



Todd F. Silbergeld
Director
Federal Regulatory

SBC Communications Inc.
1401 I Street, N.W.
Suite 1100
Washington, D.C. 20005
Phone 202 326-8888
Fax 202 408-4806

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May 6, 1998

EX PARTE PRESENTATION

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MAY - 6 1998

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121*

Dear Ms. Salas:

In accordance with the Commission's rules governing ex parte communications, please be advised that today the attached letter was hand delivered to Commissioner Michael K. Powell with copies to Mr. Kyle Dixon and Mr. Paul Jackson. The letter describes generally the interfaces Southwestern Bell currently offers to competitive local exchange carriers to access its operations support systems. In addition, the letter includes several diagrams depicting system process flows.

Should you have any questions concerning the foregoing, do not hesitate to contact me. In accordance with the Commission's rules, an original and two copies of this notification are submitted herewith.

Very truly yours,

Todd F. Silbergeld

Attachment

- cc: Commissioner Powell (w/o att.)
- Mr. Dixon (w/o att.)
- Mr. Jackson (w/o att.)
- Ms. Matthey
- Mr. Jennings
- Mr. Agee

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MAY - 6 1998

**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

The Honorable Michael K. Powell
Commissioner
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

Re: *System Flows of Southwestern Bell's Operations Support Systems (OSS)
Interfaces*

Dear Commissioner Powell:

Thank you once again for visiting Southwestern Bell's Alliance Local Service Center and viewing a demonstration of Southwestern Bell's OSS interfaces. We appreciate the significant amount of time that you devoted to the visit.

Attached are several diagrams that depict the process system flows for the five OSS functions of Southwestern Bell's electronic interfaces, including:

- **CLEC Pre-Ordering Options**
- **CLEC Ordering Options**
- **EDI Process Flows**

In addition, I attach a brief overview of the multiple electronic interface options Southwestern Bell offers CLECs to access the five OSS functions.

We hope that these diagrams and overview are helpful to you and your staff. Please give me a call if you have any questions or comments regarding the diagrams.

Very truly yours,

A handwritten signature in black ink that reads "Todd F. Silbergeld". The signature is written in a cursive, slightly slanted style.

Attachments

cc: Mr. Dixon
Mr. Jackson

Southwestern Bell

ELECTRONIC ACCESS TO OPERATIONS SUPPORT SYSTEMS FUNCTIONS

In the Second Order on Reconsideration in CC Docket No. 96-98, the FCC notes that successful ordering and provisioning requires access to the incumbent local exchange carriers (ILECs) operations support systems (OSS) functions that is at least equivalent to that which they provide to themselves, their affiliates, or customers. In order to satisfy this requirement, Southwestern Bell Telephone Company (SWBT) currently provides *multiple electronic interface options* to competitive local exchange carriers (CLECs) for “real time” access to OSS functions. This document provides a high-level overview of those interfaces.

PRE-ORDERING

- Easy Access Sales Environment (EASE) – EASE an on-line system that was developed as a service order negotiation tool for SWBT’s own retail service representatives, and is currently used by them for both residential and business customers. “Residence EASE” is used for pre-ordering and ordering for customers with up to five lines. “Business EASE” is used for pre-ordering and ordering for customers with up to 30 lines, Plexar 1 (basic Centrex), and Digiline (basic rate ISDN) service. EASE presents information in both plain English and universal service order codes (USOCs).
- Verigate – a SWBT graphical user interface that operates with Microsoft Windows™ and provides CLECs with access to pre-ordering functions available from SWBT’s “back office” systems. Verigate was designed for CLECs that do not want to use EASE or develop their own graphical user interface, and choose not to use DataGate. Verigate provides CLECs with pre-ordering capabilities for resold service and unbundled network elements (UNEs), including access to the customer service records.
- DataGate – a SWBT gateway that provides an application-to-application electronic interface for those CLECs with their own graphical user interface. DataGate provides a gateway that allows a CLEC to acquire all pre-order information from a single interface, in real time, using its own negotiation system. It provides CLECs with pre-ordering capabilities for resold service and UNEs. In addition, DataGate provides application-to-application interface services to many SWBT internal legacy applications.

ORDERING AND PROVISIONING

- EASE – EASE enables CLECs to perform conversion, new orders, change orders, outside moves, and disconnects of residential customers, and most business customers (with up to 30 lines). As noted above, EASE is exactly the same electronic interface that SWBT's own retail service representatives use is pre-ordering and ordering/provisioning service for both residential and business customers. EASE is offered as a way for CLECs of any size to quickly begin to electronically negotiate resale orders and efficiently transmit these orders to SWBT. EASE contains over 1,000 edits, which ensures a high percentage of error-free flow-through for service orders formatted by the system.
- Service Order Retrieval Distribution Supplement – SORD Supplement is an interface that provides CLECs that utilize SWBT's EASE system the capability of supplementing or modifying pending service orders. SORD Supplement is optional for CLEC EASE users. The SWBT Local Service Center will still accept and process manual supplements for those CLEC EASE users that choose not to access the SORD Supplement interface.
- LSR Exchange System (LEX) – LEX is a SWBT-developed GUI that operates with Microsoft Windows™, and is based upon Ordering and Billing Forum/Telecommunications Interface Forum (OBF/TCIF) standards. LEX will enable CLECs to electronically create and transmit local service requests (LSRs) to Southwestern Bell, to receive acknowledgments and notification of error details, and track firm order confirmations and service order completion status of LSRs. LEX supports unbundled network element bundles defined by OBF, including Loop with Port and Loop with Interim Number Portability.
 - For resold services, LEX enables CLECs to perform conversions, new connects with basic directory listings, changes of service, disconnects, and suspend order requests.
 - For UNEs, LEX enables CLECs to submit conversion, new connect, change, disconnect, outside move, and records change orders for unbundled local loops, interim number portability, and switch ports.
- Electronic Data Interchange (EDI) Gateway – SWBT's EDI Gateway provides an electronic interface that conforms to the OBF/TCIF national standard, and allows CLECs to electronically submit local service requests for resale and unbundled network elements, receive acknowledgements, confirmations, and completion status -- all while utilizing their own user interface. A mechanized loop test and trouble history functionality is also available.
- Order Status – a SWBT electronic interface that allows CLECs to check, in real time, the status of service orders or to verify that a service order has been completed for resold services and UNEs.

MAINTENANCE AND REPAIR

- **Trouble Administration** – TA is a SWBT-developed GUI that has been used by SWBT retail business customers and IXCs for maintenance and repair administration. TA allows CLECs to submit and check on the status of trouble reports for resold services or UNEs. TA also enables CLECs to initiate a mechanized loop test (MLT) and receive the test result for a resold POTS line without issuing a trouble report. This capability has been enhanced to allow MLT testing of a bundled analog switch port and a 2-wire 8db analog loop. TA also provides trouble history to the CLEC for resold lines and UNEs.
- **Electronic Bonding Interface (EBI)** – EBI is an industry standardized electronic interface for trouble reporting and obtaining status updates for exchange services. The interface has been made available by SWBT to enable CLECs to submit trouble reports, receive trouble status updates, and closure information for local services. EBI provides complete flow-through capability for CLECs, such that when a CLEC requests to create a trouble report, it is opened in SWBT's back office system with no manual intervention.

BILLING

- **Bill Information** – Bill Information is a GUI that provides CLECs real time access to SWBT's back office OSSs, making it possible to view billing data and other information regarding a CLEC's resold services or UNEs. CLECs can use a SWBT gateway to access billing data regarding resale and UNEs purchased from SWBT.
- **Bill Plus™** – enables CLECs to receive their monthly bill on a diskette or CD-ROM or to download bills to their electronic billing system by modem. Various reporting options allow CLECs the capability to analyze their billing data within the software. In addition, the CLEC can extract the billing data to their internal billing systems, thus allowing unlimited analysis of data.
- **EDI for Billing** – Provides an interface that enables CLECs to receive their resold services billing data in a standardized electronic format. SWBT's EDI bill provides the data elements that OBF has defined as industry guidelines for resale billing. EDI billing enables the CLEC to analyze billing data, generate various reports, track intraLATA toll usage, and export data to internal CLEC systems.
- **Usage Extract** – On a daily "live" basis, Usage Extract provides CLECs electronically or on magnetic tape with information on the usage billed to its accounts in industry standard Exchange Message Record format.

Southwestern Bell

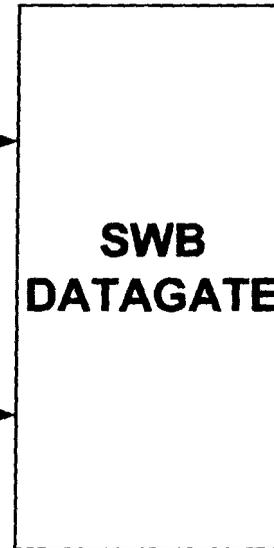
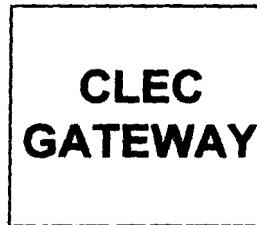
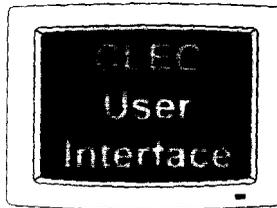
**ELECTRONIC INTERFACES
AVAILABLE TO CLECS**

Flow Diagrams

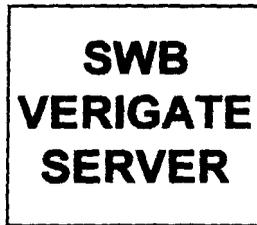
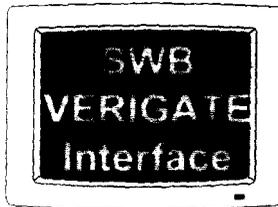


CLEC Pre-Ordering Options System Flows As Of April 1998

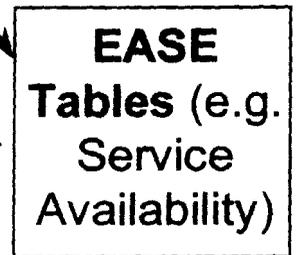
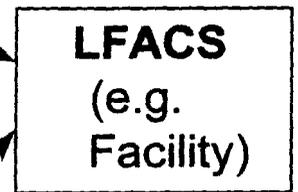
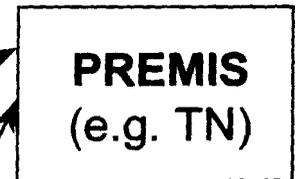
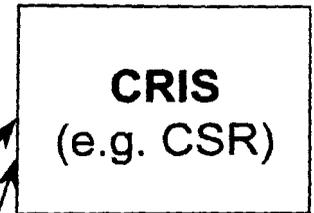
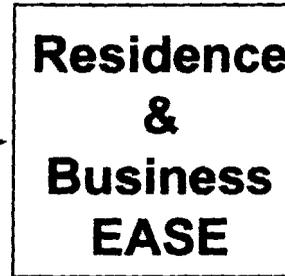
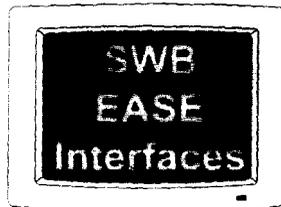
**CLEC
Interface
Options**
Via
DATAGATE



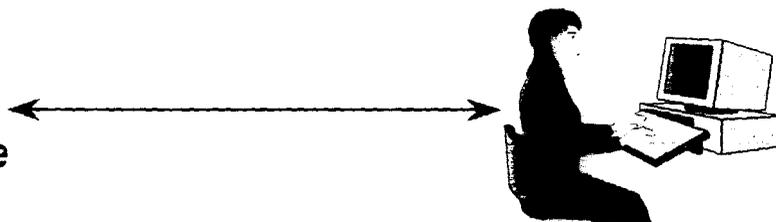
Via
VERIGATE



Via
EASE



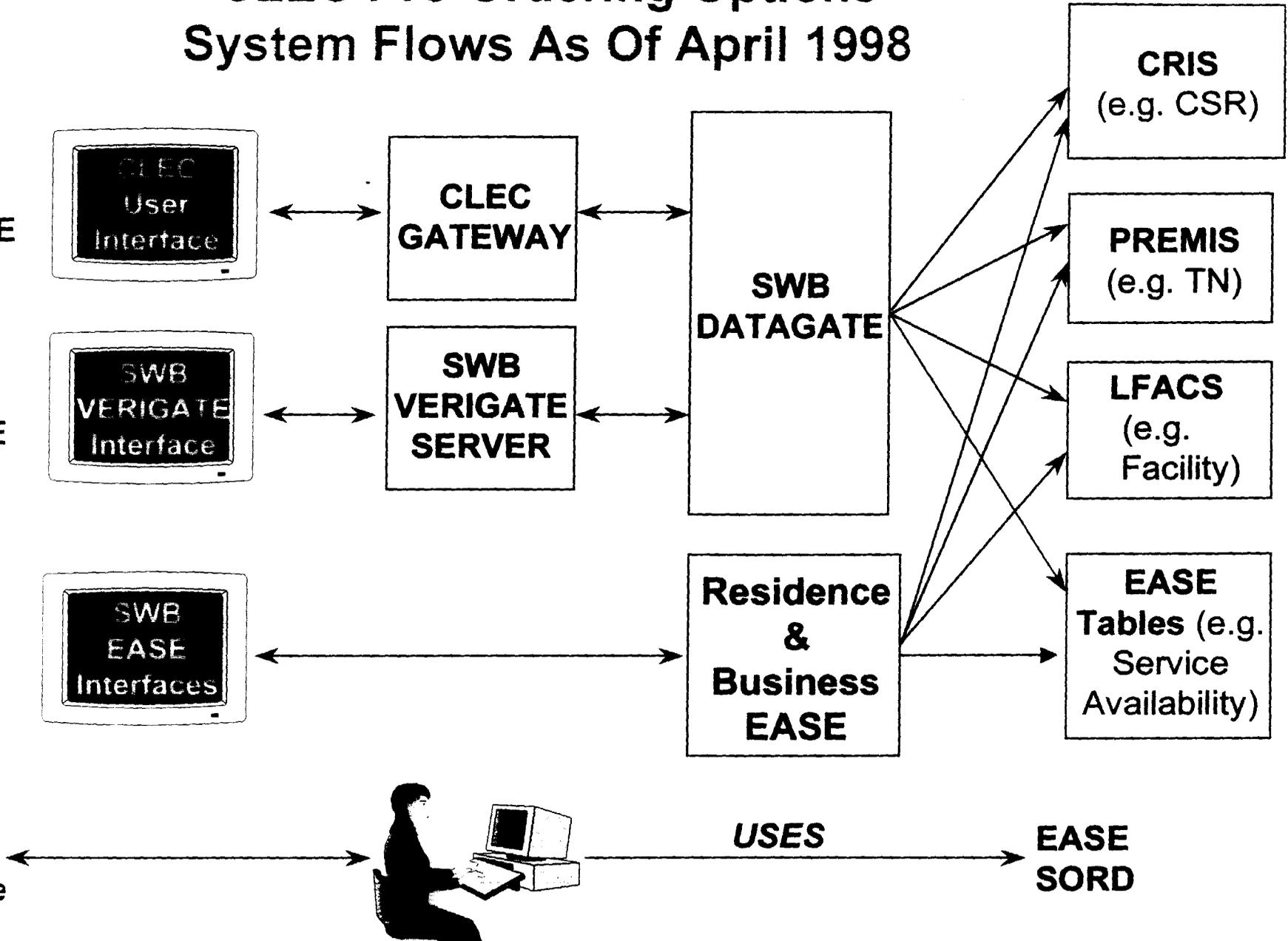
Via
Fax/Phone



LSC

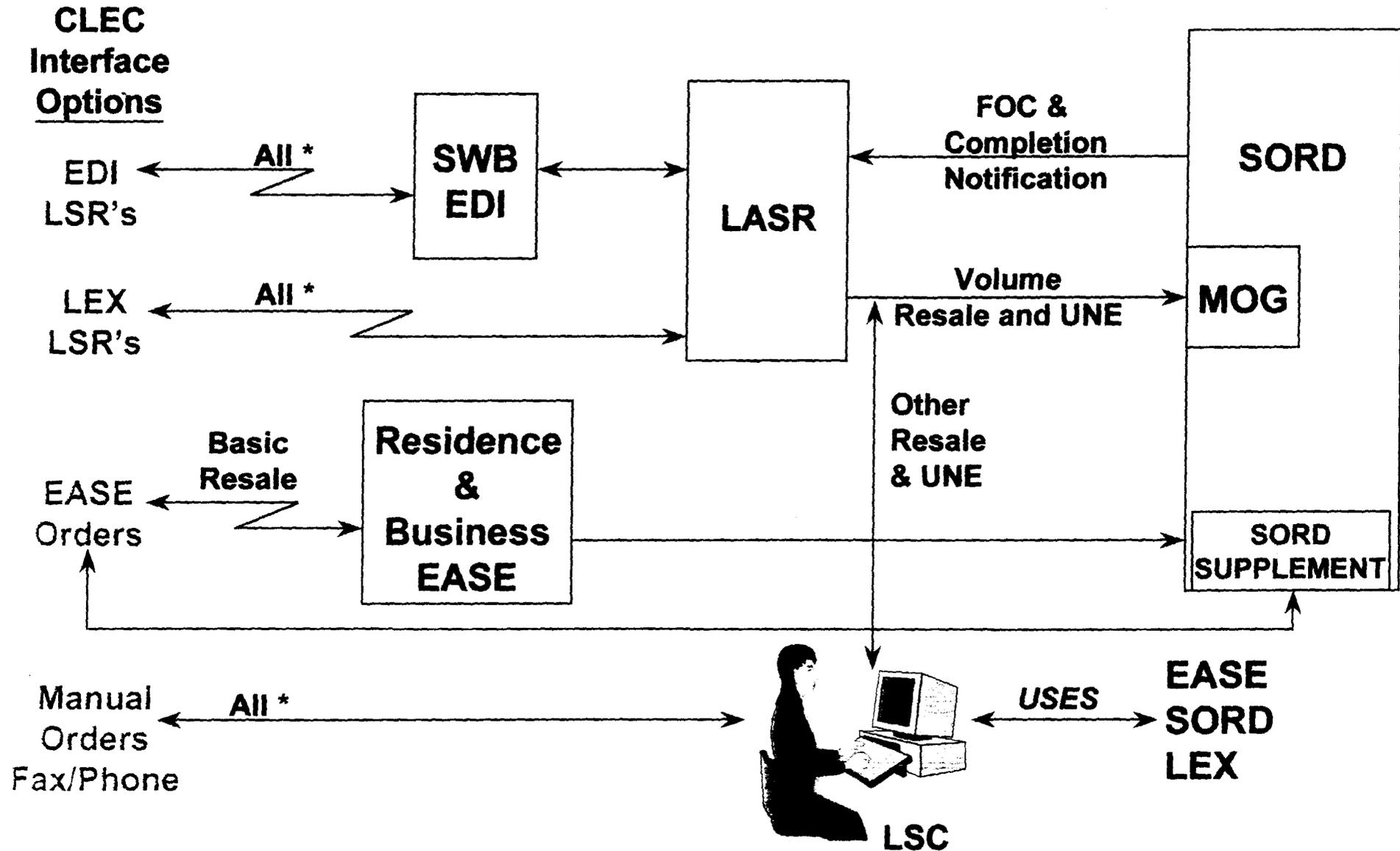
USES

**EASE
SORD**



CLEC Ordering Options

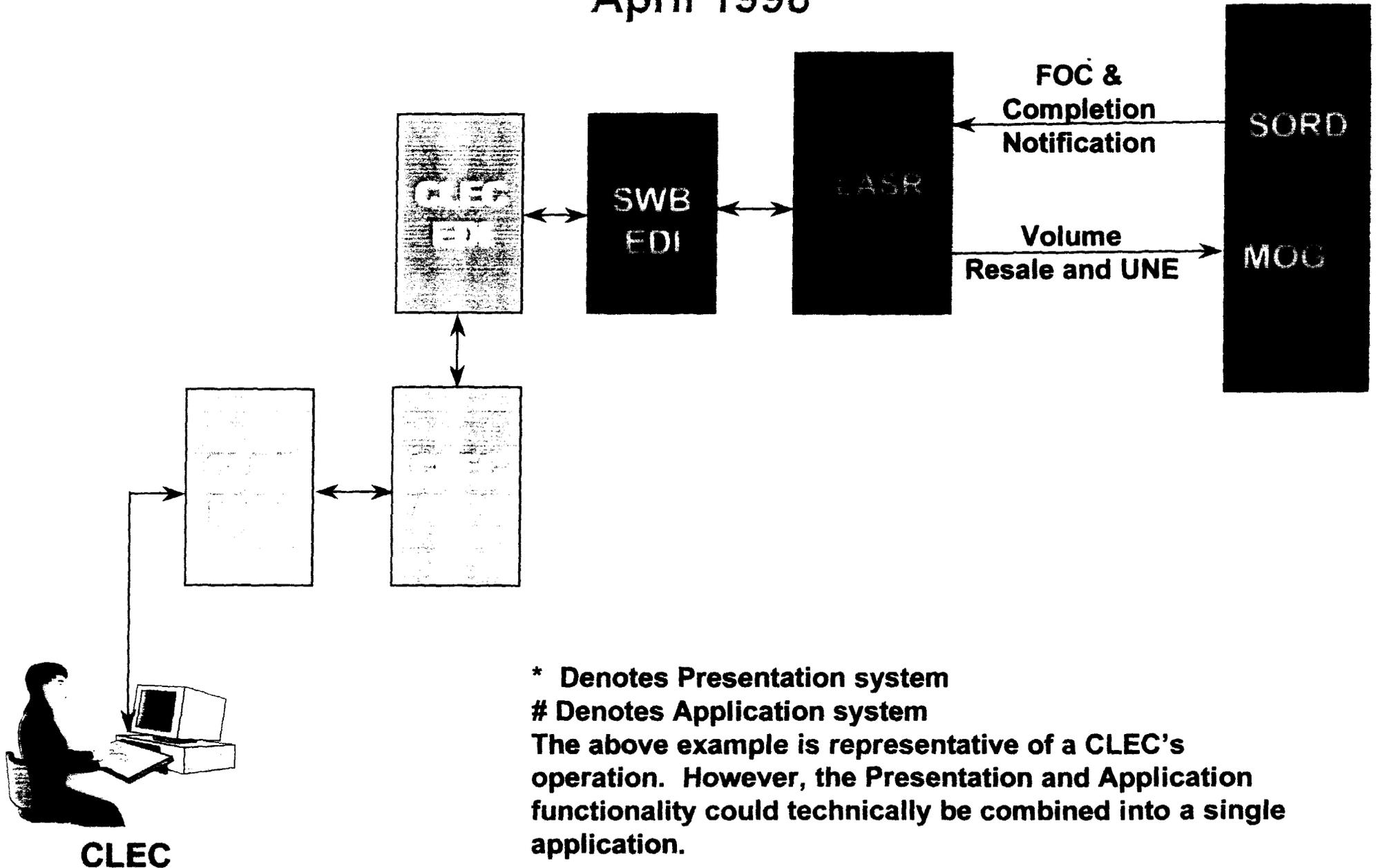
System Flows As Of April 1998



* NOTE: Denotes all types of orders Resale & UNE

Example of EDI Process Flows Between CLEC and SWB

April 1998



Southwestern Bell Telephone Access to Operations Support Systems Functions

April 1998

Electronic
Access
Methods

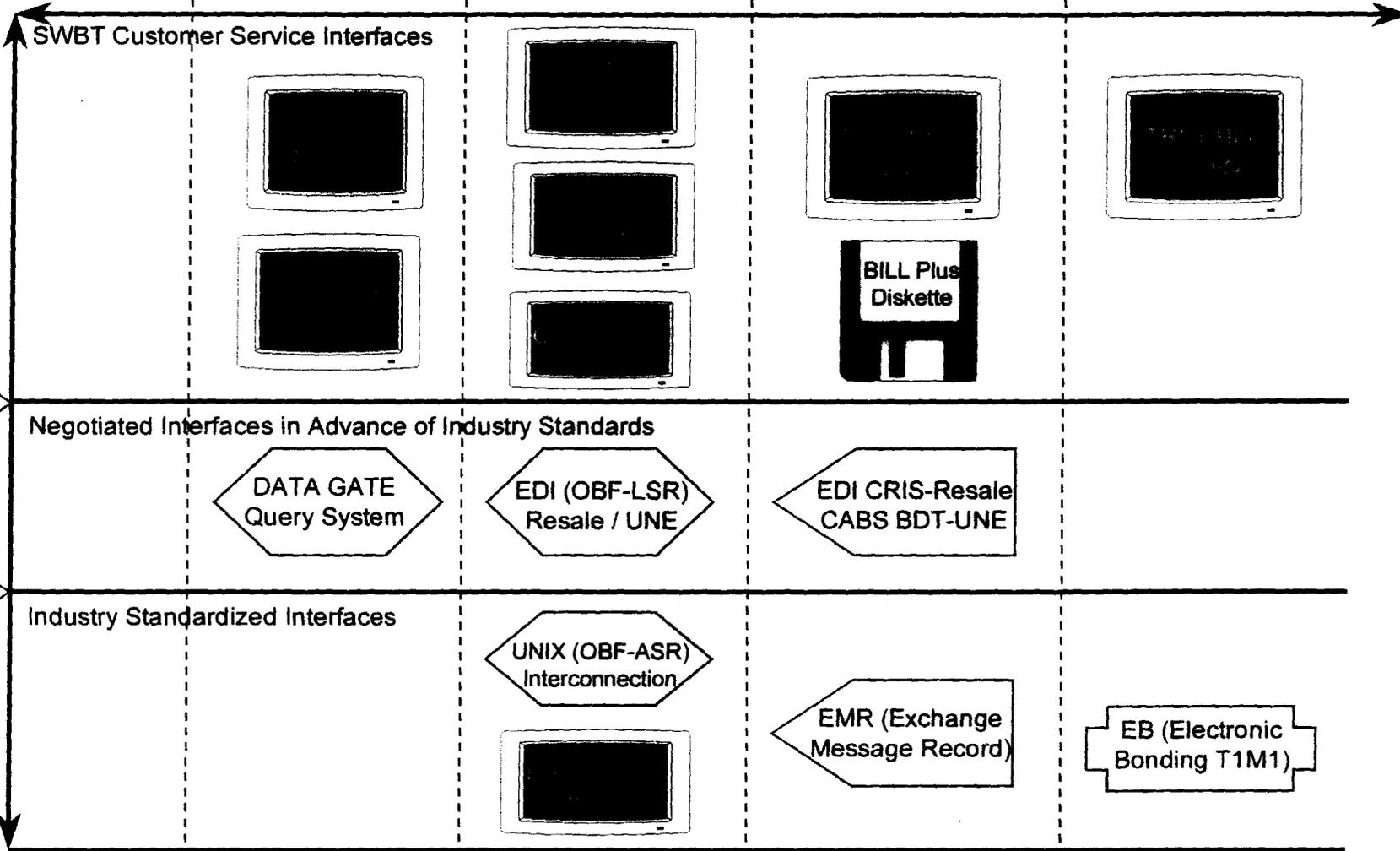
Remote Access
Facility (RAF)
(Secured Connectivity)

Pre-ordering

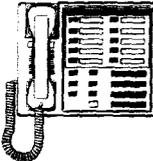
Ordering/Prov.

Billing

Maintenance/Repair



Manual Access to Functions



Via Phone

and / or



Via Fax

Call Center

Local Service Center

Local Service Center

Local Service Center

Local Operations Center