

ORIGINAL

Legal Department

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November 30, 1998

**Via Facsimile**

Beth Keating, Esq.  
Staff Counsel  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Undocketed Commission Workshop Regarding Status of OSS

Dear Ms. Keating:

Pursuant to notice of the undocketed commission workshop to be held on December 16-17, 1998, regarding the status of operational support systems, BellSouth plans to make a presentation using powerpoint. BellSouth's presentation will require approximately four hours and will be conducted by William Stacy. Attached is a summary of BellSouth's presentation, as well as a suggested format. Each of the items listed will be discussed for BellSouth retail and BellSouth ALEC support.

Sincerely,

*Nancy B. White*  
(for)

Nancy B. White

NBW/vf  
Attachment

cc: Blanca S. Bayo  
A. M. Lombardo  
William J. Ellenberg II

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

DOCUMENT NUMBER-DATE

13428 NOV 30 98

FPSC-RECORDS/REPORTING

## BellSouth's OSS Presentation and Suggested Format

- I. Organizations
- II. Pre-Ordering and Ordering Systems
  - A. Retail – Regional Negotiation System ("RNS") and Direct Order Entry ("DOE")
  - B. ALECs – Electronic Data Interchange ("EDI"), Telecommunications Access Gateway ("TAG"), and Local Exchange Navigation System ("LENS")
  - C. Resale Service Establishment (new/add)  
Orders – residence, small business, complex business
  - D. Unbundled Network Element ("UNE") service establishment (new/add) orders  
  
(Presentations by ALECs and other LECs of the same type of orders)
  - E. Resale change orders
  - F. UNE change orders  
  
(Presentations by ALECs and other LECs of the same type of orders)
  - G. Measurements – response times, Firm Order Confirmations ("FOCs"), completion notices, rejects, and flow-through
- III. Maintenance and Repair Systems
  - A. Retail – Trouble Analysis and Facilitation Interface ("TAFI") and Work Force Administration ("WFA")
  - B. ALECs – TAFI, Electronic Communications Trouble Administration ("ECTA")
  - C. Resale repair troubles
  - D. UNE repair troubles  
  
(Presentations by ALECs and other LECs of the same type of troubles)
  - E. Measurements – number of trouble reports and durations