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99 JUN -9 PH 4: 39

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RECORDS AND
REPORTING

June 9, 1999

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 990373-TP (Area Code Relief Plan)

Dear Ms. Bayó:

Enclosed please find the original and fifteen copies of BellSouth Telecommunication, Inc.'s Direct Testimony of Marleen John and William G. Shaughnessy, Jr., which we ask that you file in the above-referenced matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Michael P. Goggin
(M)

Michael P. Goggin

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
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- OPC _____
- RRR _____
- SEC 1
- WAW _____
- OTH _____

cc: All Parties of Record
Marshall M. Criser III
William J. Ellenberg II

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[Signature]
FPSC-BUREAU OF RECORDS

John DOCUMENT NUMBER-DATE DOCUMENT NUMBER-DATE
Shaughnessy

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FPSC-RECORDS/REPORTING FPSC-RECORDS/REPORTING

CERTIFICATE OF SERVICE
Docket No. 990373-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U.S. Mail this 9th day of June, 1999 to the following:

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ORIGINAL

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BELLSOUTH TELECOMMUNICATIONS, INC.
DIRECT TESTIMONY OF MARLEEN JOHN
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 990373-TP
JUNE 9, 1999

Q. PLEASE STATE YOUR NAME AND COMPANY NAME AND ADDRESS.

A. My name is Marleen John. I am employed by BellSouth Telecommunications, Inc. ("BellSouth") as a Specialist in Network Operations Support. My business address is 3535 Colonnade Pkwy., Birmingham, Alabama 35243.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I graduated from the University of Southwestern Louisiana, Lafayette, Louisiana in 1968 with a Bachelor of Arts Degree. I completed my Master of Education Degree in 1972 from Loyola University of New Orleans, Louisiana. I began employment with South Central Bell in 1979 in the Network Operations Department and have held various supervisory positions, including a supervisory position in the Line and Number Administration group in New Orleans. In 1988, I joined BellSouth Network Operations Support as a Specialist handling telephone number issues and Operations Systems Support development.

1 Q. HAVE YOU TESTIFIED PREVIOUSLY?

2

3 A. No.

4

5 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

6

7 A. The purpose of my testimony is to address the method in which
8 BellSouth administers and assigns telephone numbers through its
9 Operational Support Systems.

10

11 Q. WHAT ARE OPERATIONAL SUPPORT SYSTEMS AND FOR WHAT
12 ARE THEY USED?

13

14 A. Operational Support Systems are those systems and databases used to
15 provision telecommunications services required for pre-ordering,
16 ordering, provisioning, maintenance and repair, and billing.

17

18 Q. WHAT ARE THE OPERATIONAL SUPPORT SYSTEMS INVOLVED IN
19 TELEPHONE NUMBER ASSIGNMENT AND WHAT ARE THEY USED
20 FOR?

21

22 A. There are two systems currently utilized by BellSouth for telephone
23 number administration and assignment. COSMOS (COMputer System
24 for Mainframe Operations Support) is the system which maintains
25 inventory records of all telephone numbers in the geographic areas

1 administered by BellSouth. COSMOS reads service order activity and
2 updates the telephone number record as changes to the number occur.
3 The numbers are put to work, disconnected and aged, following the
4 disconnect, in this system. After aging, the number is made spare. At
5 this point, programs in COSMOS send the spare numbers to the second
6 system, ATLAS (Application for Telephone number Load, Administration
7 and Selection). ATLAS is the system used by BellSouth's business units
8 to assign and reserve numbers for their retail and wholesale customers.

9

10 Q. WHAT IS BELLSOUTH'S CURRENT NUMBER ASSIGNMENT
11 PROCESS?

12

13 A. In the COSMOS system, existing NXXs are divided into 3 categories:
14 ■ simple - supplies numbers in individual or small groups
15 ■ complex - supplies numbers in blocks of 20 or larger
16 ■ future - held to supply simple or complex as a shortage is identified

17

18 Depending on the individual central office's needs, 0000 - 1999 and
19 8000 - 9999 are usually placed in the simple category. Large business
20 customers (whether Customer Provided Equipment or Central Office
21 Switch based) usually have specific dialing arrangements utilizing the
22 use of the zero, one, eight and nine and technically cannot use those
23 thousands blocks. As a result, these blocks are the first allocated for
24 customers without these technical requirements. Of the remaining

25

1 thousands blocks, some of this quantity is placed into the complex
2 category and the rest is placed in the future category.

3

4 Retail and wholesale service representatives, as well as CLEC and
5 resale users, have interfaces to ATLAS for selection and/or reservation
6 of the numbers. The numbers in ATLAS are restricted to two categories
7 for simple and complex use. The requests received are directed to the
8 correct category by the interface.

9

10 If the available numbers in either category in ATLAS drop below a certain
11 level as defined by the Network Assistant administering the wire center,
12 ATLAS sends a request to COSMOS for more of the same kind of
13 numbers. COSMOS goes to the correct category, searches for any
14 numbers that may have been released from aging or reservation and
15 sends them to ATLAS. If there are insufficient numbers to meet the
16 request, COSMOS will look at the future category and change the
17 required quantity from future to the requested category and send them to
18 ATLAS.

19

20 Q. WOULD SEQUENTIAL NUMBERING AS PROPOSED BY THE
21 COMMISSION BE PRACTICAL?

22

23 A. Assigning individual numbers sequentially would be impractical for the
24 following reasons:

25

- 1 • It would require major software changes in COSMOS and ATLAS.
2 It is questionable if the required changes could even be made in
3 COSMOS. These software changes would take months to
4 implement.
5 • It could negatively impact the speed and ease with which BellSouth
6 can assign numbers to customers due to the logic required to
7 handle multiple requests in large central offices at the same time.
8 • Customers are accustomed to BellSouth accommodating requests
9 for easy or specific numbers when possible and would be
10 inconvenient if not afforded this service.

11

12 Q. IS BELLSOUTH ABLE TO IMPLEMENT THOUSAND NUMBER BLOCK
13 MANAGEMENT AS PROPOSED IN THE STIPULATION FILED IN THIS
14 DOCKET?

15

16 A. Yes. BellSouth could implement thousand number block management
17 as outlined in the stipulation.

18

19 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

20

21 A. Yes.

22

23

24

25