

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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 In the Matter of : **UNDOCKETED**
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Status of operational :
support systems. :



VOLUME 1
Pages 1 through 211

PROCEEDINGS: WORKSHOP

BEFORE: CHAIRMAN JOE GARCIA
 COMMISSIONER J. TERRY DEASON
 COMMISSIONER SUSAN F. CLARK
 COMMISSIONER JULIA L. JOHNSON
 COMMISSIONER E. LEON JACOBS, JR.

DATE: Wednesday, May 5, 1999

TIME: Commenced at 9:30 a.m.

PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: H. RUTHE POTAMI, CSR, RPR
 KIMBERLY K. BERENS, CSR, RPR
 FPSC Commission Reporters

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FPSC-RECORDS/REPORTING

1 **IN ATTENDANCE:**2 **BETH KEATING, FPSC Division of Legal**3 **Services**4 **WILLIAM STACY, BellSouth Telecommunications**5 **JERRY HOLLAND, GTE, Florida**6 **JOHN FELZ, Sprint**7 **JAY BRADBURY and SHARON NORRIS, AT&T**8 **Communications of the Southern States**9 **BRYAN GREEN, MCI WorldCom**10 **CAROL BENTLEY, Supra**11 **CATHY LEO and ANDREA K. WELCH, TCCF**12 **JEFF ROADERICK, SEACLEC**13 **VICKI GORDON KAUFMAN and JOE GILLAN, Florida**14 **Competitive Carriers Association**15 **STEVE MINNIG, KPMG, LLP**16 **CHARLIE MCGUFFEE, NOW Communications**17 **PETER DELATOUR, WORLDLINK, Long Distance Corp.**18 **STEPHEN D. KLEIN, American Dial Tone**19 **JIM BOYER and JOHN RUJA, Telcordia.**20 **SUZANNE SUMMERLIN, SEACLEC**

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I N D E X

MISCELLANEOUS

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P R O C E E D I N G S

(Workshop convened at 9:30 a.m.)

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3 **CHAIRMAN GARCIA:** Good morning. We are
4 going to spend the next two days going through -- over
5 OSS. And I wanted to read something I had written for
6 me, but I can't find it.

7 And the purpose of this is to help us
8 understand some of the issues here, and in a nonlegal
9 format, so that we can see the functioning of the
10 system, understand the parameters, and it will help us
11 get a better understanding of what's happened
12 throughout this process.

13 I remind the participants to refrain from
14 discussing any of the complaints that are in cases
15 before us. There are a few issues that are before us,
16 so I would like you to -- I need you to avoid that.

17 I also ask, Beth, if we're running a little
18 bit ahead on some of these presentations, if we could
19 have -- maybe the FCCA organize it for us -- but ask
20 two or three questions at the close of the distinct
21 sections for the interests that may be involved. You
22 know, there is a need -- we've had so much before us
23 that -- and these presentations tend to run a little
24 bit long. It will help us focus in on what you have
25 concerns with. So if you could direct yourself to

1 that person, we can prioritize two or three questions
2 if we're running ahead. If we're not, we're not going
3 to get to them. But I'd appreciate if the ALECs work
4 that way.

5 And I want to make sure that you know that
6 tomorrow we're starting at 9:00 a.m. So we can get
7 going, and that is about it.

8 Commissioners, does anyone have any
9 questions or anything they want to -- all right. With
10 that, we will begin. I assume you all have the
11 schedule that's before us. And that's it.

12 Beth?

13 **MS. KEATING:** Our first presentation is by
14 BellSouth, and the presenter is William Stacy.

15 **MR. STACY:** Good morning, Commissioners.
16 I'm Bill Stacy. I'm presenting for BellSouth.

17 Let me cue you as we go. The large blue
18 binder that you have in front of you that looks like
19 this, has each of the slides that I'm going to be
20 talking from this morning; because even at the
21 distance you all are sitting, some of the text is
22 small from the computer fonts. And the sheet at the
23 very front of the right-hand side of the binder is the
24 index that flows through the slides that shows how
25 they're being used, mostly for reference after we

1 finish today to help you go back to the presentation,
2 if you've got a question, and see what was being
3 talked about. (Indicating)

4 What I'm going to do first thing this
5 morning is spend just a few minutes making sure that
6 we're talking about a common background. It's been
7 some time since we've had an overview of OSS here and
8 making sure that as we talk for the next two days,
9 we're talking about the same systems and the same
10 processes and referring to them in the same way.

11 So there's fifteen minutes or so worth of
12 background material here. And then I'm going to take
13 you through the first section, which is new service
14 establishment, how BellSouth does it for its retail
15 units and how we enable the CLECs to do it; and then
16 we'll go on to the different portions, as the day
17 permits.

18 Ron, let's go ahead and talk about
19 background.

20 First, in terms of background, we're talking
21 about operational support systems. That's the
22 definition we're working from. It's the systems and
23 the information, as we understand what the FCC is
24 requiring, as of the Louisiana II order, which was the
25 last official order that they distributed.

1 We're compelled to produce an integratable
2 access to those system functions and access to the
3 information those systems contain. The key word there
4 is one that doesn't exist in the dictionary. It's
5 "integratable," and there is a difference in the
6 interpretation of that. You'll hear more about that
7 as we go on.

8 They've also said these three key terms that
9 you've heard many times now for nondiscriminatory
10 access; for resale, substantially the same time and
11 manner; for unbundled network elements, terms and
12 conditions that allow an efficient competitor a
13 meaningful opportunity to compete; and for
14 facility-based CLECs, interconnection equal in
15 quality. And you'll hear more about that as we go,
16 particularly in the question of performance
17 measurements and how you measure that with regard to
18 the OSSs.

19 What we're going to talk about this morning
20 specifically are groups of systems. For BellSouth,
21 our residence system --

22 **COMMISSIONER JOHNSON:** Could we go back --

23 **MR. STACY:** -- the regional negotiation
24 system --

25 **COMMISSIONER JOHNSON:** Excuse me, sir.

1 **MR. STACY:** Yes, ma'am.

2 **COMMISSIONER JOHNSON:** Going back to the
3 diagram before. The bullets that you have, these are
4 the -- this is how they've defined nondiscriminatory
5 access?

6 **MR. STACY:** That -- beginning with the
7 Ameritech order, nondiscriminatory access has those
8 legal, if somewhat nebulous, definitions around it.

9 **COMMISSIONER JOHNSON:** Okay.

10 **MR. STACY:** And they've been consistent
11 since the Ameritech order. It's saying there were
12 somewhat different standards for resale and UNEs and
13 for facility-based CLECs.

14 **COMMISSIONER JOHNSON:** So this --

15 **MR. STACY:** Not spelled out in the Act in
16 exactly those terms, but from Ameritech forward, those
17 words have been used.

18 **COMMISSIONER JOHNSON:** And this is what
19 would guide the Commission or the industry in
20 determining what they need to do?

21 **MR. STACY:** Yes. And, for instance -- and
22 there's still industry disagreement about this,
23 obviously. But if BellSouth provides a service for
24 resale that it also sells, this is a pretty clear
25 standard that can be tested: Are we putting it in

1 roughly the same time frames, and do they have access
2 to the same data.

3 It's somewhat different for UNEs, because
4 obviously BellSouth does not provide those to itself
5 in the case of its retail operations. So there's a
6 different view of what the standard is. And then for
7 those people that do not use BellSouth's network but
8 merely seek to interconnect with us, a third view.

9 **COMMISSIONER JOHNSON:** Okay. Thank you.

10 **MR. STACY:** The specific systems you'll hear
11 me talk about many times in the next hour or so: Our
12 residence system, which is used throughout the company
13 for residential customers who call in and ask for
14 service requests; it's abbreviated RNS, the regional
15 negotiation system; the system we use in half of our
16 states, including Florida, for small business
17 customers, the direct order entry system; and then
18 we'll spend just a few moments talking about the
19 complex business processes where many of those
20 processes are manual in nature and do not use a system
21 in the initial placement of the order or in processing
22 the order until a lot of work has already been done.

23 Then for the CLECs we're going to focus on a
24 system that you've heard very little about in Florida
25 because of the time it was introduced. Beginning in

1 August of last year and completing in November, a new
2 machine-to-machine interface, abbreviated "TAG," the
3 telecommunications applications gateway, was built and
4 launched into production by BellSouth.

5 It complements the electronic data
6 interchange system and the LENS system by providing
7 the integratable system that the FCC believed was
8 required by the law. There was a considerable
9 argument about whether these systems could be
10 integrated or not or whether they were capable of
11 being integrated.

12 That argument is now resolved, we believe,
13 by the commercial production of the system called TAG.

14 **COMMISSIONER JOHNSON:** And could you say --
15 that stands for telecommunications --

16 **MR. STACY:** Access gateway.

17 **COMMISSIONER JOHNSON:** And that was designed
18 in response to the FCC's --

19 **MR. STACY:** It was designed in response to
20 the FCC, but it was actually designed in response to a
21 group of our middle market customers, CLEC customers,
22 who wanted a different interface.

23 It turned out that the two desires
24 intersected. But we started the design long before
25 Louisiana -- the Louisiana II order came out, because

1 we had a group of mid-size CLECs who wanted an
2 interface that did these things.

3 Okay, Ron.

4 This is a picture you will see variations on
5 many times today, and we'll use it sort of as a common
6 basis for discussing the systems. There are a group
7 of systems that legitimately belong to BellSouth's
8 retail units or to the CLECs' marketing units. And I
9 call them on this side "Marketing and Sales Support
10 Systems," the left side of the jagged line.

11 (Indicating)

12 They're a group of ordering and preordering
13 systems that are BellSouth LEGACY systems that we'll
14 talk about that allow the CLECs access to specific
15 functions or allow them to place their orders. But in
16 terms of comparison, you'll see comparisons taken
17 generally from right at this firewall, or the jagged
18 line here, that says when we allow the CLECs to do
19 something or allow BellSouth's retail units to do
20 something, here is what it looks like.

21 So most of the views you're going to see
22 this morning are taken looking into this firewall;
23 what kind of data does the CLEC have access to; what
24 kind of data does BellSouth have access to; how does
25 the CLEC place an order; how does BellSouth place an

1 order.

2 Specifically, BellSouth's consumer retail
3 system, the regional negotiations system -- and the
4 dotted line here is in the same place as the jagged
5 line on the previous slide -- has access to
6 preordering information. They can look at the
7 customer's record; they can validate an address for a
8 new order; obtain and reserve telephone numbers; find
9 out whether due dates are available.

10 There are accesses to different versions of
11 that same data here in another form. And they can
12 place an order. So when we talk about the regional
13 negotiation system -- and we're going to go through
14 this as a demonstration in a moment -- we're talking
15 about a system that is only used for retail consumer
16 customers, residential customers, and has a set of
17 features and functions. Our duty, as we understand it
18 from the FCC, is to give the CLECs the capability to
19 do that in substantially the same time and manner.

20 The next system is BellSouth's business
21 system, which you'll hear me call "DOE," direct order
22 entry system. When you have a chance to look at the
23 two slides side by side, you'll find out that this is
24 a very, very different architecture.

25 Ron, go back to R&S for just a moment,

1 please.

2 In the consumer system, the consumer service
3 rep sits at this point talking to the customer and
4 working in an English language version of the order
5 that you'll see in just a few minutes. The actual
6 creation of the service order in a mechanized process
7 is hidden here in two boxes called "FUEL" and "SOLAR,"
8 That are mechanized order generators.

9 In the business system on the following
10 slide, there's no comparable function. What you'll
11 see when we look at the screen shots from this system
12 is that data entry in this system and service order
13 generation depends on a single service rep's
14 expertise. They have to have literally memorized
15 thousands of pieces of data, been trained extensively,
16 and they create the service order manually sitting
17 there looking at the system.

18 This is nothing more than an order entry
19 manager. It provides no significant intelligence to
20 help the rep with the order. It does let them look up
21 a few things, and you'll see that.

22 In the regional system, the rep doesn't have
23 to know anything except click and point. If I want a
24 residence line, there's an English language line that
25 says that. I don't need to know anything about what

1 the ordering codes look like underneath that.

2 In this system you'll see the rep has to
3 type everything. They type every ordering code, every
4 validation, every point of entry.

5 **COMMISSIONER JACOBS:** That's suggests a
6 different level of training and expertise for these
7 reps. Do they rely on gaining information from the
8 CLECs as well? In other words, are they expecting a
9 certain level of intelligence from the CLEC when they
10 engage this system?

11 **MR. STACY:** The CLECs do not actually use
12 this system. They have another method of entry to it,
13 but I'll compare the two for you in a minute.

14 **COMMISSIONER JACOBS:** Okay.

15 **MR. STACY:** But it does. There is a
16 different, a very different, level of expertise
17 required to place a residence order and a business
18 order and an unbundled network element order; and
19 that's an order of increasing complexity.

20 Okay, Ron.

21 Finally, the CLEC systems that I'm going to
22 be talking about -- and we're going to narrow the
23 scope down on this, and I'll tell you how we're going
24 to do that in just a second.

25

1 You've heard me talk about TAG earlier.
2 There are two other names for that that you'll see in
3 the literature and in various points of our filing.
4 The industry name for that interface is a CORBA
5 interface, and that's a particular type of electronic
6 architecture. You don't need to know the details of
7 it, although I have some folks that will discuss it at
8 great length if you want to.

9 But this -- and I'll show you on the
10 subsequent slide -- is TAG. There are two industry
11 standards approved now for preordering. There is a
12 CORBA standard and a standard called "interactive
13 agent." We have fully developed and deployed this
14 one.

15 We started developing this with a trading
16 partner and have put it on hold, because we only had
17 one trading partner who was interested in it. They
18 asked us to delay the development schedule, and it is
19 on hold. We do have a commitment to complete that
20 development whenever a CLEC comes forward and says
21 they're ready to finish it, but at the moment
22 interactive agent is on hold.

23 Okay, Ron.

24 CORBA or TAG has, then, two components; a
25 preordering component to access preordering data and

1 an ordering component to place orders. It is parallel
2 to the existing standard electronic data
3 interexchange. In BellSouth's case when you hear
4 CORBA or hear TAG or hear EDI and it relates to
5 ordering, there are different mechanical methods of
6 doing exactly the same thing. The capabilities of
7 those interfaces are identical, just different
8 electronic connections, different software to do
9 exactly the same thing.

10 So what we're going to discuss and focus in
11 on is TAG, because it represents the broadest scope of
12 capabilities. It is the national -- it is one of the
13 two national standards for preordering. It's one of
14 the three national standards for ordering and has the
15 same capabilities on the ordering side as all of the
16 other mechanisms, even though it's different
17 electronically.

18 I want to make sure you're all okay with
19 what I'm saying here. We've talked about all these
20 before, but EDI and TAG are different software that
21 accomplish exactly the same purposes.

22 Okay. Ron.

23 **COMMISSIONER JOHNSON:** A couple diagrams ago
24 you said CORBA and then -- (microphone off) --

25 **MR. STACY:** Yes, ma'am.

1 **COMMISSIONER JOHNSON:** I think it's on now.
2 That there were two standards, two industry standards
3 for preordering. That was CORBA and --

4 **MR. STACY:** Interactive agent.

5 **COMMISSIONER JOHNSON:** Oh. And you just
6 have not implemented the interactive agent because you
7 don't have anyone interested in that right now --

8 **MR. STACY:** We had one partner -- Brian will
9 probably talk about it, because it's not a secret.
10 MCI had been pushing us for a year and a half to
11 develop that interface. We had made a commitment to
12 do it when the standard was signed off on and we began
13 development.

14 Since that time they have asked us to
15 postpone the work on it until sometime in the future.
16 So we got a little bit of work done in the definition,
17 put that work on the shelf, and it's on hold at the
18 moment. And they are the only CLEC, in our region at
19 least, that has shown an interest in developing that
20 interface.

21 **COMMISSIONER JOHNSON:** And you stated that
22 CORBA, interactive agency, and EDI, that they all the
23 accomplish the same thing but they just use different
24 software?

25 **MR. STACY:** That's right. The data that

1 they transfer from the CLEC to BellSouth is the same
2 data. It's just done with different kinds of software
3 and in different methods, but the data that's -- the
4 information that moves back and forth is the same
5 information.

6 **COMMISSIONER JOHNSON:** Okay. Thank you.

7 **MR. STACY:** Okay. Go ahead Ron.

8 The final thing you'll hear about at the end
9 of my presentation, I have asked, as most of you know,
10 one of our suppliers and vendors to be here with us,
11 and that is Bellcore.

12 They have implemented an external connection
13 to BellSouth called Exchange Link, and it accomplishes
14 something at the industry level that you need to know
15 is going on because it's an important industry
16 development going forward.

17 In our case they're connected directly to
18 TAG for preordering and ordering, and they're
19 connected to CLEC clients on the other side. So
20 they're an intermediary between BellSouth and the CLEC
21 clients. The advantage they bring the CLECs is that
22 they are also an intermediary between other ILECs.

23 Specifically in this case, Sprint has
24 developed an interface on their side, and some other
25 carriers who are underway and not in production yet

1 and BellSouth and Ameritech are hooked up on this
2 side. So to Sprint it looks like a common interface
3 to both BellSouth and Ameritech, a common point of
4 access.

5 The other name you will hear applied to
6 this, the more generic name, is a clearinghouse. I
7 was at a conference yesterday, in fact, in south
8 Florida where one of the topics, the panel I spoke on,
9 was to talk about this with the industry and how this
10 might develop in the future providing a process of one
11 CLEC able to get to many ILECs, and you'll see when
12 the Telcordia folks -- Bellcore's newly bestowed
13 name -- talk, the process of allowing multiple CLECs
14 to access each other, which is coming forward very
15 quickly in the industry.

16 All right. Now, let's go into one last
17 question: Where is LENS? Why am I not talking about
18 it? The reason I'm not going to spend much time on
19 that today is that it's a subset of everything we've
20 got. It was built for simple residence and business
21 resellers. It wasn't built to handle unbundled
22 network elements and hasn't.

23 It does have the capability for change
24 orders, which we've added back in February, and it's
25 being changed on an electronic basis so that it will

1 use TAG as its method of accessing our systems in --
2 at the end of 1999; but it's really a subset, and I'm
3 choosing to talk about the broadest set of
4 capabilities that we offer, which is TAG itself.

5 Now let's get into the first part of the
6 specific presentation with that background. Let me
7 ask before I do that, are there any other questions on
8 the way the systems connect together, the shape we're
9 going to be talking about before we go into a very
10 specific one?

11 **COMMISSIONER JACOBS:** Is it particularly
12 relevant how one gets processed, be it CORBA, TAG,
13 EDI, or interactive agent; is that particularly
14 relevant?

15 **MR. STACY:** It is not particularly relevant
16 in terms of the features and functions or results. It
17 is relevant in terms of the software preferences that
18 the two parties have.

19 **COMMISSIONER JACOBS:** And who chooses --

20 **MR. STACY:** Well, once the national standard
21 gets established, we have a commitment, both in some
22 of our contracts and in our SGAT, to develop a
23 standard interface. Beyond that, it's the choice of
24 the CLEC as to which one of the standards they choose.

25 **COMMISSIONER JACOBS:** Okay.

1 **MR. STACY:** The first thing we're going to
2 talk about in this section is putting in a new order;
3 And to limit the scope of the subject just to a
4 specific thing, I'm going to talk about a residence
5 order with two features.

6 What you're going to see is how we access
7 the data in BellSouth's retail services. I'm going to
8 walk through a residence new install, a business new
9 install, a CLEC resale, and then an unbundled network
10 element, so you can see straight down the path what
11 data we use, what data we provide to the CLECs, and
12 which systems they use.

13 All right. Ron, Chad, let's go ahead.

14 The first thing we're going to talk about is
15 preordering, and the system we're talking about is our
16 regional negotiation system. I'll go through these
17 very quickly, because there's a lot of detail on these
18 screens you don't -- and if you've got a question,
19 obviously we'll stop, but I'm not going to take a lot
20 of time on the detail unless there is a question.

21 To obtain preordering information, RNS is
22 set up to begin with a start-up contract screen where
23 they acquire some information about the customer,
24 including the customer's contact name, which we use
25 during the process, and then we drop off to a

1 shoppers' guide, which is marketing information.

2 We're building in BellSouth's retail unit
3 here a consumer profile about what we might be able to
4 sell to this consumer. So the first thing we do in
5 our work flow is to drop off and ask the customer
6 questions about how many people in the household; do
7 you use an Internet provider; do you have long
8 distance; how much long distance do you use a month,
9 intraLATA, et cetera, to build a suggestion for the
10 service rep.

11 The next thing we do on the new order is to
12 find out where the customer lives and to validate it
13 against our systems. You'll see this screen in
14 different forms four times here in the next half hour
15 or so. What we're doing is providing a means for the
16 service rep to query the address validation system,
17 get responses back and forth, and determine if an
18 address is valid or not.

19 And in the case of the particular address
20 we've used in the example that's in your folder -- go
21 ahead Chad -- we deliberately picked one that brings
22 back multiple choices. The choices come back. The
23 rep has a conversation with the customer about which
24 exact address is correct, exactly where is your
25 house -- I see these multiple addresses -- and then is

1 able to select one of those multiple addresses and
2 then go ahead and validate it.

3 And you wind up that process having sent
4 data to our system, gotten data back, sent more data
5 to the system, and validating an address. That
6 address is now sitting in an electronic form in this
7 computer called RNS server ready to be used. And
8 that's part of the integratable function is the
9 ability to retrieve electronic information and, having
10 retrieved it, to hang onto it in the computer so that
11 you can use it; because when we get ready to place an
12 order in just a minute, that same information is going
13 to be plugged into the order, and it needs to be
14 plugged in in exactly the form that's represented on
15 this screen.

16 All right. The next thing we'll need for a
17 new customer is a telephone number. We're talking to
18 a system called ATLAS, but the rep doesn't need to
19 know that. It wants to know what kind of number you
20 want. There's a couple ways you can do that.

21 The assumption is made in RNS when a contact
22 starts and the customer says this is a new service,
23 the work flow that BellSouth's retail unit built says,
24 assume that this customer is always going to want a
25 new telephone number.

1 And while we're working through the address
2 information, as soon as we have a valid address we're
3 going to go out and ask for a telephone number in the
4 background without the rep having to do anything
5 proactive to get it, so that when they get to the
6 telephone number assignment screen a few seconds
7 later, there's a random telephone number, the next
8 available one, already selected there.

9 There are 100 ways you can design that work
10 flow, and that's one of the things that the CLECs have
11 to decide for themselves is how do I want to sequence
12 this; do I want to talk to them about products and
13 services, my products and services first; do I want to
14 do a shopper's basket; do I want to validate their
15 address first and see what BellSouth has got available
16 in the office.

17 All of those are independent, and with an
18 integratable system, as long as you have a valid
19 address, that's pretty much the first step everywhere,
20 because I have to know which physical area the
21 customer is located in. The rest of this can be
22 obtained at any time during the process. So we've
23 gotten a new telephone number for this customer and
24 we're ready to move ahead.

25 The next thing in our work flow is a

1 question of features and services; what does BellSouth
2 have loaded in the switch that can be sold to this
3 customer. And in this case those features and
4 services are brought back to the screen, and you'll
5 see specifically here they're brought back in English.
6 You'll see a very different presentation when we talk
7 about a business order in just a minute.

8 The service rep at residence never sees
9 anything other than the English language description
10 of the service. That description comes from the COFFI
11 system in this case, and for business services from a
12 system calls P/SIMS; but it contains an English
13 language description and the codes that you need to
14 build an order for that.

15 In this case the rep is working in English.
16 He or she never sees the coding. That's hidden down
17 here in the system and completely hidden from them.
18 That's a design question that the CLEC has to answer.
19 They can present the information to their reps in
20 English or they can present it to the reps and require
21 them to enter the coding.

22 Our business reps, you'll see in a minute,
23 always work in the code directly, because it was too
24 expensive -- in BellSouth's view at least -- to build
25 a business system that did this. On the other hand,

1 we handle such a high volume of consumer orders that
2 this was the right thing to do.

3 The training curve that you mentioned
4 earlier, this rep's training is less than a third of a
5 business rep's total training cycle. The business
6 rep's knowledge demanded is a lot more.

7 Okay. Let's go ahead, Chad.

8 Another features and services screen. This
9 is just selection of the other feature we looked at a
10 moment go. Go ahead.

11 And having done that -- new order, address,
12 new telephone number assigned, features and services
13 picked out and discussed with the customer -- we've
14 worked through their market profile, so we're
15 presumably selling them as much as we can sell them
16 because that's one of this rep's primary jobs is to
17 sell -- we're ready to arrive at the due date.

18 The information for the due date comes from
19 a system called DSAP, and it tells the rep in a
20 calendar form whether or not a due date is available.
21 Pretty obvious here that the dates with the boxes
22 around them are not available. The dates with green
23 on them are available, and the first available date,
24 the 15th in this case when we actually ran these
25 screen shots back in December, the 15th for that

1 particular exchange was the first available date. So
2 we take some information that comes back in text form
3 and make it fairly easy for this rep to select that.

4 Business rep does it differently. We'll
5 show you how the CLEC does it, which can be done
6 exactly like this or in a different format; and we'll
7 talk about that in a minute.

8 Now we're fully ready to actually send the
9 order. And you'll notice we've changed on this slide
10 just to emphasize what's going on. The reps collected
11 all this preordering information up through the due
12 date and has worked with it. They're now ready to
13 send the order off and discuss it with the customer,
14 and they -- that information has been collected
15 together into an order summary screen.

16 All of that information was generated while
17 the rep was looking at features and services and while
18 they were doing other things, and they still at this
19 point don't see any of the coding required to
20 implement the order, because that's still hidden down
21 here in the two computers called FUEL and SOLAR.

22 So they walk the customer through the order
23 summary screen, including the pricing as appropriate;
24 verify the address where they're going to deliver the
25 bill; how many directories they're going to get; all

1 the particular pieces of this order -- go ahead,
2 Chad -- and we're finished with the order, and that
3 customer is done.

4 Now, let me talk a little bit about process,
5 and then we'll go on to businesses. For a new
6 customer, that entire process that we looked at takes
7 somewhere between 20 and 30 minutes for the entire
8 discussion.

9 If you've called and ordered new service to
10 a new residence, not an additional service, by the
11 time we do the address validation, do the credit
12 check, work through the shoppers' guide about what
13 services might be appropriate to recommend for you, go
14 back and forth and get the services, do the order
15 negotiation, find out how you want your bill delivered
16 et cetera, that order process takes 25 to 30 minutes
17 on the average for a new customer. Obviously somebody
18 that can answer the questions very quickly does it
19 faster than that -- somebody slower than that --

20 **CHAIRMAN GARCIA:** (Comment away from
21 microphone.)

22 **MR. STACY:** Why do we ask the long distance
23 question?

24 **CHAIRMAN GARCIA:** Oh, here. I just found
25 it.

1 **MR. STACY:** Yeah. And that particular long
2 distance question on that screen, that's the revenue
3 question. We're trying to estimate whether we're
4 going to ask for a deposit and, if so, how much,
5 because we're still the billing agent for many of the
6 carriers; and that's one of the things that goes into
7 the credit screen about how big a deposit we would ask
8 for and when. Because if they tell us they're
9 expecting to have \$500 a month in long distance calls,
10 which some people do -- and obviously if they lie to
11 us, that's not going to do any good, but that's one of
12 the inputs to the credit screen to determine how good
13 their credit is and how much risk you ought to do and
14 within your all's rules what deposit we ought to ask
15 for.

16 So that's the driver for that. We know
17 their monthly billing, of course, from the features,
18 but that's the one that's kind of an outlier.

19 In that process of 25 minutes, the use of
20 the systems by a normal rep is somewhere in the two to
21 three-minute range. The actual time spent querying
22 the system and getting information from it and using
23 it as part of the order, other than the discussion of
24 what am I going to sell you, the actual use of the
25 systems that the CLECs would use and that RNS uses is

1 in the two to three-minute range. So you've got a lot
2 of 30-second questions or even minute questions that
3 go back and forth between the systems, but then the
4 rep has a screen full of information that they talk
5 about for 10 minutes, particularly at the sales
6 section when they're trying sell you features; because
7 they're going to try to sell you a complete choice to
8 start with, which is our premium package, and if that
9 doesn't work, they're going to try to sell you two or
10 three feature sets, and they're doing the job we pay
11 them to do, which is to sell services.

12 That's one of the things you need to get in
13 your mind, that the use of the systems is actually a
14 fairly small percentage of the total contact. And
15 that's how we do a residence order for a new service.

16 Going to go ahead now if there aren't any
17 other questions about that one, walk through a
18 business order, and then the CLECs' versions in the
19 same manner.

20 **COMMISSIONER DEASON:** One question on the
21 residential. The selection of a telephone number,
22 does the customer have a choice in that, or is he just
23 given the number that was randomly chosen?

24 **MR. STACY:** They do have a choice in that.
25 We make the assumption up front, because it's been

1 validated just by our process that a lot of the
2 customers don't care, so you give them the random
3 number. But that screen that I showed earlier, while
4 the rep is sitting on it if the customer has some
5 preference, if they want a number, a vanity number
6 that spells out something, or if they don't like
7 the -- there are a lot of astrological groups in south
8 Florida and they don't like a combination of numbers
9 that came up at random.

10 If the customer has some problem with the
11 number that was assigned, the rep has the flexibility
12 to go back in at that point and ask for another one
13 and to even do exclusions. If somebody wants a number
14 with no sevens in it, there is a way to put the
15 request back into the system and say, give me the
16 numbers that exclude sevens. So there's a great deal
17 of flexibility there, but most of the time the first
18 random number is what we use, so we go ask for it in
19 advance.

20 **COMMISSIONER DEASON:** What percentage of
21 customers are satisfied with the first random number?

22 **MR. STACY:** In residence, the last time I
23 looked at it, which has been over a year ago now, over
24 75% took the random number as an assignment, but that
25 varied significantly by state and by area in the

1 state. Actually, in south Florida it's our worst in
2 terms of asking for custom numbers, and in Mississippi
3 was our best in terms of hardly ever asking for one.
4 But the company average was about 75%. It might be as
5 you expect.

6 **COMMISSIONER DEASON:** If the customer says,
7 you know, that number, the random number that comes
8 up, won't do, can they ask for a specific number, or
9 they can just say why it won't do and just to come up
10 with the next one?

11 **MR. STACY:** They can ask for a specific
12 number or they can ask for a -- the next random
13 number, and there are -- I'd have to ask the Florida
14 people here, because I get confused about the tariffs
15 between the states. There are some charge -- there
16 are some vanity number charges here for certain vanity
17 numbers, but I always have to go back and look at the
18 tariff. That varies by area.

19 But just asking for another number or just
20 asking for a random number, the next random number the
21 rep would do without question. If the charge is
22 appropriate, then, you know, there's a tariffed rate
23 that we have filed with you about how to apply it.

24 **COMMISSIONER DEASON:** Okay.

25 **MR. STACY:** All right. Now let's look at

1 the business system that accomplishes the same
2 purposes.

3 We're going to take a 1FB with call
4 forwarding and walk through that, and the system we're
5 going to be talking about -- Brian, go ahead to the
6 system slide -- is direct order entry, or DOE.

7 You'll see a very, very different
8 presentation of information here, and you've seen
9 parts of this before, at least the Staff has, when
10 they visited in Jacksonville.

11 Instead of English language, this one is a
12 much older computer system that requires the entry
13 person, the service order entry person that's doing
14 the work, to have a different level of expertise.

15 First they log into the system, and that's
16 into the security layer that's sort of the outside
17 layer of the computer security. Then they
18 specifically log into the DOE system. And now we're
19 at the order entry scene, not nearly as pretty as the
20 RNS entry screen, because it's all text and it's a lot
21 more complex. But in this case we're going to go
22 forward with the 1FB order that I talked about.

23 You'll see on here, by the way, that there
24 is a category of service for residence and there's
25 also categories of service for data, for WATS, for

1 private line voice. The residence system ceased to be
2 used when RNS was developed, but this is the system
3 that both of our units used since about 1985 in
4 Florida until 1991 when RNS was deployed. So this is
5 the backbone system that's been there for a long time.
6 It was replaced for residence, but was never replaced
7 for business.

8 We're ready to go ahead with this order for
9 business. Having designated that this is a 1FB on the
10 other screen, the next thing we would generally work
11 with with the business is how they want their business
12 name listed. And we filled out a fictitious entry
13 here. But you can see at this point everything that's
14 in black on this screen are entries that the rep is
15 typing from memory or from looking it up in a manual
16 on his or her desk, including the yellow page header
17 code; where does that go in the yellow pages,
18 including the SIC code for the business. RNS is a
19 click and point prompted system that's 100 times
20 easier to use than this. This is more flexible
21 because it lets an expert structure an order as they
22 go along.

23 We're now going to get a valid address for
24 this system, and it's not quite as simple as it is in
25 RNS. They actually have to drop out of the DOE

1 process or put it aside for a moment and log into
2 another system called ORION that gives them access to
3 those databases that the residence rep had under a
4 button click. So we're going into ORION, which is an
5 access to RSAG. It's nothing more than a mechanism
6 for getting to this same database. And we're going to
7 do an address validation.

8 We're using the same address we used before,
9 and in this case I didn't clutter it up with another
10 screen. There's the same capability to go back and
11 forth with the system. If the information you get
12 from the customer isn't complete or accurate, the
13 system will come back and say, I found four addresses
14 that look like that; please tell me which one of those
15 is right; reinput it, revalidate it. But now we've
16 got a valid address.

17 We go back into the direct order entry
18 system and start finishing the order. And this is the
19 capability that the mainframe adds. The information
20 that we have just captured from RSAG, the address
21 information, is now brought to the right-hand side of
22 the screen, and we're building an order in the coded
23 format that the residence service rep never saw.

24 In each case, every one of these lines has
25 to be typed, or cut and pasted in the case of the

1 address, by the service rep that's doing this work.
2 All of these entries -- you saw a couple of them
3 before -- the listing entries, the billing entries
4 that we're putting in now, the telephone number -- or
5 the address that we brought back, all of those entries
6 are being typed by the rep, again, from his or her
7 expertise.

8 We're going to do a credit check. Again,
9 this is an internal process of ours. This is not
10 available to the CLECs because this is for BellSouth's
11 retail unit doing a credit check of our customer, and
12 is not something that's --

13 **CHAIRMAN GARCIA:** With your information.

14 **MR. STACY:** With our information to some
15 extent, but for a new customer; in this particular
16 case, this is going to an external credit bureau. So
17 we have a relationship in our particular case with
18 Equifax that does most of the our credit work, and
19 this interexchange is happening between us and Equifax
20 as a commercial customer.

21 If it was an existing customer, their bill
22 payment history, we would look at that also. You're
23 right.

24 So we check the credit information. We're
25 doing the same kind of telephone number selection we

1 did before only in a different manner. We're going to
2 the same system, the telephone number database called
3 ATLAS, but we're asking for a single number. The
4 system is going to respond again with a random
5 number -- but back up one slide Chad. Let me address
6 that question again.

7 You'll see here the choices I didn't talk
8 about earlier. You can ask for a specific number or a
9 stylist or a vanity number or multiple numbers or a
10 miscellaneous account number. There are a number of
11 choices here about how to get a telephone number
12 that's suitable to a business; some choices we make
13 available to the CLEC, although a couple of these
14 don't apply.

15 Miscellaneous account number is not a
16 working telephone number, but it's a billing
17 relationship where a person might want three
18 departments to bill -- to get individual bills, but
19 then bill together at the top level on a miscellaneous
20 account. So it's a construct in business that has to
21 do with our ability to bill the customer. The CLECs
22 obviously bill themselves and would build a similar
23 structure, but not using our information. So we've
24 selected a telephone number for this customer -- go
25 ahead --

1 **COMMISSIONER JACOBS:** Excuse me. Would an
2 ESSX customer be following this system or would --

3 **MR. STACY:** Not -- not at all. In fact --
4 let's see. I don't have an ESSX example. When the
5 ESSX -- if a new ESSX customer came in and asked for
6 assignment, this process happens eventually, but it
7 happens off line with a manual form input asking for a
8 large block of numbers and is actually processed by
9 the people that maintain this system working at the
10 database level in the computer, not by a service rep.

11 The service rep would process a form that
12 asked for a block of numbers, but those are generally
13 large blocks of at least several hundred, and that
14 request goes for the CLECs and for us both in a paper
15 format, called a service inquiry, to the group that
16 actually maintains this database, and they do that
17 assignment completely off line from the systems; and
18 then those numbers, of course, are not available to
19 anybody else once they're assigned to a customer.

20 This case, we brought back a random
21 telephone number and it brought it up for assignment.
22 Yes.

23 **CHAIRMAN GARCIA:** What's the LNA phone
24 number?

25 **MR. STACY:** I am not reading it.

1 **CHAIRMAN GARCIA:** Two lines up.

2 **MR. STACY:** Oh; listed name and address,
3 phone number. In this case the address we validated
4 had an existing service with an existing listing on
5 it, which I believe is Nancy's. (Pause)

6 No? That's not yours? I don't remember
7 which one we used here.

8 Valid address in 954. But on one of the
9 other -- the address that we validated had a listed
10 phone number on it. It was brought back on one of the
11 earlier screens and just displayed again here. That
12 would give the customer obviously the choice of asking
13 for a 954 in this case if they weren't happy about the
14 overlay area code or -- this is the point where you go
15 back and forth between these two screens and negotiate
16 the number.

17 Okay, Chad.

18 Now we're ready to talk about the class of
19 service. Again, it's a little bit different choice
20 than RNS, because the choices are displayed, but the
21 codes have to be either remembered by the rep or
22 entered. In this case we're taking about a 1FB.
23 Don't dial anything. So we're going to put that code
24 in and the rep is going to type that code, and we're
25 ready to go ahead with the rest of the order.

1 We're now creating an order by putting in
2 the features and services that we need. So we've
3 entered the code 1FB. We know what the telephone
4 number is, and if you had been standing behind the rep
5 to watch them, they scribble that down on a scratch
6 pad and then retype it, even though it's displayed
7 here.

8 They either know by memory or ask the
9 customer who their carrier selections are. In this
10 case there's a "none" selection for the long distance
11 and BellSouth for the intraLATA carrier.

12 Work through the rest of the code set and
13 begin entering the features; in this case, the two
14 features we talked about as codes. The rep is doing
15 all this, either looking at a manual when they start,
16 or for a 1FB they would not have lasted very long if
17 they had to look at the manual more than two or three
18 times.

19 They will have learned this by the time
20 they've done 500 of these the first month and know all
21 the common long distance carrier codes, all of these
22 appropriate entries, and the top 50 or so features
23 without ever looking at a book or a screen. They're
24 doing the work from expertise.

25 So they're building the order as we go here

1 in the format that the service order control system
2 needs to see it; building it with all of our codes on
3 it.

4 And I believe -- is there one more screen on
5 that one, Ron?

6 A little more information; directory
7 delivery information. Again, we didn't pull the
8 address forward from the other screen in this system.
9 It turns out it's very hard to do. So she types in
10 the order -- the entry again -- go ahead -- reads, in
11 this case, a BellSouth special -- the disclosure
12 summary that we're required to use, which is a
13 summary -- are orders by the various state commissions
14 over time about what we're required to disclose in a
15 discussion with a customer, and this is just a
16 reminder that forces the rep past that point in
17 business.

18 We didn't look at it in residence, but it's
19 in there in a similar manner. It's actually in the
20 fine print on that order summary screen, about what
21 you're required to disclose; but did you do all of
22 these things as appropriate. And then you're able to
23 walk through the order with a customer.

24 This is the order as the rep has typed it
25 in, manually typing almost all of the entries except

1 for the telephone number. The order has been priced.
2 You'll see up here in the top in coding the price for
3 the monthly service and the price for the nonrecurring
4 charge. Obviously those are priced at BellSouth
5 retail pricing. And the rep is able to walk through
6 with the customer and say, here's what I've got for
7 you ready to order.

8 The last thing that's done is to check the
9 availability of the due date, which is shown here in
10 the corner. The due date that was requested was the
11 10th of December when we did this order. The due date
12 that the system said was available is the 15th. So
13 the customer would have been promised the 15th in this
14 particular case. And that's how a business rep places
15 that kind of order.

16 Any questions about business before we talk
17 about the CLECs? Or we talk about complex next. I
18 should look at my own notes. Complex orders and then
19 the CLECs. (Pause) First the CLECs, then complex.
20 Wrong page on my notes.

21 Let's look at how a CLEC -- the capabilities
22 we provide to a CLEC to do the two things we just
23 looked at; simple residence order, simple business
24 order.

25 Ron, bring the system slide up.

1 You remember we're talking about TAG and
2 we're talking about access to the preordering systems.
3 What you're going to see on this screen in a minute
4 is -- I want to be sure I characterize this right --
5 this is a demonstration graphical user interface for
6 TAG. This is something that we make available to the
7 CLECs, but to the best of my knowledge, no CLEC has
8 chosen to use this particular code or this particular
9 system to implement it, so their presentation of the
10 information looks entirely different from this.

11 On the other hand, the information that's
12 represented, of course, is exactly the same. We're
13 talking about something that they build in their
14 computing complex on generally a client server
15 architecture that interfaces the TAG and lets them
16 take preordering information and integrate it with the
17 information needed to place an order. That's back to
18 the FCC's words about "integratable". That's what
19 this system was designed to do, and this is a
20 demonstration -- is characterized of one way to do it.

21 We have at the moment seven commercial --
22 seven customers, seven CLECs, that are in commercial
23 production on one version of TAG or another. I've
24 seen three of their presentations now, and they look
25 nothing like this. They designed the work flow for

1 their customer service rep in an entirely different
2 manner.

3 You're going to see at the end of this
4 discussion Bellcore's version of this which they built
5 originally for Sprint and have offered to other
6 customers that, again, looks slightly different,
7 because it handles BellSouth's order and talks to TAG,
8 or it handles an Ameritech order and talks to an EDI
9 system and represents the data in slightly different
10 matters. So this is the demonstration GUI.

11 Let's start out with an order. In this case
12 it could be either residence or business. We would
13 choose that as appropriate and populate portions of
14 the screen. We're going to do address validation,
15 again talking to the same system we did before,
16 talking to RSAG, presenting similar information. In
17 this case we've sent an address. It is a valid
18 address and it has two working telephone numbers
19 associated with it.

20 The question you asked before, Commissioner
21 Garcia, we bring those numbers back as information,
22 because one of the questions you always want to ask at
23 this point is, is this an additional line, or, did you
24 mean to do something to one of the two working lines
25 that was in service. And that happens to be my

1 address and phone number in that case.

2 So the ability to send the queries and
3 validate the address is exactly the same data, but
4 presented completely differently in RNS and DOE and
5 the capability we give the CLECs. The presentation is
6 different, but the data is the same.

7 From address validation we move to telephone
8 number reservation. In this case TAG has the ability
9 to bring back a list of telephone numbers. You didn't
10 see this in either RNS or DOE, but it's just because I
11 didn't show it that way. You can bring back as many
12 as 25 numbers in a group to choose from, or you can
13 bring them back one at a time. And having brought
14 them back, there is a mechanism which sends another
15 command across this interface that says, I like that
16 telephone number; reserve it. In this case --

17 **CHAIRMAN GARCIA:** No one is using this
18 system currently.

19 **MR. STACY:** No -- I have seven CLECs using
20 this system currently, but in very early stages. Most
21 of them have gone into production only in the last 30
22 days. No one is using this piece of software to talk
23 to the system. They have all written their own. They
24 actually built their own interface, and the data
25 doesn't look anything like this. So we've reserved a

1 telephone number. The capability to do that is using
2 the same databases in the same manner.

3 We've retrieved the features and services.
4 And if you remember the other two acronyms I've
5 wandered through, you actually have to go to two
6 places to get this, because you're talking about both
7 residence features, which are in the system called
8 COFFI, and business features that are in this other
9 system.

10 So you bring that data back and you get a
11 list that says, here's what BellSouth's switch is
12 capable of providing. And in this case we bring back
13 the English language and we also bring back the
14 specific coding that's required, because in the form
15 that is used for the local service requests, the code
16 is what was determined to be the standard.

17 Ron, have you got your pointer -- I'm losing
18 the battery on this one, which is not good. I changed
19 them last night. (Pause)

20 **COMMISSIONER JOHNSON:** You said that you
21 bring back the English language -- this is a
22 demonstration of residential and business?

23 **MR. STACY:** Residential and business. We
24 bring back the whole feature set that the switch is
25 capable of supporting, whether it's a residence

1 feature or a business feature, that can be tailored so
2 that it brings back only selected features.

3 We have CLECs who literally every day sell
4 the same set of things to the customers. They only
5 have one package that they offer to a residential
6 customer. In their case there is a way to code the
7 request to this system that goes from here to here to
8 say, only show me feature A, B, F, and Q if they're
9 available. Or you can say, show me everything that's
10 available in the switch for residence and business
11 customers.

12 We made the assumption -- and that was a
13 design assumption earlier -- that the CLECs would not
14 necessarily split their business into residence and
15 business components like we had chosen to do. So the
16 information -- the means of placing the order and the
17 information handling is all blended so you get back
18 everything instead of one or the other.

19 **COMMISSIONER JOHNSON:** And in the BellSouth
20 ordering for business, you never have this translation
21 into English --

22 **MR. STACY:** No.

23 **COMMISSIONER JOHNSON:** -- step. You always
24 have the code that --

25 **MR. STACY:** The rep works --

1 **COMMISSIONER JOHNSON:** -- you have to have
2 the expertise to know.

3 **MR. STACY:** Right.

4 **COMMISSIONER JOHNSON:** So this is --

5 **MR. STACY:** It's a combination of the two.
6 It's actually a, in our view, our combination of the
7 best of what's available in RNS with what's available
8 in business.

9 **COMMISSIONER JOHNSON:** But you all don't use
10 this system for yourself?

11 **MR. STACY:** No.

12 **COMMISSIONER JOHNSON:** It's an easier -- it
13 strikes --

14 **MR. STACY:** Well, our --

15 **COMMISSIONER JOHNSON:** -- me as more user
16 friendly --

17 **MR. STACY:** -- business people, in fact, are
18 trying to figure out whether or not it would be
19 economical for them to deploy it. The problem is we
20 have this cadre of very well trained service reps.

21 **COMMISSIONER JOHNSON:** So you don't need
22 this --

23 **MR. STACY:** So you don't need it at the
24 moment. At some point in the future, something like
25 this will replace that. There are some trials going

1 on now to do that. But business service is complex,
2 and if you've got to build up the expertise to talk
3 about the services, the expertise to be able to handle
4 the coding is a fairly small addition. So that's the
5 way that business unit chose to go.

6 **COMMISSIONER JOHNSON:** Interesting.

7 **MR. STACY:** The day they're ready to use
8 this, I'll sell it to them. (Laughter) And charge
9 them for it.

10 So we bring back the features and services
11 from those two systems. The next thing we're ready to
12 do is to start building the order. This is one of the
13 places where a difference begins to creep in.

14 In the CLECs' terms, there is a national
15 standard for the format of the order called a local
16 service request that is agreed to in principle by
17 several national forums, primarily by the group called
18 the Ordering and Billing Forum. And it defines how
19 you place an order, what information you send, what
20 the different components of the order mean, and it is
21 a means of exchanging data that's relatively standard
22 between the CLECs, and between the CLECs and the
23 ILECs, like BellSouth.

24 So the request that comes in doesn't look
25 like the service order that our business rep was

1 working on a minute ago. It's very different,
2 although some of the data is the same. It comes in as
3 a local service request sent from the CLEC. It moves
4 through our TAG interface, and it winds up being
5 translated. Until the time it gets to our service
6 order control interface, they look exactly the same.

7 So in the CLECs' terms, you start with a
8 local service request and you wind up with a service
9 order. In BellSouth's case. For a residence rep, you
10 start with English and you wind up with a service
11 order. In a business case, you start with a service
12 order and put it directly in the system.

13 So there are three different methods we've
14 talked about this morning of creating a service order,
15 one of which applies to the CLECs, one of which
16 applies to BellSouth's residence unit, and a different
17 one that applies to the business unit.

18 This is what the local service request looks
19 like in terms of the data. Again, this is our
20 demonstration of the form. And it could take many
21 different forms. But there is data that's required
22 for this particular form in several different
23 versions. We're going to walk through a couple of
24 them.

25 This is the base of the form, and you'll see

1 the CLECs' account numbers and their purchase order
2 number.

3 The next screen is the end user information,
4 and it's in a separate part of the form when they send
5 it to us. Again, this is information that the CLEC is
6 creating, but you'll notice here in terms of the
7 address, the address was captured in the preordering
8 system brought back to the CLEC server, and in our
9 demonstration in reality actually stuffed into the
10 order with no intervention, no manual retyping on the
11 part of the CLECs.

12 This is what the FCC -- one of the things
13 the FCC complained about last time is that our
14 existing, then existing, mechanisms couldn't be
15 integrated. TAG is designed to specifically overcome
16 that objection and to let the CLECs handle as much as
17 possible -- as much of the data as possible
18 electronically without a human ever having to retype;
19 just look at it, tell the system to move it into a
20 different form and put it into the field.

21 There's the end user information. The
22 directory listing information is handled similarly.
23 The address is pulled forward from what we did
24 previously. The end user name is pulled forward from
25 the previous entry on the form.

1 Okay. Chad.

2 Features and services: We obtained them in
3 preordering. That information was retained by the
4 CLEC and is used to build the order with in this case.
5 So all the information that came out of the
6 preordering system is now being reused without the rep
7 having to retype any of it.

8 **CHAIRMAN GARCIA:** I noticed that you had --
9 at the beginning of this ordering format you had up to
10 20 numbers that could be selected.

11 **MR. STACY:** It should be up to 25, unless
12 I've --

13 **CHAIRMAN GARCIA:** 25. And if I remember
14 correctly from the first time I went through OSS here,
15 it used to be only four of the system that you had in
16 place, four or --

17 **MR. STACY:** It was six --

18 **CHAIRMAN GARCIA:** -- five --

19 **MR. STACY:** It was six and then 10 and then
20 25. The change was when we moved to TAG we made
21 everything open at the 25 level, which happened --
22 it's the same block we use internally. But it was
23 limited to six before.

24 **CHAIRMAN GARCIA:** Okay.

25 **MR. STACY:** And then, finally, the

1 calculation of the due date, having worked the way
2 through the rest of the order.

3 Again, I had our demonstration folks put
4 together a screen that looks like RNS but shows you
5 part of the data. You'll see on the left-hand side
6 here the data that actually comes back, which says
7 that Mondays, Tuesdays, Wednesdays in this case are
8 open, but Sundays are closed; here is the resold
9 service installation intervals for that office; and
10 here are the days that are closed. (Indicating)

11 I then had the programmer take this
12 information about what days were closed and put it on
13 a calendar the way the RNS does, and used white and
14 red instead of green and black circles, but coded to
15 say, in this case the next available due date is the
16 13th. We've assumed in this order that the customer
17 asked for the 14th in the process of the discussion.
18 It's open, it's an assignable due date, and would be
19 given to the customer in this case.

20 That method of display again varies widely
21 by CLEC, how they want to set that up. They get this
22 coded text information back. How they manipulate that
23 into a graphic is up to them. We've shown them how to
24 do it one particular way, but what else they do with
25 it is at their discretion.

1 And that's what an order -- I'm sorry.
2 We're not quite done yet. We've got one more screen.
3 That's what an order for a residence or a business
4 service retrieved from our system and sent to our
5 system by a CLEC looks like.

6 Now, you notice I skimmed a bunch of steps
7 we talked about earlier. I didn't talk about credit
8 history. I didn't talk about what we call market
9 basket in RNS. Those are sales and marketing
10 functions or credit collection functions that we do
11 not transfer data to the CLEC about in general. We're
12 certainly not going to transfer our marketing data to
13 them. No.

14 In general, they -- I mean, we've given them
15 the list of services that are available to be resold
16 in that office. So they -- you know, the two or three
17 I've seen; let me put it that way. We're not obliged
18 to transfer our credit information to them, and
19 certainly not to set up a relationship between them
20 and an outside credit determination firm. So there
21 are many steps in here that were part of the business
22 flow that don't use the systems that you saw on the
23 BellSouth side.

24 Yes; I'm sorry?

25 **CHAIRMAN GARCIA:** And their redesigning of,

1 I guess, TAG is it, when they're doing it, they
2 obviously add those prompts --

3 **MR. STACY:** Yes.

4 **CHAIRMAN GARCIA:** -- to get those
5 questions --

6 **MR. STACY:** Yes.

7 **CHAIRMAN GARCIA:** -- and then they ship them
8 to you; you're either going to -- if you're going to
9 resell some of those services, I guess.

10 **MR. STACY:** No. In general we've given them
11 the list of services that are available to be resold
12 in that office. So they -- you know, they'll -- the
13 ones -- the two or three I've seen -- let me put it
14 that way -- they set up their own market basket to
15 compare to ours and say, we're going to try to sell
16 these six things to a customer in this order, or else
17 we only sell package A, B, and C; and that's what we
18 offer to the customer.

19 **CHAIRMAN GARCIA:** Can they buy from you the
20 credit issue? Can they say to you that's one of the
21 services I want to buy from --

22 **MR. STACY:** No. We have not offered credit
23 service for sale and was not part of the resale
24 obligation that I know of. I'll have to talk to --
25 verify that with one of the attorneys for Florida, but

1 that -- to my knowledge, that was not offered in any
2 state.

3 **CHAIRMAN GARCIA:** Okay.

4 **COMMISSIONER JACOBS:** If you're acting as
5 billing agent, is there any additional processing that
6 goes on here?

7 **MR. STACY:** Well, we're not a billing agent
8 at resale.

9 **COMMISSIONER JACOBS:** All right. Okay.

10 **MR. STACY:** Different animal here than with
11 the interexchange carriers. I don't know that we --
12 if we have entered into a billing agency agreement
13 with a CLEC, I don't know about it, and I think I
14 would; but I don't believe we ever offered that
15 service to a CLEC.

16 **COMMISSIONER JACOBS:** Okay.

17 **MR. STACY:** All right. That's the process
18 of a new install.

19 What we want to do now is take just a minute
20 or two more and talk about, first, complex orders and
21 then unbundled networks; and I will have finished most
22 of the first section of my discussion.

23 Picked out a particular complex service.
24 You remember when I was discussing direct order entry?
25 There are little boxes there that says you can create

1 orders for data services, private line services, other
2 things at that point in the system. What it doesn't
3 tell you is that there's a whole lot of information
4 transfer that goes on -- back and forth on paper forms
5 before that ever happens.

6 So what I'm going to do is spend just a
7 minute and walk through this chart for a particular
8 complex service. You happened to ask about it,
9 Commissioner. It's multiserve, or what we used to
10 call ESSX; how a new customer would come into
11 BellSouth, ask for that to be set up, and where the
12 information flows. And you'll see over here at the
13 end, when all of the work is done, there is a customer
14 service attendant who actually types the order into
15 DOE after all the rest of the work is done.

16 So all of the work to create the order, to
17 set it up, is handled on pieces of paper back and
18 forth between the account team and the customer before
19 we get to the final step, which is for somebody to sit
20 down and type it into the system and start the work
21 processes.

22 The request comes from the customer. There
23 is a quotation system that has been built by our sales
24 and marketing people that allows them to respond with
25 a sales quotation. They have access, as do the CLECs,

1 to the address validation function at that point, so
2 they can create a valid address, and that work --
3 here's a little bit of electronic access.

4 Here's a whole bunch of manual work that
5 winds up in a proposal to go to the customer. And in
6 this -- you know, in the case of these kind of
7 systems, you're talking about proposals that are tens
8 if not hundreds of thousands of dollars, so these are
9 big proposals.

10 That proposal is presented to the customer.
11 It looks like it easily results in a contract. Those
12 of you who have been in sales know that that process
13 doesn't always flow in a straight line down the page.
14 There are many back-and-forths in there. But whenever
15 that's done, there is a package created that comes out
16 of this proposal that's called a hand-off package.
17 And the hand-off package says, I have a customer,
18 here's where he is, and here's a long list of all
19 those things we're going to sell him.

20 That hand-off package gets reviewed by a
21 person called a project manager and then by a service
22 coordinator who does the work of issuing a paper form
23 and some of which is in e-mail, called a service
24 inquiry. That goes to all of the departments inside
25 of networking carrier services that have to provide

1 pieces of this, and this is where the numbers get
2 assigned in this case.

3 I've got a service inquiry. I've got an
4 ESSX -- a multiserve customer who needs a new
5 200-number block in Golden Glades in Miami. That
6 piece of paper in e-mail form comes to the telephone
7 number assignment group in south Florida. They go
8 into the system, find the block of 200 numbers, mark
9 it reserved so that no one else can take it in the
10 meantime, and respond back to the service coordinator
11 who is actually building that inquiry.

12 When they get all of the pieces back -- and
13 that means numbers are available, facilities are
14 available, scheduling has been agreed to by
15 everybody -- they issue what's called a firm order,
16 which begins the process of coordination and then
17 finally results in that order being input into the
18 electronic system.

19 In this case, most of the work of creating
20 the order in terms of writing down the codes is
21 actually done by this service consultant who's
22 building the pieces of the order one at a time. This
23 is -- we used to call this particular job a service
24 order typist. It got upgraded to a customer service
25 attendant, but the function that's performed there is

1 more or less a typing function from information that
2 somebody else has already prepared. So this is an
3 input clerical job.

4 That order then goes to the service order
5 control system, and the project coordinator is working
6 with it. At that point in time when that's done,
7 there is a firm order confirmation given back to the
8 account team to give to the customer. That's how
9 BellSouth retail does it for itself, and that could be
10 either -- mostly our large business unit, called
11 BellSouth Business Systems. Occasionally the small
12 business would sell a very small multiserve account.

13 Now let's look in parallel to what's done
14 for the CLECs on the other screen.

15 Leave that one. (Indicating) Go back to
16 that, Ron. Leave it up, please.

17 **COMMISSIONER JOHNSON:** What did having stuff
18 in the brownish-orange color, what does that mean?

19 **MR. STACY:** I'm sorry. Say again.

20 **COMMISSIONER JOHNSON:** I was looking at the
21 diagram. It says the blue color indicates a manual
22 processing, and I was just wondering --

23 **MR. STACY:** Oh. The orange color
24 represents, in some fashion or another, a computer
25 based process. So in this case --

1 **COMMISSIONER JOHNSON:** I saw that if someone
2 was inputting information --

3 **MR. STACY:** Right. Over here they're
4 talking to the address validation database, which we
5 looked at earlier, and that's a computer base.

6 In this case the sales quotation system is a
7 classic sales quotation system that BellSouth wrote.
8 The sales rep takes that on their PC to the customer
9 and says, how many lines do you want, what features do
10 you want on them. They plug all that in, and they're
11 able to quickly give them an idea of whether they're
12 talking about a \$5,000 system or a \$50,000 system, and
13 then they take that information and build the quote,
14 build the proposal with it.

15 **COMMISSIONER JOHNSON:** Okay.

16 **MR. STACY:** So computer based systems and
17 manual.

18 **COMMISSIONER JOHNSON:** So with the CSA
19 they're typing it into the data --

20 **MR. STACY:** They're typing it into the
21 database. They're actually typing it into DOE, just
22 like we looked at for a business order, only they're
23 typing in pages and pages and pages of information in
24 this case.

25 A 100-line multiserve order, which is what I

1 was talking about, at this particular point as a firm
2 order results in about 150 pages of paper. There's
3 one form which can be either one page or three pages
4 for every station, and then there's a 50-page form
5 about what's called the common block information that
6 goes with the system.

7 And let's look at what we -- how we do that
8 same thing, a complex service, for the CLECs. That
9 comes from the CLEC who's negotiating with their end
10 user to their account team in the form of a local
11 service request.

12 This negotiation about what it's going to
13 cost you, is this a valid address, has all happened
14 out here in the CLEC process using our systems in one
15 case, but using their systems in the case of
16 quotation, because we know what our resale price for
17 this service is. We have no idea how they're going to
18 bill the customer for it. So the proposal is up to
19 them.

20 We get that proposal, and the process kicks
21 into gear at the same point it would for BellSouth. A
22 service inquiry is created. There's departmental
23 review, which assigns the numbers and checks the
24 facilities. Hand-off package is built. The order is
25 brought back to the person who's going to type it.

1 They put it in the system, and when the order is
2 successfully accepted into the service order system, a
3 firm order confirmation goes back to the account team
4 who can then send it to the CLEC.

5 In this case, the firm order confirmation
6 goes to the customer. In this case, it goes to the
7 CLEC who is in direct communication with their
8 customer. And then once the order is worked, it's
9 project managed through to completion in the same
10 fashion it is for BellSouth.

11 What I want to tell you here -- and it's the
12 subject of some discussion among us in the CLECs --
13 the processes are as exactly parallel as we can make
14 them, absent the fact that the sales and marketing
15 process is managed by the CLEC outside our scope and
16 we don't see any of it. But from the time it gets to
17 BellSouth as an actual proposal to be worked, the
18 process is run in exact parallel.

19 They're done by different groups of people,
20 because the account team that manages the CLECs and
21 these customer service attendants and service
22 consultants are dedicated to CLEC work in what we call
23 a major account center for the CLECs, and these are
24 dedicated to BellSouth retail units, but the
25 processes, the training, the systems they use are

1 exactly parallel.

2 That is true with minor variations for every
3 service that we call a complex service. And we can
4 talk about specific ones. I brought this one out.
5 You know, it's a good, crisp example because it is a
6 fairly complicated service.

7 Let's finish up this segment by taking a
8 look at unbundled networks, which is sort of the last
9 group of new services. I'm going to deal with, in
10 this case, an order for an analog loop, which is the
11 highest volume service that we provide.

12 Again, I'm going to be using TAG as the
13 system to show you what the preordering requirements
14 are and what the ordering requirements look like in
15 terms of our view of the demonstration. The data is
16 obviously there to be manipulated by the CLEC at their
17 choice.

18 The most important part -- remember they're
19 using our loop and their switch in this case, so they
20 don't need to know anything about our switch or the
21 features it supports and don't need a telephone number
22 from us for a new service. They've got the
23 availability of all of that. So they're going to go
24 into our system and validate the address.

25 Same as it was before. (Indicating) So you

1 obtain valid address information, which means we know
2 where the loop is to be terminated; we know how it's
3 going to be served; we know which central office it's
4 out of. We have all the information that will
5 validate an order, and that's now residing back in the
6 CLEC's computer system.

7 After address validation, they're ready to
8 begin building the local service request, but you'll
9 see that it's different from the one we talked about
10 before. There is local service request information,
11 but there are a couple of new forms here.

12 There's a loop form with fairly complicated
13 information on it that comes out of the CLEC's
14 database that tells us where they want us to connect
15 that loop to, where their collocation space is, what
16 point of interconnection they are choosing to
17 connect -- for us to connect the loop together with,
18 and they have to build that into the order itself.
19 Then they have to send us some end user information,
20 which is where the valid address comes in; where is
21 this loop supposed to wind up. There's other
22 information about the desired due date. They --

23 **CHAIRMAN GARCIA:** I had heard that there had
24 been a problem -- and maybe I just perceived it
25 wrong -- that the address has to be very precise in

1 the sense that, you know, if you've got a period in
2 the wrong place or something not capitalized, it sort
3 of rejects it. Is that still the case?

4 **MR. STACY:** That's still the case. So --

5 **CHAIRMAN GARCIA:** So in this address 71
6 Bedford Oaks, I guess that's northeast --

7 **MR. STACY:** Drive Northeast. It happens to
8 be my house, but --

9 **CHAIRMAN GARCIA:** Well, it says Northeast
10 Drive, which is, I guess, a good example.

11 **MR. STACY:** Yes, that is a good -- back that
12 up, Chad. I'm sorry.

13 All right. Let me walk you through that one
14 with --

15 **CHAIRMAN GARCIA:** I'm looking at Page 49,
16 but that's fine, wherever you are is --

17 **MR. STACY:** Okay. Go ahead to 49, Chad.

18 **CHAIRMAN GARCIA:** Just so that we're looking
19 at the same thing.

20 **MR. STACY:** In this case, it doesn't have to
21 be precise, because this is the -- in this particular
22 case -- I'm sorry. Yes, it does. I wasn't watching.
23 Bedford Oaks, Northeast Drive. That particular
24 format -- go back to 47. That's where I was -- .

25 (Pause) When the system comes back, that address is

1 broken apart into components, specifically the street
2 number, a street suffix, a street name, and in this
3 case what's called a thoroughfare designator, and
4 there is a particular way that those have to be put
5 together in the order that is specified by the
6 ordering guide.

7 But if you get the information from this
8 system and move it directly across to the order in the
9 proper form, it will match with our database because
10 that's where it came from. What we're testing it
11 against is the RSAG database, which is where this
12 information came from originally. The problem was
13 either typographical errors or people being creative.
14 And that's one of the FCC's points on an integratable
15 system. Much of this information needs to be moved
16 flawlessly from one point without --

17 **CHAIRMAN GARCIA:** For this reason; because
18 you're getting it from the RSAG, you're not going to
19 have -- it's going to be right.

20 **MR. STACY:** It's going to be correct,
21 because what we're going to do when we work with the
22 order --

23 **CHAIRMAN GARCIA:** Where did you first --

24 **MR. STACY:** -- (simultaneous inaudible
25 comments) -- service order generator --

1 **CHAIRMAN GARCIA:** Let's make sure we --
2 where did I first get this order? How did I get --
3 how did I -- I validate it here?

4 **MR. STACY:** We got a -- you got a contact
5 from the customer who said, in my case, since it is my
6 address, I live at 771 Bedford Oaks Drive, and --

7 **CHAIRMAN GARCIA:** That's a perfect example.
8 You say that I'm a CLEC; you're giving me that
9 information; you neglected to say northeast.

10 **MR. STACY:** Right.

11 **CHAIRMAN GARCIA:** So I would type that in.

12 **MR. STACY:** If they entered that with that
13 information -- and I'm sorry I don't have the
14 example -- a series of valid addresses comes back here
15 at the bottom of the screen and says --

16 **CHAIRMAN GARCIA:** Got you.

17 **MR. STACY:** -- you need to be more precise.
18 Is this Northeast, Southeast Bedford Oak Drive,
19 Circle? There are actually four hits that come back
20 on my --

21 **CHAIRMAN GARCIA:** So then you've solved the
22 problem on the front end that we were having on the --

23 **MR. STACY:** Yes.

24 **CHAIRMAN GARCIA:** -- other that you just
25 couldn't order, you just got stuck or it wouldn't be

1 recognized. I don't remember what the problem was,
2 but in the end you wouldn't be able to --

3 **MR. STACY:** The order dropped out for -- or
4 in this case --

5 **CHAIRMAN GARCIA:** After we -- (simultaneous
6 inaudible comments) --

7 **MR. STACY:** -- returned during the order for
8 bad address.

9 **CHAIRMAN GARCIA:** Got you. In this case, it
10 wouldn't.

11 **MR. STACY:** In this case --

12 **CHAIRMAN GARCIA:** Because you start from the
13 right point.

14 **MR. STACY:** Right.

15 **CHAIRMAN GARCIA:** Okay.

16 **MR. STACY:** And that's the point on an
17 integrated system is do the work up front --

18 **CHAIRMAN GARCIA:** Right.

19 **MR. STACY:** -- to make sure that the
20 components of the order --

21 **CHAIRMAN GARCIA:** That's a substantive
22 change. That's a pretty big change from where you
23 were before, because I remember the companies
24 complaining.

25 **MR. STACY:** Yes.

1 **CHAIRMAN GARCIA:** Okay.

2 **COMMISSIONER JOHNSON:** And so this is the
3 same thing that would happen if it was a BellSouth
4 customer, the same type --

5 **MR. STACY:** Yeah. They --

6 **COMMISSIONER JOHNSON:** -- problem or answer?

7 **MR. STACY:** Same type of answer, and we have
8 forced the BellSouth retail representatives to work
9 through that clarification before they send us the
10 order. We've given the CLECs the same information and
11 the ability to do it. Obviously we can't force them
12 to. We can't make them enforce it, but they know that
13 if they don't use the data, their chances of getting
14 an order through go down.

15 **COMMISSIONER JOHNSON:** Got you.

16 **MR. STACY:** Okay, Chad; let's go ahead to
17 the -- having applied the due date information for a
18 UNE loop, it's much simpler in this case because we
19 don't restrict dispatch for UNES. So you can display
20 it this way or you can do it from a table.

21 That order is ready to place for an
22 unbundled loop. And you see the same kind of form we
23 did before. That particular order has all of the
24 required elements now filled in and it's ready to be
25 submitted. I oversimplified that one vastly going

1 past it. Filling out that one form on the loop is a
2 15 or 20-minute proposition, because there a
3 substantial amount of information that comes out of
4 the CLECs' database that has to be put on that form.
5 They have to go check their inventory and see where's
6 the next assignment I have available for this
7 particular central office --

8 **CHAIRMAN GARCIA:** That doesn't have to be
9 done on line. That's because this is done by
10 technician to technician, I would assume, right?

11 **MR. STACY:** It's the CLEC's choice. In
12 general, however, that is done by technical people in
13 the background; at least in our side of the company it
14 is.

15 **CHAIRMAN GARCIA:** However, the -- let me
16 just go back to that, because you just said we skipped
17 over a 20-minute function of picking and choosing.

18 Let's say the -- you need to give the
19 customer a due date. There's a series of things that
20 are technical in nature to the CLEC, but have nothing
21 to do with that business.

22 **MR. STACY:** Right.

23 **CHAIRMAN GARCIA:** How does the CLEC get past
24 that so they can give a due date? They just come back
25 and specify the --

1 **MR. STACY:** They can skip ahead at that
2 point. Once they know exactly where it is, once they
3 have a valid address --

4 **CHAIRMAN GARCIA:** Right.

5 **MR. STACY:** -- in the case of an unbundled
6 loop --

7 **CHAIRMAN GARCIA:** In any case. Let's say
8 I've got a customer. He wants -- I guess -- is this a
9 simple customer or --

10 **MR. STACY:** No. This is a -- this is an
11 unbundled loop customer, so --

12 **CHAIRMAN GARCIA:** Okay. So we've got a
13 complex customer to some degree here.

14 **MR. STACY:** Right.

15 **CHAIRMAN GARCIA:** The complexities of where
16 the loop is located, where the interconnect or the
17 switches, at what central office we're working,
18 that's -- that client could care less, I would assume,
19 because all they want is their phone.

20 **MR. STACY:** Uh-huh.

21 **CHAIRMAN GARCIA:** Right. So I can skip
22 ahead and say, you know -- I guess we don't have a
23 name here -- Jane, this is the date we're going to
24 show up, and then I can go back and do the specifics
25 on this?

1 **MR. STACY:** Yeah. In this case -- in fact,
2 in that particular case, you can actually skip ahead,
3 and I'll -- this is further down the presentation --
4 but you can skip ahead to the document we call an
5 interval guide, and say, what's the interval for a
6 single, new unbundled loop. And the interval for that
7 is seven business days. And you can promise the
8 customer seven business days.

9 **CHAIRMAN GARCIA:** Got you.

10 **MR. STACY:** And do it on a calendar if you
11 want to, or you can come into the system and make sure
12 that -- well, actually you don't even need to verify
13 that a dispatch is available for a loop. We don't use
14 that. But you can see what the workload looks like in
15 that central office if you want to extend it.

16 Your negotiation with that customer starts
17 at seven days.

18 **CHAIRMAN GARCIA:** Okay.

19 **MR. STACY:** That's BellSouth's offer in that
20 case.

21 **CHAIRMAN GARCIA:** Okay.

22 **COMMISSIONER JOHNSON:** But in this
23 instance --

24 **MR. STACY:** In the case of residence and
25 business, it's a little bit different, because the --

1 there are some one-day intervals, and you need to
2 check ahead -- keep turning this backwards -- you need
3 to check ahead in this system and make sure that a
4 technician is available.

5 Unbundled networks are treated completely
6 differently. There's a fixed interval, and we make
7 the force available.

8 Yes, ma'am?

9 **COMMISSIONER JOHNSON:** Never mind.

10 **MR. STACY:** Okay. So that's what an
11 unbundled network element order looks like.

12 **COMMISSIONER JACOBS:** There don't appear to
13 be any technical specifications that the CLEC would
14 have to provide which could -- if not provided, could
15 wind up disrupting the order here. It sounds like
16 it's a pretty straightforward process --

17 **MR. STACY:** No. I've oversimplified it.
18 The requirements for what has to go on that loop form
19 probably constitute 200 pages in the ordering guide.
20 It is very technical. It specifies how that loop is
21 to be made up and how it's to be configured and how
22 it's to be cross-connected. It is a very detailed --

23 **CHAIRMAN GARCIA:** But that's a technical
24 issue that --

25 **MR. STACY:** Yeah. The customer doesn't care

1 about that, but there is -- there are literally page
2 after page of specifications about how to fill out
3 that --

4 **CHAIRMAN GARCIA:** But in the ordering
5 process in this case, you would be able -- when you
6 get the name and address and find out what he wants --

7 **MR. STACY:** They want basic --

8 **CHAIRMAN GARCIA:** -- you can shut -- you can
9 shut them down and say, okay, within the next seven
10 days we're there?

11 **MR. STACY:** We'll confirm that order to you
12 two days from now. If we have any problems while
13 we're doing our --

14 **CHAIRMAN GARCIA:** And your technical guy
15 goes back and fills out all the technical stuff on his
16 own because that has nothing to do with --

17 **MR. STACY:** (Simultaneous inaudible
18 comments.) But that's a process choice on the side of
19 the CLEC. They could keep the customer on line and do
20 that if their systems -- if they do it systematically,
21 or they can do as you --

22 **CHAIRMAN GARCIA:** What's the advantage of
23 keeping the customer on?

24 **MR. STACY:** I don't know enough about that
25 part of their business to know why -- how -- why they

1 would choose to do it one way or the other.

2 **CHAIRMAN GARCIA:** Okay.

3 **MR. STACY:** I mean, that's something we
4 would do, BellSouth retail unit. When you get into
5 that complex an order, you get all the information
6 from the customer that you think you need and go away
7 and work in the background. Other people make
8 different choices.

9 **CHAIRMAN GARCIA:** Okay.

10 **MR. STACY:** All right. Let's complete this
11 section by talking about the interfaces themselves
12 again just briefly and the products and services.

13 Chad, you've got the interval guide, I
14 think, on yours.

15 I've alluded to this, and there's a copy of
16 this in your material. Obviously this one is barely
17 readable at this font. But there are intervals set up
18 where we provide a targeted interval, and that's our
19 estimate of our ability to meet that. For a single
20 unbundled loop, that target interval is seven days.
21 The guide has been revised in the last week one more
22 time to provide some graphic examples about what that
23 means when it says two days and seven days, but I'm
24 going to walk you through this one to make sure we
25 have a common understanding.

1 The interval for an unbundled loop is seven
2 business days. If the orders came in on Monday, the
3 CLEC would expect to receive the firm order
4 confirmation no later than close of business Tuesday,
5 a full two-day interval; three, four, five days, two
6 days that don't count as business days, six; seventh
7 day that service would be delivered to customer -- to
8 the customer on the seventh business day after the
9 order is placed.

10 The guide is structured -- as you look at
11 your copies -- to show two things. It shows the
12 interval for the firm order confirmation, and it shows
13 the target installation interval. The first one is
14 contained within the second. So the time you talk to
15 the customer about is seven days.

16 You know in the process of doing that, that
17 two days into that if BellSouth is going to have a
18 problem, if we've run into a no facilities case or a
19 case where we have to take the service off an
20 integrated carrier, that's when we're going to be
21 telling you we have a problem. So you've got five
22 business days to go back and tell the customer, I'm
23 sorry; we've got a problem; BellSouth has a problem;
24 we have a new date for your -- for installation.
25 That's the way this process works.

1 The services that are available for ordering
2 through -- Brian, do you want to bring this one --
3 pull this one forward -- are listed in the slides, and
4 this is an abbreviated list. The entire list has been
5 furnished a couple of times.

6 Both resold services and unbundled loop
7 services, whether or not they can be ordered
8 electronically and whether or not they flow through --
9 we'll talk about that some more later today -- there
10 are a total of 70 services that are provided to the
11 CLECs. 36 of those have electronic flow-through, and
12 there are four others that are ordered electronically
13 but require us to do manual work after the order is
14 received. So that's an example of what's going on.

15 All right. That's the conclusion of the new
16 ordering section except for talking about
17 measurements. I'm at your all's pleasure. I know I
18 went past our -- past the planned break time. Would
19 you like to stop at this point, or do you want me to
20 go ahead and finish up talking about measurements and
21 then --

22 **CHAIRMAN GARCIA:** Do you have a suggestion,
23 Beth?

24 **MS. KEATING:** I talked to the other LECs,
25 and I think GTE mentioned they've got about 45

1 minutes, something like that, and Sprint has got a
2 30-minute presentation.

3 **CHAIRMAN GARCIA:** Okay. Well, let's do
4 this: Let's then stop here.

5 **MS. KEATING:** That's what I would suggest;
6 maybe take a couple-of-minute break to let GTE --

7 **CHAIRMAN GARCIA:** Let me do this. Can we --
8 is there -- do you have questions that you want to ask
9 real quick?

10 **UNIDENTIFIED SPEAKER:** (Inaudible comment
11 away from microphone.)

12 **CHAIRMAN GARCIA:** All right. So let's take
13 a couple-minute break, and then we'll come back to --
14 GTE? Is that what you said, or --

15 **MS. KEATING:** How much more did you have,
16 Mr. Stacy?

17 **MR. STACY:** About five minutes on
18 measurements, and that's -- and then a discussion of
19 flow-through, if we want to get into that now, because
20 that's come up as a question many times.

21 **CHAIRMAN GARCIA:** All right. We'll do that
22 now, and then we'll take a break after that.

23 **MR. STACY:** Okay.

24 **CHAIRMAN GARCIA:** Okay.

25 **MR. STACY:** All right. Very quickly, how we

1 measure our progress in this area: The measurements
2 have evolved significantly since you all saw them the
3 last time. There are now 37 different categories of
4 what are called service quality measurements covering
5 these nine different areas.

6 They are available on the measurement system
7 that's now on our web site and include the individual
8 raw data, and the same measurement set is being
9 produced for all nine states now. Those include
10 system availability, response time, the measurements
11 you see on the right-hand side here, which are
12 ordering measurements, including flow-through -- Chad,
13 go ahead -- and then a set of provisioning
14 measurements that are applied.

15 Where there are retail analogs, we provide
16 both the BellSouth measurement and the CLEC
17 measurement. Where there is not, we provide the CLEC
18 data and are negotiating with the FCC about providing
19 a benchmark for the cases where there's not a
20 BellSouth analog.

21 A couple of the specific measurements: This
22 is what a comparison of the response times look like
23 for one particular transaction. This particular
24 transaction is getting a -- validating an address
25 using the telephone number as the key.

1 The next version of this on the next slide
2 is validating the address using the address, the data,
3 as the key. And I apologize; the screen has a
4 discontinuity here in the graphics. It's properly
5 displayed on the printed copy. But this compares
6 BellSouth's results with the results that we deliver
7 to the CLEC over time, and we believe would let the
8 FCC draw the conclusion substantially the same time
9 and manner, although we've got to prove that to them
10 yet.

11 Go ahead, Chad.

12 Result on percent flow-through: We'll talk
13 about this some more. There's a considerable argument
14 about what is flow-through that we believe we've
15 resolved with the FCC. I'm going to show you how we
16 define it. Okay.

17 What the error rates are: Again, I
18 apologize for the graph on the screen, but it's
19 correct. And what you'll see is what we both hoped
20 and expect; that is, both the error rates that
21 BellSouth has in the systems due to coding processes
22 in our system and the error rates of the CLECs sending
23 us errors are coming down over time. And, as I said,
24 the printed copy of the graph is much better. The
25 computer doesn't like this particular font for some

1 reason. Okay.

2 Then how fast are the orders completed:
3 This is residence orders requiring a dispatch in
4 Florida as a whole, the results for BellSouth and the
5 results for the CLECs. Go ahead, Chad.

6 Business orders requiring a dispatch: Both
7 results compared directly. And UNES in a category
8 called "UNE Design," the results displayed for that
9 without a direct retail comparison, because we have
10 not set a benchmark for that yet. We're negotiating
11 one with the FCC and, in fact, with Georgia and
12 Louisiana both. Most of our work on the benchmarks is
13 now going on in Louisiana in a series of workshops
14 that will eventually result in some standards for the
15 entire region for those things where there is not a
16 comparable retail service. Okay.

17 **CHAIRMAN GARCIA:** Are you doing that in
18 Louisiana?

19 **MR. STACY:** That Commission convened a
20 series of workshops that covers the whole topic of
21 performance measures from soup to nuts and engaged an
22 outside consultant to lead that. So we're doing a
23 great deal of work there hoping that we'll be able to
24 transfer it, because all of the intervenors in the
25 other cases are participating there; hoping that if we

1 can arrive at some either ordered or mutual agreement
2 there, we can transfer it fairly quickly to the other
3 states without doing it separately nine different
4 times. But they happened to call the workshop before
5 anyone else did.

6 Okay, Ron.

7 Let's take just a second and run through
8 flow-through. Remember the interfaces we were talking
9 about -- go ahead -- and a very complex diagram, so
10 I'll ask you to turn to that in your book, because
11 it's hard to read this one on the screen. Luckily the
12 explanation doesn't take but a minute.

13 We've gone back and forth many times with
14 the FCC about what is flow-through, how do we report
15 it, and what does it mean, and how do we know we're
16 getting better.

17 We finally arrived at a working definition
18 in January that the FCC staff has tentatively bought
19 off on. They will never tell us for sure until we
20 submit another request. And although we're in
21 disagreement with many of the CLECs, I want you to see
22 what specifics there are in our cases so when you hear
23 their presentations you can compare.

24 The CLECs' orders come in from either LENS
25 or EDI or TAG, as we've talked about many times, and

1 they're processed by two systems. They're processed
2 by a system called LEO that looks at the content of
3 the order and whether all the information is there,
4 and then they're further processed by a system called
5 LESOG that tries to mechanically generate a service
6 order.

7 There are a number of things that can happen
8 to cause the order to be sent back to the CLECs and,
9 in particular, those things can be what we call a
10 fatal reject that causes it to go back; an order that
11 comes in electronically that we have decided to handle
12 manually like we do for the retail unit. Even though
13 we allow the CLECs to order it electronically, we
14 don't have the business processes to handle it all the
15 way through electronically, but we let it come in the
16 door electronically because we get a cleaner order.

17 And then for those that are supposed to flow
18 through without human intervention, there are a series
19 of rejects called autoclarifications. There are a
20 series of errors where the machine is not quite
21 capable yet of deciding CLEC error or BST error, and
22 they are examined by a BellSouth service rep and are
23 either returned to the CLEC for correction or are sent
24 forward for processing and are fixed in the service
25 order controller.

1 When you get through all of this, there is a
2 method that we've agreed with the Staff that is
3 appropriate for calculating the flow-through, or what
4 you will see on all of our reports as the CLEC error
5 excluded calculation. And what it does, it measures
6 the capability of BellSouth's systems allowing us to
7 adjust and remove CLEC errors.

8 It's an artificial measure, but it's a
9 measure of the capability that we've delivered, not of
10 the actual performance. There is another result on
11 that same report that delivers the actual results
12 every month including the CLEC's errors. And the
13 other commissions are choosing to look at both of
14 those as part of their judgment about how well we're
15 doing.

16 What I want to show you real quick is how
17 it's calculated.

18 Chad, bring up the one on the other slide.

19 The report itself looks like this that is
20 published every month, and obviously I've abbreviated
21 this one in the middle. But this report lists every
22 carrier that participated in electronic ordering that
23 month and how they sent us the order and what happened
24 to their orders as they were going through the
25 process.

1 Those totals come together to allow us to
2 calculate the flow-through, and that's what I want to
3 walk you through just in the next minute or two.

4 If you'll look -- Chad, first one, please.

5 If you'll look on the left-hand side of the
6 slide there's a number you don't see here, and there's
7 a number that's too small for me to read at this
8 distance, so I'm going to have to get to the big slide
9 or walk over. I'll walk over.

10 81,904. You don't see that on this report
11 anywhere, but let me show you where it comes from.
12 It's the sum of two numbers. There were 7,264 fatal
13 errors that's right here on this report. And the way
14 we count the orders, there were 74,640 mechanized
15 LSRs. The sum of those two says that 81,000 orders
16 came in the door electronically.

17 Part of them were immediately rejected
18 because they didn't have a required field filled out,
19 didn't have a purchase order on them; something was
20 materially wrong with them. They were sent back. But
21 74,000 of these were accepted on the first check.

22 Another 8,742 of those were specified for
23 manual handling, and they were routed to the local
24 carrier service center for manual handling, leaving
25 the next group which was sent back automatically to

1 the CLECs by the computer in a process called
2 autoclarification; 5,485.

3 **CHAIRMAN GARCIA:** How many days before that
4 happens?

5 **MR. STACY:** That happens in minutes.
6 Average --

7 **CHAIRMAN GARCIA:** (Simultaneous inaudible
8 comment away from microphone.)

9 **MR. STACY:** Not hours; minutes. Every once
10 in a while when the system hangs up, that will take
11 15, 20 hours; but in general, that's a two or
12 three-minute process to go from -- excuse me -- from
13 this point in the system if there's not a fatal reject
14 to be autoclarified, that's less than 15 minutes, so
15 those are automatically sent back to the CLECs.

16 (Indicating)

17 There is another category, and that left
18 this many, which are called validated LSRs; 64,000.
19 The next set of errors we couldn't determine from the
20 machine if it was a CLEC error or BellSouth error.
21 There are -- both kinds of problems appear at that
22 point, and that's the stuff we continue to work on
23 every month. There were a total of 12,016 of those
24 that were examined by a service rep.

25 Go ahead, Chad.

1 5,442 of those in this particular month were
2 BellSouth errors. We had a system code wrong. We had
3 a system fail when we attempted to do something. So
4 we took the responsibility for that on our side of the
5 plate, fixed the order, and sent it forward.

6 This process, since it's manual, begins to
7 take more time at this point, and in general this
8 takes 24 to 48 hours, depending on the workload in the
9 center, because it's spread evenly over the month, but
10 we've sized the people so that this is -- we're able
11 to process most of this work in about a two-day
12 period.

13 Of those errors, there were also 12,016
14 identified as CLEC errors and sent back to the CLEC.

15 So to answer your question earlier,
16 Commissioner --

17 **CHAIRMAN GARCIA:** 6,500.

18 **MR. STACY:** Sorry. I read the wrong line.
19 Six thousand --

20 **CHAIRMAN GARCIA:** 574.

21 **MR. STACY:** Your eyes are better than mine.

22 Good. 6,574 -- I'm reading the wrong line -- that
23 were sent back to the CLEC. So they got some of the
24 errors back in a few minutes, they got some of them
25 back in a few hours, and some of them as long as 48

1 hours later, depending on whether we had to manually
2 process them or not --

3 **CHAIRMAN GARCIA:** Is the rejection level
4 about 25%, a little bit less than 25%?

5 **MR. STACY:** Yes; and it varies dramatically
6 by carrier and by month, but that's down, as you'll
7 see, over time -- down over time.

8 That leaves us having completed that process
9 with orders that actually flowed through the system,
10 in this case 48,397, and gives us all of the elements
11 that we've agreed to with the FCC for our flow-through
12 calculation. So let me duplicate it for you here on
13 the bottom of this slide.

14 The flow-through calculation is the number
15 of orders that actually flowed through that we just
16 talked about divided by the number of orders that came
17 in the door after the fatal edits, and that's just a
18 point we agreed to that we wouldn't count fatal edits,
19 fatal rejects in the process, and then you subtract
20 out the CLEC errors.

21 You subtract out first the manual orders,
22 because we've not promised to handle those
23 electronically. And this is a point of difference
24 between us and the CLECs. Then you subtract out the
25 orders that were automatically returned to the CLECs.

1 Finally, you subtract out the orders that were
2 returned after examination to the CLECs. And that
3 generates a flow-through calculation, a CLEC error
4 excluded flow-through for this particular month, which
5 was the month of -- the service month of January, of
6 88 -- 89 -- excuse me. I can't even read it from
7 here -- 89.89% in this case.

8 The other number that, in particular, the
9 Georgia Commission looks at, which is the unadjusted
10 number, is 80%. That's without exclusions of the
11 various calculations calculated in a different manner.
12 So our capability of the system in that month was 89%.

13 I have to provide some additional data the
14 next time we go to the FCC. They do not want to see
15 the data grouped like this. They want to see it split
16 to show residence orders and business orders and
17 unbundled network orders separately. That work is
18 underway now, supposed to be completed in June, and
19 we'll begin publishing it and we'll, of course, go
20 back and examine the data as far back as we can go,
21 but I owe them that before we go to the next time.

22 And then there will be a clear comparison
23 for residence, because our residence success rate is
24 very high. It runs in the 96, 97% range.

25 Our business there will be a substantial

1 argument about, because as I told you earlier this
2 morning, our contention and, I believe, understanding
3 with them now is that our business flow-through rate
4 is actually zero, because the service rep types the
5 order. There is no mechanical creation of the order
6 at any point there.

7 And then for UNES -- and that is what it
8 is -- we don't have a direct retail analog. We'll be
9 presenting that data to them and asking them to draw
10 conclusions from it.

11 That's flow-through in probably more detail
12 than you wanted to know about it.

13 Finished with our section on new services.
14 Ready to move ahead to your --

15 **COMMISSIONER JACOBS:** My understanding is
16 that the majority of them come through LENS. Is that
17 your understanding as well?

18 **MR. STACY:** Yes; that's correct as of today.

19 Back up one slide, Ron.

20 As of today -- as of January, a substantial
21 majority of them came through LENS. That will change,
22 and you'll notice, by the way, the TAG has zeros in
23 this column in January. They're just going into
24 production.

25 That will change significantly over the next

1 couple of months. We have a customer going into
2 production on TAG who generates almost 20,000 orders a
3 month on their own, and they will be coming off LENS
4 and going onto TAG. So you'll see a substantial shift
5 away from LENS in the series of reports that come out
6 in May, June and July as there are actually three of
7 our largest LENS users who are converting to the TAG
8 during that time period because they want an
9 integrated system.

10 Yes, ma'am?

11 **COMMISSIONER JOHNSON:** That was going to be
12 my question. The LENS wasn't the integrated system,
13 so you would have more problems with the addresses and
14 more --

15 **MR. STACY:** It is integrated, but limited;
16 and their scope of business is expanding to include
17 things other than simple residence and business.
18 Plus, they wanted to design their own screens, and if
19 you use LENS, you're locked into our screen design,
20 our work flow.

21 **COMMISSIONER JOHNSON:** Who is the "they"?

22 **MR. STACY:** The particular --

23 **COMMISSIONER JOHNSON:** You're saying CLECs
24 want --

25 **MR. STACY:** Yeah. Three different CLECs

1 wanted to --

2 **COMMISSIONER JOHNSON:** Oh.

3 **MR. STACY:** -- design their own presentation
4 for their reps, and TAG allows them to do that. So
5 they're moving from LENS to TAG so they can design
6 their own work flows.

7 **COMMISSIONER JOHNSON:** Now, the issue that
8 we were discussing earlier where under your new
9 system -- and I was assuming the new system meant
10 TAG -- where you now have a -- the ability to -- when
11 you type in the address once, it pulls it from a
12 database so you don't have to worry so much about
13 mistyping later, is that something that's unique to
14 TAG and not to LENS?

15 **MR. STACY:** No. That same capability
16 existed in LENS.

17 **COMMISSIONER JOHNSON:** Okay.

18 **MR. STACY:** But it did not exist for EDI.

19 **COMMISSIONER JOHNSON:** Okay. I'm following
20 you.

21 **CHAIRMAN GARCIA:** The LENS didn't check the
22 address -- (Inaudible comment away from microphone.)

23 **MR. STACY:** No. It did -- it checked it --
24 if you -- unless you over-typed it -- if you followed
25 the sequence that we set up for firm order, it

1 required to you retrieve the address and use the same
2 one. You could -- you could over-type it and get away
3 from it, but if you followed the work flow that we
4 laid out, it would give you a correct address.

5 **CHAIRMAN GARCIA:** All right. We're going to
6 take, then, 10 minutes, but we're going to start
7 promptly in 10 minutes, and then we'll go with GTE.

8 (Brief recess.)

9

- - - - -

10 **CHAIRMAN GARCIA:** All right. We are going
11 to ask the questions of the companies. The FCCA is
12 going to compile some grouping and we're going to ask
13 two questions when we finish all the presentations if
14 we have time, which worries me because that means that
15 the LECs will speak much more than they have to. So I
16 ask you to try to hurry and be quick about it. Okay.
17 GTE.

18 **MR. HOLLAND:** Okay. Good morning. Can
19 everyone hear me okay? Hi. My name is Jerry Holland.
20 I'm from GTE, and I have the great responsibility of
21 working on business requirements and deployment of
22 systems for the OSS gateway interfaces for GTE. And
23 similar to what BellSouth did this morning, I'm going
24 to go through a little bit of a background just to
25 kind of give you a level set of what our systems are,

1 what our gateways are, how they're established, and
2 then move right into kind of a flow-through kind of an
3 order to some extent as to how an install would occur
4 within our system infrastructure and compare it to our
5 retail systems as well.

6 So, Beth, if you'd -- so kind of the
7 presentation points that we're going to cover -- and I
8 will go up through repair for this session and then
9 start in repair later this afternoon -- is a little
10 bit of an architectural overview of the GTE OSS
11 systems. Talk about preordering, ordering,
12 provisioning, maintenance, repair, and then talk a
13 little bit about flow-through, and then probably wrap
14 up this afternoon at the end of the repair session
15 with a little bit about performance measurements, cost
16 recovery and future enhancements at that point.

17 What you see here, and you should have a
18 copy of that in your presentation as well, is a block
19 diagram of the different pieces that make up what we
20 consider to be the OSS platform I should say, or
21 gateway.

22 If you look at the left-hand side of the
23 column where it says "fire wall," that kind of gives
24 you an idea of the different ways that CLECs can come
25 into us for ordering processes. That's the first

1 point of entry.

2 And in that middle one you see that says
3 "protocol mediation" would be how we take that data
4 and basically reformat it into something usable for
5 us. And then in that gray box, as you see there in
6 the middle, are kind of the overall work flow
7 management of that and then you have ordering LEGACY
8 systems out on the right-hand side of that thing.

9 And briefly going through the steps of this
10 thing and the blocks of this, if you look at that left
11 fire wall, we have several ways for CLECs to come into
12 us, but ultimately, there's different electronic
13 formats. And what you see in that second box is the
14 fixed file processor. That's what "FFF" stands for.
15 And you'll see the limited file processor and EDI.
16 And those are our primary mechanisms today for
17 receiving electronic orders. The reason for --

18 **CHAIRMAN GARCIA:** Let me -- before you go
19 on, I was asked to do this. Those of you who are on
20 the phone, when you put us on hold to do something
21 else, we get feedback of music from your hold system.
22 So, do not put us on hold if you happen to be
23 listening in on the system. Thank you.

24 **MR. HOLLAND:** Okay. So, basically the fixed
25 file format, the limited file, those are ASCII text

1 files. Those we've had in place since the very early
2 stages of, basically, January of 1997. There wasn't
3 any standards in place back then. We had customers
4 that wanted to do ordering with us. We didn't want to
5 have a lot of faxes laying around. So we developed
6 some proprietary interfaces that were very basic in
7 nature, which were around ASCII text transfers.
8 Something very simple that everyone can move to.

9 EDI is something that we've moved on to.
10 It's the standards of -- as we move out. And then our
11 SIGS is really what we use within our center to flow
12 work around and do edits and stuff like that.

13 So, really, the first step of even doing a
14 new install order, if you're coming into our
15 mechanisms from a CLEC point of view, would be
16 preordering. And what we do is allow CLECs to obtain,
17 you know, service address and verify products and
18 services by LSO. And when we say LSO, we mean a local
19 service office. So down to, basically, an exchange
20 level, MPNX level, as to what type of class features
21 are available, such as voice mail or even call
22 waiting, caller ID, those type of services. They have
23 the ability to get that realtime and see what's
24 available at our switch level.

25 And then, to go on even beyond that, on a

1 new install, you need to have the abilities to
2 basically assign a telephone number, and to assign a
3 due date to that order, and then be able to reserve
4 those -- both of those functions. You've got to be
5 able to reserve those for a given time.

6 The way we've established that is we can
7 reserve a telephone number for 15 days. So once the
8 CLEC has done preorder and they want to get a
9 telephone number assigned for their end user customer,
10 we would hold that telephone number for them for a
11 15-day period.

12 Now, the due date, since we're a little more
13 interactive, we don't really have intervals for our
14 due dates. We try to do a -- basically, a
15 nondiscriminatory parity view. We have an on-line
16 system on our retail organization called due date
17 manager that actually assigns the filled services and
18 basically looks at the next available time slot to put
19 in an appointment time for that service.

20 So, therefore, what we do is, at the
21 preorder stage, they would be able to get that
22 realtime information. It would give them a realtime
23 due date to go ahead and assign to their order and
24 then we need to get that order by -- if it's before
25 noon, by 5:00 that day so we can go ahead and reserve

1 that time in our system, or if it's afternoon, by noon
2 the next day. And that allows us to go ahead, and if
3 we don't get the order, make that appointment
4 available to the next CLEC that may be coming in for
5 that particular exchange or a retail order that may be
6 coming in for that exchange.

7 The -- where we are with the industry, I
8 know BellSouth had mentioned quite a bit about the
9 standards and some of the standard bodies and
10 committees that's been going on.

11 Really, for preordering, you know, we view
12 the LSOG 3/EDI9 as being the -- really the first real
13 preorder interface standard that's out there. That
14 was put in -- it came out, I think, it was early this
15 year. We're working feverishly trying to come up with
16 an EDI standard for that. But today we don't have an
17 EDI application that's working today. Basically
18 preorder is a GUI on the Internet that they can
19 establish a connection with and get information from.
20 By "GUI" I mean like a graphical user interface, like
21 a web page for preordering.

22 We are working on this one and we hope to
23 have, basically, an EDI interface for preorder, as
24 well as a corporate interface for preorder, around the
25 third quarter of this year. We've done a lot of the

1 back end work. Now, we're just trying to work with
2 some trading partners to put in the interface piece of
3 it.

4 And then LSOG 4, which is probably due out
5 later this year possibly -- it may come out in 2000, I
6 think -- will actually set the standard for customer
7 service record formats. I know that's a real -- near
8 to dear to a lot of CLECs is being able to see and
9 view information about an ILEC's retail customer set.
10 And that's done through the customer service record or
11 CSR phase. And we expect to have a standard for that
12 set with the LSOG 4 deployment. And as soon as we get
13 the standard nailed down, we'll begin building the
14 interface for that as well, AP to AP.

15 But in the meantime, we have set up a web
16 page that goes into effect next month in June that
17 will allow them to get that information via a GUI, a
18 graphical user interface, on line through the
19 Internet.

20 So let's walk through some of the
21 interfaces, going back to that block diagram, and come
22 to a piece of this.

23 One way is purely manual. We haven't turned
24 off the manual process. There's still CLECs out there
25 or ALECs, that, you know, are very small in nature,

1 aren't looking for electronic to some extent and they
2 still want a manual. Even though that's a lot of work
3 on our side, you know, we, in our interconnection
4 agreements, do allow manual processing of services.

5 So that would happen through basically a --
6 from a preorder standpoint, a telephone call, or it
7 could be a fax information to us, wanting certain
8 information back and we would fax it back to them at
9 that point in time.

10 On the electronic side of it, here on the
11 bottom of the diagrams, our preorder, basically you
12 have a graphical user interface again, and this is
13 Internet ready, so any CLEC that has access to the
14 Internet can get to this. They have to apply for a
15 security certificate. But once that's in play, then
16 they have full access to our preordering and that's in
17 a realtime mode. They can do due date and telephone
18 number and the things we mentioned right on that site.
19 And that will come through the web server.

20 And then we also have a system application
21 to application today, which has been in, again, early
22 on in the stages. That basically gives them access to
23 the same protocols that we use for our GUI. It's a
24 hypertext-type protocol that they could build their
25 system and have their own GUI that would connect and

1 be able to do preordering with us as well.

2 Now, on the ordering side of it, it becomes
3 a little more complex at that point because now we're
4 actually trading data back and forth in kind of a
5 different manner.

6 Again, fax. We do offer manual, if they do
7 elect a fax. We try to encourage customers not to fax
8 to us. We'd much rather have electronic than we would
9 faxes because you know all the horrible stories behind
10 trying to do a manual process.

11 So what we've tried to do is we went out and
12 we met with the ALECs and, in particular, we met with
13 a lot of smaller-nitch player ALECs that don't have a
14 lot of resources to build systems and tried to find
15 out what some of their needs were, because we wanted
16 to get as much electronic into our systems as we could
17 and that's kind of where we focused at in the past
18 year.

19 So what we've done is we've come up with a
20 series of ways to get that electronic formatted LSR to
21 us, local service request.

22 One way is the FTP and that's basically a
23 file transfer protocol. It allows them to either dial
24 up, like you would dial into a computer and drop off
25 data to us, or they can actually come through the

1 Internet. We have an Internet IP address that they
2 can come and drop files off to us and receive files
3 back. So we make it easy for them to connect and send
4 data back and forth.

5 We also have NDM batch which is the network
6 data mover. A lot of large, basically, the IXC world
7 has used main frame to main frame connectivity or
8 NDM-type connectivities and we offer that as a
9 mechanism.

10 And then we also allow e-mail scripts which
11 I think is something pretty unique. We went out and
12 met with a lot of ALECs and CLECs that said, "Hey, we
13 do a lot of e-mail stuff. Is there any way that you
14 can except an order over e-mail?" And we went through
15 and thought about that and what we did was worked with
16 a company called -- trying to think of it. PDP. But
17 it's a way of securing or taking the attachment, like
18 a file to an e-mail, and basically encrypting it in
19 such a way that it would be secure to go across the
20 Internet.

21 So basically by using that -- it's called
22 pretty good privacy software -- they can send us and
23 we will receive LSRs as e-mail attachments back and
24 forth. Again, that way we can read it into our system
25 unlike a fax. We can at least take that and put it

1 into our system electronically.

2 And then we also have an Internet GUI, which
3 is something -- we ruled this out last year, around
4 the summer of last year and really didn't expect to
5 have that big of a demand. But it's amazing the
6 amount. We probably receive over half of our orders
7 now through our Internet GUI. It's called WISE. We
8 call it the Wholesale Internet Services Engine. And
9 what it is, is I think it's somewhat similar to LENS,
10 I think, for BellSouth where you have the ability to
11 go into the Internet site that we have set up and
12 actually input all the information into an order and
13 then that would actually come into our SIGS and
14 realtime into the editor.

15 **COMMISSIONER JACOBS:** I'm sorry. I may have
16 missed it. The LIA box at the top, what function does
17 that provide?

18 **MR. HOLLAND:** The LIA function at the top
19 is, when we do get a faxed order we somehow have to
20 get that electronically into our gateway or into our
21 SIGS thing because we want to be able to do
22 performance measurements and be able to watch
23 everything that is going on. That's basically another
24 graphical user interface, GUI, that we use internally
25 to just put the orders in. That's really what WISE

1 is. WISE is actually a better GUI than that one.
2 It's kind of a prototype. We've used that for a
3 prototype and made improvements to it and gave the
4 CLECs the same exact copy of that.

5 So once it comes in, kind of what happens
6 realtime, is in that middle box there with the gray
7 boxes in it is the Secure Integrated Gateway System.
8 That business rule editor is a realtime electronic
9 editor. So what happens, the information comes in and
10 it's very similar to what BellSouth has said. It's
11 looked at for anything that may be a fatal error. It
12 may have a problem on it where it's missing
13 information, there are certain fields that are not
14 populated correctly or that don't have any information
15 in them. That would be the first pass.

16 But then we also do an additional pass where
17 we actually talk to our back-end LEGACY systems to
18 obtain, you know, is that telephone number really a
19 GTE telephone number? I mean, or is it they just
20 messed up and sent it to the wrong ILEC. So we can do
21 a lot of interactive tests at that point, too, in
22 editing to check and verify against our back-end
23 databases to see if that's a good order or not. But
24 basically from there we would take that and reject it
25 back electronically to the ALEC.

1 Again, it's a matter of minutes. I mean, to
2 the -- it's about a, you know, less than a 15-minute
3 process for sure.

4 Then once it's into our center, basically,
5 we have a system that's client-server based that would
6 flow those orders around the different reps that we
7 have sitting there dedicated to the wholesale
8 environment. And they can read that order at that
9 point in time and do with it what they may have to as
10 far as interact with our LEGACY systems in a manual
11 mode, or if we can get flow-through it would flow
12 through to the ordering center.

13 Now, it's worth mentioning that BellSouth, I
14 think, is a little bit further along the pendulum on
15 flow-through than we are from a basis of we've had to
16 change out our LEGACY systems over the past few
17 months. Actually, we started about several years ago
18 planning to change them out because of the Y2K issues,
19 and we've now went ahead and been changing it out.
20 Florida, we converted, I think, the first part of this
21 year to a system called NOCV. We are basically
22 writing code now for NOCV to get flow-through and our
23 first flow-through code for that system goes into
24 effect in July of this year. We hope to get a high
25 percentage of flow-through at that point.

1 Now, comparing this to our retail centers,
2 if you look at the top part of the slide, you've got
3 the NOMC, which is the wholesale center. And we
4 talked about that one. With SIGS it's kind of a
5 gateway-type function or feature there.

6 Down at the bottom you see how the end user
7 will interact with our retail center. So really the
8 only difference here is that electronic gateway or
9 interface between a CLEC and how our retail works.
10 Once it gets into our ordering LEGACY platform, then
11 it's basically a parity situation at that point; it's
12 really the same system used for retail as it is for
13 wholesale.

14 And, again, talking about somebody that,
15 well, we're changing our LEGACY systems out. Again,
16 we had SORCES and SOLAR, two different LEGACY internal
17 retail systems we used. We're replacing both of those
18 systems with this NOCV that we've got out.

19 The one update to this slide is SOLAR target
20 sunset was 5/99. That's now been moved to June. It's
21 been a one-month slide. And SOLAR is only used in
22 California. It was never used in Florida. And SORCES
23 has already been sunsetted. So that one has been done
24 away with.

25 This is a slide that's in here to kind of

1 give you a comparison of just the flow of how the
2 order would flow-through. I'm not going to go through
3 all the detail of it, but essentially it would -- you
4 know, once this comes through that gateway and it gets
5 to NOCV, this is the same flow diagram that would be
6 the same for retail order that GTE may do or a
7 wholesale order we do on behalf of a CLEC. And it
8 would flow exactly down this way.

9 So basically a facility administration, you
10 know, assign facilities is required, update facility
11 management, you know, route to the technician to
12 actually get it installed and so on, would all be a
13 parity at that point.

14 Now, ordering is really interactive. I
15 mean, we've got to be able to share information from
16 GTE, the ILEC, to ALECs as needed back and forth so
17 they can get statusing and know what's going on with
18 their orders.

19 So as a return feed, basically it comes
20 through the same systems. It just goes back towards
21 the CLEC instead of coming in to us. The kind of
22 return feeds we're talking about here are things like
23 an LSC, which is a local service confirmation. "Yeah,
24 we got your order. Yes, that's a good due date. We
25 can make that date." Those kinds of things go back

1 through that way. And currently we're at a 24-hour
2 turnaround as LSCs is our goal.

3 And what we do is we try to turn around
4 within 24 hours the confirmation that that order is a
5 good order, and that we've got it and that this is the
6 due date -- is a correct due date for that order.

7 Jeopardies can happen any time during the
8 process. I mean, if we get out there and the customer
9 is not home, the end user is not there, or we have a
10 facility problem at the last minute and we can't find
11 a good pair, so there is a process for that as well
12 called jeopardy that we would send back an electronic
13 receipt to say that the order is jeopardy and here's
14 the next available date or here's what we found wrong
15 or situations that way.

16 And, of course, errors. Like we talked
17 about with the rejects and having electronic error
18 ability, you know, we have a series of hard edit
19 errors, which means it's automatically rejected back
20 to the CLEC, kind of the fatal thing that BellSouth
21 mentioned, as well as soft errors, which are things
22 that we can kind of ignore; they're errors, but we
23 still know what we need to do based on that order.

24 And what we've done is, we've had ALECs that
25 have come to us and said, "we want to know every

1 error, whether it's soft or hard or whatever. So,
2 reject my order." So we've actually built the
3 dynamics in our system that they can set the threshold
4 ALEC-specific. If an ALEC says, "I want to see every
5 error rejected to me," then we'll do that. Or if they
6 say, "Don't reject it so me unless I have five soft
7 errors on there." So we have that ability to build
8 that in by listening to the ALECs.

9 And then, of course, the completion. We
10 call that the Service Activation Report, or SAR.

11 One thing we do that may be a little bit
12 unique, too, is, you know, back in the negotiation
13 phases, in the 1996-97 time frame, we had agreed to
14 provide back basically all the information you would
15 see on a customer service record on a Service
16 Activation Report or Completion Notice. This is
17 before there was any industry standards available.

18 So we actually send back in many cases a
19 two-page document, if you printed it out, but it's
20 electronic, of all the information from our back-end
21 system that's collected. So it says, you know,
22 service was installed on this date; it was installed
23 at this address for this customer's name; it was --
24 had call waiting on it, all the features. All that is
25 echoed back on that SAR. It's been a real nightmare

1 for us to pull all that together and try to get that
2 out in a timely manner.

3 So what we are doing is we're kind of going
4 to the industry standard, which is out now, which is a
5 very abbreviated form that just kind of says here's
6 your order number. It was completed. This is the
7 date it was completed and so on. And then we're
8 following up at a later time frame with all that
9 information if the ALEC chooses they still want that
10 information. So that's kind of what we've done.

11 Order flow-through. Again, mentioning,
12 talking about the flow-through piece of it. I think
13 we define it very similar to what BellSouth is
14 defining it as. You know, we're a little behind the
15 pendulum because of the LEGACY systems being able to
16 get some stable code out there that we're using in
17 retail that we can build to, and make the ties from
18 our SIGS system into that ordering system. So, we've
19 got our first code coming out in July.

20 We've targeted -- on the left-hand side
21 here, you will see the order types that we've
22 targeted. Currently based on March's data, that's
23 about 74% of all the orders we receive. So, those
24 would be the order types. And we're trying to limit
25 our first attempt at the code to get the biggest bang

1 for our buck. So we've really went out and tried to
2 build the code for the particular orders that are the
3 primary orders that we're getting from ALECs today.

4 Now, as we go forward, we will keep adding
5 more threads, as we call them, or order types,
6 including UNEs and such as that is concerned.

7 It is also mentioned, too, a UNE, I guess
8 unlike what BellSouth was, but these interfaces are
9 generic. They work for resale, you know, as far as
10 resale simple. They work for resale complex, in
11 business. And they also work for UNEs. It's just a
12 standard LSR form. There are, you know, however, to
13 kind of side note that, some complex services in which
14 the LSR doesn't have all the fields for yet. It
15 hasn't been worked out in industry standards. In
16 those situations there would be data gathering forms
17 for like CENTREX or some of the more, you know,
18 complex services, similar to what BellSouth does with
19 some of their manual back-end stuff. We've tried to
20 gear this thing around the standards in such a way
21 that UNEs will work, resale will work; it's ambiguous
22 of the service type.

23 That takes me through pretty much the
24 ordering piece of this. Repair, I think, we're going
25 to do after lunch or sometime this afternoon. So, any

1 questions? (No response.) Okay. Thanks.

2 **MS. KEATING:** The next presentation is by
3 Sprint and we may need to take just a couple of
4 minutes to get them set up.

5 **MR. FELZ:** Okay. Can everybody hear me
6 okay? My name is John Felz. I'm with Sprint and I'm
7 going to, hopefully, quickly lead you through where
8 Sprint is on Operational Support Systems. I will try
9 not to be duplicative of the information that's
10 already been presented by BellSouth and GTE.

11 On the Service Establishment Orders I'm
12 going to walk through kind of following the agenda,
13 the transaction types, the systems that we use. Kind
14 of go through step by step the process that both CLEC
15 orders and our own orders follow; talk about the flow
16 through and reliability measures, and time required.

17 When we talked about OSS, in terms of
18 service establishment, we're basically talking about
19 preordering, ordering and provisioning. What I'm
20 going to cover is just a quick run through of what
21 preordering, ordering, provisioning, what those mean,
22 where the industry is, and where the Sprint local
23 division is.

24 As we've already pretty well covered,
25 preordering is a process by where an ALEC can obtain

1 information from the ILEC prior to placing an order,
2 and that would include information about what the
3 customer currently has to verify service addresses; to
4 see what features and services the ILEC has available;
5 reserve telephone numbers; to determine what service
6 intervals the ILEC would be able to commit to; and to
7 determine facility availability and the service
8 configuration that a customer currently has.

9 Moving on then to ordering and provisioning.
10 Basically those are the processes that allow an ALEC,
11 once they have a customer, to be able to place an
12 order and to have the ILEC provision the services to
13 that CLEC or ALEC end user.

14 Once we, as the ILEC, receive that local
15 service request or LSR from the ALEC, we provision the
16 requested service and provide back to the ALEC a
17 receipt that we got or an acknowledgement that we got
18 the order in the first place. "Yeah, we received the
19 fax or we received the order via Internet."

20 A firm order confirmation, which we talked
21 about, other presenters have talked about, is
22 basically a commitment then that we have the order and
23 we will install the service requested at a particular
24 date.

25 Along the way then, any status updates,

1 anything that cause us after that firm order
2 confirmation has come out to, for a variety of
3 reasons, have to make changes to the due date or
4 changes to what we had committed to.

5 And then finally, a Completion Notice that
6 the service was installed in accordance with the order
7 from the ALEC.

8 Quickly talk about where the industry is.
9 One of the things that Sprint, in building it's OSS
10 systems, was very mindful of, is that we wanted to
11 develop things that were going to be standard across
12 the industry. We did not want to spend the time and
13 resources to develop interfaces that were specific to
14 a particular ALEC. So we've participated in these
15 various forums that are listed there. The Alliance
16 for Telecommunications Industries Solutions, which has
17 various component pieces, the Ordering and Billing
18 Forum, which BellSouth the representative talked
19 about, is the primary one that has given standards
20 that we have included now in our OSS interfaces that
21 we developed.

22 TCIF is also another component of another
23 work group within the Alliance for Telecommunications
24 Industry Solutions.

25 The OBF has defined the data elements you

1 see there for telephone number assignment, service
2 address validation, features and service availability,
3 due date/scheduling, customer service record, and
4 service configuration. And as talked about
5 previously, EDI and CORBA are the established
6 electronic interfaces.

7 The industry on ordering and provisioning
8 has -- the OBF has defined local service request and
9 it's gone through a number of iterations. We're now
10 to Version IV of the local service request. They've
11 also established the standards for firm order
12 confirmation and completion notice. And EDI has been
13 defined as the electronic gateway for ordering and
14 provisioning.

15 Now to where Sprint is. On preordering, we
16 have available -- and we'll see the diagram in a
17 little bit. We have available to ALECs the ability to
18 send us orders -- preorder requests and to send us
19 orders via manual fax. We have a National Exchange
20 Access Center, which is a group of service
21 representatives dedicated to working orders for CLECs.
22 It's in Decatur, Indiana. So that is our national
23 center where all CLECs would send their orders. They
24 can do that via fax.

25 We also have, similar to GTE, an

1 Internet-based solution, which allows the ALEC to send
2 us LSR and preorder requests via the Internet. So
3 they can get from us, either Internet and manual, a
4 list of service and features available for a
5 particular central office. They basically tell us
6 what central office they're interested in. We can
7 return back to them then, via the Internet or via fax,
8 what services and features are available, which
9 primary interexchange carriers are available in that
10 central office and provide them the customer as-is
11 information. We can validate an address. Provide
12 them service intervals. That process is currently
13 manual but will be available on a mechanized basis in
14 the third quarter of this year. Telephone number
15 assignment and service configuration are manual
16 functions today.

17 **COMMISSIONER JOHNSON:** How does that work
18 when you say the telephone number assignment is
19 manual? What happens? You have to explain the
20 process. You call and someone else -- there is no
21 screen? How does it work?

22 **MR. FELZ:** Basically they can send us the
23 request for a telephone number, either fax or through
24 the Internet. But, it's not -- it's a process where
25 one of the service representatives in our national

1 center would have to do some manual involvement, look
2 the information up in another system, and then return
3 the information back to the CLEC.

4 **COMMISSIONER JOHNSON:** To assign a phone
5 number? Any --

6 **MR. FELZ:** Yes. To assign a --

7 **COMMISSIONER JOHNSON:** For an individual or
8 for each order they have to call the national center
9 and then the national center would --

10 **MR. FELZ:** That's correct.

11 **COMMISSIONER JOHNSON:** -- give out a number?
12 Do they have a choice of numbers?

13 **MR. FELZ:** They would have a similar choice
14 as BellSouth and GTE talked about. The service
15 representative in the national center would be able to
16 query our systems then and determine what numbers are
17 available and provide that same level of information
18 to the CLEC as they would to any of our end users.

19 **COMMISSIONER JOHNSON:** And that's the same
20 process they use for your end users?

21 **MR. FELZ:** Yes.

22 **COMMISSIONER JOHNSON:** So someone in -- for
23 your customers, your service representatives always
24 have to call this national number to --

25 **MR. FELZ:** No. I'm sorry. Our service

1 representatives would have to query a system that they
2 would have available on their desktop to -- a separate
3 system to determine a telephone number and to be able
4 to assign a telephone number for that retail customer.

5 **COMMISSIONER JOHNSON:** That system isn't
6 available for the competitors. They call this
7 national number and then the person sitting there
8 would get a series -- get 25 numbers and then they
9 have to kind of go through them and tell them which
10 numbers were available?

11 **MR. FELZ:** That's correct.

12 **COMMISSIONER CLARK:** How long does that
13 take?

14 **MR. FELZ:** How long does it take to assign
15 the telephone number?

16 **COMMISSIONER CLARK:** Uh-huh.

17 **MR. FELZ:** It can be done very quickly
18 through -- by the service representative at the
19 national center querying that database, providing the
20 telephone number and faxing it back or over the
21 telephone providing that information back to the CLEC.

22 **COMMISSIONER CLARK:** Well, suppose the CLEC
23 customer rep was sitting at their computer and is on
24 the phone, I would imagine, to their customer. They
25 want to get the telephone number to them right now.

1 What do they do?

2 **MR. FELZ:** Well, there would be that slight
3 delay to be able to call our national center or to fax
4 the order. They would not be able to get it to them
5 instantaneously.

6 **COMMISSIONER CLARK:** Give me a figure. Is
7 it an hour? Is it a couple minutes? Is it a day?

8 **MR. FELZ:** I would say it's less than five
9 minutes to provide that telephone number back.

10 **COMMISSIONER JACOBS:** After they receive the
11 fax, because the CLEC is going to have to fax this in.
12 After your national office gets the fax it will take
13 them five or ten minutes. Is there a queue or backlog
14 normally?

15 **MR. FELZ:** I'm not sure, Commissioner.

16 **COMMISSIONER JACOBS:** Do you reserve numbers
17 for a period of time? I think it was Sprint that --
18 I'm sorry. GTE said they do it for 15 days.

19 **MR. FELZ:** I'm sure that we do reserve
20 numbers. I don't know what the time frame or what the
21 time period is.

22 **COMMISSIONER JOHNSON:** And service
23 configuration. What is that?

24 **MR. FELZ:** Basically what type of facilities
25 serve that particular customer. In some cases, if

1 they're behind a digital concentration device, there
2 would be some considerations as to the types -- the
3 types and the time frames of the service that we can
4 provide to the CLEC.

5 **COMMISSIONER JOHNSON:** And to confirm --
6 what would a CLEC -- what would be the nature of their
7 inquiry? They would call you to determine the service
8 configuration? They would call some national number?
9 I don't understand this -- explain to me again what
10 service configuration is and I will start over.

11 **MR. FELZ:** Okay. Service configuration is
12 basically how that -- how service is provided to that
13 customer; what facilities are available out to that
14 customer. If a CLEC is interested in purchasing an
15 unbundled loop and that customer is behind a digital
16 concentration device, and a specific copper pair is
17 not available to serve that customer, it could
18 influence the amount of time that would be required to
19 provision that unbundled loop. So the CLEC would like
20 to know whether there are any facility issues that
21 would affect the provisioning interval.

22 **COMMISSIONER JOHNSON:** And in order to find
23 out, they would have call to you -- they would call
24 the Sprint national office and then the Sprint
25 national office would have some database and would get

1 back to them verbally or by fax?

2 MR. FELZ: That's correct.

3 COMMISSIONER JOHNSON: Okay. As opposed to
4 what? As opposed to the CLEC being able to somehow
5 pull it up on a screen and have the database right
6 there and have the information available to understand
7 the network and what the infrastructure is?

8 MR. FELZ: That's correct.

9 COMMISSIONER JOHNSON: Okay.

10 MR. FELZ: Okay. Where is Sprint on the
11 ordering and provisioning? On the local service
12 request, we have available to CLECs the ability to
13 provide us LSRs via the Internet, File Transfer
14 Protocol, or typically referred to as flat files, and
15 manual via fax or telephone.

16 We also have the ability to provide order
17 acknowledgement then, Internet or manual. That's
18 basically that we got the order and have received it
19 in our center.

20 Status updates. Any jeopardy situations,
21 anything that we need to communicate back to the CLEC
22 about that particular order prior to completion. And
23 completion notices.

24 The note at the bottom of the page. We
25 have -- at the time OSS kind of started, Version I of

1 the LSR was developed, we had done the system work
2 necessary to accept local service requests via EDI.
3 Since that point in time, the LSR has taken --
4 undertaken a number of different variations, such as
5 local service request Version IV.

6 At this point in time we don't have a
7 trading partner, a CLEC that has come to us and
8 demonstrated a willingness to send us orders in an EDI
9 fashion. And so we're not currently offering EDI as a
10 vehicle for receiving LSRs from CLECs or ALECs.

11 We certainly would be willing, if we have a
12 trading partner that comes to us and wants to do EDI
13 for LSRs, we would negotiate with them an
14 implementation schedule for getting EDI up and going
15 in the latest version of the LSR. We just don't have
16 any CLECs that have demonstrated a desire to use EDI
17 as the interface.

18 I did talk about systems used. The industry
19 standard interfaces, our alternative interfaces and
20 then go through our Sprint retail systems.

21 Over on the left-hand side of the page, we
22 have various protocols available for CLECs to send
23 orders to us, including Internet access; the standards
24 that are available under OBF for preordering; and also
25 EDI and the LSR flat file. As I talked about, the EDI

1 ordering is currently not in production because we
2 don't have any CLECs that are using that.

3 Those -- all of those versions would come
4 into our IRES system. The Integrated -- Integrated
5 Request Entry System, which is basically, as GTE
6 indicated with their system, a GUI interface that
7 allows this system to accept information from a
8 variety of different formats and IRES basically takes
9 that information from a variety of different formats
10 and converts it to the format needed for our LEGACY
11 systems to be able to process those orders.

12 So IRES basically would accept information
13 from a flat file that was sent to us by a CLEC. It
14 would accept it from an Internet access if the CLEC
15 was sending us information via the Internet. It would
16 also accept the data from one of our representatives
17 in the national center sitting down and keying that
18 information into IRES from a fax that was received
19 from the CLEC.

20 IRES basically then takes the information
21 and converts it to the format that is needed to
22 generate a service order within our system, and then
23 it would move on down to our downstream provisioning
24 systems.

25 **COMMISSIONER JACOBS:** Question. It looks

1 like your address validation function occurs after
2 IRES, so that if you get an order, and there is a
3 question about the address, it's going to flow through
4 that process but it could be rejected later?

5 **MR. FELZ:** I'm not for certain of that.

6 **COMMISSIONER JACOBS:** The reason I ask is
7 that it would -- it would be later. Apparently if
8 there were a problem with the address, essentially it
9 could take much later to detect that and correct or
10 return to the CLEC or whoever to correct.

11 **MR. FELZ:** If the address validation is
12 done --

13 **COMMISSIONER JACOBS:** Right.

14 **MR. FELZ:** -- further into the process. I
15 do not believe that IRES does address validation at
16 the time that it receives the order. It would come in
17 the downstream LEGACY system is where that validation
18 would occur.

19 We talked about the standard interfaces. We
20 have provided alternative gateways to the CLECs to
21 allow them to send us orders in a mechanized fashion,
22 but not have to go through the expense of implementing
23 the more sophisticated EDI and other data interfaces.

24 We basically use the Internet as a vehicle
25 for doing this. It's an easy to use system with a

1 point and click type of approach. It allows a CLEC,
2 once they have preorder information, they've queried
3 our databases to get customer as-is information to get
4 service address, that they can take that information,
5 that preorder information, and key it -- not have to
6 key it again, but basically transfer it to the local
7 service request so that it eliminates duplicate entry
8 that the CLEC would have to do.

9 From an ALEC standpoint, it's very easy to
10 implement. All it requires is a current based PC with
11 a web browser and some security clearance and then
12 basically they're in and able to send us orders
13 electronically. It also provides the preorder
14 information and the ability to send us local service
15 requests. And I've already touched on the ability to
16 send us file transfers of local service requests.

17 All I want to mention on this slide is that
18 the downstream systems, IRES basically is the entry
19 vehicle for the CLECs to get information to us. From
20 that point on, they go through the remainder of
21 Sprint's LEGACY systems.

22 This slide shows the ILEC view in our Sprint
23 business office effectively replaces everything that's
24 over on left-hand side here. Our Sprint businesses
25 offices use this SPICE translator as the entry vehicle

1 for all of the information necessary to process a
2 service order for our retail customers.

3 So from -- once it gets into IRES from the
4 CLEC, the order flows through the same systems that
5 all of our retail orders flow through and that's what
6 these next few slides are. Basically is to show you
7 the ILEC flow and the systems that are used for the
8 different components of taking an order and processing
9 it through to provide service to a customer.

10 **COMMISSIONER JACOBS:** I assume that, like
11 BellSouth, your order taking process is very much
12 dependent on your service reps and their expertise and
13 that sort of thing to resolve?

14 **MR. FELZ:** Actually, the SPICE system that
15 is shown there as our original entry for all service
16 order information, is very much a point and click type
17 system, similar to what I talked about IRES being.
18 It's a GUI interface. The service rep basically has
19 to fill in certain pieces of information but they
20 are -- there's a lot of drop down menus. There is a
21 lot of point and click.

22 And so, from a training standpoint, the
23 service reps don't have to have, you know, that two or
24 three years' worth of training to get proficient. In
25 the system that SPICE is used for both residential and

1 business customers.

2 Once the information goes into SPICE it then
3 flows to our order entry system and creates a pending
4 order. Once the pending order is in then, it goes
5 through our loop assignment system, where it assigns
6 plant facilities and line equipment. And from there
7 the orders then flow through various systems,
8 including work force management, our hand-held craft
9 terminal, the switch translator, and other systems
10 which are needed to actually provision service, to
11 turn the service on in the central office or to have
12 the technician connect the right facilities in the
13 outside plant so that service and dial tone are
14 provided.

15 All of these systems and processes that I
16 just referred to on the last three slides are followed
17 for CLEC orders as well as ILEC orders.

18 Quickly review the functions performed, the
19 method and the edit checks for orders. I mentioned
20 the National Exchange Access Center handles both
21 preordering and ordering functions for CLECs. We
22 return confirmations and firm order confirmations --
23 acknowledgements and firm order confirmations via fax
24 or our IRES application.

25 On the ordering side, the CLECs have the

1 ability to view firm order confirmations, rejects,
2 either via IRES, or if it's a manual order that we
3 received, we'll send it back via fax.

4 As far as the edit checks goes, for
5 Internet, the initial gateway is just a security
6 validation and to make sure that required fields are
7 filled in. The orders themselves go through the same
8 retail service order entry edits that any of our
9 retail orders do.

10 And as far as correction, the NEAC would
11 attempt to do whatever they can to correct the error.
12 If that's not possible they will send it back to the
13 CLEC only as a last resort or at the ALECs request.

14 Touch on flow-through and reliability:
15 Order flow-through, provisioning flow-through and
16 performance measurements.

17 Ordering flow-through. These are the types
18 of orders that we have the ability to flow through our
19 system without manual intervention to -- on under
20 resale to convert as is, convert with a PIC change and
21 convert with some limited changes to custom calling
22 features and other like services.

23 On the UNE side, we have the ability to flow
24 through new install, convert of an existing customer,
25 local number portability and a loop with number

1 portability.

2 And as far as future enhancements, we're
3 currently working on the ability to flow through a new
4 installed customer who is going to be a resale
5 situation, directory and a disconnect of an ALEC
6 resale line.

7 For provisioning, our resale lines flow
8 through the same as retail. Once they get into the
9 system they would flow through exactly the same as our
10 retail orders.

11 On loops, we say manual intervention is
12 required here. That basically is where we would have
13 it at a minimum to connect the unbundled loop to the
14 CLECs collocation space or wherever they are in our
15 network where we need to provide that loop to them so
16 they can take it to their switch.

17 Performance measurements. It's Sprint's
18 position that it's critical for the Commission to
19 establish performance measurements that make sure that
20 we are providing parity to the CLECs as our own -- as
21 we provide to our own customers. We believe the
22 measurement plan should be adopted at an all-party
23 workshops, which includes the Commission as a
24 participant.

25 The development process, as we've seen in

1 other states, can be somewhat lengthy. We have been
2 able to reach agreement with AT&T, GTE, and MCI in a
3 couple of states and we think it would be wise is for
4 the Commission to consider that work that's taken
5 place in the other states and the consensus that have
6 been reached.

7 Also, workshops in Florida would allow for
8 input from the regional CLECs to make sure that their
9 voice is heard in development of the performance
10 measurements.

11 We believe the measurement plan should
12 address the issues that we've listed here. And a lot
13 of the work that's been done in Nevada and in
14 California address all of these issues.

15 And lastly, the time required are benchmarks
16 for installation intervals for ALECs. On resale, the
17 results should equal our Sprint retail results and
18 that's the standard that we would hold ourselves to
19 for these various categories of service.

20 For UNE loops, we should provide, and Sprint
21 strives to provide, retail results that it would be
22 equivalent to our provisioning of service where a
23 R1/B1 dispatch is required.

24 For advanced loops, such as DS1 loops, those
25 installation intervals should be equivalent to what we

1 provide for design services or engineered circuits.

2 **COMMISSIONER JACOBS:** Are you aware of what
3 that is -- what that time limit is?

4 **MR. FELZ:** On the design circuits, it's a
5 seven day interval. On ports, the results should
6 equal our retail results for turning up central office
7 type services.

8 Dedicated transport, our results should,
9 again, equal our retail results for providing Hi-Cap
10 facilities.

11 And on interconnection, trunks between us
12 and a CLEC, those should equal whatever we provision
13 for our own internal network. And that's all I have
14 on service establishment orders.

15 **COMMISSIONER DEASON:** Thank you. Ms.
16 Kaufman, I understand you have a couple of quick
17 questions before we break for lunch. You need to get
18 to a microphone please.

19 **MS. KAUFMAN:** Mr. Deason, we've tried to
20 collect our questions and we think it would be more
21 efficient if Mr. Bradbury came forward and asked
22 questions on behalf of our group. And I think that
23 our questions are primarily for Mr. Stacy, so it might
24 be helpful if he would come back.

25 **COMMISSIONER DEASON:** Well, the Chairman

1 indicated that you had two questions. How lengthy are
2 your questions to be?

3 **MS. KAUFMAN:** If we're only to be permitted
4 two questions, we will only ask two questions. I
5 think we had several more than that, but at your
6 pleasure.

7 **COMMISSIONER DEASON:** Ms. Keating, how are
8 we on time?

9 **MS. KEATING:** We are running just a little
10 bit behind at this point, but I'm not sure that the
11 afternoon presentations are going to be as lengthy.

12 **COMMISSIONER DEASON:** Why don't we do this.
13 We will just -- why don't we hold the questions until
14 the very end and whatever time we have, we have.

15 **MS. KEATING:** I think that's a good
16 suggestion.

17 **COMMISSIONER DEASON:** Okay. We're going to
18 recess for lunch then at this time and we will -- do
19 we need to take less than an hour or can we take an
20 hour, Ms. Keating?

21 **MS. KEATING:** We were scheduled to reconvene
22 at 1:15. I would suggest 1:30. Not any longer than
23 that.

24 **COMMISSIONER DEASON:** We will reconvene at
25 1:30.

1 (Thereupon, lunch recess was taken at
2 12:40 p.m.)

3

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4 **COMMISSIONER DEASON:** If I could have
5 everyone's attention. We'll call the workshop back to
6 order. Commissioner Garcia has asked me to go ahead
7 and get things cranked up. Beth, is there anything
8 preliminarily that we need to address at this time?

9 **MS. KEATING:** I was just going to mention
10 that GTE and Sprint don't seem to have very much in
11 the way of presentation on move, add and change
12 orders, so we've suggested that BellSouth just start
13 their presentation and carry it all the way through
14 repair orders and then GTE and Sprint can follow with
15 their presentations on repair orders.

16 **COMMISSIONER DEASON:** And then we'll wait on
17 questions until after the end of all presentations --

18 **MS. KEATING:** That's correct.

19 **COMMISSIONER DEASON:** -- and then we'll take
20 questions. Very well. Let's proceed.

21 **MR. STACY:** Commissioner, I would just like
22 to begin briefly. I want to introduce folks from
23 Bellcore who are here with us. They have -- I said it
24 again. Kick me, John. Except they keep changing
25 their name. From Telcordia Technologies who have

1 actually produced a commercial implementation of a TAG
2 interface that is trademarked Service Gate, and Jim is
3 going to take a minute and run us through a very quick
4 example of what they have done as far as this
5 commercial implementation. So I will turn the mike
6 over to him for about the next 10 minutes or so.

7 **MR. BOYER:** Thank you, Bill. As Bill
8 mentioned, I'm Jim Boyer from Telcordia, formerly
9 Bellcore. As part of our interconnection suite of
10 products we are developing and have developed an
11 industry clearinghouse that we call Exchange Link.
12 So, we're going to give a demo of the first version of
13 Exchange Link that is actually out and operational
14 today.

15 But before we do that, I wanted to take a
16 few moments and just sort of walk through the premise
17 of why it's Exchange Link, why an industry
18 clearinghouse and then really talk about our
19 implementation of it, as well as how we see it going
20 in the future. So, John, if you could go to the first
21 chart.

22 Okay. Very simplified view, but what we see
23 in today's world is that each CLEC, and quite frankly,
24 each ILEC are developing or working interfaces to each
25 of their additional trading partners. So right now,

1 what you see is on the -- on this side of the screen
2 you really have a mishmash of interfaces. And for
3 example, each CLEC needs to manage the business rules,
4 the interfaces, the changes that happen with each of
5 their trading partners that they have out there.
6 It's, quite frankly, a monumental task.

7 So what we've done in partnership with Bill
8 Stacy from BellSouth, as well as Sprint's CLEC located
9 in Kansas City, is begun developing and building an
10 industry clearinghouse. Our viewpoint, our focus and
11 our vision is really to build the industry
12 clearinghouse such that CLECs can interface into the
13 clearinghouse one way with one standing interface.
14 We'll do the business rule validations as well as the
15 appropriate interface mapping to the ILECs such that
16 each has to interface one way, and the management of
17 change is much simpler for both CLECs and ILECs.

18 So where are we today? We have an
19 initial -- our initial operational phase, if you will,
20 is out there. We have -- Sprint is actually up and
21 using the service, interfacing to both BellSouth and
22 Ameritech. The first version supports very simple
23 POTs orderings, migration as specified and disconnects
24 orders, as well as initial preordering. By the end of
25 June we will have the second phase out and in

1 production, operational, which will support both full
2 POTs, and full preordering by year end with two
3 additional trading partners. So we're trying to cover
4 the whole national scheme, if you will.

5 By year end we intend and plan and have
6 committed to having eight wholesalers into Phase II,
7 as well as a full suite of products, including full
8 POTs, UNE, loop, LNP and many of the -- many of the
9 complex ordering. So with that, if you will go to the
10 next chart.

11 So why is an industry clearinghouse needed?
12 Well, the previous chart sort of showed the near term
13 problem. Many to many interface is very difficult.
14 If you think about it in the future, it's going to get
15 an order of magnitude harder in that it's not going to
16 be just CLECs hooking up to ILECs. It's also going to
17 be ILECs going back to CLECs for trading. It's going
18 to be CLECs having to trade through and win back or
19 win customers from other CLECs. It's going to be
20 Internet service providers going into CLECs that are
21 facility based and also get some services and
22 functions from the ILEC.

23 So in tomorrow's world, the whole aspect of
24 interconnection takes on a much, much broader and
25 bigger and more difficult challenge because

1 everybody's going to have to interface to everybody.

2 Okay. Next chart, please.

3 The prerequisite architected document or
4 architected drawing, I'm not going to spend a lot of
5 time on this. But the bottom line is we're showing
6 this because, one, it is real. Functionally what
7 happens is, either through VFO, Virtual Front Office,
8 which John Ruja is going to give you a demonstration
9 on in a few minutes, or through our standard
10 interface, as indicated by the firewall, you can
11 access our Exchange Link service. We'll do the
12 validations based on each of the ILECs out there, that
13 each one has validations that are a bit different.
14 Then we do the appropriate mapping and translation to
15 the ILEC interfaces so the order flows through as much
16 as possible to the ILEC. We then take the appropriate
17 responses back and map it back to the standard
18 interface coming in.

19 So, by doing so, we're trying to simplify it
20 on both ends, such that the CLEC only has to map the
21 one interface as well as it simplifies things for the
22 ILECs in that they're only having to deal with one
23 interface and one testing aspect, if you will, coming
24 in.

25 So with that, John, why don't you hop on to

1 the demo itself. And while he's doing that, I want to
2 point out, I mentioned that VFO, Virtual Front Office,
3 is a web-based graphical user interface coming into
4 Exchange Link. So John is going to use that as the
5 vehicle to demonstrate Exchange Link. VFO, it's not
6 required, but VFO is one tool that gets in. Sprint is
7 actually up and using this today. John.

8 **MR. RUJA:** Thanks. We're going to, as Jim
9 said, try to demonstrate some of the capability and
10 stimulation that we've got loaded on our laptop here.

11 So, the VFO is, as Bill was describing a
12 little bit earlier this morning, one way of
13 interfacing at the graphical user interface layer,
14 what the user presentation layer would look like.
15 This is our version of that GUI, if you will. We're
16 using it today, obviously, by way of demonstrating
17 what our Exchange Link Service is capable of.

18 Right now we have developed the capability,
19 as Jim said a minute ago, for some preordering
20 queries, as well as developing the order requests for
21 the local service request for the local orders. We
22 have the capability in here for, from the user
23 perspective, if you have a lot of repeatable order
24 types that are being generated to a certain trading
25 partner of developing templates so that the same

1 orders don't have to be created over and over again.
2 You simply create a template and it automatically
3 brings up that template for that user at that time
4 point in time. This is like a customer info notes
5 screen, if you will.

6 What I want to focus on, first of all, is
7 the preordering. This is actually what the user would
8 see initially. And if we click on preordering, we'll
9 bring up the CSR query screen.

10 So we talked this morning, you heard
11 numerous times about the customer service record
12 query. Again, this is our version of that screen.
13 So, we have drop downs for this trading partners right
14 now. As Jim said, we are connected in production to
15 Ameritech and BellSouth with Sprint CLEC.

16 Now, again, this is not a production
17 environment we're running here. Obviously, this is a
18 simulation. But I did want to point out that we'll
19 have the trading partners here so in this case we'll
20 choose BellSouth. We are developing drop downs for
21 the states, but in this case for the demo we don't
22 have that yet. So we'll choose Georgia. We have to
23 populate a telephone number here. (Indicating.) Now,
24 we're going to go over here to authorize the request.
25 So the service rep would put their name here or the

1 requester.

2 **COMMISSIONER JACOBS:** What's the origin of
3 that telephone number? I'm sorry. Maybe I just can't
4 see it, but the telephone number that you just put in,
5 what purpose does it serve?

6 **MR. RUJA:** We're doing a CSR, Customer
7 Service Request, a record retrieval. So we have to
8 have the telephone number in order --

9 **COMMISSIONER JACOBS:** Oh, I'm sorry. So
10 this is an existing customer.

11 **MR. RUJA:** Exactly. Right.

12 **COMMISSIONER JACOBS:** Okay.

13 **MR. RUJA:** And we want the user to
14 positively indicate that they're, indeed, authorized
15 on the customer's behalf to request this information,
16 since this is customer information. So that's what
17 this field does and then we keep track of that,
18 Obviously.

19 We can submit this query, either through the
20 submit function here, or using the runner icon, and
21 hopefully at this point the simulator will retrieve
22 the response we expect which is a customer's -- a copy
23 of the customer service record. Again, it's a
24 simulation so the response times are a little bit
25 slower here running it on the laptop. And this is not

1 exactly a replica of BellSouth's CSR, but it's a
2 reasonable facsimile.

3 We do periodically have some timing out
4 problems on the simulator.

5 But in this case, we've got back the
6 customer service record. As you can see here, it has
7 the name information, the address information, the
8 service and equipment information, and in this case,
9 it's a 1FB service; who the PIC is; what kind of
10 services are here. All types of stuff you could
11 expect to see on a CSR.

12 Okay. What I wanted to do -- any questions
13 about that? (No response.)

14 What I wanted to do next is close out of
15 this and go into and show you how we would do the
16 initial creation of an LSR. In this case we have the
17 ability, so far, based on our current development, to
18 submits LSRs for resale, as Jim mentioned, for
19 migrations and for disconnects.

20 So what we want to try to do here, so you'll
21 at least get the concept of what is being developed
22 and later in the year, actually in the September time
23 frame, we're going to have the UNE, LNP capability
24 available to do this.

25 **COMMISSIONER CLARK:** What's on the screen

1 now?

2 **MR. RUJA:** This is the work list. So the
3 user would click on LSR to create -- to get into the
4 LSR model, and the work list comes up. This is a work
5 list of just all the LSRs that are pending, have been
6 submitted for the user. Okay. So it tells them who
7 the trading partner is here; what state that is for;
8 what type of service, res or business. This is the
9 purchase order number, which, in VFO's case, is
10 automatically assigned by VFO. This is the VFO
11 version. This is the status of that.

12 In VFO -- you see we have some on here.
13 These are actually pretty much dummy records. Some
14 that have been saved, submitted. You can see that all
15 the way down the line, that version.

16 The response status. This is a response
17 status coming back from the trading partner. So in
18 this case, these have been sent, for example, from VFO
19 but have not been actually acknowledged and confirmed
20 by the trading partner yet, so they're pending
21 confirmation. This one has been confirmed. Some you
22 see have been either errored or rejected.

23 Errors, the error status indicates that
24 within -- remember the architecture picture that Jim
25 had up? That within our service, because we are

1 managing the business rules and doing edits ourselves
2 on both the CLEC and ILEC business rules, we validate
3 against those business rules before it actually goes
4 out to the trading partner, to the ILEC in this case.

5 So, if there's an error that we detect
6 within our service, that error condition comes back to
7 the user and is displayed to them and has to be
8 corrected before the error can get all the way through
9 to the trading partner.

10 A reject, in this case, would be something
11 that has made it out to the trading partner and is in
12 the case -- for example, what Bill was describing this
13 morning, a fatal reject, something that gets rejected
14 by the ILEC and that status would indicate on here as
15 a rejected error -- rejected order.

16 This tells you what type of service and what
17 kind of activity within that service request and, of
18 course, the due date for it.

19 So, you know, as the orders are being sent
20 and as messages are being received back and forth
21 through the service and the trading partners, this
22 status is being updated in near realtime basis in
23 terms of confirmations, rejects and things like that
24 so that they can be corrected and fixed.

25 If we wanted to create a new LSR, click on

1 new. Some basic customer information is required
2 before the LSR can be built. In this case, assume
3 that we have a service rep who's talking to the
4 customer and they understand what kind of service at
5 this point is being requested. As I say, we now have
6 the capability for resale. So we'll do resale with
7 directory.

8 The yellow fields on here are the required
9 fields, according to the industry standards. And
10 those must be populated. If they are not populated,
11 then an error notice before this actually -- after
12 this is -- before this can be submitted to a trading
13 partner, an error notice would be presented to the
14 user.

15 Put a user name in here. Trading partner in
16 this case is BellSouth. Say that it's in Georgia. Go
17 ahead and put a telephone number in. Assume this is a
18 migration. And in this case, for purposes of our
19 simulation, the way the simulation is processing the
20 orders, remember I mentioned the template button from
21 the previous screen. We've built a template in here
22 to handle Georgia resale orders. So we'll call in
23 that template. Click okay.

24 And what's happening now is you'll notice
25 the buttons populating across the top where it -- just

1 below where you see the -- right up here. End user
2 resale LSR. It was mentioned this morning that the
3 LSR, of course, is a multicomponent form, so what's
4 happening now is VFO is actually building all the
5 forms of the LSR that are needed to do this type of
6 service activity for this specific request.

7 **CHAIRMAN GARCIA:** How can you find the
8 account without the number?

9 **MR. RUJA:** I'm sorry.

10 **CHAIRMAN GARCIA:** How can -- in the previous
11 screen, you didn't need -- the phone number wasn't
12 required. How do you find the account without the
13 number?

14 **MR. RUJA:** Well, this may not necessarily be
15 an existing service. It could be a brand new service.

16 **COMMISSIONER CLARK:** I guess the question
17 is, how do you get into the system? What do you have
18 to know to get into the system? Either the phone
19 number or the person's number or -- I guess I'm a
20 little confused. Are we doing move, add and change
21 orders?

22 **MR. RUJA:** No. This is a migration as
23 specified or a migration as-is order from an existing
24 ILEC customer. CLEC is taking over that customer.
25 So, they would have most --

1 **COMMISSIONER CLARK:** You would have --

2 **MR. RUJA:** -- naturally obtained the
3 customer's telephone number, I would think.

4 **COMMISSIONER CLARK:** Now, just to follow up.
5 Without that, the ILEC could not call up and say,
6 "Well, we don't have the phone number, but this is the
7 person." They would need the phone number.

8 **MR. RUJA:** Yes, in order to get through
9 this, exactly. You're right.

10 **CHAIRMAN GARCIA:** But, yet, it wasn't one of
11 the required fields?

12 **MR. RUJA:** Well, because it's not a required
13 field on every LSR.

14 **CHAIRMAN GARCIA:** Got you.

15 **MR. RUJA:** Just like a house address, a
16 street address, we don't have designated as a required
17 field because there are rural addresses and things
18 like that. There are rules about that in the industry
19 standards for what's required and what's not.

20 So, the proper forms have been built here in
21 order to do the resale order. We happen to be
22 starting here on the end user form. The end user
23 form, obviously, has many different sections to it.
24 So, if we just wanted to quickly walk through this. I
25 can then take you through the rest of the forums very

1 quickly. We're not going to populate all these.

2 Let's just assume that in this case we do
3 have a house and we do know the address.

4 (Working on computer.)

5 At this point then the user would actually
6 work through the rest of the sections on this end user
7 form and actually have to work through the rest of
8 those forms then. So this would be the section for
9 inside wiring. There is a billing information
10 section. Get to remarks. We actually go to the
11 resale form then.

12 This is where you would designate how many
13 lines are actually being migrated; what the telephone
14 numbers of those lines are; what kind of activity is
15 occurring on those lines. Here you see the PICs and
16 the LPICs.

17 On the feature selection page or on the
18 feature selection form then, this is where you would
19 designate the service that the customer is requesting.

20 Then there's the administration of dealing
21 with the LSR itself, who the administrative contacts
22 are, the billing, et cetera. We actually have the DSR
23 capability billing this for straight line listing so
24 they can populate listing information on here, if
25 that's required, and directory delivery form.

1 So those would be the forms that would be
2 required to complete or may be needed to complete this
3 type of a service transaction.

4 Back here -- now assume that we had worked
5 through all of those at this point. Then this is a
6 simple submit.

7 Okay. And then what we would see here is
8 the work list has been updated. At this point there
9 is no -- in simulation, no place for this order to go.
10 Then the work list gets automatically updated with a
11 submission. When the trading partner responds, as I
12 mentioned earlier, then the status of that changes
13 coming back from the trading partner. And that's
14 really it.

15 **COMMISSIONER CLARK:** And your objective is
16 that all the ILECs and CLECs will use this single
17 system so that they can all interact with each other?

18 **MR. BOYER:** That's a rather broad objective,
19 but I think, from my perspective, the challenges of
20 building an interface is one thing. The challenge
21 then of maintaining the change controls and the
22 changes as maintenance occurs is a very broad and huge
23 issue for the industry to deal with, especially when
24 you're connecting up with more than one or two
25 particular ILECs.

1 So the response is, ultimately, I firmly
2 believe there's got to be a way for the industry to
3 deal with the maintenance change control of the
4 interfaces and business rules across the multiple
5 ILECs. So our vision is, a clearinghouse is going to
6 be absolutely needed, so we're building it.

7 **COMMISSIONER CLARK:** Is there anyone else
8 building it?

9 **MR. BOYER:** To my knowledge, no.

10 **COMMISSIONER JACOBS:** How deeply into --
11 looks like, for instance, in the schematic that is
12 there, you don't necessarily interact with BellSouth's
13 TAG system. So then in that instance, when your input
14 is done, you wouldn't have validated addresses or
15 reserved phone numbers or anything of that sort? That
16 has to still occur after the Exchange Link interface
17 has occurred, is that correct?

18 **MR. BOYER:** What we've done is, the CLEC
19 server is, if you will, a portion of TAG. That is
20 the, as Bill mentioned, the integratable part. We
21 have integrated that into Exchange Link. So the flow
22 of information is, we're attempting to, in the
23 clearinghouse simplify the flow, if you will. So, all
24 the preordering information comes through Exchange
25 Link and we map that to the appropriate interfaces.

1 In this case, we are mapping it from the CLEC server
2 into TAG, into the appropriate LEGACY systems at the
3 back end for BellSouth, retrieving that information
4 back and providing it to the CLEC. So assuming that
5 you get the TN -- the TN reservations systems up and
6 the address is validated, all that information will be
7 obtained by the CLEC and be populated on the order for
8 submission in.

9 **COMMISSIONER JACOBS:** So, while Exchange
10 Link wouldn't necessarily do the auditing and other
11 functions that are done, it would be a very quick turn
12 around sounds like.

13 **MR. BOYER:** Correct.

14 **COMMISSIONER JACOBS:** So that they could
15 have that information pretty quickly.

16 **MR. BOYER:** Correct. We've done some
17 benchmarking and the preordering that we've seen so
18 far is in the single seconds.

19 **COMMISSIONER DEASON:** How do you plan on
20 getting compensated for your services?

21 **MR. BOYER:** We actually are working on both
22 ends, if you will. There is really a whole number of
23 answers to that.

24 One, we're out there, quite bluntly,
25 peddling to the CLECs as this is the way to keep cost

1 down for the long run, i.e., maintenance and change
2 control. I would also suggest that there is
3 significant advantages to the ILEC, that we're working
4 with the various ILECs across the country on
5 opportunities there.

6 Then the one part that I failed to mention
7 as we are going through this, I believe that there is
8 an ongoing verification testings aspect of this. This
9 is an infrastructure that is going to be connected up
10 to every ILEC and I -- our perspective is that the
11 movement out there is to have an ongoing verification
12 testing requirement of the wholesalers and we believe
13 this fits that bill as well.

14 **COMMISSIONER JACOBS:** Does the ILEC have to
15 have a standardized protocol on their side of the wall
16 to deal with you or will you tally what you do to meet
17 what they have?

18 **MR. BOYER:** Our commitment is we will meet
19 to what they have. Clearly, we are pushing hard for
20 standardization as much as possible. Some ILECs are
21 fairly standard, some are not. So we are meeting the
22 existing interfaces as to what they have.

23 **COMMISSIONER JACOBS:** Because just in the
24 positions to date, it doesn't look like the GUIs and
25 all those other things were that standardized. But

1 by -- to your process that's where it would start to
2 happen. Okay.

3 **MR. BOYER:** I guess different levels of
4 standardization. From the formatting, EDI, CORBA, et
5 cetera, that's one level. To the actual field level
6 of what's in each format, et cetera, you know, there's
7 significant differences out there that, quite bluntly,
8 cause some mapping complexities that we have to deal
9 with. But so far we've been able to solve them.

10 **COMMISSIONER JACOBS:** Okay.

11 **COMMISSIONER DEASON:** Is it your vision to
12 eventually include all incumbent LECs?

13 **MR. BOYER:** Yes.

14 **COMMISSIONER DEASON:** Even small
15 independents?

16 **MR. BOYER:** Yes. We have eight scheduled
17 for this year and it's the eight big guys, but the
18 plan is to grow from there.

19 **MR. STACY:** Thanks, Jim. I wanted to add
20 one thing at the end. As Jim said, we're obviously
21 still negotiating with them over who is going to pay
22 for this, how, as is Sprint.

23 To give credit where credit is due, the
24 prime mover on the fact that this is the right
25 solution for the industry was Carol Bussy, who's vice

1 president of Information Technologies at Sprint
2 National Integrated Services.

3 She did a very thorough analysis for Sprint
4 and came to the conclusion several months ago, almost
5 a year ago now, that management of multiple ILEC
6 interfaces was something that was not in their best
7 interest in the long term. So she began pushing on
8 their suppliers and at the same time we heard about it
9 and we are having problems, from our side, of
10 interfacing with multiple CLECs because we have to do
11 the system development and the system assurance and
12 the verification "X" times and then do it again.

13 And when she and I managed to get together
14 and get together with Telcordia now, and arrive, at
15 least for us as trading partners and then they brought
16 Ameritech into the mix and are bringing other ILECs
17 that they trade with into the mix, that this was a
18 viable solution going forward for an industry
19 solution.

20 The other point for me is that it begins to
21 remove doubts about whether the TAG interface is
22 functional because now I have a fairly large
23 commercial provider up and using it. Not with all the
24 functionality I want yet, but between now and the end
25 of the year there's somebody outside of BellSouth

1 saying, "TAG works. I can get preordering information
2 for it and I can send orders over it." And that
3 becomes a matter of fact instead of a matter of
4 dispute which saves me a lot of time.

5 Okay. Adds, moves and changes. If you will
6 read that on the way past as Ron scrolls.

7 Adds, moves and changes, which is slide
8 No. 36 on the left-hand side and some subsequent
9 customer service record slides. This portion will go
10 very fast because it's a definitional question. Other
11 than one segment I'm going to show you, you've seen
12 all the basics.

13 An add to BellSouth and to the other
14 carriers is nothing more than a new service at an
15 existing address. So you start out with a valid
16 address. It makes it very easy to validate your
17 address because you can get it with a telephone
18 number. But an add is really nothing more than a new
19 order that you have some information about already.

20 Moves, on the other hand, are a combination
21 of an add at a different location. So it looks a lot
22 like a new service.

23 And then changes we're going to talk about
24 because changes are changes in an existing service.
25 The real difference on a change order -- Chad, you

1 want to bring the other one up on the other side. Go
2 on through to the change.

3 Real difference on the change order is that
4 you've got a service in place with the customer --
5 this is three slides forward on the left -- on the
6 right. Excuse me. On the left. One forward on the
7 right.

8 Is that you have a customer service record
9 to look at. Telcordia showed you a minute ago what
10 their view of a retrieved customer service record
11 looks like. I'm going to show you very quickly three
12 different views.

13 Similar to what you I showed you this
14 morning, when our residential customer service rep
15 pulls it back, it comes back in English. They never
16 see the codes. They never see the gory details of
17 that particular record. And in this case, it takes up
18 two screens to show the particular record we look at.
19 The services that the customer has are shaded in and
20 color coded. It's a very different, very friendly
21 display.

22 For business services, the customer service
23 record looks a lot like the order that we typed this
24 morning, which is no surprise because that's the way
25 the information is actually kept inside our system.

1 For residents, they take this information
2 and convert it to English. Our business people are
3 skilled enough that they read it and they read it
4 directly off the screen and would never ask any
5 questions.

6 So here's the detail of what this business
7 customer has. And as you can see, particularly when
8 you get here, it looks exactly like that order we
9 placed this morning. Here's a particular service
10 where there's a code, and there are a bunch of
11 modifiers for the code following it. This is the
12 service and equipment record of what that customer has
13 in service and here's the rest of that particular
14 record.

15 Now, what does it look like when the CLEC
16 gets it back through TAG. Again, this is my view of
17 what it looks like because I had the designers present
18 this. There is information you can pull out and pull
19 out in what are called fields or parsed information.
20 There is a list of services and equipment which I
21 chose not to parse, but can be parsed. You saw some
22 of that in the Bellcore example demonstration.

23 The point is, that when the CLEC gets ready
24 to do a change order, the information that BellSouth
25 has in the record of that customer's retail service,

1 can be pulled out and manipulated by the CLEC. That's
2 really the only difference between a new order and a
3 change order.

4 You're able to take the existing stuff and
5 say, I want to delete that one, I want to add this, I
6 want to change that to a different characteristic. So
7 when you talk about adds, moves and changes, you need
8 to realize that the structure has already been built
9 with a new order. That has most of the complexity in
10 it. And then if you add to that the ability to see
11 the existing services with the customer service
12 record, a change order is just a modification on that.

13 That's really all I plan on talking about
14 adds, moves and changes. Unless you all have some
15 specific questions, we will move on to maintenance.

16 All right. Let's talk about maintenance.

17 **COMMISSIONER JACOBS:** I'm sorry. I did have
18 one question.

19 **MR. STACY:** Yes.

20 **COMMISSIONER JACOBS:** When you do a move --

21 **MR. STACY:** Uh-huh. Back up to the move
22 slide Ron, please. A move is actually two orders and
23 let me tell you in simple terms or in -- not our
24 industry terms.

25 In the industry terms a move would

1 constitute two orders called a T and an F. A "to" and
2 a "from". From is the old location. "T" is the new
3 location. If you get underneath that, what you're
4 doing is instituting a new order at the new location,
5 and processing a disconnect order at the old location.
6 They just happen to be coordinated so that they happen
7 either at the same time or overlap, however you've
8 negotiated that with the user.

9 So the characteristics of the order really
10 aren't any different than a new order and a disconnect
11 order. We just call them a different thing.

12 **COMMISSIONER JACOBS:** They are coordinated?

13 **MR. STACY:** They are coordinated at the
14 customer's request. They can be not coordinated at a
15 all. They can be scheduled to happen on the same day
16 or they can be scheduled to overlap in what we call
17 dual service, and you pay for both of it for a period
18 of time.

19 **COMMISSIONER JACOBS:** We just heard a horror
20 story of a lawyer where that didn't happen.

21 **MR. STACY:** We do have them. And I'll say
22 this, and I know some of the CLECs will say this
23 either today or tomorrow.

24 The more changes there are in an order, and
25 the closer you get to the delivery date when those

1 changes are made, the more chances there are of one or
2 the other or both of us screwing up. When we get a
3 change on the morning of the day that the order is
4 supposed to be worked, the chances that we will be
5 able to correct all of the places in the systems where
6 that order is sitting pending, are very low. Give us
7 two days to do it, we're pretty good at it. And I
8 won't say it's all their fault. I won't say it's all
9 our fault. But the closer we push up to the time that
10 it actually happens and change somebody, the worse is
11 gets.

12 And some of our worst horror stories are
13 where somebody called the morning that a conversion
14 was supposed to happen or sent us a change order the
15 morning that a conversion was supposed to happen at 2
16 o'clock in the afternoon and we corrected three pieces
17 of information and didn't get the fourth one and the
18 conversion started and you got three records that say
19 one thing, and another that says something different,
20 and then somebody spends the rest of the night
21 straightening it out or even a day straightening or
22 two days straightening it out because your records and
23 what is physically happening out in the field no
24 longer agree and it's -- that's when the horror
25 stories happen.

1 If that happened three days earlier and just
2 the due date moves, very high chance that it's going
3 to be all corrected and happen. And we do it -- you
4 all don't like to hear this, Commissioners, and Nancy
5 doesn't want me to say it, but we perform equally
6 badly for BellSouth customers and the CLEC customers
7 in that case. If a customer calls us and changes it
8 at the last minute, our chances of messing it up are
9 roughly the same as our chances of messing a CLEC
10 order up. When we do, we get in there and correct it.
11 It wasn't too bad, was it?

12 Okay. Anything else on adds, moves and
13 changes?

14 One last summary on adds, moves and changes.
15 What the local service request let's you do now is a
16 whole different group of what are called requisitions
17 and activities. There are different local service
18 requests, those forms we looked at this morning for
19 the CLEC. There are different combinations of those
20 that let's you order a loop, order a loop with number
21 portability of the two different kinds, order just
22 number portability, order a bundled service -- and I'm
23 not sure we've ever taken one of these orders yet.
24 That was one of those that was invented that nobody
25 ever used. Order a resale service, a switch port,

1 directory listings or combination of a loop and a
2 port.

3 And then there are different kinds of
4 activity you can work against that particular order.
5 So when you look at the matrix and the ordering guide
6 that defines all of that -- if you'll pull that one
7 up, Ron. You'll find that for a loop type requisition
8 represented by this row, it's valid to add a new one,
9 change an existing one, delete one, do an inside move,
10 do an outside move, change the records, or do what's
11 called a switch with changes order to that.

12 So these types of activities mapped in this
13 matrix apply to the types of requisitions that are
14 shown there and that's what's available to the CLEC.
15 Some of those are electronic. Some of those are
16 manual. I'm not dealing with which ones are which on
17 this particular chart. But that's the kinds of
18 activities that are available.

19 So each of the activities; adds, moves,
20 changes, new installs, disconnects, broken apart by
21 the different service categories, all apply.
22 Obviously, the resale category and the loop port
23 combination category, which looks identical to retail
24 services except the pricing, those have the broadest
25 range of activities that are applicable to them.

1 All right. Now, let's go in and talk about
2 maintenance for a few minutes. Changing systems names
3 on you, and Ron reminded me I should have said this
4 earlier and I apologize. There is a glossary at the
5 back of the right-hand side -- left-hand side of the
6 double binders and at the back of that stack on the --
7 those of you who don't have binders to keep up with
8 the short three letter acronyms I toss out
9 periodically.

10 The systems we're going to talk about for
11 the next few minutes are BellSouth's maintenance
12 systems that we use and that we provide for the CLECs.
13 There are two systems that a BellSouth repair employee
14 uses depending on what group of customers they're
15 talking to. One of them is called TAFI. The other
16 one is called and pronounced WFA, W-F-A. And there
17 are two parallel systems that are available to the
18 CLECs. There is a version of TAFI that's available to
19 the CLECs that we will spend just a minute on, that
20 allows them exactly the same functionality that we
21 have. And there is an access to work force
22 administration to WFA, that is electronic that allows
23 them access to that system.

24 Let's go ahead and look at the specific
25 systems.

1 First, we're going to talk about TAFI and
2 what I want you to see from these two slides is what
3 I've said repeatedly here, that the functionality
4 available to the CLECs in TAFI is the same
5 functionality that is available to BellSouth. The
6 system architecture is the same. The way they access
7 the system is the same. The only differences are
8 security differences so that the CLECs can't see each
9 others customers and -- or BellSouth's customers, and
10 so that appropriate restriction -- appropriate
11 security restrictions are put in place.

12 The other difference is that BellSouth chose
13 to split this up and we have a group of these systems
14 for just business customers, and a group for just
15 residence customers. The CLECs system let's you go to
16 either a residence customer or a business customer
17 from one point of entry.

18 A trouble report in TAFI for the CLECs looks
19 like this then. Trouble report is received for no
20 dial tone. Pull this forward one, Ron, please. That
21 is a CLEC repair service attendant sitting at a
22 console interacting with BellSouth systems. There is
23 a trouble entry screen that leads them through the
24 process of entering the telephone number and defining
25 the trouble. There is a data collection screen that

1 leads them through the process of categorizing what
2 the trouble is, and in this case, this was a no dial
3 tone report, so it's a dial tone problem. And then
4 there are subscreens like this one that help them
5 categorize more specifically what the customer's
6 reporting.

7 When the CLEC repair service attendant comes
8 to training with us on this, they're trained on this
9 system and how the dialog with the customers work and
10 this is actually an English prompted system. The
11 system tries to lead the customer and the repair
12 service attendant through to the most likely cause of
13 the trouble.

14 So we're walking them through a problem with
15 no dial tone. The logical question for us in terms of
16 determining where the trouble is, is this trouble on
17 all phones or not. And the answer, in this case, was
18 yes.

19 And in this particular case, we're going to
20 ask the customer whether the line is in use, which is
21 how we're going to determine whether we should do a
22 test at this point in time or not, and we're going to
23 start building a trouble ticket for the customer. The
24 CLEC's screen is this screen. It's the same one that
25 a BellSouth service repair attendant would see.

1 When we get that far, the system has the
2 ability to kick off tests in remote systems. We've
3 already looked at some data at this point in the
4 mechanized loop testing system. I'm sorry. We
5 haven't just yet. We're ready to start that.

6 Go to the next screen and go down one more.

7 We've kicked off of a test in the loop test
8 system that is actually going out through the system
9 to the central office, testing that customer's loop
10 and will give us some test results, and then the CLEC
11 has the ability to go in and read those test results
12 just like we do to interpret what needs to be done for
13 the customer on that -- in that case and to discuss
14 with the customer what action is to be taken.

15 If it turned out to be a problem with a
16 feature instead of a problem like no dial tone, there
17 is the ability in the system to look at the features
18 that the customer has in service, and those are
19 retained here in a box called the loop maintenance
20 operating system host. This is another version of the
21 customer service record, but this deals with just the
22 features they have in service. It doesn't have
23 billing information. It doesn't have any of the other
24 stuff there, but says, these are the services you've
25 sold them.

1 So it gets a copy of that back and let's the
2 repair service attendant see it and deal with that and
3 leads them by the hand. We have a significant number
4 of trouble reports that are classified by us and the
5 CLECs as just customer instruction. You sold them
6 something and they don't remember how to use it or
7 they don't know how to use it.

8 So the repair service group was set up to
9 provide helpful instructions on how to use your most
10 commonly ordered features in all of these cases. And
11 in this case, the particular feature that we're
12 looking at the help screen for -- go ahead, Chad, and
13 drop down one more -- is if you have ordered call
14 forwarding, how do you use it. And then the repair
15 service attendant can walk through the person on the
16 phone. Here is how you're suppose to activate your
17 call forwarding. You're supposed to wait until you
18 get a dial tone. You're supposed to dial 72#. You're
19 supposed to do this, this and this and that gets rid
20 of that trouble report quickly, interactively over the
21 phone, when there really wasn't a physical trouble in
22 that case.

23 If there was a physical trouble, then this
24 system generates the work request that goes downstream
25 to BellSouth, and causes eventually either a

1 technician to be dispatched or some work to be done.

2 That's available to the CLECs. We have a
3 great many CLECs using it. It's also exactly the same
4 system that is used by BellSouth's repair service
5 attendants.

6 On the other side of the service --

7 **COMMISSIONER JACOBS:** Can you go back for
8 just a moment?

9 **MR. STACY:** Yes. Sorry.

10 **COMMISSIONER JACOBS:** So they do a test.
11 They confirm that there is something occurring in the
12 connection and that some maintenance is required.

13 **MR. STACY:** Correct. Or not required, as
14 the case may be.

15 **COMMISSIONER JACOBS:** Okay. Then that box
16 does a dispatch for the CLEC's personnel?

17 **MR. STACY:** No. That box does a dispatch
18 for BellSouth's personnel --

19 **COMMISSIONER JACOBS:** BellSouth's personnel
20 to go out?

21 **MR. STACY:** Because this is -- these
22 services are all driven by BellSouth telephone
23 numbers. So these are cases where either resale or
24 switch port, we have the telephone number on our
25 switch and have some work to do in terms of testing or

1 maintaining it.

2 And that trouble report that we just talked
3 about over there, when it's finished, goes to the work
4 maintenance centers where a technician is actually
5 either sent to the premise or sent to the central
6 office or sent wherever work is needed to be done to
7 repair it.

8 **COMMISSIONER JACOBS:** Are there intervals
9 on this?

10 **MR. STACY:** The intervals -- they are the
11 state -- the normal state intervals, which I can never
12 remember exactly which ones apply in Florida. But the
13 same ones apply to the CLECs. We report them in the
14 same manner. And we also report each month the
15 performance of BellSouth compared to the CLEC
16 performance for the state.

17 So if you went and looked on the performance
18 measurements web site, which I know the Staff does
19 periodically and some of the other groups, you see
20 both sets of results displayed side by side where
21 there's a comparison. So you can see residence
22 straight down against the other one.

23 The other types of services that require
24 maintenance are those that do not have a telephone
25 number but have what is called a circuit

1 identification. And what I'm going to take you
2 through here again quickly is a trouble report for a
3 service called -- a service report, can't dial long
4 distance, but on a circuit identified circuit.

5 Chad, want to bring that one up?

6 The system that we're talking about is ECTA,
7 Electronic Communications Trouble Administration. It
8 has the ability -- it has significantly different
9 abilities than TAFI has. This is our strongest
10 testing system. We made it available to the CLECs
11 directly, as I said earlier. This system only let's
12 you send data back and forth. It doesn't actually
13 drive any testing. It will begin to drive some
14 testing capabilities in June and will evolve over time
15 to add more and more, but this is the national
16 standard at the moment.

17 You'll see it called -- it's on an earlier
18 slide, the committee that administrates this is a
19 committee called T1/M1, and you'll hear this called at
20 various points in time, electronic bonding. Our
21 in-house name for it is ECTA.

22 It let's the CLEC develop a
23 machine-to-machine interface that can provide us with
24 trouble reports on a telephone numbered service like
25 TAFI or a circuit ID service in WFA, but it lacks the

1 functionality that TAFI had, so we put both of them
2 out there because we had believed in the interest of
3 nondiscrimination, and we had to provide the same
4 access that we had for telephone numbered services.

5 So trouble report comes in. The repair
6 service person would already be logged in through the
7 two sign-on screens that you see. And they're working
8 at this level with circuit identifications. Much
9 longer, much more complicated service. This could
10 handle anything from an 800 number, which is what
11 we're -- an 800 service, which is the particular one
12 that we're talking about here, up through a DS3
13 service. So this is all of the designed services that
14 are administered and reported through this system.

15 **COMMISSIONER JACOBS:** I forget. TAFI was
16 limited, right? TAFI has some limitations in that
17 regard?

18 **MR. STACY:** TAFI's limitation is it has to
19 have a 10 digit telephone number assigned to it,
20 otherwise it wasn't designed to administer that, but
21 as you can imagine in terms of volume, TAFI handles
22 about 85% of our volume because most of what we have
23 out there for sale in terms of sheer bulk is telephone
24 numbered services. These are business private lines.
25 This includes unbundled network elements. Includes

1 interoffice trunking facilities that go back and forth
2 between us and the interexchange carriers and between
3 us and the independent companies and the CLECs.

4 So this is sort of the everything else
5 category administered by this system. You work at a
6 circuit identification level. It's a very different
7 trouble report form. It's not prompted. It's not
8 user friendly. And we pay the technicians that work
9 in this system about twice what we pay the maintenance
10 attendants that work in this system because the level
11 of expertise is significantly different. It is a
12 very, very technical, very demanding job on this side
13 when you start working in design services.

14 So, you enter the trouble report. There are
15 places for the technician to put comments in here, and
16 they haven't done anything yet except talk to the
17 customer about the trouble report and gather
18 information.

19 Go ahead, Chad.

20 That information is all kept in a log. We
21 keep track of who was doing what to this service and
22 when it broke before. And then finally, there is a
23 summary of the trouble ticket.

24 Now, the important point to remember here is
25 whether this is a BellSouth technician talking to a

1 customer on the phone and putting this trouble into
2 our system or whether it's a CLEC talking to their
3 customer and putting the trouble in this system.
4 Nothing has happened yet. All we've done has gotten
5 information about the customer's problem in the
6 circuit. Everything on these services goes downstream
7 to a technician to actually be tested and fixed. There
8 is no automatic testing. There is no automatic
9 retrieval of what the customer's record looks like.
10 There's none of the features and functions that make
11 TAFI really easy to use for those services. This is
12 all manual. And what we're talking about is an
13 electronic means to get the trouble report to us
14 instead of the CLEC having to call us. So it's a very
15 different system.

16 But that's what we offer in terms of
17 maintenance. One of each. Exactly what we use and an
18 electronic interface to the same system we use, or
19 they can call us if they choose to do so.

20 We have the same kind of performance
21 measurements for these systems as appropriate that we
22 have for our provisioning and ordering systems.

23 In this case, there's a measure of whether
24 the systems are available. If we offer TAFI to the
25 CLECs, how much of the promise time is it available?

1 How quickly does it respond? If we have to answer
2 their call on a manual basis, how long does it take
3 us. And then when we actually start fixing a trouble,
4 how often do we miss a repair appointment; what is the
5 rate at which customers report troubles; how long does
6 it take; how often does a customer call back and
7 repeat a trouble report; and how many are out of
8 service 24 hours.

9 The same kind of measures we use in the
10 state measures in the various states. Those measures
11 are all filed, again, created monthly and made
12 available to the CLECs and to the Commission on the
13 web site.

14 Go ahead, Chad.

15 Going to take a look again, just -- you'll
16 look at your page, it'll be easier to read. But just
17 through some specific ones. What's the maintenance
18 average duration in this particular case for
19 residential services, and you see it displayed over
20 time rising as we get more troubles in the summer and
21 more weather related troubles and tailing back off in
22 the fall.

23 For business customers, similar pattern.
24 But you see the display and the actual results at the
25 bottom of what the CLEC's results are and what the

1 BellSouth results are.

2 And then for UNEs in this case, the pattern
3 is obvious. We were getting better over time in this
4 particular case but the actual results, the number of
5 troubles that are reported, are very small numbers of
6 actual reports in this case and what that means in
7 terms of how long it took us to fix it.

8 So each of those -- each of those issues is
9 presented in terms of what we are able to do to the
10 CLECs.

11 Where, I believe, we are now, and I will
12 wrap up my portion of this and let GTE and Sprint talk
13 about theirs. We have a set of continuing issues in
14 mechanization about, what are we going to do about
15 complex resold services; where we do them manually
16 today, is there enough demand to mechanize those. And
17 that's a question that we're going to have to settle
18 with the CLECs and with the industry. And what
19 unbundled network elements need to be mechanized and
20 in what order?

21 There is not complete agreement between the
22 CLECs about what this order is, nor do we necessarily
23 agree with some of them. And none of us agree with
24 the standards bodies at the moment about what order
25 this is supposed to proceed in. So there is a

1 continuing issue here.

2 There's the issue that Jim Boyer talked
3 about. About how do we efficiently get business rules
4 and knowledge transferred out. If I can move my
5 business rules outside of my ordering systems and
6 transfer them over on the CLEC side of the system,
7 they do business more efficiently and I do business
8 more efficiently. But they have the problems that
9 Telcordia mentioned of saying, "Ameritech's got one
10 set of rules. BellSouth has another. NYNEX has a
11 third. How do I manage that?" That is something that
12 we're going to have to deal with.

13 In measurements, what are we going to
14 measure; how many things are we going to measure; how
15 we going to evaluate them. We're involved, as I told
16 you earlier, in a series of workshops in Louisiana
17 trying to deal with that now.

18 And then there's the question of standards.
19 There are services that I could roll out faster and
20 could convert to mechanized ordering faster, if I took
21 off down a BellSouth path and said, "If you want to
22 order it from me, you do it this way." If I do that,
23 I'm not following the national standard. And it may
24 be a temporary advantage for me and the CLECs who
25 agree to do it, but then we both -- we both wandered

1 off the path from the standard and we both have to
2 correct at some future point.

3 Then, of course, there is the question you
4 all have to answer on what is the Telecom Act and the
5 FCC's orders actually mean.

6 I was telling somebody at the break this
7 morning, and you all have seen many times of it. I've
8 spent a little bit over two years working on this
9 particular project now. BellSouth has spent somewhere
10 in excess of \$350 million developing these systems and
11 the interfaces that underlie them and go behind them
12 and there's still no clear definition of what the
13 objective is.

14 Every time we put out a system, and I go
15 back to the FCC, something changes. We had never
16 heard about fully integratable before, at least not in
17 those words before Louisiana II. Now, it's a
18 requirement. All right. I went off and developed
19 TAG. I will go back to the FCC sometime later this
20 year and find out if that's what they meant.

21 But, until there's very specific
22 interpretations of what the Act and the order actually
23 mean, we're all going to be in this pattern of weaving
24 back and forth, never having quite understood what the
25 goal is.

1 What we're doing ongoing, however, in the
2 meantime, we're bringing our processes further up the
3 curve.

4 **COMMISSIONER JOHNSON:** Can you go back to
5 that point that you were making, just so that I can
6 understand procedurally what's happening. What -- in
7 your conversations with the FCC have they stated any
8 intention to put forth any criteria with specificity
9 or is it just a moving target or what's that process?

10 **MR. STACY:** We have a little debate with
11 them about it being a moving target, as you can
12 imagine. As the decision makers, they have stated
13 several times in meetings I have been in, that it's
14 not appropriate for them to decide what the correct
15 target is. That we have to submit an application and
16 then they will tell us if that meets the test of
17 nondiscrimination or not. But they have not told us
18 what a specific target is and said, this is required
19 or this is enough.

20 **COMMISSIONER JOHNSON:** So they're just
21 looking at it on a case by case basis and you're
22 getting the direction from you're filings or the
23 filings of others?

24 **MR. STACY:** Yes. I've got the output from
25 Louisiana II. Presumably New York and Texas are going

1 to file some time this year also. I don't know when
2 they are in sequence with our next filing, but two or
3 three of us will file again sometime between now and
4 the end of the year. And then we'll get the next set
5 of directions. If that next set of direction is
6 different, then we're back off building another
7 system.

8 That's the way the process is apparently
9 designed to work, but that's one of the reasons that
10 things keep changing. I don't want to harp on it, but
11 it's just a fact that without some legal definition
12 of, here it is, we are all going to keep inching our
13 way forward until we either, you know, finally reach
14 consensus, and I don't know exactly when BellSouth and
15 AT&T would reach consensus, but I don't think I've got
16 that long left to work. Or we're going to have a
17 legal order from somebody that says, here it is, and
18 you know, at this point in time we're going to go on.
19 It's an interesting process for me.

20 **COMMISSIONER JOHNSON:** So they're just kind
21 of, they'll know it when they see it because they, I
22 guess, maybe it's unchartered territory for everybody,
23 but they're kind of more reactive than being proactive
24 in giving direction?

25 **MR. STACY:** Yes. Two of these -- let me

1 just take a second. For instance, UNEs. We took them
2 to court over the original definition. We lost part
3 of it, part it of got remanded.

4 Until the new rulemaking on 319 is done, I
5 don't know exactly what unbundled network elements I
6 should prepare to have electronic ordering for because
7 I don't know if the original set is good, if it's good
8 only under certain terms and conditions that meet the
9 necessary and impaired standard that it talked about,
10 or what I should do.

11 So, we're going to be here through the
12 middle of the summer and maybe into fall with another
13 set of things that are still undefined that will then
14 become defined three and a half years after the Act
15 was implemented, and then we'll know what to do about
16 UNEs maybe. And if they put a new idea on the table
17 or take ideas off the table -- well, I'll give you
18 both cases.

19 Suppose they put a UNE on the table that
20 none of us have thought about yet. I'm probably in a
21 nine month development cycle to figure out to do it,
22 how to code it, and how to it make it come back into
23 the system.

24 If they take some off the table, AT&T and
25 Sprint and MCI have them in court again saying, "You

1 can't do this. You retracted this. You don't have
2 the authority to do that." And we're in a nine month
3 cycle of litigation.

4 So from my perspective as a developer, it's
5 sort of a moving target, and I don't see a clear end
6 yet.

7 On measurements, they issued a rulemaking.
8 We've all filed probably tons literally of paper
9 against that rulemaking in the State Commissions and
10 there is no rule yet, nor according to the Staff, is
11 there likely to be any time in the next future because
12 they're waiting for the various states to shake out
13 their rulemaking.

14 We're hoping that we shake one through in
15 Louisiana that added to what we did earlier in
16 Georgia. We can push out for nine states. But they
17 haven't done that.

18 **COMMISSIONER JOHNSON:** I'm sorry.
19 Rulemakings on?

20 **MR. STACY:** On measurements. There is a
21 proposed rulemaking on measurements that's been out
22 there for two years and hasn't been closed. It's just
23 sitting there. A year and a half.

24 So those are our interpretations of the
25 issues.

1 **COMMISSIONER JOHNSON:** This might not be --
2 and you might have already address this, and I
3 apologize. I was working with the FCC on another
4 matter and missed some of your presentation. Did you
5 talk about what's happening up in the New York and the
6 third-party verification process?

7 **MR. STACY:** I didn't.

8 **COMMISSIONER JOHNSON:** Are you going to talk
9 about that at any time? Just kind of -- that might
10 not by here directly. But just kind of for my
11 edification, how does that fit into this? Should we
12 be thinking about that? And just candidly how you
13 feel about that process.

14 **MR. STACY:** I had assumed from the agenda
15 that we were going to do that tomorrow afternoon, but
16 I'd be glad to take a second now and give you my --
17 you know, our position on it.

18 **COMMISSIONER JOHNSON:** I can wait until
19 tomorrow.

20 **MR. STACY:** There's a speaker scheduled for
21 late tomorrow that addresses that specifically and I
22 thought we were going to talk about it then.

23 **COMMISSIONER JOHNSON:** The KPMG person? Are
24 you going to respond?

25 **MR. STACY:** Yes.

1 **COMMISSIONER JOHNSON:** Oh, okay. That'll be
2 fine. We'll handle it during the response then.

3 **MR. STACY:** Okay. That's all that I have on
4 adds, moves and changes and maintenance and repair.
5 If there are no more questions -- oh, I'm sorry. I
6 didn't finish this. Thank you, Ron.

7 What we are doing in terms of future
8 improvements. Finishing the process improvements in
9 our centers so that they're ISO certified, which means
10 that what they're doing is predictable and repeatable
11 and happens the same way, and we're working hard on
12 that.

13 You can see what the growth curve looks
14 like. We were at 320 service reps at the end of 1998.
15 We were at 411 as of the end of March. That will be
16 at 700 by year end. That total organization for local
17 ordering has gone from 0 to over 1,000 in two years.
18 So that's how fast we've come up the curve in that
19 particular organization.

20 You've heard about, and will hear more
21 about, our training, both internal training for these
22 people and external training for the CLECs.

23 The mechanization improvements. TAG is up
24 and running. There is a new version of it scheduled
25 to go into effect in September that adds additional

1 functionality and features, particularly with regard
2 to some complex services and some UNES.

3 And we've put in place a change control
4 process that the CLECs participate in, although they
5 don't all profess to like it, that allows them to have
6 inputs to what happens to change these electronic
7 interfaces. This version specifically was driven by
8 this process. We were going to convert because of a
9 contract we have and put in Version 8 of ordering
10 which adds certain features and functions. And in the
11 process of socializing that with the CLECs the answer
12 came back, "No, let's do the best of or what we want
13 of 8, 9 and 10," and a negotiated truce was arrived at
14 about what would go in that particular version. And
15 you'll hear more about that later I'm sure.

16 Point is, there's a process growing that
17 let's the industry begin to drive what happens when in
18 terms of the interfaces. It's not perfect, but it's
19 beginning to work.

20 And that's it, I guess. That's what we're
21 doing in terms of OSS and that pretty much brings you
22 up-to-date as far as BellSouth's efforts.

23 With that, Beth, I'm done with this section.
24 We can turn it over to GTE and Sprint.

25 **MS. KEATING:** Commissioners, I suggest we go

1 ahead and take a break so we can get GTE set up.

2 **CHAIRMAN GARCIA:** Okay.

3 (Brief recess.)

4 - - - - -

5

6 **CHAIRMAN GARCIA:** Mr. Bradbury, just so you
7 know, we're not going to take more than 15 minutes, so
8 if your questions can be precise and to the point;
9 and, likewise, Mr. Stacy.

10 **MR. STACY:** Yes, sir.

11 **MR. BRADBURY:** I'll do my best. As
12 Mr. Stacy said earlier, the CLECs and BellSouth have
13 some different opinions. I'm not here to explore
14 those right now. I'm here to gather some information
15 through some questions, not -- I've got a presentation
16 tomorrow where I'll talk about things where we have
17 differences.

18 And I've got three things -- areas I want to
19 talk about, Bill, just to give you an idea. I want to
20 talk a little bit about edits, about flow-through --

21 **CHAIRMAN GARCIA:** Mr. Bradbury, you need to
22 get closer --

23 **MR. BRADBURY:** Okay. Edits, flow-through
24 and customer service records, and I'll try to get us
25 on a page where we can see -- and the first ones would

1 be the -- your left-hand slide. Let's see. Let's use
2 the bottom of Page 16. It's the CLEC ordering process
3 flow.

4 **CHAIRMAN GARCIA:** Page 16, you said?

5 **MR. BRADBURY:** Yeah. Yes, sir; left-hand
6 side. This one. (Indicating)

7 **MR. STACY:** Oh; I'm sorry. Page 16. Which
8 slide number is that.

9 **MR. BRADBURY:** Slide number 32, unnumbered.

10 **MR. STACY:** All right.

11 **MR. BRADBURY:** Okay. It's my understanding
12 that SOCS, indeed, has error codes, or error checking
13 in it. Is that true?

14 **MR. STACY:** Yes. It has a table of edits
15 called the SOR (phonetic) edits.

16 **MR. BRADBURY:** And it does apply those SOR
17 edits to orders that come to it from LESOG, the CLEC
18 orders?

19 **MR. STACY:** Yes, it does.

20 **MR. BRADBURY:** Okay. So there are errors
21 generated by SOCS? How are those then handled? If a
22 CLEC order suffers a SOCS error, how is that handled?
23 Because it's not depicted in this chart.

24 **MR. STACY:** And that's part of the chart
25 that's simplified to the point of being misleading.

1 Those actually show up either as what's marked on the
2 chart as an R' or an E error.

3 The SOCS edits are, to a large extent,
4 applied already in LESOG, and those that are caught in
5 SOCS and later come back and show up in this count as
6 an E. So there's actually a cycle there that doesn't
7 show in this simplified diagram.

8 **MR. BRADBURY:** Okay. Similarly, if we could
9 look at your diagram on the left side of page -- it's
10 Pages 3 and 4, Slides 6 and 7 where we see RNS sending
11 orders to SOCS.

12 **MR. STACY:** Yes.

13 **MR. BRADBURY:** And on Slide 7 we see DOE
14 sending orders to SOCS.

15 **MR. STACY:** Right.

16 **MR. BRADBURY:** In both of those cases, does
17 SOCS apply SOR edits to the orders that it receives
18 from SOC --

19 **MR. STACY:** Yes --

20 **MR. BRADBURY:** -- from R --

21 **MR. STACY:** -- it always reapplies the edits
22 regardless of the source. In the case of RNS, all of
23 those edits that then residence unit believed they
24 needed have already been applied by FUEL and SOLAR,
25 but that doesn't stop SOCS from reapplying it and --

1 **MR. BRADBURY:** And in --

2 **MR. STACY:** -- in the case of DOE, that's
3 the first time they're applied.

4 **MR. BRADBURY:** Okay. So if SOCS finds an
5 error on a DOE order, for example, what happens to it?

6 **MR. STACY:** That order drops out for manual
7 correction by a trouble resolution group for that
8 business unit.

9 **MR. BRADBURY:** And similarly for RNS?

10 **MR. STACY:** Yes.

11 **MR. BRADBURY:** Okay. While I'm on that
12 chart, I've got a question that relates somewhat to
13 flow-through.

14 The first page in the flow-through reports
15 says BellSouth's own flow-through. Could you use
16 Charts 6 and 7 to show how BellSouth's residential and
17 BellSouth's business flow-through are calculated?

18 **MR. STACY:** Back up. On Chart 6, the
19 BellSouth flow-through for residence --

20 **CHAIRMAN GARCIA:** Mr. Stacy, tell me what
21 page you're on. It will be easier for us. What page
22 are you on?

23 **MR. STACY:** It's actually Page 6 on the
24 left-hand side. I'm sorry. I have a reduced version.

25 **CHAIRMAN GARCIA:** Okay.

1 **MR. STACY:** Let me make sure we're together.

2 (Pause) Yes. That's it; Page 6.

3 In BellSouth's residence system, the
4 flow-through is measured from the orders released by
5 the RNS server to those successfully edited and
6 completed by SOCS.

7 **MR. BRADBURY:** So those errors that SOCS
8 found, then, are what constitute things that don't
9 flow through for RNS?

10 **MR. STACY:** That's correct. In the case of
11 DOE, as you know, we have a little ongoing argument
12 about that. But there is no such thing as
13 flow-through for DOE, even though we reported it.

14 We were -- what we were reporting -- and
15 it's my error for many months in the past -- was the
16 service reps' ability to create an error free order,
17 not the system's ability to create an error free
18 order; and that ran in the 70 to 75% range.

19 With the definition we've agreed to with the
20 FCC of mechanized service order generation that you
21 all disagree with, business flow-through is actually
22 zero.

23 **MR. BRADBURY:** Let me check with you on
24 this, though. What were the "from" and "to" points
25 that you were measuring for the last 18 months?

1 **MR. STACY:** The "from" point is the order
2 leaving the DOE mainframe. The "to" point is the
3 order being successfully processed by SOCS.

4 And then on the CLEC systems, the "from"
5 point is -- as we talked about it this morning, is --
6 the "from" point is eligible for processing, which is
7 at the front end of LESOG, and the "to" point is the
8 successful processing by SOCS.

9 **MR. BRADBURY:** One more question in the DOE
10 area. Does the DOE system itself have edits within
11 it?

12 **MR. STACY:** It does. It has copies of the
13 SOCS edits contained in it.

14 **MR. BRADBURY:** So an order that has been
15 released from DOE has received some editing?

16 **MR. STACY:** Has received some editing, plus
17 the service rep's expertise editing; same type of
18 edits that Bellcore is now applying externally.

19 **MR. BRADBURY:** I'd like to change just a
20 little bit and talk about customer service records for
21 just a moment. And if I can find my question we'll be
22 all right. (Pause)

23 This is on the right side at Slide 76, and
24 this is the GUI demonstration for TAG of the customer
25 service record. And you had indicated that the fields

1 on the left in this demonstration you had caused to be
2 parsed from the customer service record, but that you
3 chose not to parse those on the right.

4 Does that mean that you are capable of
5 parsing what's on the right?

6 **MR. STACY:** Yes. It means that we are
7 capable of parsing what's on the right by applying
8 another program to it. We have chosen not to do that,
9 and have given the CLECs -- more to MCI than to you
10 all -- instructions on how to do that. But the
11 records are not parsed in our system, but they are
12 capable of being parsed.

13 **MR. BRADBURY:** All right. If I move back
14 several slides to around 71 or 72, I'm now looking at
15 RNS.

16 **MR. STACY:** Yes.

17 **MR. BRADBURY:** Would that be an example,
18 then, of where BellSouth has taken its customer
19 service record and parsed it?

20 **MR. STACY:** Yes. The residence service
21 retail unit takes the record that I've showed you from
22 the customer record information system and parses it
23 to their specifications using the same data that's
24 available to the CLECs.

25 **MR. BRADBURY:** Okay.

1 **MR. STACY:** The business unit, on the other
2 hand, doesn't. They display it as raw data.

3 **MR. BRADBURY:** And when the customer service
4 record is sent to a CLEC, what format is it in? Is it
5 in a parsed format or is it in --

6 **MR. STACY:** No. It's in an ASCII string
7 format with what are called line delimiters. Each
8 line comes with a line type identifier on the front of
9 it, a string of text, and a line ending character that
10 would have to be dealt with as just units of data.
11 That's the format that was manipulated in the TAG
12 record on Slide 76.

13 **MR. BRADBURY:** Okay. And I'm hoping you'll
14 be able to answer this one. It may be a Telcordia
15 question.

16 But when they were demonstrating the
17 migration order, they had previously pulled up a
18 customer service record. Yet in the demonstration
19 they did not use any of the customer service record
20 information to populate the customer service -- the
21 LSR for the migration.

22 Is that something that they just didn't do
23 in this demonstration, or is it a later capabilities,
24 or something that can't be done?

25 **MR. STACY:** Something they didn't do in this

1 demonstration. Certainly the capability exists, but
2 that's the choice of what they have built with their
3 external customer, Sprint, so far and what their specs
4 were about what they wanted to handle.

5 **MR. BRADBURY:** Thank you. Those are all the
6 questions I have.

7 **CHAIRMAN GARCIA:** Thank you, Mr. Stacy.

8 GTE?

9 **MR. HOLLAND:** Well, good afternoon. We're
10 here to finish up our presentation and focus on local
11 repair. But just as a note, the add/move/change
12 discussion is pretty much exactly the same as
13 BellSouth.

14 Again, the mechanism CLECs would use for
15 that are the same mechanisms for installs. It's the
16 LSR would come through and flow, just as we had talked
17 about earlier this morning.

18 On our repair side, again, we're using our
19 gateway, which is SIGS. I don't know if I've defined
20 it before, but it's secure integrated gateway system,
21 the same one used for ordering a -- (inaudible) --.
22 We kind of have a database we house all the requests
23 that come in through that system.

24 So what we have today is, again, a telephone
25 call from a manual standpoint if a CLEC chooses to do

1 manual, they could call in to our care center, which
2 is our center that we handle for retail trouble, as
3 well as we would use the same center for wholesale
4 trouble. So there's parity there.

5 And then they also have the option of using
6 a graphical inter -- user interface, the WISE platform
7 we talked about that on the Internet, and it's
8 basically a GUI again where we can go in and submit
9 trouble tickets. That GUI also gives them a lot of
10 other capabilities, too, which we'll talk about, from
11 a repair standpoint, but it kind of flows through the
12 same dot -- block diagrams that we showed with our
13 ordering and preordering.

14 And, again, there is a way to use the same
15 protocols that we used to provide that GUI. They
16 could use the same hypertext type protocols to do an
17 ap to ap if they wanted to. And what happens is --
18 just to kind of give you a flow of what happens, once
19 that order comes in or once that request comes in to
20 create a trouble ticket and the trouble has been
21 reported, it kind of goes the same route as it would
22 for our retail center.

23 It comes in -- you know, we would expect the
24 CLEC, though, to do some isolation on their side as to
25 whether it was end user trouble or if it was trouble

1 in the network, same way we would. If we had the end
2 user calling in to our care center, we would ask a
3 series of questions like -- you know, possibly go
4 outside and plug into the NID to make sure there's no
5 inside wiring issues, things like that. So that's
6 kind of the CLECs' responsibility in this.

7 Once that's been done, we would -- they
8 would submit a trouble ticket through our systems, but
9 even prior to that they have the ability, using that
10 GUI interface, to actually do a line test. So it's
11 kind of their choice. But to do even more isolation
12 they could go in, put the telephone number in the GUI,
13 and perform a realtime line test on it to get test
14 results back that's displayed on the GUI that was
15 whether, you know, it was in parameter or if we could
16 see the NID and so on, on that test results.

17 Then, you know, again, to test out bad, is
18 there trouble on the line; they would open a trouble
19 ticket at that point in time. We would do event
20 testing as well once we had the ticket, same as we
21 would do for our retail centers, or retail troubles,
22 and then accordingly go through the steps you see up
23 there, which would include, you know, dispatching, if
24 we had to, to the customer's premise or doing, you
25 know, on the line or whatever it may take.

1 With -- the web also gives them, this GUI,
2 the ability to status at any time. They can go in and
3 see the status of where that trouble ticket is at; you
4 know, was it dispatched and that kind of stuff. Also,
5 when the service is closed out, they'll get the status
6 that that trouble has been repaired and closed out
7 through that same GUI interface.

8 Moving on a little bit -- I know some of the
9 other presenters had talked about performance
10 measurements. I just kind of stuck them here at the
11 end from the standpoint as a wrap-up.

12 But to give you a kind of where we are with
13 GTE with performance measurements, about this time
14 last year, actually April of last year, we began a
15 full docket, I guess, within California, very similar
16 what BellSouth had alluded to in Louisiana where we
17 started releasing in a collaborative effort along with
18 the commission staffs in California and set down what
19 is appropriate measures, what are they.

20 I mean, they hadn't really been defined at
21 that point. So through that collaborative effort,
22 where we are today -- and it's been about a year
23 later; it does take a long time to go through this
24 stuff and lay it all out -- we basically -- the CLECs
25 in those states, which are some of the same ones here

1 in Florida -- have laid out in the collaborative
2 effort everything they wanted measured, and then
3 through the process, we kind of went through and
4 determined what it was possible to be measured, what
5 kind of -- what it would cost to implement certain
6 measurements and so on.

7 And through that process we basically set
8 upon 44 measures that the CLEC community wanted.
9 There's 39 of those that GTE is prepared now to begin
10 actually performing the measurements and producing
11 those measurements on a web site. That web site will
12 be turned up next month, and we're in the process of
13 gathering data now and then just shoring it up and
14 making sure we're headed forward.

15 So there has been a tremendous amount of
16 effort done in the past year to determine what
17 measurements apply and how they should be applied.
18 That's kind of the effort that happened in --
19 collaborative out in California.

20 Again, we've also been -- participated in
21 open dockets in California, Indiana, Michigan, Nevada
22 Pennsylvania -- I mean, Nevada and Pennsylvania. And
23 what we've done is taken that work that's been
24 happened and carried it forward from state to state.

25 I mean, ideally what GTE would want to do --

1 and I think you'll hear that from other ILECs as well,
2 is to come up with a consistent set of measurements
3 that we can do with all states, because, again, our
4 OSS platform is national in scope platform. You know,
5 GTE operates in 28 states. It would be very difficult
6 to have a lot of different measurements in each state.

7 So there's a groundwork. What we've done is
8 kind of walked in with these measurements that we had
9 in a collaborative effort and determined is there
10 anything additional to these that make sense that's
11 unique to that state or something there that has to be
12 measured that we feel is required, other than what
13 we've already agreed to measure in those 39
14 measurements.

15 And, again, we've put in separate reporting
16 system delivery and service deliver -- broken into
17 system delivery and service delivery. So we're really
18 checking more than just the systems. We're also kind
19 of checking service delivery as well, the processes
20 that the wholesale would go through, and checking
21 those processes to make sure they do match up with
22 retail analogs where we can.

23 And I'd say 90% of these have a retail
24 analog associated with them, something we can measure
25 that we do in the retail world and compare it to what

1 we do in the wholesale world so we can show parity on
2 those measures; but there are a handful of them that
3 are unique to wholesale around UNEs and around LSC,
4 timeliness, things like that, that we have to
5 establish benchmarks for; and then we basically would
6 grade ourselves against that benchmark is how it's
7 been established.

8 In lieu of this, also what we've been doing
9 is kind of a second phase approach in
10 California/Nevada is to tie incentives to that. You
11 know, what happens when there is sub-par performance;
12 what if you're measuring this thing and you see that
13 there is sub-par performance; what do you do to
14 correct that, and what guarantees does a CLEC have, or
15 an ALEC, that that's going to, you know, impact their
16 business.

17 So what we've done is tried to craft in --
18 and we're still working this out in that collaborative
19 effort -- but to craft some kind of a mechanism for
20 incentive payouts when service performance isn't what
21 it should be, and that would include both system
22 delivery and service delivery.

23 And I know just a little bit ago we kind of
24 talked -- touched base on third-party a little bit
25 with BellSouth, and they were going to wait until

1 tomorrow afternoon. But just to touch that, one of
2 the things that we -- that we're a proponent of is,
3 you know, third-party testing is done in New York, is
4 a very resource intensive effort.

5 I mean, it takes tremendous amounts of
6 resources from a financial commitment as well as
7 resources within the company as far as, you know, able
8 bodies to be able to perform this testing and review
9 test results and work through the issues.

10 One of the things that we see as a surrogate
11 to that really is this performance measurements tied
12 with a very comprehensive incentive program that says,
13 you know, the system does function, and if it doesn't
14 function, we're going to be paying out these
15 incentives. So, therefore, there is, you know, a
16 reasoning here. There's a purpose as to how these
17 performance measures work in lieu of a third-party
18 type environment. That's kind of our position on
19 third party briefly.

20 And, again, this slide just goes to the fact
21 that we're trying to, you know, make this thing as, I
22 guess, in a national basis as we can. I mean, again,
23 it's pretty, very difficult to try to do different
24 measurements state by state. So it would be our hopes
25 that we would be able to import what we have done in

1 other states into Florida, work those out in such a
2 way that we kind of -- are we reporting those things,
3 you know.

4 I think CLECs and ALECs within Florida
5 benefit from those measures instantly, because we --
6 one of our goals is we're not just holding this in the
7 state of California. As we roll this out in our web
8 site, it will be for all states, not just California
9 that we've agreed to.

10 And last but not least, you know, a cost
11 recovery has been a big issue for us. You know,
12 this -- the systems, the billing of the systems, the
13 setting of the performance measurements, the dedicated
14 resources required for all that are very expensive
15 things. I mean, it's been kind of starting this all
16 along for the last couple years is -- of what we've
17 done.

18 We actually even built interfaces that no
19 one has ever used. I mean, we've had to go that far
20 in order to try to, you know, get in line with the FCC
21 order. And so kind of what we're saying here is that,
22 you know, cost recovery is a big issue to us.

23 We're looking for some kind of mechanisms to
24 recover costs associated with those type of interface
25 exchanges, and that's kind of where we are.

1 Any questions?

2 Oh, that's right. One other slide.

3 **COMMISSIONER DEASON:** Excuse me. I have a
4 question. The previous slide, the last bullet point,
5 when you say seek recovery, how do you seek recovery
6 of these costs?

7 **MR. HOLLAND:** We're kind of open to ideas.
8 Right now, I know one state has set up a memorandum
9 that we've actually taken our costs and we put into
10 there and they had actually to do a surcharge back to
11 end users for these costs. I think there's different
12 mechanisms for them. I don't know if we've really
13 landed on the appropriate mechanism at this point. I
14 think at this point we're just saying we need to have
15 some way of seeking cost recovery.

16 **COMMISSIONER DEASON:** Does the Act address
17 that?

18 **MR. HOLLAND:** I don't know. I don't believe
19 it does.

20 Future --

21 **COMMISSIONER JACOBS:** I'm sorry. I have one
22 question. Go ahead, finish, because it had to do with
23 a prior slide also.

24 **MR. HOLLAND:** Okay.

25 What we've got here is the last slide is

1 kind of -- this is our focus for this year; I mean,
2 trying to give a short-term focus. It's being very
3 difficult to plan in the long term, because, I mean,
4 the whole industry has been kind of in a state of the
5 flux, and the industry changes of -- you know,
6 standards have changed.

7 But our focus for this year immediate is to
8 really focus on preordering ap to ap stuff. CORBA --
9 I mean, I think with like BellSouth's got with their
10 CORBA interface. We would like to have a CORBA
11 interface with realtime preordering information and
12 also EDI.

13 We're working actively with trading partners
14 today to make that a reality. So we're thinking third
15 quarter we should be functional on those two facts.

16 Mechanize our CSR process: That's been a
17 very difficult one for us. A lot of our CSR
18 information is housed in our LEGACY ordering system,
19 which, as we talked about previously, we've replaced
20 now with a new system. So we've now developed code on
21 the new system that's become stable, and it's in the
22 marketplace to try to get a mechanized CSR.

23 So we're basically starting June, which is
24 next month, we'll have our first phase of that out.
25 We're on the web. An ALEC can actually request a

1 customer service record and get that back. And then
2 we want to move that further with our preorder in
3 CORBA EDI to actually have an ap to ap CSR similar to
4 what you saw with some of the presentations. I mean,
5 Telcordia being able to pull that information over.

6 And then we're also enhancing and we have
7 enhanced our WISE platform to include templates.
8 Again, ALECs have to come to us. They like the GUI.
9 They like using the GUI, but one of the things they
10 had asked as an enhancement to it would be the ability
11 to save an actual template. If they're doing the same
12 type of order with us in the same state over and over,
13 it's much easier for them to have the ability to save
14 the information and pull it up and only change what
15 they need to change. So we've turned that
16 functionality on so they have that ability to do that.

17 And then, again, we're really focused on
18 flow-through, because I think flow-through benefits,
19 not just the CLECs and ALECs, because you get faster
20 turn around on service delivery, but it also helps us
21 from the standpoint of just taking out a lot of the
22 manual efforts and a lot of the human costs there is
23 with resources to try to keep up with the spike in --
24 you know, we're growing exponentially as far as the
25 order volumes. And as that happens, you've got to

1 make a decision do you add more bodies or do you try
2 to do something that's mechanized, and the
3 flow-through has really become an important objective
4 for us this year.

5 **COMMISSIONER JACOBS:** It appears that both
6 in your preordering and provisioning and in your
7 repair, you're following pretty much the standards
8 that are set out. It does not appear that there's a
9 great emphasis on the auditing and verification on the
10 front end. It seems like most of yours is focused on
11 input, on standardizing the input, and getting into
12 the ordering process. Is that a fair statement?

13 **MR. HOLLAND:** Yeah, I think that is kind of
14 fair; because what we've done is we've kind of broke
15 it in tasks. I mean, the first thing was to get those
16 gateways, and we've really put a lot of effort and
17 resources around getting that shored up, that
18 interface piece up, and offering different flavors of
19 it for different CLECs' and ALECs' needs.

20 You know, I think what you're seeing here is
21 our internal focus now has become more on the back end
22 of it, the flow-through, things like that. Once we
23 kind of complete those, then we kind of get the best
24 of both worlds.

25 **COMMISSIONER JACOBS:** That brings me to my

1 question. It would appear, and it sounds like from
2 some of the other things we've seen, that the more you
3 can focus on and eliminate those formatting, those
4 situational errors on the front end, the better your
5 flow-through would be.

6 **MR. HOLLAND:** Yes, it definitely will. We
7 think the key to that is getting that automated CSR
8 information. If an ALEC or CLEC gets access to the
9 actual information -- because the bulk of our orders
10 are really migration orders, and the customer has
11 service today; now they're moving over; if they can
12 get all the information from that customer, such as
13 the address right out of our system, it really takes
14 away a lot of the errors.

15 **COMMISSIONER JACOBS:** So you don't
16 anticipate moving towards the process of the -- I
17 can't remember the system that we heard from
18 earlier -- but of their being able to access your
19 automated, i.e., automated address validation, your --

20 **MR. HOLLAND:** Yes.

21 **COMMISSIONER JACOBS:** -- parsing in your
22 information? Do you anticipate that kind of
23 functionality?

24 **MR. HOLLAND:** Exactly. That is what our
25 focus is. The first two bullets up here, the preorder

1 CORBA, EDI --

2 COMMISSIONER JACOBS: Oh. That's what
3 that --

4 MR. HOLLAND: -- that's exactly what those
5 are. It gives them the ability to view our data and
6 get a hold of our data.

7 We have that ability today through the web
8 GUI. I mean, but the problem is, it doesn't integrate
9 the ordering and preordering together, and that's what
10 we need to get to is allow the ALEC to integrate those
11 two functions together on their side.

12 Any other questions?

13 COMMISSIONER DEASON: Do you have a position
14 on the concept of clearinghouse?

15 MR. HOLLAND: Yeah. I think -- in my
16 opinion on the clearinghouse, I think it's something
17 that's needed. I think there are some other companies
18 looking at it. I know Telcordia is looking at it.
19 I've heard of a couple other companies that are also
20 looking at that type of functionality.

21 It's just something that needs to mature.
22 It's just not there yet. It's starting to mature as
23 it goes forward. We've had numerous discussions with
24 Telcordia as well, and at some point I think, you
25 know, GTE will be a player with that. (Pause)

1 Is that it? Okay. Thanks.

2 (Technical difficulties.)

3 **MR. FELZ:** I can just operate off the hard
4 copy. Two quick points I wanted to make back to this
5 morning's presentation based on questions that came
6 from the Commissioners.

7 One: The automation of our telephone
8 numbering interface is in progress right now and
9 should be completed before the end of the year. So
10 CLECs will be able to automatically reserve telephone
11 numbers and to get telephone numbers via our IRES
12 application.

13 And also there was another question about
14 the validation of the service address, whether that
15 happens downstream after the local service request has
16 already been received from the CLEC. That validation
17 happens at the point that it comes into our IRES
18 system rather than downstream. So if there is an
19 address problem, it will be identified at the time the
20 order is received and not, you know, a day or so
21 later. So those are just two quick points of
22 clarification I wanted to make.

23 In terms of trouble administration, trouble
24 administration is basically in a CLEC environment a
25 CLEC end user would contact their CLEC if trouble

1 occurs. They wouldn't contact Sprint's repair center.
2 They would contact their provider first, and their
3 provider then contacts our repair center either
4 electronically or manually via a faxed order or a
5 telephone call.

6 Obviously ALECs need the ability in a
7 trouble environment to open a trouble ticket to obtain
8 the status of where that trouble ticket stands, to be
9 able to escalate it, and to be able to close the
10 ticket once the trouble has been fixed.

11 Where the industry is on trouble
12 administration: The industry standards were developed
13 for IXC trouble interfaces back in 1996. Those IXC
14 trouble administration standards were basically used
15 as the framework for trouble standards for the local
16 service activity, and this is commonly referred to as
17 electronic bonding. These standards are very
18 complicated and very expensive to implement.

19 Where is Sprint in trouble administration:
20 We made substantial modifications to our systems back
21 in 1997 to provide electronic bonding interfaces to
22 the CLECs, and we had the ability to provide this
23 electronic bonding starting back in October of 1997.
24 We still have the capability to implement it, but as
25 of yet we don't have a CLEC that has come to us

1 wanting to utilize electronic bonding.

2 **CHAIRMAN GARCIA:** Why do you think that is?

3 The areas that you have aren't that attractive to
4 them, or --

5 **MR. FELZ:** My sense is that the amount of
6 competition that we have had in our area thus far, we
7 haven't had the large volumes, large volume CLECs, and
8 trouble is maybe not their immediate priority as it is
9 ordering and preordering systems; and also the fact
10 that it is fairly expensive to implement this
11 electronic interface for trouble.

12 The next few slides basically walk you
13 through the process; once the trouble order comes into
14 our systems how it's then taken and eventually
15 cleared. As a GTE representative indicated, we
16 basically go through the testing phases identifying
17 whether the problem is part of an overall outage. We
18 attempt resolution with the customer; get it into our
19 trouble reporting system; do tests through our various
20 systems to determine where the problem is; if
21 necessary, dispatch a technician to get the trouble
22 cleared; clear the problem and close the trouble
23 report; and eventually report back to the CLEC once
24 that trouble ticket has been cleared.

25 I guess in summary I'd just indicate on

1 trouble administration we stand ready to implement an
2 electronic interface on trouble once a CLEC is willing
3 and ready to do that.

4 Any questions? (No response.) Thank you.

5 **CHAIRMAN GARCIA:** Thank you. Beth, do you
6 have anything left?

7 **MS. KEATING:** That's the last presentation
8 scheduled for today.

9 **CHAIRMAN GARCIA:** Well, then we will
10 commence tomorrow at 9:00 a.m. Thank you very much.

11 (Thereupon, the hearing adjourned at
12 3:45 p.m. to reconvene at 9:00 a.m., Thursday, May 6,
13 1999 at the same address.)

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15 (Transcript continues in sequence in
16 Volume 2.)

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