1   BELLSOUTH TELECOMMUNICATIONS, INC.

2   DIRECT TESTIMONY OF RONALD M. PATE

3   BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

4   DOCKET NO. 000731-TP

5   NOVEMBER 15, 2000

6

7   Q.   PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH

8   TELECOMMUNICATIONS, INC. AND YOUR BUSINESS ADDRESS.

9

10   A.   My name is Ronald M. Pate. I am employed by BellSouth

11   Telecommunications, Inc. ("BellSouth") as a Director, Interconnection

12   Services. In this position, I handle certain issues related to local

13   interconnection matters, primarily operations support systems ("OSS").

14   My business address is 675 West Peachtree Street, Atlanta, Georgia

15   30375.

16

17   Q.   PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

18

19   A.   I graduated from Georgia Institute of Technology in Atlanta, Georgia, in

20   1973, with a Bachelor of Science Degree. In 1984, I received a Masters of

21   Business Administration from Georgia State University. My professional

22   career spans over twenty-five years of general management experience in

23   operations, logistics management, human resources, sales and marketing.

24   I joined BellSouth in 1987, and have held various positions of increasing

25   responsibility since that time.

1

2   Q.   HAVE YOU TESTIFIED PREVIOUSLY?

3

4   A.   Yes. I have testified before the Public Service Commissions in Alabama,

5   Florida, Georgia, Louisiana, South Carolina, Kentucky, the Tennessee

6   Regulatory Authority and the North Carolina Utilities Commission.

7

8   Q.   WHAT IS THE PURPOSE OF YOUR TESTIMONY?

9

10 A   The purpose of my testimony is to provide BellSouth's position on Issue

11   Nos. 6 (item 3), 25, 30, 31 and 32 raised by AT&T Communications of the

12   Southern States, Inc. and TCG South Florida ("collectively "AT&T") in their

13   Petition for Arbitration filed with the Florida Public Service Commission

14   ("Commission") on February 4, 2000. Issue 6 relates to the conversion of

15   existing services to UNE pricing and the remaining issues deal with OSS

16   matters.

17

18 **Issue 6: Under what rates, terms, and conditions may AT&T purchase**

19   **network elements or combinations to replace services currently**

20   **purchased from BellSouth tariffs?**

21

22 Q.   PLEASE BRIEFLY EXPLAIN THIS ISSUE.

23

24 A.   As explained in BellSouth witness Ruscilli's testimony, this issue centers

25   on the rates, terms and conditions that should govern the conversion of

2

1　special access services and other services to unbundled network

2　elements ("UNEs"). All aspects of this issue have been resolved except

3　the following three items:

4

5　　1) Cost/Prices for converting other services to UNEs;

6　　2) The application of termination liability charges to services converted to

7　　　UNEs; and

8　　3) The process for submitting requests for conversions

9

10　BellSouth witness Ruscilli will address items 1 and 2. I will address item 3

11　in my testimony. Specifically, I will address the conversion of BellSouth

12　retail services to switched combinations, or, stated another way, loop/port

13　combinations, as it relates to item 3. I do want to state, however, that this

14　may no longer be an issue, although we have not been able to determine

15　that with certainty at this point. When discussing a similar issue in the

16　Georgia arbitration between AT&T and BellSouth, AT&T indicated that

17　there were only two sub-issues in dispute, sub-issues 1 and 2 listed

18　above. I will include my discussion of this issue, but it may not actually

19　need resolution by this Commission.

20

21　Q.　PLEASE EXPLAIN THE METHOD THE ALECS MUST USE FOR

22　　CONVERTING EXISTING BELLSOUTH RETAIL SERVICES TO

23　　SWITCHED COMBINATIONS?

24

1   A.   Conversions to switched combinations are submitted via the national

2   standard Local Service Request ("LSR"). A single LSR may be submitted

3   for the conversion of all services established under the same Account

4   Telephone Number ("ATN"), i.e., the main telephone number or master

5   billing number under which the end user's Customer Service Record

6   ("CSR") is established. Moreover, if multiple telephone numbers exist

7   under one ATN on a single CSR, a single LSR can be submitted to

8   convert the ATN to switched combinations. In either case, whether the

9   LSR can be submitted manually and/or electronically is determined by the

10   ordering capability defined for the specific switched combination

11   requested.

12

13   Q.   HAS BELLSOUTH TRIED TO MAKE IT EASIER FOR ALECS TO ISSUE

14   THIS TYPE OF REQUEST?

15

16   A.   Yes. Even though a separate LSR is generally required for each

17   individual ATN for which the ALEC requests a conversion, BellSouth has

18   devised a method by which ALECs may submit a single LSR to convert up

19   to four (4) existing BellSouth retail service ATNs to one switched

20   combination ATN ("many-to-one conversion"). This method requires that

21   the existing retail accounts are for the same service level or type (i.e., all

22   residence or all business), for the same end-user customer, and are

23   located at the same address.

24

1   Many-to-one conversions are applicable only when changing established

2   retail service to its UNE parts with any additional specified changes

3   identified on the LSR, and cover only conversions of those retail services

4   to either residence port/loop combinations or business port/loop

5   combinations.

6

7   The limitation of four conversions per LSR is due to restrictions in

8   BellSouth's systems. The Local Exchange Service Order Generator

9   ("LESOG") can only issue five (5) BellSouth internal service orders per

10   ALEC LSR received electronically. Four conversions on one LSR require

11   the maximum five service orders – four to disconnect the accounts on the

12   BellSouth side, and one to establish the new account on the ALEC side.

13

14   Q.   HOW ARE SIMILAR BELLSOUTH RETAIL SERVICE ORDERS

15   PROCESSED?

16

17   A.   Requests involving service order activity for BellSouth retail end user

18   accounts still require a single service order for each ATN. The many-to-

19   one conversion process is not currently available to BellSouth retail units.

20

21   Q.   DO YOU HAVE PRELIMINARY COMMENTS BEFORE YOU RESPOND

22   TO THE REMAINDER OF THE ISSUES RAISED IN AT&T'S PETITION?

23

24   A.   Yes. The remaining issues I address deal with BellSouth's Operations

25   Support Systems, what I generally refer to as OSS in this testimony. I

1   believe that it will be easier for the Commission to place these issues in

2   context if I begin with a discussion of what the Federal Communications

3   Commission ("FCC") has required of incumbent local telephone

4   companies, particularly with regard to access to BellSouth's OSS, the

5   types of OSS that will be available and their functionality. After I conclude

6   that discussion, I will turn to the specific issues in this proceeding.

7

8   Q.   DID THE FCC DEFINE NON-DISCRIMINATORY ACCESS TO

9   OPERATIONS SUPPORT SYSTEMS?

10

11   A.   Yes. The FCC's August 8, 1996 Order in Docket No. 96-98 ("FCC August

12   8 Order"), at paragraph 312, indicates generally that the quality of access

13   to unbundled network elements must be comparable among and between

14   Alternate Local Exchange Carriers ("ALEC") , and BellSouth. More

15   specifically, paragraph 518 of the FCC's August 8 Order states that "if

16   competing carriers are unable to perform the functions of pre-ordering,

17   ordering, provisioning, maintenance and repair, and billing for network

18   elements and resale services in substantially the same time and manner

19   that an incumbent can for itself, competing carriers will be severely

20   disadvantaged, if not precluded altogether, from fairly competing. Thus

21   providing non-discriminatory access to these support system functions,

22   which would include access to the information such systems contain, is

23   vital to creating opportunities for meaningful competition."

24

25   Q.   HAS THE FCC SUBSEQUENTLY REAFFIRMED THIS DEFINITION?

1

2 A.   Yes. In paragraph 87 of its Order on BellSouth's second 271 application

3   for Louisiana, the FCC reiterated its requirement "that a BOC must offer

4   access to competing carriers that is analogous to OSS functions that a

5   BOC provides to itself. Access to OSS functions must be offered in

6   'substantially the same time and manner' as the BOC. For those OSS

7   functions that have no retail analogue . . . a BOC must offer access

8   sufficient to allow an efficient competitor a meaningful opportunity to

9   compete."

10

11 Q.   DOES BELLSOUTH PROVIDE ALECS NONDISCRIMINATORY ACCESS

12   TO ITS OSS?

13

14 A.   Yes. BellSouth provides ALECs nondiscriminatory access to its OSS

15   functions for pre-ordering, ordering, provisioning, maintenance and repair,

16   and billing through robust and reliable manual and electronic interfaces.

17   The electronic interfaces are: LENS, TAG, RoboTAG™, EDI, TAFI, and

18   ECTA (EC-CPM). The acronyms for these interfaces will be discussed

19   shortly and a glossary of these and other terms is provided as Exhibit

20   RMP-1. As a final comment, BellSouth's OSS interfaces for ALECs are

21   operated and available on a regional basis and so the same access is

22   available everywhere, not just in Florida.

23

24 Q.   HOW DOES AN ALEC DETERMINE WHICH INTERFACES TO USE?

25

1   A. An ALEC's selection of an interface depends on its business plan and

2   entry strategy. BellSouth has designed and implemented a variety of

3   electronic interfaces to suit the varied business plans and entry methods

4   of the ALECs in BellSouth's region. ALECs can select from among the

5   interfaces described below to match their particular mix of services,

6   volume of orders, technical expertise, resources, and future plans. The

7   following chart depicts the entry methods and the nondiscriminatory

8   interfaces from which an ALEC may choose.

9

	Resale	UNEs	Facility-Based
Pre-Ordering	TAG	TAG	TAG
	LENS	LENS	LENS
	RoboTAG™	RoboTAG™	RoboTAG™
Ordering & Provisioning	EDI	EDI	EDI
	TAG	TAG	TAG
	LENS	LENS	LENS
	RoboTAG™	RoboTAG™	RoboTAG™
Maintenance & Repair	TAFI	TAFI (TN-based)	ECTA
	ECTA	ECTA	EC-CPM
Billing	EODUF	ADUF	N/A
	ODUF	EODUF	
		ODUF	

1

2   Q.   PLEASE DESCRIBE THE INTERFACES THAT BELLSOUTH USES TO

3   ACCESS ITS OSS FOR ITS RETAIL CUSTOMERS.

4

5   A.   For its retail basic exchange service customers, BellSouth uses two retail

6   marketing and sales support systems to access pre-ordering, ordering,

7   and provisioning information from BellSouth's downstream OSS.

8   BellSouth uses the Regional Negotiation System ("RNS") for most types of

9   residential service requests. For business customers, BellSouth uses the

10   Regional Ordering System ("ROS").

11

12 Q.   CAN YOU DESCRIBE GENERALLY THE TYPES OF INTERFACES

13   THAT BELLSOUTH OFFERS TO ALECS THAT ALLOW THEM TO

14   HAVE THE SAME PRE-ORDERING AND ORDERING FUNCTION THAT

15   BELLSOUTH HAS?

16

17 A.   BellSouth offers a number of interfaces from which the ALECs can

18   choose. Some are machine–to-machine interfaces that require no human

19   intervention and others are human-to-machine interfaces. We offer both

20   kinds because there are a tremendous number of ALECs out there and

21   the "one size fits all" mentality just won't allow everyone to participate in

22   the manner that they want to. I do want to emphasize, however, that

23   BellSouth simply makes the alternatives available. We do not attempt to

24   dictate which of the interfaces any particular ALEC will utilize.

25

1 Q.   LETS BEGIN WITH THE MACHINE-TO-MACHINE PRE-ORDERING

2   AND ORDERING FUNCTIONS. CAN YOU DESCRIBE WHAT IS

3   AVAILABLE FOR THE ALECS?

4

5 A.   Yes. BellSouth provides ALECs with a machine-to-machine industry

6   standard Telecommunications Access Gateway ("TAG") pre-ordering,

7   ordering and provisioning interface. The TAG pre-ordering and ordering

8   interfaces provide access to the same pre-ordering, ordering, and

9   provisioning OSS functions accessed by the BellSouth retail systems,

10   RNS and ROS. TAG, which was developed in response to specific

11   requests from mid-sized and large ALECs and in response to the Georgia

12   PSC's Docket No. 8354-U, provides a standard Application Programming

13   Interface ("API") to BellSouth's pre-ordering and ordering OSS. TAG is

14   based on Common Object Request Broker Architecture ("CORBA"), which

15   is the industry standard for pre-ordering. The TAG pre-ordering interface

16   has been available since August 31, 1998. TAG follows the industry

17   standard Ordering and Billing Forum ("OBF") guidelines for Local Service

18   Requests ("LSRs"). The TAG ordering interface has been available since

19   November 1, 1998.

20

21 Q.   IS THERE ANOTHER MACHINE-TO-MACHINE ELECTRONIC

22   ORDERING AND PROVISIONING INTERFACE THAT BELLSOUTH

23   PROVIDES TO ALECS?

24

1   A.   Yes. BellSouth also provides ALECs with the machine-to-machine

2   Electronic Data Interchange ("EDI") ordering interface. EDI allows ALECS

3   to access the same ordering and provisioning OSS functions accessed by

4   RNS and ROS for BellSouth. EDI follows the industry standard protocol

5   (EDI) for ordering and the industry standard OBF guidelines for LSRs.

6   EDI has been available to any interested ALEC since December 1996.

7

8   Q.   CAN AN ALEC INTEGRATE ITS OWN INTERNAL OSS WITH

9   BELLSOUTH'S TAG AND EDI INTERFACES?

10

11   A.   Yes. In accordance with the FCC's requirements, BellSouth provides

12   ALECs with all the specifications necessary for integrating the BellSouth

13   interfaces. An ALEC may integrate ordering and pre-ordering functions

14   by integrating the TAG pre-ordering interface with the EDI ordering

15   interface, or by integrating TAG pre-ordering with TAG ordering. ALECs

16   interested in integrating the pre-ordering and ordering systems with their

17   own internal systems must, of course, have their own internal OSS, and

18   have responsibility for that integration. By requiring BellSouth to provide

19   "the specifications necessary to instruct competing carriers on how to

20   modify or design their systems in a manner that will enable them to

21   communicate with the BOC's legacy systems and any interfaces utilized

22   by the BOC for such access," it is clear that the FCC intended that the

23   ALECs, not BellSouth, would perform the necessary integration.

24   Ameritech Michigan Order, paragraph 137.

25

1 Q. WHAT ARE THE ADVANTAGES OF THIS KIND OF INTEGRATION?

2

3 A. The interfaces BellSouth makes available for ALECs provide non-

4 discriminatory access to the pre-ordering, ordering, and provisioning

5 information and functions in BellSouth's OSS, while also allowing the

6 ALECs to develop their own customer service systems, including their own

7 pricing, packaging, sales, and customer account recommendations. By

8 using the integratable interfaces, ALECs can customize their own

9 marketing and sales support systems to perform functions such as

10 automatic telephone number selection, preferred and local interexchange

11 carrier (PIC/LPIC) searches, and credit checks (after contracting with a

12 third party credit reporting agency). Integratable interfaces allow ALECs

13 to design the appearance and "feel" of their marketing and sales support

14 systems as they see fit; this is one of the advantages of integration and

15 machine-to-machine interfaces. Because these ALECs' marketing and

16 sales support systems integrate the electronic interfaces with the ALECs'

17 own internal OSS, ALECs can use information obtained via the electronic

18 interfaces to build their own databases, such as databases of their own

19 local customer service records.

20

21 Q. ARE THERE OTHER CHOICES AVAILABLE FOR ALECS THAT DO

22 NOT WANT TO USE THESE INTEGRATABLE MACHINE-TO-MACHINE

23 ELECTRONIC INTERFACES?

24

1   A.   Yes. Because BellSouth recognizes that there are ALECs that have

2   decided not to use integratable machine-to-machine interfaces, BellSouth,

3   offers ALECs a variety of other interfaces to suit their needs and business

4   plans for preordering, ordering and provisioning.

5

6   For ALECs that wish to use TAG for pre-ordering, ordering, and

7   provisioning in conjunction with their own databases, but have made the

8   business decision not to hire programmers to develop and maintain their

9   own TAG interface, BellSouth sells an interface called "RoboTAG™." This

10   interface was developed by Science Applications International Corporation

11   (SAIC), under contract with BellSouth. RoboTAG™ is a standardized,

12   browser-based interface to the TAG gateway that resides on an ALEC's

13   LAN server, and provides integrated pre-ordering and ordering with up-

14   front editing. BellSouth first made RoboTAG™ available in November

15   1999. The first ALEC that purchased RoboTAG™ completed testing and

16   was ready for production on November 24, 1999.

17

18   Q.   DOES BELLSOUTH OFFER A HUMAN-TO-MACHINE INTERFACE

19   THAT OFFERS PRE-ORDERING, ORDERING, AND PROVISIONING?

20

21   A.   Yes. For ALECs that have made the business decision not to integrate

22   pre-ordering, ordering and provisioning interfaces with their own internal

23   OSS, and do not want to expend the resources necessary to use

24   RoboTAG™, BellSouth makes available the human-to-machine Local

25   Exchange Navigation System ("LENS") interface. LENS is a web-based

13

1   graphical user interface ("GUI"). The LENS GUI requires software

2   development only on BellSouth's side of the interface. With the release of

3   version 6.0 of LENS on January 14, 2000, LENS became a GUI to the

4   TAG gateway. LENS now uses TAG's architecture and gateway, and

5   therefore has TAG's pre-ordering functionality for resale services and

6   UNEs, and TAG's ordering functionality for resale services. While LENS is

7   not integratable with an ALEC's internal OSS, LENS does provide

8   integrated pre-ordering and ordering in its firm order mode. In order to

9   use LENS, an ALEC must have, at a minimum, a personal computer, web

10   browser software, and an internet connection to use LENS (of course, the

11   ALEC must also test with BellSouth, attend training, and obtain a

12   password). LENS has been available since April 1997.

13

14   Q   ONCE AN ORDER IS PLACED, DOES BELLSOUTH HAVE AN

15   INTERFACE AVAILABLE TO ALECS THAT ALLOWS THEM TO CHECK

16   THE STATUS OF THE ORDER?

17

18   A.   Yes. The ALEC can use the CLEC Service Order Tracking System

19   ("CSOTS"), which became available in December 1999. This web-based

20   electronic interface allows ALECs to view service orders on-line, track

21   service orders, and determine the status of their service orders.

22   Specifically, ALECs can view their orders as they appear in BellSouth's

23   Service Order Communication System ("SOCS"), and obtain other useful

24   provisioning and status information, such as jeopardy statuses, pending

25   facilities (PFs), and missed appointments (MAs). CSOTS provides ALECs

14

1   with a "view" that shows service orders by order status and by state.

2   CSOTS also allows ALECs to search for information using a variety of

3   criteria, including a range of due dates; the current due date; the

4   telephone account number; the service order number; and the purchase

5   order number ("PON"). ALECs can sort this information by PON, by NPA

6   NXX, by status type, by the number of days orders have been in a

7   particular status, by listed name, by service order number, by current due

8   date, and by application date. CSOTS offers ALECs the option of viewing

9   and/or downloading provisioning information using Microsoft's Excel™

10   spreadsheet program.

11

12   Q.   TURNING NOW TO THE OTHER FUNCTIONS THAT BELLSOUTH

13   MUST MAKE AVAILABLE TO ALECS, CAN YOU DESCRIBE WHAT

14   MAINTENANCE AND REPAIR INTERFACES BELLSOUTH USES FOR

15   ITS RETAIL CUSTOMERS?

16

17   A.   For BellSouth's retail customers with Plain Old Telephone Service

18   ("POTS"), BellSouth's business and residence repair center attendants

19   use either a business or residence version of the human-to-machine

20   Trouble Analysis and Facilitation Interface ("TAFI"). For non-POTS

21   services, BellSouth uses the human-to-machine WFA-C interface.

22

23   Q.   WHAT INTERFACES DOES BELLSOUTH OFFER ALECS FOR

24   MAINTENANCE AND REPAIR?

25

1   A.   BellSouth offers TAFI to ALECs. The TAFI system for ALECs combines

2   the complete functionality of the separate business and residence

3   versions of TAFI used by BellSouth's repair attendants.

4

5   Q.   TAFI IS A HUMAN-TO-MACHINE INTERFACE WHETHER USED BY

6   BELLSOUTH OR AN ALEC. DOES BELLSOUTH PROVIDE ALECS

7   WITH A MACHINE-TO-MACHINE TROUBLE REPORTING INTERFACE

8   IN ADDITION TO THE TAFI INTERFACE?

9

10   A.   Yes. BellSouth also offers ALECs the machine-to-machine Electronic

11   Communications Trouble Administration ("ECTA") Gateway, which

12   conforms to the T1/M1 standard for local exchange trouble reporting and

13   notification. I should note, to be complete, that BellSouth also offers the

14   human-to-machine EC-CPM interface, which provide access to

15   BellSouth's OSS for POTS and non-POTS services and UNEs.

16

17   Q.   CAN YOU TELL US THE DIFFERENCE BETWEEN TAFI AND ECTA?

18

19   A.   I will explain the difference in detail later in my testimony but basically

20   TAFI allows the BellSouth or ALEC representative to input a trouble and

21   get feedback, often while the end-user customer is still on the line. The

22   ability to get feedback right away is not available in ECTA. However,

23   ECTA can be integrated with the ALEC's internal OSS and databases,

24   whereas TAFI cannot.

25

1

2   *Issue 25: What procedures should be established for AT&T to obtain loop-*

3   *port combinations (UNE-P) using both Infrastructure and Customer*

4   *Specific Provisioning?*

5

6   Q.   WHAT IS BELLSOUTH'S UNDERSTANDING OF THIS ISSUE?

7

8   A.   Based on the information in AT&T's matrix, the information contained in

9   proposed interconnection agreement language submitted with its petition

10   and the negotiations that have occurred between the two parties,

11   BellSouth understands that this issue deals with the way that AT&T will

12   order Operator Service/Directory Assistance for its subscribers. AT&T

13   wants the ability to submit two types of orders; 1) an infrastructure

14   provisioning or "footprint" order to establish a specific single, or "default",

15   OS/DA routing plan and 2) individual LSRs for specific AT&T end user

16   customers.

17

18   Q.   CAN YOU ELABORATE ON WHAT AT&T WANTS WITH REGARD TO

19   THIS ISSUE?

20

21   A.   It is my understanding that, with regard to the "footprint order", AT&T is

22   requesting a mutually agreed upon documented process that BellSouth

23   and AT&T will follow to implement AT&T's request to have its customers'

24   calls routed to a BellSouth OS/DA platform, but to have the call

25   unbranded. This issue is discussed in more detail in Mr. Milner's

1   testimony, but assuming that what AT&T is requesting is a "default"

2   routing, BellSouth can provide that electronically.

3

4 Q. HAS BELLSOUTH PROVIDED AT&T WITH PROCEDURES TO

5   ESTABLISH THE "FOOTPRINT ORDER"?

6

7 A. Yes. BellSouth has provided information to allow AT&T to adopt any one

8   of three "default" routings for its OS/DA calls. Procedures to establish the

9   "footprint order" were first provided in the proposed contractual language

10   for AT&T's interconnection agreement. In August of 2000, BellSouth

11   provided AT&T "footprint order" contractual language for the OS/DA

12   unbranded routing option. On October 23, 2000, BellSouth provided

13   additional language for a custom branded option. On October 26, 2000,

14   BellSouth provided language for a third party platform routing option.

15

16 Q. DOES AN INDUSTRY STANDARD EXIST THAT CAN BE USED TO

17   ACCOMPLISH WHAT AT&T IS ASKING FOR?

18

19 A. No. An industry standard has not been approved by the Ordering and

20   Billing Forum ("OBF"), a subcommittee of the Alliance for

21   Telecommunications Solutions ("ATIS"), governing the location of a

22   customized branded or unbranded routing code on an electronic order. As

23   clarification, ATIS is the primary body addressing industry standards and

24   guidelines in these areas.

25

1   However, BellSouth is willing to provide AT&T with the capability of

2   submitting individual customer LSRs electronically. Furthermore, as the

3   result of AT&T's request for an OS/DA unbranded routing option, and

4   subsequent negotiations between the two parties, BellSouth has

5   developed the electronic ordering capability to automatically identify and

6   generate specified Line Class Codes ("LCC") on behalf of AT&T when

7   AT&T selects the OS/DA unbranded option. BellSouth has targeted this

8   feature for implementation in Release 8.0 on November 18, 2000.

9

10 Q.   WHAT ADDITIONAL ENTRIES ARE REQUIRED OF AT&T TO SUBMIT

11   LSRS FOR UNBRANDED OS/DA?

12

13 A.   AT&T will submit LSRs for unbranded OS/DA in accordance with standard

14   BellSouth business rules for ordering port/loop combinations. No special

15   or additional entries are required.

16

17

18 *Issue 30: Should the Change Control Process be sufficiently*

19   *comprehensive to ensure that there are processes to handle at a*

20   *minimum the following situations:*

21 *a)*   *introduction of new interfaces;*

22 *b)*   *retirement of existing interfaces;*

23 *c)*   *exceptions to the process;*

24 *d)*   *documentation, including training;*

25 *e)*   *defect correction;*

1   *f)*   *emergency changes (defect correction);*

2   *g)*   *an.eight-step cycle, repeated monthly;*

3   *h)*   *a firm schedule for notifications associated with changes initiated by*

4   *BellSouth;*

5   *i)*   *a process for dispute resolution including referral to state utility*

6   *commissions or courts;*

7   *j)*   *a process for escalation of changes in process.*

8

9   Q.   WHAT IS THE CHANGE CONTROL PROCESS?

10

11   A.   As the Commission knows, the ALECs are entitled to have access to the

12   OSSs utilized by BellSouth to provide service to its customers. To

13   facilitate this access, the interfaces that I have previously mentioned,

14   TAG, EDI, LENS and so forth, have been developed. Obviously changes

15   in these interfaces are of importance to both BellSouth and the ALECs.

16   The Change Control Process ("CCP") is the process by which BellSouth

17   and the ALECs manage requested changes to the ALEC interfaces, the

18   introduction of new interfaces, and provide for the identification and

19   resolution of issues related to change requests. This process will cover

20   change requests that affect external users of BellSouth's electronic

21   interfaces, associated manual process improvements, performance or

22   ability to provide service including defect notification. Associated

23   documentation is included in this process.

24   The Change Control Process itself is documented in a publication that is

25   now in version 2.0, and that is attached to my testimony as Exhibit RMP-2.

1

2   Q.   IN ITS RECENT ORDER APPROVING BELL ATLANTIC'S NEW YORK

3   APPLICATION FOR LONG DISTANCE, HOW DID THE FCC DESCRIBE

4   "CHANGE MANAGEMENT"?

5

6   A.   The FCC stated, "The change management process refers to the methods

7   and procedures that the BOC employs to communicate with competing

8   carriers regarding the performance of and changes in the BOC's OSS

9   system. Such changes _may_ include operations updates to existing

10   functions that impact competing carrier interface(s) upon a BOC's release

11   of new interface software; technology changes that require competing

12   carriers to meet new technical requirements upon a BOC's software

13   release date; additional functionality changes that may be used at the

14   competing carrier's option, on or after a BOC's release date for new

15   interface software; and changes that may be mandated by regulatory

16   authorities." [Emphasis added.] Bell Atlantic New York Order, ¶103Q.

17

18   Q.   DOES BELLSOUTH HAVE A GENERAL POSITION ON THE INCLUSION

19   OF THIS ISSUE IN THIS ARBITRATION?

20

21   A.   Yes. BellSouth's position is that the content of the CCP is not an

22   appropriate issue for arbitration with an individual ALEC. The CCP was

23   established through collaboration between interested ALECs, including

24   AT&T, and BellSouth. The changes submitted through this process are

25   handled collaboratively by the participating ALECs and BellSouth. By

1		proposing to arbitrate this issue, AT&T is effectively attempting an end-run
2		around the CCP and effectively excluding other ALECs that have a very
3		real interest in how the change control process works. Allowing AT&T to
4		succeed in this end run would result in AT&T's gaining an unfair
5		advantage over the parties that adhere to the process. Like the interfaces
6		themselves, the change control process is regional. Issues submitted to
7		the CCP must be dealt with by BellSouth and all of the eighty-three (83)
8		ALECs participating in CCP, not just BellSouth and AT&T.
9		
10	Q.	IN ITS PROPOSED RECOMMENDED ARBITRATION ORDER BEFORE
11		THE NORTH CAROLINA UTILITIES COMMISSION (DOCKET NO. P-
12		140, SUB 73 & P-646, SUB 7), WHAT IS THE RECOMMENDATION OF
13		THE NORTH CAROLINA PUBLIC STAFF RELATED TO ARBITRATION
14		OF THE CHANGE MANAGEMENT ISSUE?
15		
16	A.	On page 16 of its proposed recommended order, the North Carolina
17		Public Staff states that "this arbitration docket is an inappropriate forum for
18		consideration of wholesale modifications to the CCP or the CCP
19		document, as proposed by AT&T. . . . The CCP, an open forum of industry
20		technical experts, should bear the primary responsibility of debating the
21		merits of AT&T's proposed changes in OSS and working toward solutions
22		and compromises that are acceptable to AT&T, BellSouth, and the
23		industry as a whole." On page 17 of its proposed recommended order,
24		the Public Staff further recommends that "the Commission also concludes
25		that it should not mandate changes to the CCP or interim CCP document

1   in this arbitration docket without all of the interested CLPs [Competing

2   Local Providers] having ample opportunity to participate in these

3   discussions".

4

5 Q.   IF THIS COMMISSION SHOULD DETERMINE A SEPARATE CCP IS

6   REQUIRED FOR FLORIDA, HOW WOULD THIS DECISION AFFECT

7   THE CCP?

8

9 A.   This is of major concern to BellSouth. The manual processes and

10   electronic interfaces implemented for the ALECs by BellSouth are regional

11   systems. And as I stated previously, the CCP is a regional, collaborative

12   process between BellSouth and the participating ALECs.

13

14   Since this issue is being arbitrated between BellSouth and AT&T in at

15   least eight states, conceivably BellSouth could be required to implement

16   separate change control processes for three, four, or even all eight states.

17   This would destroy the regional and collaborative nature of the CCP. The

18   decisions affecting the CCP are better left with the industry itself, the

19   participating ALECs and BellSouth. If the Commission does determine to

20   hear this issue, BellSouth respectfully submits that the Commission should

21   only give guidance on these issues, rather than order specific changes in

22   order to avoid the state-to-state conflicts I mentioned.

23

24 Q.   IF THE COMMISSION SHOULD DETERMINE THAT IT WILL ALLOW

25   ARBITRATION OF THIS ISSUE, HOW IS YOUR TESTIMONY

1   ORGANIZED TO PRESENT BELLSOUTH'S POSITION ON THE

2   INDIVIDUAL SUB-ISSUES RAISED BY THIS DISPUTE?

3

4 A. Although BellSouth believes that this entire issue is inappropriate for

5   arbitration, BellSouth will address the issue as described by AT&T's

6   issues matrix. First, I will provide background on the change management

7   process. Then I will provide BellSouth's individual responses to items (a)

8   through (j) raised in issue 30.

9

10 Q. HOW WAS THE CCP DEVELOPED?

11

12 A. BellSouth established its original change management process, known as

13   the Electronic Interface Change Control Process ("EICCP"), to secure

14   input from the ALECs regarding future enhancements to existing

15   electronic ALEC interfaces, and to have an organized means of securing,

16   understanding and prioritizing the ALECs' requirements regarding these

17   interfaces. From the beginning of the EICCP's development, BellSouth

18   sought the participation of the ALECs, including AT&T. Discussions

19   began in October 1997 and AT&T was a member of the committee that

20   developed the process.

21

22   The GA PSC Staff ("Staff") conducted a Technical Workshop with

23   BellSouth and the interested ALECs on December 9-10, 1997 at which the

24   change management process was discussed. In its Recommendation

25   issued on December 12, 1997, as a result of the workshop, the Staff

1   recommended a change control process for electronic interfaces. The GA

2   PSC issued its order approving the staff recommendation on April 21,

3   1998. On May 15, 1998, the EICCP became effective and operational

4   throughout BellSouth's region.

5

6   Q.   WHAT CATEGORIES DID THE ORIGINAL EICCP ENCOMPASS?

7

8   A.   The original EICCP handled the following categories of changes: software,

9   hardware, industry standards, products and services, new or revised edits,

10   process, regulatory, and documentation.

11

12   Q.   HAS THE ORIGINAL PROCESS BEEN ENHANCED?

13

14   A.   Yes. BellSouth and the ALECs determined that the original EICCP

15   needed to be enhanced. Thus, a workshop on this subject was held on

16   February 16-17, 2000, and all participating ALECs were invited. This was

17   done so that all of the ALECs, not just one or two of them, could propose

18   changes to the plan. AT&T was the driving force behind the majority of

19   the changes proposed during the workshop. Following the workshop, a

20   draft revised Change Control Process document ("CCP document") was

21   distributed to the ALECs.

22

23   BellSouth conducted conference calls on February 29, 2000, and March

24   23, 2000, again with all participating ALECs invited, to review the

25   recommended CCP changes raised during the workshop and to follow-up

1   on any outstanding issues. Exhibit RMP-3 provides a copy of the February

2   29, 2000, Steering Committee Meeting minutes.

3

4 Q. PLEASE EXPLAIN HOW THE CHANGE MANAGEMENT PROCESS

5   WAS EXPANDED AS A RESULT OF THE WORKSHOPS AND

6   CONFERENCE CALLS.

7

8 A. At the first workshop, suggestions were made that the process be

9   expanded to include:

10   1)   defect change requests, both documentation and software that are

11   BellSouth- and ALEC-initiated and ALEC affecting;

12   2)   BellSouth-initiated enhancement requests that are ALEC-affecting

13   (ALEC-initiated enhancement requests are already included in the

14   existing process.);

15   3)   BellSouth's escalation and defect notification processes;

16   4)   formalization of escalation and defect notification processes;

17   5)   definition of how the new processes will be incorporated into the

18   existing change control structure;

19   6)   monthly status update meetings that are open to all ALECs;

20   7)   new email process for system outages and defect notices.

21

22 Q. DID BELLSOUTH MAKE THESE ENHANCEMENTS?

23

24 A. Yes.

25

1   Q.   DID BELLSOUTH CHANGE THE NAME AS A RESULT OF THE

2   WORKSHOPS AND CONFERENCES?

3

4   A.   Yes. The name was changed from EICCP to Change Control Process

5   ("CCP") to reflect a broadened scope to include, among other changes,

6   manual processes in addition to the existing electronic interfaces.

7

8   Q.   WHAT STEPS DID BELLSOUTH TAKE TO OBTAIN AN AGREEMENT

9   FROM THE ALEC PARTICIPANTS REGARDING THE CHANGES TO

10   THE CCP?

11

12   A.   In an effort to obtain "sign-off" from the ALEC participants, BellSouth

13   posted the Change Control Process Interim Document ("Interim CCP") on

14   the website on March 22, 2000. In order to obtain concurrence from the

15   ALEC community within the BellSouth region, BellSouth posted Carrier

16   Notification Letter SN91081679 on the Interconnection Website on March

17   23, 2000 announcing the Interim CCP and requesting input from the ALEC

18   community by April 10, 2000. The Website address is:

19   http://www/interconnection.bellsouth.com/carrier. Exhibit RMP-4 provides

20   a copy of Carrier Notification Letter SN91081679.

21

22   Q.   DID THE INDUSTRY REACH AN AGREEMENT TO IMPLEMENT THE

23   NEW CCP?

24

1   A.   No. BellSouth attempted to gain approval of the CCP from the

2   participating ALECs. Even though all participants agreed that the EICCP

3   needed to be changed, industry approval was not obtained as to the

4   actual Interim CCP. However, the ALEC participants and BellSouth did

5   agree to a three-month trial period for the Interim CCP. The Interim CCP

6   became effective on April 17, 2000. BellSouth posted Carrier Notification

7   Letter SN91081733 to the website, on April 14, 2000, announcing

8   implementation of the Interim CCP on April 17, 2000 and directing the

9   ALECs to the new Interim CCP website. Exhibit RMP-5 is a copy of

10   Carrier Notification Letter SN91081733. The most recent version of the

11   BellSouth Change Control Process document, Version 2.0, dated August

12   23, 2000, is posted on the website at

13   http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.htm

14   (Exhibit RMP-2)

15

16   Q.   WHAT ACTIONS HAVE BEEN TAKEN SINCE THE THREE-MONTH

17   TRIAL PERIOD ENDED?

18

19   A.   The three-month trial period ended in July 2000. BellSouth alerted the

20   ALECs in the June 26, 2000 Monthly Status Call meeting that a vote

21   would be taken at the July 26, 2000 Monthly Status Call meeting.

22   However, the July 26 meeting lasted 3 hours, which was well over the

23   allotted time. As a result the CCP participants were not requested to vote

24   to establish the new "baseline" CCP document. Instead, BellSouth

25   indicated the vote would be taken at the next scheduled Monthly Status

1   Call meeting in August. During the August 23, 2000 Monthly Status Call

2   meeting the ALEC participants agreed by a vote of 6-3 to accept the new

3   "baseline" CCP document.

4

5   Exhibit RMP-6 is a copy of the June 26, 2000 Monthly Status Call minutes.

6   Exhibit RMP-7 is a copy of the August 23, 2000 Monthly Status Call

7   minutes.

8

9   Q.   YOU STATED EARLIER THAT THERE ARE EIGHTY-THREE (83)

10   ALECS PARTICIPATING IN CCP. WHY WERE ONLY 9 PRESENT TO

11   VOTE ON THE CCP DOCUMENT?

12

13   A.   As stated previously, eighty-three ALECs are registered as participants of

14   the change control process. Even though a meeting agenda is prepared

15   and distributed prior to each meeting, a review of our records for the

16   months March 2000 to October 2000 indicate an average of only ten

17   ALECs, with few exceptions, participate in the CCP meetings. From the

18   July 26, 2000 Monthly Status Call minutes attached in Exhibit RMP-8, it

19   can be seen that only a few ALECs are active in this process.

20

21   Q.   WILL BELLSOUTH CONTINUE TO ENHANCE THE CHANGE CONTROL

22   PROCESS?

23

24   A.   Yes. As previously discussed, change control is an ever-evolving process

25   and the approved CCP document is a "baseline, living" document.

1   BellSouth is committed to the change management process; and

2   therefore, will continue to consider input that will enhance the process to

3   best serve the ALEC community as a whole.

4

5   For instance, BellSouth has initiated a series of CCP Process

6   Improvement meetings denoted to improving the process. The first CCP

7   Process Improvement Meeting was conducted on October 17, 2000.

8   Among the items discussed during the Process Improvement meeting

9   were:

10

11   1)   Revision history on Carrier Notifications related to documentation

12   updates/upgrades

13   2)   Defect/Expedite Process

14   3)   BellSouth Release Management milestones (Future Releases

15   schedule or calendar)

16   4)   Coding Changes

17   5)   BellSouth's internal process for scheduling prioritized change

18   requests

19   6)   AT&T's suggested changes ("marked-up version") to CCP

20   Document Version 2.0

21

22   Exhibit RMP-9 provides a copy of the October 17, 2000 meeting minutes.

23   The second CCP Process Improvement Meeting was conducted on

24   November 1, 2000 and the next meeting is scheduled for December 7,

25   2000.

1

2   A.   HAS AT&T SUGGESTED CHANGES TO THE BELLSOUTH CCP

3   DOCUMENT?

4

5   A.   Yes. In an attempt to arbitrate this issue in other states, AT&T has filed

6   suggested changes to the CCP document in the form of marked-up copies

7   of various versions of BellSouth's CCP document. On April 27, 2000,

8   AT&T filed a marked-up copy of the BellSouth CCP Interim Version 1.4

9   document in its Arbitration Proceeding before the North Carolina Public

10   Utilities Commission. The Interim CCP Version 1.4 with AT&T's

11   suggested changes was a 49-page document with proposed substantive

12   changes on 18 pages. A copy of the CCP Interim Version 1.4 document

13   with AT&T's Proposed Changes is provided in Exhibit RMP-10. Of

14   AT&T's suggested changes, BellSouth agreed with the following changes

15   suggested by AT&T:

16

17   1)   Testing added to Process list (added page 7, version 2.0)

18   2)   Broader definition of term "defect" (added page 11, version 2.0)

19   3)   Three Impact Levels of High, Medium, and Low added to Type 6

20   Defect/Expedited Process (added page 25, version 2.0)

21   4)   Conference call used to discuss Type 6 Workaround, if appropriate

22   (added page 29, version 2.0)

23   5)   Agreed to proposed Introduction of New Interfaces language

24   provided that portion of BellSouth's language struck by AT&T

25   remains in document

31

1

2   In an attempt to arbitrate this issue in the proceeding before the Georgia

3   Public Service Commission, AT&T filed a copy of BellSouth's CCP

4   Version 2.0 document with suggested changes, some of which differ from

5   the changes submitted to the North Carolina Public Utilities Commission.

6   The CCP Version 2.0 document with AT&T's suggested changes was

7   submitted to the Georgia Commission on September 22, 2000. The

8   document with AT&T's suggested changes is a 70-page document with

9   proposed substantive changes on 24 pages. The major topics for which

10   AT&T is currently requesting changes can be divided into the following

11   groups:

12   1)   Training

13   2)   Rejection/Cancellation/Reclassification of change requests

14   3)   Sizing/sequencing of prioritized change requests

15   4)   Defect/ Expedite Feature Change Process

16   5)   Software Release Notification schedule

17   6)   Dispute Resolution Process

18   7)   Changes to Process

19   8)   Escalation Process

20   9)   Testing

21

22   Additionally, AT&T submitted a CCP Change Request, Log # CR0171, on

23   September 9, 2000 requesting that the BellSouth "baseline" CCP

24   document be modified to include the changes outlined in AT&T's marked-

25   up CCP Version 2.0 document. AT&T's marked-up CCP Version 2.0

1   document was discussed during the CCP Process Improvement Meeting

2   conducted on October 17, 2000. It was decided that a sub-team was

3   needed to review and discuss AT&T's proposed changes and to get other

4   ALEC participants' input and concerns. AT&T's CCP representative will

5   facilitate the sub-team with the ALEC participants and BellSouth in

6   attendance. A copy of the AT&T Change Request including the CCP

7   Interim Version 2.0 document with AT&T's Proposed Changes is provided

8   in Exhibit RMP-11.

9

10   In summary, while AT&T is attempting to arbitrate these proposed

11   changes to the CCP before this Commission, AT&T is also actively using

12   the CCP in an effort to make these changes. As discussed previously, the

13   CCP was established through collaboration between interested ALECs

14   and BellSouth. The changes submitted through this process are handled

15   collaboratively by the participating ALECs and BellSouth. Therefore, the

16   CCP utilizing input from the CCP Process Improvement Sub-Team is the

17   appropriate forum for review and acceptance or rejection of the CCP

18   changes suggested by AT&T.

19

20   Q.   WHAT INTERFACES ARE COVERED BY THE CCP?

21

22   A.   The CCP covers change requests for the LENS, TAG, EDI, TAFI, ECTA,

23   and CSOTS electronic interfaces and the associated manual processes

24   that have the potential to impact the ordering, pre-ordering and

1   maintenance and repair functions utilized by BellSouth and the ALECs

2   connected to BellSouth's interfaces.

3

4 Q.   WHAT TYPES OF CHANGES DOES THE CCP HANDLE?

5

6 A.   The CCP handles the following types of changes:

7   1)   Software

8   2)   Hardware

9   3)   Industry standards

10   4)   Products and Services (i.e., new services available via the in-scope

11   interfaces)

12   5)   New or revised edits

13   6)   Process (i.e., electronic interfaces and manual processes relative to

14   order, pre-order, maintenance and testing)

15   7)   Regulatory

16   8)   Documentation (i.e., business rules for electronic and manual

17   processes relative to order, pre-order, maintenance)

18   9)   Defects/expedites

19

20 Q.   WHAT IS NOT INCLUDED UNDER THE CCP?

21

22 A.   As documented in the CCP, the CCP does not include the following:

23   BonaFide Requests ("BFR"), production support, contractual agreement

24   issues, collocation, testing support, and help desk type issue resolution

1   questions. Change requests of this nature will be handled through

2   existing processes.

3

4   Q.   HOW ARE THESE EXCLUDED ITEMS HANDLED?

5

6   A.   BellSouth's Interconnection Account Team handles contractual agreement

7   issues, testing support, BFR, and collocation. The BellSouth Customer

8   Service Manager or Account Team handles issues related to production

9   support and issue resolution.

10

11   Q.   TURNING TO THE ACTUAL OPERATION OF THE CCP, HOW ARE

12   CHANGE REQUESTS CLASSIFIED IN THE CCP?

13

14   A.   Pursuant to the CCP, all change requests are classified by type. The

15   definition of each type and the process flow for each (including the

16   intervals) are detailed in the CCP referenced above. The following table

17   summarizes the types.

18

Type	Name
Type 1	System Outage
Type 2	Regulatory Change
Type 3	Industry Standard Change
Type 4	BellSouth-initiated Change
Type 5	CLEC-initiated Change
Type 6	CLEC-impacting Defects

19

1

2   Q.   CAN YOU EXPLAIN THE DIFFERENT CHANGE REQUEST TYPES?

3

4   A.   Yes. Even though not specifically stated as such in the CCP, the six types

5   can be sub-divided into three distinct categories. These categories are

6   represented in the CCP document as three separate, distinctive process

7   flows. The following table summarizes the categories:

8

Category	Type	Description
Category 1	Type 1	System totally unusable or degradation in existing feature or functionality
Category 2	Types 2- 5	Change requests for system enhancements, manual and/or business processes, can also include issues for pre-order, orders, maintenance/repair
Category 3	Type 6	ALEC impacting defect in production - system not operating as specified in baseline business requirements or published business rules, includes documentation defects Expedited Feature – inability for ALEC to process certain types of orders to BellSouth because of problem on BellSouth's side of interface.

9

10

11   Q.   PLEASE PROVIDE AN EXPLANATION OF A CATEGORY 1 CHANGE

12   REQUEST.

13

14   A.   Category 1 covers the processes that are used in the event of a system

15   outage to report, resolve, and communicate information regarding the

16   outage in an expeditious fashion. These processes are used to keep all

1 system users informed about a specific situation. Category 1 issues are

2 included in the CCP so that if there are to be changes in the identification,

3 notification and resolution process, the ALECs and BellSouth will jointly

4 develop how these changes will be made.

5

6 Category 1 involves a situation where an electronic interface is totally

7 unusable. That is, the ALECs' pre-order, order or maintenance/repair

8 reports cannot be submitted or will not be received by BellSouth. In this

9 situation, processes are in place to identify the problem, notify those

10 affected, and provide statuses regarding the resolution of the problem.

11 The CCP deals with proposed changes in the processes.

12

13 To make this clearer, let me describe the current processes involved with

14 a system outage. Either BellSouth or the ALEC can originate notification

15 of an outage. If an ALEC originates the notice, the ALEC reports it via a

16 telephone call to BellSouth's Electronic Communications Support ("ECS")

17 help desk. The ECS records and tracks the outage report and works to

18 resolve the outage. If the outage is not resolved within 20 minutes of

19 ECS receiving the report, the ALEC community is notified of the outage

20 via a notification placed on BellSouth's CCP website.

21 http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html

22

23 Exhibit RMP-12 is a screen snapshot from the website for Type 1 System

24 Outages. In addition, an e-mail is sent to the ALECs participating in the

25 CCP. The ALEC industry is notified on two to four hour intervals until the

1   resolution is determined. A resolution determination is posted to the CCP

2   website within 24 hours of the outage being reported to the ECS. The

3   final resolution is posted to the CCP website within three days of the

4   outage being reported. The escalation process may be utilized for the

5   status notification, resolution notification, or final resolution notification

6   steps if the time frames are not met and/or the responses are not

7   satisfactory.

8   Following is an example of a Category 1 outage reported to BellSouth:

9

Initial Notification	Status Notification	Resolution Notification	Final Resolution
1. ECS received report of outage from CLEC on 5/19/00 at 9:47am. 2. CLEC advised internally performed outage resolution activities. 3. CLEC provided trouble description "Security 2207 process is hung on TAG box 90.70.124.148". 4. ECS assigned case # 421221, class 1at 9:54. 5. ECS internally reports trouble at 9:56/9:57.	6. ECS receives internal report on status of trouble at 9:59.	7. ECS receives notification that internal report trouble is cleared 5/19/00 at 10:00	8. Posted final resolution notification TAG 2207 System Outage #1105 on CCP website at 10:08. Duration shown on website 9am to 10am. 9. 10:09 Sent TAG Trouble email, closing ticket. 10. Ticket closed 10:09.

10

1

2 Q.   PLEASE PROVIDE AN EXPLANATION OF A CATEGORY 3 CHANGE

3   REQUEST.

4

5 A.   A category 3 defect (I will come back to category 2) involves a situation

6   where an interface is working but not in accordance with the way it was

7   designed or in accordance with the business rules published by BellSouth

8   to the ALECs. Category 3 has recently been expanded and now also

9   includes expedited features, which includes problems that result in the

10   inability of an individual ALEC to process certain types of orders to

11   BellSouth due to a problem on BellSouth's side of the interface. BellSouth

12   calls these situations a defect/expedite feature. The defect/expedite

13   feature is the underlying problem, and what are covered by the CCP are

14   the identification, notification, and resolution processes for

15   defects/expedite features.

16

17   Defects/expedite features have the following three Impact Levels:

18   1)   High Impact – failure causes impairment of critical system functions

19   and no electronic workaround solution exists. Expedited features

20   are treated as High Impact.

21   2)   Medium Impact – failure causes impairment of critical system

22   functions; a workaround solution does exist

23   3)   Low Impact – failure causes inconvenience or annoyance

24

1   The process, which provides for speedy treatments of defects, is as

2   follows. The identification of the type 6 defect/expedite can be initiated by

3   BellSouth or the ALECs. The originator and the individual ALEC's Change

4   Control Manager ("CCCM") or the BellSouth Change Control Manager

5   ("BCCM") prepare the change request form with the related requirements

6   and specification attached if appropriate, i.e. Purchase Order Number,

7   Operating Company Name, interfaces affected, error messages, etc. The

8   request should also include a description of the business need and details

9   of the business impact. The request is submitted to BellSouth via e-mail.

10   Within one business day of receiving the change request, the BCCM will:

11

12   1)   Log the defect/expedite in the change request log;

13   2)   Send acknowledgement to ALEC;

14   3)   Review for completeness and accuracy;

15   4)   Assign defect/expedite status;

16   5)   Send clarification notification via e-mail to originator if appropriate.

17

18   Within the next three business days, the BCCM

19   1)   Validates request is a defect/expedite;

20   2)   Perform internal defect/expedite analysis;

21   3)   Determine appropriate status;

22   4)   Sends defect/expedite notification to ALEC community via e-mail;

23   4)   Posts defect/expedite on CCP website.

24

25   Within the next 4 business days, the BCCM will:

1   1)   identify a defect workaround;

2   2)   Send work around process to originator via e-mail;

3   3)   Alert ALEC community via e-mail and;

4   4)   Post the work around process on CCP website or, if appropriate,

5   notify via conference call;

6   5)   Update request on change control log.

7

8   Importantly, with a category 3 defect, the interface is working, but not in

9   accordance with the BellSouth baseline business requirements or in

10   accordance with BellSouth published business rules and is impacting an

11   ALECs ability to exchange transactions with BellSouth. This includes

12   documentation defects.

13

14   The BCCM will provide a status of the defect/expedite at the Monthly

15   Status Meeting and solicit ALEC and BellSouth input if appropriate. The

16   BCCM will schedule and evaluate the defect/expedite based on the

17   business impacts and capacity.

18

19   BellSouth will use its best efforts to schedule expedite features in the

20   current release, next release or point release. BellSouth will utilize its best

21   efforts to implement High Impact "validated" defects within a 4 – 25

22   business day range.

23

24   I do want to note that BellSouth has changed its definition of what

25   constitutes a defect, based on its reevaluation of its previous definition

1   during the recent North Carolina proceedings with AT&T. As previously

2   stated, the defect notification process was also recently expanded to

3   include expedited features. BellSouth believes that these changes in the

4   definition of "defect" and the addition of a new category of "expedited

5   features" will help substantially in resolving issues with AT&T related to

6   this subject.

7

8   I also want to explain BellSouth's position on the time frames in which an

9   activity will be concluded, since that inevitably is an issue with AT&T.

10   BellSouth has proposed time frames for all of these activities that

11   BellSouth believes, based on its experience, to be reasonable "outside"

12   time limits. BellSouth intends, whenever a time frame is set out for

13   accomplishing a particular step in a process, of accomplishing that step as

14   quickly as possible. If a step takes 20 minutes and a full business day is

15   allotted, the step will take 20 minutes. The problem with all of this is that

16   while we are attempting to categorize problems into neat little

17   pigeonholes, that rarely will be the case. Some problems will take longer

18   than others to resolve, hence the use of outside time frames for the steps.

19

20   Q.   PLEASE EXPLAIN HOW A PROPOSED CHANGE REQUEST FOR

21   CATEGORY 2 WOULD BE HANDLED.

22

23   A.   Category 2 is a situation where a change request is submitted to enhance

24   systems, manual and/or business processes. Significantly, Category 2

25   doesn't involve a system failure or a system that isn't working the way it is

1   suppose to work.   An ALEC or BellSouth can determine the need for and

2   originate a category-2 change request. The originator, in conjunction with

3   either the BCCM or the CCCM, submits the change request and the

4   appropriate documentation to BellSouth via e-mail. These change

5   requests follow a normal course of business utilizing the CCP. In other

6   words, these change requests are not treated in an expedited manner.

7   Instead, each is thoroughly assessed and presented to participating

8   members of the CCP at scheduled meetings for input and prioritization.

9   The process flow as documented in the CCP is described below.

10

11   Within two to three days of receipt of the change request, the BCCM takes

12   the following action:

13   1)   Logs the request in change control log;

14   2)   Sends an acknowledgement to the originator via e-mail;

15   3)   Reviews change request for completeness and accuracy;

16   4)   Assigns change request status code;

17   5)   if appropriate, sends clarification to originator via e-mail.

18

19   Within the next twenty days, the BCCM performs the following activities:

20

21   1)   Reviews change request and related documentation for content;

22   2)   Review for impacted areas, such as system, manual process,

23   documentation and adverse impacts;

24   3)   BellSouth may reject the request based on reasons such as, cost,

25   industry direction, or technically not feasible to implement;

1   4)   If rejected, notification provided to originator;

2   5)   If rejected, reason shared with ALECs for input;

3   6)   If rejected and if requested, subject matter expert ("SME") available

4   in Monthly Status Meeting to discuss reason and alternatives;

5   6)   Posts appropriate status on change control log.

6

7   Both the BCCM and CCCM, within the next five to seven (5-7) days,

8   prepare for the Change Review Meeting. The BCCM performs the

9   following:

10 1)   Prepares agenda;

11 2)   Makes meeting preparations;

12 3)   Updates current request status on change control log;

13 4)   Prepares and posts change control log to CCP website.

14

15 The CCCM performs the following:

16 1)   Analysis pending requests;

17 2)   Determine priorities for change requests and establish desired/want

18   dates;

19 3)   Create draft priority list.

20

21 The pending change request is reviewed during the Monthly Status

22 Meeting.

23

24 During the Prioritization Meeting, which is conducted as needed based on

25 the published release schedule, the change requests are reviewed,

1   initiators present the change requests, impacts are discussed, requests

2   are prioritized, and the final list of prioritized change requests, also known

3   as the final Candidate Requests list, is developed.

4

5   Within two days of the Monthly Status/Prioritization meeting, the current

6   status of the request is updated on change request log, the meeting

7   results prepared and the log and results are posted on the CCP website.

8

9   During the next thirty (30) days, BellSouth and the ALECs perform

10   analysis, impact, sizing, and estimating activities for the prioritized items.

11   During this process BellSouth provides requirements and the technical

12   references to the ALECs. Additionally, face-to-face meetings, or

13   conference calls or both are held by BellSouth and the ALECs to discuss

14   the programming and coding details for the changes.

15

16   The next step is the Release Package Meeting. During the meeting, the

17   parties evaluate the proposed release schedule and BellSouth and the

18   ALECs jointly create the Approved Release Package. The non-scheduled

19   change requests are determined and returned to the next scheduled

20   Change Review Meeting. The date of the initial Release Management

21   Project Meeting is established.

22

23   Within two days of the Release Package Meeting the following meeting

24   documentation is released.

25   1)   Approved Release Package;

1   2)   Updated Change Request Log;

2   3)   Meeting minutes;

3   4)   Date for initial Release Management Project Meeting.

4

5   Q.   NOW THAT YOU HAVE DESCRIBED THE PROCESS FOR HANDLING

6   THE CATEGORY 2 CHANGE REQUESTS, PLEASE DESCRIBE HOW

7   THE CHANGES ARE IMPLEMENTED?

8

9   A.   A Category 2 change to an electronic interface is usually "packaged" with

10   other changes or enhancements to be implemented together in a release.

11   The releases require programming by both the ALECs and BellSouth.

12

13   Q.   WHEN DOES BELLSOUTH SEND A FORMAL CARRIER NOTIFICATION

14   LETTER OF AN APPROVED INTERFACE CHANGE TO ALL OF THE

15   ALECS?

16

17   A.   BellSouth formally notifies ALECs of the changes comprising a major

18   release of the electronic interfaces thirty (30) days in advance of

19   implementation. It is important to remember that, long before ALECs are

20   formally notified about changes to the interfaces, the potential changes

21   are first discussed with the participating ALECs during the CCP meetings.

22   All notification letters for 1997-2000 may be reviewed at the

23   Interconnection Website.

24   http://www.interconnection.bellsouth.com/markets/lec.html

25

1 Q. WHAT IS CONTAINED IN THE NOTIFICATION LETTERS TO THE

2   ALECS?

3

4 A. The notification letters are intended to summarize the changes being

5   implemented with a particular release and to identify possible "down time"

6   for the impacted interface(s) due to system loading requirements for the

7   release. These letters are not intended to be technical references for use

8   by ALEC software developers. As discussed previously, BellSouth

9   provides ALECs with this information through other sources well in

10   advance of the formal notification.

11

12 *a)* ***INTRODUCTION OF NEW INTERFACES***

13 Q. NOW LET'S TURN TO THE SUB-ISSUES RAISED IN AT&T'S ISSUES

14   MATRIX, BEGINNING WITH THE INTRODUCTION OF NEW

15   INTERFACES. DOES THE CCP INCLUDE PROCESSES FOR THE

16   INTRODUCTION OF NEW INTERFACES?

17

18 A. Yes. The CCP contains the process for the introduction of new interfaces.

19   The process is described on page 35 of the CCP document (Exhibit RMP-

20   2). For the introduction of new interfaces, the document states:

21   BellSouth will introduce new interfaces to the CLEC

22   Community as part of the Change Control Process. A

23   description of the proposed interface will be submitted to the

24   BCCM [BellSouth Change Control Manager]. The BCCM

25   will add an agenda item to discuss the new interface at the

1		monthly status meeting. BellSouth will be given 30–45
2		minutes to present information on the proposed interface. If
3		BellSouth requests additional time for the presentation, a
4		separate meeting will be scheduled . . .The objective will be
5		to identify interest in the new interface and obtain input from
6		the CLEC community. BellSouth will provide specifications
7		on the interface being developed to the CLEC Community.
8		
9		Thus, the CCP provides BellSouth and the ALECs with a meaningful
10		opportunity to discuss and provide input for the proposed new interfaces.
11		I do want to make it clear, however, that while the introduction of new
12		interfaces is clearly subject to the CCP; the development of new interfaces
13		is not.
14		
15	Q.	WHEN DOES A NEW INTERFACE BECOME SUBJECT TO THE CCP?
16		
17	A.	As documented on page 35 of the CCP, new interfaces are added to the
18		CCP as they are deployed. After that, any requested changes will be
19		managed by the CCP.
20		
21	Q.	WHY DO INTERFACES UNDER DEVELOPMENT NOT FALL UNDER
22		THE CCP?
23		
24	A.	BellSouth must have flexibility to develop interfaces to meet industry
25		standards and regulatory requirements. The process allows for and

1   encourages ALEC input, but new development is too critical to risk being

2   stymied in the process by ALEC disagreement. To ensure efficient and

3   up-to-date deployment of new interfaces, BellSouth must retain ultimate

4   control of their deployment.

5

6   Q. DOES AN ALEC HAVE TO BE A USER OF AN INTERFACE IN ORDER

7   TO USE THE CCP?

8

9   A. No. An ALEC may place a "letter of intent", indicating that it intends to use

10   an interface, on file with the BellSouth Change Control Management. The

11   letter of intent will serve as the official notification to BellSouth and the

12   other ALEC CCP participants that the ALEC's intention is to use the

13   interface. By doing this the ALEC will be permitted to participate in the

14   submission and prioritization of change requests for that interface. This

15   enhancement is reflected in the CCP document Version 2.0.

16

17   Therefore, one of the parameters of the CCP is that an ALEC must be a

18   user of an interface or have a letter of intent on file to request changes to

19   that interface. Since part of the CCP is prioritizing potential changes to an

20   interface, it just makes sense that an ALEC must be a user of an interface

21   or have a letter of intent in order to vote and rank the potential change(s)

22   for that particular interface. This simply recognizes that the ALECs that

23   are either currently using or have officially provided their intention to use

24   these interfaces should have the first say on how the interfaces should be

25   changed. The specific prioritization voting rules are detailed in the CCP

1   document (page 33 of Exhibit RMP-2). Unfortunately, the nature of the

2   CCP is such that if developing interfaces were included in the CCP,

3   ALECs with no intention of using such interfaces could game the process

4   by voting for additional features and functionality that would increase the

5   time and the cost to BellSouth and rival ALECs to implement them.

6

7 *b)* ***RETIREMENT OF EXISTING INTERFACES***

8 Q.   IS THE RETIREMENT OF EXISTING INTERFACES SUBJECT TO THE

9   CCP?

10

11 A.   No. But, based upon the discussions with interested ALEC participants,

12   language has been added to ensure that BellSouth only retires interfaces

13   that are not being used, or if BellSouth has a replacement for an interface

14   that provides equal or better functionality for the ALEC than the existing

15   interface.

16

17   Information on the retirement of interfaces is located on page 35 of the

18   CCP document (Exhibit RMP-2). It states as follows:

19   As active interfaces are retired, BellSouth will notify the

20   CLECs through the Change Control Process and post a

21   CLEC Notification Letter to the web six (6) months prior to

22   the retirement of the interface. BellSouth will have the

23   discretion to provide shorter notifications (30-60 days) on

24   interfaces that are not actively used and/or have low

25   volumes. BellSouth will consider a CLEC's ability to

1   transition from an interface before it is scheduled for

2   retirement. BellSouth will ensure that its transition to another

3   interface does not negatively impact a CLEC's business.

4

5   BellSouth will only retire interfaces if an interface is not being

6   used, or if BellSouth has a replacement for an interface that

7   provides equal or better functionality for the CLEC than the

8   existing interface.

9

10   Q.   WHY IS THIS POLICY REASONABLE?

11

12   A.   BellSouth is responsible for providing ALECs with the required OSS

13   functionality. Operational reasons, such as discontinued hardware,

14   software that cannot be upgraded, or lack of use, are legitimate business

15   reasons for retiring interfaces. If retirement were included in change

16   control, ALECs could vote to maintain obsolete or unused interfaces

17   simply to game the system. BellSouth should not be forced to carry the

18   unnecessary costs of maintaining obsolete or unused systems and

19   indeed, this is not in the ALECs' interest either because the OSS costs

20   would be passed to them.

21

22   Q.   WHAT PRECAUTIONS WILL BELLSOUTH TAKE TO ENSURE THAT

23   THE RETIREMENT OF AN INTERFACE IS NOT DETRIMENTAL TO

24   ALECS?

25

1   A.   It is not BellSouth's intent to take an interface out of service that would

2   have a detrimental impact on the ALEC community. BellSouth will take an

3   interface out of service only if the interface is not being used, or if

4   BellSouth has a replacement for an interface that provides equal or better

5   functionality for the ALEC than the existing interface. Furthermore, upon

6   giving notification that an interface is going to be taken out of service,

7   BellSouth will remain open to input from ALECs concerning its decision to

8   retire the interface in question. When it is determined appropriate to retire

9   an interface, BellSouth will ensure that the functionality provided by that

10   interface is available via another means and provide a mechanism to

11   assist in the ease of transition.

12

13   *c)*   ***EXCEPTIONS TO THE PROCESS***

14   Q.   WHAT IS YOUR UNDERSTANDING OF THIS ISSUE?

15

16   A.   AT&T's apparent desire to put "exceptions" to the process under the

17   process is difficult to understand. Evidently, in spite of everything

18   BellSouth has just been discussing regarding the CCP, AT&T wants a

19   process that allows them to simply circumvent the entire CCP.

20

21   *d)*   ***DOCUMENTATION, INCLUDING TRAINING***

22   Q.   IS DOCUMENTATION INCLUDED UNDER THE CCP?

23

24   A.   Yes. Documentation is one of the categories that is included under the

25   CCP, as I described in my introductory remarks about Issue 30.

1   Additionally, documentation defects have been incorporated in the

2   defect/expedite feature definition. Specifically, the documentation

3   included in this process is the business rules for electronic and manual

4   processes relative to pre-ordering, ordering, and maintenance.

5

6   It is not clear why AT&T thinks training should fall under the CCP.

7   BellSouth is responsible for the development and delivery of all ALEC's

8   training including related training material and aids. Of course, the training

9   courses that support the interfaces that fall under the CCP will be adapted

10   as the interfaces are enhanced through the process.

11

12   Interested ALECs and BellSouth, through collaboration, developed an

13   adequate and thorough process for dealing with documentation. The

14   issue here apparently is AT&T's desire to circumvent the collaborative

15   nature of the process. If AT&T wishes to make changes regarding

16   documentation, it should submit them to the CCP.

17

18 e) **_DEFECT CORRECTION_ and**

19 f) **_EMERGENCY CHANGES_ (defect correction)**

20 Q. CAN YOU DISTINGUISH THESE TWO ISSUES?

21

22 A. Quite frankly, AT&T's point in separating these two is not clear. A dispute

23   existed about the definition of a defect and that may have given rise to this

24   sub-issue. I believe the disagreement of the definition of a defect has

25   been resolved.

1

2   Q.   HOW ARE DEFECTS DEFINED UNDER THE CCP?

3

4   A.   The definition of defects has been revised. The revised language as

5   stated on page 25 of the CCP document is as follows:

6   Any non-type 1 change where a BellSouth interface used by

7   a CLEC which is in production and is not working in

8   accordance with the BellSouth baseline business

9   requirements or is not working in accordance with the

10   business rules that BST has published or otherwise provided

11   to the CLECs and is impacting a CLECs ability to exchange

12   transactions with BellSouth. This includes documentation

13   defects.

14

15   This revised definition incorporates language to deal with concerns

16   expressed by AT&T. Specifically, the part of the definition, which states

17   "is not working in accordance with business rules .... to exchange

18   transactions with BellSouth." A defect to documentation or business rules

19   is a condition where the documentation or business rule does not agree or

20   accurately reflect the business environment.

21

22   Q.   HOW ARE DEFECTS HANDLED BY THE CCP AND BELLSOUTH?

23

24   A.   BellSouth is committed to responding to all requests in the manner set

25   forth in the CCP. A workaround will be provided, in most cases, no more

1		than (4) business days after validation of the existence of a defect. Since
2		BellSouth has incorporated this process, BellSouth has actually provided
3		workarounds within three (3) business days. BellSouth works diligently to
4		provide a response/workaround as quickly as possible. Defect fixes,
5		depending upon the system/customer impacts, are generally implemented
6		in point releases, which means a quicker turnaround for the ALEC.
7		
8	Q.	WHAT DO YOU BELIEVE TO BE THE ISSUE HERE?
9		
10	A.	AT&T takes exception, evidently, to our definition of a defect. Hopefully,
11		this has been resolved.
12		
13	Q.	IS DEFINING A PROBLEM AS A DEFECT OR A NON-DEFECT
14		IMPORTANT?
15		
16	A.	Yes. If it is a defect, it gets the category-3 treatment described earlier. If it
17		is just something AT&T doesn't like, but does not rise to the level of a
18		defect, it gets category-2 treatment.
19		
20	*g)*	*an eight-step cycle, repeated monthly*
21	Q.	DOES BELLSOUTH UNDERSTAND WHAT IS AT ISSUE HERE?
22		
23	A.	No. As discussed previously, AT&T has filed suggested changes to the
24		CCP document in the form of marked-up copies of various versions of
25		BellSouth's CCP Document. AT&T has not deleted any steps in the

1		process flows in these marked-up versions of the CCP document.
2		Therefore, BellSouth does not understand this issue.
3		
4	*h)*	***A FIRM SCHEDULE FOR NOTIFICATIONS ASSOCIATED WITH***
5		***CHANGES INITIATED BY BELLSOUTH***
6	Q.	DOES THE CCP PROVIDE A "FIRM SCHEDULE" FOR NOTIFICATIONS
7		ASSOCIATED WITH BELLSOUTH-INITIATED CHANGES?
8		
9	A.	Yes. The schedule is outlined on page 20 of the CCP document (Exhibit
10		RMP-2), with a detailed description of the process flow for BellSouth-
11		initiated changes on pages 19-24.
12		
13	Q.	BECAUSE THE CCP CONTAINS A SCHEDULE FOR NOTIFICATIONS,
14		DOES BELLSOUTH UNDERSTAND WHY THIS IS AT ISSUE?
15		
16	A.	No. We conclude that AT&T is simply unhappy with the schedule
17		established through collaboration by ALECs and BellSouth operating
18		under change control, and that AT&T is attempting to circumvent the
19		collaborative nature of the process through this arbitration. If AT&T
20		wishes to make changes regarding the scheduling of notification, it should
21		submit its proposed changes to the CCP.
22		
23	Q.	IS BELLSOUTH COMMITTED TO USING THE CCP TO INITIATE
24		CHANGE REQUESTS?
25		

1   A. Yes, of course. BellSouth is committed to using the process to initiate

2   change requests, and, in fact, has already submitted requests. Several

3   other BellSouth-initiated change requests are being prepared for

4   submission.

5

6   *i)*   ***A PROCESS FOR DISPUTE RESOLUTION INCLUDING REFERRAL TO***

7   ***STATE UTILITY COMMISSIONS OR COURTS***

8   Q. DOES THE CCP INCLUDE DISPUTE RESOLUTION?

9

10   A. Yes. A dispute resolution process was established as part of the

11   expansion of the CCP, and a description is contained in the CCP

12   document on page 40. In brief summary, the process is as follows: In the

13   event that an issue is not resolved through the CCP's escalation process,

14   BellSouth and the affected ALEC (or ALECs) will form a Joint Investigative

15   Team of Subject Matter Experts within one week. The team will conduct a

16   root cause analysis to determine the source of the problem, and then

17   develop a plan to remedy it. Each party to the dispute must escalate the

18   issue within each company to the person with the authority to resolve the

19   issue.

20

21   Q. IF THE DISPUTE CANNOT BE RESOLVED AFTER ALL THESE STEPS,

22   THEN WHAT OPTIONS ARE AVAILABLE?

23

24   A. As stated in the CCP document (Exhibit RMP-2) on page 40, if the dispute

25   cannot be resolved after these steps, then either party may file a formal

1   complaint for binding mediation with the Director of Telecommunications,

2   or the appropriate department, at the state public service commission.

3   According to the CCP, the complaint should be ruled upon within thirty

4   (30) days of the filing, although we obviously recognize that this is solely

5   within the Commission's discretion. If either party is then aggrieved, it

6   may file a formal complaint with the state public service commission. It

7   should be noted that this language has been introduced as part of the

8   Interim CCP. We recognize, however, that this language may require

9   refinement in order to be appropriate for Florida.

10

11   *j)*   ***A PROCESS FOR ESCALATION OF CHANGES IN PROCESS***

12   Q.   DO YOU UNDERSTAND WHAT IS AT ISSUE HERE?

13

14   A.   No. An adequate and thorough escalation process was developed

15   through collaboration between interested ALECs and BellSouth, and

16   therefore is included in the CCP and contained in the CCP document. It is

17   not clear if there is truly an issue here.

18

19   Q.   PLEASE DESCRIBE THE CCP'S ESCALATION PROCESS.

20

21   A.   The guidelines for the escalation process are on page 33 of the CCP

22   document (Exhibit RMP-2). The CCP document provides as follows:

23   • The ability to escalate is left to the discretion of the ALEC based on

24   the severity of the missed or unaccepted response/resolution.

1   • Escalations can involve issues related to the Change Control

2   process itself.

3   • For change requests, the expectation is that escalation should

4   occur only after normal Change Control procedures (e.g.

5   communication timelines) have occurred per the Change Control

6   agreement.

7

8   The contacts and the processes for each type of change request are

9   located on pages 34-36. To summarize:

10   Type 1 change requests (System Outages) would be escalated

11   through three levels of the Electronic Communications Support

12   Group-Interconnection Operations by the ALEC.

13   Type 2-6 change requests would be escalated through the Change

14   Control Team who would direct Business Rules, Operation Issues,

15   and System Issues to the appropriate Director within BellSouth.

16

17 Q. PLEASE SUMMARIZE YOUR CONCLUSIONS FOR ISSUE 30.

18

19 A. I will summarize Issue 30 as follows:

20

21   1)   The CCP is a collaborative process between interested ALECs,

22   including AT&T, and BellSouth. The changes submitted through

23   this process, including AT&T's suggested changes to the CCP

24   Version 2.0 document, are handled collaboratively by the

25   participating ALECs and BellSouth and as such,

1   2)   Issue 30 is not appropriate for this arbitration.

2   3)   The CCP utilizing input from the CCP Process Improvement Sub-

3   Team is the appropriate forum for review and acceptance or

4   rejection of the CCP changes suggested by AT&T.

5   4)   This Commission should approve the change control process, or

6   5)   This Commission should limit themselves to providing guidance to

7   BellSouth and the participating ALECS.

8

9   .

10   **Issue 31: What should be the resolution of the following OSS issues**

11   **currently pending in the change control process but not yet**

12   **provided?**

13

14   Q.   WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

15

16   A.   As stated earlier, BellSouth's position is that the CCP, and therefore any

17   issues pending before the CCP, are not appropriate for this arbitration. All

18   requests for enhancements to BellSouth's electronic and manual

19   interfaces should be submitted via the CCP. As I stated in Issue 30

20   above, the CCP is a collaborative process established between BellSouth

21   and interested ALECs to manage changes to interfaces. OSS issues

22   submitted to the CCP must be dealt with by BellSouth and all of the

23   ALECs participating in CCP, not just BellSouth and AT&T. Moreover,

24   should the Commission decide to consider these topics, BellSouth

25   requests that the Commission only give guidance on these issues, rather

1   than requiring a result that may be in conflict with a decision in another

2   state.

3

4   Q.   WHAT IS BELLSOUTH'S UNDERSTANDING OF AT&T'S POSITION ON

5   THIS ISSUE?

6

7   A.   As BellSouth understands AT&T's position, AT&T is attempting to

8   circumvent the CCP for the issues described in Issue 30. This would allow

9   AT&T to gain an unfair advantage over the other ALECs that adhere to the

10   regional CCP.

11

12   Q.   WILL BELLSOUTH PROVIDE THE STATUS OF EACH REQUEST

13   LISTED IN ISSUE 31, EVEN THOUGH THE ISSUE IS NOT

14   APPROPRIATE FOR THIS ARBITRATION?

15

16   A.   Yes. Although we do not think it appropriate to resolve in this proceeding,

17   I will address each item AT&T included in its position statement. AT&T

18   divided this issue into sub-parts (a) - (c). I will address each of the items

19   listed in the same manner.

20

21   **Sub-part (a) Parsed Customer Service Records ("CSR") for Pre-ordering**

22   Q.   WHAT DOES PARSE MEAN?

23

24   A.   To parse means to receive a stream of data from the CSR and break

25   down that data into certain fields for further use.

1

Q. WHAT HAS THE FCC SAID ABOUT AT&T's INTERPRETATION OF THE
BELL ATLANTIC ORDER AS IT RELATES TO PARSING?

A. In its Southwestern Bell Texas order, footnote 413, the FCC stated that
"Contrary to AT&T's interpretation of the *Bell Atlantic New York Order*, see
AT&T Texas I Dalton/DeYoung Decl. At para. 95, we have not previously
stated that a BOC must perform parsing on its side of the interface."

Q. WHAT IS BELLSOUTH'S UNDERSTANDING OF WHAT THE ALECS,
INCLUDING AT&T, REFER TO AS A PARSED CSR?

A. Based on BellSouth's understanding, the ALECs, including AT&T, are
referring to the level to which the CSR information is provided for parsing
in the TAG pre-ordering interface. AT&T wants "sub-line" parsing of the
CSR data to a level that goes beyond the level used and retained by
BellSouth for itself. BellSouth currently provides the ALECs a stream of
data via the machine-to-machine TAG pre-ordering interface based on the
Common Object Request Broker Architecture ("CORBA") industry
standard. The stream of data is identified by section with each line
uniquely identified and delimited. This data is provided to ALECs in the
same manner as it is to BellSouth's Retail units.

BellSouth, for example, retains the customer's listed name as a complete
field - my listed name is "Pate, Ronald M". AT&T apparently wants "sub-

1   line" parsing of "Pate, Ronald M" into three separate fields: last name

2   ("Pate"), first name ("Ronald"), and middle initial ("M."). This level of

3   parsing can be programmed by AT&T on its side of the interface. The

4   bottom line is that BellSouth provides ALECs with the CSR information in

5   a non-discriminatory format. BellSouth, therefore, has met its obligations

6   regarding parsing.

7

8 Q. WHAT IS BELLSOUTH'S UNDERSTANDING OF AT&T'S POSITION ON

9   SUB-PART A OF THIS ISSUE?

10

11 A. In its petition and exhibits, AT&T claims that BellSouth should provide a

12   parsed CSR pursuant to industry standards. AT&T further claims the

13   parsed CSR has been an industry standard since the publication of the

14   Local Service Ordering Guidelines Issue 3 ("LSOG 3"), thus suggesting

15   that we should have already implemented what AT&T is requesting.

16

17 Q. DEFINE 'LSOG', AND EXPLAIN BELLSOUTH'S POSITION REGARDING

18   LSOG.

19

20 A. LSOG, or Local Service Ordering Guidelines, is the set of guidelines for

21   ALECs to use when ordering local service. The guidelines were originally

22   established in accordance with the consensus approval of the industry-

23   recognized Order and Billing Forum (OBF). BellSouth readily adopted -

24   and has fully supported – the OBF recommendations with few exceptions

25   regarding conflicts with BellSouth's legacy systems or established

1   processes. BellSouth currently supports LSOG Version 4 forms for

2   manual ordering.

3

4 Q. WHAT IS BELLSOUTH'S POSITION ON THIS SUB-PART?

5

6 A. As explained in detail below, BellSouth provides ALECs the CSR data in

7   the same manner that it provides the data to itself for use by the BellSouth

8   retail units.

9

10 Q. HAVE THE ALEC ELECTRONIC INTERFACES BEEN UPGRADED TO

11   LSOG 4?

12

13 A. Yes. The interfaces were upgraded from the Telecommunications

14   Industry Forum Issue 7 ("TCIF7") to TCIF Issue 9 ("TCIF9") and parts of

15   TCIF Issue 10 in January 2000 when OSS99, which is based on LSOG 4,

16   was implemented. The OSS99 enhancement consists of the "best of"

17   TCIF Issue 8, TCIF Issue 9 and TCIF Issue 10, as selected by the ALECs

18   participating in the EICCP and BellSouth. Approximately two years ago,

19   BellSouth conducted meetings with the ALECs via the EICCP to discuss

20   the impact of moving from TCIF7 to TCIF9 (LSOG 4). Because of the

21   major efforts required to upgrade from TCIF7 to TCIF9, a decision was

22   made by the members of the EICCP, which included AT&T, to implement

23   the components that were most critical to the ALECs. The subparsed

24   CSR requested by AT&T was not included in this enhancement.

25

1 Q.   HAS A CHANGE REQUEST FOR PARSED CSRS BEEN SUBMITTED

2   TO THE CCP?

3

4 A.   Yes. AT&T submitted a Change Request, Log # TAG0812990003, on

5   August 12, 1999, requesting that BellSouth deliver a parsed CSR as part

6   of the pre-ordering functionality.

7

8 Q.   WHAT IS THE STATUS OF THIS CHANGE REQUEST?

9

10 A.   AT&T's Change Request was presented during the September 28, 1999

11   CCP Enhancement Review Meeting and prioritized as one of eleven

12   pending change requests to be considered for implementation in 2000.

13   During the November 30, 1999 CCP Release Planning Meeting, this

14   Change Request was updated for planning and analysis to begin in mid-

15   2000. This pending change request was reviewed during the March 29,

16   2000 CCP Monthly Status Call and it was decided a sub-team would be

17   formed during 2000 to investigate the implementation of sub-parsed CSR.

18   This change request was prioritized as the number one pre-ordering

19   request during the June 28, 2000 Change Review Meeting.

20

21   The sub-team has been formed; it includes representatives from BellSouth

22   and the ALEC CCP participants. The initial Parsed CSR team meeting

23   was conducted on October 3, 2000, and a subsequent sub-team meeting

24   was held on October 19, 2000. The September 28, 1999 meeting minutes

25   are included as Exhibit RMP-13, the minutes from the March 29, 2000 call

1   are Exhibit RMP-14, the minutes from October 3, 2000 meeting are Exhibit

2   RMP-15, and the minutes from the October 19, 2000 meeting are Exhibit

3   RMP-16.

4

5   I would note that while the time frames mentioned above may seem

6   lengthy, it is the ALECs that prioritize the changes that are addressed and

7   implemented and the time frames that have resulted are the consequence

8   of the ALECs themselves placing more important or critical changes

9   ahead of the change request for parsing, particularly with regard to OSS99

10   release where other changes were made.

11

12   Q.   EXPLAIN HOW THE ALECS CAN PARSE THE CSR VIA TAG.

13

14   A.   The TAG pre-ordering interface can be integrated with the TAG ordering

15   interface or the Electronic Data Interexchange ("EDI") ordering interface.

16   The CSR data that is delivered to the ALEC via TAG can be further parsed

17   by the ALEC to exactly the level needed on an order, just as BellSouth

18   parses CSRs in its own retail operations.

19

20   Q   IF THE ALEC INTEGRATES THE TAG PRE-ORDERING INTERFACE

21   WITH ITS TAG OR EDI ORDERING INTERFACE AND WITH ITS OSS,

22   WILL THE CSR INFORMATION OBTAINED VIA TAG "FLOW INTO" ITS

23   OWN OSS?

24

1   A.   Yes, that is the purpose of integratable, machine-to-machine interfaces.

2   ALECs, such as AT&T, can integrate the TAG pre-ordering interface with

3   the TAG ordering interface or the EDI ordering interface. ALECs can

4   integrate these interfaces with their own internal OSS. Integration allows

5   the ALECs the ability to manipulate the data obtained via the TAG pre-

6   ordering interface. This includes the ability to further parse the CSR. The

7   data can be manipulated so that it will "flow into" an ALEC's OSS.

8

9   Q.   DOES AT&T NEED A PARSED CSR TO INTEGRATE ITS OWN

10   SYSTEMS WITH BELLSOUTH'S?

11

12 A.   No. As I explained previously, BellSouth provides ALECs the ability to

13   parse information on the CSR, using the integratable machine-to-machine

14   TAG pre-ordering interface. The TAG gateway transmits the CSR

15   information as a stream of data, which an ALEC can parse to the same

16   line level using the same unique section identifiers and delimiters that

17   BellSouth does for itself. Furthermore, BellSouth does provide "sub-line"

18   parsing of the end user's address during the address validation process in

19   TAG. Thus, TAG allows ALECs to parse CSRs in the same way that

20   BellSouth Retail systems parse CSRs, and AT&T needs nothing further.

21

22 **Sub-part (b) Electronic Ordering of All Services and Elements**

23 Q.   BEFORE ADDRESSING SUB-PART B, WILL YOU PROVIDE A

24   DEFINITION OF THE MANUAL SUBMISSION AND ELECTRONIC

1   SUBMISSION WITH SUBSEQUENT MANUAL HANDLING METHODS

2   OF SUBMITTING LSRS?

3

4   A.   Yes. Manual submission refers to the manual or non-electronic

5   submission of LSRs. Manual submission of LSRs can be accomplished

6   by facsimile. The manual submission is a result of the fact that the

7   services ordered require substantial manual handling and cannot be

8   submitted electronically. Alternatively, some ALECs may simply choose

9   not to utilize BellSouth's electronic interfaces, even though the request

10   may be submitted electronically.

11

12   Electronic processing with subsequent manual handling means the LSRs

13   may be submitted electronically by the ALEC but the requested service

14   orders are designed to "fall out" for manual handling by the LCSC. This

15   "fall out" results from the fact that the requested services are complex or

16   for other specified reasons, such as a request to expedite the order. After

17   these LSRs are transmitted to BellSouth via the electronic interface, they

18   are handled as if they were faxed, courier or mailed to the LCSC. I will

19   discuss each method of submission in detail later in my responses to sub-

20   parts (b) and (c).

21

22   Q.   WHAT IS BELLSOUTH'S UNDERSTANDING OF AT&T'S POSITION ON

23   SUB-PART B OF THIS ISSUE?

24

1 A.   As BellSouth understands AT&T's position, AT&T is asking that BellSouth

2   provide it the ability to submit "all" LSRs electronically.

3

4 Q.   WHAT IS BELLSOUTH'S POSITION ON SUB-PART B OF THIS ISSUE?

5

6 A.   BellSouth's position is that non-discriminatory access does not require that

7   all LSRs be submitted electronically and involve no manual processes.

8   BellSouth's own retail processes often involve manual processes, as I will

9   describe below, and therefore there is no requirement that every LSR has

10   to be submitted electronically in order to provide non-discriminatory

11   access.

12

13   However, before I discuss this issue any further, I want to state again that

14   all change requests for BellSouth's electronic and manual interfaces

15   should be submitted via the CCP. OSS issues subject to the CCP are not

16   appropriate for this arbitration. These issues must be dealt with by

17   BellSouth and all of the ALECs participating in the CCP, not just by AT&T

18   and BellSouth in an arbitration such as this one.

19

20 Q.   BY THE WAY, HAS A CHANGE REQUEST BEEN SUBMITTED VIA THE

21   CCP FOR THIS ELECTRONIC SUBMISSION OF ALL LSRS?

22

23 A.   To BellSouth's knowledge, no such a change request has been submitted

24   to the CCP.

25

1 Q. CAN YOU ELABORATE ON YOUR EARLIER REMARK THAT NON-

2   DISCRIMINATORY ACCESS DOES NOT REQUIRE THAT ALL LSRS BE

3   SUBMITTED ELECTRONICALLY?

4

5 A. Yes. As I stated in my position, non-discriminatory access does not

6   require that all LSRs be submitted electronically. Many of BellSouth's

7   retail services, primarily complex services, involve substantial manual

8   handling by BellSouth account teams for BellSouth's own retail customers.

9   Non-discriminatory access to certain functions for ALECs legitimately may

10   involve manual processes for these same functions. Therefore, these

11   processes are in compliance with the Act and the FCC's rules.

12

13 Q. PLEASE DESCRIBE HOW BELLSOUTH'S COMPLEX SERVICE

14   REQUESTS ARE MANUALLY HANDLED FOR BELLSOUTH AND

15   ALECS.

16

17 A. There are two types of complex services: "Non-designed" and "Designed."

18   A "Non-designed" service is a class of service with a Universal Service

19   Order Code ("USOC") that does not require special provisioning and is

20   served by one central office or wire center. A "Designed" service involves

21   special engineering and provisioning.

22

23   An example of a "Designed" complex service for which retail handling is

24   not fully mechanized is Multiserv® service. This is a complex service

25   available to both BellSouth's retail customers and to resellers. In the case

1   of MultiServ®, the pre-ordering processes are largely manual.   These

2   manual pre-ordering processes are substantially the same for both retail

3   and ALEC orders. Orders for retail services are handled primarily by the

4   appropriate business unit for retail services -- BellSouth Business Systems

5   ("BBS") account teams. Orders for ALEC services are handled by the

6   appropriate business unit for ALEC services – ALEC account teams that

7   are part of Interconnection Services ("ICS"). The ICS account team's

8   handling of complex services for ALECs is substantially the same as

9   BBS's account team handling of complex services for BellSouth's retail

10   customers; they both use substantially the same processes as described

11   below.

12

13   Attached to my testimony is Exhibit RMP-17, which depicts the flow of the

14   process for ordering MultiServ® service by ALECs and Exhibit RMP-18,

15   which depicts the flow of the process for ordering MultiServ® by

16   BellSouth's retail unit. To perform the pre-ordering activity for complex

17   services, which is known as a "service inquiry", a systems designer on the

18   appropriate BBS or ICS account team fills out an extensive paper form

19   and then provides that form to a project manager for further manual

20   activities. On approval of either the retail customer or the ALEC, as

21   appropriate, the paper service inquiry is re-initiated as a firm order, which

22   also is an extensive paper form with subsequent manual distribution. In

23   both the retail and the resale cases, the Firm Order Package is manually

24   handed off to the service center, where paper service order worksheets

25   are created to assist in initiating service orders in the ordering system. At

71

1   that point, orders are typed into the appropriate order systems, ROS for

2   the BellSouth Retail order and DOE for the ALEC order. The order entry

3   is handled in substantially the same manner for both the retail and the

4   resale situations, and thus, does not result in a different customer

5   "experience" in either case. The person who enters the complex order in

6   BellSouth's systems never has any contact with the end-user customer,

7   whether the customer belongs to an ALEC or BellSouth. After the service

8   order is input, the account team and project manager are notified by e-

9   mail of the service order numbers and due dates. The account team

10   manually reviews the service order for accuracy and follows up as

11   necessary. These processes, with their substantial reliance on manual

12   handling and paper forms, are common to both retail and ALEC orders.

13   Thus, BellSouth provides to ALECs the ability to order complex services in

14   substantially the same time and manner as it provides to its retail

15   customers.

16

17 Q.   PLEASE DESCRIBE THE EDITING AND FORMATTING FUNCTIONS

18   CONTAINED IN THE SERVICE ORDER INTERFACES USED BY

19   BELLSOUTH'S CONSUMER SERVICES RETAIL UNIT.

20

21 A.   RNS is the primary interface used by BellSouth's Consumer Services

22   retail unit. The presentation layer of RNS interfaces with the process layer

23   and several databases to create service requests. Two of the databases,

24   with which the presentation layer of RNS interfaces, are the Service Order

25   Language Analysis Routine ("SOLAR") and the FID USOC Editing Library

1   ("FUEL"). FUEL contains rules associated with service request generation

2   and a table for the translations of USOCs and FIDs to English. Those

3   rules include a copy of the Service Order Edit Routine ("SOER") service

4   order edits applicable to orders issued through RNS and mirror edits

5   applied within the Service Order Communications System ("SOCS").

6   SOLAR uses these rules in FUEL to construct and generate service

7   request with minimal errors.

8

9 Q.   CAN AT&T AND OTHER ALECS PROVIDE THESE SAME EDITING AND

10   FORMATTING FUNCTIONS FOR THEIR INTERFACE OF CHOICE?

11

12 A.   Yes. AT&T can build the same editing and formatting functions on its side

13   of the interface using information supplied by BellSouth. BellSouth

14   business rules for pre-ordering are contained in the BellSouth Pre-Order

15   Business Rules, the BellSouth Pre-Order Business Rules Appendix, and

16   the BellSouth Pre-Order Business Rules Data Dictionary. BellSouth's

17   business rules for placing electronic and manual LSRs are contained in

18   the BellSouth Business Rules for Local Ordering document. The business

19   rules for the SOER edits are contained in these guides on the BellSouth

20   Interconnection website:

21   (http://www.interconnection.bellsouth.com/guides/guides-p.html).

22

23   An ALEC such as AT&T can use this information to program the electronic

24   interfaces on their side of the gateway to perform the exact same

25   functionality performed by SOLAR/FUEL to ensure LSR submissions with

1   minimal errors. The availability of the information to the ALEC also gives

2   the ALEC the ability to customize their application for those SOER edits

3   which are unique to the services being ordered based on their business

4   plan. For those not desiring to make such an investment, most all of the

5   SOER edits are applied in LESOG. If a LSR does not "pass" LESOG's

6   checks, the LSR will be sent back instantly electronically to the ALEC for

7   clarification ("auto-clarified") for the most commonly ALEC-caused errors.

8

9   **Sub-part (C) Electronic Processing after Electronic Ordering without**

10   **Subsequent Manual Processing by BellSouth Personnel**

11   Q.   WHAT IS BELLSOUTH'S UNDERSTANDING OF AT&T'S POSITION ON

12   SUB-PART C?

13

14   A.   As I understand this issue, AT&T is requesting that all complete and

15   correct LSRs submitted electronically flow through BellSouth systems

16   without manual intervention.

17

18   Q.   WHAT IS BELLSOUTH'S POSITION ON SUB-PART C?

19

20   A.   Non-discriminatory access does not require that all LSRs be submitted

21   electronically and flow through BellSouth's systems without manual

22   intervention.

23

24   Q.   WHAT IS FLOW-THROUGH?

25

1   A.   Flow-through for an ALEC LSR occurs when the complete and correct

2   electronically-submitted LSR is sent via one of the ALEC ordering

3   interfaces (EDI, TAG, or LENS), flows through the mechanical edit

4   checking and LESOG system, is mechanically transformed into a service

5   order by LESOG, and is accepted by the SOCS without any human

6   intervention.

7

8   Q.   HAS ANY ALEC SUBMITTED A CHANGE REQUEST REGARDING THIS

9   ISSUE TO THE CCP?

10

11   A.   No. To BellSouth's knowledge, no such change request has been

12   submitted to the CCP. As I have discussed previously, BellSouth's

13   position is OSS issues subject to the CCP are not appropriate for this

14   arbitration. AT&T is attempting to avoid the CCP. All requests for

15   enhancements to BellSouth's electronic and manual interfaces should be

16   submitted via the CCP.

17

18   Q.   IS IT FEASIBLE FOR LSRS FOR ALL COMPLEX SERVICES TO BE

19   SUBMITTED ELECTRONICALLY AND FLOW THROUGH THE

20   BELLSOUTH SYSTEMS?

21

22   A.   No. As I discussed in sub-part (B), many of BellSouth's retail services,

23   primarily complex services, involve substantial manual handling by

24   BellSouth account teams for BellSouth's own retail customers. The orders

25   at issue here are those that the ALEC may submit electronically, but fall

1   out by design. In most cases these orders are complex orders. For

2   certain orders, BellSouth has, for the ease of the ALEC, allowed them to

3   be submitted electronically even though such orders are then manually

4   processed by BellSouth. The specialized and complicated nature of

5   complex services, together with their relatively low volume of orders as

6   compared to basic exchange services, renders them less suitable for

7   mechanization, whether for retail or resale applications. Complex,

8   variable processes are difficult to mechanize, and BellSouth has

9   concluded that mechanizing many lower-volume complex retail services

10   would be imprudent for its own retail operations, in that the benefits of

11   mechanization would not justify the cost. Because the same manual

12   processes are in place for both ALEC and BellSouth retail orders, the

13   processes are competitively neutral, which is exactly what both the Act

14   and the FCC require.

15

16   Q.   WHAT ARE THE REASONS THAT ELECTRONICALLY SUBMITTED

17   ORDERS FALL OUT FOR MANUAL HANDLING?

18

19   A.   There are two main reasons that electronically submitted orders fall out for

20   manual handling. The first reason is that the Local Exchange Service

21   Order Generator ("LESOG") has not been programmed to handle requests

22   for certain types of products and services, typically complex services.

23   Another example might be the inability to justify the economics of

24   programming for some types of low ordering volume products and

1 services, e.g. a "T" activity type, which is an outside move of an end user

2 location.

3

4 The second reason for fallout concerns unique circumstances related to

5 the LSR. Requests with pricing plans specific to the ALEC, requests

6 which have other related requests being processed, and subsequent

7 requests on an account prior to the new telephone number being posted

8 to the billing system are all examples of LSRs that are subject to fallout

9 due to unique circumstances.

10

11 Q. DOES THE FCC REQUIRE THAT ALL LSRs BE SUBMITTED

12 ELECTRONICALLY WITHOUT MANUAL INTERVENTION?

13

14 A. No. Non-discriminatory access does not require that all LSRs be

15 submitted electronically, and, further, the FCC doesn't require that all

16 electronically submitted LSRs have to flow through without manual

17 intervention. In its approval of in-region interLATA services for both

18 Southwestern Bell Telephone Company for Texas (paragraph 180) and

19 Bell Atlantic for New York (footnote 488), the FCC recognized that some

20 services could properly be designed to fall out for manual processing.

21

22 Q. PLEASE SUMMARIZE YOUR CONCLUSIONS FOR ISSUE 31.

23

24 A. I will summarize Issue 31 as follows:

25 1) Issue 31 is not appropriate for this arbitration.

1   2)   A Change Request is pending in the CCP for a subparsed CSR.

2   This is an active element before the CCP and will be resolved

3   there.

4   3)   Non-discriminatory access does not require that all LSRs be

5   submitted electronically. Some of BellSouth's services, primarily

6   complex services, require involve manual handling.

7   4)   BellSouth is providing non-discriminatory access for ALECs to its

8   OSS functions. Non-discriminatory access does not require that all

9   LSRs be submitted electronically and flow through BellSouth's

10   systems without manual intervention.

11

12

13   *Issue 32: Should BellSouth provide AT&T with the ability to access, via*

14   *EBI/ECTA, the full functionality available to BellSouth from TAFI and*

15   *WFA?*

16

17   Q.   WHAT IS BELLSOUTH'S UNDERSTANDING OF AT&T'S POSITION ON

18   THIS ISSUE?

19

20   A.   AT&T states that it wants BellSouth to make the Trouble Analysis and

21   Facilitation Interface ("TAFI") functionality available in the industry

22   standard Electronic Communications Trouble Administration ("ECTA")

23   Gateway interface. What I believe AT&T really wants is an integratable

24   interface with all of the functionality currently available in TAFI. In other

25   words, AT&T wants its representatives to be able to input a trouble report,

1		receive the trouble screening and status and at the same time have the
2		trouble information populate AT&T's internal backend OSS systems. In
3		actuality, AT&T wants an entirely new non-industry standard machine-to-
4		machine maintenance and repair interface. TAFI is a human–to-machine
5		interface, while ECTA is a machine-to-machine interface.
6		
7	Q.	WHAT IS BELLSOUTH'S POSITION?
8		
9	A.	BellSouth currently provides ALECs with non-discriminatory access to its
10		maintenance and repair OSS functions through the TAFI and the ECTA
11		Gateway, and therefore meets its obligations under the Act and the FCC
12		Rules.
13		
14	Q.	PLEASE DESCRIBE HOW THESE INTERFACES PROVIDE NON-
15		DISCRIMINATORY ACCESS.
16		
17	A.	The following chart demonstrates that ALECs have the same access to
18		BellSouth's maintenance and repair OSS that BellSouth has for itself.

BellSouth Retail Interfaces	Repair & Maintenance Functions	Interfaces offered to ALECs
Residential TAFI Business TAFI	Full repair & maintenance functionality for telephone number-based (non-designed circuit) services	CLEC TAFI
	Industry standard functionality for telephone number-based (non-designed circuit) services (T1/M1 local)	ECTA Local*
WFA-C	Repair & maintenance functionality for designed circuit services (access to WFA system)	ECTA Local*

1   *BellSouth offers the EC-CPM human-to-machine interface to ALECs that

2   do not wish to build a machine-to-machine interface.

3

4   Q.   IN ITS RECENT ORDER APPROVING BELL ATLANTIC NEW YORK'S

5   APPLICATION FOR LONG DISTANCE, WHAT DID THE FCC

6   DETERMINE REGARDING BELL ATLANTIC'S MAINTENANCE AND

7   REPAIR INTERFACE?

8

9   A.   In paragraph 215 of its Memorandum Opinion and Order CC Docket No.

10   99-295 released on December 22, 1999 ("Bell Atlantic Order"), the FCC

11   stated that it specifically disagreed with "AT&T's assertion that Bell Atlantic

12   must demonstrate that it provides an integratable, application-to-

13   application interface for maintenance and repair." The FCC further found

14   that, although it did not offer a machine-to-machine maintenance and

15   repair interface when it filed, "Bell Atlantic satisfie[d] its checklist obligation

16   by demonstrating that it offers competitors substantially the same means

1   of accessing maintenance and repair functions as Bell Atlantic's retail

2   operations." Bell Atlantic accomplished this by providing ALECs with a

3   Web-based GUI. BellSouth accomplishes this by providing TAFI and

4   ECTA to ALECs. As shown above and described below, BellSouth

5   provides ALECs with electronic access to its maintenance and repair OSS

6   in a manner that far exceeds what is provided by the Web-based graphical

7   user interface ("GUI") that Bell Atlantic had in place when it was approved

8   by the FCC.

9

10   Q.   PLEASE DESCRIBE THE ECTA INTERFACE.

11

12   A.   ECTA uses the T1/M1 national standard for local exchange trouble

13   reporting and notification. This machine-to-machine interface provides

14   access to BellSouth's maintenance OSS supporting both telephone-

15   number and circuit-identified services - i.e., designed and non-designed

16   services. It supports both resold services and UNEs. Following the

17   industry standard for local exchange trouble reporting and notification, the

18   following functions are available to users of ECTA:

19   • the ability to enter a report;

20   • the ability to modify a report;

21   • the ability to obtain status information during the life of the

22   report; and

23   • the ability to cancel a report.

24

25   Q.   PLEASE DESCRIBE BRIEFLY THE STANDARDS USED FOR ECTA.

1

2 A. ECTA is built on the ANSI standards T1.227, T1.228 and T1.262. These

3 standards were defined by the Electronic Communications Implementation

4 Committee ("ECIC"), a subcommittee of the Alliance for

5 Telecommunications Solutions ("ATIS") – the primary body addressing

6 industry standards and guidelines in these areas, for the exchange of

7 maintenance and repair data. The ANSI standards upon which ECTA is

8 built do not support gathering all of the various data elements requested

9 by AT&T nor do they support the real time interactive human-to-machine

10 interface necessary to deliver true "TAFI" functionality.

11

12 Q. IS AT&T A CURRENT USER OF ECTA?

13

14 A. No. AT&T Local (the ALEC) initiated production utilization of the

15 BellSouth ECTA interface on March 18, 1998. On April 9, 1998 AT&T

16 Local terminated the use of this interface. Furthermore, AT&T has

17 declined to participate in the Florida OSS Third Party Testing for ECTA.

18

19 Q. PLEASE DESCRIBE THE TAFI INTERFACE.

20

21 A. ALEC TAFI is a user friendly, real time human-to-machine repair and

22 maintenance interface that often enables trouble reports for non-designed

23 services to be cleared by the repair attendant handling the initial customer

24 contact, frequently with the customer still on the line. Since the CLEC

25 TAFI interface was introduced to ALECs in March 1997, ALEC TAFI has

1   had exactly the same functionality as the TAFI residential interface or the

2   TAFI business interface used by BellSouth. All upgrades to the two

3   BellSouth TAFI interfaces and ALEC TAFI interface have occurred in

4   parallel.

5

6   ALEC TAFI combines functionality for both residential and business

7   services, while BellSouth must use separate TAFI interfaces for its

8   residential and business retail units. TAFI was designed by BellSouth to

9   improve customer service by mechanically performing the traditional

10   screening function, and in many cases actually resolving the reported

11   trouble condition, while the customer remained on the line. This is possible

12   because TAFI correctly screens 80% of the reports for non-designed

13   services while the customer is on the line.

14

15   Q.   WHAT ARE THE MAIN DIFFERENCES BETWEEN TAFI AND ECTA, AS

16   EACH PRESENTLY EXISTS?

17

18   A.   The first difference, as previously discussed, is TAFI is a human-to-

19   machine interface and as such is not integratable, as opposed to the

20   machine-to-machine ECTA. While TAFI is a human-to-machine interface,

21   TAFI is the front-end system to the Loop Maintenance Operations System

22   ("LMOS"). LMOS provides a mechanized means for maintaining customer

23   line records and for entering, processing and tracking trouble reports. In

24   addition, TAFI interfaces with various BellSouth back-end Legacy systems

25   as part of gathering the relevant information for trouble screening and

1   provides a recommendation/resolution to the problem condition. As for

2   ECTA, the entered trouble ticket is mechanically routed to LMOS;

3   however, the automated trouble ticket screening functionality is not

4   provided.   While it can be said that TAFI is integratable (interfaces) with

5   BellSouth's back-end Legacy systems, TAFI is not integrated with

6   BellSouth's marketing and sales support systems, RNS and ROS. As the

7   front-end system to LMOS, TAFI provides access to information about the

8   trouble reports of ALECs' end users just as it does for BellSouth's end

9   users. BellSouth, therefore, provides TAFI to ALECs as it does for itself.

10 If an ALEC wishes to populate its own maintenance and repair databases

11 with trouble report and resolution information, they can use ECTA. As a

12 machine-to-machine interface, the ALEC can integrate ECTA with its

13 internal OSS.

14

15 The second difference deals with the functionality of the interfaces. TAFI

16 and ECTA both provide the functionality to enter a trouble report, modify

17 the trouble report, obtain status information during the life of the trouble

18 report, and cancel the report for non-designed services. ECTA, however,

19 provides this functionality for both designed and non-designed services

20 whereas TAFI's functionality is limited only to non-designed services.

21 Additionally, for non-designed services, TAFI has the intelligence to

22 execute the appropriate test for that telephone number or retrieve the

23 relevant data to help analyze the problem reported. For example, if a

24 customer were to report that the customer's call forwarding feature was

25 not working, the TAFI system would check the customer's records to see if

1 the line should be equipped with the call forwarding feature. If verified that

2 the line should be equipped, TAFI would then electronically verify whether

3 the feature has been programmed in the switch serving that customer's

4 line. Once the TAFI analysis of the trouble is complete, TAFI provides a

5 recommendation of what is needed to correct the problem and in some

6 cases implements the corrective action. ECTA does not provide this "on-

7 line" resolution capability.

8

9 The final difference deals with industry standards. As previously

10 discussed ECTA is built on the ANSI standards T1.227, T1.228 and

11 T1.262. TAFI is not standards based. This is important as it relates to

12 AT&T's issue. If TAFI functionality was built into ECTA, then ECTA would

13 not longer be standards based interface. Plus it would add considerable

14 costs that would be borne by all ALECs although AT&T is the only ALEC

15 that has expressed interest for such.

16

17 Q. DID THE FCC ADDRESS THE INTEGRATION OF THE MAINTENANCE

18 AND REPAIR INTERFACES IN ITS MEMORANDUM OPINION AND

19 ORDER CC DOCKET NO 00-65 RELEASED ON JUNE 30, 2000 ("SWBT

20 ORDER")?

21

22 A. Yes. The FCC, in paragraph 203 of its SWBT order, concluded "that

23 SWBT offers maintenance and repair interfaces and systems that enable

24 a requesting carrier to access all the same functions that are available to

25 SWBT's retail representatives." "Both the [applicable to applications

1   Electronic Bonding Trouble Administrative interface] EBTA and [Graphical

2   User Interface Toolbar Trouble Administration interface] Toolbar interfaces

3   flow directly into SWBT's back-end OSS systems and enable competing

4   carriers to perform the same functions, in the same manner, that SWBT's

5   retail operations perform."

6

7   In footnote 565 of the SWBT order, the FCC further "determined that a

8   BOC is not required, for the purpose of satisfying checklist item 2, to

9   implement an application-to-application interface for maintenance and

10   repair functions – provided it demonstrates that it provides equivalent

11   access to its maintenance and repair functions in another manner."

12

13   Q.   HAS AT&T BROUGHT THIS ISSUE UP BEFORE?

14

15   A.   Yes. BellSouth has repeatedly reminded AT&T that ECTA is built

16   according to industry standards, which were required by AT&T's original

17   Interconnection Agreement. If AT&T requires additional ECTA

18   functionality, ECIC must develop the appropriate standard methodology

19   prior to BellSouth's consideration.

20

21   BellSouth representatives have informed AT&T on numerous occasions

22   that BellSouth could develop a non-industry standard integrated gateway

23   interface that would provide the various data elements and processing

24   logic that would emulate TAFI functionality. Development of such a new

25   non-industry standard machine-to-machine interface would require a

1   BonaFide Request ("BFR") from AT&T and AT&T would have to pay for

2   this development in advance. Submission of a BFR is the process used

3   for providing customer products and/or services. The BFR process is

4   outside the scope of the CCP. To date, BellSouth has not received a BFR

5   from AT&T requesting this type of interface nor has AT&T

6   introduced/negotiated this as part of its new Interconnection Agreement

7   with BellSouth.

8   .

9   Q.   PLEASE SUMMARIZE YOUR CONCLUSIONS REGARDING ISSUE 33.

10

11   A.   BellSouth provides appropriate non-discriminatory access to TAFI and

12   ECTA and is not required to provide any additional functionality.

13

14   Q.   DOES THIS CONCLUDE YOUR TESTIMONY?

15

16   A.   Yes.

Transmittal Cover Sheet for Pate Exhibit RMP-2

This sheet transmits the

BellSouth's Change Control Process Guide, Version 2.0

which consists of 99 pages.

ⓐ *BELL*SOUTH

CHANGE CONTROL
PROCESS

CCP8_23.DOC

VERSION 2.0

AUGUST 23, 2000

BellSouth Telecommunications reserves the right to revise this document for any reason, with concurrence of the CLEC/BellSouth Review Board, including but not limited to, conformity with standards promulgated by various government or regulatory agencies, utilization of advance in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	The EICCP Documentation has been modified to incorporate: - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	The CCP Documentation has been modified to incorporate: - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

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			Introduction of new interfaces
			- New status codes for Defect Change Requests
			- New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests)
			- Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages.
			- Word changes to provide clarification throughout the document.
1.4	4/12/00	All	The CCP Documentation has been modified to incorporate:
			- Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting
			- Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days
			- Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements
			- Introduction and Retirement of New Interfaces Section
			- Dispute Resolution Process
			- Testing Environment Section
			- Word changes to provide clarification throughout the document
			- Monthly Status Meeting Agenda Template
			- RF1870 Change Request Form changes
1.5	4/26/00	Section 1	- Updated CCP web site address
		Section 8	- Updated Escalation Contacts for Types 2-6
		Section 11	- Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1	- Added "testing" under process changes
		Section 2	- Clarification provided in "Change Review Participants" description

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			Participants" description.
		Section 4 Part 2	- Added statement regarding submittal of Change Requests - Clarification provided for documentation changes for business rules - Step 2-Added email notification - Step 3-Removed "Cancellation by BellSouth" - Step 3-Clarification on reject reasons
		Section 5	- Step 3-Clarification on internal validation activities - Step 4-Changed cycle time from 5 to 4 bus days for develop workaround - Added defect implementation range
		Section 6	- Changed prioritization from "by interface" to "by category" - Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days - Modified the prioritization voting rules
		Section 7	- Updates to the Introduction and Retirement of Interfaces
		Section 8	- Added Type 6 escalation turnaround time - Changed 3rd Level Escalation contacts for Types 2-6
		Section 11	- Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
		Appendix A	- Removed "Cancellation by BellSouth" from Change Request Form and Checklist - Added Letter of Intent Form
		Appendix C	- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
		Appendix D	- Added BellSouth Versioning Policy

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		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	Cover	- Removed "Interim" from cover.
		Section 3	- Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process.
			- Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.
		Section 10	- Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11-Terms & Definitions	- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	- Referenced the handling of expedites and expedite notification where appropriate.

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TABLE OF CONTENTS

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance)
- Defects/Expedites

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The scope of the Change Control Process **does not** include the following:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- Testing Support (i.e. negotiating/coordinating test agreements and dates)
- Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)

Change Requests of this nature will be handled through existing BellSouth processes.

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

http://www.interconnection.bellsouth.com/
Select "Local Exchange Carriers"
Select "Change Control Process"

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2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request.

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

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Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 6- CLEC Impacting Defects/Expedites.

Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface.

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

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Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.

Figure 3-1. Change Control Decision Process

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4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes.   Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:

Change Control Request Types:

Type 1 - System Outage

Type 2 - Regulatory Change

Type 3 - Industry Standard Change

Type 4 - BellSouth Initiated Change

Type 5 - CLEC Initiated Change

Type 6 - CLEC Impacting
Defect/Expedite

Figure 4-1. Change Control Process Flow

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Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

Figure: 4-2. Type 1 Process Flow

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Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 "Initial Notification" timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 "Status Notification" and 4 "Resolution Notification" are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

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The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	**IDENTIFY ISSUE:** 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). 2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will record and track the outage.	**INPUTS:** • Issue Characteristics • Call to ECS Helpdesk **OUTPUTS:** • Recorded Outage	N/A
2	ECS	**INITIAL NOTIFICATION:** 1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. 2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis. 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended.	**INPUTS:** • Recorded Outage **OUTPUTS:** • Industry Notification posted on Web • E-mail to CLECs participating in Change Control	1 Hour If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and posted to the web.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Outage Information will be reported in the monthly status meeting by the BCCM.		

3	ECS	**STATUS NOTIFICATION:**
		(ITERATIVE)
		1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem.
		2. ECS may communicate with the industry / affected parties. The following information may be discussed:
		   • Clarification of outage
		   • Current status of resolution
		   • Agreement of resolution
		3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web.
		4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.
			INPUTS:
			• Industry Notification posted on Web
			
			OUTPUTS:
			• Status Notification posted on Web
			• Resolution information
				2-4 hour intervals

4	ECS CCCM	**RESOLUTION NOTIFICATION:** **(ITERATIVE)** 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".	**INPUTS:** • Status Notification posted on Web • Resolution information **OUTPUTS:** • Resolution Information posted on Web • Final Resolution Information	24 hours after reporting outage
5		**FINAL RESOLUTION NOTIFICATION:** 1. The final resolution notification is	**INPUTS:** • Final Resolution Information	< 3 days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
	ECS	posted on the Web.	**OUTPUTS:** • Final Resolution Notification	
6	CCCM ECS	**ESCALATION** 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	**INPUTS:** • Information or concern relating to a Type 1 - Systems Outage **OUTPUTS:** • Documented Escalation • Escalation Response	➢ 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

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Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.

Figure 4-3. Change Control Process Flow

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Based on the process flow outlined above:

- Software Release Notifications will be provided 30 days or more in advance of the implementation date.

- Documentation changes for business rules will be provided 30 days or more in advance of implementation date.

- CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process.   Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	**INPUTS:** • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) **OUTPUTS:** • Completed Change Request Form with related documentation	N/A
2	BCCM	**OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS** 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. 3. Establish request status ('N' for New Request)	**INPUTS:** • Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response	2-3 Bus Days Clarification times would be in addition to cycle time.

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. **CLEC or BellSouth Originator** If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	**OUTPUTS:** • New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via e-mail and web posting	
3	BCCM	**REVIEW CHANGE REQUEST FOR ACCEPTANCE** 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: • If change already exists or training issue forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. **NOTE:** See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. 4. BST may reject the change request	**INPUTS:** • New Change Request • Validated Change Request • Clarification Notification (if required) **OUTPUTS:** • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web	20 Bus Days

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Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
		based on the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party. Prior to rejecting a request, all options for accommodating the request will be exhausted. The rejection reason will be shared with the CLECs for input. **NOTE:** If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.		
4	BCCM CCCM	**PREPARE FOR CHANGE REVIEW MEETING** NOTE: These activities take place to prepare for Change review meetings when prioritizations take place. **BCCM** 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. **CCCM** 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting.	**INPUTS:** • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log **OUTPUTS:** • Change Request Log • CLEC Draft Priority List	5-7 Bus Days
5	BCCM CCCM	**CONDUCT CHANGE REVIEW MEETING** **Monthly Status Meetings**	**INPUTS:** • Change Request Log • CLEC Draft Priority List • Desired/Want Dates	1 Bus Day (or as needed based on volume)

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. **Prioritization Meetings (held as needed based on published release schedule)** 1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. Discuss Impacts. 4. Prioritize Change Requests. 5. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. 6. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 7. Review issues and action items and assign owners.	• Impact analysis **OUTPUTS:** • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items (if required)	Meeting Day
6	BCCM	**DOCUMENT CHANGE REVIEW MEETING RESULTS** 1. Prepare and distribute outputs from Step 5.	**INPUTS:** • Change Request Log • Final Candidate Request List **OUTPUTS:** • Updated Change Request Log • Web posting of meeting output	2 Bus Days
7	BCCM CCCM	**INTERNAL CHANGE MANAGEMENT PROCESS** 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are	**INPUTS:** • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log **OUTPUTS:** • BellSouth's Proposed Release Package	30 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		reviewing capacity and impacts to schedules before assigning resources to activities.	Release Package	
8	BCCM CCCM	**CONDUCT RELEASE PACKAGE MEETING** 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process. 5. Based on BST/CLEC consensus create Approved Release Package. 6. Identify Release Management Project Manager, if possible. 7. Establish date for initial Release Management Project Meeting. 8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".	**INPUTS:** • BellSouth's Proposed Release Package • BellSouth's Release Schedule • Change Request Log **OUTPUTS:** • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting	1 Bus Day
9	BCCM	**CREATE RELEASE PACKAGE NOTIFICATION** 1. Develop and distribute Release Notification Package via web.	**INPUTS:** • Approved Release Package **OUTPUTS:** • Release Package Notification	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	**RELEASE MANAGEMENT AND IMPLEMENTATION** 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth Business Requirements will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. 4. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc • Implemented Change Request	Ongoing

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5.0 DEFECT/EXPEDITE NOTIFICATION PROCESS

A CLEC/BST identified defect/expedite will enter this process through the Change Management Team as a Type 6 Change Request. If the defect/expedite is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

An **expedited feature** is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Type 6 Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

Expedited features will be treated as High Impact.

- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

The failure causes inconvenience or annoyance.

Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect/Expedite.
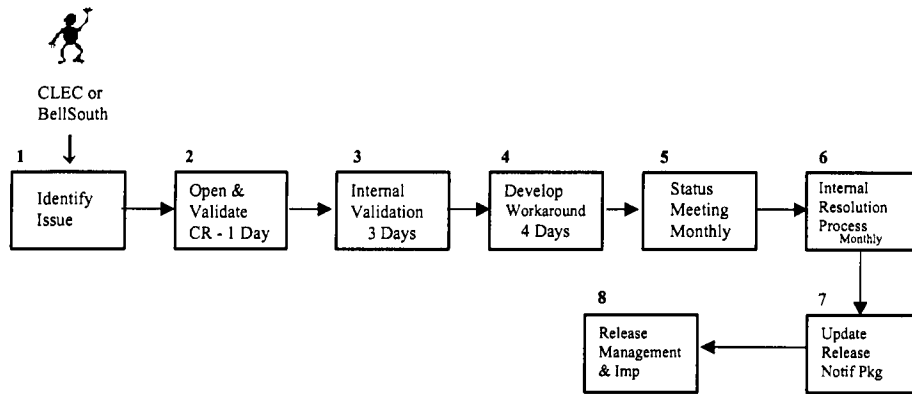
Note: Step 4 (Develop Workaround) does not apply for High Impact Expedites.

Figure 5-1. Type 6 Process Flow

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The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects/expedites, provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Identify Defect/Expedite. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. 3. Include description of business need and details of business impact. 4. Attach related requirements and specification documents. These attachments should include the following: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	**INPUTS:** • Type 6 Change Request **OUTPUTS:** • Completed Change Request Form (with related documentation if necessary)	N/A
2	BCCM	**OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS** 1. Log Defect/Expedite in Change Request Log. 2. Send Acknowledgment Notification via email to initiating CLEC. 3. Establish CR status ('N' for New Defect/Expedite). 4. BCCM reviews change request for	**INPUTS:** • Completed Change Request Form (with related documentation if necessary) **OUTPUTS:** • New Defect/Expedite • Acknowledgment Notification • Clarification Notification (if required)	1 Bus Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		mandatory fields using the Change Request Form Checklist. 5. Verify specifications and related information exists. 6. Send Clarification Notification via email to the originator if needed. 7. Update CR Status to' PC' for Pending Clarification if clarification is needed. If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.		
3	BCCM	**INTERNAL VALIDATION** 1. Validate that it is a defect/expedite. 2. Perform internal defect/expedite analysis. 3. <u>Determine status of request</u>: • If change already exists or training issue forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team. • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect/Expedite and indicate appropriate Impact Level. **Note**: High Impact Expedites will skip Step 4 (Develop Workaround) and be scheduled for the current, next release, or point release, best effort. • If the process is operating as specified in the baselined requirements and published business rules, the BCCM	**INPUTS:** • New Defect/Expedite **OUTPUTS:** • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required)	3 Bus Days

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Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
		will communicate the results via e-mail to the originator to discuss/determine the next step(s). • If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect/expedite process flow and enter Types 2-5 process flow (enter at Step 3). NOTE: See Section 9.0 Terms and Definitions – Defect/Expedite Status for valid status codes and descriptions. Defect/Expedite notification will be provided to CLEC community via e-mail and web posting.		
4	BCCM	**DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)** 1. Defect workaround identified. 2. Change Request status changed to "W" for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC. 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. Defect workaround notification will be provided to CLEC community via e-mail and web posting. If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.	**INPUTS:** • Validated Defect • Clarification Notification (if required) **OUTPUTS:** • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of workaround	4 Bus Days
5	BCCM	**MONTHLY STATUS MEETING** 1. Provide status of Defect/Expedite. 2. Solicit CLEC/ BST input. 3. Update Defect/Expedite information as needed.	**INPUTS:** • Defects/Expedites Received • Change Request Log • Defect/Expedite Analysis • Workaround (if applicable)	Monthly or when status changes, whichever occurs first.

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
			OUTPUTS: • Updated status • Updated Change Request Log • Meeting minutes	
6	BCCM	**INTERNAL RESOLUTION PROCESS** 1. Schedule and evaluate Defects/Expedites based on capacity and business impacts. 2. Provide status updates to the CLEC community via email as the status changes until the defect/expedite is scheduled. **NOTE:** Validated defects (High Impact) will be implemented within a 4 – 25 business day range, best effort. Expedites (High Impact) will be implemented in the current, next release, or point release, best effort.	**INPUTS:** • CLEC/ BST input **OUTPUTS:** • Defect/Expedites Release Schedule	Monthly or when status changes, whichever occurs first.
7	BCCM	**UPDATE RELEASE PACKAGE NOTIFICATION** 1. Update and distribute release notification package via web. 2. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled". Note: The release notification will be published in a timely manner, based on the release constraints associated with the defect/expedite.	**INPUTS:** • Defect/Expedite Feature Information **OUTPUTS:** • Updated Release Package Notification • Scheduled Change Request	Based on release constraints for defects/expedites (may be less than 30 days).
8	BCCM	**RELEASE MANAGEMENT AND IMPLEMENTATION** The following release management activities will pertain to Type 6 changes: 1. Lead project manager communicates	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status	Ongoing

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		release management project status to BCCM for inclusion in Monthly status meetings. 2. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined. 3. Once a defect/expedite is implemented in a release, the status will be changed to "I" for Change Implemented.	• Implementation Date • Implemented Change Request	

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6.0 CHANGE REVIEW

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular category are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to coincide with the published release schedules and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

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Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish "desired/want" dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- Manual processes and documentation will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

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7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30 – 45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC Community. As new interfaces are deployed, they will be added to the scope of this document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

BellSouth will only retire interfaces if an interface is not being used, or if BellSouth has a replacement for an interface that provides equal or better functionality for the CLEC than the existing interface.

8.0 ESCALATION PROCESS

<u>Guidelines</u>

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.

- Escalations can involve issues related to the Change Control process itself.

- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.

- Three levels of escalation will be used.

- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation.

- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation.

- For Type 6 issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation.

- Each level will go through the same Cycle, which is described below.

- All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control e-mail unless there is a proprietary issue.

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Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Susan Hart Manager - EC Support Group Interconnection Operations	205-733-5393	1-800-946-4646 PIN 1436470	Susan.K.Hart@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.

- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.

- Content of e-mail must include:

    - Definition and escalation of item.

    - History of item.

    - Reason for escalation.

    - Desired outcome of CLEC.

- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.

- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.

- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.

- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.

- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.

- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.

- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

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- BellSouth will publish the outcome of the conference call to the industry via web.

- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Sales Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Linda Tate Director (for Systems Issues) Joy Lofton Director (for Business Rules/Operations Issues)	404-927-7878 404-927-7828	Linda.Tate3@bridge.bellsouth.com Joy.A.Lofton@bridge.bellsouth.com
3rd Level	Doug McDougal Senior Director (for Systems Issues) Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-7505 404-927-3545	Doug.Mcdougal@bridge.bellsouth.com Dee.Freeman2@bridge.bellsouth.com

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Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, BellSouth and the impacted CLEC(s) agree to follow this Dispute Resolution Process. BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co-chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root-cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.

If the dispute cannot be resolved between the companies after these steps are taken, then either party to the dispute may file a formal complaint with the State PSC through the Director of the Telecommunications section for binding mediation. The Director of the Telecommunications section, or his appointee, shall rule upon the complaint within 30 days of its filing. If either party is then aggrieved, it may file a formal complaint with the State PSC.

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9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings. All changes will be submitted as a change request and reviewed.

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10.0 TESTING ENVIRONMENT

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after "major releases". CLECs are selected on a "first come, first served basis".

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

For additional details on the testing environment, regulations and guidelines, refer to the following BellSouth public Internet sites:

EDI

www.interconnection.bellsouth.com/markets/lec.html
Select "Customer Guides"
Select "Local Exchange Ordering Guides"
Select "BellSouth EDI Specifications – TCIF 9"
Select "Section 7 – EDI Testing Guidelines for CLECS"

TAG

www.interconnection.bellsouth.com/markets/lec.html
Select "OSS Information Center"
Select "TAG Documentation"

This site is password protected. You should obtain the password from your Account Team representative.

11.0 TERMS AND DEFINITIONS

A

Account Team. The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' advocate within BellSouth. Some of the Account Team functions are listed below:

- Contract Negotiations	- BonaFide Requests (BFR)
- Enhanced Billing Options Negotiations	- Production Support
- Customer Education	- Collocation
- Technical Assistance	- Testing Support
- General Problem Resolution	- Project/Order Coordination
- Tariff Interpretation	- Rate Quotations

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects/expedites.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997

- Data Element Abbreviation and Definition

- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)

- Conditions/rules associated with each Activity and Usage Type

  ◊ Dependencies relative to other data elements

  ◊ Conditions which will be edited within BellSouth's OSSs

- Valid Value Set

- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects/expedites or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Type 6 – CLEC Impacting Expedite. The ability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).

  - **CD = Duplicate Request.** A request for this change already exists.

  - **CT = Training.** Requested change already exists, additional training may be required.

- **CRC = Change Review Complete.** Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).

- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).

- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).

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- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).

- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).

- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).

- **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Requests, generate Candidate Change Requests, and submit Candidate Change Requests for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Release Management Status Report, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

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D

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Defect/Expedite Status. The status of a CLEC Impacting Defect/Expedite Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

  - **CC = Clarification.** Requested clarification not received in allotted time (2 days).

  - **CD = Duplicate Request.** A request for this change already exists.

  - **CT = Training.** Requested change already exists, additional training may be required.

- **I = Implemented.** Indicates a Defect/Expedite Change Request has been implemented in a release (Step 6).

- **N = New Defect/Expedite Change Request.** Indicates a Defect/Expedite Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **S = Scheduled for Release.** Indicates a Defect/Expedite Change Request has been scheduled for a release (Step 6).

- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).

- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Electronic Communications Systems (ECS). ECS is the help desk for reporting system outages or degradation in an existing feature/functionality within an interface. The ECS group works with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

Expedited Feature. An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

H

High Impact. The failure causes impairment of critical system functions and no electronic workaround solution exists.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

L

Low Impact. The failure causes inconvenience or annoyance.

M

Medium Impact. The failure causes impairment of critical system functions, though a workaround solution does exist.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

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R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Defect/Expedite Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

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APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A-2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

Letter of Intent. CLEC provides notice of intent to implement a TCIF compliant interface within a specified timeframe. (Attachment A-5).

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)

- Date(s) for the next Project Manage Release meeting(s)

- Times

- Logistics

- Meeting facilitator and minutes originator (rotated between stakeholders)

- Current Approved Release Package (email attachment)

- Current Maintenance/Defect Notification Information (web posting)

- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)

- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C –ADDITIONAL DOCUMENTS

See Attached Documents

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APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

Since August 1998, BellSouth's policy, which is stated in its Statement of Generally Accepted Terms (SGAT) and standard interconnection agreement, has been to support two industry standard versions of the applicable electronic interfaces at all times. Currently, the EDI and TAG electronic interfaces are maintained this way, because they are the interfaces that require the CLEC to "build" its side of the interface to use the new standard. The two industry standard versions of an interface are maintained when BellSouth is implementing an entirely new version of an interface based on new industry standards, not when BellSouth is simply enhancing an existing interface. Periodically, the standards organizations for an interface will issue a new set of standards. After submitting the new standards to the CCP to determine how and when they will be implemented, BellSouth will introduce a new version of that interface based on the new standards. BellSouth will keep the "old" version of the interface based on the old industry standards "up" for those CLECs that have not had enough time to build their side of the interface to the new industry standards. BellSouth gives CLECs six (6) months advance notice of the implementation of electronic interfaces based on new industry standards.

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI.

NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.

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⊕ *BELLSOUTH*

Change Request Form

Complete and email this form to <u>Change.Control@bridge.bellsouth.com</u> or Fax to BellSouth Interconnection Services at 205-321-5160. Please note that line-by-line instruction is attached for completion of this form.

Internal Reference # _____(1)   Date Change Request Submitted ___/___/___(2)

☐ **TYPE 5 (CLEC)**   ☐ **TYPE 4 (BST)**   ☐ **TYPE 3 (INDUSTRY)**   ☐ **TYPE 2 (REGULATORY) (3)**

☐ **TYPE 6 (DEFECT/EXPEDITE)**   OCN _____(3A)

Company Name_____(4)

CCM_____(5) Phone_____(6)

CCM Email Address _____(7) Fax_____(8)

Alternate CCM_ _____(9)   Alt Phone # _____(10)

Originator's Name _____(11) Phone_____(12)

Title of Change _____(13)

Category ☐ Add New Functionality   ☐ Change Existing (14) Desired Due Date __/__/__(15)

Originating CCM assessment of impact ☐ High   ☐ Medium   ■ Low (16)

Originating CCM assessment of priority ☐ Urgent ☐ High   ■ Medium   ☐ Low (17)

Interfaces Impacted (18)			
☐ Pre-Ordering 　☐ LENS 　☐ TAG 　☐ CSOTS	☐ Ordering 　☐ EDI　☐ LNP 　☐ LENS 　☐ TAG	☐ Maintenance 　☐ TAFI 　☐ EC-TA Local	☐ Manual

Type Of Change - Check one or more, as applicable (19)		
☐ Software ☐ Product & Services ☐ Documentation	☐ Hardware ☐ New or Revised Edits ☐ Regulatory	☐ Industry Standards　　☐ Defect/Expedite ☐ Process ☐ Other

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20)

_____

_____

_____

_____

Known dependencies (21)

_____

_____

Additional Information ☐ Yes ☐ No (22)
List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

_____

Attachment A-1

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⊕ *BELL*SOUTH   Change Request Form

Change Request Log #_____(23)   Clarification ☐ Yes   ☐ No (24)

Clarification Request Sent ___/___/___ (25)   Clarification Response Due ___/___/___ (26)

Status _____(27)

Change Request Review Date __/__/__(28)   Target Implementation Date ___/___/__ (29)

Last Modified By _____ (30)   Date Modified ___/___/___ (31)

Change Review Meeting Results (32)

_____

_____

_____

Canceled Change Request ☐ Duplicate   ☐ Training   ☐ Clarification Not Received (33)

_____

_____

_____

Cancellation Acknowledgment CLEC _____ BST _____   Date ___/___/___ (34)

Request Appeal ☐ Yes ☐ No (35)

Appeal Considerations (36)

_____

_____

_____

Agreed Release Date ___/___/___ (37)   CMVC #_____(38)
                                                        DDTS#_____(39)

Attachment A-1

⊕ **BELL**SOUTH

Change Request Form

This section to be completed by BellSouth – Internal Validation of Defect/Expedite Change Request

Defect/Expedite Validation Results: (40)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Clarification Needed ☐ Yes ☐ No

☐ Defect ☐ Expedite ☐ Feature ☐ Training Issue ☐ Duplicate ☐ Cancel

Defect/Expedite Impacts Other CLECs? ☐ Yes ☐ No

Interfaces Impacted by defect/expedite: ☐ EDI ☐ TAG ☐ LNP ☐ LENS
☐ TCIF 7 ☐ TCIF 9

Target Implementation Date: _____

Attachment A-1

Change Request Form
Checklist

All fields will be validated before change request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	No action	
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	Date entry required
3	Mandatory	Indicate type of Change Request: CLEC or BST Initiated, Industry Standard or Regulatory.	Return to sender	Company designation required
3a	Conditional	Indicate whether Change Request is a defect/expedite. Also provide OCN to assist with internal validation of defect/expedite.	Return to sender	Entry required (if the change is a Type 6)
4	Mandatory	Enter company name for the Change Request.	Return to sender	Company name required
5	Mandatory	Enter originating company's Change Control Manager's name.	Return to sender	CCM name required
6	Mandatory	Enter originating company's Change Control Manager's phone number.	Return to sender	CCM phone number required
7	Mandatory	Enter originating company's Change Control Manager's e-mail address.	Return to sender	CCM e-mail address required
8	Mandatory	Enter originating company's CCM's fax number.	Return to sender	CCM fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to sender	Alternate contact number required
11	Optional	Optional field for the company's internal SME requesting enhancement. This field can be for internal use only or you can choose to share it.	No action	No action
12	Optional	Optional field for the company's internal SME's phone number requesting enhancement. This field can be for internal use only or you can choose to share it.	No action	No action
13	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to sender	Title required – maximum length 40 char.
14	Mandatory	Identify request category for the Change Request.	Return to sender	Category required
15	Optional	Enter desired implementation due date for the proposed enhancement.	No action	No action
16	Mandatory	Identify originating company assessment of impact.	Return to sender	Entry required
17	Mandatory	Identify originating company assessment of priority.	Return to sender	Entry required
18	Mandatory	Indicate interface(s) affected by the proposed Change Request.	Return to sender	Entry required
19	Mandatory	Indicate the type of change for the request.	Return to sender	Entry required
20	Mandatory	Describe the proposed change request, indicating the purpose and benefit of request. If additional space is needed, use additional space sheet.	Return to sender	Description of change request required
21	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to sender	Entry required

Attachment A-1A

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ⓐ *BELL*SOUTH

RF1871
8/00

Change Request Form
Checklist

Field	Checklist	Description	Instructions	Action Required
22	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to sender	Supporting documentation must accompany request
23	Mandatory BCCM	A Change Request Log Number generated by "the Change Request Logging system" upon receipt of change request. The number should be sent back to the originator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to sender	Log number - system generated.
24	Conditional BCCM	Indicates whether clarification is needed on the Change Request.		
25	Conditional BCCM	Date clarification request sent to originating CCM.		
26	Conditional BCCM	Date clarification due back from originating CCM.	Return to sender	
27	Mandatory BCCM	Indicate status of proposed change request (I.e. clarification, validation, pending, etc.)		
28	Mandatory BCCM	Assign date when change request will appear on Review Board agenda.	Return to sender	
29	Mandatory BCCM	A soft date for implementation. Updated based on Candidate Release Package info.		
30	Mandatory BCCM	Field that communicates who last updated the request.		
31	Mandatory BCCM	Field that communicates when the last update occurred		
32	Mandatory BCCM	Change Request results captured from the Change Review meeting.		
33	Conditional BCCM	Canceled Change Request reasoning.	Return to sender	
34	Conditional BCCM	Concurrence with Change Request originating company. Show date of concurrence.	Return to sender	
35	Conditional BCCM	Change Request Appeal indication.		
36	Conditional BCCM	Detailed description of the appeal considerations.		
37	Mandatory BCCM	Indicate agreed release date from Project Release Plan.		
38	Conditional BCCM	Indicate CMVC reference Number		
39	Conditional BCCM	Indicate DDTS reference Number		
40	Mandatory BCCM	Results of Internal Defect/Expedite Validation		

Attachment A-1A

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⊕ **BELL**SOUTH   **Change Request Clarification Response**

Complete and email this form to <u>Change.Control@bridge.bellsouth.com</u> or Fax to BellSouth Interconnection Services at 205-321-5160. Please note that line-by-line instruction is attached for completion of this form.

Log # _____ (1)   Date Clarification Sent ____/____/____ (2)
Internal Reference # _____(3)   Clarification Version # _____ (4)
Date Change Request Submitted ___/___/___(5)

☐ **TYPE 5 (CLEC)**   ☐ **TYPE 4 (BST)**   ☐ **TYPE 3 (INDUSTRY)**   ☐ **TYPE 2 (REGULATORY) (6)**

☐ **TYPE 6 (DEFECT/EXPEDITE)**   OCN _____(6A)
Company Name_____(7)

CCM_____(8)   Phone_____(9)

CCM Email Address _____(10)   Fax_____(11)

Alternate CCM _____(12)   Alt Phone # _____(13)

Originator's Name _____(14)   Phone_____(15)

Title of Change_____(16)

Category ☐ Add New Functionality   ☐ Change Existing (17)   Desired Due Date __/__/__(18)

Originating CCM assessment of impact ☐ High   ☐ Medium   ☐ Low (19)

Originating CCM assessment of priority ☐ Urgent ☐ High   ☐ Medium   ☐ Low (20)

Interfaces Impacted (21)			

☐ Pre-Ordering
  ☐ LENS
  ☐ TAG
  ☐ CSOTS
	☐ Ordering
	  ☐ EDI ☐ LNP
	  ☐ LENS
	  ☐ TAG
		☐ Maintenance
		  ☐ TAFI
		  ☐ EC-TA Local
			☐ Manual

Type Of Change - Check one or more, as applicable (22)			
☐ Software ☐ Product & Services ☐ Documentation	☐ Hardware ☐ New or Revised Edits ☐ Regulatory	☐ Industry Standards ☐ Process ☐ Other	☐ Defect/Expedite

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (23)

_____

Known dependencies (24)

_____

Additional Information ☐ Yes ☐ No (25)
List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable) _____

Attachment A-2A

Jointly Developed by the Change Control Sub-team comprised
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⊕ *BELLSOUTH*   Change Request Clarification Response Checklist

All fields will be validated before change request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	BellSouth Log number assigned to the original Change Request.	No action.	
2	Mandatory	Date Change Request Clarification sent to BCCM.		
3	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	No action.	
4	Mandatory	Version number for tracking clarifications.		
5	Mandatory	Date original Change Request sent to BCCM.	Return to sender	Date entry required
6	Mandatory	Indicate Type of Change Request: Type 6 (Defect/Expedite), Type 5 (CLEC), Type 4 (BST), Type 3 (Industry) or Type 2 (Regulatory)	Return to sender	Company designation required
6a	Conditional	If Type 6 Change Request, provide OCN to assist with internal validation of defect/expedite.	Return to sender	Entry required (if the change is a Type 6)
7	Mandatory	Enter company name for the Change Request.	Return to sender	Company name required
8	Mandatory	Enter originating company's Change Control Manager's name.	Return to sender	CCM name required
9	Mandatory	Enter originating company's Change Control Manager's phone number.	Return to sender	CCM phone number required
10	Mandatory	Enter originating company's Change Control Manager's e-mail address.	Return to sender	CCM e-mail address required
11	Mandatory	Enter originating company's CCM's fax number.	Return to sender	CCM fax number required
12	Mandatory	Enter originating company's alternate contact name.	Return to sender	Alternate contact name required
13	Mandatory	Enter originating company's alternate contact phone number.	Return to sender	Alternate contact number required
14	Optional	Optional field for the company's internal SME requesting change. This field can be for internal use only or you can choose to share it.	No action	No action
15	Optional	Optional field for the company's internal SME's phone number requesting change. This field can be for internal use only or you can choose to share it.	No action	No action
16	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to sender	Title required – maximum length 40 char.
17	Mandatory	Identify request category for the Change Request.	Return to sender	Category required
18	Optional	Enter desired implementation due date for the proposed change.	No action	No action
19	Mandatory	Identify originating company assessment of impact.	Return to sender	Entry required
20	Mandatory	Identify originating company assessment of priority.	Return to sender	Entry required
21	Mandatory	Indicate interface(s) affected by the proposed Change Request.	Return to sender	Entry required
22	Mandatory	Indicate the type of change for the request.	Return to sender	Entry required

Attachment A-2A

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ⓐ *BELL*SOUTH　Change Request Clarification Response Checklist

Field	Checklist	Description	Instructions	Action Required
23	Mandatory	Describe the proposed change request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to sender	Description of change request required
24	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to sender	Entry required
25	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to sender	Supporting documentation must accompany request

Attachment A-2A

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Acknowledgment Notification (Sample)

1) **Change Request Log #:**   *878*

(2) **Date Change Request Submitted:**   *04/01/1998*
(3) **Date Change Request Received:**   *04/01/1998*

(4) **Internal Reference #:** *ARX00000*

(5) **Date of Notification:**   *04/04/1998*

(6) **Company Name:**   *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:**   *Add New Functionality*

(9) **Response due date:** *04/08/1998*

(10) **BCCM Contact name**_____   (11) **Phone**_____

Cancellation Notification (Sample)

(1) **Change Request Log #:**   *878*

(2) **Date Change Request Submitted:**   *04/01/1998*
(3) **Date Change Request Received:**   *04/01/1998*

(4) **Internal Reference #:** *ARX00000*

(5) **Date of Notification:**   *04/04/1998*

(6) **Company Name:**   *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Cancellation Type:**   *Duplicate Request*

(9) **Cancellation Acknowledgment Date:**   *05/15/1998*

(10) **Cancellation Explanation:**   *Same functionality as Change Request RWR52434.*

(11) **BCCM Contact name**_____   (12) **Phone**_____

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Acknowledgment Notification Checklist

All fields will be validated prior to sending the Acknowledgment Notification.

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action.
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to sender	
9	Mandatory	Response due date.	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

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Cancellation Notification Checklist

All fields will be validated prior to sending the Cancellation Notification.

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action.
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

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Clarification Notification (Sample)

(1) **Change Request Log #:** 878   (2) **Date Change Request Submitted:** *04/01/1998*
                                       (3) **Date Change Request Received:** *04/01/1998*
(4) **Internal Reference #:** *ARX00000*   (5) **Date of Notification:** *04/04/1998*

(6) **Company Name:** *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:** *Add New Functionality*

(9)[1] **Please Clarify:**   ☐ Date Change Request Submitted (2)   ☐ TYPE (3)
                               ☐ Company Name (4)   ☐ CCM (5)
                               ☐ CCM Phone (6)   ☐ CCM E-mail (7)
                               ☐ Fax (8)   ☐ Alternate CCM (9)
                               ☐ Alternate Phone (10)   ☐ Title of Change (13)
                               ☐ Category (14)   ☑ Assessment of Impact (16)
                               ☐ Priority (17)   ☐ Interfaces affected (18)
                               ☐ Type of Change (19)   ☐ Description (20)
                               ☐ Known dependencies (21)   ☐ Additional Information (22)

(10) **Response due by:** *04/08/1998*

(11) **BCCM Contact name**_____   (12) **Phone**_____

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[1] The individual field references correspond directly to the Change Request Form.

Attachment A-4

Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth Change Control Process.	Return to sender (if used).	No action
5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

ⓐ *BELL*SOUTH

DATE _____

Letter of Intent

_____ gives this notice of its intent to implement a TCIF compliant interface for pre-ordering, ordering, or maintenance transactions with BellSouth, Inc. We are currently finalizing the development phase with a planned implementation date of _____.

Interfaces	☐ Pre-Ordering	☐ Ordering	☐ Maintenance
	☐ TAG	☐ EDI	☐ EC-TA Local
	☐ LENS	☐ TAG	☐ TAFI
		☐ LENS	

Comments:

Committing the Company: _____
                              (Print Name)

(Signature) _____

Return To: BCCM   OR   Valerie Cottingham
            FAX   205-321-5160   8TH Floor
                                          600 No. 19th Street
                                          Birmingham, Alabama 35203

The CLEC agrees that it will begin commercial use of the interface selected above within six (6) months from the date of this LOI, and further agrees that if commercial usage does not begin within six (6) months, that this LOI will be canceled.

Attachment A-5

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Release Management Project Plan Template

Document Preparation Information

Scope Statement

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

See Scope Statement Template

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communiqué	Distribution	Frequency	Owner
Project Release Status Report	• Team Members • Enhancement Review Team	• Weekly • Monthly	Project Manager
Team Member To Do List	• Team Member	• Weekly	Project Manager
Executive Summary	• Project Sponsor	• Monthly	Project Manager
Status Meeting/Minutes	• Team Members	• Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor.

See Project Release Status Report
See CCP To Do List/Resource (part of Microsoft Project file - Custom Report)
See CCP To Do List/Dates (part of Microsoft Project file - Custom Report)

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans
- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Attachment B-1

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Work Breakdown Structure

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.

See WBS Template (part of Microsoft Project file - Gantt View)

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

ROLES	RESPONSIBILITIES
Project Manager	Identify Preliminary Resources
	Hold Kick-off Meeting
	Develop Project Plan Documents
	Track Project Status
	Time
	Cost
	Manage Change Control
	Manage Issues
	Communicate Project Status
Project Sponsor	Understand Current Project Status
	Single Point of Contact for Escalations
	Communicate Project Status
	Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support
	Understand Current Project Status
	Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined
	Provide Project Manager Status
Team Members	Attend Project Team Meetings
	Perform Agreed to Activities as Defined
	Provide Project Manager Status

Project Team Roster

A list of all parties associated with or impacted by the project should be documented and distributed to the team.

See Project Team Roster

Risk Management Plan

In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.

Attachment B-1

See High-Level Risk Assessment
See Risk Event Assessment and Planning

Change Control Plan
Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.

See Scope Change Request and Evaluation
See Scope Change Request Log

Project Issues
Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.

See Project Issue Log

Attachment B-1

Scope Statement Template

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Project Definitions

PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

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Project Release Status Report

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

PROJECT MANAGER	CURRENT PROJECT PHASE	SUPPORTING DOCUMENTATION ATTACHED? ☐ Yes ☐ No	WEEK ENDING DATE

Report Information

Status Changes from Last Report	✓	Explain
Assumptions	☐	
Scope	☐	

Schedule Information

High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation

Budget Information

Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation

Deliverable Information

COMPLETED DELIVERABLES

DELIVERABLES DUE NEXT PERIOD

Attachment B-3

Work Breakdown Structure Template

	Project Management WBS Template					
ID	**Task Name**	**Duration**	**Start**	**Finish**	**Pred**	**Resource**
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	**Define Requirements**	**3d**	**1/9/98**	**1/13/98**		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
6	**Perform Analysis**	**4d**	**1/14/98**	**1/19/98**		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	**Perform Testing**	**5d**	**1/20/98**	**1/26/98**		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	**Perform External Testing**	**3d**	**1/22/98**	**1/26/98**		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
20	**Deploy Release/Cut Over**	**11d**	**1/15/98**	**1/29/98**		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	**Perform Training**	**8d**	**1/20/98**	**1/29/98**		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

To Do List by Resource as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resources
Week of Jan 4						
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
Week of Jan 11						
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
Week of Jan 18						
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
Week of Jan 25						
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

Attachment B-5

To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resources
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/13/98	4	All
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All

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Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	PAGER	FAX
STAKEHOLDER(S)	EMAIL	PHONE	PAGER	FAX

External Project Support

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Project Team

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

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High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PRINT)	SIGNATURE	DATE PREPARED

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Attachment B-8

Guidelines

Strategic Importance	Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention. *Low Risk:* The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative. *Moderate Risk:* Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary." *High Risk:* The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."
Management Support	Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished. *Low Risk:* Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort. *Moderate Risk:* Project sponsor provides strong support and establishes momentum among other managers who control resources. *High Risk:* Project sponsor is not strongly interested; no significant management attention or interest from any side.
Budget Availability	Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources – people, suppliers, material, computer time, and so on. *Low Risk:* Funding has been identified for the project, matching the time frame in which funds are required. *Moderate Risk:* Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use. *High Risk:* Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.
Resource Availability	People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available. *Low Risk:* A project team has already been identified with the requisite skills; team members have been committed to the effort. *Moderate Risk:* Project team members have not been identified specifically. Most skills are thought to be readily available within the company. *High Risk:* Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.
Project Manager Availability	The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project. *Low Risk:* A project manager has already been identified for the project and is available in the required time frame. *Moderate Risk:* A project manager has not been specifically identified, but qualified project managers are available. *High Risk:* No qualified project manager is available to assume responsibility for the project.

Attachment B-8

Time Frame	Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks.
	Low Risk: There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays.
	Moderate Risk: There is sufficient time for project planning and project execution, assuming an optimized schedule with an aggressive critical path.
	High Risk: Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.
Clarity of and Agreement on Project Objectives	Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project.
	Low Risk: Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to.
	Moderate Risk: Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however.
	High Risk: Project objectives have not been defined, or there is substantial disagreement with them among the organizations.
Participation in Project Definition	Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process.
	Low Risk: There is no current project definition; the project team will be a key player in the project definition process.
	Moderate Risk: There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process.
	High Risk: The project definition is already established; the project team will have no opportunity to revise it.
Customer Interest and Involvement	Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned.
	Low Risk: The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities.
	Moderate Risk: The customer is interested in the project and intends to participate in some project activities.
	High Risk: The customer expresses little or no interest in the project and has no interest in participating in project activities.

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User Involvement	Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process. ***Low Risk:*** Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation. ***Moderate Risk:*** Users will likely be involved with the project; however, no specific plans have been made for their participation. ***High Risk:*** Users are unavailable to participate in the project.
Technical Complexity	The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task. ***Low Risk:*** The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications. ***Moderate Risk:*** The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems. ***High Risk:*** The project is extremely difficult technically. There are substantial integration requirements with other systems.
Technology Maturity	Mature technology is easier to work with than emerging technology. Assess the level of maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project? ***Low Risk:*** Virtually all the technology to be used on the project has been used in other, proven applications. ***Moderate Risk:*** Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas. ***High Risk:*** Most project technology will be developed during the project and must be proven during the validation and testing process.
Relevant Experience	Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project. ***Low Risk:*** The company has substantial experience with related or similar projects and can apply that experience to the current project. ***Moderate Risk:*** The company has some experience with related projects. ***High Risk:*** This is the first project of this type that the company has undertaken.
Supplier/ Contractor Involvement	Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement. ***Low Risk:*** Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects. ***Moderate Risk:*** Some suppliers will be involved; most will have worked with the company on previous projects. ***High Risk:*** Many suppliers will be involved. A significant number will not have worked with the company on previous projects.

Attachment B-8

Major Obstacles	Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome.
	Low Risk: Few major obstacles exist; for those that exist, there are clear solutions.
	Moderate Risk: Some major obstacles exist; there are clear solutions for most of them.
	High Risk: A significant number of major obstacles exist for which there are no clear solutions.

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Risk Event Assessment and Planning

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

RISK EVALUATOR	WBS REFERENCE	OTHER REFERENCE

Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT

Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT

Probability

DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE QUANTITATIVE METHODS IF APPLICABLE.

Impact

DESCRIBE THE IMPACT OF THE RISK EVENT. USE QUANTITATIVE METHODS IF APPLICABLE.

Exposure

PROVIDE AN ASSESSMENT OF THE OVERALL RISK. USE QUANTITATIVE TECHNIQUES IF POSSIBLE; OTHERWISE, USE CATEGORIZATION OF SERIOUS, THREATENING, OR MANAGABLE..

Attachment B-9

Risk Mitigation Strategies

Strategy Description	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer
ENTER A DESCRIPTION OF THE PREVENTATIVE STRATEGIES AND CONTINGENCY PLANS FOR THE RISK.				

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Scope Change Request and Evaluation

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

(The following information must be filled in by the project manager)

Scope Change Request Information

CHANGE REQUEST NUMBER	DATE CHANGE REQUEST INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER

PRIORITY

☐ High   ☐ Medium   ☐ Low

General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIPTION)

REFERENCES		

SUBMITTED BY	DATE	INVESTIGATED BY	DATE STARTED	DATE COMPLETED

Impact Analysis

ALL PARTIES AFFECTED	INITIALS/DATE /
SCHEDULE IMPACT	INITIALS/DATE /
COST IMPACT	INITIALS/DATE /
QUALITY IMPACT	INITIALS/DATE /
PROJECT MANAGER'S RECOMMENDATION	INITIALS/DATE /

Scope Change Information

CHANGE APPROVED/REJECTED	DEFERRED TO	DATE
☐ Approved ☐ Rejected		

Approved By

CUSTOMER	DATE	BST IT	DATE

Attachment B-10

Scope Change Request Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

CUSTOMER	PROJECT LIBRARY FILE NUMBER

Log Information

Change Request Number	Priority H M L	Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							
	☐ ☐ ☐							

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of BellSouth and CLEC Representatives.

Project Issues Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE

Log Information

Issue ID	Issue Name/Description	Severity	Assigned to	Date Open	Follow-Up Date	Date Closed	Resolution

Attachment B-12

BST Maintenance/Defect Notification Document

Document Preparation Information

PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Maintenance Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Defect Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Attachment C-1

BELLSOUTH DEFECT NOTIFICATION (SAMPLE)

PREPARED BY: _____ DATE PREPARED:

CHANGE REQUEST ID:

DATE IDENTIFIED:

DEFECT TYPE: ☐ DOCUMENTATION ☐ ELECTRONIC INTERFACE ☐ MANUAL

INTERFACES IMPACTED:

    PRE-ORDERING: ☐ LENS ☐ TAG ☐ CSOTS

    ORDERING: ☐ EDI ☐ LENS ☐ TAG ☐ LNP

    MAINTENANCE: ☐ TAFI ☐ EC-TA LOCAL

DOCUMENTATION IMPACTED: ☐YES ☐NO

EXPLANATION OF DEFECT:

WORKAROUND:

RESOLUTION:

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Preliminary Priority List

Company Name: _____

CCCM: _____

Date Submitted: _____

Change Review Meeting Date: _____

Check Interfaces Used: ☐ LENS   ☐ TAG   ☐ EC-TA   ☐ Manual
                         ☐ EDI   ☐ TAFI   ☐ CSOTS

If you do not use an interface, do not rate the request.

Rate request on a scale of 1 to N, with N being the greatest. Rate by Category for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	Rating	Interface	Change Request Log #
Pre-Ordering			
Ordering			
Maintenance			
Manual			

Attachment C-3

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Monthly Status Meeting Agenda Template

Opening.. 5 Minutes
> *Facilitator/BellSouth opens meeting.*

Regulatory Issues.. 10 Minutes
> *Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.*

Change Request Status: **40 Minutes**
> **New**
> **Pending**
> **Scheduled**
> **Implemented**
> **Canceled**
> **Defects**
> ***Review status of all change requests***

Release Management & Implementation Status..15 Minutes
> *Review status of scheduled Releases.*

Issues/Action Items..15 Minutes
> *Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.*

Adjourn...5 Minutes
> *Facilitator/BellSouth reviews next steps.*

Attachment C-4

Change Review Meeting Agenda Template

Opening..10 Minutes
  Facilitator/BellSouth opens meeting.

Change Request Log Status...30 Minutes
  Change Requests to be reviewed will have a status of "P" for Pending and will follow the process flow as outlined in Part 2 – Detailed Process Flow.

Regulatory Issues..30 Minutes
  Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC rulings or Industry Changes.

Release Management & Implementation Status..30 Minutes
  Review status of scheduled Releases.

Recycled Change Request(s)...30 Minutes
  Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been scheduled for a target release.

Presentation of Change Requests..20 Minutes/Request
  The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a maximum of five minutes of presentation time followed by a question and answer session not to exceed 15 minutes. Change Requests will be presented and prioritized by Interface.

Develop Candidate Change Request List..60 Minutes
  Participating companies will vote on the final prioritization of the Change Requests as indicated in the Change Review Section of the Change Control Process Document. Change Requests to be submitted for sizing and sequencing will be placed on the Candidate Change Request List along with the "Need-by-Date".

Present Outputs..10 Minutes
  Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List.

Issues/Action Items...15 Minutes
  Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up date.

Adjourn...5 Minutes
  Facilitator/BellSouth reviews next steps.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

⊕ *BELL*SOUTH

Change Control Process
User Registration Form

Date ___/___/___

Company Name_____

CCCM Assigned_____   Phone_____

CCCM Alternate_____   Alt Phone_____

CCM E-mail Address _____   Fax_____

CCM E-mail Alternate _____   Alt Fax_____

To receive Change Control correspondence, as well as system outages and defect notifications, you must subscribe to the BellSouth List Manager.   To subscribe to the list manager, the CLEC should send an email to:

List.Manager@bridge.bellsouth.com

With the Subject Line: **SUBSCRIBE CCP**

It is not necessary to include a message with the email being sent, as the system will automatically subscribe the participant by using the sender's email address.

Interfaces Currently Used:	☐ Pre-Ordering	☐ Ordering	☐ Maintenance	☐ Manual
	☐ LENS ☐ TAG ☐ CSOTS	☐ EDI ☐ LENS ☐ TAG	☐ TAFI ☐ EC-TA Local	

Comments_____

_____

_____

_____

Form Completed By
(Signature)_____

Minimum requirements to participate in the Change Control Process: Word 6.0 and Excel 5.0 or greater, Internet E-mail address, Web access

---

Attachment C-6

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

⊕ *BELL*SOUTH

Change Control Process
User Registration Form

RETURN TO: BCCM   OR   Valerie Cottingham
                   FAX 205-321-5160   8th Floor
                                                   600 No. 19th Street
                                                   Birmingham, AL 35203

Attachment C-6

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

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Change Control Process
CR LOG Legend

CR LOG #	Log number assigned to each change request.
Status	Status of change request: N=New (being reviewed for acceptance), P=Pending (accepted-to be prioritized), PC=Pending Clarification, S=Scheduled for a Release, I=Implemented in a Release, C=Canceled Request, V=Validated Defect, W=Workaround Identified, CRC=Change Review Complete, RC=Candidate Request for a Release
Type	Type of CR: Type 2=Regulatory, Type 3=Industry Standard, 4=BST Initiated, 5=CLEC Initiated, 6=CLEC Impacting Defect
Title	Title of Change Request
Step 1 **Date Sent/Date Received**	Date CR was sent/received by Change Control
Step 2 **Open & Validate CR (Target Date)** • **Types 2-5 (target is 3 bus days)** • **Type 6 (target is 1 bus day)** **Clarification Date Sent (if needed)** **Clarification Response Rec'd Date** **Open & Validate CR (Actual Date)**	Target date for the Change Control Team to open CR and validate for completeness. Interval is 2-3 business days from date received (for Types 2-5). Interval is 1 business day for Type 6 (defects). During this step, a CR Log # is assigned, acknowledgment notification is sent to originator, CR is reviewed for mandatory fields and completeness. Date clarification was sent to originator of CR. Clarification times would be in addition to cycle time. Date clarification response was received from originator. Actual date CR was opened and validated by Change Control Team.
Step 3 **Review CR for Acceptance (Target Date)** • **Types 2-5 (target is 20 bus days)** • **Type 6 (target is 3 bus days for internal validation, an additional 4 bus days to develop workaround if, applicable)** **Clarification Sent Date (if needed)** **Clarification Response Rec'd Date** **Review CR for Acceptance (Actual Date)**	For Types 2-5, target date to review CR and determine status (20 bus day interval). CR reviewed for impacted areas. Status codes include: Pending, Pending Clarification or Canceled. For Type 6- status codes include: Pending, Pending Clarification, Validated Defect, Workaround Identified or Canceled. Date clarification notification was sent to originator of CR. Clarification times would be in addition to cycle time. Date clarification response was received from originator. Actual date CR was accepted or results provided to originator for review/discussion. Date CR was canceled and notification provided to originator/CLEC community.

Attachment C-7

⊛ *BELLSOUTH*

Change Control Process
CR LOG Legend

Cancel CR Notify Date	NOTE: the originator at any step in the process can cancel a CR.
Step 4 **Prepare for CRM (Target Date)** • **5-7 business days prior to CRM date** **Prepare for CRM (Actual Date)**	Target date for the Change Control Team to prepare for the Change Review Meeting (prioritization meeting). Target date is to provide CLEC community with updated Change Request Log and meeting details 5-7 business days prior to CRM meeting. Actual date CRM details were provided to CLEC community.
Step 5 **CR Meeting Date (Actual)**	Actual date of Change Review Meeting.
Step 6 **Doc Chg Rev Mtg Results (Target)** • **2 business days** **Doc Chg Rev Mtg Results (Actual)**	Target date for Change Control Team to provide the meeting minutes from the Change Review Meeting to CLEC community (2 bus day interval). Actual date meeting minutes were distributed to CLEC community from Change Review Meeting.
Step 7 **Internal Change Mgmt Process (Target Date)** • **30 business days** **Internal Change Mgmt Process (Actual Date)**	Target date for CLECs/BST to perform analysis, impact, sizing and estimating activities for the Candidate Change Requests that were prioritized in the Change Review meeting. Target interval is 30 business days. Actual date that CLECs/BST complete the Internal Change Management Process of analysis, impact, sizing and estimating activities for Candidate Change Requests.
Step 8 **RPM (Actual Date)**	Actual date of Release Package Meeting where Change Control Team presents the proposed scope for the next major release.
Step 9 **Rel Pkg Notify (Target Date)** • **2 business days** **Rel Pkg Notify (Actual Date)**	Target date for Change Control to develop and distribute Release Package Notification via web (target of 2 bus days). Actual date release package notification was posted to web.
Step 10 **Rel Imp (Actual Date)** **Soft Rel Notif (Target Date)** • **30 calendar days prior to release**	Actual date of the Release associated with the CR. Target Date for BST posting Release Notification (target is 30 calendar days in advance of release implementation). Actual date release notification letter is posted to web.

Attachment C-7

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

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Soft Rel Notif (Actual Date) **Doc Changes Notif (Target Date)** • **30 calendar days prior to release** **Doc Changes Notif (Actual Date)**	Target Date for BST posting documentation changes (business rules) associated with a release (target is 30 days in advance of release implementation). Actual Date documentation notification is posted to web.
Doc Updates Only Notif (Target Date) • **5 business days prior to documentation posting date** **Doc Updates Only Notif (Actual Date)**	Target date for BST posting notification letter for documentation updates (non-system) changes only. Target is 5 business days prior to documentation posting date. Actual date CLEC notification letter is posted to the web announcing the documentation only changes to be posted.
Notes	Area to document additional status information for each CR (i.e., date workaround notification is provided, escalations, etc.).

Attachment C-7

Transmittal Cover Sheet for Pate Exhibit RMP-3

This sheet transmits the

February 29, 2000
EICCP Steering Committee Meeting Minutes

which consists of 4 pages.

④ *BELLSOUTH*

EICCP Steering Committee
Meeting Minutes

DATE: February 29, 2000

MEETING: EICCP Steering Committee

PURPOSE: Review Interim Change Control Process

ATTENDEES

Tyra Colbert, MCI	Brian Rutter, KPMG	Valerie Cottingham, BST
Sandy Evans, Sprint	Jill Williamson, AT&T	Edwardine Marrone - BST
Kevin McAllorum, AT&T	Pat Rand, BST	Mary Conquest – ITC-DeltaComm
Bill Shoemaker, BST	Cassandra Daniels, BST	Cheryl Storey, BST

AGENDA

Agenda   This was a follow-up conference call meeting to review BST's input regarding the recommended changes made to the Change Control Process during the February 16-17 workshop.

SUMMARY OF MEETING

TOPIC	DISCUSSION
Opening	The BCCM opened the meeting and covered the items we were to accomplish on this conference call.
	• The purpose of the meeting was to discuss the updates from BST internal review of the recommended changes made as a result of the 2/16 and 2/17 workshop.
	• The BCCM provided a summary of the items that were accepted as a result of the internal BST review.
	• Those items that were not accepted in total were discussed and for most issues, resolution was reached or was documented in the open issues in these minutes.
	• Quite a bit of discussion surrounded the defect category. As a result, a type 6 was recommended and accepted by the team.
	• Another issue was the number of releases. BST will plan on having quarterly releases, and when appropriate point releases as needed.
	• The following notes include the action items from the workshop and the resolutions agreed to in the meeting.
	• Another conference call will be needed to discuss the forms and the changes to the forms. Agreement on what and where new items need to be placed will be discussed.

Workshop Action Items	DISCUSSION
	The following outstanding items were carried over from the February 16-17 workshop where recommended changes were made to the Change Control Process including an escalation and defect notification process. Most of these items were addressed during this meeting: 1. Determine types of calls the ECS Group and CSM take from the CLEC client community. (Closed) 2. Determine handling of System Outages. (Closed) 3. Backup support for CSMs. (Open) 4. Regulatory statements/changes – will BST notify CLEC community if they are not going to comply or if they plan to apply for extension, etc. (Open) 5. Escalation process – determine who will send the acknowledgement to the CLEC (AVP, VP or Change Control Team). (Closed) 6. Transitioning to the new process. (Open) 7. Test environment for CLECs. (Open) 8. More frequent releases. (Closed) 9. When we are making a change to one interface, will BST change all interfaces that would be impacted by that change? (Closed) 10. Retirement of existing interfaces – verify timeframes with OBF. (Open) 11. Proxy voting. (Closed) 12. Amount of time BST needs to develop a workaround for Type 1, Severity 2 defects. (Closed) 13. Provide ECS contact information. (Closed) 14. Web posting of release status and release notification information. (Open) 15. Jill Williamson (AT&T) to submit a change request to revisit EDI/TAG testing guidelines. (Open)

Workshop Changes	
	The following CLEC requests have been incorporated into the **Interim Change Control Process**: • Manual processing requests • Added TAG interface • Eliminated Steering Committee • BCCM is the point of contact for Change Requests Types 2-6 • Multiple change requests • Emergency defects – system outage handling and notification process • Joint Change Request prioritization for Types 4 & 5 • More frequent status meetings (monthly) • Eliminated the need for submitting draft priority list in advance • Improved intervals for accepting Change Request for prioritization • Improved CLEC number of participants • Included Defect Notification & handling process • Included Escalation Process • Detailed contact information for all Change Request types and escalation levels • Clear and defined intervals for notifications • Increased BST FTE to manage Change Control Process • Improved Communications and Notifications

Process Changes/Review	*DISCUSSION*
	Each section of the Interim Change Control Process was reviewed. Changes agreed upon are reflected in the Action Items. For Type 1 System Outages, BST is working to combine the Electronic Communications Support (ECS) Helpdesk and EDI Helpdesks.

Future Meetings	
	It was agreed that we would schedule monthly status meetings and incorporate prioritization meetings with the status meetings as needed. BST is moving toward a quarterly release schedule and point releases as needed.

CLEC Concerns	
	The following concerns were expressed by the CLECs: • E-mail notifications. BST should send a notification via email to indicate that a notification has been posted to the web for Type 1 System Outages. • Escalation to Sales Group versus IT/Operations. • Defect Notification process • Process does not address all areas of severity • Web posting

Summary of Requested Changes	
	The Change Control Team will make the following changes to the Interim Change Control Process document: • Include billing under "Objectives" in the Introduction section • Change number of participants for the meetings. Each party may bring the number they feel needed to represent their positions. • Remove the sentence under the CCCM description associated with thirty-three days. • Change the cycle time for Step 3 to 15 days (Types 2-5). • Add Type 6 – CLEC Impacting Defects. Remove "defect resolutions" from Types 4 & 5. • Include verbiage to indicate that escalation applies in all phases of the process flows. • For Defect Notifications, remove the statement "this may be adjusted according to defect complexity" for Step 4 Cycle time. • Define Step 4 for defect notification to include how the workaround will be communicated to the CLEC (i.e., conference call). **Other Action Items**: • BST is currently looking at incorporating the initial notification for Type 1 System Outages via email to all impacted CLECs. • CSM after hours support to report defects.

	• OBF timeframes regarding retirement of interfaces.
	• Copy of notification templates for next meeting.
	• Status of pending change requests for AT&T.

Closure	DISCUSSION
	Our next conference call will be rescheduled due to the Loop Qualification & ADSL/HDSL electronic ordering meeting that will take place on March 21.
	The rescheduled date for the next Steering Committee conference call is **Thursday, March 23, 2000 at 9:00 AM – 12:00 EST**. The conference bridge is: **205-969-4212, access code 8719.**
	Implementation of the Interim Change Control Process is targeted for April 2000.

Transmittal Cover Sheet for Pate Exhibit RMP-4

This sheet transmits the

Carrier Notification Letter SN91081679

which consists of 1 page.

BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91081679

Date: March 23, 2000

To: Competitive Local Exchange Carriers (CLEC)

Subject: Change Control Process (CCP)

The BellSouth Electronic Change Control Process (EICCP) will be enhanced and renamed the Change Control Process (CCP). The following changes are proposed by the EICCP Steering Committee:

- BellSouth - initiated changes that affect CLECs.

- A synchronization of manual and electronic interfaces.

- Recognized software and documentation defect notification processes.

- Formalized escalation processes.

- Prescribed system outage processes.

The Interim Change Control Process documentation was posted to the Web on March 22, 2000, for your review at the following Web site:

   http://www.interconnection.bellsouth.com/markets/lec/eiccp/eiccp.html

Please provide comments and/or questions to the Change Control Management Team at Change.Control@bridge.bellsouth.com by no later than April 10, 2000.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
Interconnection Services

927ab1694404

Transmittal Cover Sheet for Pate Exhibit RMP-5

This sheet transmits the

Carrier Notification Letter SN91081733

which consists of 1page.

BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91081733

Date: April 14, 2000

To: Competitive Local Exchange Carriers (CLECs)

Subject: BellSouth Change Control Process (CCP) Web Site

Effective Monday, April 17, 2000, BellSouth will implement its Interim CCP. This process will allow BellSouth and CLECs to manage requested changes to the BellSouth Local Interfaces. The Interim CCP will also provide for the identification and resolution of issues related to Change Requests.

In an effort to provide enhanced communication to the CLEC community, BellSouth will implement a new Web site for the Interim CCP. This new Web site will contain general information about Interim CCP, all documentation, including appropriate Change Request forms. The Web site will also provide data regarding current status of Change Requests, system outage log and defect notifications. The new Web site will be available on Monday, April 17, 2000, and will be located at the following address:

<div align="center">

http://www.interconnection.bellsouth.com/markets/lec/ccp

</div>

Since the Interim CCP may be new to some CLEC participants, a Power Point training presentation is available under the "Processes" section of the CCP Web site at the address detailed above.

In addition, Interim CCP will begin email notification for system outages and defect notification. Currently, e-mail notification is sent to those CLECs that have registered with BellSouth to participate in the Interim CCP. To join Interim CCP, complete the User Registration Form, RF1874, located on the CCP Web site and send via email or fax to Interim CCP's mailbox at change.control@bridge.bellsouth.com. BellSouth encourages all CLECs to manage the subscription of their appropriate participant for email notification. It is BellSouth's goal to provide the most accurate and timely notification to its CLEC customers.

Please contact your BellSouth account team representative with any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
Interconnection Services

321vc2168205

Transmittal Cover Sheet for Pate Exhibit RMP-6

This sheet transmits the

June 26, 2000 CCP Monthly Status Call Minutes

which consists of 10 pages.

⊕ *BELL*SOUTH

Change Control Process
Monthly Status Meeting Minutes

DATE: June 26, 2000

MEETING: Monthly Status Call

PURPOSE: Review Status of Pending/Approved Change Requests

ATTENDEES

Tyra Colbert, WorldCom	Steve Murray, Rhythms	Valerie Cottingham, BST
Sandy Evans, Sprint	Brian Rutter, KMPG	James Hunter, KPMG
Ron Thompson, Nextlink	Steve Hancock, BST	Shamone Stapler, ITC-DeltaCom
Annette Cook, e.spire	Cheryl Storey, BST	Jill Williamson, AT&T
Carol Harrison, Impower	Michael McLaughlin, dset	Rhonda Calvert, Adelphia
Peggy Rehm, Nightfire	John Duffey, FL PSC	Mubeen Saifullah, Nightfire
Brenda Files, BST		Phyllis Burt, Quintessent
		Mickey Dossey, Quintessent

AGENDA

Agenda   Review status of pending/approved Change Requests (including defects), review current Release Management statuses and discuss Interim Change Control Process.

SUMMARY OF MEETING

Opening	The BCCM opened the meeting and covered the items we were to accomplish on this conference call: • Review of outstanding action items • Review regulatory mandates • Review status of pending/approved Change Requests • Review status of pending defects • Report of system outages • Review current Release Management statuses • Open Discussion – Interim Change Control Process • New Issues/Action Items
Regulatory Mandates	CR0059 – Change TN Reservation Period to 45 days (pre-ordering functionality) FCC Docket # 99200 Order # FCC00-104 Posted 6-16-00 Order becomes effective July 17, 2000
Outstanding Action Items	1) Owner: BellSouth (OPEN) Tyra Colbert – Worldcom has asked that BellSouth investigate application to application version availability issues such as a) when will an older version of an interface be de-commissioned, b) does BST keep two versions operating at all times. Tyra asked that BellSouth include verbiage in the Interim CCP document addressing these issues and related versioning intervals. *Status*: BellSouth does maintain two TCIF issues (versions). BellSouth developing verbiage for Interim CCP guide & will present to CLECs for input. 2) Owner: BellSouth (OPEN) As a result of the discussion around the Expedited Feature process, the CLECs requested additional time to review the draft of this process. BellSouth requests that the CLECs send all comments and suggestions to Change Control. BellSouth will conduct another CLEC conference call to review comments and have further discussion. *Status*: BellSouth reviewing comments from CLECs. Plan to conduct another CLEC conference call in the July timeframe to review. 3) Owner: BellSouth (OPEN) CLECs are requesting that the communication of the test window for testing new releases be included in the Change Control Process. *Status*: CLECs provided clarification that they would like Change Control to communicate what the test window is for when new releases are implemented. For example, is it a 30 day window or a 2 day window. Also include the test window for point releases. Is there a standard? What is the BellSouth schedule for testing (i.e., code, systems, etc.) 4) Owner: BellSouth (CLOSED) CLEC Distribution list will be sent to the CLECs for validation of appropriate participants. *Status*: Distribution list sent 5-26-00. 5) Owner: AT&T (OPEN) Jill Williamson to provide porting examples for CR # EDI0812990004. Jill advised she would provide examples during the 6/28/00 Change Review Meeting.

| New Change Requests (Types 2-5) | ORD030200_001 – UNE via ASR21
Status: Clarification provided by AT&T on 6-20-00 to include capability for Enhanced Extended Loops (EELs) ordering via the ASR.
Change Control stated BellSouth's position regarding this request. Today you can order interoffice trunking via the ASR, but not loops. The LSR is the ordering document to be used to support all requests for which the CLEC/IXC/Customer resales services or collects revenues from an end user customer. Local UNE Loops are handled by the LCSC using the LSR. There are no plans to use the ASR for UNE products handled by the LCSC. EELS should be ordered on the LSR. The exception is for bulk conversion of existing access EELs to UNE EELs. There is a spreadsheet that can be completed by the CLEC and they will be converted.

Jill (AT&T) has requested that BellSouth provide a specific list of fields and rules that are not contained in ASR21 or higher that BellSouth would need to process a UNE Loop or EELs.

Change Control will coordinate a conference call with BST and interested CLECs to discuss further. Change Control will also obtain additional information about the conversion spreadsheet and share with CLEC community.

ORD032700_001 – Post-FOC Clarification
Status: Escalated to 2nd level. BST investigating other ways information can be validated before orders are submitted. Following up for status.

EDI030200_001 – LNA of C
Status: Jill (AT&T) advised this request could be canceled.

CR0012 – TAFI Functionality via ECTA Interface
Status: Jill (AT&T) advised this request could be canceled.

CR0018 – USOC Segmentation
Status: The CLEC USOC Manual can be downloaded from the web with the pdf format for read/printing purposes. The .csv file can be downloaded and manipulated. Change Control continuing investigation for res/bus indicators.

CR0027 – FOC on ReqTyp CB not displaying listing order information (manual orders)
Status: Provided BST response on 6-9 to originator for review and feedback.

CR0028 – Document LSOG 2 & 4 Differences
Status: Provided BST response to originator 6-8-00 for review and feedback. Too costly and labor intensive for BST to create and maintain. The LSOG forms are the property of ATIS. BellSouth does not establish the differences. The BBR-LO is the tool to use for populating the LSR for LSOG 4. Shamone (ITC Deltacom) to check with Mary Conquest for status.

CR0033 – EDI Multiple ReqTyp Enhancement
Status: Pending Clarification for examples of what is submitted manually today.

CR0040 – Order Tracking Request
Status: Provided BST response to originator on 6-21-00 for review and feedback. Change Control to confirm if order tracking information would be provided real time. Jill (AT&T) to also review BST response to see if she has additional questions. Jill advised there is a LSR report that reflects all the order tracking information they are requesting; however the information is not real time. If it is confirmed that the tracking information would be real-time and if there are no additional issues/concerns, this CR will be added to the prioritization list for the 6/28 meeting. |

CR0044 – LENS Calculate Due Date Enhancement
Status: Pending Clarification for additional information.

CR0046 – EDI Reject Process Modification
Status: Provided BST response to originator on 6-9-00 for review and feedback. Currently in 1st level escalation. Fatal rejects were designed to prevent delays in the processing of the LSR. If these rejects were reduced or removed, the LSR could further delay the process by containing incomplete required fields which would cause the LSR to have to be re-submitted numerous times and could impact systems on the backend, thereby causing the LSR to be rejected later in the process. 1st level escalation response due 6-26-00.

CR0052 – WSOP Field Requirements
Status – Provided BST response to originator 6-9-00 for review and feedback. The WSOP field is an optional field but is only required if there is working service at the end user location and the CLEC does not want to use that service. The CLEC has the option to indicate how the working service should be processed.

CR0053 – CLEC Ordering Guide – LSOG 4
Status: Pending Clarification for recommendations on improvements to the BellSouth Business Rules-Local Ordering guide.

CR0058 – Fraud Management Process
Status: Jill (AT&T) advised this request could be canceled. It has been determined by AT&T's Account Team that AT&T's Interconnection Agreement will handle the 1st part of the change request. The 2nd part of the request should be handled through AT&T's Account Team since it has been determined this is not within the scope of the Interim Change Control Process.

CR0065 – Add LENS 6.3 Tutorial
Status: Change Control to follow up with Trivergent to see if request is still needed.

CR0086 – Ordering EELs via ASR
Status: Tyra (WorldCom) advised this request could be canceled since it is a duplicate of ORD030200_001. ORD030200_001 will be changed to reflect originators of both AT&T and WorldCom.

CR0088 – Unbundled Terminating Wire (UNTW) Loop Service requests via EDI
Status: Currently being reviewed for acceptance.

Pending Change Requests	The following change requests are in "Pending" status and will be prioritized at the June 28, 2000 Change Review meeting: • EDI0812990003 - 411 Drops • EDI0812990004 - One LSR to change the main account number on "J" REQTYP • EDI0812990005 - Handling of Remaining Lines when main account is migrating • TAG0812990001- Provide CFA and NC/NCI via TAG Pre-Order • EDI0812990007 - Lift LEAN/LEATN restrictions • TAG0812990003- Parsed CSR • EDI121599001 - TN vs. RSAG validation • EDI02090001 - Electronically Order Routing to OS/DA • EDI030300_001 – BST Test Environment • CR0002 - Pre-Order/Order Business Rule Discrepancies • CR0003 - RPON Business Rules and Error Messages • CR0014- LENS Screen Change on Change Orders • CR0015 – LENS – ACT of C – Change Basic Class of Service • CR0016 – Service Inquiry Enhancement for SL1, SL2, DS0, DS1 and ISDN loops • CR0020 – View Multiple CSRs Simultaneously • CR0029 – Partial Migration of UNE Loops (ReqTyp A) • CR0030 – UNE to UNE Migrations • CR0031 – Change Listing Account in LENS • CR0038 – TOS Field on LSR ReqTyp J (TCIF 9) • CR0042 – Open IWBAN Field on EU Form • CR0045 – LENS 6.3 Conversion As Is – Not Stripping Non-Resellable USOCs • CR0047 – Display Enhanced MemoryCall Access Number in LENS • CR0062 – Open ReqTyp P/2nd TOS of E to identify Centrex Services (manual) • CR0078 – Extended Loops via EDI • CR0085 – Web-based LSR

Scheduled
 	
Change
Requests
	The following Change Requests are scheduled for upcoming releases:
	
	• **CR0022 Matrix for Issue 9 Flow-through – 6/30/00 BBR-LO update (target)**
	
	    • **EDI0812990001 Electronic ordering for unbundled XDSL loops – Rel. 7.0 (7/00 target)**
	
	    • **TAG0812990002 DSL Capability – Rel 7.0 (7/00 target)**
	
	    • **OSS011300_001 LNA of G for LENS – Rel 7.0 (7/00 target)**
	
	    • **CR0071 ECCKT data on FOC/CN with CLS or CLF – Rel 7.0 (7/00) Target**
	
	    • **CR0073 Return ported number on FOC/CN – Rel 7.0 (7/00) Target**
	
	    • **CR0074 TAG is requiring the EU-Address in error for ReqTyp E, ACT of C – Rel 7.0 Target (7/00)**
	
	    • **CR0075 LESOG is clarifying for 1MBFE in error – Rel 7.0 Target (7/00)**
	
	    • **CR0077 Subscription Version Cancellations – Targeted for 8/27/00**
	
	    • **LSR0623990001 Redirection of UNE LSRs in the LCSC – Targeted for 9/17/00**
	
	    • **CR0084 – TAG 2.2.0.8 Security Exception Error Defect – Targeted for Rel. 7.0 (7/00)**
	
	    • **CR0090 – EDI/TAG LSR Auto-Clarify – Targeted for LNP Release 4.2 on 7/9/00.**

Implemented Change Requests	• CR0054 – Versioning Defect 5.23.00 – implemented 5/24/00. • TAG011700_001 – LNA of G implemented 6/1/00. The following change requests were implemented with Release 6.4 on 6/17/00: • CR0060 – KY NPA Split (606/859) • CR0061 – NC Overlay for 704/980
Canceled Change Requests	The following change requests were canceled during May 2000: CR0025 – Clarification of ATN Usage Rules – clarification only CR0032 – TN Reservation – canceled by originator CR0034 – ACT code "T" (EUMI Field) – clarification only CR0035 – One Page SUP for DD Changes – to be included in a future request CR0036 – Transfer of Call Options – INP REQTYP B – clarification only CR0037 – AIN Internet Call Waiting – new product offering CR0041 – Documentation of Interface Changes and Releases – Jill (AT&T) confirmed this request could be canceled since this is a BellSouth business practice CR0048 – Fields that can not be changed on a SUP – clarification only
New Defect Change Requests (Type 6)	The following defect change requests statuses are provided: • CR0063 – Incorrect Call Forwarding number given for Memory Call (BellSouth) *Status:* Open - The defect was unable to be re-created. System test revealed the system is working properly. • CR0066 – Invalid USOC for Basic Class of Service Format-SAE 434 II CREX7/TN (AT&T) *Status:* Scheduled – BellSouth has determined that this request is not a defect as the system is operating according to the baselined requirements, however due to the nature of this request and its potential impact to other CLECs, BellSouth will implement this as an expedited feature, which will allow the CREX7 to work with Port/Loop Combos. This feature is scheduled for Release 7.0. • CR0067 - Call Return invalid with class of service USOC UEPRX (AT&T) *Status:* Implemented – A defect was discovered and the rate database has been provisioned to allow Call Return to work with the UEPRX/UEPRL effective 6/2/00. • CR0068 – Pipe-cross USOC defect (AT&T) *Status:* Open - This was determined not to be a defect in the LNPGW system. The LNPGW is responding/reacting to the LSR based on what is populated on the CSR. However, there is apparently a gap in requirements and BellSouth will open a change request to modify the requirements. • CR0069 – Reserving telephone numbers (BellSouth on behalf of Adelphia) *Status:* Open – This is not a defect. The ATLAS system is working according to the baselined requirements.

- CR0070 – Call Forwarding USOC Defect (AT&T)

Status: Open - BellSouth determined this not to be a defect. The USOC populated is not valid with the FID provided. The USOC GCE is call forwarding busy line, the CFND FID with RCYC is for call forwarding don't answer. Waiting on CLEC to inform when request can be closed.

- CR0072 – LEO SHOULD PULL THE BAN1 FROM THE SERVICE ORDER AND SEND BACK ON THE FOC/CN (BellSouth)

Status: Verified - This has been determined as a defect and has been targeted for a future release.

- CR0076 - LESOG IS FAILING TO GENERATE PORT SIDE OF ORDER WHEN ADDING LINE (BellSouth)

Status: Verified - This has been determined to be a defect and has been targeted for a future release.

- CR0079 - TAG IS REQUIRING "INIT" (BellSouth)

Status: Open – BellSouth determine that this request is not a defect. The system works per requirements.

- CR0080 - LESOG is failing to issue Port Loop Combo accurately (BellSouth)

Status: Verified - Electronic System Support (ESS) has determined that this is a defect and will be corrected in a future release.

- CR0081 - LESOG is populating an incorrect due date interval on SL1; ACT of A; (ISSUE 9) (BellSouth)

Status: Open – BellSouth is still investigating internally using a testing environment..

- CR0082 – LEO IS FAILING TO EDIT FOR LOCQTY (BellSouth)

Status: Open – BellSouth requested further clarification from originator.

- CR0083 – CUSTOMER SERVICE RECORD ERROR MESSAGE (Advanced Tel)

Status: Open – BellSouth has requested further clarification from originator.

- CR0089 – RESERVING NUMBERS IN LENS (Advanced Tel)

Status: Open – BellSouth has requested further clarification from originator.

- CR0087 – "C" Order Process for UNE P – (Sprint)

Status: Open – This request was originally sent as a Type 5 but was re-classified at the originator's request. Still under investigation.

Report of System Outages	The following Type 1 System outages have occurred since the last Status Meeting: LENS - 6 TAG – 2 CSOTS – 1 Details of each outage are posted on the Change Control Website at www.interconnection.bellsouth.com.
Release Management Status	The target date for Release 7.0 has changed. Release 7.0 will not be implemented on 7/01. Change Control will advise CLEC community of new target date as soon as it becomes available. Targeted features for Release 7.0: • EDI0812990001 – order xDSL unbundled electronically • TAG0812990002 – mechanize the SI process for xDSL loops • OSS011300_001 - LNA of G for LENS • CR0071 - LEO Sending ECCKT data on FOC/CN in absence of CLS or CLF • CR0073 - LEO should pull ported number & return on FOC/CN • CR0074 – TAG is requiring the End User Address in error for ReqTyp E ACT of C • CR0075 – LESOG is clarifying for 1MBFE in error • CR0084 – TAG 2.2.0.8 Security Exception Error Defect
Upcoming Meetings	The Change Review Meeting is scheduled for **Wednesday, June 28, 2000.** The Change Review Meeting package was distributed to CLECs **June 19, 2000.** The next Monthly Status call is scheduled for **July 26, 2000.** Conference bridge telephone number is **205/970-3743**, access code **4736.** Conference call is from 9:30 – 11:30 AM Eastern.

Issues – Interim Change Control Process	1) CSM submitting change requests on behalf of CLEC. Change Control is currently copying the CCCM on the Acknowledgment Notification. Should CCP continue with this process, or should CSM refer CLEC to CCCM?
	CLECs advised to continue with the process of copying the CCCM on the notifications if a request is submitted by a CSM on behalf of the CLEC. Account Teams should also be able to submit requests on behalf of CLECs.
	   2) Posting of CRs on the web – "2000 Change Requests" vs. "Implemented Change Requests".
	Cheryl Storey explained that the CRs on the web are placed in the "2000 Change Requests" section until they are implemented. Then they are moved to the "Implemented Change Requests" section of the web. CLECs were okay with this process.
	   3) Web – new "Updates" section.
	Steve Hancock advised that we have added an "Updates" section to the first page of the Change Control web site. This includes at a weeks glance of what changes/additions have been made to the web site. The section updated is reflected and there is a hyperlink to that section.
	   4) Web – sections password protected.
	The Release Schedule and Meeting Minutes have been password protected on the web site. The password will change quarterly. Change Control will send a notice out each quarter with the password information.
	   5) Trial of Interim CCP ends July 17, 2000
	Valerie Cottingham mentioned that the trial period ends July 17. At the July monthly status meeting Change Control will be asking for a vote from the CLEC community to make the Interim process a final baselined document. Improvements will continue to be made as we move forward.

	The CLECs advised they would like to finalize the expedited feature process before we vote on the baselined CCP document. The plan is to meet mid-July to discuss the Expedited Feature process.
Action Items	1) Owner: BellSouth (OPEN) BellSouth developing verbiage for Interim CCP guide regarding maintaining two issues (versions) at all times. Verbiage will be presented to CLECs for input. 2) Owner: BellSouth (OPEN) Expedited Feature process. BellSouth will conduct conference call with CLECs mid-July to discuss/finalize expedited feature process. 3) Owner: BellSouth (OPEN) BST to investigate the communication of the test window for when new releases are implemented. 4) Owner: BellSouth (OPEN) Change Control to coordinate conference call with BST and interested CLECs regarding ordering loops/EELS via the ASR21. 6) Owner: BellSouth (OPEN) Change Control to provide information to the CLEC community regarding the conversion spreadsheet available to convert access EELS to UNE EELS. 7) Owner: BellSouth (OPEN) Change Control to provide information on how BST is going to handle LSR0623990001-redirection of UNE LSRs in the LCSC. 8) Owner: BellSouth (OPEN) Change Control to confirm if the ordering tracking information for CR0040 would be real-time. 9) Owner: BellSouth (OPEN) Change Control to check with Renae Stewart on CR0080 to see if this change has been implemented. 10) Owner: BellSouth (OPEN) Change Control to check for a CR submitted by AT&T on 6-19-00 regarding DFDT on FOC. 11) Owner: BellSouth (OPEN) Change Control to provide beta testing information for XDSL to CLEC community.

Transmittal Cover Sheet for Pate Exhibit RMP-7

This sheet transmits the

August 23, 2000 CCP Monthly Status Call Minutes

which consists of 14 pages.

ⓐ *BELL*SOUTH

Change Control Process
Monthly Status Meeting Minutes

DATE: August 23, 2000

MEETING: Monthly Status Call

PURPOSE: Review Status of Pending/Approved Change Requests

ATTENDEES

Lorraine Watson – WorldCom	Donna Graham – Mantiss	Valerie Cottingham, BST
Sandy Evans, Sprint	Malinda Saxon – Trivergent	Steve Hancock, BST
Jill Williamson – AT&T	Dave Genest – dsl.net	Cheryl Storey – BST
Woody Roe, Albion Connect	Mark Mecca – dsl.net	John Duffey, FL PSC
Steve Murray, Rhythms	Mike McLaughlin – dset	Brian Rutter, KPMG
Shamone Stapler, ITC-Deltacom	John Duffey, FL PSC	James Hunter, KPMG
Mubeen Saifullah, Nightfire	Brian Rutter, KPMG	Rick Woodhouse – KPMG
Phyllis Burt – Quintessent	Kim Gillette – Quintessent	

AGENDA

Agenda   Review status of pending/approved Change Requests (including defects), review current Release Management statuses and discuss Interim Change Control Process.

Opening	The BCCM opened the meeting and covered the items we were to accomplish on this conference call: • Review of outstanding action items • Review regulatory mandates • Review status of pending/approved Change Requests • Review status of pending defects • Report of system outages • Review current Release Management statuses • Open Discussion – Interim Change Control Process • New Issues/Action Items
Regulatory Mandates	CR0059 – Change TN Reservation Period to 45 days (pre-ordering functionality) FCC Docket # 99200 Order # FCC00-104 CR0059 was not included in Release 7.0. The deadline for compliance has been extended until December 2000. Target date for implementation is 4Q00.
Outstanding Action Items	Outstanding Action Items from 7/26/00 Monthly Status call: 1. Owner: BellSouth (OPEN) Finalize Expedited Feature Process *Status*: To be discussed during today's meeting. 2. Owner: AT&T & WorldCom (OPEN) Advise Change Control on how they would like to pursue UNE via ASR21 change request. *Status*: AT&T (Jill) advised to leave this change request open. 3. Owner: BellSouth (CLOSED) CR0040 – Order Tracking Request – provide additional clarification on LNP limitations. *Status*: Information provided to originator on 8/7/00 for review and feedback. AT&T (Jill) advised responses were okay. No additional questions as this time. 4. Owner: BellSouth (CLOSED) Update Release Schedule on CCP Web site and information on the standardization of the releases. *Status*: 2000 Release Schedule provided to CLEC community on 8/16/00 and posted to the CCP web site. BST normally has 2 to 3 major releases a year (January, June-July and November timeframes). Point releases are scheduled as needed. 5. Owner: BellSouth (CLOSED) Provide requirements to CLECs for CR0092 – DFDT & CHC Defect Request *Status*: BellSouth provided business rules to CLECs on 8/1/00. 6. Owner: BellSouth (OPEN) Investigate if CLECs can submit a list to the LCSC re: 411 drops. *Status*: CLECs can call the LCSC and ask to speak with Manager to make arrangements. Jill (AT&T) to provide examples of LNP w/listing. Jill questioned if there will be a standard process for 411 drops. BST to investigate further. 7. Owner: BellSouth (CLOSED) Address the inclusion of other BST ordering documentation in the 30-day or more advance notice

(i.e., EDI Specifications).

Status: EDI Specifications and Pre-ordering business rules will be included in the 30-day advance notice. Currently the TAG API Reference Guide cannot commit to the 30-day advance notice. The TAG API Reference Guide provides the technical specs for building the code. The TAG API reference guide is generated as the code is created. If last minute changes are made, the changes must also be made in the guide.

8. Owner: BellSouth (CLOSED)
Retirement of Interfaces. CLECs request that Change Control provide the notification to give them the opportunity to provide input.
Status: BellSouth will have all retirement of interface notification come through Change Control. Version 1.6 of Interim CCP has been updated.

9. Owner: BellSouth (CLOSED)
Create a "Cancelled" category on the CCP web site to archive cancelled requests.
Status: Category has been added and appropriate cancelled change requests have been moved.

10. Owner: BellSouth (OPEN)
Investigate search/sort capability for CCP web site.
Status: Currently BellSouth is investigating the options available for the CCP site and will be tentatively targeting this enhancement for the end of September.

11. Owner: CLEC Community (OPEN)
Review CR0095 – ECTA Attribute Validation and provide feedback to Change Control.
Status: AT&T (Jill) advised this is working fine as it is today. Will leave CR open for any additional comments from other CLECs.

New Change Requests (Types 2-5)	ORD030200_001 – UNE via ASR21 *Status*: AT&T (Jill) advised to leave this CR open. ORD032700_001 – Post-FOC Clarification *Status:* Conference call held 8/10/00 with originator and BST SME to discuss options. It was determined that the pending pre-order CR TAG0812990001 (provide CFA information, NC/NCI codes) is a possible solution. If CR TAG0812990001 cannot be included with Release 8.0, Change Control will provide a date on when it can be worked. CR0012 – TAFI Functionality via ECTA Interface *Status*: AT&T advised to leave this request open to continue discussions with BellSouth. CR0018 – USOC Segmentation *Status:* AT&T (Jill) advised this request could be closed. They may re-open at a later time. CR0033 – EDI Multiple ReqTyp Enhancement *Status:* Provided BST response on 8/4/00 to originator for review and feedback. Multiple REQTYPEs (AB/BB) cannot be supported via EDI due to system restrictions as well as OBF Guidelines. However, we understand that this is being allowed today on manually submitted LSRs. This is a training issue that will be addressed with the centers. We will also work jointly with the Account Teams and CSMs in educating the CLECs that for requests types similar to the example submitted (one LSR with a Loop w/NP and a Loop Service page) it would benefit CLECs, as well

as the centers, in processing LSRS if this was sent as a REQTYPE BB with a Loops w/Number Portability Page.

CR0053 – CLEC Ordering Guide – LSOG 4
Status: Pending Clarification for recommendations on improvements to the BellSouth Business Rules-Local Ordering guide.

CR0065 – Add LENS 6.3 Tutorial
Status: Originator advised this CR could be placed on "HOLD" until future updates to LENS are completed. BST provided additional information for consideration to originator on 7-19-00 regarding a new LENS Web-based course. CLECs should be able to register for this course in the September timeframe.

CR0087 – "C" Order Process for UNE-P
Status: CR is currently being reviewed for acceptance regarding changing the internal process for the migration of Retail or Resale to UNE-P.

CR0091 – Add DFDT to the FOC
Status: BST response provided to originator 8/9/00. Currently in escalation process. BST is reconsidering response.

CR0093 – Electronic Change Notifications
Status: Being reviewed for acceptance.

CR0095 – ECTA – Attribute Validation
Status: Open for CLEC comments on whether this is a feature they would like to see implemented.

CR0096 – LENS Enhancement- Add New Listings
Status: Being reviewed for acceptance

CR0104 – LENS Large Account Inquiry
Status: Being reviewed for acceptance.

CR0105 – Drop the RES ID to Requirement for xDSL Order
Status: BST response provided to originator on 8/14/00 for review.

CR0106 – Delay Sunset of LSOG2 xDSL Ordering via Fax
Status: BST response provided to originator on 7/26/00 for review. Originator appeal on 7/26/00. BST response to appeal on 8/11/00. LSOG2 sunset period has been extended until 10/01/00.

CR0121 – Discrepancies in BellSouth Guidelines – CG-LSOR-002
Status: Reclassified as a Type 6 defect change request.

CR0127 – Provide Pending Service Order for CSR via TAG
Status: Being reviewed for acceptance.

CR0131 – Split Billing Requests
Status: Being reviewed for acceptance.

CR0132 – Fielded Completion Notifications

	Status: Being reviewed for acceptance. CR0133 – Migration of UNE-P Notifications *Status*: Being reviewed for acceptance. CR0134 – TN Reservation Display of Switch CLLI *Status*: Being reviewed for acceptance. CR0135 – Merging of Accounts *Status*: Being reviewed for acceptance. CR0137 – Flow-Through Change Request *Status:* Being reviewed for acceptance. CR0138 – Fielded Completion Notice. *Status*: Originator advised this CR could be canceled – duplicate of CR0132. CR0139 – TAG API Clarification to Cross Reference Pre-Order Business Rules *Status*: Being reviewed for acceptance CR0140 – Update the Due Date Calculation Intervals in TAG to Match Products/Services Interval (Resale) *Status*: Being reviewed for acceptance

Pending Change Requests	The following change requests were prioritized at the June 28, 2000 Change Review Meeting and are in "Candidate Request (RC)" status.

- EDI0812990003 - 411 Drops
- EDI0812990004 - One LSR to change the main account number on "J" REQTYP
- EDI0812990005 - Handling of Remaining Lines when main account is migrating
- TAG0812990001- Provide CFA and NC/NCI via TAG Pre-Order
- EDI081290007 - Lift LEAN/LEATN restrictions
- TAG0812990003- Parsed CSR
- EDI121599001 - TN vs. RSAG validation
- EDI02090001 - Electronically Order Routing to OS/DA
- EDI030300_001 – BST Test Environment

Status: Test Environment is targeted for implementation 4Q00.

- CR0002 - Pre-Order/Order Business Rule Discrepancies
- CR0003 - RPON Business Rules and Error Messages

Status: Advance copy of RPON Business Rules published to CLEC community on 8/16/00. Rules were originally targeted for publishing in the 8/25/00 BBR-LO update and the 8/29/00 LEO-IG Vol 1 update. The publishing date for the BBR-LO has been delayed due to the number of changes. A Carrier Notification letter will be posted with the new publishing date. It is anticipated that the new publishing date will be the week of 8/28/00.

- CR0014- LENS Screen Change on Change Orders
- CR0015 – LENS – ACT of C – Change Basic Class of Service
- CR0016 – Service Inquiry Enhancement for SL1, SL2, DS0, DS1 and ISDN loops
- CR0020 – View Multiple CSRs Simultaneously
- CR0029 – Partial Migration of UNE Loops (ReqTyp A)
- CR0030 – UNE to UNE Migrations
- CR0031 – Change Listing Account in LENS
- CR0038 – TOS Field on LSR ReqTyp J (TCIF 9)
- CR0040 – Order Tracking Request
- CR0045 – LENS 6.3 Conversion As Is – Not Stripping Non-Resellable USOCs
- CR0047 – Display Enhanced MemoryCall Access Number in LENS
- CR0078 – Extended Loops via EDI
- CR0085 – Web-based LSR

The following change requests are in "Pending" status:

- CR0068 – Pipe-cross USOC

Status: CR originally submitted as a defect. The LNPGW is responding to the LSR based on what is populated on the CSR. LNPGW to implement feature to modify requirements. Target imp date TBD.

- CR0088 – Unbundled Terminating Wire (UNTW) Service Requests via EDI

Status: CR to be prioritized at the September Change Review Meeting.

CR0101 – Request EDI Pre-Ordering
Status: CR to be prioritized at the September Change Review Meeting.

CR0113 – LENS Inquiry – View Customer Record
Status: CR to be prioritized at the September Change Review Meeting.

	CR0117 – Update Issue 7 Map Due Date Calculation Tables w/information from BST Products & Intervals Guide. *Status*: CR to be prioritized at the September Change Review Meeting.
Scheduled Change Requests	The following Change Requests are scheduled for upcoming releases: • **LSR0623990001 Redirection of UNE LSRs in the LCSC – Targeted for 8/27/00** • **CR0059 – Change TN Reservation Period – Targeted for 4Q00** • **CR0077 Subscription Version Cancellations – Targeted for 8/27/00** • **CR0092 – DFDT & CHC Defect Request – Targeted for 8/27/00 (EDI only)** • **CR0102 – NUM=TELNO=ACCT is Final Reject – Targeted for Rel 7.1 – 9/16/00** • **CR0109 – GA 912/229/478 NPA Splits – Targeted for Rel 7.2 10/14/00** • **CR0112 – Conversion As-Is ACT W Defect – Targeted for Rel. 7.1 – 9-16-00** • **CR0115 – Partial Pre-Order Query Due Date Calculation – Targeted for Rel 7.1 9/16/00** • **CR0116 – Premise Visit Indicator – Targeted for Rel 7.1 9/16/00** • **CR0118 – Remove Housenumprefix for TAG API 2.2.0.10 – Targeted for Rel. 7.1 9/16/00**

Implemented Change Requests	- EDI0812990001 Electronic ordering for unbundled XDSL loops – Beta testing 7/29/00 - TAG0812990002 DSL Capability – Beta testing 7/29/00 - OSS011300_001 LNA of G for LENS – Rel 7.0 8/12/00 (bus rules to be posted 8/25) - CR0062 Open REQTYP P/2nd TOS of E to Identify Centrex Services (manual) – 7/18/00 - CR0067 Call Return Invalid with Class of Service USOC UEPRX – Imp. 6/2/00 - CR0071 ECCKT data on FOC/CN with CLS or CLF – Rel 7.0 8/12/00 - CR0075 LESOG is clarifying for 1MBFE in error – Rel 7.0 8/12/00 - CR0076-LESOG is failing to generate port side of order when adding line – Rel 7.0 8/12/00 - CR0084 – TAG 2.2.0.8 Security Exception Error Defect – Imp. 6/20/00 - CR0090 – EDI/TAG LSR Auto-Clarify – Imp 7/9/00 - CR0119 – LESOG Auto clarifying NUM=TELNO-TN not in CRIS – Rel 7.0 8/12/00 - CR0120 – SOCS RT60 Invalid NPA NXX for Routing SUB 001 – Rel. 7.0 8/12/00 - CR0124 – LESOG to Cancel N & D if unsuccessful in generating both – Rel. 7.0 8/12/00. - CR0125 – Receiving error message when placing order to add VCA & RJ11C in LENS – Release
Canceled Change Requests	The following change requests were canceled between July 26 – August 22: CR0046 – EDI Reject Process Modification CR0051 – LENS 6.3 – Expand Service Details for Floating FIDS CR0052 – WSOP Field Requirements Regarding EDI Type Orders CR0072 – LEO should pull BAN1 from Svc Order & Return on the FOC/CN CR0097 – LENS defect CR0114 – TN Reservation Defect CR0138 – Fielded Completion Notice
Defect Change Requests (Type 6)	The following defect change requests statuses are provided: - CR0008 – YPQTY-WPQTY (Iss 7) ReqType –E Reject Code must be 2 numerics – (Deltacom) *Status:* Open – Currently under appeal. - CR0013 – Date Sent/Century Defect (EDI) – (Nextlink) *Status:* Open – Validation response provided on 4-20. Waiting on originator to authorize closure. - CR0023 – OSS'99 Ordering Guidelines – (AT&T) *Status:* Open – Validation response provided on 5-3-00. AT&T has requested that this remain open until all guidelines have been updated. - CR0024 – Hunt Group Defect on a Separate CSR – (Adelphia) *Status:* Open – Validated as a defect and waiting on originator to authorize closure. - CR0039 – FOC Not Populating Order number on Port Order – (BST on behalf of Albion Connect) *Status:* Open – Determined to not be a defect. Waiting on originator to authorize closure. - CR0049 – LENS TNs for each PON on bulk order (BST)

Status: Open – Pending clarification.

- CR0050 – LENS 6.3 - # of Directories for white & yellow (BST)

Status: Determined to not be a defect, but will be entered as a feature to be targeted in a future release.

- CR0066 – Invalid USOC for Basic Class of SVC Format – CREX7/TN – (AT&T)

Status: Open – Validated as a documentation defect. Provided a work aid on 8-10 and will be providing additional information on when the documentation will be updated.

- CR0070 – Call Forwarding USOC Defect (AT&T)

Status: Open - BellSouth determined this not to be a defect. The USOC populated is not valid with the FID provided. The USOC GCE is call forwarding busy line, the CFND FID with RCYC is for call forwarding don't answer. Waiting on CLEC to inform when request can be closed.

- CR0073 – LEO should pull Ported number & return on FOC/CN (BST)

Status: Determined to be a defect and will be corrected in a future release TBD.

- CR0074 – TAG is requiring the end user address in error for ReqTyp E: Act of C (BST)

Status: Determined to be a defect and is targeted for a future release TBD.

- CR0079 - TAG IS REQUIRING "INIT" (BellSouth)

Status: Open – BellSouth determine that this request is not a defect. The system works per requirements. Originator has appealed the validation response.

- CR0080 - LESOG is failing to issue Port Loop Combo accurately (BellSouth)

Status: Verified - Electronic System Support (ESS) has determined that this is a defect and will be corrected in a future release.

- CR0081 - LESOG is populating an incorrect due date interval on SL1; ACT of A; (ISSUE 9) (BellSouth)

Status: Open – BellSouth is has determined that this is a defect. LSOG is not establishing the Standard Due date intervals as five business days per requirements. The fix is targeted for a future implementation date.

- CR0082 – LEO IS FAILING TO EDIT FOR LOCQTY (BellSouth)

Status: Open – BellSouth requested further clarification from originator.

- CR0098 – Re-Calculate Due Date Intervals – (BellSouth)

Status: Open – BellSouth has determined that this is not a defect, however additional testing is being performed.

- CR0099 - ORDER MA'D AND SERVICE ORDER INFO DELETED – (BellSouth)

Status: Open – BellSouth has determined that this is not a defect, however the decision is being made as to whether this will become a feature.

- CR0100 – TAG is failing to accurately calculate due dates on deny and restore (BST)

Status: Determined to not be a defect, however a feature will be opened targeted for a future release.

- CR0107 – Documentation Defect – CIC (AT&T)

Status: Open – Still under investigation. Once clarified, the necessary update to the verbiage for the CIC field will be input and posted to the Web by no later than 8-31-00.

- CR0108 – Listings over the number of 2 are not shown on LSR or order (BST)

Status: BellSouth determined that this is a defect and is being targeted for a future release TBD. Manual intervention is recommended.

- CR0110 – LESOG not populating ZNEA & ZNHC on ACT of N or C (BST)

Status: BellSouth determined that this is not a defect, but recommended that a Feature be opened. This feature will be targeted for a future release TBD.

- CR0123 – LENS Application Enhancement – (Gulf Coast Communication)

Status: BellSouth determined that this is not a defect and is waiting on the originator to authorize closure.

- CR0126 – LESOG should pull the correct CFN number for enhanced MMC – (BST)

Status: BellSouth determined that this is a defect and will be corrected in a future release TBD.

- CR0129 – LESOG failing to apply ZRTI to orders – (BST)

Status: BellSouth determined that this is a defect and will be corrected in a future release TBD.

- CR0130 – LESOG not responding to "C" order adding line & features on Resale Accounts – (BST)

Status: BellSouth determined that this is not a defect and is waiting on the originator to authorize closure.

- CR0136 – Address Validating in LENS but not in TAG on old RSAG history – (BST)

Status: BellSouth determined that this is a defect and will be targeted for a future release TBD.

Report of System Outages	The following Type 1 System outages have occurred since the last Status Meeting: LENS – 6 EDI – 1 TAG – 3 CSOTS - 1 Details of each outage are posted on the Change Control Website at www.interconnection.bellsouth.com
Release Management Status	The target date for LNP Release 5.1 is 8/27/00: • LSR0623990001 – Redirection of UNE LSRs in the LCSC • CR0077 – Subscription Version Cancellation • CR0092 – DFDT & CHC (for EDI only) The target date for Release 7.1 is 9/16/00 (date may change to 9/30/00 or 10/7/00 due to Line Sharing mandate): • CR0112 – Conversion As-Is ACT W Defect • CR0115 – Partial Pre-Order Query DDC • CR0116 – Premise Visit Indicator • CR0118 – Remove HOUSENUMPREFIX from TAG The target date for Release 7.2 is 10/14/00: • CR0109 – GA 912/229/478 NPA Split The target date for Release 8.0 is 11/11/00: The proposed scope for Release 8.0 should be complete within two weeks. A conference call will be scheduled to review.
Upcoming Meetings	Release 8.0-scope conference call is targeted within the next two weeks. The Change Review Meeting (prioritization) is scheduled for **Wednesday, September 27, 2000**. Meeting details were distributed on 8-16-00. This will be a face-to-face meeting in Atlanta, GA. The meeting will be held at the BellSouth Conference Center, 1447 NE Expressway, Atlanta, GA 30329. The meeting will begin at 8:30 AM Eastern and last to approximately 3:00 PM. Please R.S.V.P. with your number of attendees to Change.Control@bridge.bellsouth.com by no later than **9/13/00**. Change Requests must be accepted and in "Pending" status by **9/18/00** to be placed on the Change Review Meeting agenda for prioritization. The Change Review Meeting package will be distributed to CLEC community between **9/18-9/20**.
Issues – Interim Change Control Process	1) Changes to CR form – adding the Change Control email address BellSouth has updated the RF1870 (Change Request Form) with the Change Control email address. 2) Section 10 - Testing Environment Change Control recommended the following changes to the Testing Environment section of the

Interim CCP document:
- 4th paragraph, indicate that the testing guidelines are located on the BellSouth web site and provide web site address for EDI and TAG.
- Remove last paragraph regarding BellSouth currently investigating and pricing the feasibility of a non-production testing environment since this request is targeted for 4Q00 implementation.

The above was acceptable to the CLEC community.

3) Defect/Expedited Feature process was reviewed/discussed. Four major changes have been made to the draft: (1) Included expedites as Type 6 Change Request, (2) Expanded the defect definition (3) Added High, Medium and Low Impact Levels and (4) Added intervals for implementing the High Impact levels.

Everyone agreed to make the following changes to the draft:

- Include documentation defects in the defect definition.
- Add "no electronic" workaround to High Impact definition
- Step 3 – add decision step if CR is validated as a High Impact
- Step 3 – 5th bullet – change verbiage to match new defect definition
- Initial Release Notification would be 30-day advance notice. If changes are made to the scope, a revised notification letter will be posted 2 weeks prior to implementation date. If additional changes are made to the scope of the release within the 2-week period, a post-release notification letter will be posted.

Change Control agreed to address the following concerns raised by the CLEC community:

- Step 4 – time interval for workaround
- Time interval for implementing a High Impact expedite
- Providing a patch code (as a workaround) for expedites
- Process and M&P changes included in 5 business day advance notification

Note: The "draft" Defect/Expedite Feature process will be incorporated into the Change Control Process document and will remain a "draft" as BellSouth works to address the issues raised by the CLECs.

4) Courtesy copies Carrier Notification Letters
BellSouth explained that BST business decisions that are made due to business drivers for efficiencies do not flow through Change Control. This information is posted in the form of Carrier Notification Letters and posted to the Interconnection Web site. Some examples of these Carrier Notifications were given:
- New LCSC Fax Numbers
- Manually submitting LSOG 4 Forms
- Methods for submitting manual Local Service Requests (LSRs)
- Packaging features/services offered at a discounted rate (BellSouth Essentials)
- Updates to the LEO-IG

BellSouth started sending courtesy copies of these types of notifications over the last week. The intent is to provide information to the CLEC community prior to it being posted to the Web site.

The CLECs expressed their approval and agreed that continuing to receive this information

Via email through Change Control would be beneficial.

5) Vote on baseline CCP document.

Valerie Cottingham explained the joint efforts in achieving the progress we have with the Interim CCP. She mentioned a few of the major improvements that have been made to the process since the discussions, with a few CLECs, began in February 2000. Some of the enhancements that were mentioned are:

- CCP now incorporates defects/expanded the defect definition
- Notify CLECs of new CRs and other statuses by email and through the new CCP Website
- Have monthly status meetings with SME participation, as needed. Will also include SME participation at Change Review Meetings, as needed.
- Formal escalation process
- Incorporated Introduction/Retirement of Interfaces; will allow input from CLECs

Valerie emphasized that the Interim process is a *working* document, not a final document. BellSouth is committed to working with the CLEC community to address their needs and Concerns. She asked for a consensus that the Interim process be accepted as the new Baseline for building upon. The results of the vote are as follows:

Woody Roe, Albion-Connect – Yes
Lorraine Watson – Worldcom – Yes
Shamone Stapler – ITC/Deltacom – Yes
Mubeen Saifullah, Nightfire – Yes
Donna Graham – Mantiss – Yes
Malinda Saxon – Trivergent – Yes

Jill Williamson – AT&T – No
Reasons:
1) AT&T does not agree with the time intervals
2) AT&T does not think that BST should reject Change Requests
3) The defect/expedite process should be finalized

Sandy Evans – Sprint – No
Reasons:
1) Sprint does not agree with the intervals
2) Sprint does not agree with the length of time that some change requests have been in the process.

Phyllis Burt – Quintessent – No
Reason:
1) Quintessent does not agree with the intervals
BellSouth requested examples from Quintessent dealing with not meeting intervals.

Since the vote was 6 – 3 in favor with 1 abstention from dsl.net, Change Control will make this document the new "baseline" document for the Change Control Process.

Action Items	1. Investigate if there will be a standard process for handling 411 drops. (BellSouth) 2. Add CR0110 to CR Log. (BellSouth) 3. Send Steve Murray a copy of the CR Log and Defect/Expedite draft process that was discussed on the call. (BellSouth) 4. Investigate time intervals for defect/expedite workaround. (BellSouth) 5. Investigate time interval for implementing a High Impact expedite. (BellSouth) 6. Determine if BellSouth can provide a code "patch" (as a workaround) for expedites until a permanent fix is implemented. (BellSouth) 7. Determine if Process and M&P changes are included in the posting of notifications of documentation updates (non-system changes) 5 days prior to the documentation posting date. (BellSouth)

Transmittal Cover Sheet for Pate Exhibit RMP-8

This sheet transmits the

July 26, 2000 CCP Monthly Status Call Minutes

which consists of 13 pages.

ⓐ **BELL**SOUTH

Change Control Process
Monthly Status Meeting Minutes

DATE: July 26, 2000

MEETING: Monthly Status Call

PURPOSE: Review Status of Pending/Approved Change Requests

ATTENDEES

Tyra Colbert, WorldCom	Steve Murray, Rhythms	Valerie Cottingham, BST
Sandy Evans, Sprint	Brian Rutter, KMPG	James Hunter, KPMG
Annette Cook, e.spire	Steve Hancock, BST	Shamone Stapler, ITC-DeltaCom
Linda Tate – BST	Cheryl Storey, BST	Jill Williamson, AT&T
Carol Harrison, Impower	Carl Vincent, FL PSC	Kevin McAllorum, AT&T
Peggy Rehm, Nightfire	John Duffey, FL PSC	Mubeen Saifullah, Nightfire
Brenda Files, BST	Paul Winehart, e.spire	Phyllis Burt, Quintessent
Woody Roe, Albion Connect	Yvette Brown, e.spire	Mickey Dossey, Quintessent
Lorraine Watson - WorldCom	Kim Gillette - Quintessent	Donna Graham, Mantiss
		Rick Woodhouse,KPMG

AGENDA

Agenda   Review status of pending/approved Change Requests (including defects), review current Release Management statuses and discuss Interim Change Control Process.

Opening	The BCCM opened the meeting and covered the items we were to accomplish on this conference call:
	  • Review of outstanding action items
	  • Review regulatory mandates
	  • Review status of pending/approved Change Requests
	  • Review status of pending defects
	  • Report of system outages
	  • Review current Release Management statuses
	  • Open Discussion – Interim Change Control Process
	  • New Issues/Action Items

Release 7.0 Update	Linda Tate, Director of IT Solutions Development and Implementation, advised that due to coding problems, Release 7.0 would not be fully implemented on July 29, 2000. We currently do not have a new date for Release 7.0. The only functionality that will be provided on July 29, 2000 is the xDSL beta testing. Additional information, including training, will be provided to the CLECs that will participate in the xDSL beta testing. xDSL business rules are currently being finalized. The target date for posting xDSL business rules is 8/14/00.
Non-Production Test Environment	Linda Tate advised that BellSouth is in the process of implementing a CLEC test environment that can be used to test code before rolling out into production. BellSouth is in the process of ordering hardware. The test environment is targeted for implementation 4Q00. BellSouth plans to work with the CLEC community on the requirements and implementation.
Regulatory Mandates	CR0059 – Change TN Reservation Period to 45 days (pre-ordering functionality) FCC Docket # 99200 Order # FCC00-104 Posted 6-16-00 Order becomes effective July 17, 2000 Targeted for Release 7.0 – Implementation date TBD
Outstanding Action Items	<u>Outstanding Action Items from 6/26/00 Monthly Status call</u>: 1) Owner: BellSouth (CLOSED) Worldcom requested that BellSouth include verbiage in the Interim CCP regarding maintaining two issues (versions) at all times. *Status*: Verbiage included as Appendix D – to be reviewed during today's discussion. 2) Owner: BellSouth (OPEN) Expedited Feature Process. *Status*: Conference call held 7-17-00. CLECs requested impact levels and ranges of time to implement expedites. BST currently addressing CLEC requests. Another conference call will be scheduled within the next two weeks to continue discussions. 3) Owner: BellSouth (CLOSED) CLECs are requesting that the communication of the test window for testing new releases be included in the Change Control Process. *Status*: In the current environment, the test window begins when the release goes into production because BellSouth is conducting System and User Acceptance testing up to the release

implementation date. With the new planned non-production test environment, Change Control will be able to communicate the test windows to the CLEC community.

4) Owner: BellSouth (OPEN)
Change Control to coordinate conference call with BST and interested CLECs regarding ordering loops/EELS via the ASR21.
Status: The appropriate SME will be available in the August timeframe to discuss further. BellSouth has addressed this request internally. The BST Policy decision remains the same. BST Policy decision is that the LSR is the ordering form for UNE loops/EELS. The exception is for bulk conversion of existing access EELS to UNE EELS. There is a spreadsheet that can be obtained from your Account Team to be completed by the CLEC for the conversions. BellSouth is supporting the standards. BellSouth is trying to keep costs down for both CLECs and BST. An option is the BFR.

5) Owner: BellSouth (CLOSED)
Change Control to provide information to the CLEC community regarding the conversion spreadsheet available to convert access EELS to UNE EELS.
Status: Conversion spreadsheet can be obtained from your Account Team.

6) Owner: BellSouth (CLOSED)
Change Control to provide information on how BST is going to handle LSR0623990001-Redirection of UNE LSRs in the LCSC.
Status: Updated CR provided to CLECs 6-30-00 with explanation. This will be an internal feature in the LNPGW for the LCSC to sort/route UNE LSRs. No process change for the CLECs.

7) Owner: BellSouth (CLOSED)
Change Control to check with Renae Stewart on CR0080 to see if this change has been implemented.
Status: Change Implemented. System working properly.

8) Owner: BellSouth (CLOSED)
Change Control to check for a CR submitted by AT&T on 6-19-00 regarding DFDT on FOC.
Status: Change Control did not receive CR, requested that AT&T submit again. AT&T did submit again on 6-26-00.

9) Owner: BellSouth (CLOSED)
Change Control to provide beta testing information for XDSL to CLEC community.
Status: Carrier Notification Letter posted 6-29-00 for Release 7.0 indicates that CLECs must negotiate a CLEC Beta Testing Agreement. This should be coordinated through your Account Team.

Outstanding Action Items from 6/28/00 Change Review Meeting:

1) Owner: BellSouth (CLOSED)
Provide draft Letter of Intent to CLECs for input. Letter of Intent will include timeframes that indicate CLEC anticipated use of the interface.
Status: Draft LOI provided 7-21-00 for discussion during today's meeting.

2) Owner: BellSouth (CLOSED)
Determine if BellSouth will provide typewritten orders to CLECs for win backs.
Status: The Regional Trapper Center will type all Local Service Requests (LSRs).

3) Owner: BellSouth (CLOSED)
Post a Master document on Web of what interfaces CLECs can vote on.
Status: Posted on CCP Web site under the "Processes/Documents/BST Mailing List"

4)   Owner: BellSouth (OPEN)
CR0040-Order Tracking Request. Provide additional information on LNP limitations.
Status: Non-LNP tracking information will be real time. LNP information will be non-real time. Currently the LNP architecture is not designed to accommodate real time queries regarding the status of a service order and the location of an LSR with respect to the hand-off between systems. We are currently making architecture changes to the LNP system, which in time may allow a real time query to occur.   AT&T (Jill) submitted additional questions on 7-24, which are currently being addressed by BST. Responses to these questions should provide clarification regarding the LNP issue.

5)   Owner: BellSouth (CLOSED)
CR0002-Pre-order/Order Field Discrepancies-CLEC concerns on the handling of this request.
Status: The Release Management Team was made aware of CLEC concerns with the field discrepancies and advised this effort is being reviewed for upcoming releases. The work effort around this feature is large due to the number of fields affected. Additional information should be available at our August Release Package Meeting.

6)   Owner: BellSouth (CLOSED)
Check on status of Sprint's document addressing discrepancies in the BellSouth Business Rules-Local Ordering Guide.
Status: Response has been provided to Sprint addressing discrepancies.

7)   Owner: BellSouth (OPEN)
Determine if BST could provide draft documentation to CLECs prior to release.
Status: CLECs were advised that BellSouth couldn't provide draft documentation prior to releases.

8)   Owner: BellSouth (OPEN)
EDI0812990003 – CLECs requested better understanding of why 411 drops are occurring.
Status: If a CLEC's end user listing is dropped from Directory Assistance, the CLEC should call the LCSC. If BellSouth is at fault, no additional LSR is required from the CLEC. The listing is corrected as soon as possible. If a CLEC error is the cause, an LSR is required.

Jill (AT&T) questioned if a list could be submitted to the LCSC in lieu of calling. Change Control will address internally and provide response. Jill advised she would like to leave this request in "Pending" status. Change Control will continue discussion with Jill regarding this issue.

9)   Owner: BellSouth (OPEN)
Determine how high priority CRs that have not been scheduled will be handled.
*Status:*It was suggested that high priority CRs that have not been scheduled be ranked two (2) times before trying to get implemented.

New Change Requests (Types 2-5)	ORD030200_001 – UNE via ASR21 *Status*: See Action Items. Jill (AT&T) and Tyra (WorldCom) will advise Change Control how they would like to pursue with this request. ORD032700_001 – Post-FOC Clarification *Status:* Conference call to be scheduled in August to discuss further.

CR0012 – TAFI Functionality via ECTA Interface
Status: AT&T advised to leave this request open to continue discussions with BellSouth.

CR0018 – USOC Segmentation
Status: AT&T reviewing feedback from BST.

CR0028 – Document LSOG 2 & 4 Differences
Status: Provided BST response to originator 6-8-00 for review and feedback. Shamone (ITC Deltacom) advised this request could be cancelled.

CR0033 – EDI Multiple ReqTyp Enhancement
Status: Pending Clarification for examples of what is submitted manually today.

CR0044 – LENS Calculate Due Date Enhancement
Status: Cancelled by BST.

CR0046 – EDI Reject Process Modification
Status: Completed 2nd level escalation. Waiting to hear from originator if request can be cancelled or if 3rd level escalation would be pursued.

CR0051 – LENS 6.3 – Expand Service Details field for Floating FIDS
Status: Submitted as a potential defect. Reclassified as a feature. Being reviewed for acceptance.

CR0052 – WSOP Field Requirements
Status – Provided BST response to originator 6-9-00 for review and feedback. Waiting to hear from originator if request can be cancelled or if additional information is needed.

CR0053 – CLEC Ordering Guide – LSOG 4
Status: Pending Clarification for recommendations on improvements to the BellSouth Business Rules-Local Ordering guide.

CR0065 – Add LENS 6.3 Tutorial
Status: Originator advised this CR could be placed on "HOLD" until future updates to LENS are completed. BST provided additional information for consideration to originator on 7-19-00. LENS is developing a new Web-based course. CLECs should be able to register for this course in the September timeframe.

CR0087 – "C" Order Process for UNE-P
Status: CR originally submitted as a potential defect. A defect was corrected with Release 6.4 on June 17, 2000 with the "D" and "N" orders. CR is currently being reviewed for acceptance regarding changing the internal process for the migration of Retail or Resale to UNE-P.

CR0091 – Add DFDT to the FOC
Status: Being reviewed for acceptance.

CR0093 – Electronic Change Notifications
Status: Being reviewed for acceptance.

CR0095 – ECTA – Attribute Validation
Status: Recent 3rd party audits of EC-TA interface suggests that BellSouth should consider implementing attribute validation on every attribute sent by the Manager (CLEC). CLECs requested additional time to review this request internally and will provide Change Control feedback.

	CR0096 – LENS Enhancement- Add New Listings **Status**: Being reviewed for acceptance CR0101 – EDI Pre-ordering Functionality **Status**: Being reviewed for acceptance. CR0104 – LENS Large Account Inquiry **Status**: Being reviewed for acceptance. CR0105 – Drop the RES ID to Requirement for xDSL Order **Status**: Being reviewed for acceptance CR0106 – Delay Sunset of LSOG2xDSL Ordering via Fax **Status**: Being reviewed for acceptance

Pending Change Requests	The following change requests were prioritized at the June 28, 2000 Change Review Meeting and are in "Candidate Request (RC)" status. • EDI0812990003 - 411 Drops • EDI0812990004 - One LSR to change the main account number on "J" REQTYP • EDI0812990005 - Handling of Remaining Lines when main account is migrating • TAG0812990001- Provide CFA and NC/NCI via TAG Pre-Order • EDI081290007 - Lift LEAN/LEATN restrictions • TAG0812990003- Parsed CSR • EDI121599001 - TN vs. RSAG validation • EDI02090001 - Electronically Order Routing to OS/DA • EDI030300_001 – BST Test Environment • CR0002 - Pre-Order/Order Business Rule Discrepancies • CR0003 - RPON Business Rules and Error Messages • CR0014- LENS Screen Change on Change Orders • CR0015 – LENS – ACT of C – Change Basic Class of Service • CR0016 – Service Inquiry Enhancement for SL1, SL2, DS0, DS1 and ISDN loops • CR0020 – View Multiple CSRs Simultaneously • CR0029 – Partial Migration of UNE Loops (ReqTyp A) • CR0030 – UNE to UNE Migrations • CR0031 – Change Listing Account in LENS • CR0038 – TOS Field on LSR ReqTyp J (TCIF 9) • CR0042 – Open IWBAN Field on EU Form • CR0045 – LENS 6.3 Conversion As Is – Not Stripping Non-Resellable USOCs • CR0047 – Display Enhanced MemoryCall Access Number in LENS • CR0062 – Open ReqTyp P/2nd TOS of E to identify Centrex Services (manual) • CR0078 – Extended Loops via EDI • CR0085 – Web-based LSR The following change requests are in "Pending" status: • CR0068 – Pipe-cross USOC **Status**: CR originally submitted as a defect. The LNPGW is responding to the LSR based on what is populated on the CSR. LNPGW to implement feature to modify requirements. Target imp date TBD. • CR0088 – Unbundled Terminating Wire (UNTW) Service Requests via EDI *Status*: CR to be prioritized at the next Change Review Meeting (tentatively scheduled for September timeframe).

Scheduled Change Requests	The following Change Requests are scheduled for upcoming releases: • EDI0812990001 Electronic ordering for unbundled XDSL loops – Beta testing 7/29/00 • TAG0812990002 DSL Capability – Beta testing 7/29/00 • OSS011300_001 LNA of G for LENS – Rel 7.0 (date TBD) • CR0059 – Change TN Reservation period to 45 days – Rel 7.0 (date TBD) • CR0066 – Invalid USOC for Basic Class of Svc Format (sch to be corrected in the Rate Database) • CR0071 ECCKT data on FOC/CN with CLS or CLF – Rel 7.0 (date TBD) • CR0075 LESOG is clarifying for 1MBFE in error – Rel 7.0 (date TBD) • CR0076-LESOG is failing to generate port side of order when adding line – Rel 7.0 (date TBD) • CR0077 Subscription Version Cancellations – Targeted for 8/27/00 • LSR0623990001 Redirection of UNE LSRs in the LCSC – Targeted for 8/27/00 • CR0092 – DFDT & CHC Defect Request – Targeted for 8/27/00

Implemented Change Requests	• CR0022 – Issue 9 Flow Through Matrix – Implemented 6/30/00 • CR0067 - Call Return invalid with class of service USOC UEPRX • CR0089 – Reserving Telephone Numbers • CR0090 - EDI/TAG LSR Auto-Clarify – Implemented 7/9/00.
Canceled Change Requests	The following change requests were canceled between June 26 – July 26: EDI030200_001 – Modify Line Activities to Align with Industry Guidelines CR0027 – Display listing infor on FOC for Reqtyp CB (manual orders) CR0042 – Open IWBAN field on the EU form CR0043 – Conversion As-Is error – Invalid USOC CR0057 – Port/Loop Combo Conversion CR0058 – Fraud Management Process CR0063 – Memory Call Forwarding Number CR0069 – Reserving Telephone Numbers CR0083 – Customer Service Record Error Message CR0086 –EELs via ASR CR0094 - TAG6015VAL REFNUM= CFA FORMAT INVALID CR0103 – Disconnect of Port Loop Combo going into RECYCLE in Issue 9.13
New Defect Change Requests (Type 6)	The following defect change requests statuses are provided: • CR0070 – Call Forwarding USOC Defect (AT&T) *Status:* Open - BellSouth determined this not to be a defect. The USOC populated is not valid with the FID provided. The USOC GCE is call forwarding busy line, the CFND FID with RCYC is for call forwarding don't answer. Waiting on CLEC to inform when request can be closed. • CR0072 – LEO SHOULD PULL THE BAN1 FROM THE SERVICE ORDER AND SEND BACK ON THE FOC/CN (BellSouth) *Status:* Verified - This has been determined as a defect and has been targeted for a future release. • CR0079 - TAG IS REQUIRING "INIT" (BellSouth) *Status:* Open – BellSouth determine that this request is not a defect. The system works per requirements. Originator has appealed the validation response. • CR0080 - LESOG is failing to issue Port Loop Combo accurately (BellSouth) *Status:* Verified - Electronic System Support (ESS) has determined that this is a defect and will be corrected in a future release. • CR0081 - LESOG is populating an incorrect due date interval on SL1; ACT of A; (ISSUE 9) (BellSouth) *Status:* Open – BellSouth is has determined that this is a defect. LSOG is not establishing the Standard Due date intervals as five business days per requirements. The fix is targeted for a future implementation date. • CR0082 – LEO IS FAILING TO EDIT FOR LOCQTY (BellSouth) *Status:* Open – BellSouth requested further clarification from originator.

- CR0092 - DFDT/CHC Defect Request – (AT&T)

Status: Open – BellSouth has determined that this is not a defect as the LNP systems are working according to the baseline requirements, however CR 20089 is targeted for implementation on 8/27/2000. Until that time, it will be necessary for the CHC and DFDT to be populated on LSRs for SL2 loops when the NPT = D. Beginning July 17, all SL2 orders for Company Code 7125 will be updated to add the time specific billing. The DFDT from the LSR will be used on the service order as the desired cut time.

- CR0097 – LENS Defect – (AT&T)

Status: Open – BellSouth has determined that this is not a defect. BellSouth has proactively initiated a request to verify all AT&T LENS users have 0292 as an option on their LENS Main Menu for LENS 6.4. This should be complete by Tuesday, July 11th, 2000.

- CR0098 – Re-Calculate Due Date Intervals – (BellSouth)

Status: Open – BellSouth has determined that this is not a defect, however additional testing is being performed.

- CR0099 - ORDER MA'D AND SERVICE ORDER INFO DELETED – (BellSouth)

Status: Open – BellSouth has determined that this is not a defect, however the decision is being made as to whether this will become a feature.

- CR0102 - NUM = TELNO = ACCT is FINAL Reject – (Access One)

Status: BellSouth has determined that this is a defect and is being targeted for a future release TBD.

- CR0107 – Documentation Defect – CIC (AT&T)

Status: Open – Still under investigation.

Report of System Outages	The following Type 1 System outages have occurred since the last Status Meeting: LENS - 4 TAG – 1 Details of each outage are posted on the Change Control Website at www.interconnection.bellsouth.com.
Release Management Status	Functionality to be implemented 7/29/00: • EDI0812990001 – order xDSL unbundled electronically (beta testing) • TAG0812990002 – mechanize the SI process for xDSL loops (beta testing) Targeted for Release 7.0 (date TBD): • OSS011300_001 - LNA of G for LENS • CR0059 – TN Reservation Changed to 45 days • CR0071 - LEO Sending ECCKT data on FOC/CN in absence of CLS or CLF • CR0075 – LESOG is clarifying for 1MBFE in error • CR0076 – LESOG is failing to generate port side of order when adding line The target date for LNP Release 5.1 is 8/27/00: • LSR0623990001 – Redirection of UNE LSRs in the LCSC • CR0077 – Subscription Version Cancellation • CR0092 – DFDT & CHC
Upcoming Meetings	Target date for completing Step 7 – Internal Change Management Process is August 11, 2000. The next step is for BellSouth to present the proposed release package for Release 8.0 to the CLEC community for input. CLECs requested that the Release Package Meeting be held the week of August 14 (prefer August 14 or 15). Change Control will provide meeting logistics. A meeting to discuss the expedite process will be scheduled in August. Next prioritization meeting is tentatively scheduled for September. Release 9.0 is targeted for January, 2001. Change Control will provide additional details. The next Monthly Status call is scheduled for **August 23, 2000.** Conference bridge telephone number is **205/970-3743**, access code **4736.** Conference call is from 10:30 – 12:30 AM Eastern.
Issues – Interim Change Control Process	1) Review CLEC e-mail re: CCP issues. BellSouth is committed to providing SME support as needed. However, CLECs should provide Change Control two-week advance notice if they wish for SME participation on a particular CR in the upcoming Monthly Status meeting. 2) Review of Interim CCP document changes. The recommended changes (Version 1.6, dated July 20, 2000) of the Interim CCP were reviewed with the CLEC community. Summary of additional changes to the recommendations include: - Add testing phase to the verbiage regarding submittal and voting of CRs - Change Control to address the inclusion of other documentation that impacts placing an order (i.e., EDI Specifications) to the 30 day or more advance notice - Include verbiage regarding CLEC involvement when discussing alternatives/options for a change

request (Step 3 – Types 2-5)
- Add 4-30 day resolution interval to Defect Type 6 process flow
- Add Type 6 escalation turnaround time – 3 days
- Remove "Release Schedule Status Log Template" – Attachment C-6. CLECs advised the enhanced CR log that we now use includes the necessary information.

3) BellSouth asked the CLECs if a separate log for defects is needed?
   The CLECs advised that the current Change Request Log is adequate, however BellSouth should assure that workarounds are communicated and included in the notes section.

4) Suggestions on bringing closure to CRs that have been in "NEW" status for a period of time and Change Control has not heard from the originator. CLECs agreed that if we follow up with the originator two times and indicate that we need to hear from them within a specified timeframe and don't, the CR could be closed/canceled.

5) CLEC Input on CLEC Notification Letters. If LNP is implementing a release on the same weekend as the other Electronic Interfaces, but the functionality is independent of each other, would the CLECs like one Notification Letter or two letters (one for LNP, one for the other Electronic Interfaces). The CLECs advised two letters was fine. Our current process is one consolidated letter for when the functionality is related. Two separate letters for when the functionality is not related.

6) CLECs suggested that we archive "Canceled" and "Implemented" change requests once they have completed one cycle of the status meeting. Change Control agreed.

7) CLECs suggested that we shade the areas of the CR Log that will be discussed during the Monthly Status calls. Change Control agreed.

8) CLECs suggested that CCP e-mail and web post CRs when the BST response is provided to the originator for review. Currently, CCP emails the CLEC community & web posts a CR when the status of the CR changes. Change Control agreed.

9) BellSouth is committed to submitting documentation defects through the process.

Action Items	1. Owner: BellSouth (OPEN) Finalize Expedited Feature Process 2. Owner: AT&T & WorldCom (OPEN) Advise Change Control on how they would like to pursue UNE via ASR21 change request. 3. Owner: BellSouth (OPEN) CR0040 – Order Tracking Request – provide additional clarification on LNP limitations. 4. Owner: BellSouth (OPEN) Update Release Schedule on CCP Web site and information on the standardization of the releases. 5. Owner: BellSouth (OPEN) Provide requirements to CLECs for CR0092 – DFDT & CHC Defect Request 6. Owner: BellSouth (OPEN) Investigate if CLECs can submit a list to the LCSC re: 411 drops. 7. Owner: BellSouth (OPEN) Address the inclusion of other BST ordering documentation in the 30-day or more advance notice (i.e., EDI Specifications). 8. Owner: BellSouth (OPEN) Retirement of Interfaces. CLECs requests that Change Control provide the notification to give them the opportunity to provide input. 9. Owner: BellSouth (OPEN) Create a "Canceled" category on the CCP web site to archive cancelled requests. 10. Owner: BellSouth (OPEN) Investigate search/sort capability for CCP web site. 11. Owner: CLEC Community (OPEN) Review CR0095 – ECTA Attribute Validation and provide feedback to Change Control.

Transmittal Cover Sheet for Pate Exhibit RMP-9

This sheet transmits the

October 17, 2000 CCP Process Improvement Meeting Minutes

which consists of 7 pages.

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CCP PROCESS IMPROVEMENT BellSouth Conference Center	Steve Hancock – Change Control Team	10-18-00

Participants/Attendees

PARTICIPANT	COMPANY	PARTICIPANT	COMPANY
Terrie Hudson	BST – NCS/CS	Rick Woodhouse	KPMG
Valerie Cottingham	BST – CCP	Graham Watkins	KPMG
Cheryl Storey	BST – CCP	Shamone Stapler	ITC/Deltacom
Jill Williamson	AT&T	Mary Conquest	ITC/Deltacom
Bill Grant	Telcordia	Stephanie Smith	dset
Mike Young	Telcordia	Yvette Brown	espire
Brian Rutter	KPMG	Rae Dupraw	Mpower
Kevin McCall	BST – NCS/CS	Sandy Evans	Sprint
Kathy Rainwater	BST – NCS/CS	Tyra Hush	Worldcom
Bill Shoemaker	BST – NCS/CS	Lorraine Watson	Worldcom
Steve Hancock	BST – CCP	Steve Murray	Rhythms
John Duffey	FL – PSC	Kim Gillette-Hoskins	Quintessent
Woody Roe	Albion-Connect	James Hunter	KPMG
Selange Roberts	espire	Ron Thompson	XO
Phyllis Burt	Quintessent	Peggy Rehm	Nightfire

Meeting Information History

DATE	START TIME	END TIME
10/17/00	9:00 AM EDT	12 NOON EDT

MEETING PURPOSE
To better understand the CLEC's needs with regard to the Change Control Process.

11/08/00

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

MEETING MINUTES

Agenda Items	Discussion
. PROVIDE REVISION HISTORY FOR DOCUMENTATION UPDATES. Carrier Notification Letter needs to provide more details regarding the changes	Jill Williamson – (AT&T) requested that BST provide additional details in Carrier Notification Letters; all Business Rules/documentation changes need to flow through CCP. Valerie Cottingham (BST) explained that CCP has begun to send the revision summary prior to the documentation being posted to the web. Woody Roe – (Albion Connect) reiterated that anything (documentation) that is touched should go through the CCP process. All customer notification letters that announce documentation changes should reference a change request that has been submitted through CCP. Tyra Hush (Worldcom) stated that if customer notification letters have OSS impact, they should be discussed in CCP meetings. Kathy Rainwater – (BST) explained that BellSouth is currently looking at new software that will be used to facilitate documentation changes more easily. BellSouth's intent is to make these documents more "user friendly".
	ACTION ITEM (BELLSOUTH) – Revision History should be attached to associated Carrier Notification Letters.
2. Have BST SMEs available at the Monthly Status Meetings to discuss the specifics of the Carrier Notification Letters distributed by Change Control.	Steve Murray (Rhythms) emphasized that BellSouth should have someone at the meetings with the power to make commitments. Valerie Cottingham (BST) explained that CCP had provided SMEs at the last two (2) monthly status meetings as well as the 9-27 Change Review Meeting and would continue to support providing SMEs at meetings. Having the SME's in attendance greatly helped to expedite discussion and facilitate the meetings. The CLECs need to provide two (2) weeks notification for SME participation. Jill Williamson – (AT&T) stated that it was OK to give advance warning to allow time for SMEs to address an issue at a given meeting. Tyra Hush (Worldcom) agreed that the SMEs especially needed to be available for monthly meetings with regard to OSS and documentation questions/issues. Jill Williamson – (AT&T) discussed that there are times when issues are discussed with Account Teams that should have a change request initiated.

11/08/00

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
	ACTION ITEM (BELLSOUTH) – Determine who initiates a change request when identified by a CLEC and Account Team.
3. THE DEFECT / EXPEDITE PROCESS	Jill Williamson (AT&T) explained that her "proposed" changes were provided in the "marked up" version of the CCP Process document she submitted. In summary, she went on to explain that AT&T is asking for improvements in turnarounds and to separate the defects from expedites.
	Bill Grant (Telcordia) discussed his concern with BellSouth's definition of a defect and a feature. He emphasized that just because BellSouth determines an issue is "working according to the baselined requirements" does not negate the fact that it is still a "defect" to the CLECs.
	Terrie Hudson (BST) explained that these definitions are a result of our vendor contracts with our IT suppliers.
	ACTION ITEM (BELLSOUTH) – There needs to be a "common" definition of defects.
	ACTION ITEM (CLECs/BELLSOUTH) – Separate Defects from Expedites
	ACTION ITEM (CLECs/BELLSOUTH) – Segment response time based on the "severity" of the defect.
	Woody Roe (Albion-Connect) reemphasized that the CLECs do not want a "fix" several releases and versions later. He stated that he needs the fix to occur on the release that's impacted or the current API, depending on severity.
	ACTION ITEM (BELLSOUTH) – Need "fixes" to occur on the current API that's impacted.

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CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
4. RELEASE MANAGEMENT MILESTONES (i.e., documentation, testing)	Woody Roe (Albion-Connect) discussed that there is a big need for standardizing the Release calendar to include the following: • Dates of Releases • Rolling Release Schedule • Lifecycles identified for each release • Identify Documentation that is to be associated with each release Terrie went on to explain that Business Rules drive the Requirements. Currently, user requirements are reviewed with the CLECs. Jill Williamson (AT&T) explained that there is a concern that the CLECs are being told to go through their Account Teams regarding requirements questions, and are not receiving the appropriate responses. She went on to clarify that in her opinion, Account Teams should be contacted for interpretation of current Business Rules, but all future enhancements and associated Business Rules should go through CCP. Terrie Hudson (BST) reemphasized that it is BellSouth's goal to provide firm Release milestones which should ensure that documentation is more timely. In addition, final documentation will continue to be posted 30 days prior to a Release. Terrie summarized by saying that BellSouth is working to provide for an improved structure for Release milestones and should communicate any changes as soon as they are discovered.
	ACTION ITEM (BELLSOUTH) – Provide BST Release Milestones and Communicate deliverables slippage.

11/08/00

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
ⅰ. Change the format of the BellSouth Business Rules for Local Ordering (BBR-LO) guide.	Bill Grant (Telcordia) discussed the need for the implementation of a "matrix" format for the BBR-LO, similar to the way it was presented in an earlier Version 9A. Bill provided an example of this format and will send a "soft" copy to Change Control to provide to CLEC community for review. Bill explained that the current structure is not condusive to programming and coding work because it requires too much manual manipulation and translation.
	Kathy Rainwater (BST) expressed her concern that the CLECs may be using the Business Rules for coding and that is not what they are designed for. She explained that the Business Rules document should be used for "How to issue an LSR" , not to "code" from.
	Woody Roe (Albion-Connect) asked if there was a way for BellSouth to get the data elements and "matrix format" into a database for the CLECs to be able to manipulate more freely.
	Terrie Hudson (BST) asked if any CLECs would like to share or partner in the cost of a database solution for documentation. Woody Roe (Albion-Connect) stated that he thought he could make a serious case for sharing cost since his company would ultimately save money due to the extra work it is causing them to incur to translate the current document structure.
	Kathy Rainwater (BST) proposed that BellSouth leave the BellSouth Business Rules for Local Ordering (BBR-LO) in its current format, and start providing the User Requirements in the "matrix" format. In addition, Kathy also asked the CLEC's if she should continue to pursue the change request that was submitted to CCP dealing with splitting up the documents into several documents.
	ACTION ITEM (BELLSOUTH) – Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for the document, preferably in a "matrix" format.
6. CODING CHANGES – 30 days is not sufficient time for CLECs to make coding changes. Need the Business Rules sooner. 30 days is sufficient for M&P changes only.	Terrie Hudson (BST) proposed to the CLECs that with the current Release 9.0, BellSouth will provide user requirements as soon as possible, however going forward, BellSouth will investigate providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release.
	ACTION ITEM (BELLSOUTH) – BellSouth will investigate the possibility of providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release.

11/08/00

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
'. ADDITIONAL TOPICS SUBMITTED BY AT&T.	• CR0171 – AT&T's marked up version of the CCP Terrie Hudson (BST) suggested that the CLECs take this "marked up" version of the Process and come to a consensus and present back to the CCP. Jill Williamson (AT&T) will coordinate a meeting with the CLEC participants of Change Control to discuss the document. Tyra Hush (Worldcom) asked that BellSouth be a participant in this CLEC review meeting of the CCP document changes. Valerie Cottingham agreed that CCP would be represented in the review meeting.
	ACTION ITEM (CLECs) – Review the "marked-up" version of the CCP Process document (provided by AT&T). Come to consensus on changes and present back to CCP.
	• BellSouth's use of the Change Control Process Jill Williamson (AT&T) explained that she would like clarification on BellSouth's view of the CCP process and how can the CLECs be ensured that BellSouth is following the process. Tyra Hush (Worldcom) also agreed with Jill's concern and would like to ask BellSouth to share with the CLECs their internal processes vs. the external "published" process. Jill Williamson (AT&T) stated that the CLECs also need to understand how BellSouth develops their release schedule and what happens if the CLEC disagrees; how can that be resolved.
	ACTION ITEM (BELLSOUTH) – BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting.
	• Process for inclusion of non-OBF standard requests Jill Williamson (AT&T) explained that they need to know what is the procedures in developing the OBF vs. non-OBF standard. Tyra Hush (Worldcom) stated that there are many times when the CLECs do not want to wait till an issue gets OBF approval. There may be instances where an issue should be acted on and may go to OBF later.
	An additional concern was voiced by Quintessent that Terrie Hudson's organization needs to have a contact to facilitate questions that come up during testing. (i.e, business rules interpretation) Terrie Hudson (BST) will consider ways to improve this process.

11/08/00

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
8. OTHER	Terrie Hudson (BST) announced that effective November 1, 2000, the Electronic Interface support group will move under her new organization along with the Testing Group
SUMMARY OF ACTION ITEMS	• **BellSouth** - Revision History should be attached to associated Carrier Notification Letters. • **BellSouth** - Determine who initiates a change request when identified by a CLEC and Account Team. • **BellSouth** - There needs to be a "common" definition of defects. • **BellSouth/CLECs** - Separate Defects from Expedites. • **BellSouth/CLECs** - Segment response time based on the "severity" of the defect. • **BellSouth** - Need "fixes" to occur on the current API that's impacted. • **BellSouth** - Provide BST Release Milestones and Communicate deliverables slippage. • **BellSouth** - Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a "matrix" format. • **BellSouth** - Investigate the possibility of providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release. • **BellSouth** - BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting. • **CLECs** - Review the "marked up" version of the CCP Process document (provided by AT&T). Come to consensus on changes and present back to CCP.
NEXT MEETING – November 1, 2000	**Location: Crown/Ravinia Hotel, Atlanta Georgia** **9:00 AM EST – NOON – Room to be announced**

11/08/00

Transmittal Cover Sheet for Pate Exhibit RMP-10

This sheet transmits the

CCP Interim Document, Version 1.4, with AT&T's Proposed Changes

which consists of 49 pages.

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CHANGE CONTROL
PROCESS

INTERIM

CCP.DOC

VERSION 1.4

APRIL 14, 2000

The following document consolidates input from CLECs and BellSouth. It is a working document for discussion purposes only.

Issued: 04/26/00<s>04/25/00</s><s>04/24/00</s>

Jointly Developed by the Change Control Sub-team comprised

of BellSouth and CLEC Representatives.

BellSouth Telecommunications reserves the right to revise this document for any reason, with concurrence of the CLEC/BellSouth Review Board, including but not limited to, conformity with standards promulgated by various government or regulatory agencies, utilization of advance in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	The EICCP Documentation has been modified to incorporate: - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	The CCP Documentation has been modified to incorporate: - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

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			Introduction of new interfaces - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	The CCP Documentation has been modified to incorporate: - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes

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TABLE OF CONTENTS

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance)
- Defects
- Testing

The scope of the Change Control Process **does not** include the following:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- ~~Testing Support (i.e. negotiating/coordinating test agreements and dates)~~
- ~~Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)~~

Change Requests of this nature will be handled through existing BellSouth processes.

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

http://www.interconnection.bellsouth.com/markets/lec/ccp/ccp.html

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2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing. Notifications will be posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request.

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

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Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

Type 6- CLEC Impacting Defects and Emergency Changes.

Any non-Type 1 change where a CLEC Impacting defect, interface or business rule discrepancy is found in a production and is impacting a CLECs ability to exchange transactions with BellSouthenvironment when the system is not operating as specified in the baselined business requirements. The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

Type 6 Changes should be categorized in the following manner:

Severity 1: Interface Unusable – Interface discrepancy results in totally unusable interface. CLEC Pre-Orders / Orders / Queries / Maintenance Requests cannot be submitted or will not be accepted by BellSouth. Manual workarounds are not feasible. Change is considered essential to continued operation. BellSouth and the CLECs will work to resolve the discrepancy as quickly as possible.

Severity 2: Interface Affecting – Pre-Orders / Orders / Queries / Maintenance Requests require workarounds on the part of BellSouth or the CLECs. Change is considered critical to efficient operations. BellSouth and the CLECs will work to resolve the discrepancy in a timely manner.

Severity 3: Process Impacting – Pre-Orders / Orders / Queries / Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification is considered critical to ongoing operations. BellSouth will work to provide appropriate documentation on an expedited basis.

Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects will be handled through the Change Control Process.
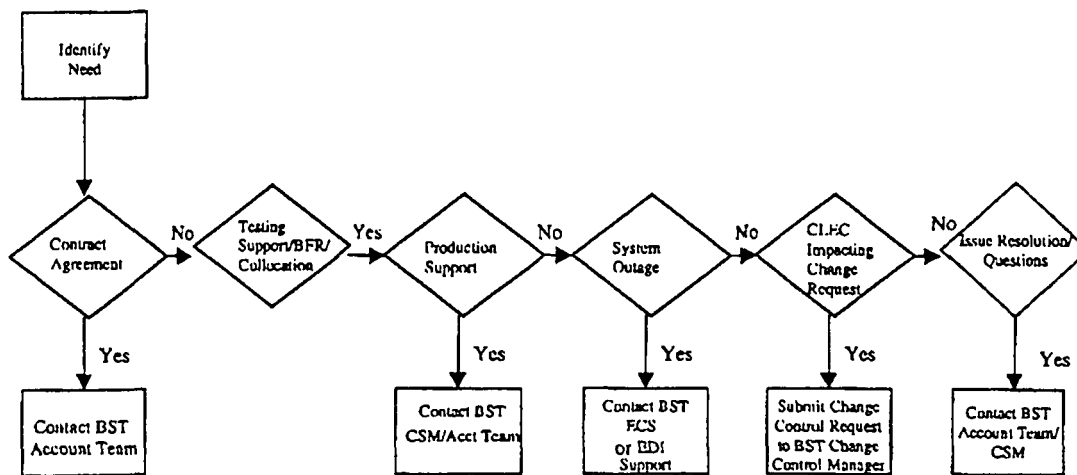
```
        ┌──────────┐
        │ Identify │
        │   Need   │
        └────┬─────┘
             │
             ▼
        ◇ Contract ◇   No   ◇ Testing      ◇  Yes  ◇ Production ◇  No   ◇ System  ◇  No   ◇ CLEC        ◇  No   ◇ Issue Resolution/ ◇
        ◇ Agreement◇ ────►  ◇ Support/BFR/ ◇ ────► ◇ Support    ◇ ────► ◇ Outage  ◇ ────► ◇ Impacting   ◇ ────► ◇ Questions          ◇
                            ◇ Collocation  ◇                                             ◇ Change       ◇
                                                                                         ◇ Request      ◇
             │ Yes                                        │ Yes           │ Yes           │ Yes                  │ Yes
             ▼                                            ▼               ▼               ▼                      ▼
      ┌────────────┐                              ┌────────────┐   ┌──────────┐   ┌──────────────┐       ┌──────────────┐
      │ Contact BST│                              │ Contact BST│   │Contact BST│  │Submit Change │       │ Contact BST  │
      │Account Team│                              │CSM/Acct Team│  │   FCS     │  │Control Request│      │Account Team/ │
      └────────────┘                              └────────────┘   │  or EDI   │  │to BST Change │       │     CSM      │
                                                                   │  Support  │  │Control Manager│      └──────────────┘
                                                                   └──────────┘   └──────────────┘
```

Figure 3-1. Change Control Decision Process

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of BellSouth and CLEC Representatives.

4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:

Figure 4-1. Change Control Process Flow

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Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

Figure: 4-2. Type 1 Process Flow

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Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 "Initial Notification" timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 "Status Notification" and 4 "Resolution Notification" are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

	1	2	3	4	5	6
Process Description	Identify Issue	Initial Notification	Status Notification	Resolution Notification	Final Resolution Notification	Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

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The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	**IDENTIFY ISSUE:** 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). 2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will provide the CLEC with a trouble ticket number and record and track the outage.	**INPUTS:** • Issue Characteristics • Call to ECS Helpdesk **OUTPUTS:** • Recorded Outage	N/A
2	ECS	**INITIAL NOTIFICATION:** 1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. 2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis. 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the	**INPUTS:** • Recorded Outage **OUTPUTS:** • Industry Notification posted on Web • E-mail to CLECs participating in Change Control	1 Hour If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and posted to the

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Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
		first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		web.
3	ECS	**STATUS NOTIFICATION:** (ITERATIVE) 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.	**INPUTS:** • Industry Notification posted on Web **OUTPUTS:** • Status Notification posted on Web • Resolution information	2-4 hour intervals
4	ECS CCCM	**RESOLUTION NOTIFICATION:** (ITERATIVE) 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect, the CLEC that initiated the call will submit a "Change Request Form" checking the defect box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".	**INPUTS:** • Status Notification posted on Web • Resolution information **OUTPUTS:** • Resolution Information posted on Web • Final Resolution Information	24 hours after reporting outage
5		**FINAL RESOLUTION NOTIFICATION:**	**INPUTS:** • Final Resolution	< 3 days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
	ECS	1. The final resolution notification is posted on the Web.	Information OUTPUTS: • Final Resolution Notification	
6	CCCM ECS	ESCALATION 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 7.	INPUTS: • Information or concern relating to a Type 1 - Systems Outage OUTPUTS: • Documented Escalation • Escalation Response	➢ 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

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Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page.

Figure 4-3. Change Control Process Flow

Based on the process flow outlined above:

- Software Release Notifications will be provided 30 days or more in advance of the implementation date.

- <u>Requirements for software releases or systems modifications will be provided to CLECs 90 days or more in advance of the implementation date.</u>

- Documentation changes will be provided 30 days or more in advance of implementation date.

- CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process.   Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<u>IDENTIFY NEED</u> 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	<u>INPUTS:</u> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) <u>OUTPUTS:</u> • Completed Change Request Form with related documentation	N/A
2	BCCM	<u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u> 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification	<u>INPUTS:</u> • Completed Change Request Form with related documentation • Change Request Form	2-3 Bus Days Clarification times would

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		(Attachment A-3) via e-mail to originator. 3. Establish request status ('N' for New Request) 4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. **CLEC or BellSouth Originator** If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	• Checklist • Change Request Clarification Response **OUTPUTS:** • New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification posted on web	be in addition to cycle time.
3	BCCM	**REVIEW CHANGE REQUEST FOR ACCEPTANCE** 1. Review Change Request and related information for content. 2. Determine status of request: • If change already exists, ~~exists or training issue~~ forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request ~~Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team.~~ • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. • ~~If a request is not accepted, update change request status to 'CB' for "Cancelled BellSouth" and provide notification and explanation to originator.~~	**INPUTS:** • New Change Request • Validated Change Request • Clarification Notification (if required) **OUTPUTS:** • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web	~~20~~ 10 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		NOTE: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. 3. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 4. ~~BST may reject the change request based on the following reasons: cost/benefit, resource commitments, industry direction or BellSouth direction and will provide notification to the originating party.~~		
4	BCCM CCCM	**PREPARE FOR CHANGE REVIEW MEETING** NOTE: These activities take place to prepare for Change review meetings when prioritizations take place. **BCCM** 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. **CCCM** 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting.	**INPUTS:** • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log **OUTPUTS:** • Change Request Log • CLEC Draft Priority List	5-7 Bus Days
5	BCCM CCCM	**CONDUCT CHANGE REVIEW MEETING** **Monthly Status Meetings** 1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects) at monthly status meeting. 3. Review current Release Management statuses.	**INPUTS:** • Change Request Log • CLEC Draft Priority List • Desired/Want Dates • Impact analysis **OUTPUTS:** • Meeting minutes • Updated Change Request Log	1 Bus Day (or as needed based on volume) Meeting Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Prioritization Meetings (held as needed based on published release schedule) 1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. Discuss Impacts. 4. Prioritize Change Requests. 5. Develop final Candidate Requests list of Pending Change Requests by interface, 'Need by Dates' and prioritized Change Requests. 6. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 7. Review issues and action items and assign owners.	• Candidate Change Request List • Issues and Actions Items (if required)	
6	BCCM	**DOCUMENT CHANGE REVIEW MEETING RESULTS** 1. Prepare and distribute outputs from Step 5.	**INPUTS:** • Change Request Log • Final Candidate Request List **OUTPUTS:** • Updated Change Request Log • Web posting of meeting output	2 Bus Days
7	BCCM CCCM	**INTERNAL CHANGE MANAGEMENT PROCESS** 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.	**INPUTS:** • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log **OUTPUTS:** • BellSouth's Proposed Release Package	~~30~~ 25 Bus Days
8	BCCM	**CONDUCT RELEASE PACKAGE MEETING** 1. Prepare agenda.	**INPUTS:** • BellSouth's Proposed Release Package	1 Bus Day

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Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
	CCCM	2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process. 5. Based on BST/CLEC consensus create Approved Release Package. 6. Identify Release Management Project Manager, if possible. 7. Establish date for initial Release Management Project Meeting. 8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".	• BellSouth's Release Schedule • Change Request Log OUTPUTS: • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting	
9	BCCM	**CREATE RELEASE PACKAGE NOTIFICATION** 1. Develop and distribute Release Notification Package via web.	INPUTS: • Approved Release Package OUTPUTS: • Release Package Notification	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	**RELEASE MANAGEMENT AND IMPLEMENTATION** 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth Business Requirements will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. 4. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.	INPUTS: • Approved Release Package Notification OUTPUTS: • Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc • Implemented Change Request	Ongoing

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5.0 DEFECT NOTIFICATION OR EMERGENCY CHANGE PROCESS

A CLEC or BellSouth identified defect or emergency change will enter this process through the Change Management Team. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting. CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect.
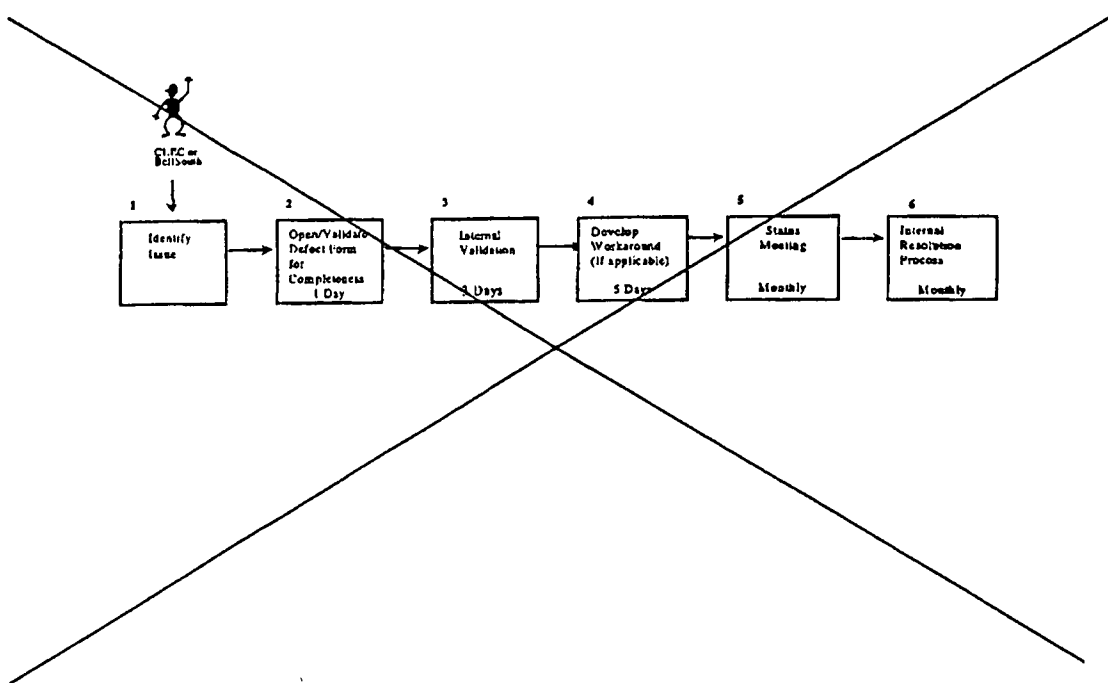
Figure 5-1. Type 6 Process Flow

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects, provide defect and status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Identify Defect. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a defect. 3. Attach related requirements and specification documents. These attachments should include the following, if available: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	**INPUTS:** • Change Request with defect indicated **OUTPUTS:** • Completed Change Request Form (with related documentation if necessary)	N/A
2	BCCM	**OPEN & VALIDATE DEFECT FORM FOR COMPLETENESS** 1. Log Defect in Change Request Log. 2. Send Acknowledgment Notification via email to initiating CLEC. 2. 3. Establish Defect status ('N' for New Defect). 3. 4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist. 4. 5. Verify Defect specifications and related information exists. 5. 6. Send Clarification Notification via email to the originator if needed. 6. 7. Update Defect Status to ' PC' for Pending Clarification if clarification is needed.	**INPUTS:** • Completed Change Request Form (with related documentation if necessary) **OUTPUTS:** • New Defect • Acknowledgment Notification • Clarification Notification (if required)	4 hrs for Severity 1 & 2 1 Bus Day for Severity 3+ Bus Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Defect Clarification Response.		
3	BCCM	**INTERNAL VALIDATION** 1. Validate that it is a defect. 2. Perform internal defect analysis. 3. Determine status of request: • If change already exists ~~or training issue~~ forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request ~~Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team.~~ • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect. ~~•If the process is operating as specified in the baselined requirement, the "Defect Request" will be cancelled and supporting information provided via email to the originator. Update Change Request status to 'DC' for Defect Cancelled and send Cancellation Notification via email to originator.~~ ~~• If issue is re-classified as a feature change, update Change Request status to "P" for Pending and provide supporting information via email to the originator.~~ **NOTE:** See Section 9.0 Terms and Definitions – Defect Status for valid status codes and descriptions. Defect notification will be provided to CLEC community via e-mail and web posting.	**INPUTS:** • New Defect **OUTPUTS:** • Validated Defect • Defect notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required)	1 bus day for Severity 1 & 2 3 Bus Days for Severity 33 ~~Bus Days~~

Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
4	BCCM	**DEVELOP WORKAROUND (IF APPLICABLE)** 1. Defect workaround identified. 2. Change Request status changed to "W" for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC. 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. Defect workaround notification will be provided to CLEC community via e-mail and web posting. If necessary, a conference call will be established with CLECs to discuss the workaround. If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting. This will only apply to Severity 3 defects. In this instance, BellSouth will continue to process orders until a workaround is identified	**INPUTS:** • Validated Defect • Clarification Notification (if required) **OUTPUTS:** • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of workaround	1 bus day for Severity 1 & 2 5 Bus Days for Severity 3 5 Bus Days
5	BCCM	**MONTHLY STATUS MEETING** 1. Provide status of Defect. 2. Solicit CLEC/ BST input. 3. Update Defect information as needed.	**INPUTS:** • Defects Received • Change Request Log • Defect Analysis • Workaround (if applicable) **OUTPUTS:** • Updated status • Updated Change Request Log • Meeting minutes	Monthly or when status changes, whichever occurs first
6	BCCM	**INTERNAL RESOLUTION PROCESS** 1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs. 2. Update status of scheduled Defects to 'S' for Scheduled. 3. Provide status and Defect Release	**INPUTS:** • CLEC/ BST input **OUTPUTS:** • Defect Release Schedule • Scheduled Defects	Monthly

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Schedule at next Monthly Status Meeting. 4. Update status of Implemented Defects to 'I' for Implemented.	• Implemented Defects	

6.0 CHANGE REVIEW

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular interface are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 33 business days prior to the Change Review Meeting to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to coincide with the published release schedules and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda

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- Change Request Log (List of Change Requests to be reviewed)
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish "desired/want" dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- Voting on an interface not used by the CLEC is prohibited
- One vote per CLEC, per interface
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category, by interface
- Manual processes and documentation will be prioritized separately; however they will need to be synchronized with the electronic interface changes
- Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30—45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and socialize ideas. BellSouth will provide specifications on the interface being developed to the CLEC Community. As new interfaces are deployed, they will be added to the scope of this document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.

Retirement of Interfaces

The retirement of interfaces will not be part of the Change Control Process. As active interfaces are retired, BellSouth will post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to give provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes.

8.0 ESCALATION PROCESS

Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.

- Escalations can involve issues related to the Change Control process itself.

- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.

- Three levels of escalation will be used.

- For Type 1 issues, the escalation process is agreed to allow BellSouth a one day turnaround for each cycle of escalation.

- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five day turnaround for each cycle of escalation.

- Each level will go through the same Cycle, which is described below.

- All escalation communications will be distributed by Change Control to the industry unless there is a proprietary issue. All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control e-mail unless there is a proprietary issue.

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Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Susan Hart Manager - EC Support Group Interconnection Operations	205-733-5393	1-800-946-4646 PIN 1436470	Susan.K.Hart@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.

- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.

- Content of e-mail must include:

    - Definition and escalation of item.

    - History of item.

    - Reason for escalation.

    - Desired outcome of CLEC.

- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.

- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.

- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.

- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.

- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.

- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.

- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

- BellSouth will publish the outcome of the conference call to the industry via web.

- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

ESCALATIONS SHOULD BE WITHIN INFORMATION TECHNOLOGY.

Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Terrie Hudson AVP Sales	770-936-3740	Terrie.Hudson@bridge.bellsouth.com
3rd Level	TBD VP Sales		

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Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, BellSouth and the impacted CLEC(s) ~~agree to~~may follow this Dispute Resolution Process. | BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co-chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root-cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.

If the dispute cannot be resolved between the companies after these steps are taken, then either party to the dispute may file a formal complaint with the State PSC through the Director of the Telecommunications section for binding mediation. The Director of the Telecommunications section, or his appointee, shall rule upon the complaint within 30 days of its filing. If either party is then aggrieved, it may file a formal complaint with the State PSC.

9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name "Ccp.doc". The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings. All changes will be submitted as a change request and reviewed.

10.0   ~~TESTING ENVIRONMENT~~ TESTING

Requests related to testing of processes and interfaces will be included in the Change Control Process. Changes to BellSouth's testing environments and supporting processes will be submitted through the Change Control Process as a Type 5 request. The requests will follow the guidelines and intervals set forth in the Type 5 process flow.

~~BellSouth offers Carrier Testing to CLECs in an open-proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.~~

~~BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing only after "major releases". CLECs are selected on a "first come, first serve basis".~~

~~New Carrier Testing is offered to those CLEC's who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.~~

~~For additional details on the testing environment, regulations and guidelines, you will be able to refer to the BellSouth public internet site by the end of May 2000. The internet web site is as follows:~~

~~www.interconnection.bellsouth.com/markets/lec.html~~

~~BellSouth is currently investigating and pricing the feasibility of a wholly separate, non-production testing environment for all pre-ordering and ordering interfaces per a CLEC request. This testing environment will mirror the production environment.~~

11.0 TERMS AND DEFINITIONS

A

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997

- Data Element Abbreviation and Definition

- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)

- Conditions/rules associated with each Activity and Usage Type

    ◊ Dependencies relative to other data elements

    ◊ Conditions which will be edited within BellSouth's OSSs

- Valid Value Set

- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.
- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a CLEC Impacting Defect is found in a production environment when the system is not operating as specified in baseline business requirements.

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

    - **CB = Cancellation by BellSouth.** BST may reject the change request based on the following reasons: cost/benefit, resource commitments, industry direction or BellSouth direction.

    - **CC = Clarification.** Requested clarification not received in allotted time (7 days).

    - **CD = Duplicate Request.** A request for this change already exists.

    - **CT = Training.** Requested change already exists, additional training may be required.

- **CRC = Change Review Complete.** Indicates a Change Request has been reviewed at an Change Review Meeting, but did not reach the Candidate Request List (Step 10).

- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).

- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).

- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).

- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).

- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).

- **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Request, generate Candidate Change Request, and submit Candidate Change Request for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Approved Release Package, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

D

Defect (Documentation). A condition where the documentation does not agree or accurately reflect the business environment.

Defect (Electronic Interfaces). A defect found in a production environment when the system is not operating as specified in a baseline business requirement's document.

Defect Status. The status of a CLEC Impacting Defect Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).

  - **CD = Duplicate Request.** A request for this change already exists.

- **CT = Training.** Requested change already exists, additional training may be required.

- **DC = Defect Cancelled.** Process is operating as specified in the baseline requirements.

- **I = Implemented.** Indicates a Defect Change Request has been implemented in a release (Step 6).

- **N = New Defect Change Request.** Indicates a Defect Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **S = Scheduled for Release.** Indicates a Defect Change Request has been scheduled for a release (Step 6).

- **V = Validated Defect.** Indicates internal analysis has been conducted and it is determined that it is a validated defect (Step 3).

- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Maintenance/Defect Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

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APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A-2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)

- Date(s) for the next Project Manage Release meeting(s)

- Times

- Logistics

- Meeting facilitator and minutes originator (rotated between stakeholders)

- Current Approved Release Package (email attachment)

- Current Maintenance/Defect Notification Information (web posting)

- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)

- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C –ADDITIONAL DOCUMENTS

See Attached Documents

Transmittal Cover Sheet for Pate Exhibit RMP-11

This sheet transmits the

CCP Document, Version 2.0, with AT&T's Proposed Changes

which consists of 68 pages.

ⓐ *BELL*SOUTH

CHANGE CONTROL
PROCESS

CCP8_23.DOC

VERSION 2.0

AUGUST 23, 2000

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	The EICCP Documentation has been modified to incorporate: - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	The CCP Documentation has been modified to incorporate: - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

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			Introduction of new interfaces - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	The CCP Documentation has been modified to incorporate: - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes
1.5	4/26/00	Section 1 Section 8 Section 11	- Updated CCP web site address - Updated Escalation Contacts for Types 2-6 - Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1 Section 2	- Added "testing" under process changes - Clarification provided in "Change Review Participants" description

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			Participants" description.
		Section 4	- Added statement regarding submittal of Change Requests
		Part 2	- Clarification provided for documentation changes for business rules
			- Step 2-Added email notification
			- Step 3-Removed "Cancellation by BellSouth"
			- Step 3-Clarification on reject reasons
		Section 5	- Step 3-Clarification on internal validation activities
			- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround
			- Added defect implementation range
		Section 6	- Changed prioritization from "by interface" to "by category"
			- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days
			- Modified the prioritization voting rules
		Section 7	- Updates to the Introduction and Retirement of Interfaces
		Section 8	- Added Type 6 escalation turnaround time
			- Changed 3rd Level Escalation contacts for Types 2-6
		Section 11	- Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
		Appendix A	- Removed "Cancellation by BellSouth" from Change Request Form and Checklist
			- Added Letter of Intent Form
		Appendix C	- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
		Appendix D	- Added BellSouth Versioning Policy

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		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	Cover	- Removed "Interim" from cover.
		Section 3	- Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process.
			- Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.
		Section 10	- Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11-Terms & Definitions	- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	- Referenced the handling of expedites and expedite notification where appropriate.

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TABLE OF CONTENTS

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, training materials and job aids)
- Defects/Expedites

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The scope of the Change Control Process **does not** include the following:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- ~~Testing Support (i.e. negotiating/coordinating test agreements and dates)~~
- ~~Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)~~

- Change Requests of this nature will be handled through existing BellSouth processes.

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

http://www.interconnection.bellsouth.com/
Select "Local Exchange Carriers"
Select "Change Control Process"

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2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request. Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also

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include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.

Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3.
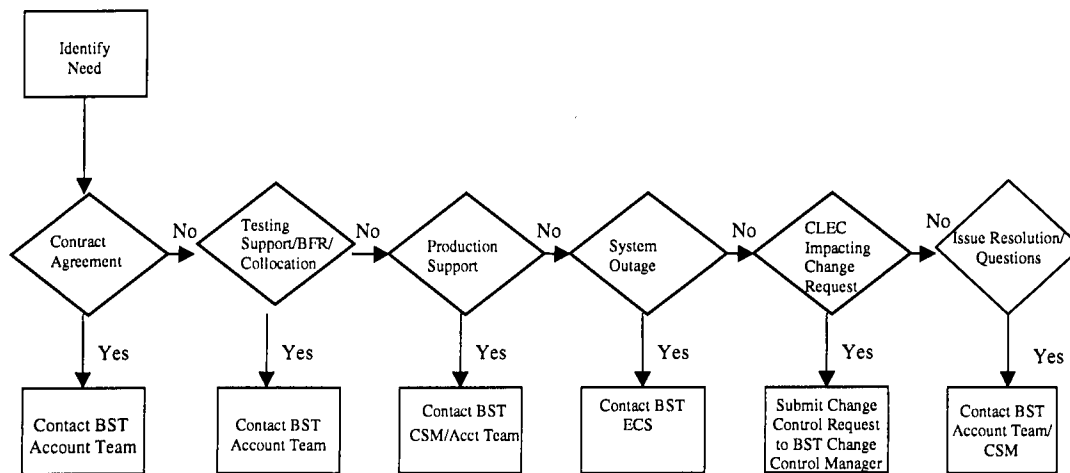
Type 6- CLEC Impacting Defects/Expedites.

A defect is Aany non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects. Type 6 changes may **not** be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

~~An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface.~~

The CLEC and/or BellSouth may initiate defectthese types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

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Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.

[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 3-1. Change Control Decision Process

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4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:
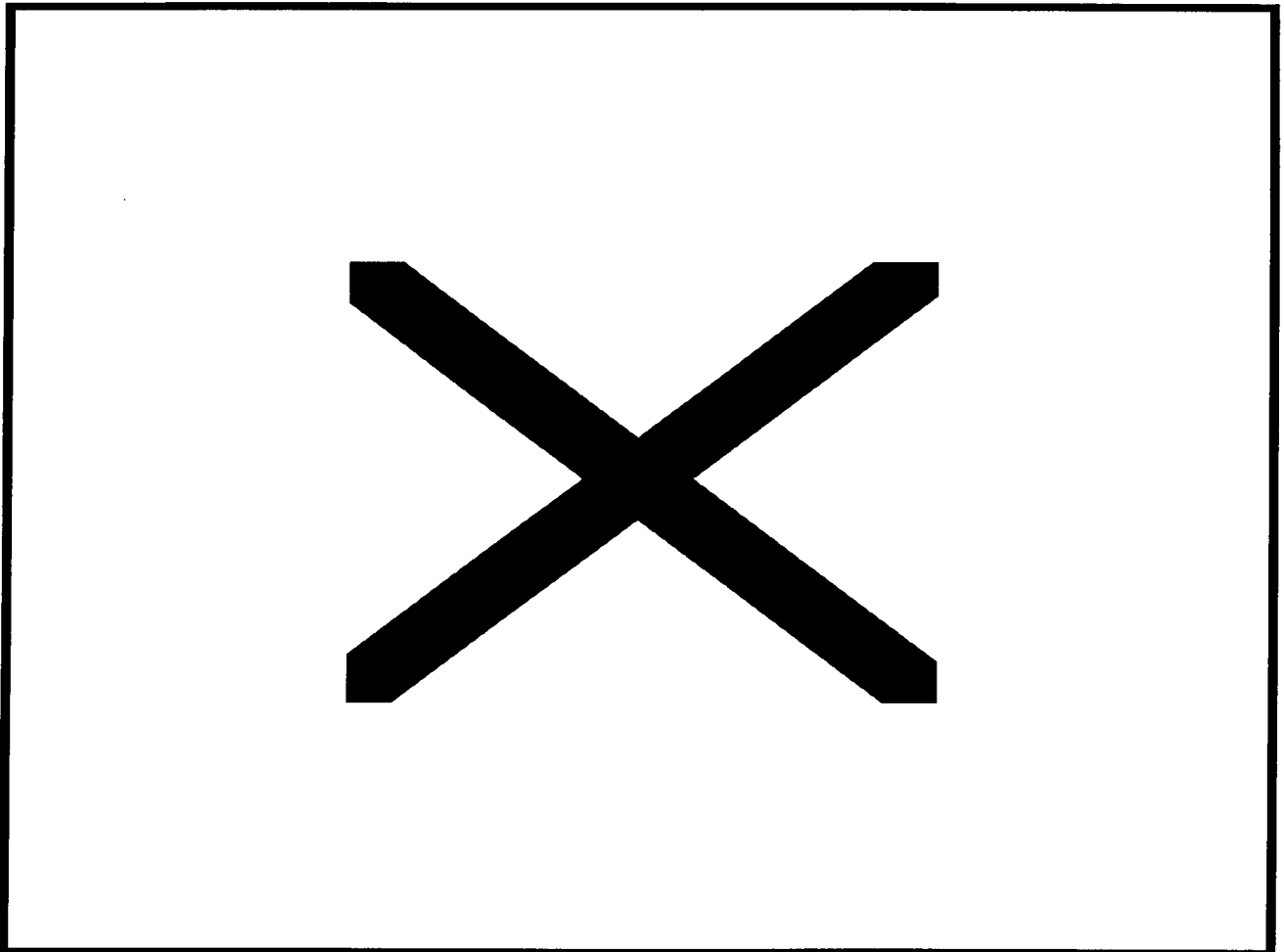
[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 4-1. Change Control Process Flow

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Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.
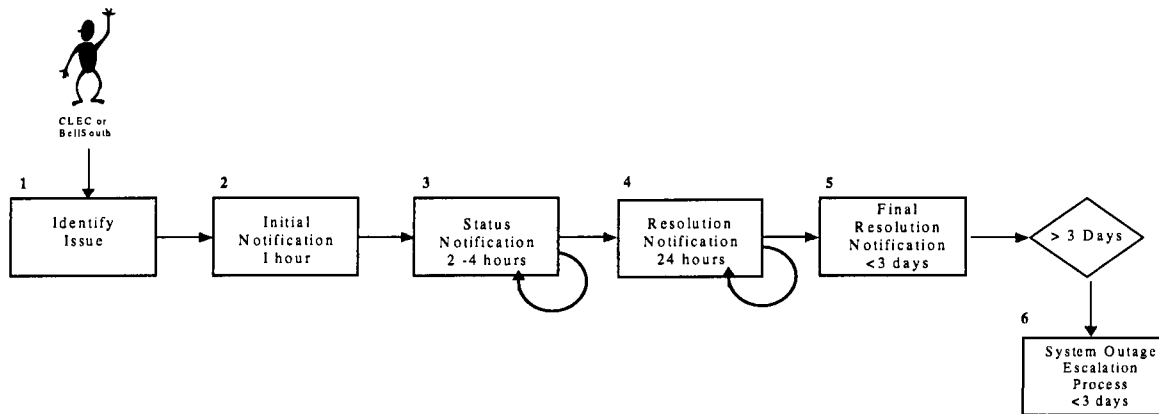

Figure: 4-2. Type 1 Process Flow

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 "Initial Notification" timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 "Status Notification" and 4 "Resolution Notification" are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	**IDENTIFY ISSUE:** 1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). 2. Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. 3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. 4. ECS will provide the CLEC with a trouble ticket number and record and track the outage.	**INPUTS:** • Issue Characteristics • Call to ECS Helpdesk **OUTPUTS:** • Recorded Outage	N/A
2	ECS	**INITIAL NOTIFICATION:** 1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. 2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis. 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the	**INPUTS:** • Recorded Outage **OUTPUTS:** • Industry Notification posted on Web • E-mail to CLECs participating in Change Control	1 Hour If System Outage is not resolved within 20 minutes, a notification will be sent to CLECs via e-mail and

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		posted to the web.
3	ECS	<u>STATUS NOTIFICATION:</u> (ITERATIVE) 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.	<u>INPUTS:</u> • Industry Notification posted on Web <u>OUTPUTS:</u> • Status Notification posted on Web • Resolution information	2-4 hour intervals
4	ECS CCCM	<u>RESOLUTION NOTIFICATION:</u> (ITERATIVE) 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".	<u>INPUTS:</u> • Status Notification posted on Web • Resolution information <u>OUTPUTS:</u> • Resolution Information posted on Web • Final Resolution Information	24 hours after reporting outage

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
5	ECS	**FINAL RESOLUTION NOTIFICATION:** 1. The final resolution notification is posted on the Web.	**INPUTS:** • Final Resolution Information **OUTPUTS:** • Final Resolution Notification	< 3 days
6	CCCM ECS	**ESCALATION** 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	**INPUTS:** • Information or concern relating to a Type 1 - Systems Outage **OUTPUTS:** • Documented Escalation • Escalation Response	➢ 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

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Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.
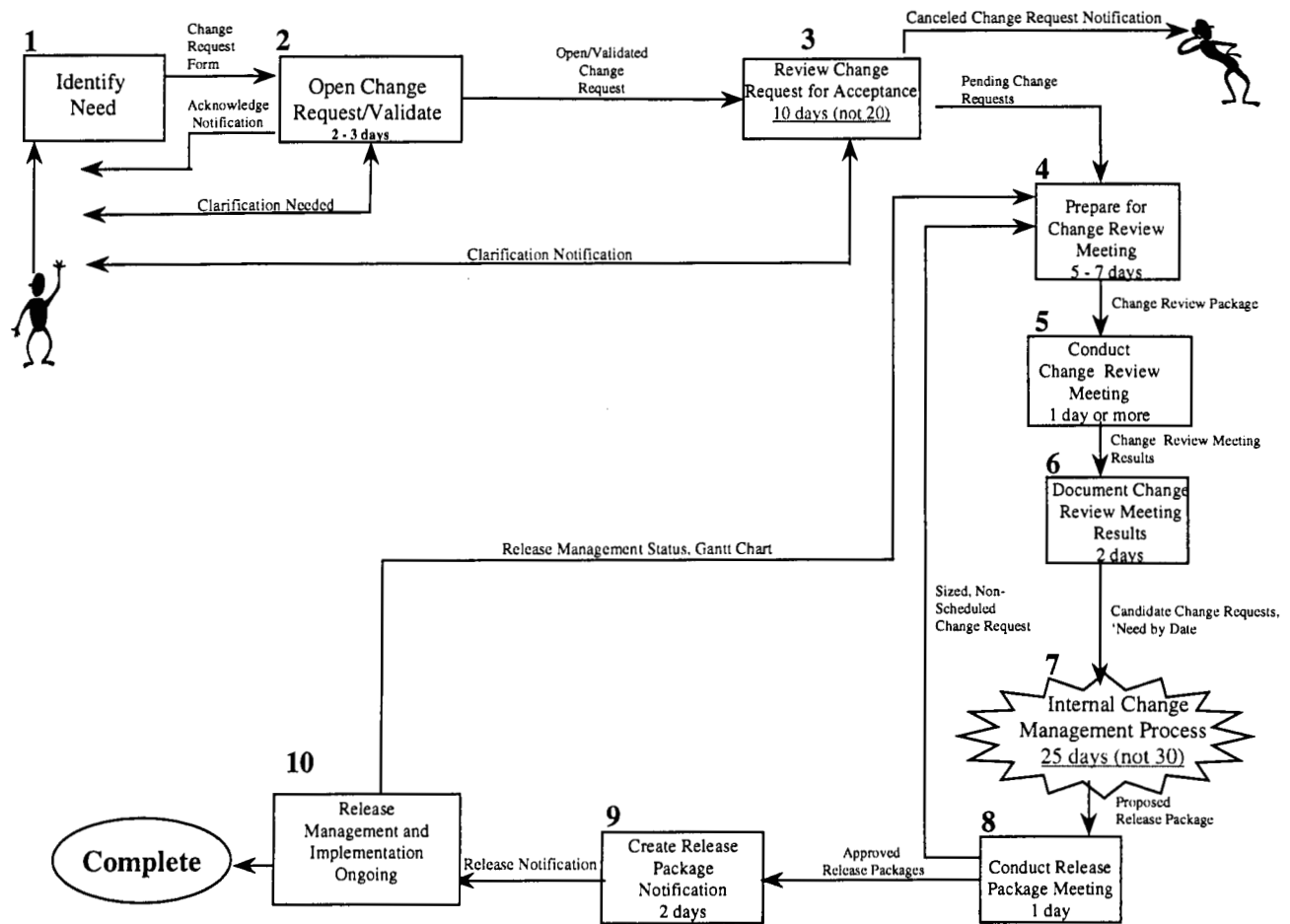
Figure 4-3. Change Control Process Flow

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Based on the process flow outlined above:

- Final Software Release ~~Notifications~~ requirements and specifications will be provided 30 calendar days or more in advance of the implementation date.

- Draft requirements and specifications for software releases or systems modifications will be provided to CLECs 90 calendar days or more in advance of the implementation data.

- All additions and changes to any BellSouth ~~D~~documentation changes that do not impact CLEC software, ~~for~~including business rules changes, will be provided to CLECs 30 calendar days or more in advance of implementation date.

- ~~CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.~~

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process.   Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	**INPUTS:** • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) **OUTPUTS:** • Completed Change Request Form with related documentation	N/A
2	BCCM	**OPEN CHANGE REQUEST/VALIDATE CHANGE**	**INPUTS:** • Completed Change Request	2-3 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		REQUEST FOR COMPLETENESS 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. 3. Establish request status ('N' for New Request) 4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. **CLEC or BellSouth Originator** If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	Form with related documentation • Change Request Form Checklist • Change Request Clarification Response **OUTPUTS:** • New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via e-mail and web posting	Clarification times would be in addition to cycle time.
3	BCCM	**REVIEW CHANGE REQUEST FOR ACCEPTANCE** 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: • If change already exists ~~or training issue~~ forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled ~~or 'CT' for Training. If Training issue, refer to CSM or Account Team.~~ • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update	**INPUTS:** • New Change Request • Validated Change Request • Clarification Notification (if required) **OUTPUTS:** • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web	~~20~~ 10 Bus Days

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Step	Accountability	Sub-processes / Activities	Inputs and Outputs	Cycle Time
		Change Request status to "P" for Pending in Change Request Log. **NOTE**: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. <u>If BellSouth feels that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is believed not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. With input from other participating CLECs, and subsequent to BellSouth's presentation, BellSouth and the originating CLEC will determine the disposition of the request. BellSouth shall consider all possible options for accommodating the request.</u> ~~4. BST may reject the change request based on the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party.~~ ~~Prior to rejecting a request, all options for accommodating the request will be exhausted. The rejection reason will be shared with the CLECs for input.~~ ~~NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.~~		
4	BCCM CCCM	<u>**PREPARE FOR CHANGE REVIEW MEETING**</u> NOTE: These activities take place to prepare for Change review meetings when	<u>INPUTS:</u> • Pending Change Request Notifications • Project Release Status	5-7 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		prepare for Change review meetings when prioritizations take place. **BCCM** 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. **CCCM** 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting.	(Step 10) • Change Request Log **OUTPUTS:** • Change Request Log • CLEC Draft Priority List	
5	BCCM CCCM	**CONDUCT CHANGE REVIEW MEETING** **Monthly Status Meetings** 1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. 4. Review issues and action items and assign owners. **Prioritization Meetings** ~~(held as needed based on published release schedule)~~**(held quarterly in March, June, September and December)** 1. Follow Steps 1-3 from Monthly Status Meetings. 2. Initiators present Change Requests. 3. Discuss Impacts. 4. Prioritize Change Requests. 5. Develop final Candidate Requests list	**INPUTS:** • Change Request Log • CLEC Draft Priority List • Desired/Want Dates • Impact analysis **OUTPUTS:** • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items (if required)	1 Bus Day (or as needed based on volume) Meeting Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. 6. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. 7. Review issues and action items and assign owners.		
6	BCCM	**DOCUMENT CHANGE REVIEW MEETING RESULTS** 1. Prepare and distribute outputs from Step 5.	**INPUTS:** • Change Request Log • Final Candidate Request List **OUTPUTS:** • Updated Change Request Log • Web posting of meeting output	2 Bus Days
7	BCCM CCCM	**INTERNAL CHANGE MANAGEMENT PROCESS** 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities ~~only~~ to the Candidate Change Requests ~~that meet the criteria established by the Internal Change Management Process~~. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities. 2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for each future release. 3. All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.	**INPUTS:** • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log **OUTPUTS:** • BellSouth's Proposed Release Package (s) • CLEC analysis.	~~30~~ 25 Bus Days
8	BCCM CCCM	**CONDUCT RELEASE PACKAGE MEETING** 1. Prepare agenda. 2. Make meeting preparations.	**INPUTS:** • BellSouth's Proposed Release Package (s) • BellSouth's Release	1 Bus Day

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		3. Evaluate proposed release schedule. 4.Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process. 5.4. Based on BST/CLEC consensus create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability. 6.5. Identify Release Management Project Manager, if possible. 7.6. Establish date for initial Release Management Project Meeting for newly established releases. 8.7. All Change Requests that are in the approved scheduled release (s) will be changed to "S" status for "Scheduled".	• Schedule • Change Request Log • CLEC analysis **OUTPUTS:** • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests ☐Non-Scheduled Change Requests (Return to Step 4) • Date for initial Release Management Project Meeting for newly established releases.	
9	BCCM	**CREATE RELEASE PACKAGE NOTIFICATION** 1. Develop and distribute Release Notification Package via web.	**INPUTS:** • Approved Release Package (s) **OUTPUTS:** • Release Package Notification	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	**RELEASE MANAGEMENT AND IMPLEMENTATION** 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth Business Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined. • Draft Specifications and Requirements will be provided	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status • Implementation Date • Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc • Draft Specifications and Requirements • Final Specifications and Requirements • Documentation Changes	Ongoing

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		NLT 90 days in advance of Implementation. • Final Specifications and Requirements will be provided NLT 30 days in advance of Implementation. • Implementation will occur NLT 6 months from the date of the prioritization of each change request. 4. BellSouth Documentation changes, including business rule changes will be provided. • All such changes will be provided NLT 30 days in advance of Implementation. • Implementation will occur NLT 90 days from the date of the prioritization of each change request. 4.5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.	• Implemented Change Request	

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Part 33 – Types 2-5 Exception/Expedited Feature Process

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect Change that has been reclassified as a feature change request. An expedited feature request is made to correct the inability of a CLEC to process certain types of orders to BellSouth due to a lack of programming on BellSouth's side of the interface. An exception may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

These situations will be addressed using the following Exception/Expedited Feature Process. As each situation will likely be unique, this process provides the framework in which the CCP members will make the necessary consensus decisions to achieve implementation of the feature in an exception/expedited manner.

Figure 4-4 provides the process flow for the validation and resolution of a Type 2-5 Exception/Expedited Feature Change.
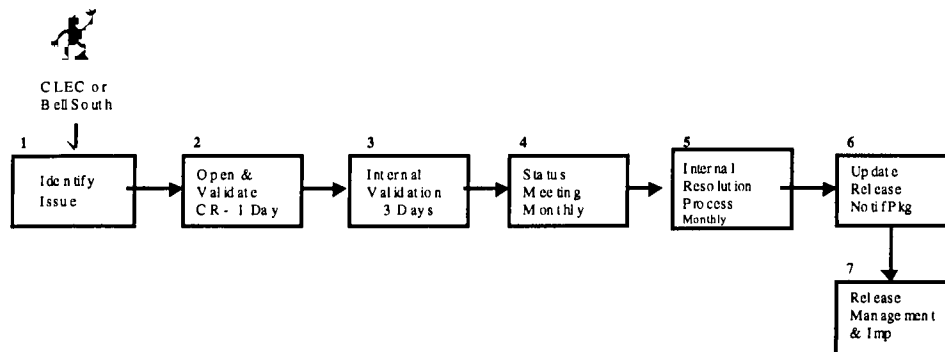

Figure 4-4. Type 2-5 Exception/Expedited Feature Process

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The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 2-5 Exception/Expedited Feature Process. This process will be used to validate exceptions/expedites, provide status notification(s) and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table –4-4. Type 2-5 Exception/Expedited Feature Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1. Identify Exception/Expedite. 2. Originator and CCCM or BCCM complete the standardized Change Request Form indicating that it is an Expedite Candidate. 3. Include description of business need and details of business impact. 4. Attach related requirements and specification documents. These attachments should include the following, if available: • PON • OCN • Specific scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	**INPUTS:** • Type 2-5 Change Request • Reclassified Type 6 Change Request • Exception/Expedited Request **OUTPUTS:** • Completed Change Request Form (with related documentation if necessary)	N/A
2	BCCM	**OPEN & VALIDATE EXPEDITE FORM FOR COMPLETENESS** 1. Log Exception/Expedite in Change Request Log. 2. Send Acknowledgment Notification via email to initiating CLEC.	**INPUTS:** • Completed Change Request Form (with related documentation if necessary) **OUTPUTS:**	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		2.3. Establish CR status ('N' for New Exception/Expedite). 3.4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist. 4.5. Verify specifications and related information exists. 5.6. Send Clarification Notification via email to the originator if needed. 6.7. Update CR Status to 'PC' for Pending Clarification if clarification is needed. If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.	• New Exception/Expedite • Acknowledgment Notification • Clarification Notification (if required)	
3	BCCM	**INTERNAL VALIDATION** 1. Validate that it is an Exception/Expedite. 2. Perform internal exception/expedite analysis. 3. Determine status of request: • If request duplicates existing change request, forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled. • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Exception/Expedite and indicate appropriate Impact Level. • If issue does not qualify for exception/expedited treatment, re-classify as a standard feature change, provide supporting information via email to the originator for review and	**INPUTS:** • New Exception/Expedite **OUTPUTS:** • Validated Exception/Expedite • Exception/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required)	3 Bus Days

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		feedback. The Change Request will exit the exception/expedite process flow and enter Types 2-5 normal process flow at Step 3. NOTE: See Section 11.0 Terms and Definitions – Expedite Status for valid status codes and descriptions. Exception/Expedite notification will be provided to CLEC community via e-mail and web posting.		
4	BCCM CCP Members	MONTHLY STATUS MEETING 1. Provide status of Excpetion/Expedite. 2. Solicit CLEC/ BST input. 3. Reach consensus as to disposition. 4. Update Exception/Expedite information as needed.	INPUTS: • Exceptions/Expedites Received • Change Request Log • Exception/Expedite Analysis OUTPUTS: • Updated status • Updated Change Request Log • Meeting minutes	Monthly or when status changes, whichever occurs first.
5	BCCM	INTERNAL RESOLUTION PROCESS 1. Schedule and evaluate Exceptions/Expedites based on capacity and business impacts to the CLECs and BellSouth. 2. Provide status updates to the CLEC community via email as the status changes until the exception/expedite is implemented. Exceptions will be implemented in the release determined by the consensus reached in Step 4. Expedites will be implemented in the current, next release, or point release, best effort, as determined by the consensus of the CCP Members at the Monthly Status Review Meeting.	INPUTS: • CLEC/ BST input OUTPUTS: • Excpetions/Expedites Release Schedule	Monthly or when status changes, whichever occurs first.

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
6	BCCM	**UPDATE RELEASE PACKAGE NOTIFICATION** 1. Update and distribute release notification package via web. 2. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled". **Note**: The release notification will be published in a timely manner, based on the release constraints associated with the expedite.	**INPUTS:** • Exception/Expedite Feature Information **OUTPUTS:** • Updated Release Package Notification • Scheduled Change Request	Based on release constraints for expedites (may be less than 30 days).
7	BCCM	**RELEASE MANAGEMENT AND IMPLEMENTATION** The following release management activities will pertain to Type 2-5 Exception/Expedited Feature changes: 1. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings. 2. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined. 3. Once an Exception/Expedited Feature Change is implemented in a release, the status will be changed to "I" for Change Implemented.	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status • Implementation Date • Implemented Change Request	Ongoing

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5.0 DEFECT/~~EMERGENCY CHANGE/EXPEDITE NOTIFICATION~~ PROCESS

A CLEC/BST identified defect/<u>emergency change</u>~~expedite~~ will enter this process through the Change Management Team as a Type 6 Change Request. If the defect_~~/expedite~~is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

~~An **expedited feature** is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.~~

~~Type 6~~<u>Defect</u> Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

~~Expedited features will be treated as High Impact.~~

- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

The failure causes inconvenience or annoyance.

Defect Changes identified as High Impact are referred to as **Emergency Changes.** CLECs encountering High Impact defects outside normal business hours (7am – 6pm Eastern) will submit their requests to the Electronic Communications Support (ECS) Group. The ECS Helpdesk number is 888-462-8030.

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Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect/Emergency Change/~~Expedite~~.
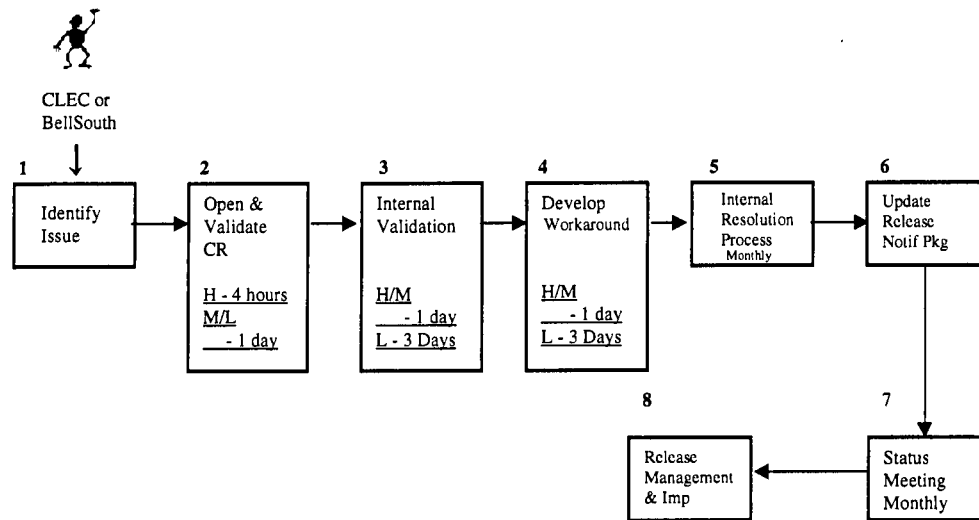
~~Note: Step 4 (Develop Workaround) does not apply for High Impact Expedites.~~

[NOTE: The intervals in the boxes above match the intervals in the tables below for High, Medium, and Low Impact defect change requests.]

Figure 5-1. Type 6 Process Flow

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The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects/expedites, provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	**IDENTIFY NEED** 1.2. Identify Defect/Expedite. 2.5. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6. 3.6. Include description of business need and details of business impact. 4.7. Attach related requirements and specification documents. These attachments should include the following, if available: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.	**INPUTS:** • Type 6 Change Request **OUTPUTS:** • Completed Change Request Form (with related documentation if necessary)	N/A
2	BCCM	**OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS** 1. Log Defect/Expedite in Change Request Log. 2.8. Send Acknowledgment Notification via email to initiating CLEC. 2.9. Establish CR status ('N' for New Defect/Expedite). 3.10. BCCM reviews change request for mandatory fields using the Change	**INPUTS:** • Completed Change Request Form (with related documentation if necessary) **OUTPUTS:** • New Defect/Expedite • Acknowledgment Notification • Clarification Notification (if required)	4 hours for High Impact 1 Bus Day for Medium and Low Impact

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Request Form Checklist. 4.11. Verify specifications and related information exists. 5.12. Send Clarification Notification via email to the originator if needed. 6.13. Update CR Status to' PC' for Pending Clarification if clarification is needed. If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.		
3	BCCM	**INTERNAL VALIDATION** 1.4. Validate that it is a defect/expedite. 2.5. Perform internal defect/expedite analysis. 3.6. Determine status of request: • If change already exists ~~or training issue~~ forward Cancellation Notification to CCCM or BCCM and update status to 'C' ~~for Request Cancelled or 'CT' for Training. If Training issue, refer to CSM or Account Team~~. • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect/Expedite and indicate appropriate Impact Level. ~~Note: High Impact Expedites will skip Step 4 (Develop Workaround) and be scheduled for the current, next release, or point release, best effort.~~ • If the process is operating as specified in the baselined requirements and published business rules, the BCCM	**INPUTS:** • New Defect/Expedite **OUTPUTS:** • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required)	1 Bus Day for High and Medium Impact 3 Bus Days Low Impact

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		will communicate the results via e-mail to the originator to discuss/determine the next step(s). • If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect/~~expedite~~ process flow and enter Types 2-5 process flow (enter at Step 3). NOTE: See Section 1~~1~~9.0 Terms and Definitions – Defect/~~Expedite~~ Status for valid status codes and descriptions. Defect/~~Expedite~~ notification will be provided to CLEC community via e-mail and web posting.		
4	BCCM	**DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)** 1. Defect workaround identified. 2. Change Request status changed to "W" for workaround identified. 3. Workaround is communicated via e-mail to originating CLEC and to the CLEC community via e-mail and web posting~~.~~ 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. ~~Defect workaround notification will be provided to CLEC community via e-mail and web posting.~~ If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.	**INPUTS:** • Validated Defect • Clarification Notification (if required) **OUTPUTS:** • Workaround (if applicable) • Clarification Notification (if required) • Cancellation Notification (if required) • E-mail and web posting of workaround	~~4 Bus Days~~ 1 Bus Day for High and Medium Impact 4 Bus Days for Low Impact
~~5~~	~~BCCM~~	~~**MONTHLY STATUS MEETING**~~ ~~1.Provide status of Defect/Expedite.~~ ~~2.Solicit CLEC/ BST input.~~ ~~3.Update Defect/Expedite information as~~	~~**INPUTS:**~~ ~~Defects/Expedites Received~~ ~~Change Request Log~~ ~~Defect/Expedite Analysis~~	~~Monthly or when status changes,~~

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		~~needed.~~	~~☐Workaround (if applicable)~~ ~~OUTPUTS:~~ ~~☐Updated status~~ ~~☐Updated Change Request Log~~ • ~~Meeting minutes~~	~~whichever occurs first.~~
<u>5</u>~~6~~	BCCM	<u>INTERNAL RESOLUTION PROCESS</u> <u>1.</u>~~3.~~ Schedule and evaluate Defects/~~Expedites~~ based on capacity and business impacts <u>to the CLECs and BellSouth</u>. <u>2.</u>~~4.~~ Provide status updates to the CLEC community via email as the status changes until the defect/~~expedite~~ is ~~scheduled~~<u>implemented</u>. ~~NOTE: Validated defects (High Impact) will be implemented within a 4 - 25 business day range, best effort.~~ ~~Expedites (High Impact) will be implemented in the current, next release, or point release, best effort.~~	<u>INPUTS:</u> • CLEC/ BST input <u>OUTPUTS:</u> • Defect/~~Expedites~~ Release Schedule	~~Monthly or when status changes, whichever occurs first.~~ <u>Validated High and Medium Impact defects will be implemented within a 4 – 10 business day range, best effort.</u> <u>Low Impact defects will be implemented within a 4 – 20 business day range, best effort.</u>
<u>6</u>~~7~~	BCCM	<u>UPDATE RELEASE PACKAGE NOTIFICATION</u> <u>1.</u>~~3.~~ Update and distribute release notification package via web. <u>2.</u>~~4.~~ All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled". **Note:** The release notification will be	<u>INPUTS:</u> • Defect/~~Expedite~~ Feature Information <u>OUTPUTS:</u> • Updated Release Package Notification • Scheduled Change Request	Based on release constraints for defects/~~expedite~~s (may be less than 30 days).

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		published in a timely manner, based on the release constraints associated with the defect/expedite.		
7	BCCM	**MONTHLY STATUS MEETING** 5. Provide status of Defect. 6. Solicit CLEC/ BST input. 7. Update Defect/Expedite information as needed.	**INPUTS:** • Defects/Expedites Received • Change Request Log • Defect/Expedite Analysis • Workaround (if applicable) **OUTPUTS:** • Updated status • Updated Change Request Log Meeting minutes	Monthly or when status changes, whichever occurs first.
8	BCCM	**RELEASE MANAGEMENT AND IMPLEMENTATION** The following release management activities will pertain to Type 6 changes: ~~1.~~4. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings. ~~2.~~5. BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined. ~~3.~~6. Once a defect/~~expedite~~ is implemented in a release, the status will be changed to "I" for Change Implemented.	**INPUTS:** • Approved Release Package Notification **OUTPUTS:** • Project Release Status • Implementation Date • Implemented Change Request	Ongoing

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6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT AND APPROVAL

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular category are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to ~~coincide with the published release schedules~~occur in March, June, September and December and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda
- Change Request Log (List of Change Requests to be reviewed)
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)

• Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish "desired/want" dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

• CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
• One vote per CLEC, per category
• No proxy voting
• Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
• Forced Ranking (1 to N, with N being the highest) will be used
• Votes will be tallied to determine order of ranking
• Changes will be ranked by category
• ~~Manual processes and d~~Documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes
• ~~Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached~~
• In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

Part 4 – Developing and Approving Release Packages

Subsequent to the Change Review Meeting BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held 25 business days later.

- Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints for each future release have been reached.
- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.

During the Release Package Meeting BST/CLEC consensus will be used to create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability.

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7.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as possible. ~~A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30—45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community.~~ BellSouth will provide specifications on the interface being developed to the CLEC Community using the timeframes established in Part 4, Section 2. As new interfaces are deployed, they will be added to the scope of this document ~~document as appropriate, based on the use by the CLEC community~~ and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

BellSouth will only retire interfaces if an interface is not being used, or if BellSouth has a replacement for an interface that provides equal or better functionality for the CLEC than the existing interface.

8.0 ESCALATION PROCESS

Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.

- Escalations can involve issues related to the Change Control process itself.

- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.

- Three levels of escalation will be used.

- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation.

- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation.

- For Type 6 High and Medium Impact issues, the escalation process is agreed to allow BellSouth a threeone-day turnaround to provide a status for each cycle of escalation.

- For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation.

- Each level will go through the same Cycle, which is described below.

- All escalation communications will be may be optionally distributed by Change Controlthe CLEC to the industry via and BellSouth Change Control e-mail unless there is a proprietary issue.

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Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Susan Hart Manager - EC Support Group Interconnection Operations	205-733-5393	1-800-946-4646 PIN 1436470	Susan.K.Hart@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.

- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.

- Content of e-mail must include:

  - Definition and escalation of item.

  - History of item.

  - Reason for escalation.

  - Desired outcome of CLEC.

- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.

- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.

- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.

- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.

- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.

- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.

- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

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- BellSouth will publish the outcome of the conference call to the industry via web.

- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

Type 2-5 Changes: Wwithin 5 business days of receipt (4 from acknowledgement), BellSouth Change
Control appropriate executives will reply through BellSouth Change Control with BellSouth's position
and explanation for that position.

Type 6, High and Medium Impact Changes: Within 1 business day of receipt, BellSouth Change
Control appropriate executives will reply through BellSouth Change Control with BellSouth's position
and explanation for that position.

Type 6 Low Impact and Type 2-5 Expedite Changes: Within 3 business days of receipt (2 from
acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth
Change Control with BellSouth's position and explanation for that position.

Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Sales Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Linda Tate Director (for Systems Issues) Joy Lofton Director (for Business Rules/Operations Issues)	404-927-7878 404-927-7828	Linda.Tate3@bridge.bellsouth.com Joy.A.Lofton@bridge.bellsouth.com
3rd Level	Doug McDougal Senior Director (for Systems Issues) Dee Freeman-Butler Senior Director (for Business	404-927-7505 404-927-3545	Doug.Mcdougal@bridge.bellsouth.com Dee.Freeman2@bridge.bellsouth.com

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	Rules/Operations Issues)		

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Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, including escalation within each company to the person with ultimate authority for Change Control operations, and the services of a Joint Investigative Team when appropriate, BellSouth and the impacted CLEC(s) agree as follows:

~~to follow this Dispute Resolution Process. BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co-chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.~~

~~If the dispute cannot be resolved between the companies after these steps are taken, then either party to the dispute may file a formal complaint with the State PSC through the Director of the Telecommunications section for binding mediation. The Director of the Telecommunications section, or his appointee, shall rule upon the complaint within 30 days of its filing. If either party is then aggrieved, it may file a formal complaint with the State PSC.~~

- Either party to the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, both parties shall participate in good faith.

- Either party may file a formal complaint with the State PSC, requesting resolution of the issue, without necessity for prior mediation.

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9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLEC's and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes will require a two-thirds affirmative ————vote for approval. All changes will be submitted as a change request and reviewed.

10.0 TESTING ENVIRONMENT

Requests related to the processes of testing an interfaces will be included in the Change Control Process. Changes to BellSouth's testing environments and supporting processes will be submitted through the Change Control Process as a Type 5 request. The requests will follow the guidelines and intervals set forth in the Type 5 process flow.

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.

BellSouth will also provide a pre-release testing environment for TAG and EDI that will be available to CLEC's 30 days **prior** to the implementation of any new releases. This environment will be a wholly separate, non-production environment for all preordering and ordering interfaces and will mirror the production environment.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after "major releases". CLECs are selected on a "first come, first served basis".

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

For additional details on the testing environment, regulations and guidelines, refer to the following BellSouth public Internet sites:

EDI

www.interconnection.bellsouth.com/markets/lec.html
Select "Customer Guides"
Select "Local Exchange Ordering Guides"
Select "BellSouth EDI Specifications – TCIF 9"
Select "Section 7 – EDI Testing Guidelines for CLECS"

TAG

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www.interconnection.bellsouth.com/markets/lec.html
Select "OSS Information Center"
Select "TAG Documentation"

This site is password protected. You should obtain the password from your Account Team representative.

11.0 TERMS AND DEFINITIONS

A

Account Team. The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' advocate within BellSouth. Some of the Account Team functions are listed below:

- Contract Negotiations	- BonaFide Requests (BFR)
- Enhanced Billing Options Negotiations	- Production Support
- Customer Education	- Collocation
- Technical Assistance	- Testing Support
- General Problem Resolution	- Project/Order Coordination
- Tariff Interpretation	- Rate Quotations

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects/expedites.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

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Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
  - ◊ Dependencies relative to other data elements
  - ◊ Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects/expedites or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

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- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 2-5 – Expedited Feature Change. Any Type 2-5 change that either BellSouth or a CLEC submits for exception handling in order to achieve a more rapid implementation.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Type 6 – CLEC Impacting Expedite. The ability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).

  - **CD = Duplicate Request.** A request for this change already exists.

  - CT = Training. Requested change already exists, additional training may be required.

- **CRC** = Change Review Complete. Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).

- **D** = Request Purge. Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).

- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).

- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).

- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).

- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).

- **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Requests, generate Candidate Change Requests, and submit Candidate Change Requests for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Release Management Status Report, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

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D

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Defect/Expedite Status. The status of a CLEC Impacting Defect/Expedite Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).

- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):

  - **CC = Clarification.** Requested clarification not received in allotted time (2 days).

  - **CD = Duplicate Request.** A request for this change already exists.

  - ~~CT = Training. Requested change already exists, additional training may be required.~~

- **I = Implemented.** Indicates a Defect/Expedite Change Request has been implemented in a release (Step 6).

- **N = New Defect/Expedite Change Request.** Indicates a Defect/Expedite Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).

- **S = Scheduled for Release.** Indicates a Defect/Expedite Change Request has been scheduled for a release (Step 6).

- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).

- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Electronic Communications Systems (ECS). ECS is the help desk for reporting system outages or degradation in an existing feature/functionality within an interface. The ECS group works with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

Emergency Change. Defect Changes identified as High Impact are **emergency changes.**

Exception Change. An exception change request may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

Expedited Feature. An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a lack of programming problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

H

High Impact. The failure causes impairment of critical system functions and no electronic workaround solution exists.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

L

Low Impact. The failure causes inconvenience or annoyance.

M

Medium Impact. The failure causes impairment of critical system functions, though a workaround solution does exist.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Defect/Expedite Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

|

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Jointly Developed by the Change Control Sub-team comprised

of BellSouth and CLEC Representatives.

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

Jointly Developed by the Change Control Sub-team comprised

of BellSouth and CLEC Representatives.

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A-2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

Letter of Intent. CLEC provides notice of intent to implement a TCIF compliant interface within a specified timeframe. (Attachment A-5).

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of BellSouth and CLEC Representatives.

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)

- Date(s) for the next Project Manage Release meeting(s)

- Times

- Logistics

- Meeting facilitator and minutes originator (rotated between stakeholders)

- Current Approved Release Package (email attachment)

- Current Maintenance/Defect Notification Information (web posting)

- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)

- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C –ADDITIONAL DOCUMENTS

See Attached Documents

Jointly Developed by the Change Control Sub-team comprised

of BellSouth and CLEC Representatives.

APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

Since August 1998, BellSouth's policy, which is stated in its Statement of Generally Accepted Terms (SGAT) and standard interconnection agreement, has been to support two industry standard versions of the applicable electronic interfaces at all times. Currently, the EDI and TAG electronic interfaces are maintained this way, because they are the interfaces that require the CLEC to "build" its side of the interface to use the new standard. The two industry standard versions of an interface are maintained when BellSouth is implementing an entirely new version of an interface based on new industry standards, not when BellSouth is simply enhancing an existing interface. Periodically, the standards organizations for an interface will issue a new set of standards. After submitting the new standards to the CCP to determine how and when they will be implemented, BellSouth will introduce a new version of that interface based on the new standards. BellSouth will keep the "old" version of the interface based on the old industry standards "up" for those CLECs that have not had enough time to build their side of the interface to the new industry standards. BellSouth gives CLECs six (6) months advance notice of the implementation of electronic interfaces based on new industry standards.

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI.

NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.

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of BellSouth and CLEC Representatives.

Transmittal Cover Sheet for Pate Exhibit RMP-12

This sheet transmits the

Type 1 System Outages posted on the CCP website

which consists of 1 page.

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Type 1 System Outages

LENS - LOCAL EXCHANGE NAVIGATION SYSTEM

EDI - ELECTRONIC DATA INTERCHANGE

TAG - TELECOMMUNICATIONS ACCESS GATEWAY

TAFI - TROUBLE ADMINISTRATION FACILITATION INTERFACE

ECTA - ELECTRONIC COMMUNICATIONS TROUBLE ADMINISTRATION LOCAL

OSOTS - CLEC SERVICE ORDER TRACKING SYSTEM

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Transmittal Cover Sheet for Pate Exhibit RMP-13

This sheet transmits the

September 28, 1999 EICCP Enhancement Review Meeting Minutes

which consists of 3 pages.

MEETING MINUTES

DATE: Tuesday, September 28, 1999

MEETING: EICCP Enhancement Review Meeting

PURPOSE: To present/discuss Change Requests submitted to EICCP

ATTENDEES

Mark Turner, MCI	Mike Young, Sprint
Jill Williamson, AT&T	Sandy Evans, Sprint
Kevin McAllorum, ATT	Margaret Garvin, BST
Tyra Colbert, MCI	Pat Rand, BST
Lillian Newsome, BST	

SUMMARY OF MEETING

TOPIC	*DISCUSSION*
Regulatory Issues	No regulatory issues were discussed
Final CLEC Prioritization	• EDI0812990001 (EDI Ordering xDSL Loops)- Targeted for Release 4/2000 • EDI0812990003 (Using ATT directory form) – **A.S.A.P. (10/1/99 – DDD)** • EDI0812990004 (Change Main Account #) – **A.S.A.P (8/23/99—DDD)** • EDI0812990005 (Handling Remaining Lines) – Targeted for 4/2000 • EDI0812990007 (Use of LEATN/LEAN) – Targeted for 4/2000 • TAG0812990001 (Pre-Order Enhancements for Loops; CFA, NC/NCI-Targeted for Release 4/2000 • TAG0812990002 (DSL Capability) – Targeted for Release 4/2000 • TAG0812990003 (Parsed CSR) – Targeted for Release 4/2000 • TAG0907990001 (TaG Pre-Order Business Rules) – **A.S.A.P. (10/1/99 – DDD)** • LEO0812990001 (Change in headers for clarification) – **A.S.A.P. (10/1/99)** • LSR0623990001 (Distribution of work using SC field) – **A.S.A.P.**

General Discussion Items	• The BCCM opened the meeting and provided a presentation of the highlights of the meeting. The initial prioritization was discussed as well as the ability to complete the final prioritization.
	• The purpose of the ERM was to review the pending change requests and provide the CLECs the opportunity to discuss their requests for final prioritization.
	• The CLECs discussed each of the change requests and combined two and cancelled one.
	• The following change requests are being cancelled due to duplication:
	  • EDI0812990006 (Combine this request with EDI0812990001
	  • EDI0812990002 (Incorporated under TAG0812990002 – Note: There is no EDI pre-order today)

TOPIC	DISCUSSION
Change Request Discussion *EDI0812990001*	• The following notes depict the discussion highlights on each change request. **EDI Ordering for Unbundled xDSL Loops** Interface Impacted - EDI, Ordering Type Change – Add new functionality • Ability to order unbundled xDSL on one order via EDI • CLEC needs business rules and fields that need to be populated. • CLEC requests that this include all digital loops, i.e., port with DSL Loop
EDI0812990003	**411 Drop-out form– CLEC requested that BST utilize their manual form to advise BST of an End User's listing that is not appearing on 411, Etc.** Interface Impacted - EDI, Ordering Type Change – Process CLEC would like BST to adopt their 411 Drop-out form as an interim solution when the drop out is caused by BST • CLEC would like to work jointly with BST in the development of a form/process at OBF to resolve this issue.
EDI0812990004	**Change Main Account Number** Interface Impacted - EDI, Ordering Type Change – Software The CLEC would like BST to expand the use of EATN and ATN for the REQTYP JB. By allowing the CLEC to populate the existing EATN and the new in ATN field, the CLEC would not have to submit the inforamation in RMKS. • The CLEC would like this change for both TCIF7 and OSS99.
EDI0812990005	**Handling of Remaining Service** Interface Impacted - EDI, Ordering Type Change - Software The CLEC would like BST to develop new fields in support of the handling of the remaining lines when partial migrations are involved and the lead number is being migrated.
EDI0812990007	**Use of LEAN/LEATN fields** Interface Impacted - EDI, Ordering Type Change - Software The CLEC would like the restrictions of 4 accounts lifted when processing multiple End User Accounts to LNP.
TAG0812990001	**Pre-Order Enhancements** Interface Impacted - TAG, Pre-Order Type Change – Software The CLEC would like BST to provide CFA assignment and NC/NCI codes as part of its pre-order functionality. • The CLEC is expecting a project plan for the implementation of this request.
TAG0812990002	**Pre-Order Loop Inquiry** Interface Impacted – TAG, Pre-Order

TOPIC	DISCUSSION
	Type Change – Software The CLEC requested that BST provide xDSL capability notification electronically. • The CLEC is expecting a project plan for the implementation of this request.
TAG0812990003	**CLEC is requesting BST to provide a parsed CSR.** Interface Impacted – TAG, Pre-Order Type Change – Software The CLEC questioned if Linda Tate had reviewed the BellAtlantic guidelines for parsed CSR.
TAG0907990001	**TAG Pre-Order Documentation Enhancements** Interface Impacted – TAG, Pre-Order Type Change – Documentation As part of the OSS99 upgrade, the CLEC requested BST to provide business rules for TAG Pre-Order.
LEO0812990001	**Error Code List Note Modification** Interface Impacted – none Type Change – Documentation The CLEC requested that on the selected headers stated in the change request, that BST add some information in the header in order to clarify the columns.
LSR0623990001	**Workflow Mechanization** Interface Impacted – EDI Type Change – New or revised edits. CLEC is requesting a process be changed in order to prevent their LSRs from being missed when the service is associated with complex service.
Upcoming Meetings	• **Change Request Status meeting for 1 hour on 10/21/99.** The purpose of the meeting is to discuss the pending change requests, respond to questions regarding new change requests. Bridge has been setup for this call. • **Change Request Status meeting for 1 hour on 11/09/99.** The purpose of the meeting is to discuss the pending change requests, respond to questions regarding new change requests. Bridge has been setup for this call. **10/21 and 11/09 - The Bridge Number is 205 970-3744, ACCESS CODE 8324, the call is scheduled for 9:00 CST – 10:00 CST**
Action Items	1. If BST makes changes to EDI does it automatically affect TAG? 2. Reinforce functionality – As BST implements change requests, involve the CLEC in the process; how it's designed. 3. Verify if all end offices would be converted for LNP? 4. How are due dates treated on the Change Requests, i.e., priority, expedite, rush, etc.? 5. Investigate CORBA for ordering and provisioning DSL loops. 6. When Issue 6 is removed, what exactly is being removed (interfaces)? 7. When will manual forms change to LSOG4? (90 day notice)
MEETING ADJOURNED	The meeting was adjourned

Transmittal Cover Sheet for Pate Exhibit RMP-14

This sheet transmits the

March 29, 2000 CCP Monthly Status Call Minutes

which consists of 5 pages.

⊕ *BELL*SOUTH

Change Control Process
Monthly Status Meeting Minutes

DATE: March 29, 2000

MEETING: Monthly Status Call

PURPOSE: Review Status of Pending/Approved Change Requests

ATTENDEES

Tyra Colbert, MCI	Kate Cooper, Eftia	Valerie Cottingham, BST
Sandy Evans, Sprint	Jill Williamson, AT&T	Edwardine Marrone - BST
Kristen Hudson, Nextlink	Joe Ayala, Nightfire	Shamne Stapler, ITC-DeltaComm
Bill Shoemaker, BST		Cheryl Storey, BST

AGENDA

Agenda   Review status of pending/approved Change Requests (including defects) and review current Release Management statuses.

SUMMARY OF MEETING

TOPIC	DISCUSSION
Opening	The BCCM opened the meeting and covered the items we were to accomplish on this conference call. • Review regulatory mandates. • Review status of pending/approved Change Requests • Review status of pending defects • Review current Release Management statuses • Schedule remaining monthly status meetings for year 2000
Regulatory Mandates	There are no regulatory mandates at this time.

New Change Requests	The following new change requests were received during March, 2000 and are being reviewed for acceptance: • **ORD030200001 UNEs via ASR21** • **EDI030200001 Modify Line Activities with Industry Guidelines (LNA of "C")** • **EDI030300001 BST Test Environment for EDI** • **TAG030900001 LNA Functionality of V – Pre-OSS99** (BST provided response to originating CLEC on 3/20/00-refer to "Canceled Change Requests" section) • **ORD032700001 Post FOC-Clarification**
New Defect Change Requests Received	New Defect Change Requests received during March, 2000: • **DEF030100001 Room Field Expansion** This change re-classified as a feature. Room field scheduled to be expanded 4/15/00. • **DEF030100002 Pre-Order/Order Business Rule Discrepancies** This change re-classified as a feature. BST is looking at all the fields identified as discrepancies, with exception to room & bldg, and looking at the impacts to all fields and applications. We are looking to include this in a Release in the near future. • **DEF030200001 RPON Business Rules** This change re-classified as a feature. Business rules being developed. • **DEF032300001 Line Class of Service – REQTYP "M" (port/loop combo)** This change re-classified as a feature. An expedited change implemented 3/28/00. It was agreed that the Change Request Log number should be renamed since these issues were re-classified as features. The new CR Log numbers will be as follows: **OLD CR LOG #** **NEW CR LOG#** DEF030100001 CR0001 DEF030100002 CR0002 DEF030200001 CR0003 DEF032300001 CR0004
Implemented Change Requests	Change Requests Implemented: • **LEO8129900001 Change the Error Code Headings to Match Terminology Used** Implemented 12/99. • **TAG09079900001 Business Rules for TAG** Implemented - Posted to web site 12/99.

Canceled Change Requests	• **SOT011200001 Remarks Section added to CSOTS** **Explanation of Cancellation by BellSouth:** "Remarks" are omitted because it contains proprietary information that is passed between internal BST departments during the provisioning of the service. A request can be made of the LCSC to create a report that addresses the reason for cancellation of orders on a per CLEC basis. "Missed Appointment" codes are posted on service orders. The definition of "Missed Appointment" codes reside in the CLEC Service Order Tracking System User Guide, Computer Based Tutorial and in other documentation accessed via the BellSouth web site. • **TAG030900001 LNA Functionality of V – PRE-OSS99** **Explanation of Cancellation by BellSouth:** BellSouth will implement the pre-OSS99 LNA of V functionality using the LNA of G. BellSouth has decided the functionality needs to be discernable using the new LNA of G. This reduces the need for training, distribution and creation of new Methods and Procedures, minimizes errors/gaps and supports the request of other CLECs in providing a new LNA. The LNA of G is targeted for 4/29 implementation. The LNA of V, post OSS99, functionality will remain in tact. Sprint is currently in the process of investigating a workaround, will advise Change Control of Cancellation Acknowledgement.
Change Requests Scheduled for Release	The following Change Requests are scheduled for upcoming releases: • **ALL020900002 YPH – 4/15/00** • **DEF030100001 Room Field Expansion – 4/15/00** • **OSS011300001 Migration as Specified for OSS99 – 4/29/00** • **TAG011700001 Migration as Specified for OSS99 – 4/29/00** • **EDI0812990001 Electronic ordering for unbundled XDSL loops – 7/01/00** • **TAG0812990002 DSL Capability – 7/01/00** Next tentative Release is scheduled for 11/11/00.

User Requirements Documentation	• Requirements for YPH, EU-ROOM, LSF and LNA of G distributed 3/6/00 for discussion during 3/7/00 conference call. • Updated requirements for LSF distributed 3/9/00. • Updated User Requirements for XDSL distributed 3/27/00. • Updated requirements for LNA of G to be distributed 3/29/00.
Non-Scheduled Change Requests	**List of non-scheduled Change Requests to be returned to Step 4 of the CCP as Input for the "Prepare for Change Review Meeting" process:** • **LSR0623990001 Redirection of UNE LSRs in the LCSC** Clarification regarding this request: AT&T is requesting that BellSouth create edits in our system to cause the orders to be routed to the appropriate work group. This change should have no impact on the current ordering process and business rules being used by the CLECs. • **EDI0812990003 AT&T form for directory listing 411 drop outs** Clarification regarding this request: AT&T requests some type of electronic vehicle that would provide notification to correct the problem with 411 fall out. This electronic vehicle should require CLECs to provide minimum information. The Directory Assistance & Listings Correction Request Fax Form provided by AT&T would be acceptable only as an interim solution. • **EDI0812990004 One LSR to change the main account # on a listings only account** • **EDI0812990005 Handling of Remaining Lines** • **TAG0812990001 CFA/NC &NCI via TAG pre-order** • **EDI0812990007 Use of LEAN/LEATN**
Pending Change Requests	• **EDI121599001 TN vs RSAG validation** This request is currently under review. • **TAG0812990003 Parsed CSR** Subteam being formed to perform planning & analysis during 2000. • **EDI02090001 Electronically Order Routing to OS/DA** Team working to develop an electronic process.
Next Change Review Meeting	The next Change Review meeting has been tentatively scheduled for Wednesday, June 28, 2000. This will be a face-to-face meeting in Atlanta, GA. This meeting will include a monthly status and then prioritization of pending change requests. Meeting details to follow. Requests must be accepted and in "Pending" status by **June 16, 2000** to be included in the prioritization meeting on June 28, 2000. To allow adequate time for change requests to be reviewed for acceptance and placed in "Pending" status by June 16, change requests should be received by no later than **May 15, 2000**.
Suggestions for Change Request Log	The following suggestions were made regarding improvements to the Change Request Log: • Categorize the requests by interface or status. • Include a comments/status column These changes will be incorporated to the Change Request Log.
Schedule for Remaining Monthly	The schedule for remaining 2000 monthly status meetings is as follows: April 26, 2000 May 24, 2000

Status Meetings	June 28, 2000 (also tentative prioritization meeting) July 26, 2000 August 23, 2000 September 27, 2000 October 25, 2000 November 15, 2000 December 13, 2000 The conference bridge for April 26 and May 24 is as follows: **Bridge # 205-970-3741** **Access code 4736**

Transmittal Cover Sheet for Pate Exhibit RMP-15

This sheet transmits the

October 3, 2000 Parsed CSR Kickoff Meeting Minutes

which consists of 3 pages.

Parsed CSR Kickoff Meeting Minutes

October 3, 2000

Document Preparation Information

PROJECT NAME	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED
Parsed CSR Team	Kevin McCall		10/3/00

Announcement Information

TO	COMPANY	TO	COMPANY
Brenda Jones	BellSouth	Valerie Cottingham	BellSouth
Kevin McCall	BellSouth	Cheryl Story	BellSouth
Wheeler Stewart	BellSouth	Lewis Garrison	BellSouth
Patricia Allen	BellSouth	Gloria Burr	BellSouth
Debra Rolle	BellSouth	Saundra Glover	BellSouth
Kathy Smith	BellSouth	Tyra Hush	WorldCom
Jill Williamson	AT&T	Woody Roe	Albion
Dave Burley	WorldCom	Jane Hunter	Sprint
Becky Wellman	IDS	Suzanne Angelo	Telcordia
Mae Means	Sprint	Bill Grant	Telcordia
Mike Young	Telcordia	Stacey Hassan	Birch Telecom
Sandy Evans	Sprint	Bill Gulas	IDS
Keith Kramer	IDS	Pat Woods	WorldCom
Brad Hamilton	IDS	Kerrie Dedmon	Trivergent
Bahvin Sheth	DSET	Sheriann Lively	Trivergent
Akshay Goel	DSET	Dave Marmen	BellSouth
Carol Sanders	Trivergent	Mary Ellen Dominque	Trivergent
Caryn Stottenger	Quintessent		

Meeting Information

DATE	START TIME	END TIME	LOCATION
10/03/00	10:00 A.M. EDT	12:30 P.M. EDT	Conference Bridge (205) 970.3742 Access 6637

CALLED BY		PHONE	FAX
Change Control		205-321-2113	205-321-5160

Parsed CSR Kickoff Meeting Minutes

October 3, 2000

Agenda

Agenda Items	Discussions
Introduction of Interim Project Manager	Brenda Jones was introduced as the Interim Project Manager for the Parsed CSR team.
Gain Better Understanding of Parsed CSR Requirements	Brenda Jones discussed the intent of this meeting was to clarify the CLECs needs in the Parsed CSR efforts. For the CSR, currently BellSouth returns a string of data. The CLEC community is requesting that BellSouth return the data in a fielded/parsed format. The team agreed to review an analysis of LSOG 4 from AT&T. This document also indicated AT&T's position on what fields were needed on the Query and Response. AT&T explained the definitions of C/O/R on the analysis document as follows: C= Conditional. May or may not be required under certain circumstances O= Optional. Always optional, not required in any circumstances R= Required.
Formation of Parsed CSR Sub team	An agreement was reached to form a small sub team to review the requirement inputs from the CLEC community and present the consensus findings to the overall group. The sub team consists of the following: Becky Wellman – IDS Jill Williamson – AT&T Tyra Hush – WorldCom Dave Burley – WorldCom Jane Hunter or Mae Means – Sprint Suzanne Angelo – Telcordia Mike Young – Telcordia Bill Grant – Telcordia Sheriann Lively – Trivergent Bahvin Sheth – DSET Brad Hamilton -- IDS Parsed CSR Project Manager --BellSouth Change Control -- BellSouth

Parsed CSR Kickoff Meeting Minutes

October 3, 2000

Agenda Items	Discussions
Steps Moving Forward	The upcoming dates that were agreed upon in the meeting were as follows: 10/10 – CLECs input based on the AT&T/LSOG 4 analysis to be submitted back to Change Control 10/19 – Sub team meeting in Atlanta to review inputs and form consensus. The findings of the sub team will be submitted to the CLEC community via Change Control for further discussions.

Transmittal Cover Sheet for Pate Exhibit RMP-16

This sheet transmits the

October 19, 2000 Parsed CSR Sub Team Meeting Minutes

which consists of 4 pages.

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MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
Parsed CSR Sub Team	Cheryl Storey – Change Control Team	10-20-00
BellSouth Conference Center		

Participants/Attendees

PARTICIPANT	COMPANY	PARTICIPANT	COMPANY
Sheriann Lively	Trivergent	Jane Hunter	Sprint
Valerie Cottingham	BST – CCP	Suzanne Angelo	Telcordia
Cheryl Storey	BST - CCP	David Burley	WorldCom
Jill Williamson	AT&T	Tyra Hush	WorldCom
Bill Grant	Telcordia	Ron Thompson	XO Comm
Becky Wellman	IDS	Saundra Glover	BST
Edwardine Marrone	BST	Pat Moore	BST
Brenda Wallace	BST	Chris Iacovelli	AT&T

Meeting Information History

DATE	START TIME	END TIME
10/19/00	10:00 AM EDT	4:00 PM EDT

MEETING PURPOSE

- Review CLEC input on Parsed CSR Requirements.

- Review each data element and reach consensus on which fields the CLECs would like to see parsed.

- Discuss next steps: (1) CLEC Community review and concurrence, (2) BST Internal Review of CLEC Requirements

Jill (AT&T) recommended that once the CLEC requirements are agreed upon, BellSouth should meet with the CLEC community to discuss and identify what can and cannot be accommodated. Change Control advised that BellSouth would meet with the CLEC community to discuss requirements after the BST Internal Review.

MEETING MINUTES

Agenda Items	Discussion
1. Conditional Requirement Example	An example of a conditional requirement was shared as follows: *Required Foreign or Secondary book listing, otherwise optional.*
2. Review of data elements	Edwardine Marrone led the review of the data elements with the Sub Team. The results of the changes agreed upon will be reflected in the updated requirements to be provided to the Sub Team by 11/3/00. Discussion took place regarding the definition of optional, conditional and required. The following was agreed upon: *Optional = if on the account, information is provided/returned* *Required = if a data element is on all CSRs. All the fields are required if the information is present.* The CLECs recommended that pre-ordering and ordering field lengths should be consistent.
3. LSOG 5	It was mentioned that BellSouth planned to implement LSOG 5 between the July – December, 2001 timeframe. The CLECs advised that for planning purposes they need to know what fields are going to be supported by LSOG 5. The CLECs also stated that the move to LSOG 5 should flow through Change Control and be a joint effort. BellSouth has not made a firm commitment as to when LSOG 5 will be implemented. LSOG 5 changes will funnel through the Change Control Process. CLECs are aware of industry's strategic direction for the implementation of LSOG 5.

Agenda Items	Discussion
4. Summary of Action Items	BellSouth will address the following and provide responses to the Sub Team by 11/3/00: • TXTYP - Transaction Type (Field #3) – define transaction type for Customer Service Inquiry. Define what information would be returned via each valid entry (i.e., what is the CLEC going to submit and what is BST going to return?). Define what data elements would not be included. • Determine correct field name for EATN vs. ATN and EAN vs. AN. • End User Name (Field #16) – is this a valid field for use with the CSI? • Definition of DDQTY and DIRQTY • Investigate zip code differences: DDAZC vs. ZIPCODE • DIRID – is this a BST supported field? • DIRTYP – does this field drive the type of directory delivered? • DNA – is this a BST supported field? • YPH – Confirm 6 numerics or 6 alpha/numerics. CLECs need the YPH for the LSR. • YPHV – confirm if the YPH verbiage can be returned separately. CLECs want this returned separately. • DIRSUB and DIRNAME – are these BST supported fields? • DML – is this a BST supported field? • D/TSENT – confirm metric standards being used • Review fields that end with the suffix "SS" to confirm consistencies.

Agenda Items	Discussion
5. NEXT STEPS	BellSouth will update the Parsed CSR requirements spreadsheet with the agreed upon changes and provide to the Sub Team by 11/3/00 for review.
	BellSouth will also provide (best effort) to the Sub Team responses to the above action items by 11/3/00.
	A follow up meeting/conference call will be scheduled with the Sub Team to finalize the CLEC Parsed CSR requirements.
	The final CLEC Parsed CSR requirements will be shared with the CLEC community for feedback and concurrence.
	Once CLEC community concurrence obtained, BST Internal review of the requirements will take place.
	Once the BST Internal review of the requirements is complete, a meeting with the CLEC community will be scheduled to review/discuss.

Transmittal Cover Sheet for Pate Exhibit RMP-17

This sheet transmits the

ALEC Complex Services MultiServ® Diagram

which consists of 1 page.

ALEC: Complex Services - MultiServ®

ALEC SUBMITS LSR TO ICS ACCOUNT TEAM
→
Account Team LSR REVIEW completeness and accuracy
→
Cust Service Asst (CSA) RETRIEVES FIRM ORDER accurate & complete
→
CSA - NOTIFIES ICS PROJECT MGR OF PENDING REQUEST

↓

Account Team ISSUES EOMS SERVICE INQUIRY for MultiServ
→
CSA - ORDER ENTRY INTO DOE for MultiServ
→
ICS PROJECT MGR

- Verifies order for accuracy
- Verifies personnel are assigned
- Identifies self in WFA log notes
- Monitors critical dates assigned & coordinates problem resolution
- Notifies ALEC if due dates in jeopardy

↓

REVIEW DEPT RESPONSES ON SERVICE INQUIRY

SOCS

CSA - SENDS FOC TO ACCOUNT TEAM

ON DUE DATE ICS Project Mgr notifies ALEC when order activity is complete

↓

Account Team HAND OFF PACKAGE for Service Center

Account Team SENDS FOC TO ALEC

☐ = Shade Indicates Manual Processing

Transmittal Cover Sheet for Pate Exhibit RMP-18

This sheet transmits the

BellSouth Retail Complex Services MultiServ® Diagram

which consists of 1 page.

BST RETAIL: Complex Services - MultiServ®

Request for Proposal

from end user customer

QUICK QUOTE

Sales Quotation System

ORION

Address Validation

RSAG

Account Executive PROPOSAL PREPARATION

PROPOSAL PRESENTATION to End User Customer

SIGNED CONTRACT from End User Customer

HAND OFF PACKAGE to Customer Ops Project Manager

Cust Ops Project Mgr

REVIEW & ASSIGN to Service Consultant

Service Consultant (SC)

ISSUES EOMS SERVICE INQUIRY for MultiServ

SC - REVIEWS DEPT RESPONSES ON SERVICE INQUIRY

SC - ISSUES FIRM ORDER to Major Acct Center (MAC)

SC - PROJECT COORD. / FOC with AE & end user customer

Cust Service Asst (CSA)

RETRIEVES FIRM ORDER FM MAC accurate & complete

CSA - ORDER ENTRY INTO ROS for MultiServ

SOCS

CSA - PROJECT COORD. / FOC with AE, SC & end user customer

□ = Shade Indicates Manual Processing