

1 BELL SOUTH TELECOMMUNICATIONS, INC.
2 DIRECT TESTIMONY OF JANET MILLER-FIELDS
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET NO. 010740-TP
5 AUGUST 20, 2001
6

7 Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELL SOUTH
8 TELECOMMUNICATIONS, INC. ("BELL SOUTH") AND YOUR BUSINESS
9 ADDRESS.

10
11 A. My name is Janet Miller-Fields. I am the Operations Assistant Vice-President for
12 Customer Care in BellSouth's Network Carrier – Customer Services organization.
13 My business address is 600 N. 19th Street, Birmingham, Alabama 35203.
14

15 Q. PLEASE PROVIDE A BRIEF DESCRIPTION OF YOUR BACKGROUND
16 AND EXPERIENCE.

17
18 A. I earned a Bachelor of Science and Education degree from Memphis State
19 University in 1975 and an MBA from Nova Southeastern University in 1996. I
20 began my career with BellSouth in 1978 as an Assistant Manager in the Consumer
21 Services Call Center. I also have worked as a Project Manager, Planning
22 Manager, Business Analyst and Manager-Consumer Technology.
23 I served as the Operations Director for BellSouth's Customer Support
24 Management organization before accepting my current position in February 2001.
25

1 Q. HAVE YOU TESTIFIED PREVIOUSLY BEFORE ANY STATE
2 COMMISSION?

3
4 A. No.

5
6 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

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8 A. The purpose of my testimony is threefold. First, I will describe the training that is
9 provided to BellSouth's service representatives in BellSouth's Local Carrier
10 Service Centers ("LCSCs") who process orders from Alternative Local Exchange
11 Carriers ("ALECs") to convert either BellSouth retail services or resold services
12 to the Unbundled Network Element-Platform ("UNE-P"). Second, I will discuss
13 the Effective Billing Date ("EBD") process as it relates to ALECs' orders. Third,
14 I will discuss the effects that a Local Preferred IntraLATA Carrier Freeze ("Local
15 PIC Freeze") and a Local Service Freeze have on such UNE-P conversions.

16
17 Q. PLEASE DESCRIBE THE TRAINING THAT IS PROVIDED TO
18 BELL SOUTH'S SERVICE REPRESENTATIVES WHO PROCESS ORDERS
19 FOR ALECS TO CONVERT RETAIL SERVICES AND RESOLD SERVICES
20 TO UNE-P.

21
22 A. Within BellSouth, a specific group of service representatives are assigned to
23 process orders to convert BellSouth's retail service to UNE-P and to convert
24 resold BellSouth service to UNE-P. These service representatives are part of the
25 LCSC. Each LCSC service representative undergoes a rigorous training process.

1 Each is provided the highest level of training available and the service
2 representative's proficiency is tested before he or she is released from the initial
3 training. The training requirements are developed with input from subject matter
4 experts on staff for the Resale and UNE products.

5
6 Each LCSC service representative attends 13 weeks of training. After receiving
7 this training, each LCSC service representative spends three (3) weeks in a
8 "training bubble" for coaching and developing before the entire training
9 curriculum is completed.

10
11 The 13 weeks of training are broken into individual modules that address various
12 subjects. Among other things, these modules address the various systems the
13 LCSC service representative will use to view customer accounts and process
14 orders submitted by ALECs. Within each module, the instructor lectures and
15 demonstrates how to process the order while students follow these steps at their
16 computers. Process flows are used to help explain how to process the order types.
17 Class exercises and on-the-job practice enables the students to apply the
18 knowledge that has been discussed in lectures and demonstrations. The instructor
19 documents each student's progress and identifies coaching opportunities during
20 the class and during on-the-job sessions. In order to graduate from the training,
21 each student is required to successfully complete a written test and to successfully
22 complete order-processing simulations.

23
24 Q. DOES ANY OF THE TRAINING PROVIDED TO THESE LCSC SERVICE
25 REPRESENTATIVES ADDRESS THE CONVERSION OF RETAIL AND

1 RESALE SERVICES TO UNE-P SERVICES?

2
3 A. Yes. The following is an overview of the training modules that address, in whole
4 or in part, the conversion of retail and resale services to UNE-P services.

5
6 Among other things, the module addressing Electronic Order Processing in Local
7 Exchange Ordering System (“LEO”):

- 8 • Explains that when a service order submitted by an ALEC cannot
9 be worked electronically and drops out for manual handling, LEO
10 stores data electronically for the manual processing by the LCSC.
- 11 • Explains how to obtain local service requests (“LSRs”) from LEO.
- 12 • Recognize the different versions of electronic LSRs that can be
13 submitted by ALECs.
- 14 • Explains how to screen and validate electronic LSRs.
- 15 • Explains how to send clarifications back to the ALEC through
16 LEO when an ALEC submits an incomplete or inaccurate LSR.
- 17 • Explains how firm order confirmations (“FOCs”) are sent through
18 LEO to the ALEC submitting an LSR.
- 19 • Explains how to check the status of an electronic LSR.

20
21 Among other things, the module addressing UNE-P or UNE Combinations:

- 22 • Describes UNE Combination orders and the different types of
23 requests that may come in on these orders (i.e., new connects,
24 conversions from retail services, and conversions from resale
25 services).

- 1 • Previews the process flow for the UNE Combination order and
2 discusses key processing concepts (i.e., how to issue a disconnect
3 (“D”) order, how to issue a new connect (“N”) order, the
4 importance of sequencing the D order with the N order, and the
5 importance of placing an RRSO code on both the N order and the
6 associated D order).
- 7 • Discusses end-user cases for UNE Combination orders.
- 8 • Explains how to identify LSR information that is required to
9 process UNE Combination orders and how to process the request
10 accurately.

11

12 Among other things, the module addressing Hunting:

- 13 • Explains the Hunting Service and the different types of Hunting
14 (i.e. series Hunting, circular Hunting, etc.).
- 15 • Discusses the interaction of different types of Hunting with the
16 services and equipment used by business end users.
- 17 • Explains how the LCSC can receive a Hunting Request from an
18 ALEC.
- 19 • Explains how to process an order for the conversion of retail and
20 resold services involving Hunting to UNE-P services.

21

22 Among other things, the module addressing BellSouth MemoryCall® service:

- 23 • Explains how to determine if an LSR submitted by an ALEC
24 involves a request for MemoryCall® service.
- 25 • Explains what fields are required to be populated on an LSR for

1 MemoryCall® service.

2 • Explains the different types of MemoryCall® service available for
3 Business and Residential use.

4 • Describes how MemoryCall® service interacts with various
5 services and equipment used by the end user.

6 • Explain benefits and restrictions for MemoryCall® service
7 requests.

8

9 Q. PLEASE EXPLAIN THE LCSC'S INVOLVEMENT IN ISSUING OF SERVICE
10 ORDERS FOR UNE-P SERVICES.

11

12 A. If the ALEC's LSR is error-free (and the requested service can be handled
13 electronically), a service order will be issued for further processing and the LCSC
14 service representative is not involved. If the ALEC's LSR has errors, the
15 electronic system will first attempt to auto-clarify the LSR back to the ALEC
16 without any involvement by the LCSC service representative. However, if the
17 electronic system is unable to issue the service order or to auto-clarify the LSR, it
18 will drop out the LSR to the LCSC for manual handling. The LCSC service
19 representative will then screen the entire LSR. If the LSR has errors, the service
20 representative will clarify the LSR back to the ALEC for error correction. If the
21 LSR is error-free, the service representative will issue the service order. As soon
22 as the service order is issued, the ALEC is sent a firm order confirmation ("FOC")
23 showing the date BellSouth expects to complete the ALEC's request.

24

25 Q. DOES BELLSOUTH ALWAYS MEET THE SERVICE DELIVERY DUE

1 DATES THAT APPEAR ON THE FOC THAT IS SENT TO THE ALEC?

2

3 A. In most instances BellSouth meets that due date, but there are times when it does
4 not. Sometimes BellSouth misses the due date for reasons that are within its
5 control, and sometimes BellSouth misses the due date for reasons that are not
6 within its control (such as reasons caused by the ALEC or by the end user).

7

8 Q. WHAT HAPPENS IF BELLSOUTH DOES NOT MEET THE DUE DATE
9 THAT APPEARS ON THE FOC?

10

11 A. The ALEC expects to be able to start billing its end user for the service on the due
12 date that appears on the FOC. If BellSouth does not meet that due date, however,
13 the end user is still a BellSouth customer (until the time that the ALEC's order is
14 fulfilled) and the end user may get a BellSouth bill for the time period between the
15 service due date shown on the FOC and the actual completion date.

16

17 BellSouth seeks to avoid the situation wherein the end user receives a bill from
18 both BellSouth and the ALEC for the time period between the service due date
19 shown on the FOC and the actual completion date by notifying the ALEC of a
20 notice of delay in the service completion date.

21

22 Q. IS IT A BELLSOUTH PRACTICE TO USE AN EFFECTIVE BILLING DATE
23 ("EBD") INDICATOR ON EITHER THE "N" ORDER OR THE "D" ORDER
24 INVOLVED IN A CONVERSION TO UNE-P?

25

1 A. No.

2

3 Q. WHEN WOULD IT BE APPROPRIATE TO USE "EBD" ON A SERVICE
4 ORDER?

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6 A. BellSouth would only use an EBD on a request from an ALEC to do a complete
7 disconnection of service or disconnection of certain line features when BellSouth
8 has missed the requested service date requested by the ALEC. This EBD would
9 ensure that BellSouth stops billing the ALEC for the service or feature on the date
10 that the ALEC requested.

11

12 Q. DOES PLACING THE EBD ON A SERVICE ORDER AFFECT THE ACTUAL
13 COMPLETION DATE THAT BELLSOUTH REPORTS ON ITS
14 PERFORMANCE MEASUREMENT AND ANALYSIS PLATFORM
15 ("PMAP")?

16

17 A. No. This EBD does not affect the service order completion date that is reported
18 on PMAP. The PMAP data that is used to determine BellSouth's performance is
19 based on the actual completion date of the order and not on the EBD. The EBD
20 date is used for billing purposes only.

21

22 Q. WHAT IS A LOCAL PIC FREEZE?

23

24 A. A Local PIC Freeze is a measure designed to prevent slamming by intraLATA toll
25 carriers. If the end user has requested that a Local PIC Freeze be placed on the

1 account, BellSouth will change that account's preferred intraLATA toll carrier
2 only if certain verification procedures are followed.

3

4 Q. WHO CAN REQUEST, REMOVE, OR CHANGE A LOCAL PIC FREEZE?

5

6 A. On a retail account, only the end user customer can request, remove, or change a
7 Local PIC Freeze. On a resale or UNE-P account, BellSouth's customer is the
8 ALEC and only that ALEC can request, remove, or change a Local PIC Freeze.

9

10 Q. PLEASE EXPLAIN WHAT IMPACT A LOCAL PIC FREEZE HAS ON A
11 CONVERSION ORDER.

12

13 A. The presence or absence of a Local PIC Freeze on an end user's account has no
14 impact on a the processing of a conversion order.

15

16 Q. WHAT IS A LOCAL SERVICE FREEZE?

17

18 A. A Local Service Freeze is also a measure designed to prevent slamming. If the
19 end user has requested that a Local Service Freeze be put on the account,
20 BellSouth will change the local service provider that provides service on that
21 account only if certain verification procedures are followed.

22

23 Q. WHO CAN REQUEST, REMOVE, OR CHANGE A LOCAL SERVICE
24 FREEZE?

25

1 A. On a retail account, only the end user customer can request, remove, or change a
2 Local Service Freeze. On a resale or UNE-P account, BellSouth's customer is the
3 ALEC and only that ALEC can request, remove, or change a Local Service
4 Freeze.

5

6 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

7

8 A. Yes.

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