for CSR FID information is in the SOER documentation provided to MCI on January 30, 1998.

If you have any questions please feel free to call me.

Sincerely,

A handwritten signature in cursive script that reads 'Cliff Bowers'.

Cliff Bowers



**MCI Telecommunications  
Corporation**

Two Northwinds Center  
2520 Northwinds Parkway  
Alpharetta, GA 30004

April 23, 1998

Clifford Bowers  
BellSouth Interconnection Services  
Suite 420  
1960 West Exchange Place  
Tucker, Georgia 30084

Dear Cliff:

This letter is in response to your letter dated April 9, 1998 regarding the status of MCI's request for a CSR data dictionary and record layout.

From our March 23, 1998 meeting with BellSouth, it was my understanding that MCI's requirements were clear. Further, during the March 27, 1998 OSS meeting, I do not recall your statement that the data dictionary currently under development by BellSouth is for CGI only and will not contain data related to the CSR. As a result, MCI has been directed to use the SOER edits file found on the BellSouth web site for definitions of CSR data.

The data dictionary for CGI will not provide the detail MCI requires to correctly interpret the data contained on the CSR. The lack of a data dictionary and record layout for CSRs will contribute to delays in provisioning service to our end users and increase the number of errors generated on the Local Service Request (LSR) due to lack of clarity regarding the FIDS and USOCS found on the CSR.

This request from MCI was opened on January 23, 1998 during an OSS meeting. Since that time, MCI has provided you and your team additional information and examples to clarify MCI's requirements. I will emphasize again that this issue is a high priority for MCI. Please provide a response by April 29, 1998.

Sincerely,

A handwritten signature in cursive script that reads "Helen Arthur".

Helen Arthur



May 6, 1998

Helen Arthur  
MCI Telecommunications  
Corporation  
Two Northwinds Center  
2520 Northwinds Parkway  
Alpharetta, GA 30004

Dear Helen;

This letter is in response to your letter dated April 23, 1998 regarding the status of MCI's request for a Customer Service Record [CSR] data dictionary and record layout.

As a result of the January 23, 1998 meeting, BellSouth understood MCI's request for the Common Gateway Interface [CGI] data dictionary to be a high priority. However, MCI's specific requirements and expectations regarding the CSR data dictionary and record layout were not made clear to BellSouth until the conference call on March 23, 1998.

During the March 23, 1998 conference call, BellSouth SMEs advised MCI that the Customer Record Information System (CRIS) would be the source for the data contained on the CSR. MCI asked whether there was a data dictionary for the data contained in CRIS. The BellSouth SMEs agreed to determine whether there was any such data accessible and available that would define the fields contained on the CSR in CRIS.

On April 3, 1998, BellSouth determined that a CRIS data dictionary is not available. MCI was advised on April 3, 1998 that a CRIS data dictionary was not available and that the CGI data dictionary, which is under development, would not contain data related to the CSR. BellSouth also advised MCI that the source for obtaining CSR FID information is the SOER document. USOC information could be obtained from the BellSouth Interconnection web site. This discussion was followed-up with letter dated April 9, 1998.

The format for a CSR record layout varies based on each individual customer request. In order to produce the CSR record layout, BellSouth would extract data from the SOER document and the USOC manual. A diskette containing SOER information was provided to MCI on January 30, 1998. Also, the USOC information can be found on BellSouth's web site address:

[www.bellsouth.com/interconnection/guides/guides.html](http://www.bellsouth.com/interconnection/guides/guides.html)

If MCI would like to have BellSouth to pursue the development of a CSR data dictionary, we will be glad to pursue the possibility of creating this document to meet MCI's needs, assuming MCI provides BellSouth with an appropriate business request.

Please let me know if you have any questions,

Sincerely,

A handwritten signature in cursive script that reads "Cliff Bowers". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Cliff Bowers



# **BellSouth Telecommunications**

## **Ordering / Pre-ordering Integration Interface**

### **(OPII) Software**

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Albion International, Inc.  
210 Interstate North Parkway  
Suite 700  
Atlanta, GA 30339  
(770) 980-6753  
[www.albion-intl.com](http://www.albion-intl.com)

#### Contacts

Greg Berman, Project Manager  
[Greg@albion-intl.com](mailto:Greg@albion-intl.com)

Jack Runnels, Software Consultant  
[Jack@albion-intl.com](mailto:Jack@albion-intl.com)

# BellSouth Telecommunications Ordering / Pre-ordering Integration Interface (OPII) Software

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## Executive Overview

Albion International, Inc. (Albion) was contracted by BellSouth Telecommunications (BST) to prove the integration viability of the BST pre-order CGI interface and the BST orders EDI interface. Acting as a Competitive Local Exchange Carrier (CLEC), Albion wrote the Ordering / Pre-ordering Integration Interface (OPII) application that integrates internal CLEC Information Systems functions with external system functions—in this case, the BST pre-order and firm order interfaces. The OPII application, using a client-server architecture, currently has the ability to process new orders for residential service. The OPII application was developed using Forté<sup>®</sup> Software's Forté Application Development Environment (Forté), an n-tier, object-oriented, distributed computing environment.

## Time

Albion began the OPII project on February 24, 1998 and completed the project April 30, 1998.

The total hours required to produce the OPII software was 1007.5 with a total cost of \$120,675.00. The breakdown of the hours by role within the development team were:

Title	Hours
Product Architect	12
Project Manager	158.5
Software Consultants (2)	837

## Resources

The Albion - OPII development team was made up of four team members: one product architect, one project manager, and two software consultants. In the case of the OPII project, each of the aforementioned roles provide the following expertise:

Title	Description
Product Architect	Provide expertise in creating a cohesive technical application architecture to support business requirements and to meet or exceed performance requirements set forth by BellSouth Telecommunications.
Project Manager	Provide project leadership, technical mentoring to the 'team' to insure successful completion of the project within budget and the time constraints set forth by BellSouth Telecommunications.
Software Consultants (2)	Provide programming / technical expertise to design, develop and implement the OPII software to specification.

## Development Approach

### Project Methodology

For the OPII software, Albion used an object-oriented, component-based 'spiral' development approach. This development approach promotes the delivery of functional software components in increments. Incremental delivery gives management the ability to constantly review the progress of the development effort throughout the development cycle. By proactively previewing the software, 'course corrections' to business and functional requirements are more easily made before the later stages of development, resulting in a shorter and less costly development cycle.

### Requirements

From a business requirements perspective, BST's LENS web application was used as a model for the business requirements used in OPII. Functionally, requirements were communicated to Albion using various methods including CGI (HTML) and ANSI standard Purchase Order 850 EDI transaction specifications from BST. Additionally, Albion integrated other non-BST requirements into the software to show internal versus external integration between in-house and BST services.

### Software Development

An object-oriented approach to software development was used for OPII. Class diagrams were modeled using the business requirements set forth by BST. From a coding perspective, by using Albion's 'Framework' of class libraries and components, the code development effort theoretically started at day 60 instead of day 1 thus reducing the overall development cycle time tremendously.

### Development Environment

The development environment Albion used for OPII development utilized the following hardware and software:

- Forté Software's Forté Application Development Environment
- Albion's Forté 'Framework' (Class Libraries and Components)
- Repository based development
- Microsoft NT® OS Clients and Servers
- Oracle® 7.3 RDBMS Software
- Harbinger's Trusted Link Commerce® EDI Software
- Select Software's Select OO Case Tool®

### **Documents/Information Used**

Albion made use of documentation and information that is readily available to all CLECs via the Internet, or through a CLEC's business contact at BellSouth. These information sources included:

- LENS CGI Interface Specification Version 2.1
- LEO Implementation Guide (Volume 1)
- Local Exchange Navigation System screens and associated source code. Source code for the screens was obtained simply by using the "View Source" command from an Internet browser.

## What the Software Does

### New Service—Residential

The Local Exchange Navigation System (LENS) is a web-based application that was developed by BellSouth to enable CLECs to place orders. The objective of the OPII software is to provide a fully integrated means for a CLEC to place an order (New Service—Residential) without forcing them to go through a web browser. This is accomplished by accessing the BellSouth LENS CGI server to obtain information during the Pre-Order and Firm-Order phase, and converting the completed order to an EDI document that can interface with the Harbinger PC-EDI application. The OPII application also allows the CLEC to access its own database to integrate internal information (billing, marketing, etc.) into the ordering process. The OPII application can be divided into three main pieces of functionality: **Order Processing**, **Administrative Information**, and **View CSR**.

### Order Processing

This is the primary function of the application. Order Processing within OPII allows a CLEC user to view information from the LENS system, enter customer information to generate a Local Service Request (LSR) for a New Order—Residential, and generate a file which can be submitted using Harbinger's PC-EDI software. All Order Processing begins at the Action Selection Launcher Window. From this window, a user can go to the Pre-Order and Firm Order folders. This section will describe the **Action Selection Launcher**, the **Pre-Order Phase**, and the **Firm Order Phase**.

#### Action Selection Launcher

The Action Selection Launcher is the starting point for Order Processing. The end user selects the Activity Type (e.g., New Installation), the Service Type (e.g., Residential), and the Area (e.g., GA-Atlanta). Once a user has entered this data, the steps for completing the Pre-Order phase are displayed within the window. The user then double-clicks on the Pre-Order node to launch the Pre-Order Folder. The launcher window keeps track of which steps of Order Processing have been completed with checkmarks to the side of each step. Once all required steps have been completed, the user can click the Submit button. A Purchase Order Number is assigned and displayed. Once the user has submitted an order, the OPII application uses all the information entered by the user to generate an EDI file that can be imported into the Harbinger PC-EDI software. For more information on how the OPII application generates an EDI order, see the section on *Submitting the LSR Order*.

#### Pre-Order Phase

The Pre-Order folder contains tabs that allow the CLEC to validate an address and get other preliminary information prior to generating an LSR. Calls to the LENS CGI server are only made during the Pre-Order phase. Information that is gathered during the Pre-Order phase is transfer to the Generate LSR phase, eliminating the need to access LENS. For more information on how the OPII application uses HTTP to send and receive information to/from LENS, see the section on *HTTP Integration*.

### *Address Validation*

Unlike the LENS browser, the order of completion of windows within OP11 is not pre-determined. The Address Validation tab must be completed first, however. Information gathered on this window is used to gather information for other tabs/windows in the application. To search for a valid address, a user must enter either a telephone number or the combination of street name, city, and state. The OP11 application checks to see that key fields have been entered prior to sending a request to the LENS CGI server. This saves the user from waiting for the LENS CGI server to return an error message. Once key fields have been entered, the user can click the Validate button. This causes the data entered by the user to be sent to the CGI server. If the CGI server returns a single address, it is populated in the proper fields on the tab. If multiple addresses are returned, a list is displayed from which the user can choose. Clicking on one of the addresses causes it to be populated in the proper fields. This is in contrast to the LENS browser, which requires that the user re-enter the information into the appropriate fields. Once an address is determined to be valid and the user saves this information, the Reserve, Features, and Calendar tabs become enabled, allowing the user to continue through the rest of the Pre-Order phase.

### *Reserve Phone Numbers*

The Reserve Phone Numbers tab functions very much the same as its counterpart in the LENS browser. The user enters the type of numbers they want along with any special conditions. When the user clicks Get Nos. the application sends a request for telephone numbers to the CGI server. The list of telephone numbers is created from the HTTP returned, then displayed in the "Available Numbers" box. A user then must select from the available numbers. This tab must be completed

### *Features*

When a user enters the Features Tab, a call is made to the CGI server for services and features. A list of available services and features is created from the HTTP that is returned, and that list appears in the "Select Features/Services" box. The drop list of available carriers is populated from the CLEC's database, specifically from a table that contains information on carriers that have contracted with the CLEC. The "Latest Marketing News" box is populated with information on promotions that the CLEC may be running at the time the end user is filling out the order. This marketing information is updated periodically within the application.

### *Installation Calendar (View Only)*

When a user enters the Installation Calendar Tab, a call is made to the CGI server for the Installation Calendar. The Installation Calendar is created from the HTTP that is returned from that request. At this point, the user can only view the Installation Calendar. A due date is not calculated until the user enters the Generate LSR phase.

4.

### **Firm Order Phase**

All sections of the Pre-Order phase must be complete before the Firm Order steps are even populated in the Launcher window. To open the Firm Order folder, a user would simply double click on the "Generate LSR" node of the Launcher window. The Firm Order folder contains tabs that relate to the generation of an LSR. Any information needed from the LENS CGI server has already been retrieved in the Pre-Order phase and transferred to this folder.

#### *Installation Location*

The Installation Location tab is similar to what a user would see accessing the "Location and Access" screen in LENS through a browser. Information can be entered regarding the end user's location, wiring option, and access to the location. The address is populated with the address that was validated in the Pre-Order phase. It is not required that this tab be completed for a user to be able to submit an order. However, a customer name must be entered either on this tab or on the Directory Information tab.

#### *Due Date Calculation*

The Installation Calendar seen on this tab is the same seen in the Installation Calendar (View Only) tab of the Pre-Order phase, except that there are fields for the user to enter a due date. The application internally verifies that the date entered by the user is valid, avoiding the need to access LENS. This tab must be completed for a user to be able to submit an order.

#### *Directory Information*

The Directory Information tab is very much the same as its counterpart in the LENS browser. The user enters the customer name, address for directory delivery, number of books to be sent, and directory listing information. The delivery address and listing address are pre-populated with the validated address from the Pre-Order phase. If the user entered and saved a customer name on the Installation Location tab, "Name" and "Listed Name" will be pre-populated with that information. This saves the user the time it would take to manually enter this information. The information pre-populated in these fields can be manually changed if directory delivery and listing information are not the same as end user billing information. It is not required that this tab be completed for a user to be able to submit an order. However, a customer name must be entered either on this tab or on the Installation Location tab.

#### *Authorization Information*

The Authorization Information tab combines input fields found on the "Administrative," "Billing," and "Contact" screens of the LENS browser. Through this tab, a user can select the billing account number, contacts, and enter a project ID. All drop lists and text boxes on this tab are populated with information from the CLEC's database, specifically the Billing and Contacts tables. This tab must be completed for a user to be able to submit an order.

### *Hunting Information*

The Hunting Information tab is part of the Services Folder, accessible from the Installation Location Tab. It is not part of the main Firm Order Folder because it is not necessary to fill out any hunting information for a New Installation—Residential order.

### *Services*

The Services tab is part of the Services Folder, accessible from the Installation Location Tab. It is not part of the main Firm Order Folder because it is not necessary to fill out any service information for a New Installation—Residential order. This tab is similar to the "Service Details" portion of the LENS browser.

## **Administrative Information**

As stated earlier, the OPII application pulls information from the CLEC's database to complete the order, and provide additional information to the end user while completing the order. In this way, the CLEC can bypass the CGI server for certain information, and marketing information can be used within the application. Additionally, EDI codes necessary for the generation of the EDI file can be stored. The OPII application provides windows that allow the CLEC to update any information in their database that pertains to Order Processing.

### **Billing Maintenance**

The Billing Maintenance window allows the CLEC to maintain information about each of its billing accounts. It is these accounts that are shown in the Authorization Information Tab during the Firm Order phase.

### **Contacts Maintenance**

The Contacts Maintenance window allows the CLEC to maintain information for the three different types of contacts required for the generation of an LSR. LENS requires different information for each of the three types of contacts. For example, an address is required for an Initiator and Design/Engineering, but not for Implementation. This window therefore "morphs" to include only those fields relative to a particular contact type.

### **Drop List Maintenance**

Some drop lists in the OPII application, such as Activity Type and Service Type, need to have an EDI code associated with each selectable option. These EDI codes can be maintained in the Drop List Maintenance window.

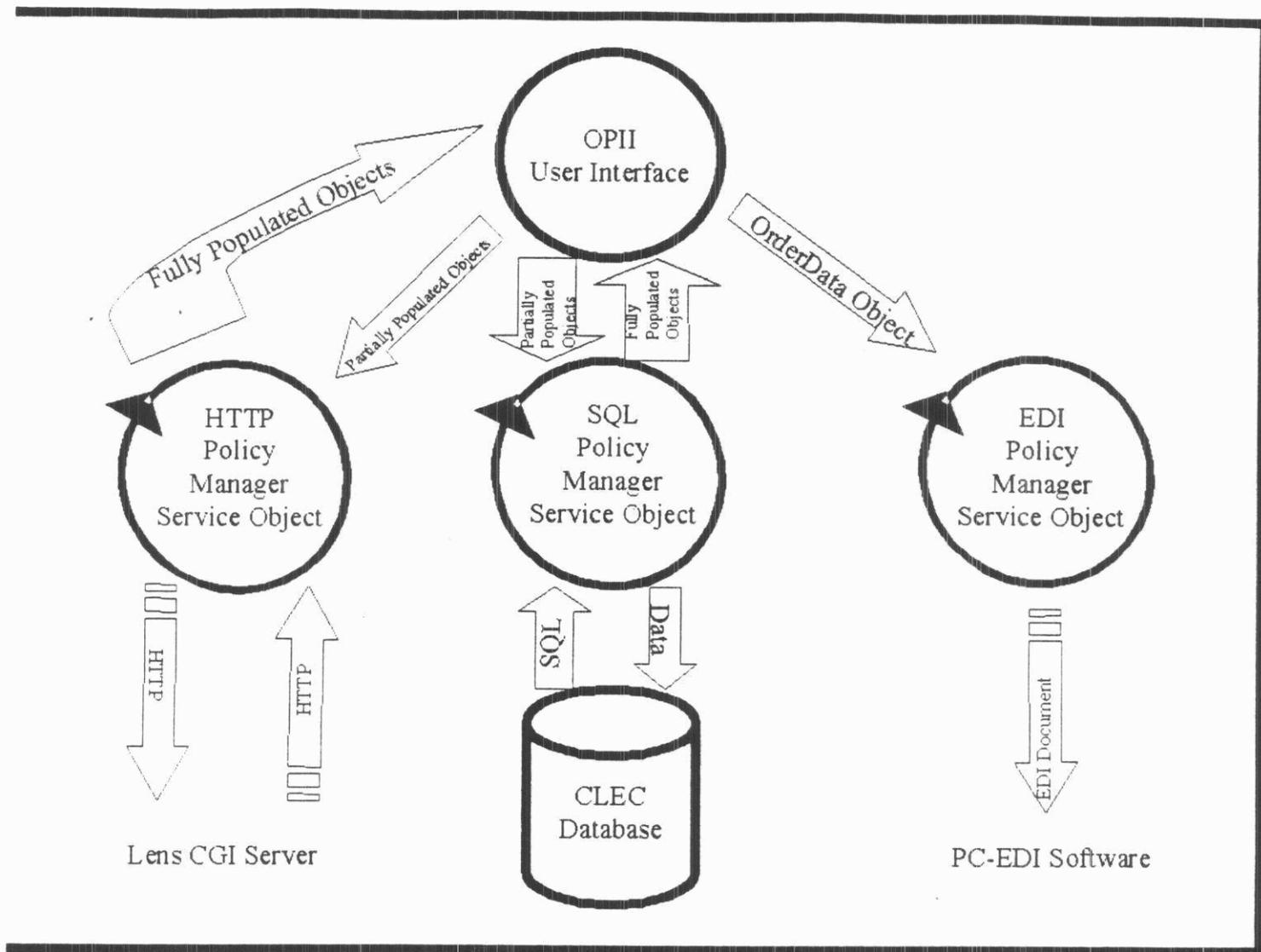
### **Contracted Carriers Maintenance**

The Contracted Carriers Maintenance window allows the CLEC to maintain information for each long distance carrier it has contracted with. The PIC and ACNA are necessary to generate an EDI file.

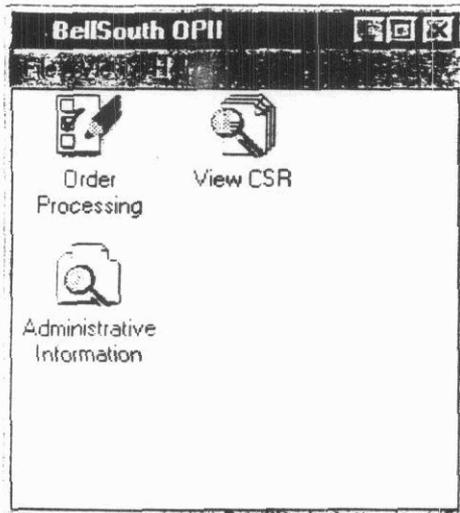
**View CSR**

The View CSR Window allows the CLEC to view Customer Information for a given telephone number. This window is accessible from the Main Object Group window, or during Order Processing. A user enters a telephone number and area, then presses the View CSR button. A request is sent to the LENS CGI server for the CSR. The information that is returned is parsed (broken down) and displayed in four separate areas: Directory Listing, Directory Delivery, Billing Information, and Services, Equipment, Remarks.

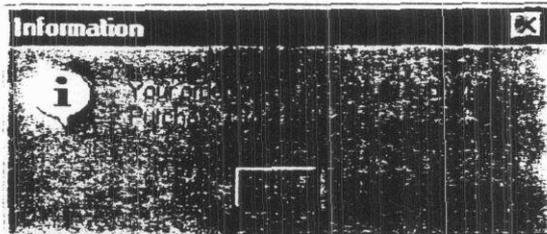
### Software Information Flow



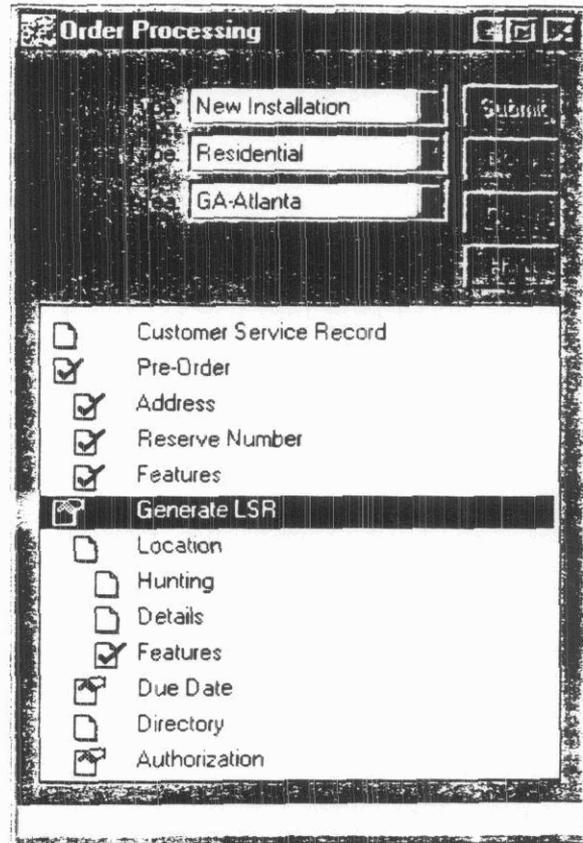
## The Software



Main Object Group Window



Example of successful order submission.  
Note P.O. #



Order Processing Launcher Window

**Pre Order**

Address | Reserve | Features | Calendar

Street Number:  Suffix:

Street Name:

Dir-Prefix:  T/F:  Dir-Suffix:

Unit:  Elevation:

Structure:

City:  State:  Zip:

Descriptive Address:

Route:  Box:

Telephone Number:

House Numbers	Street	City	State

Select

Address Validation Tab, Pre-Order Folder

Pre Order. Address= 675 Peachtree

Address | Reserve | Features | Calendar

Options: Random Numbers

Special Number Pattern : NXX

Line:

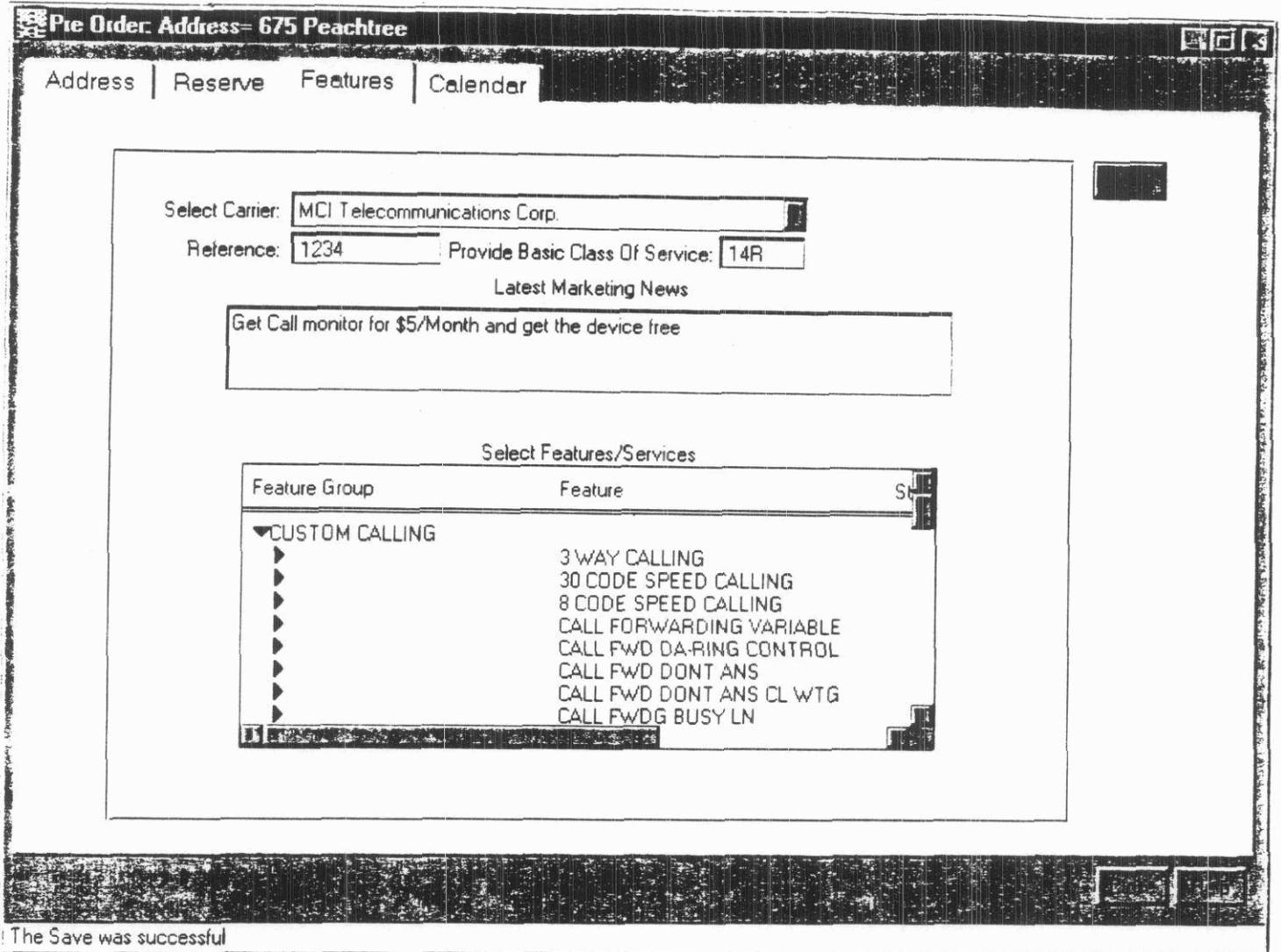
Number Exclusions:

Selected Phone Number : (404) 262-0611

Available Numbers

- (404) 262-0744
- (404) 262-0911
- (404) 262-0961
- (404) 262-3467
- (404) 262-7642
- (404) 264-0223
- (404) 264-0361

Reserve Phone Numbers Tab, Pre-Order Folder



Carrier and Features Selection Tab, Pre-Order Folder

**Pre Order: Address= 675 Peachtree**

Address | Reserve | Features | Calendar

Work Schedules

	Central Office	Installation/Maintenance	Closed Dates
Monday:	Bus/Res Open	Bus/Res Open	13-Apr-1998
Tuesday:	Bus/Res Open	Bus/Res Open	14-Apr-1998
Wednesday:	Bus/Res Open	Bus/Res Open	15-Apr-1998
Thursday:	Bus/Res Open	Bus/Res Open	16-Apr-1998
Friday:	Bus/Res Open	Bus/Res Open	17-Apr-1998
Saturday:	Bus/Res Open	Bus/Res Open	18-Apr-1998
Sunday:	Bus/Res Closed	Bus/Res Closed	19-Apr-1998

Work Days Interval

Service	Bus Res		Additional Lines	
	Days	Days	Quantity	Days
Prem Vis-Reinst 1-2 lines	5	5	3	5
Reinstall 3 or More Lines	5	0	4	6
New Install 1-2 lines	5	5	5	7
Inside Wire/Dreg Other	5	5	6-10	8
Additional Line	5	0	11-15	10
Quick Service	0	0		

Installation Calendar (View Only), Pre-Order Folder

**Firm Order: Address= 675 Peachtree Telephone= (404) 262-0611**

Location | Due Date | Directory | Authorize

End User

Name: Jack Runnels

Street 1: 675 Peachtree W St NE

Street 2:

Room:

Floor:

Building:

City: Atl State: GA Zip: 30308

Inside Wiring Option: Referral for inside wiring

Contacts

	Name	Telephone Number
Access:	Greg Berman	(770) 980-6753
Inside Wiring:	Muthu Kumar	(770) 980-6753

Special Instructions for Access:

Day sleeper lives here. Knock lightly.

Installation Location Tab, Firm Order Folder

**Firm Order: Address= 675 Peachtree Telephone= [404] 262-3467**

Location | Due Date | Directory | Authorize

Desired Due Date:  Preferred Time:

Work Schedules

	Central Office	Installation/Maintenance	Closed Dates
Monday:	Bus/Res Open	Bus/Res Open	13-Apr-1998
Tuesday:	Bus/Res Open	Bus/Res Open	14-Apr-1998
Wednesday:	Bus/Res Open	Bus/Res Open	15-Apr-1998
Thursday:	Bus/Res Open	Bus/Res Open	16-Apr-1998
Friday:	Bus/Res Open	Bus/Res Open	17-Apr-1998
Saturday:	Bus/Res Open	Bus/Res Open	18-Apr-1998
Sunday:	Bus/Res Closed	Bus/Res Closed	19-Apr-1998

Work Days Interval

Service	Bus Days	Res Days	Additional Lines Quantity	Additional Lines Days
Prem Vis-Reinst 1-2 lines	05	05	3	5
Reinstall 3 or More Lines	05		4	6
New Install 1-2 lines	05	05	5	7
Inside Wire/Dreg Other	05	05	6-10	8
Additional Line	05		11-15	10
Quick Service	00			

Due Date Calculation, Firm Order Folder

Firm Order: Address= 675 Peachtree Telephone= (404) 262-0611

Location | Due Date | Directory | Authorize

Delivery Information

Name: Jack Runnels  
c/o:  
Address: 675 Peachtree W St NE  
City: Atl State: GA Zip Code: 30308-  
Closing Date of Directory if Advanced Listing requested:   
Number of books to be sent: White Pages: 1  
Yellow Pages: 13

Listing Information

Show Listing  Listing Type: Listed Name  
Listed Name: Jack Runnels  
Address to be shown (may be omitted): 675 Peachtree W St NE

The Save was successful

Directory Information Tab, Firm Order Folder

**Firm Order: Address= 675 Peachtree Telephone= (404) 262-0611**

Location | Due Date | Directory | **Authorize**

Account Number: 12002024 Service Type: Resale

Billing Contact: Henry McCoy Project ID:

Hot Cut Requested  Expedite Request

Tax Exemption Status:  
 Federal  State  County  Local  Municipal

Initiator	Implementation	Design/Engineering
Lorna Dane	Ororo Munroe	Kurt Wagner
Telephone (404) 711-1241	Telephone (404) 814-1880	Telephone (404) 200-1399
Location 777 Polaris Road Atlanta, GA 30313-7781	Pager (888) 399-1003	Email nightcrawler@excalibre.com
		Location 1 Beast Circle Atlanta, GA 30313-2005

The Save was successful

Authorization Information Tab, Firm Order Folder

Services: Address= 675 Peachtree Telephone= (404) 262-0611

Hunting | Services | Features

Group Activity:

Type Code:

Sequence:

Hunting Information Tab, Services Folder

Services: Address= 675 Peachtree Telephone= (404) 262-0611

Hunting Services Features

Carrier Information

Freeze PIC Indicator: Freeze Intra

Intra LATA Primary Carrier:

Primary InterExchange Carrier:

Transfer Call Information

Transfer Calls to Name: Alex Dizon

Transfer Calls Until date: 12/12/1998

Jack Information

Jack Code to Terminate the Service:

Request New Jack

Jack Number at End User Connection: (Enter 99 if unknown)

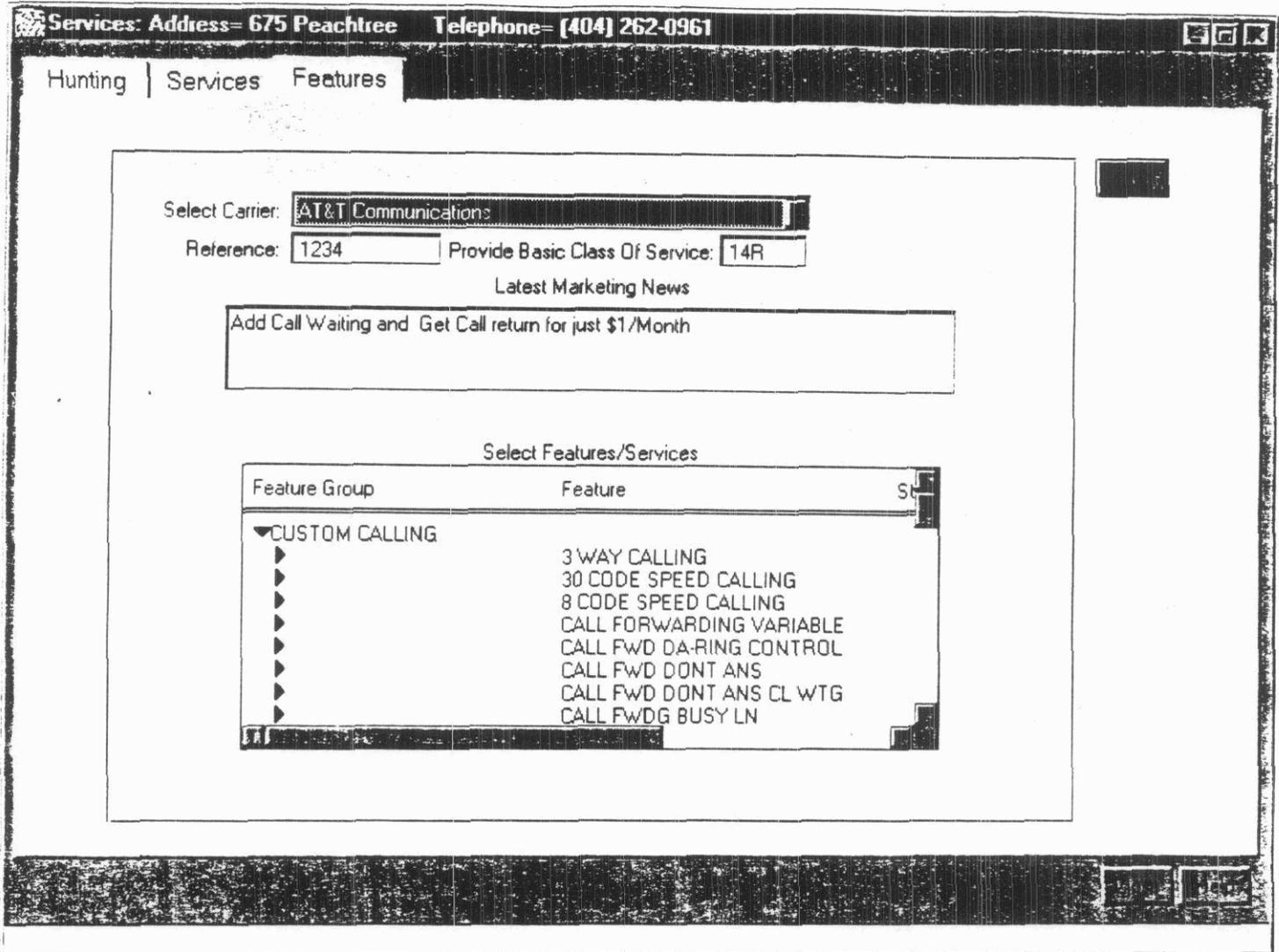
Basic Class Of Service

Provide Basic Class Of Service:

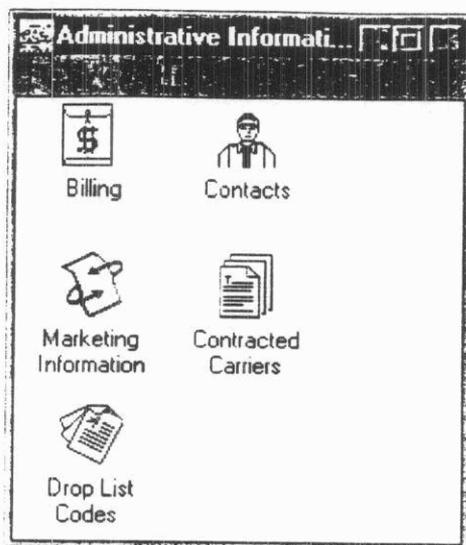
Options Requested

Toll Billing Exception: Deny Collect or Third Number

Services Tab, Services Folder



Features Tab, Services Folder



Administrative Object Group Window

The image shows a window titled "Billing" with a dark title bar. It contains a table of accounts and a detailed form for a selected account.

Account	Service Type	Name
12002024	Resale	Warren Worthington III
27032731	Resale	Alex Summers
36139920	Resale	Piotr Rasputin
45164516	Resale	Tabitha Smith

**Billing Account**

Account Number:  Service Type:

Tax Exempt Status:  Federal  State  County  Local  Municipal

Billing Name:

Secondary Billing Name:

Street Address:  Floor:  Room:

City:  State:  Zip:

Billing Contact:

Telephone Number:

Variable Term Agmt Info:

Billing Maintenance Window

**Contacts**

Name	Contact Type
Angelo Espinosa	Design/Engineering
Elizabeth Braddock	Design/Engineering
Jubilation Lee	Design/Engineering
Kurt Wagner	Design/Engineering

**Contact**

Contact Type: Design/Engineering

Name: Kurt Wagner

Floor: 59 Design Routing Code: 770 Room/Mail Stop: 2500

Street Address: 1 Beast Circle

City: Atlanta State: GA Zip: 30313-2005

Voice Number: (404) 200-1399 FAX Number: (404) 300-1399

E-Mail Address: nightcrawler@excalibre.com

Contacts Maintenance Window

**Drop List Codes**

CodeType	Code
AT	A
AT	CA
AT	CS
AT	D

**Codes**

ID Code Type: AT

ID Code: A

Drop List Description: New Installer

Drop List Maintenance Window

**Periodic Marketing Information**

Description Effective	
Promo1	05/30/1998
Promo2	06/15/1998
expired	04/12/1998
operate	05/12/1998

**Periodic Sales**

Description:

Effective Date:

Full Description:

Marketing Promotions Maintenance Window

**Contracted Carriers**

PIC	ACNA	Carrier
022	MCI	MCI Telecommunications Corp.
0288	ATX	AT&T Communications
0333	UTC	Sprint Communications
0390	PRO	One-2-One Communications East, Inc

**Carrier**

PIC:  ACNA:

Name:

Telephone Number:

Delete

Contracted Carriers Maintenance Window

**View CSR**

[770] 416-7065  
GA-Atlanta

DIZON, ALEX & CALLIE  
3822 MEADOW GREEN CT NW,  
3822 MEADOW GREEN CT NW, NO

ALEXANDER DIZON  
3822 MEADOW GREEN CT  
NORC GA 30092  
A1, B1, C1, D1, E1

ALEXANDER DIZON  
3822 MEADOW GREEN CT  
NORC GA 30092

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 770 416-7065/PIC 0288  
/LPIC 5124/LPCA B0, 03-02-98  
/NMC/PCA B0, 03-02-98  
/ZSER 6D10000008/SED 03-04-98

1 AH8 Telecommunications Relay +

QTY USOC S&E J  
/TN 770 416-7065/CSN COV  
/ZSER 7B1000000A/SED 03-04-98

1 CREX4 Custom Toll Restriction  
/TN 770 416-7065/CBK B  
/ZSER 891000000C/SED 03-04-98  
/RMKR (A) 00-00-00

1 ESC Three-Way Calling  
/TN 770 416-7065  
/ZSER 901000000D/SED 03-04-98

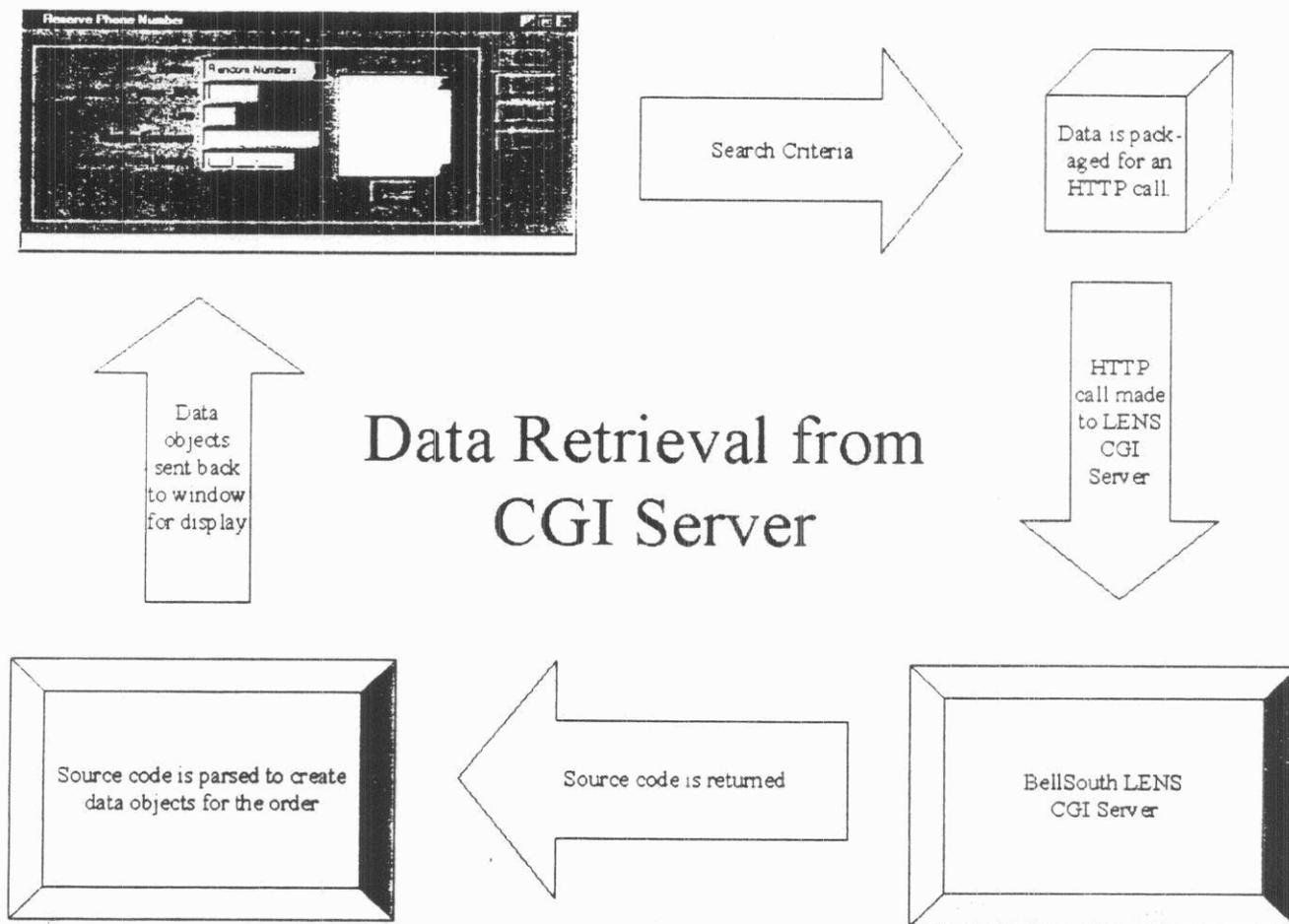
1 ESXDC Call Waiting Deluxe  
/TN 770 416-7065

View Customer Service Record Window

## HTTP Integration

### Validating Information - HTTP

The OPII application uses information entered by the user and known query strings (obtained from the CGI specifications) to build HTTP calls. A query string is composed of variables and their associated values as entered by the end user. An HTTP call is a call to the LENS CGI server composed of the GET command, the URL address of the next "page" of source code, and the query string. These calls are sent to the CGI server to request more information, i.e. the next page of source code. These HTTP calls are obtaining pre-ordering information described in the *Pre-Order Phase* section on pages 4 and 5. All data returned from the LENS CGI is in HTTP format, due to the fact that normally only browsers would be accessing information from the LENS CGI. The OPII application must therefore parse the information, based on tags within the HTTP, into data that can be used within the application. Parsing is explained further in the Section *How Data is Parsed* on page 31.



## How We Connect To BST

A connection must exist between the machine running the OPII application and the LENS CGI server. Generally, Albion performed internal testing using a direct dial-up modem connection to the BellSouth CLEC modem pool. Documentation for establishing this type of connection can be obtained from BellSouth.

Prior to the sending/receiving of HTTP, the application establishes a connection with the LENS CGI server. It does this by making use of Forté's ExternalConnection class. A new ExternalConnection object is created and its open method is invoked as follows:

```
connection : ExternalConnection = new();  
connection.Open(address = IPAddress), port = PORT,  
addressType = CM_ADDR_INTERNET_DOT);
```

where IPAddress is the initial connection IP address supplied by BellSouth, and PORT is the port number of the CGI application, also supplied by BellSouth.

## What Is Sent To BST

Search criteria (variables and their associated values—e.g., BasicStreetAddress = 1003 Brookhaven Way NE) are sent from the user interface to the HTTP Policy Manager, the service within OPII which takes care of making calls to the CGI server for more information, and the parsing of that information. The search criteria are formatted so that they can be used along with a URL address to request information (in the form of HTTP source code) from the CGI server. The URL address for the next "page" of source code is obtained from the current "page" of source code.

### Source Code

The format for sending a call to the CGI server to retrieve HTTP source code is as follows:

```
GET nextURL?queryString
```

Where nextURL is the URL for the next "page" of source code, and queryString is a string sent with the request containing variables and their associate values. These variables and values will be used to determine what information will be retrieved.

The query string must be in a format similar to the following:

```
Variable1=value1&variable2=value2&OK=OK
```

All spaces in the names of variables and values must be replaced by "+".

The query string for the retrieval of telephone numbers looks like this:

```
--use Concat method to append variables and values to queryText
queryText.Concat('SelectedOption=');
queryText.Concat(inReservationTypeString);
queryText.Concat('&NxxField=');
queryText.Concat(inNxx);
queryText.Concat('&LineField=');
queryText.Concat(inLine);
queryText.Concat('&NumberExclusionField=');
queryText.Concat(inDigits);
queryText.Concat('&OK=OK');
```

The query string and the URL for the next "page" of source code are sent into a method that generates the HTTP call. It is done in the following way.

```
--feedData will be what is sent to CGI server
feedData.SetValue(GET);
feedData.Concat(inURL);
feedData.Concat('?');
--replace spaces in inQueryString with '+' as per HTTP format
queryTD.SetValue(inQueryString);
--when a space is encountered, replace it with a +
while queryTD.MoveToString(source = ' ') do
    myOffset = queryTD.Offset;
    queryTD.ReplaceRange(source = '+', startOffset = myOffset, endOffset
= myOffset + 1);
end while;
feedData.Concat(queryTD.TextValue.Value);
feedData.Concat('\n');
```

The completed call would look something like this:

```
GET /cgi-
bin/WebObjects/LENS/12345678909876355?SelectedOption=Random+Numbers&NxxFi
eld=&LineField=&NumberExclusionField=&OK=OK
```

Note that not all variables require a value be sent along with them.

## What Is Retrieved From BST

Source code for a web page is retrieved; however, the retrieved source code is not displayed in HTML format. Instead, the data needs to be extracted from the source code to use in building the OPII business objects (e.g., LocationAddress, AvailablePhoneNumbers, CSR). This is done by looking for HTML tags and then extracting the information in between the "start" and "end" tags. Tags are strings that always appear in front of or at the end of the string that OPII will be extracting from the source code.

### Source Code

For example, the following snippet of source code contains phone numbers that are available to be reserved.

```
<TD WIDTH=116><CENTER>  
<SELECT name="Browser12_LENSx" size=10 multiple><OPTION value="404 262-  
0611">404 262-0611</OPTION><OPTION value="404 262-0744">404 262-  
0744</OPTION><OPTION value="404 262-0911">404 262-0911</OPTION><OPTION  
value="404 262-0961">404 262-0961</OPTION><OPTION value="404 262-  
3467">404 262-3467</OPTION><OPTION value="404 262-7642">404 262-  
7642</OPTION><OPTION value="404 264-0223">404 264-0223</OPTION><OPTION  
value="404 264-0361">404 264-0361</OPTION><OPTION value="404 264-  
0835">404 264-0835</OPTION><OPTION value="404 264-9197">404 264-  
9197</OPTION></SELECT>  
</CENTER>  
</TD>
```

As you can see above, each phone number is preceded by `OPTION value=`, and is followed by a quotation mark (`"`). Therefore, these are used as "tags" to indicate individual phone numbers.

## How Data Is Parsed

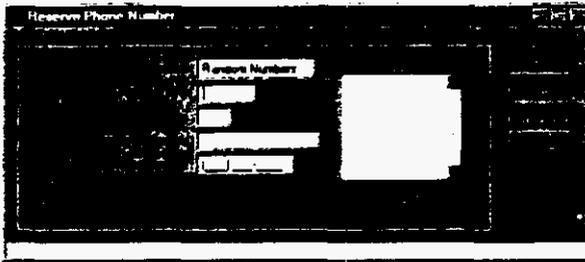
Parsing is defined as extracting data from a larger string of data so that only the data you want remains. In the OPII application, the returned page of source code is parsed into data that is used to build the OPII business objects. The following code parses the above snippet to create an array of phone numbers.

```
while SourceCodeTD.MoveToString(source = PHONE_BEGIN, goPast = TRUE) do
--start offset will be offset immediately after PHONE_BEGIN tag
myStartOffset = SourceCodeTD.Offset;
    --move to end of phone number.
SourceCodeTD.MoveToString(source = PHONE_END);
--end offset will be offset immediately before PHONE_END tag
    myEndOffset = SourceCodeTD.Offset;
    phoneNumber = new();
    --capture only data between tags
phoneNumber = SourceCodeTD.CopyRange(startOffset = myStartOffset,
endOffset =
myEndOffset);
    --add phone number to array of phone numbers that will be returned
phoneNumberArray.AppendRow(phoneNumber);
end While;
```

In our application, PHONE\_BEGIN has been defined to be the tag OPTION value, and PHONE\_END has been defined to be a quotation mark.

The data objects created from the parsing of the HTTP source code are then sent to the windows for display.

## HTTP Policy Manager Source Code



1 User enters search criteria.

```
queryText.Concat("SelectedOptions");
queryText.Concat("&reservationType=" + reservationType);
queryText.Concat("&inArea=" + inArea);
queryText.Concat("&inLine=" + inLine);
queryText.Concat("&inDigits=" + inDigits);
queryText.Concat("&NumberExclusion=" + NumberExclusion);
queryText.Concat("&OK=OK");
```

3. Data is formatted for an HTTP call

```
returnData =
HTTPPolicyMgtSO.GetPhoneNumbers(inReservationTypeString = self.Option, inArea = self.inArea,
inLine = self.Line, inDigits = self.NumExclusion);
```

2. Data from window is sent to HTTP Policy Manager

```
sourceCode =
self.HTTPRequest(inURL =
returnPhoneNumbersURL, inQueryString =
queryText.TextValue.Value);
```

4. Call is made to retrieve HTML source code from LENS cgi-server

```
<SELECT name="Browser2_LENS" size=10 multiple <OPTION
value="404 262-0611"> 404 262-0611 </OPTION><OPTION
value="404 262-0744"> 404 262-0744 </OPTION><OPTION
value="404 262-0911"> 404 262-0911 </OPTION><OPTION
value="404 262-0961"> 404 262-0961 </OPTION><OPTION
value="404 262-3467"> 404 262-3467 </OPTION><OPTION
value="404 262-7642"> 404 262-7642 </OPTION><OPTION
value="404 264-0223"> 404 264-0223 </OPTION><OPTION
value="404 264-0361"> 404 264-0361 </OPTION><OPTION
value="404 264-0835"> 404 264-0835 </OPTION><OPTION
value="404 264-9197"> 404 264-9197 </OPTION></SELECT>
```

5 Source code is returned from LENS cgi-server.

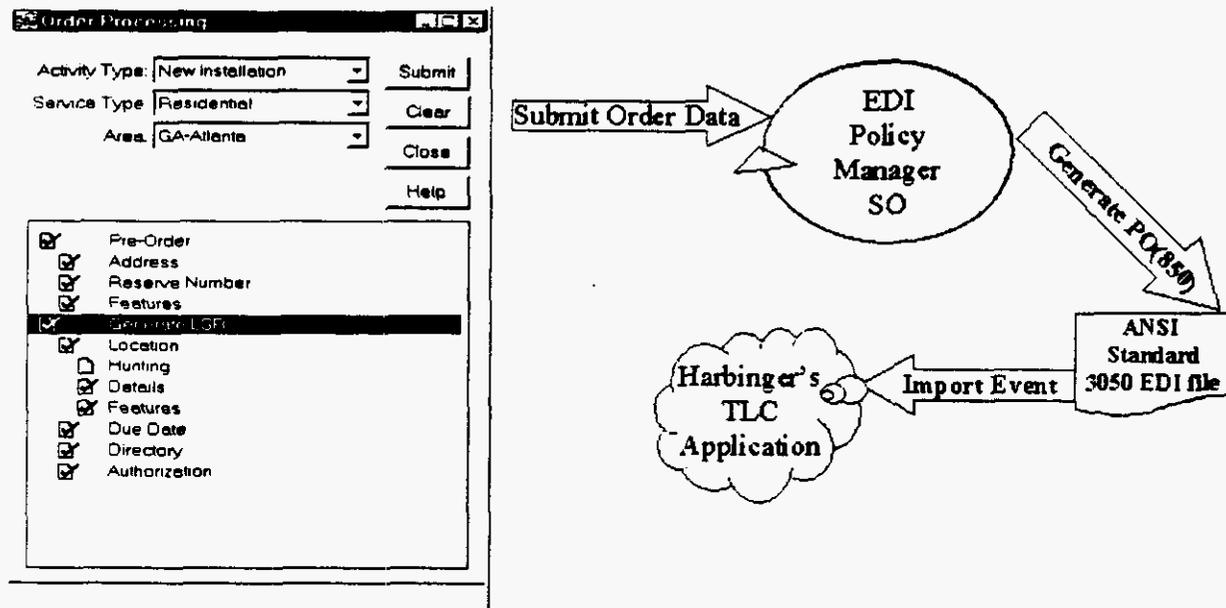
```
while SourceCodeTD.MoveTostring(source = PHONE_BEGIN,
goPast = TRUE) do
myStartOffset = SourceCodeTD.Offset;
SourceCodeTD.MoveTostring(source = PHONE_END);
myEndOffset = SourceCodeTD.Offset;
phoneNumber = new();
phoneNumber = SourceCodeTD.CopyRange(startOffset =
myStartOffset, endOffset = myEndOffset);
phoneNumberArray.AppendRow(phoneNumber);
end While;
```

6 Source code is parsed to build usable objects. It is then sent back to the window.

## Submitting the LSR Order

### Create a Submittal File

The final function of the OPII application is to generate an EDI formatted file, which contains all the information that has been entered by the user, and import the file content into a PC-EDI application. This file contains tags, which adheres to the ANSI Standard 3050 - Purchase Order Transaction Set (referred to as PO (850) in this document). For a list of tags and their descriptions, please refer to the *LEO System Mapping - EDI 850 Transaction Set*.



### Process Description - Creating File for PC-EDI

To generate the EDI formatted file, the "Submit" button on the launcher window must be enabled. This button is enabled only if all mandatory information has been entered by the user. After clicking on the "Submit" button in the launcher window, a request is made to the EDI Policy Manger service object to create the EDI file. The following code demonstrates this process:

```
ActionSelectionWin.GuiEventHandler: (code fragment)
```

```
When self.<SubmitBtn>.Click do
    self.ProcessSubmitBtnClick();
```

```
ActionSelectionWin.ProcessSubmitBtnClick() Method: (code fragment)
    when BV_YES do
```

```
        EDIPolicyMgrSO.CreateEDIFile((OrderData)(self.currentObject));
        SubmitTxt : TextData = new();
        SubmitTxt.Replaceparameters('%1 %2',
```

## EDI Policy Manager Functions

The EDI Policy Manager performs the following functions:

- Opens a file with the current date/time stamp in a directory specified by the constant.

```
WNAME_EDI_DIRECTORY in OPIIConstant project
```

```
EDIPolicyManager.CreateEDIFile (code fragment)
```

```
aDate : DateTimeData = new();
```

```
aDate.SetCurrent(); --- Get the current data and time
```

```
myFormat.Template = 'mmmdcdyyhhmmss'; -- date time format used to  
create file
```

```
EDIFile : DirectoryFile = new();
```

```
EDIFile.SetPortableName(WNAME_EDI_DIRECTORY);
```

```
EDIFile.AddToPath(FileString);
```

```
EDIFile.Open(SP_AM_WRITE, IsBinary=False);
```

- Requests CLECSQL Manager Service to generate the next purchase order number from the Oracle database. The CLECSQL Manager Service Object is the service within OPII that handles calls to the CLEC database.

```
EDIPolicyManager.ConstructHeader (code fragment)
```

```
NextPo.Value = CLECSQLMgrSO.GetNextPO();
```

- Composes all the tags and values using Order data object and write them to the EDI file. The PO(850) document set is composed of Header, Body and footer tags. A sample body tag construction (construct due date) is shown below.

```
AText : TextData = new();
```

```
aText.ReplaceParameters('DTM*150*%1***%2\x85\n',
```

```
TextData(value=DateString),
```

```
TextData(value=CentString));
```

- The DTM\*150\* is the tag used to construct the due date.
  - DateString and CentString are values derived from Order data object.
  - \x85 is non printable control character that is required at the end of each tag and value.
- Closes the EDI file.

## Integration Process Using PCEDI

### Overview

In order to understand the PCEDI interface, it is important to know how Harbinger's Trusted Link Commerce (TLC) application works.

TLC is EDI management software that enables trading communities to exchange electronic documents. BellSouth uses TLC to exchange EDI documents between a CLEC and BellSouth.

### TLC - Steps/Process In Sending an EDI PO (850) Document

1. Enter purchase order information using TLC screens
2. Save the document to validate the entered information
3. Envelop the document so that it can be translated to EDI format
4. Send the EDI formatted document via modem
5. Receive acknowledgement

### Integrating With TLC

The OPII application generates the document so that it is compatible with the TLC document in step 4, above. The OPII generated document has already been translated to the EDI format and is ready to send via modem.

There are two components in the TLC application that help OPII to interface with TLC:

#### Document Manager

The Document Manager component allows us to see the OPII generated documents in their outbound list (PO-850 is an outbound document).

#### Administration

The Administration component is used to define an import event through which OPII documents can be imported to the TLC application. Refer to *Importing and Exporting* in the *TLC User's Guide* to learn more about defining the import event.

While defining the import event, the imported file path should match the path specified in OPII application `OPIIConstants.WNAME_EDI_DIRECTORY`.

## **How to Import the OPII File**

Once a document is created by OPII, TLC's Document Manager component can be used to import this document into TLC.

From the Document Manager File menu, choose Import and select the event name that was specified while defining the event using the Administration component. Select OK. The imported document will appear in the outbound document list.

## Assigned Contacts

Primary Business Contact  
Dizon, Alex  
Project Manager  
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Primary LENS technical contact  
Douglas, Carol  
LENS System Administrator  
(205) 977-0658

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Johnson, Karen  
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Merck, Jeff  
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---

**BellSouth Interconnection Services**

1960 W. Exchange Place  
Suite 420  
Tucker, GA 30084

December 16, 1997

Brian Murdoch  
MCI  
780 Johnson Ferry Road  
Suite 500  
Atlanta, GA 30342

Dear Brian:

This is in response to your letters dated November 17 and 19, 1997, requesting the current version of BellSouth's USOC manual. Please see the attached letter from Fred McCallum to David Burgess, Georgia Public Service Commission, providing an update as to the availability of USOC information. As you can see, this letter was provided to counsel for MCI.

USOCs for some services are now available to CLECs through LENS or the Internet. The internet address is:

[www.bellsouth.com/interconnection/local/local\\_index.html](http://www.bellsouth.com/interconnection/local/local_index.html).

As indicated in the attached letter, BellSouth will be adding the USOCs and explanations for the remainder of BellSouth's retail services to the Ordering Guide on the website on January 6, 1998.

Due to the proprietary nature of BellSouth's internal corporate USOCs and certain USOCs related to the Federal government, all of which are contained in the USOC manual, BellSouth declines to provide to MCI a hard copy of the manual.

The database you referred to that integrates USOCs and the features availability matrix is a function of LENS. MCI has access to this by utilizing the features and services option of LENS. This will provide features as well as the USOCs for services ordered through LENS.

We will keep you informed of the status of the updated USOC file on the internet. Please call Sharon McCreary at 770-492-7520, if you have questions on USOCs in the interim.

Sincerely,



Sharon Daniels  
Sales Director

Attachment

cc: Sharon McCreary

Retyped for electronic transmission

Fred McCallum, Jr.  
General Counsel - Georgia

BellSouth Telecommunications, Inc.  
Legal Department - Suite 376  
125 Perimeter Center West  
Atlanta, Georgia 30346

December 17, 1997.

David Burgess, Director  
Telecommunications Division  
Georgia Public Service Commission  
47 Trinity Avenue, Room 520  
Atlanta, Georgia 30334

RE: Investigation into Development of Electronic Interfaces for BellSouth's  
Operational Support Systems; Docket No. 8354-U

Dear Mr. Burgess:

At the OSS Workshop last week, BellSouth agreed to provide an update on the availability of certain information pertaining to USOCs and FIDs. USOC's, the associated FIDs, and an explanation of the associated service offering are included in Volume 2 of the Local Exchange Ordering Guide, which can be accessed electronically at [www.bellsouth.com/interconnection/local](http://www.bellsouth.com/interconnection/local). The services that are listed in the Ordering Guide today are generally the retail services for which an electronic order can be placed. BellSouth will be adding the USOC's, and explanations for the remainder of BellSouth's retail services to the Ordering Guide on the website on January 6, 1998. BellSouth is researching the provision of FIDs for these remaining services. CLECs have the ability to download this information from the website if they so desire.

Participants also requested a list of services for which mechanized service order generation is available. This list is attached as Exhibit 1. All other services, including services with more than six line orders and those with billing telephone number to another number, involve manual entry for service order generation. With the exception of Synchronet, ISDN Basic Rate, PBX trunks, and hunting, all other complex services involve manual order entry, which is also true for BellSouth's retail customers.

Finally, this will confirm that the CGI specification, which was discussed extensively at the workshop, was sent to MCI on December 15, 1997.

---

USOCs that are proprietary, such as BellSouth's internal corporate USOCs and certain USOCs related to the Federal government, will not be published.

David Burgess, Director  
December 17, 1997  
Page -2-

My notes reflect that we owe a response to the question about the capacity of BellSouth's electronic interfaces before the end of the year. We have most of this information together and hope to file this response in the next couple of days.

Sincerely,

*Fred McCallum Jr.*  
Fred McCallum Jr.

FMJ/imh

cc: Parties of Record

Retyped for electronic transmission

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Georgetown, SC 29440

Kent Heyman  
MGC Communications, Inc  
3165 Palms Centre Drive  
Las Vegas, NV 89103

# Services Available for Ordering through Electronic Data Interchange with Mechanized Order Generation, as of 10/6/97

---

- |   |                                   |
|---|-----------------------------------|
| 1. Area Plus  | 16. Measured Rate/Residence       |
| 2. Call Waiting Deluxe  | 17. Measured Rate/Business        |
| 3. Call Waiting   | 18. Memory Call                   |
| 4. Caller ID  | 19. Memory Call Answering Service |
| 5. Speed Calling  | 20. MTS                           |
| 6. 3-Way Calling  | 21. Optional Calling Plan         |
| 7. Call Forwarding - Variable   | 22. RCF                           |
| 8. Remote Access to CF  | 23. RingMaster® Services          |
| 9. Enhanced Caller ID   | 24. Call Tracing                  |
| 10. Flat Rate/Residence   | 25. Call Block                    |
| 11. Flat Rate/Business  | 26. Repeat Dialing                |
| 12. Georgia Community Calling   | 27. Call Selector                 |
| 13. Independent Payphone Provider   | 28. Call Return                   |
| 14. Integrated Package - Area Plus,<br>Area Plus w/Complete Choice<br>and Complete Choice | 29. Preferred Call Forwarding     |
| 15. Interim Number Portability  | 30. Touchtone                     |
|   | 31. Unbundled Loop                |
|   | 32. Unbundled Port                |
|   | 33. Visual Director               |

November 17, 1997

Sharon Daniels  
 BellSouth Telecommunications, Inc.  
 1960 W. Exchange Place  
 Suite 420  
 Tucker, Georgia 30084



**Error! Bookmark not defined.**

MCI requests the current version of BellSouth's USOC Manual be provided either electronically or manually. MCI relies on accurate and complete definitions of USOC when placing orders for BellSouth services and products. While the on-line version, the CLEC USOC Manual, Regional Guide RG-USOC-001BT, Issue Sept\_17,1997-9/17/97, is in an acceptable format, it is not complete. For MCI to submit accurate local service requests, the USOC guide(s) is a necessity.

Please provide a response to this request by November 24, 1997. This request sent via fax, electronic mail, and U.S. Mail.

**Error! Bookmark not defined.**

<Brian Murdoch's signature>

Brian Murdoch  
 Southern Financial Operations

Cc: Andri Weathersby  
 Wally Schmidt  
 Jeremy Marcus



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BellSouth Interconnection Services  
Room 3A35  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

January 30, 1998

Bryan Green  
MCI  
2520 Northwinds Parkway  
Alpharetta, GA 30004

Dear Bryan:

Per agreement from the Georgia Public Service Commission's OS Workshop held December 9-10, 1997, the enclosed package contains the following items to help your company do business with BellSouth:

**Diskette of SOER edits:** SOER edits are used by the Service Order Control System (SOCS), the system through which all CLEC and BellSouth retail service orders flow. SOCS uses these edits to analyze service orders before sending them to the provisioning and maintenance systems.

**A hard copy of Local Exchange Ordering System (LEO) edits:** LEO is an edit checking system that all EDI and LENS orders flow through to insure that data in service orders was input correctly.

**A hard copy of Local Exchange Service Order Generator (LESOG) edits:** LESOG insures the correct information is on service orders so the system can mechanically generate a service order.

**LEO/LESOG Reject Requirements binder:** Explains error codes and conditions that cause the errors.

**TAFI specifications on diskette:** A self-extracting Zip file, formatted to print two-sided.

Please call me at 404 927-7536 with any questions.

Sincerely

  
Bob Siegel

**FAX** 770 621-0632

Date 03-26-98

Number of pages including cover sheet

TO: Judy Ruedelinger

PHONE: \_\_\_\_\_  
FAX PHONE: \_\_\_\_\_

FROM: Real Time Resolution Group  
BellSouth Telecommunications, Inc.  
675 W. Peachtree Street, N.E.  
3J39  
Atlanta, GA 30375

ELAINE M. LANTZ

PHONE: 404 529-2998  
FAX PHONE: 404-876-1410

REMARKS: Urgent For your Review Reply ASAP Please Comment

Judy

Copy of letter to MCI re.  
SOER edit.

I also sent you EMAIL with  
USOL info.

JML  
Elaine M. Lantz



BellSouth Interconnection Services 770 492-7500  
Suite 420 Fax 770 621-0632  
1960 West Exchange Place  
Tucker, Georgia 30084

MCI Account Team

August 20, 1997

Mr. Walter J. Schmidt  
MCI Telecommunications Corporation  
780 Johnson Ferry Road  
Atlanta, Georgia 30342

Dear Wally,

This is in response to Bryan Green's verbal request to provide MCI with a copy of BellSouth's Regional Street Address Guide (RSAG) database files and RSAG record layouts and to your letter dated August 18, 1997, regarding the same subject. In accordance with the MCI/BST Interconnection Agreement, MCI can access BellSouth's RSAG database through the Local Exchange Navigation System (LENS) and/or via Interexchange Carrier Reference Validation (ICREF) service.

The RSAG database files are extremely voluminous for downloading and the fact is that the database changes so rapidly it would be outdated by the time MCI would be in receipt of the database files. The RSAG technical specifications are proprietary.

MCI may pursue receipt of the RSAG database files in a form other than that described in the Interconnection Agreement through the Agreement's Bona Fide Request (BFR) process. I trust that the above provides you with the desired information.

Sincerely,

A handwritten signature in cursive script that reads 'Cliff Bowers'.

*for* Pam Lee  
Sales Assistant Vice President

cc: Joe Baker - BST  
Marcel Henry - MCI  
Charlene Keys - MCI  
Bryan Green - MCI  
Jeremy Marcus - MCI

# PF'd Order Processing Procedures

## Introduction - Introduction

### PURPOSE

The purpose of this Job Aid is to provide instructions for the LCSC on the handling of orders in PF status.

### VERSION INFO

#### Revision History

Chapter	Action Request #	Date/Issue	Description
N/A	N/A	March, 1998/1	Initial release



## 2.0 Processing Charts

### 2.1 Resale Orders

The following chart outlines what action is to be taken on orders appearing on the PF Reports for Resale Orders.

#### For Resale Orders

If Due Date	And	Then
<i>Past Due or ESD FU today</i>	Order is in PD status	FU for CP of order
	Order still in PF and notification has already been sent to CLEC	<ul style="list-style-type: none"> <li>Verify if new ESD in ZOSD and Rmks - if so send FU notification to CLEC, place back in FU file under new ESD.</li> <li>If no new ESD contact SAC and verify if order will be released today.</li> <li>If not, request new ESD, Fax updated ESD to CLEC and FU until new ESD or order is CP.</li> </ul>
<i>Today</i>	Order still in PF and notification has not been sent to CLEC	<ul style="list-style-type: none"> <li>Fax PF Notification Form to CLEC providing ESD or 3 day commitment to provide ESD.</li> <li>If no ESD in Rmks contact the SAC group.</li> <li>Place copy of service order and Faxed notification in FU file.</li> </ul>
	Order is in PD status	FU for CP of order
<i>Tomorrow</i>	Order still in PF and notification has already been sent to CLEC	Continue FU till ESD or CP of order
	Order still in PF and notification has not been sent to CLEC	<ul style="list-style-type: none"> <li>Fax PF Notification Form to CLEC providing ESD or 3 day commitment to provide ESD.</li> <li>If no ESD in Rmks contact the SAC group.</li> <li>Place copy of service order and Faxed notification in FU file.</li> </ul>
<i>Tomorrow</i>	Order is in PD Status	FU for CP of order
	Order still in PF in SOCS	<ul style="list-style-type: none"> <li>Check for ZOSD and Rmks for ESD. (If no ESD contact SAC)</li> <li>Fax PF Notification Form to CLEC with ESD. (If ESD not provided FU needs to be done within 3 days to provide ESD to the CLEC).</li> </ul>

• Print copy of the service order, attach to notification form and place in FU file.

- When notification of PF is Faxed to the CLEC, the PF, ESD and notification information is to be noted in tracking (LON) and on Service Order.
- All ESD or DD changes on the order are to be noted in tracking (LON) and on Service Order.

Figure 3.2 - CLEC PF Notification Form

**BellSouth Telecommunications**  
**Plant Facilities (PF) Notification**

Fax Date: \_\_\_/\_\_\_/\_\_\_      Re-Fax Date: \_\_\_/\_\_\_/\_\_\_

Service Representative: \_\_\_\_\_

Company Name: \_\_\_\_\_ OCN: \_\_\_\_\_

CLEC Representative: \_\_\_\_\_

PON: \_\_\_\_\_

BellSouth Order Number: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

Original Due Date: \_\_\_/\_\_\_/\_\_\_

Lack of facilities was discovered after you received an FOC.  
The estimated service date is listed below or you will receive a  
new due date in 3 business days.

Estimated Service Date (ESD): \_\_\_/\_\_\_/\_\_\_

\*\*\*\*\*

ESD Update: \_\_\_/\_\_\_/\_\_\_

## 2.2 UNE Orders

The following chart outlines what action is to be taken on orders appearing on the PF Report for UNE Orders.

### For UNE orders

If Due Date	And	Then
<i>Past Due or ESD FU today</i>	Order is in PD status	FU for CP of order
	Order still in PF and notification has already been sent to CLEC	<ul style="list-style-type: none"> <li>Verify if new ESD in ZOSD and Rmks - if so send FU notification to CLEC, place back in FU file under new ESD.</li> <li>If no new ESD contact SAC and verify if order will be released today.</li> <li>If not, request new ESD, Fax updated ESD to CLEC and FU until new ESD or order is CP.</li> </ul>
	Order still in PF and notification has not been sent to CLEC	<ul style="list-style-type: none"> <li>Fax PF Notification Form to CLEC providing ESD or 3 day commitment to provide ESD.</li> <li>If no ESD in Rmks contact the SAC group.</li> <li>Place copy of service order and Faxed notification in FU file.</li> </ul>
<i>Today</i>	Order is in PD status	FU for CP of order
	Order still in PF and notification has already been sent to CLEC	Continue FU till ESD or CP of order
	Order still in PF and notification has not been sent to CLEC	<ul style="list-style-type: none"> <li>Fax PF Notification Form to CLEC providing ESD or 3 day commitment to provide ESD.</li> <li>If no ESD in Rmks contact the SAC group.</li> <li>Place copy of service order and Faxed notification in FU file.</li> </ul>
<i>Order Future Due Dated (1st appearance on PF Report)</i>	Order is in PD Status	FU for CP of order
	Order still in PF in SOCS	<ul style="list-style-type: none"> <li>Check ZOSD and Rmks for ESD. Fax PF Notification Form to CLEC with ESD (If ESD not provided FU needs to be done within 3 days to provide ESD to the CLEC).</li> <li>If no ESD, FU for 48 Hours to verify SOCS Rmks for ESD.</li> </ul>

- If not provided contact SAC.
- Print copy of the service order, attach to notification form and place in FU file.

- When notification of PF is Faxed to the CLEC, the PF, ESD and notification information is to be noted in tracking (LON).
- All ESD or DD changes on the order are to be noted in tracking (LON).

**Figure 3.0 - CLEC PF Notification Form**

**BellSouth Telecommunications  
Plant Facilities (PF) Notification**

Fax Date: \_\_\_/\_\_\_/\_\_\_      Re-Fax Date: \_\_\_/\_\_\_/\_\_\_

Service Representative: \_\_\_\_\_

Company Name: \_\_\_\_\_ OCN: \_\_\_\_\_

CLEC Representative: \_\_\_\_\_

PON: \_\_\_\_\_

BellSouth Order Number: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

Original Due Date: \_\_\_/\_\_\_/\_\_\_

**Lack of facilities was discovered after you received an FOC.  
The estimated service date is listed below or you will receive a  
new due date in 3 business days.**

Estimated Service Date (ESD): \_\_\_/\_\_\_/\_\_\_

\*\*\*\*\*

ESD Update: \_\_\_/\_\_\_/\_\_\_

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### 3.0 Splitting of Mutli-line Orders For Partical PF Condition

#### 3.1 Field Technician Requesting Split Of Order

When a call is received in the LCSC from a Field Technician wanting to split a multi-line order to accommodate a partial PF condition the following steps are to be taken

Step 1 The technician needs to have the CLEC bridged on the line to give their approval to split the order.

Step 2 Service Representative will update the "N" or "T"

- Print copy of N/T order
- Remove the line(s) that are to be PF'd
- Add RO (related order) information pertaining to "C" order
- Update the RMK section including
  - Name of CLEC Representative approving split of order
  - Number of lines being removed
  - Order number of new "C" Order being issued
- Retransmit order to flow to down stream systems

At this point release the Technician and CLEC from the call advising the CLEC that

- The updated N/T order will be completed
- They will get a new FOC for the "C" order through the manual LON process
- They will be advised through the PF process when the "C" order will be worked.

The Technician will be able to complete the updated N/T order.

Step 3 The Service Representative will generate a "C" order for the PF'd line(s).

- USOC, FID and other pertinent information will be taken from the printed copy of the N/T order
- The orginial PON Number will be used.
- The orginial Due Date is to be used..
- Add RO (related order) information pertaining to N/T order
- The RMK section needs to include
  - Statement regarding partial PF condition and splitting of order.
  - Name and employee number of technician advising of the PF condition.
  - Name of CLEC Representative approving split of order.
  - N/T Order number of orginial order.
- Release order for down stream processing
- Send FOC for "C" order through the manual LON process

Step 4 Log information into LON including

- Explanation regarding splitting of order
- CLEC Representatives name
- Order Number for N/T and C order
- FOC information on "C" order

**BellSouth Telecommunications  
Plant Facilities (PF) Notification**

**Fax Date:** \_\_\_/\_\_\_/\_\_\_      **Re-Fax Date:** \_\_\_/\_\_\_/\_\_\_

**Service Representative:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_ **OCN:** \_\_\_\_\_

**CLEC Representative:** \_\_\_\_\_

**PON:** \_\_\_\_\_

**BellSouth Order Number:** \_\_\_\_\_

**Telephone Number:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Original Due Date:** \_\_\_/\_\_\_/\_\_\_

**Lack of facilities was discovered after you received an FOC.  
The estimated service date is listed below or you will receive a  
new due date in 3 business days.**

**Estimated Service Date (ESD):** \_\_\_/\_\_\_/\_\_\_

\*\*\*\*\*

**ESD Update:** \_\_\_/\_\_\_/\_\_\_

William N. Stacy Direct Testimony  
Exhibit WNS-28



BellSouth.com Search Site Map

BELLSOUTH INTERCONNECTION SERVICES

May 27, 1998

TRAINING

GLOSSARY

REGIONAL REPORTS

CLEC Specific  
Reports

## Performance Measures Regional BLOCKING Reports

- BellSouth CTTG Service Report - Summary
  - BellSouth CTTG Service Report - Detail
- BellSouth Local Network Trunk Group Service Report - Summary
  - BellSouth Local Network Trunk Group Service Report - Detail
- CLEC Trunk Group Service Report Summary

[BACK to Regional Reports](#)



## Performance Measures Regional Reports

BellSouth is committed to providing all our customers with the highest quality of service. These Group Aggregate Reports are intended to be used by the CLEC's and Regulators to assure all are receiving their service on an equitable basis.

To assist you in understanding these reports, we have listed some facts you should know:

- These reports are also known as "Common Reports". They are a total of all lines and orders installed and/or repaired within the specified time period. The results are intended to be used for comparison of aggregate CLEC and BST activity for the specified time period.

### CLEC and BST Interconnection Report and the CLEC UNE Reports

- Under Provisioning Appointments Met, these are based on Total Inward Lines rather than Total Orders (in all other reports, they are for total orders worked).
- If at any time you need further clarification on a result, please refer to the glossary section of the reports.
- If you don't understand, need assistance or have questions please contact your Account Executive.

### HOME

The information contained within the CLEC Specific Report is confidential proprietary information and shall be governed by the Confidential Information provisions of the individual Interconnection or Resale Agreement executed between BellSouth and the CLEC.



BELLSOUTH INTERCONNECTION SERVICES

May 27, 1998

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## Performance Measures Regional Report List

### CLEC AGGREGATE REPORTS

- [RESALE SERVICE](#)
- [INTERCONNECTION TRUNKING](#)
- [UNE LOOP](#)
- [LOCAL NUMBER PORTABILITY](#)

### BST AGGREGATE REPORTS

- [RETAIL SERVICE](#)
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# WELCOME...

## ...TO BELLSOUTH'S PERFORMANCE MEASUREMENTS REPORT INTERNET SITE

BellSouth provides the CLECs with ordering, provisioning and maintenance services that are substantially similar to those provided to BellSouth, or any BellSouth subsidiary, affiliate or end user. BellSouth is committed to providing CLECs the capability to provide their customers with the same experience that BellSouth provides its own customers with respect to all local services. Performance measures and underlying information reports (\*see note) are available as follows:

- **Ordering Data** (Reject Notification, Firm Order Confirmation, and Flow Through Report)
- **Resale** (Provisioning / Maintenance)
- **Unbundled Loop** (Provisioning / Maintenance)
- **Local Number Portability** (Provisioning / Maintenance)
- **Trunking** (Provisioning / Maintenance)
- **Center Answer Time**
- **Database Access**
- **Account Maintenance**
- **Operational Support System Availability.**

This Internet site has been established in order to provide BellSouth's CLEC customers with Performance Measurement Reports and associated data. The reports representing the last month's data will be loaded by the 15<sup>th</sup> of each month and maintained on this site for approximately 25 days. The next month's data will overwrite the previous month's reports. It will be the responsibility of the CLEC to download reports for archival purposes.

Site Training, Glossary Report Definitions, and Regional Aggregate Reports for BellSouth and the CLEC's can be accessed from the bar at the top of this page. Individual CLEC Specific Reports can be accessed on the left side of the page and are password protected.

\* These reports based on performance measurements negotiated with individual CLECs are temporary. They will be replaced in June 1998 with BellSouth Service Quality Measurements. These new Performance Measurement Reports are based on negotiations with CLECs, Public Service Commission requirements, and LCUG.

## BELLSOUTH CTTG SERVICE REPORT - SUMMARY

### COMMON TRANSPORT TRUNK GROUP (CTTG) REPORT SUMMARY

MONTH: ~~04~~98 PROCESS DATE: 05/11/98

#### BELL

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TC
TOTAL TRUNK GROUPS:	374	305	182	502	379	421	356	218	147	147	5
TOTAL VALID GROUPS:	370	302	182	502	379	419	356	218	147	147	5
PCT_VAL	98.9	99.0	100.0	100.0	100.0	99.5	100.0	100.0	100.0	100.0	99
TOT GRPS > TDSP THIS REPORT:	6	1	0	2	3	1	0	0	1	0	
PCT1	1.6	.3	.0	.4	.8	.2	.0	.0	.7	.0	
TOT GRPS > TDSP 3 CONSEC MON:	0	0	0	0	0	1	0	0	0	0	
PCT3	.0	.0	.0	.0	.0	.2	.0	.0	.0	.0	
TOT GRPS > DBO 3 CONSEC MON:	2	0	0	0	1	1	3	0	1	0	
PCTD	.5	.0	.0	.0	.3	.2	.8	.0	.7	.0	
DATA_NA	4	3	0	0	0	2	0	0	0	0	
PCT_ND	1.1	1.0	.0	.0	.0	.5	.0	.0	.0	.0	

#### INDEPENDENT

	AL	GA	KY	LA	MS	NC	NF	SC	TN	TOTAL
TOTAL TRUNK GROUPS:	109	158	53	66	72	97	39	86	166	846
TOTAL VALID GROUPS:	104	155	53	66	72	96	39	86	165	836
PCT_VAL	95.4	98.1	100.0	100.0	100.0	99.0	100.0	100.0	99.4	98.8
TOT GRPS > TDSP THIS REPORT:	5	5	0	0	3	2	0	3	8	26
PCT1	4.8	3.2	.0	.0	4.2	2.1	.0	3.5	4.8	3.1
DATA_NA	5	3	0	0	0	1	0	0	1	10
PCT_ND	4.6	1.9	.0	.0	.0	1.0	.0	.0	.6	1.2

#### TOTAL

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOT
TOTAL TRUNK GROUPS:	483	463	235	568	451	518	395	304	147	147	67
TOTAL VALID GROUPS:	474	457	235	568	451	515	395	304	147	147	67
PCT_VAL	98.1	98.7	100.0	100.0	100.0	99.4	100.0	100.0	100.0	100.0	99.
TOT GRPS > TDSP THIS REPORT:	11	6	0	2	6	3	0	3	1	0	1
PCT1	2.3	1.3	.0	.4	1.3	.6	.0	1.0	.7	.0	1.
DATA_NA	9	6	0	0	0	3	0	0	0	0	
PCT_ND	1.9	1.3	.0	.0	.0	.6	.0	.0	.0	.0	

# BELL SOUTH CTTG SERVICE REPORT - DETAIL

## BELLSOUTH BLOCKING REPORTS - SUMMARY

INCLUDES BELL AND NONBELL GROUPS FOR 02

GROUPS EXCEEDING MBT

PROCESS DATE: 05/11/98

TGSN	TANDEM	END OFFICE	DESCRPT	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	REMARKS
BELL										
AF136422	HNVIALLUN0GT	FLRNALMADSO	77 AF DT	042098	.0292*	21	168	20	1	D1I2 144 TKS MTU 041
AF140327	HNVIALLUN0GT	SHFDALMTDSO	77 AF DT	042098	.0546*	20	144	20	1	AOA1 120 TKS ADD 051
AF124737	HNVIALLUN0GT	HNVIALLWDSO	77 AF DT	042098	.0702*	20	168	20	2	BOA1 48 ADDED ON 042
AF078038	HNVIALLUN0GT	CLMNALMADSO	77 AF DT	042098	.0731*	20	720	20	2	AOA2 EQPU ADD 051198
AF130127	MOBLALAZ0GT	MOBLALAPDSO	MM DF DT	042098	.0273*	14	24	19	1	D1I1 16 TKS MTU 0410
AF130267	MTGMALMT0GT	PRVLALMADSO	77 AF DT	042098	.0922*	20	120	20	2	BOA1 24 ADDED 041098
AC174256	ATLNGABU01T	SMYRGAMADS1	77 AF DT	042098	.0292*	21	504	20	1	AOA1 72 TRKS PEND 05
AF073178	NWORLAMA0GT	NWORLAARCGO	77 AF DT	042098	.0235*	20	312	20	1	BOA1 +36 TKS.COMPLET
AF130504	LFYTLAMA0GT	CRNCLAMADSO	77 AF DT	042098	.0231*	20	360	20	1	BOA1 +24 TKS. COMPLE
AF107913	GNWDM SMA26T	HSTNMSMADSO	M- DF ET	042098	.0269*	11	19	20	1	D1C1 CABLE FAILURE
AF121107	TUPLMSMA07T	HSTNMSMADSO	77 AF DT	042098	.0473*	20	192	18	1	D1C1 CABLE FAILURE
AF121111	TUPLMSMA07T	PNTTMSMADSO	77 AF DT	042098	.0296*	20	336	20	1	BOA1 +24 TRUNKS COMP
AC174433	CHRLNCBO05T	LENRNCHA75F	MM AF MD	042098	.0317*	12	24	20	3	D1C2 CARRIER FAILURE
AC170663	NDADFLGG04T	PMBHFLCSDSO	77 AF DT	042098	.0246*	21	432	19	1	BOA1 +96 TRKS 4/22/9
AF122662	NSVLTNWM92T	WHBLTNMTDSO	77 AF DT	042098	.0227*	20	312	17	1	D1B1 TORNADO 4/16
AF133606	NSVLTNWM92T	PLSKTNMADSO	77 AF DT	042098	.0266*	21	288	17	1	D1B1 TORNADO 4/16; S
AF142840	MMPHTNMA84T	MMPHTNSTDSO	77 AF DT	042098	.0377*	15	96	20	2	AOA1 +48; 5/4/98
INDEPENDENT										
AF136520	BRHMALMT0GT	BTLRALXADSO	MM DF DT	042098	.0714*	20	120	19	3	D1Z1 IND RELS RESP
AF150899	BRHMALMT0GT	MNVLALXADSO	77 DF DT	042098	.2036*	20	72	19	1	D1Z1 IND RELS RESP
AF144509	ANTNALMT0GT	RGLDALXADSO	MM DF DT	042098	.0596*	20	72	19	3	D1Z1 IND RELS RESP
AF142437	MOBLALAZ0GT	GVHLALXADSO	77 DF DT	041398	.1211*	20	120	20	8	D1Z1 IND RELS RESP
AF140079	MTGMALMT0GT	HYVLALXADSO	77 DF DT	042098	.0686*	20	144	18	2	D1Z1 IND RELS RESP
AC195525	MACNGAMT04T	BYRNGAXADS1	77 AF DT	042098	.0214*	21	144	20	1	AOA1 24 TRKS PEND 05
AC195951	MACNGAMT04T	PRRYGAXADS0	77 AF DT	042098	.0329*	21	672	20	1	BOA1 24 TRKS COMPTD
AC186093	ALBYGAMA03T	FTZGGAXADS1	77 DF DT	042098	.0311*	21	96	20	1	AOA2 24 TRK ADD 0520
AC191934	ATLNGABU01T	NLSNGAXADS1	77 DF DT	042098	.0265*	20	48	20	1	D1B1 ABNORMAL WEATHE
AC180060	CLMBGAMT01T	GENVGAXA26A	M- DF DD	042098	.0312*	12	10	20	1	D1C1 CABLE FAILURE
AF112461	GNWDM SMA26T	CLCYMSXADSO	M- DF ET	042098	.0233*	20	13	19	1	D1C1 CABLE FAILURE
AF147062	TUPLMSMA07T	CLCYMSXADSO	77 AF DT	042098	.0283*	10	94	20	1	D1C1 CABLE FAILURE
AF114094	HTBGMSMA06T	PRNTMSXADSO	77 DF DT	042098	.1723*	20	189	19	4	D1Z1 OTHER
AC202477	AHVLNCOH04T	BDVLNCXADSO	MM DF DT	042098	.0423*	21	40	20	1	AOF1 CONSTRUCTION RE
AC151375	GNBONCEU05T	EDENNCXBDSO	77 AF MD	042098	.0282*	21	240	20	1	D1I1 MAINTENANCE PRO
AC193326	GNVLSCDT60T	WDRFSCXADSO	77 DF DT	042098	.0352*	21	180	20	1	AOA1 48 ON 06-30-98
AC155311	CHTNSCDT60T	BUFTSCXADSO	M- DF ET	042098	.0520*	20	24	20	1	COA1 UNDER INVESTIGA
AC159210	CHTNSCDT60T	WLBOSCXEO1T	MM DF DT	042098	.0869*	21	96	20	3	BOA1 29 TNKS COMP 05
AF135912	NSVLTNMT84T	NWJHTNXARS5	77 DF DT	042098	.0322*	10	96	19	1	D1C1 CABLE FAILURE,

AF103911	CHTGTNNS84T	PKVLTNXADS0	77	AF	DT	042096	.0634*	20	309	8	2	AOA1	+24	4/98	INDEF
AF140458	CHTGTNNS84T	RNGLGAXBDS1	77	AF	DT	042096	.0220*	20	432	8	1	AOA1	+46		INDEF PLANN
AF112334	MMPHTNMA84T	OLBRMSXADS0	77	AF	DT	040696	.1042*	20	840	9	3	AOA1	+72	5/21/96	
AF120918	MMPHTNMA84T	BYHLMSXADS0	77	AF	DT	042096	.0675*	20	279	14	8	AOA1	+72	5/14/96	
AF142277	MMPHTNMA84T	ALAMTNXADS1	M-	DF	CA	040696	.0398*	09	24	5	1	AOA2	+24	6/98	INDEF
AF148214	MMPHTNMA84T	ALAMTNXADS1	77	DF	DT	042096	.1453*	20	144	14	14	AOA2	+144	6/98	INDEF
AF136658	KNVLTNMA84T	CNCRTNXADS2	77	AF	DT	042096	.0285*	10	359	19	1	AOA2	+96	4/98	INDEF

\* EXCEEDS THRESHOLD OF 2%

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## LOCAL NETWORK TRUNK GROUP SERVICE REPORT - SUMMARY

LOCAL NETWORK TRUNK GROUP SERVICE REPORT SUMMARY

MONTH: 04/98 PROCESS DATE: 05/04/98

TOTAL

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TO
TOTAL TRUNK GROUPS:	381	920	193	438	320	709	407	331	337	442	4
TRK GRPS MEAS/PROC:	374	894	193	437	320	704	398	330	337	442	4
PCT_MF	98.2	97.2	100.0	99.8	100.0	99.3	97.8	99.7	100.0	100.0	9
TOT GRPS > 3% NC THIS REPORT:	11	46	3	7	2	9	6	8	10	12	
PCT1	2.9	5.4	1.6	1.6	.6	1.3	1.5	2.4	3.0	2.7	
DATA_NA	7	26	0	1	0	5	9	1	0	0	
PCT_NA	1.8	2.8	.0	.2	.0	.7	2.2	.3	.0	.0	

# LOCAL NETWORK TRUNK GROUP SERVICE REPORT - DETAIL

## BELLSOUTH LOCAL NETWORK BLOCKING REPORTS - DETAILED LISTING

INCLUDES LOCAL NETWORK TRUNK GROUPS FOR 02

GROUPS EXCEEDING MBT

PROCESS DATE: 05/04/98

A-END	Z-END	DESCRIPTION	TGSN	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	REMARKS
BRHMALEN78E	BRHMALMTOGT	M- DF IR	AF144985	042098	.0411*	16	12	20	1	
BRHMALM1GT	LEDSALXBDS0	77 AF OG	AF140822	042098	.0784*	20	406	20	3	
BSMRALHTDS0	BRHMALMTOGT	M- DF IR	AF145008	042098	.0370*	20	11	20	1	
BYMNALMARS0	MOBLALAZ0GT	M- DF IR	AF148067	042098	.0456*	12	4	20	1	
CLANALMADS0	JMSNALXADS0	77 DF IE	AF106203	042098	.0338*	20	144	15	1	
CRHLALNMDS0	JSPRALMTDS0	77 DF OG	AF097025	042098	.1032*	20	96	19	3	
HNVIALMTOGT	HNVIALUNDS0	77 AF OG KE	AF121204	042098	.0602*	20	600	20	2	
MOBLALAPDS0	MOBLALAZ0GT	M- DF DA CC	AF143862	042098	.0347*	15	11	19	1	
MTGMALMT26E	MTGMALMT26T	M- DF TO GE	AF073892	042098	.2080*	10	12	20	1	
OPLKALMTDS0	MTGMALMTOGT	M- DF IR	AF106870	042098	.0435*	20	14	20	2	
PHCYALMADS0	CLMBGAMT12T	M- DF TO	AF063485	042098	.3675*	21	360	19	8	
ALBYGAMA12T	ALBYGAMA45A	7- DF TG	AC125698	042098	.1321*	21	504	20	11	
ALBYGAMA45A	ALBYGAMA12T	7- DF TO	AC125697	042098	.1107*	10	93	20	1	
ALPRGAMA47C	ATLNGACSDS3	77 DF IE KE	AC169114	042098	.1301*	15	192	17	6	
	NRCRGAMA01T	77 AF OG KE	AC186591	042098	.2298*	16	252	18	5	
	NRCRGAMA84A	77 DF IE KE	AC145405	042098	.0317*	16	408	20	2	
AMRCGAMA13T	LESLGAXADS1	77 DF OG	AC201051	042098	.0329*	21	168	20	1	
ASTLGAMA94F	ATLNGAAD69F	77 DF IE	AC172457	042098	.0390*	21	120	20	1	
	ATLNGASS1ID	M- DF IR	AC159870	042098	.0503*	16	18	10	1	
ATLNGABU01T	ATLNGABU84C	77 AF OG	AC142635	042098	.4203*	10	192	20	9	
	ATLNGACS33A	77 AF OG	AC146532	042098	.1238*	21	235	20	2	
	ATLNGAEP01T	7- AF MT	AC197383	042098	.4181*	16	60	17	7	
	ATLNGAPP34A	77 AF OG	AC146262	042098	.0451*	21	252	20	4	
	CMNGGAMA88C	77 AF OG	AC187397	042098	.0376*	21	168	20	4	
	CNTNGAXADS0	77 AF OG	AC190581	042098	.1580*	21	240	20	4	
	CNTNGAXADS1	77 AF OG KE	AC192414	042098	.1551*	20	96	20	2	
	FAMTGAXA33A	MM AF OG	AC191961	042098	.0665*	21	48	20	11	
	FLBRGAMADS1	77 AF OG	AC188996	042098	.6267*	16	48	20	9	
	GSVLGAMA53C	77 AF OG	AC187401	042098	.3366*	20	168	20	2	
	MRTTGAEA97F	77 AF OG	AC121949	042098	.2072*	21	312	20	2	
	NRCRGAMA01T	77 AF MT	AC186580	042098	.2477*	16	336	19	9	
	SMYRGAMADS1	77 AF OG	AC174187	042098	.0663*	16	139	20	7	
	WNRGAXADS0	77 AF OG	AC189212	042098	.1349*	20	360	20	7	
ATLNGACD28F	ATLNGABU01T	7- AF TO	AC106464	042098	.3583*	21	78	14	5	
ATLNGAEP01T	CRTNGAMA83C	77 AF OG	AC197436	042098	.0515*	21	48	20	1	
ATLNGAFP36F	ATLNGAGR24F	77 DF IE	AC123225	042098	.0348*	21	96	20	1	
ATLNGAPP34A	MRTTGAMA42G	77 DF IE KE	AC166380	042098	.0491*	22	96	20	4	
CDTWGAMA74C	ROMEGATL29A	7- DF IE	AC147999	042098	.0306*	21	130	20	1	
CLMBGAMT01T	CLMBGAMT64A	M- DF VR	AC130918	042098	.2110*	11	3	19	1	
CLMBGAMT12T	CLMBGAMT64A	7- DF TG	AC125494	042098	.0397*	16	384	20	11	
CMNGGAMA88C	ATLNGASS1ID	M- DF IR	AC162604	042098	.0351*	10	12	20	1	
	GSVLGAMA53C	77 DF IE	AC186954	042098	.0363*	20	72	20	1	
CVTNGAMT78C	NRCRGAMA01T	77 AF OG KE	AC186711	042098	.1029*	21	120	20	3	
DGVLGAMA94F	ATLNGAEP01T	7- AF TO	AC197615	042098	.3029*	21	72	20	3	
DLTHGHS47C	NRCRGAMA01T	77 AF OG KE	AC186596	042098	.0463*	16	216	20	6	
DNWDGAMA67A	ATLNGASS1ID	M- DF IR	AC159838	042098	.0319*	10	24	20	1	
	NRCRGAMA01T	77 AF OG KE	AC186597	042098	.0362*	16	252	20	1	
LENXGAXA54A	TFTNGAMA38C	77 DF IE	AC200976	042098	.0694*	21	72	20	4	
MACNGAMT12T	MACNGAVN47C	77 AF OG	AC123796	042098	.0386*	21	192	19	1	
MACNGAMT74C	WRRBGAMA92C	77 DF IE	AC123798	042098	.0947*	21	264	20	2	
MACNGAMT75A	MACNGAMT12T	M- DF ES	AC171759	042098	.0732*	06	3	20	3	
	WRRBGAMA92C	77 DF IE	AC160181	042098	.0765*	22	216	20	4	
MRRWGAMA96F	ATLNGASS1ID	M- DF IR	AC159845	042098	.0395*	10	8	19	2	
MRTTGAEA97F	NRCRGAMA84A	77 DF IE	AC155622	042098	.0951*	21	144	20	2	
NRCRGAMA01T	NRCRGAMA84A	77 AF OG KE	AC186600	042098	.2558*	16	264	19	4	
NRCRGAMA84A	SNMTGALRDS1	77 DF IE KE	AC177287	042098	.0539*	21	120	20	4	
SMYRGAPP95C	WDSTGACR92E	77 DF IE KE	AC152316	042098	.0524*	10	192	20	8	
SVNHGABS23A	SVNHGADE35C	77 DF IE	AC172669	042098	.0536*	21	864	20	3	
SVNHGABS65A	SVNHGAGC96A	77 DF IE	AC161598	042098	.0769*	16	108	20	1	

LSVLKYAP30T	ZNTNKYXADS1	77	AF	OG	AF143317	042098	.2596*	20	164	19	3
LSVLKYSMCG0	LSVLKY2677E	M-	DF	ES	AF134627	042098	.0303*	20	4	19	1
OWBOKYMADS0	RDCLKYXA03T	MM	DF	OG KE	AF128757	042098	.0364*	21	96	18	2
BTRGLAMA03T	BTRGLAOHDS0	77	AF	OG	AF120758	042098	.0559*	21	907	20	2
CWVLLAMADS0	WNBOLAMADS0	77	DF	IE	AF102433	042098	.0529*	21	48	20	1
HOUMLAMADS0	MTGTLAMADS0	77	DF	IE	AF129331	042098	.0716*	20	288	20	1
KNNRLABRDS0	NWORLAMA0GT	M-	DF	IR	AF130764	042098	.1055*	15	12	19	1
LKCHLAUNDS0	LFYTLAMA0GT	M-	DF	DA CC	AF136763	042098	.0427*	08	18	20	1
NWORLAARCG0	NWORLAMA06T	77	AF	OG	AF066450	042098	.2709*	21	228	17	4
SHPTLACLDS0	SHPTLAMADS0	M-	DF	ES	AF150884	042098	.0307*	23	3	20	1
IUKAMSESDS0	GNWDMMA26T	M-	DF	IR	AF145472	042098	.0439*	09	4	20	1
NTCHMSMADS0	VDALLAMADS0	77	DF	IE	AF148198	042098	.1039*	21	168	20	1
ADVNNCXBDS0	WNSLNCFI12T	77	DF	OG	AC183526	042098	.0890*	21	264	20	3
CARYNCE46G	RLGHNCHO01T	M-	DF	IR	AC192778	042098	.0945*	17	12	20	1
GNBONCEU05T	KINGNCXA98F	77	DF	OG	AC193727	042098	.0338*	17	24	20	1
	RDVLNCMA34F	77	AF	OG KE	AC181410	042098	.0492*	21	255	20	1
KGMTNCMA73F	CHRLNCCA05T	M-	DF	DA CC	AC188568	042098	.0311*	02	12	20	1
MEBNNCXAS6F	WNSLNCFI74H	M-	DF	ES	AC177112	042098	.0591*	09	3	20	1
RFFNNCMA93F	GNBONCEU05T	M-	DF	IR G1	AC192829	042098	.1139*	09	3	20	1
WNSLNCCL76F	GNBONCEU33G	M-	DF	ES	AC163811	042098	.0361*	15	3	20	1
WNSLNCVI76F	GNBONCEU33G	M-	DF	ES	AC163815	042098	.0636*	07	7	20	1
FTWBFLXADS0	HLNVFLMADS1	77	DF	IE	AC188974	042098	.1040*	21	168	20	2
FTWHFLXADS0	LKCYFLMADS0	77	DF	IE	AC201110	042098	.0369*	19	72	20	2
GLBRFLMCDS0	PNSCFBLB32T	77	AF	OG	AC160247	042098	.1848*	20	120	20	4
MCLNFXADS1	JCVLFLCLO5T	M-	DF	DA	AC196742	042098	.0355*	13	4	20	1
MLTNFLRADS0	PNSCFBLB32T	77	AF	OG	AC167522	042098	.0415*	20	497	20	4
PNSCFBLB43E	PNSCFLWADS0	M-	DF	ES G1	AC202505	042098	.4279*	23	6	20	2
ARSNSCMA22F	STRSCXA352	77	DF	IE	AC168060	042098	.0491*	21	96	20	1
CHSNSCXADS0	SPBGSCMA60T	77	AF	OG	AC192742	042098	.0413*	21	48	20	1
CHTNSCDT60T	HLWDCXADS0	MM	AF	OG	AC191016	042098	.1618*	21	288	20	3
	SUVLSCMA87E	77	AF	OG KE	AC122145	042098	.0885*	20	235	20	4
GNVLSCEB24E	GNVLSCDT60T	77	AF	OG	AC154989	042098	.0578*	21	128	20	1
GNVLSCDT60T	SSVLSCXADS0	77	AF	OG	AC165564	042098	.0790*	21	394	20	4
MNPLSCES88F	CHTNSCDT60T	M-	DF	IR G1	AC191906	042098	.0445*	10	5	20	1
SPBGSCMA60T	WDRFSCXADS0	77	AF	OG	AC193327	042098	.0326*	20	24	20	2
BYBHFLMADS0	WPBHFLGADS0	77	DF	IE KE	AC170299	042098	.0467*	17	12	19	1
	WPBHFLLE58E	77	DF	IE	AC170291	042098	.0442*	05	12	20	2
FTLDFLMRDS0	FTLDFLPL13T	77	AF	OG KE	AC196723	042098	.0846*	16	403	20	7
FTLDFLPL13T	HLWDFLPEDS0	77	AF	OG KE	AC196731	042098	.0741*	21	144	17	1
	PMBHFLMADS0	77	AF	OG KE	AC196736	042098	.0536*	16	192	19	3
JPTRFLMA74E	WPBHFLGRDS0	77	DF	IE	AC160341	042098	.0319*	10	456	20	2
MIAMFLCADS0	NDADFLGG1ID	M-	DF	IR	AC158069	042098	.0431*	10	24	20	1
MIAMFLGRDS1	MIAMFLRR1GT	77	AF	OG KE	AC182648	042098	.0955*	16	480	17	1
MIAMFLRR1GT	MIAMFLS059E	77	AF	OG	AC182605	042098	.0420*	21	144	19	1
WPBHFLGADS0	WPBHFLHDS0	77	DF	IE	AC157424	042098	.0349*	20	1200	20	4
ADVLTXA71T	SLMRTNMTDS0	77	DF	OG	AF101200	042098	.0650*	20	96	20	2
	SVNHTNMTDS0	77	DF	OG	AF123107	042098	.0574*	21	168	20	4
CHTGTNNS90T	OLTWTNXADS1	77	AF	OG KE	AF146253	042098	.1547*	20	96	19	3
CLDGTNMADS1	NWTZTNXADS0	77	DF	IE	AF139094	042098	.2380*	20	120	19	9
CMDNTNMADS0	PARSTNMADS1	77	DF	IE	AF139030	042098	.0304*	19	48	20	1
CNCRTNXADS2	KNVLTNMA90T	77	DF	OG KE	AF136673	042098	.1217*	20	888	18	2
DKSNTNMTDS0	NWJHTNXARS5	77	DF	OG KE	AF141812	042098	.0350*	16	96	20	1
JFCYTNMADS1	MRTWTNMADS0	77	DF	IE KE	AF144066	042098	.0462*	19	264	20	3
LBNNTNMADS0	MTJLTNXADS2	77	DF	IE KE	AF135894	042098	.0378*	20	240	10	1
LVRGTNXADS2	NSVLTNMT7GT	77	DF	OG KE	AF135806	042098	.0506*	20	502	20	2
MTJLTNXADS2	NSVLTNMT7GT	77	AF	OG KE	AF135896	042098	.1060*	20	646	18	1
NSVLTNMT7GT	NSVLTNWCDS0	77	AF	OG KE	AF148034	042098	.0480*	20	333	17	1

\* EXCEEDS THRESHOLD OF 3%

## CLEC TRUNK GROUP SERVICE REPORT SUMMARY

### CLEC TRUNK GROUP SERVICE REPORT SUMMARY

MONTH: 0498 PROCESS DATE: 05/04/98

#### BST ORDERED

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	T
TOTAL TRUNK GROUPS:	13	27	6	6	1	9	17	4	16	14	
TRK GRPS MEAS/PROC:	13	25	8	6	1	9	15	4	16	14	
PCT_MF	100.0	92.6	100.0	100.0	100.0	100.0	88.2	100.0	100.0	100.0	
TOT GRPS > 3% NC THIS REPORT:	1	2	1	0	0	0	1	0	1	2	
PCT1	7.7	8.0	12.5	.0	.0	.0	6.7	.0	6.3	14.3	
TOT GRPS > 3% NC 3 CONSEC MON:	0	1	0	0	0	0	0	0	0	0	
PCT3	.0	4.0	.0	.0	.0	.0	.0	.0	.0	.0	
TOT GRPS > 1% NC 3 CONSEC MON:	1	1	0	0	0	0	1	0	0	0	
PCTD	7.7	4.0	.0	.0	.0	.0	6.7	.0	.0	.0	
DATA_NA	0	2	0	0	0	0	2	0	0	0	
PCT_NA	.0	7.4	.0	.0	.0	.0	11.8	.0	.0	.0	

#### CLEC ORDERED

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TO
TOTAL TRUNK GROUPS:	54	121	25	32	8	86	37	19	57	78	
TRK GRPS MEAS/PROC:	52	106	25	31	8	80	27	19	57	75	
PCT_MF	96.3	87.6	100.0	96.9	100.0	93.0	73.0	100.0	100.0	96.2	9
TOT GRPS > 3% NC THIS REPORT:	3	2	0	1	0	2	1	2	7	0	
PCT1	5.8	1.9	.0	3.2	.0	2.5	3.7	10.5	12.3	.0	
DATA_NA	2	15	0	1	0	6	10	0	0	3	
PCT_NA	3.7	12.4	.0	3.1	.0	7.0	27.0	.0	.0	3.8	

#### TOTAL

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TO
TOTAL TRUNK GROUPS:	67	148	33	38	9	95	54	23	73	92	
TRK GRPS MEAS/PROC:	65	131	33	37	9	89	42	23	73	89	
PCT_MF	97.0	88.5	100.0	97.4	100.0	93.7	77.8	100.0	100.0	96.7	9
TOT GRPS > 3% NC THIS REPORT:	4	4	1	1	0	2	2	2	8	2	
PCT1	6.2	3.1	3.0	2.7	.0	2.2	4.8	8.7	11.0	2.2	
DATA_NA	2	17	0	1	0	6	12	0	0	3	
PCT_NA	3.0	11.5	.0	2.6	.0	6.3	22.2	.0	.0	3.3	

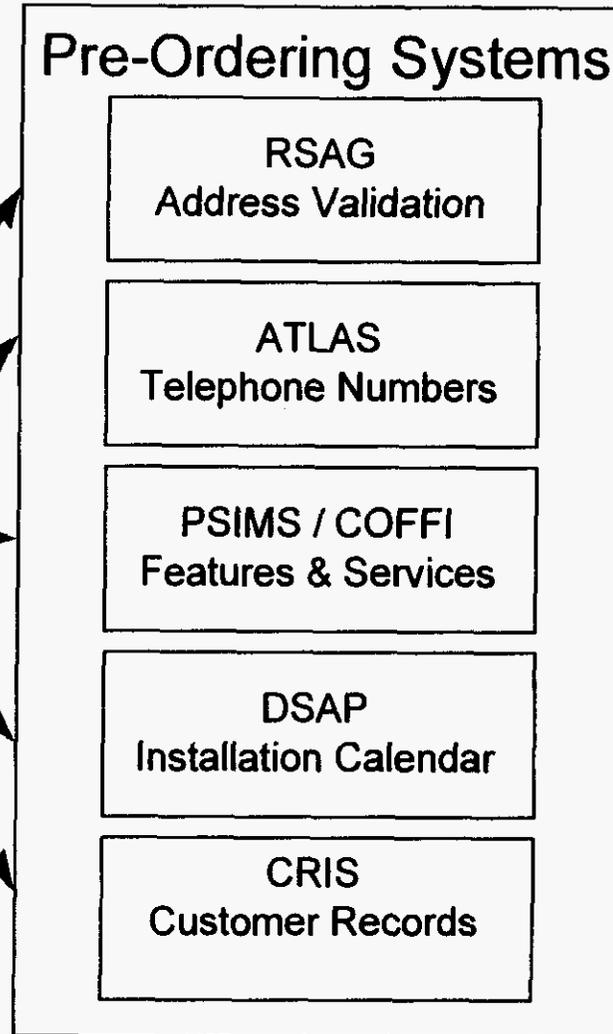
# Marketing & Sales Support Systems

# Pre-Ordering & Ordering Functions

CLEC developed Marketing & Sales Support System

BellSouth provided CLEC gateways: LENS-CGI, EDI, and EC-LITE

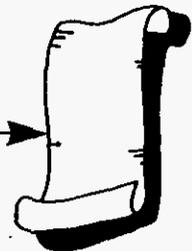
Marketing & Sales Support Systems  
DOE, SONGS and RNS



LEO

LESOG

SOCS



Service Order

