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December 23, 1998

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas, Secretary
Federal Communications Commission
Office of the Secretary
445 Twelfth Street, SW, Room TWB-204
Washington, DC 20554

Re: Ex parte - CC Docket No. 98-121
Second Application of BellSouth Corporation,
BellSouth Telecommunications, Inc., and
BellSouth Long Distance, Inc., for Provision of
In-Region, InterLATA Services in Louisiana

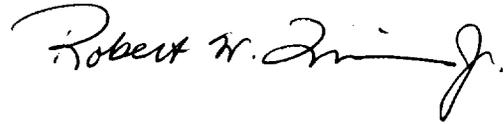
Dear Ms. Roman Salas:

Today, Steve Garavito, Al Lewis, Pam Nelson, Jay Bradbury, Jim Hill (via telephone) and I of AT&T, and I met with Michael Pryor, Jake Jennings, Andrea Kearney, Claudia Pabo and Claudia Fox of the Common Carrier Bureau, as well as representatives from BellSouth and MCI. At the request of Commission staff, AT&T reviewed its position of record in this proceeding with an emphasis on the need for a nondiscriminatory interface for maintenance and repair. AT&T reviewed the support for the position AT&T has taken in its filings in this docket using the enclosed materials. In sum, AT&T reasserted the position that it today has two choices for repair and maintenance operations in BellSouth territory given BellSouth's interface options: 1) choose to use an interface that provides significantly less functionality than BellSouth's own retail representatives enjoy (ECTA); or 2) choose two interfaces to achieve the same functionality as BellSouth's retail representatives enjoy (TAFI). Under the second option, the new entrant faces the dual entry issues (increased errors and cost) previously identified by the Commission as the reason machine-to-machine interfaces are required for pre-ordering/ordering functions.

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List A B C D E

Two copies of this Notice are being submitted to the Secretary of the Commission in accordance with Section 1.1206(b)(1) of the Commission's Rules.

Very truly yours,

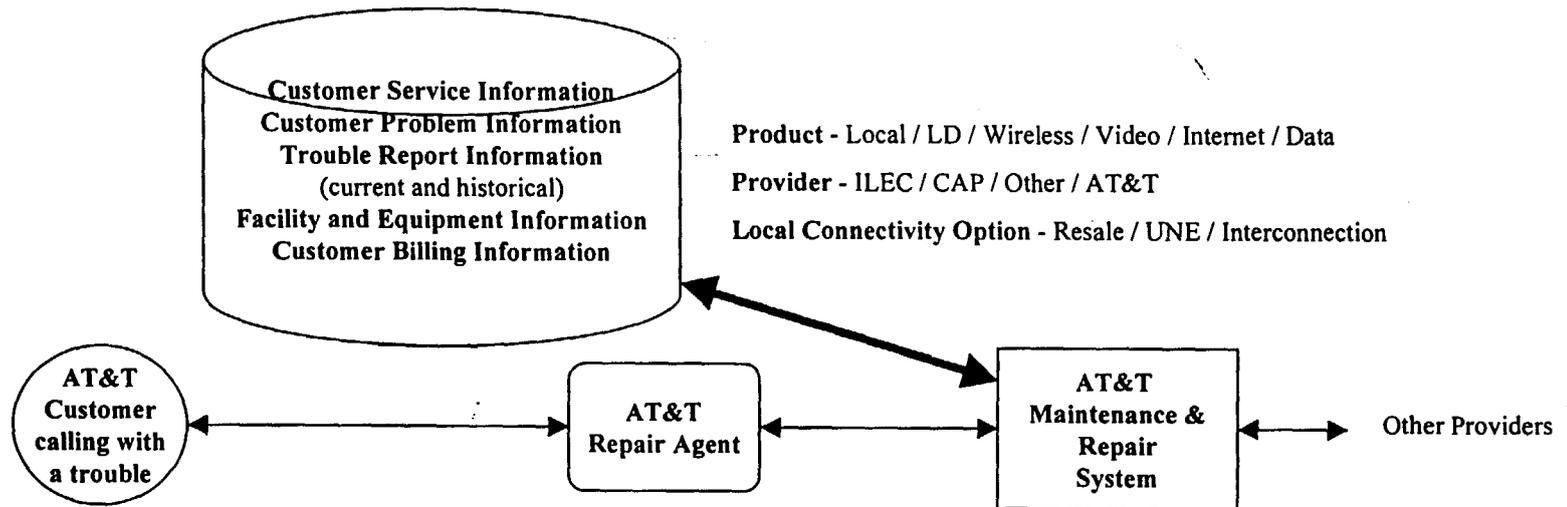
A handwritten signature in black ink, appearing to read "Robert N. Jennings". The signature is written in a cursive style with a prominent initial "R" and a long, sweeping tail.

Enclosures

cc: Mr. M. Pryor
Mr. J. Jennings
Ms. A. Kearney
Ms. Claudia Pabo
Ms. Claudia Fox
Ms. Karen Reidy (MCI)
Mr. Robert Blau (BellSouth)

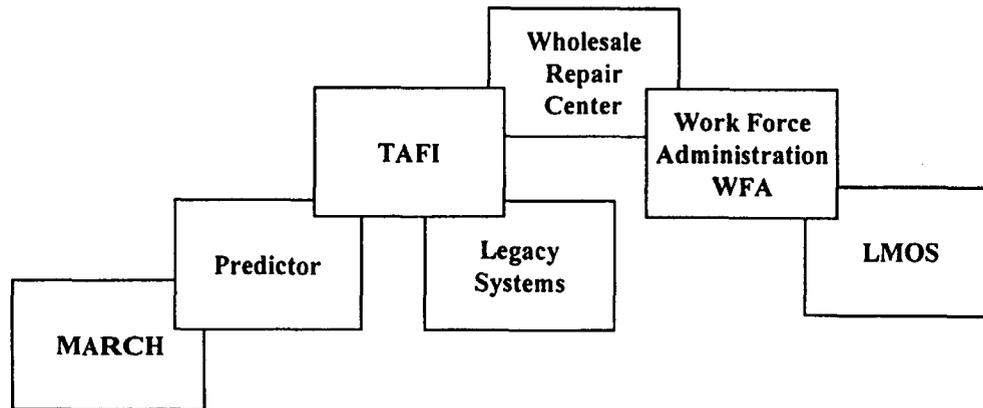
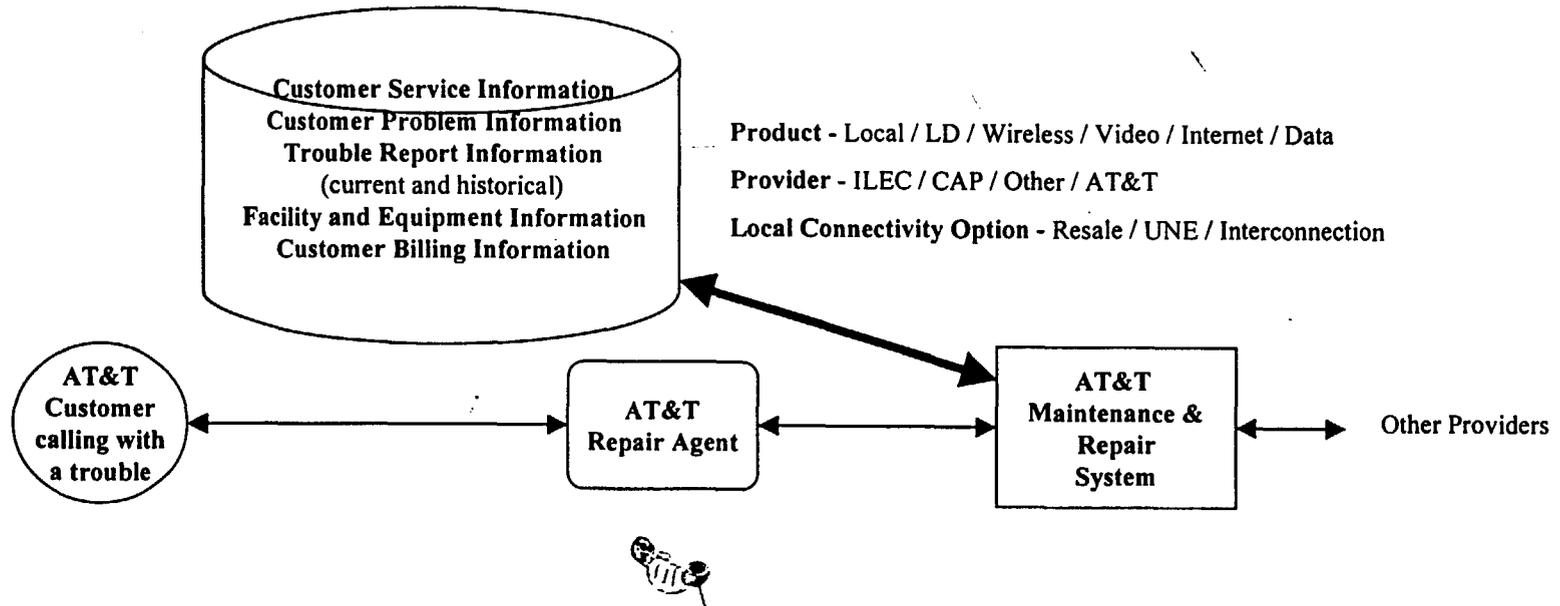
AT&T Maintenance Process

AT&T Internal Databases and OSS

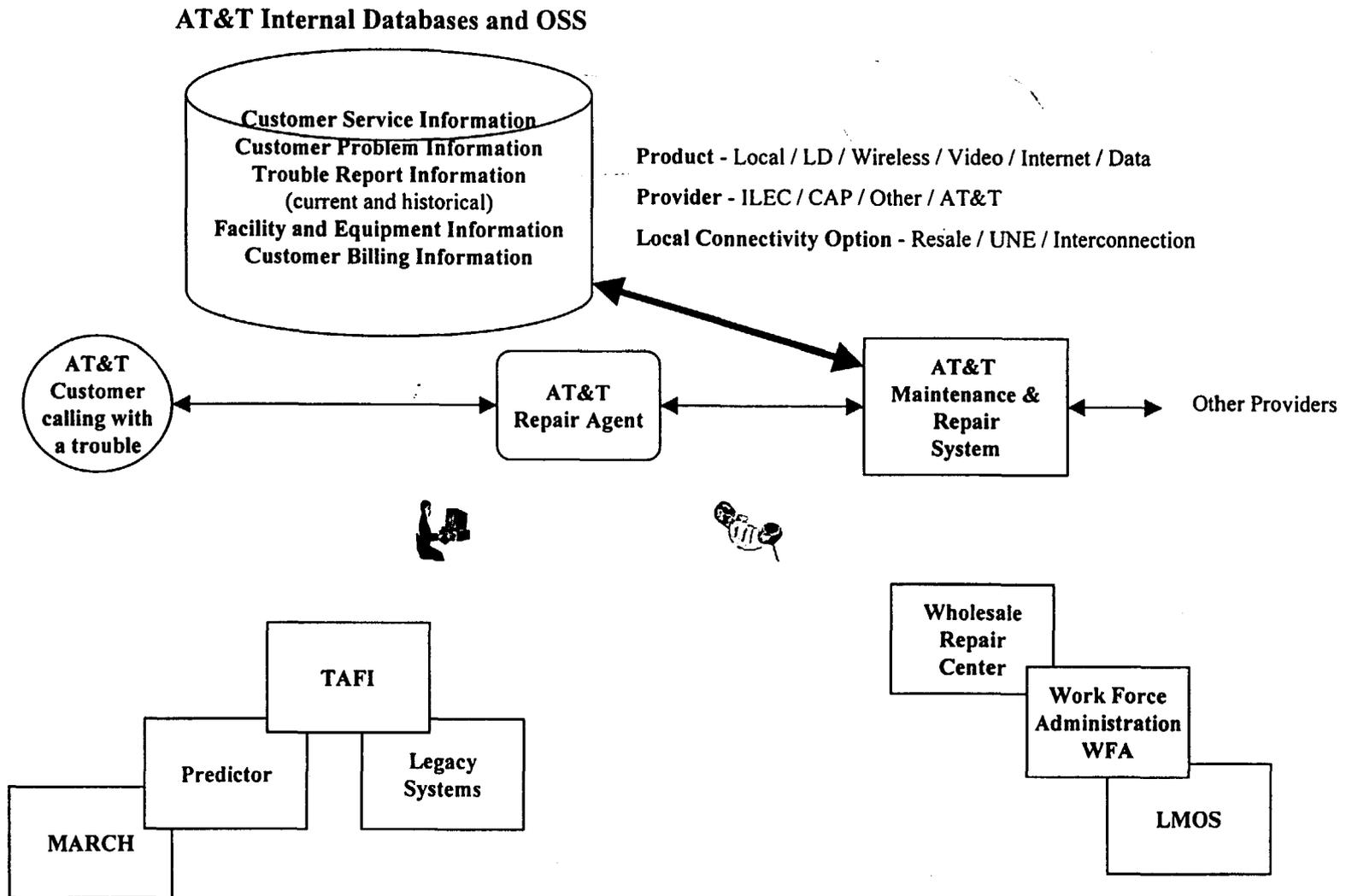


AT&T "Standard" Maintenance Process with BellSouth

AT&T Internal Databases and OSS

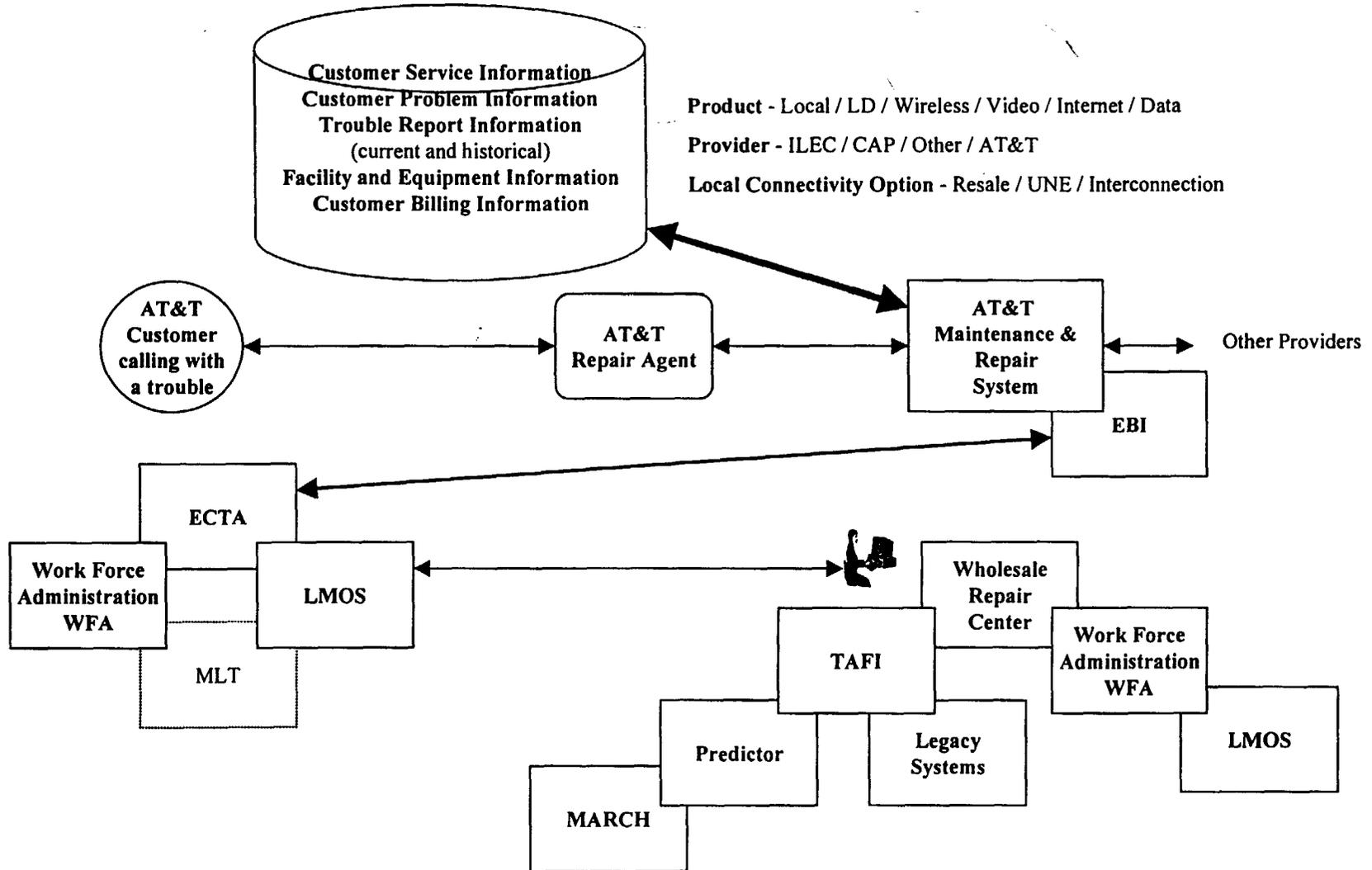


AT&T "Actiview + TAFI" Maintenance Process with BellSouth

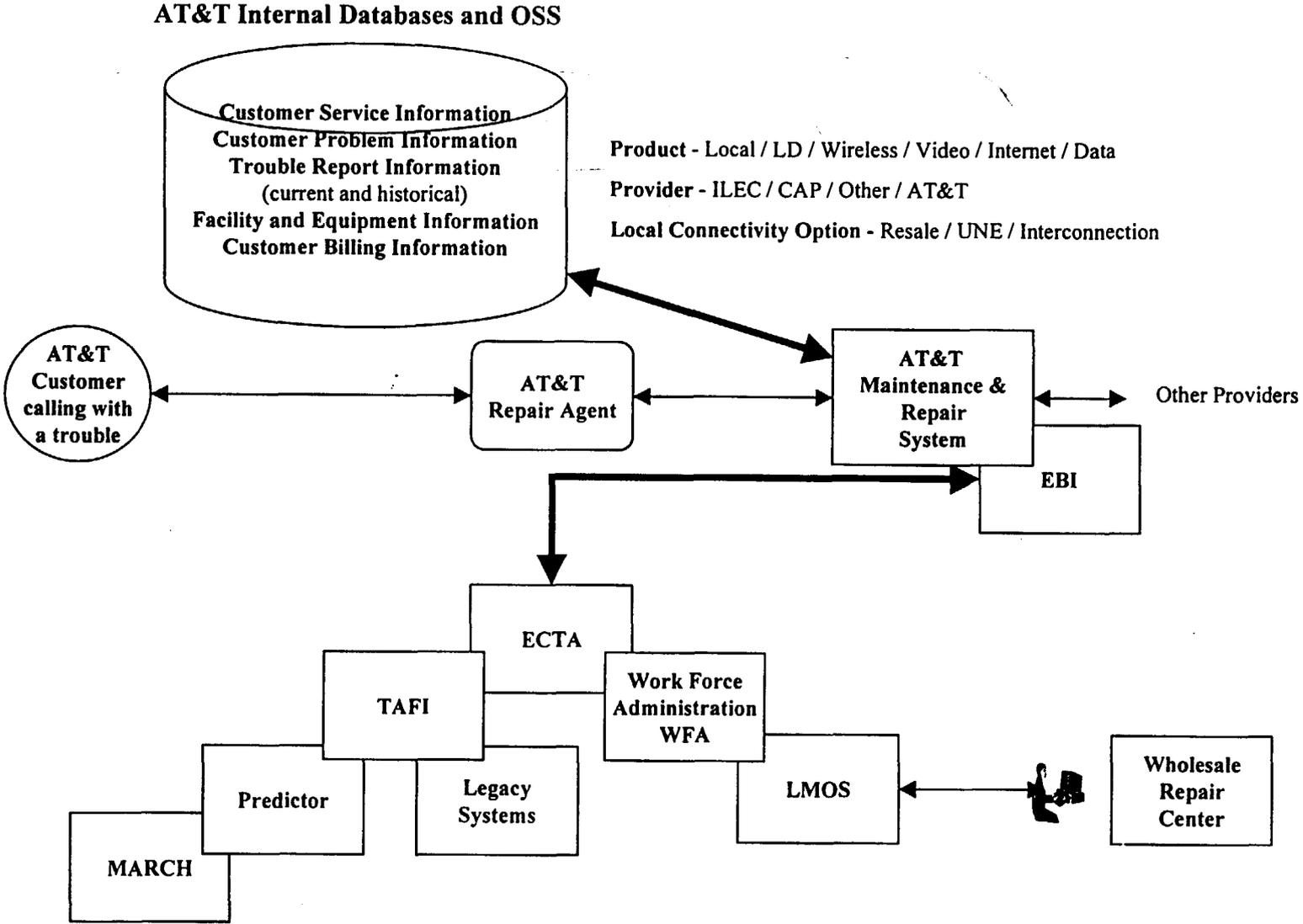


AT&T "EBI/ECTA" Maintenance Process with BellSouth

AT&T Internal Databases and OSS



A Machine to Machine Maintenance Process with BellSouth



**MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR
MAINTENANCE AND REPAIR**

- Q. Is it necessary to maintain your own database for trouble history given that same information is contained in BellSouth's databases which is accessible through TAFI?**
- Yes. It is vital to view the maintenance and repair process from the correct perspective.
 - The customer reporting a trouble is the CLEC's customer and the process being invoked is the CLEC's process, not BellSouth's.
 - A customer's trouble must first be input to and satisfy the CLEC's process before it can transfer to BellSouth's process.
 - AT&T's customer can be calling to report a trouble condition in one of six major product categories:
 - Local
 - Long Distance
 - Wireless
 - Video
 - Internet
 - Data
 - Within Local AT&T's customers can be reporting troubles associated with services provided by a number of ILECs, CAPS, other vendors or even AT&T itself through:
 - Resale
 - Unbundled Network Elements
 - Facilities Based Interconnection
 - Only the maintenance of trouble history within the CLEC's own database can allow the CLEC's business processes to function effectively and efficiently.

MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR MAINTENANCE AND REPAIR

- Q. Absent a machine to machine interface for repair and maintenance, what specific information would your repair representative be required to enter into your own back office systems?**
- R. How much additional time would this take and is it necessary that an end user is on-line while such information is entered into your back office system?**
- Once again it is vital to view the maintenance and repair process from the correct perspective.
 - The customer reporting a trouble is the CLEC's customer and the process being invoked is the CLEC's process, not BellSouth's.
 - A customer's trouble must first be input to and satisfy the CLEC's process before it can transfer to BellSouth's process.
 - The end user is thus required to be on-line while information is entered into the CLEC's maintenance and repair system.
 - The end user is not required to be on-line during the dual entry process necessary to populate the repair ticket in BellSouth's TAFI system and transfer any information provided by the TAFI functionality back into the CLEC's system and process. The additional time necessary to complete this process is however part of the repair duration interval experienced by the CLEC's customer.
 - A machine to machine interface would eliminate dual data entry and allow the useful TAFI functionality to be available to the CLEC with the customer still on-line.
 - The information which has been input once into the CLEC's process and must be input a second time into BellSouth's TAFI includes the following: (for resale, and any arrangement utilizing a BellSouth UNE port, or a ported BellSouth line number)

MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR MAINTENANCE AND REPAIR

- Telephone Number
 - Must also perform visual inspection to insure service address presented from LMOS matches that presented from CRIS and correct LMOS if it is in error.
 - Line In Use Indicator
 - Type of Trouble (a series of menus and sub-menus – see page 4)
 - Reach Number
 - Remarks Regarding the Reach Number if Necessary
 - Access Numbers
 - Referred By Name
 - New Commitment (Appointment) Time
 - Access Hours
 - Out of Service / Affecting Service Indicator
 - Customer Date and Time of Desired Commitment
 - Notes
 - Category Indicator – Customer Direct/Customer Excluded
 - Irate Indicator
 - Customer Comments
 - Additional Narrative for LMOS
 - Date and Time Received
-
- During the creation of the TAFI input the TAFI functionality may / will most likely provide useful information which must be input to the CLEC's system. Examples include:
 - Trouble Description Codes
 - Commitment Date Recommendations
 - Pending Service Order Information
 - Pending Trouble Report Information
 - Test Results
-
- Having created a TAFI trouble report the CLEC now owns that trouble report and must monitor its status and perform all necessary actions to close the TAFI trouble ticket when the trouble is resolved, and the duplicate trouble ticket in their own system.

**MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR
MAINTENANCE AND REPAIR**

**Type of Trouble
Main Menu**

Dial Tone
Outgoing
Incoming
Transmission
Memory Call
Memory Services
Calling Plan / Billing
Long Distance
Physical
Data
Enhanced Services



Individual Sub-Menus

**Dial Tone
Sub-Menu**

No Dial Tone
At Times No Dial Tone
Slow Dial Tone
Can't Break Dial Tone
Dial Tone After Dialing Number
Busy / Reorder / Recording Pickup

MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR MAINTENANCE AND REPAIR

Please provide and discuss any studies quantifying the additional costs imposed due to lack of integration for repair and maintenance functions.

- See Tab 11. In May and June of 1997 AT&T received training on TAFI and conducted a trial of the system comparing functionality and estimating the incremental cost of its use. Four methods of operation were considered.
 - TAFI as a stand alone process
 - TAFI in conjunction with AT&T's Actiview based process
 - AT&T's Standard Process – Actiview + phone call to BellSouth
 - Actiview with Electronic Bonding
- An additional cost of 2.4 agents per 100,000 access lines was identified as the penalty for dual entry to TAFI resulting from approximately 3 minutes additional agent work per trouble ticket.
- In contrast Electronic Bonding was estimated to yield a 15 to 19 minute reduction in agent work per trouble ticket.
- The additional cost of TAFI, the reduction in cost associated with EBI, and a number of other factors concerning the availability of data to support business unit and regulatory reporting requirements lead to the decision not to implement TAFI even as an interim process. This decision was communicated to BellSouth on July 21, 1997. See Tab 12.

MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR MAINTENANCE AND REPAIR

- Q. Other than a machine to machine interface for repair and maintenance, are there any other methods to retrieve information necessary for your own back office system?
- Once again it is vital to view the maintenance and repair process from the correct perspective.
 - The customer reporting a trouble is the CLEC's customer and the process being invoked is the CLEC's process, not BellSouth's.
 - A customer's trouble must first be input to and satisfy the CLEC's process before it can transfer to BellSouth's process.
 - In the absence of a machine to machine interface for maintenance and repair useful and mechanically retrievable information while the CLEC is in contact with its customer can only come from the CLEC's back office systems and databases.
 - Information residing in BellSouth's legacy systems accessed by TAFI or used in the CLEC's other OSS processes is only available to the repair agent on a manual basis in a manner analogous to the predicament facing BellSouth's maintenance analyzers pre-TAFI.
 - The repair agent must know which supplemental system to use
 - The repair agent must possess the experience to analyze and use the information gathered
 - The repair agent must provide consistent resolutions and/or recommendations.
 - Today's EBI or ECTA Interface is limited in scope and simply delivers trouble tickets electronically to BellSouth for manual processing by BellSouth in exactly the same manner described to AT&T by BellSouth in April 1996:
 - BellSouth Maintenance Administrators clear an average of 9 tickets an hour, while BellSouth Customer Service Analysts using TAFI clear as many as 17.
 - TAFI clearing times are routinely less than 40 minutes, while LMOS clearing times are greater than double that of TAFI.

MACHINE TO MACHINE INTERFACES ARE REQUIRED FOR MAINTENANCE AND REPAIR

- EBI/ECTA tickets may wait in the manual screening pool for a considerable period of time before being picked up.
- Remember that the EBI process only allows you to:
 - Enter a report
 - Modify data on an existing report
 - Receive status messages during the life of the report
 - Someone at BellSouth still has to manually “screen” the report to figure out what to do to fix it (Gene Piatkowski, January 28, 1998)
- EBI/ECTA without access to TAFI functionality is conceptually equivalent to non-integrated pre-ordering and electronic ordering without flow-through.

**Electronic Bonding Interface (EBI, a.k.a. ECTA) Negotiation
and Implementation Chronology**

Dates	Activity
August 1995 – March 1996	Negotiations under Georgia Act – AT&T Requirements establish EBI as the goal with interim arrangements until full deployment. BellSouth estimates availability of such an interface in 1Q96 will provide parity with BellSouth's maintenance and repair operations. (Tab 1 and Tab 2, Items 1.B.1.a-e and 1.B.16-17)
December 21, 1995	AT&T files "Resale" Petition with GA PSC (Docket 6352-U)
April 1996	New BellSouth negotiators contradict claims of previous representatives, and explain the superior capabilities of TAFI. AT&T requests EBI access to TAFI. (April 29, 1996 letter) (Tab 3)
June 11, 1996	GA PSC Order in Docket 6352-U requires establishment of AT&T's requested electronic interfaces by July 15, 1996, and the submission of a joint status report within 30 days. (Tab 4, Pages 11,12 and 16)
June 21, 1996	BellSouth files a unilateral report with the GA PSC. Cites availability of existing Inter-Exchange Carrier EBI and reports investigation of TAFI reveals that TAFI via EBI could be provided in 1997 at a cost of \$3 million. (Tab 5, Pages 14-15)
July 11, 1996	GA PSC Order in Docket 6352-U supplements the Electronic Interface portions of its June 11, 1996 Order. BellSouth directed to provide the technical specifications for TAFI via EBI by August 31, 1996, and complete implementation by March 31, 1997. (Tab 6, Page 5)
August 9, 1996	BellSouth's Technology Specification included in the August Surveillance Report to the GA PSC describes a web server based interactive direct trouble report entry system rather than TAFI via EBI. This proposal is never implemented. (Tab 7, pages 18-21)
August 12, 1996	Mrs. Gloria Calhoun files testimony in FPSC Docket 960833-TP describing the work BellSouth will be doing at AT&T's request to add to the existing electronic trouble reporting interface (EBI) "the capability for the ALEC to access the same interactive testing sequence that BellSouth follows to screen trouble reports." (TAFI), by March of 1997 at a cost of \$3.5 million. (Tab 8, Beginning at Page 43, Line 18)

Dates	Activity
3Q 1996 / 1Q 1997	Negotiation dialogues continue. BellSouth never produces a specification for TAFI, TAFI functionality via EBI, or EBI for Local Services per the T1M1 Standard. In October, AT&T provides BellSouth with our specifications reflecting EBI for Local Services per the T1M1 Standard. BellSouth ultimately agrees to begin implementation planning under AT&T's specifications, including the provisioning of a portion of the MLT testing functionality available through TAFI, the initial meeting is held February 26/27, 1997.
4Q 1996 / 1Q 1997	Interconnection Agreement negotiations result in agreement to and approval of Attachment 15, "Interface Requirements for Ordering and Provisioning, Maintenance and Repair and Pre-Ordering." All interfaces under this agreement are to be machine-to-machine (Section 4.6) and the interface for Maintenance and Repair is described as EBI (Section 6.2)
March 31, 1997	BellSouth allows direct access to CLEC TAFI. (Tab 9)
April 1997	FCC Two Day Forum on 271 Issues. Mrs. Calhoun responds to Mr. Bradbury's question as to if and when BellSouth will provide access to TAFI functionality via EBI by stating that such a capability would be a "violation" of the standard.
May 1997	BellSouth commits to implementation of EBI for Local Services per the T1M1 Standards and other requirements provided in AT&T's specifications with testing to begin in October of 1997. Provisioning of full MLT access (and other TAFI functionality) is deferred to "an enhancement in early 1998". (Tab 10, Page 3)
June 1997	AT&T evaluates TAFI as a possible interim interface. Additional cost of 2.4 agents per 100,000 access lines is determined to add TAFI to existing process for dual data entry. This cost and other considerations (pending availability of EBI, business and regulatory reporting requirements) result in a decision not to utilize TAFI. (Tab 11, Tab 12)
3Q 1997 – 1Q 1998	EBI implementation activities continue. Both parties encounter delays in the development and testing processes. Turn-up in a production mode occurs in February 1998.

Dates	Activity
March 1998	Mr. William Stacy testifies that "AT&T's request recognizes that TAFI is superior to the national standard EBI interface, and that adding TAFI's functionality to EBI is a goal worth pursuing, and I agree." (Tab 13, Direct Testimony Page 40, Line 19-21 and Transcript Page 192-3)
March 18, 1998 – April 3, 1998	AT&T evaluates EBI a.k.a. ECTA. System performance resulted in resource savings per trouble ticket. AT&T makes determination to suspend further implementation and development until the number of local customers makes utilization of this interface cost-effective. BellSouth is notified on April 9, 1998. (Tab 14)

AT&T Communications, Inc.
Loop Unbundled w/Interconnection Planning Document
for
Network Services, Network Operations, Billing and CARE,
and Pricing and Compensation
in the
Local Exchange Service Marketplace

I. Network Operations

In a Loop Unbundled Resale environment, AT&T will be providing its own switching and a portion of the local facilities will belong to AT&T. It is AT&T's goal to have a working Electronic Bonding Interface (EBI) available and to bond with as many suppliers as is practical. This form of electronic communication will facilitate the Service Ordering, Provisioning and Maintenance processes.

A real time ordering and provisioning interface using electronic bonding is essential to provide AT&T operational parity with existing BellSouth customer ordering processes. Such an interface is also required for BellSouth to comply with existing legislation and regulatory rules in many states.

The requirements of Local Number Portability place a unique challenge on the Service Ordering and Provisioning processes. These requirements, while not completely determined as yet, are referred to within the framework of this agreement. Addressing a process that is not yet completely established is always dangerous due to the possibility that some key component may be omitted. AT&T requests that BellSouth keep this in mind when reading the sections of this document which relate to Local Number Portability, and be flexible in responding to those sections.

In the interim, the use of Remote Call Forwarding (RCF) as a means of limited geographic portability has been proposed. AT&T realizes that there are some drawbacks inherent in the use of RCF for this purpose and that some feature functionality can be lost. However, when a Customer changes local carriers and wants to retain their existing local telephone number a solution must be offered.

As a Service Provider, AT&T recognizes the value of servicing our products quickly and how important it is to assure our Customers that the problem will be fixed the first time. Any product or service which carries the AT&T brand must meet AT&T's requirements for prompt, friendly and efficient Customer service. To that end this section of the agreement deals with Maintenance in a Loop Unbundled Resale environment.

It is our intention to provide AT&T Customers with a single telephone number which they can call 24 hours a day, 7 days a week for the repair of their service. Logistically this presents some challenges to the current arrangement they may have with their local service. It is AT&T's desire that these challenges be transparent to the AT&T end-user and that BellSouth and AT&T work out any problems in the "Front End" process.

As with the Service Ordering and Provisioning process, AT&T would like to migrate to a standard EBI interface between the two companies. However, since BellSouth may not be ready to migrate to this platform in the time frame required we may need to establish an interim agreement which is based on some type of workable electronic interface.

I. Network Operations (Cont'd)

If a full EBI interface is not available, we will need to develop an interim solution. One potential would be for BellSouth to provide a direct interface into the current BellSouth trouble reporting and tracking system which could be accessed from AT&T's work center. Another option could entail a gateway interface. BellSouth could provide AT&T with the interface specifications and AT&T could potentially build a gateway between its existing trouble ticketing system and the BellSouth system. These are just two possible methods of operation, AT&T is more than willing to discuss any viable options presented by BellSouth in response to this Loop Unbundled Resale agreement.

In addition to an electronic interface required to provide "real time" status to AT&T's end-users the use of the AT&T brand is especially important. To that end, AT&T would like to discuss the options for the repair service in connection with provisioning and repairing service to AT&T end-users. It is understood that this is a very sensitive issue and we are willing to work with BellSouth to meet this requirement

B. Maintenance Procedures

1. BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process for Business and Residential (switched and special services):
 - a. Trouble Ticket entry and update capabilities
 - b. Review and verify test results
 - c. Provide status updates on current "Open" Trouble Tickets
 - d. Verify feature and function updates and corrections as they relate to an open Trouble Report
 - e. Provide a means for Network Surveillance (Performance Monitoring)
 - f. Provide dispatch status as well as location and ETA.
2. Provide AT&T the ability to verify and acknowledge any scheduled appointment upon receipt of the Trouble Ticket for dispatch out and customer premises when applicable.
3. BellSouth will meet the following status requirements on AT&T services:
 - a. Immediate notification of any changes in trouble status, electronically
 - b. The ability to retrieve the current status of any open trouble report
 - c. Immediate notification when any scheduled appointment is in jeopardy
4. BellSouth will close all TOK (Test OK), NTF (No Trouble Found), and CC (Came Clear) trouble reports.
5. BellSouth will close the trouble by contacting the AT&T work center, AT&T in turn will be responsible for contacting the end-user customer.
6. BellSouth will notify AT&T immediately of any potential Network event that could have an impact on AT&T Customer's service performance. This includes any situation where AT&T leased elements are functioning on back up or emergency power.
7. BellSouth will provide AT&T with prior notification with the option for rescheduling, of any scheduled maintenance activity which has an impact on an AT&T Customer's service.
8. BellSouth technicians will clear any reported trouble to the established network interface.
9. AT&T requires the ability to test all facilities including the SLC.

I. Network Operations (Cont'd)

Proprietary And Confidential Information
Subject to a BellSouth and AT&T
nondisclosure agreement and should not be shared except as provided thereto.

B. Maintenance Procedure (Cont'd)

10. BellSouth will report all associated maintenance and service charges at the time the trouble ticket is closed with the AT&T service center.
11. BellSouth and AT&T will negotiate a mutually acceptable escalation and expedite procedure for all services provided by BellSouth under this agreement.
12. BellSouth and AT&T will agree to a trouble priority and process for all trouble reports handled between the two companies.
13. AT&T and BellSouth will negotiate mutually acceptable performance metrics which will apply to the network elements which AT&T leases from BellSouth.
14. BellSouth will provide AT&T with the ability to "pre-screen" any activities which would incur charges to AT&T in order for AT&T to validate the activity. This includes, but is not limited to the dispatch of field forces to an AT&T end-users premises.
15. AT&T requires an established Disaster Recovery plan with BellSouth.
16. BellSouth will provide the AT&T work center with "real time" test results on any AT&T end user service.
17. BellSouth agrees to route repair service calls to the correct service provider (AT&T), with same dialing parity as BellSouth.
18. BellSouth will bill any applicable Time and Materials charges to AT&T, not to the end user.
19. BellSouth agrees to provide a listing of all applicable charges at the time the Trouble Ticket is closed.
20. BellSouth and AT&T agree to discuss the contracting of BellSouth technicians to perform work on AT&T end-user Customer's premises representing AT&T. This includes but is not limited to:
 - a. Providing the contracted technicians with AT&T forms for the end-user
 - b. Providing the contracted technicians with "branded" AT&T "Not at Home" cards
 - c. Providing the contracted technicians with AT&T business cards
 - d. Assuring that the technicians are trained in a non-discriminatory fashion

A AT&T Initial Resale Expectation

B Clarified Expectation

C BellSouth Resale Plan

D Action Items

Network Operations

Total Issues in Category: 61

Service Ordering and Provisioning

1.A.1

Issue Status:

Pending ← BellSouth →

Escalated ← AT&T →

Contacts:

Welch & Higdon

Class: OBF, OI, EC

Start: 3/11/96

Finish: 5/1/96

A Provide AT&T with real time electronic means to transfer order information from AT&T to BellSouth and vice-versa.

B

C BellSouth Interim Plan

Long Term Plan

OBF; Electronic Communications solution being evaluated by BellSouth.

D Action Item 1

Evaluate EDI interface proposed by AT&T

Action Item 2

Complete Business Case

Action Item 3

Action Item 4

Contact:

BST-Massey

Contact:

BST-Massey

Contact:

Contact:

E

1.A.2.a

Issue Status:

Pending ← BellSouth →

Escalated ← AT&T →

Contacts:

Higdon

Class: OBF, OI, EC

Start: 3/11/96

Finish: 5/1/96

A BellSouth will provide AT&T with a real time response for Firm Order Confirmation (FOC)

B

C BellSouth Interim Plan

BellSouth will return FOCs via daily FAX; This will be done periodically throughout the day, SmartFAX will enhance this process.

Long Term Plan

OBF; BellSouth is evaluating a Electronic Communications solution.

D Action Item 1

See 1.A.1

Action Item 2

Action Item 3

Action Item 4

Contact:

Contact:

Contact:

Contact:

E

DRAFT - FOR DISCUSSION PURPOSES ONLY - NON BINDING DOCUMENT

Proprietary and Confidential Information
Subject to a BellSouth and AT&T nondisclosure agreement

Maintenance Procedures

1.B.1.a	<u>Issue Status:</u>	<u>Contacts:</u>	Class :	Start:
	Pending ← BellSouth →	Raulerson		Finish:
	Obtainable ← AT&T →			
A BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Trouble Ticket entry and update capabilities.				
B AT&T needs information on whether contact numbers provided in handbook are dialable from outside the state.				
C <u>BellSouth Interim Plan</u> Interim: BellSouth will provide contact numbers for the appropriate end users centers, see reseller handbook Long Term: BellSouth is evaluating electronic bonding solutions for time & cost; resolution will require forecasts of volume and timing from AT&T.		D <u>Action Item 1</u> BellSouth will denote which numbers are accessible outside of state. (1/15/96) BellSouth will determine how business repair calls are directed after dialing the 800 number.		<u>Contact:</u>
<u>Long Term Plan</u>		<u>Action Item 2</u>		<u>Contact:</u>
		<u>Action Item 3</u>		<u>Contact:</u>
E		<u>Action Item 4</u>		<u>Contact:</u>

1.B.1.b

Issue Status:

Contacts:

Pending ← BellSouth → Raulerson
Escalated ← AT&T → Bradbury (Imperato)

Class :

Start:
Finish:

- A BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Review and verify test results.
- B AT&T wants to do their own testing based on customer inquiry. On close out need disposition and cause codes (DMOQ Issue). AT&T will check on prescreening.

C BellSouth Interim Plan

BellSouth expects AT&T to adhere to its prescreening procedures on repair calls until such times as an electronic interface is established; estimated availability 1Q96.

D Action Item 1

This generally is dependent upon the electronic interface. In the interim, AT&T will incorporate BellSouth's prescreening guidelines in its scripts. AT&T will provide scripts to BellSouth by 1/3/95 BellSouth will evaluate provision of disposition and cause codes by January meeting. BellSouth will provide copy of FL order on out-of-service question. Need further discussion with EB SMES.

Contact:

Long Term Plan

Action Item 2

Contact:

Action Item 3

Contact:

E

Action Item 4

Contact:

1.B.1.c

Issue Status:

Contacts:

Pending ← BellSouth → Raulerson
Obtainable ← AT&T → Bradbury (Shirley)

Class :

Start:
Finish:

- A BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Provide status updates on current "Open" Trouble Tickets.
- B AT&T wants proactive notification of status. (Not necessary if EB)

C BellSouth Interim Plan

AT&T's end users will be treated as any other BellSouth customer - until an electronic interface is established, appropriate BellSouth maintenance personnel will call AT&T if necessary (i.e., jeopardies and missed appointments).

D Action Item 1

BellSouth will determine if there are any differences between handling of single customers vs. large complex customers and will provide any available documentation on the differences. Further discussion is required. For national accounts BellSouth uses "SIMS" which has timers for statusing. (where does SIMS reside & is it part of EB. Confirm that EB provides access into computer EU systems.) TAF/LMOS don't have timers like those used by WFA-controlled special services. Gee: How would BellSouth classify new customers? (lines & revenue)? 1/31/95. Shirley: AT&T will provide clarification on classes of customers for which proactive notification is needed.

Contact:

Long Term Plan

Action Item 2

Contact:

Action Item 3

Contact:

Action Item 4

Contact:

1.B.1.d

Issue Status:

Pending ← BellSouth →
Escalated ← AT&T →

Contacts:

Raulerson

Class :

Start:
Finish:

- A BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Verify feature and function updates and corrections as they relate to an open Trouble Report.
- B If BellSouth confirms installation and AT&T receives a trouble report relative to a feature or function, AT&T wants to review initial order to insure that the service was installed.

C BellSouth Interim Plan

In the interim, BellSouth will handle these inquiries as it does for its end users. The resolution of this issue is dependent upon the electronic interface.

Long Term Plan

D Action Item 1

BellSouth will provide documentation or guidelines on how this is handled today. Further discussion is required. AT&T wants access to determine whether feature was translated, but BellSouth's technicians don't have that access today. After trouble ticket is open, BellSouth repair will resolve internally. Need to establish processes to resolve service order discrepancies. Other information will be provided via electronic interface through trouble codes.

Contact:

Action Item 2

Contact:

Action Item 3

Contact:

Action Item 4

Contact:

1.B.1.e

Issue Status:

Pending ← BellSouth →
Escalated ← AT&T →

Contacts:

Bradbury (S-Shirley)

Class : EC

Start: 3/11/96
Finish: 4/15/96

- A BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Provide a means for notifying AT&T of switch failures.
- B AT&T wants notification of major service outages to allow them to screen related trouble calls. With electronic interface to LMOS, outages would be identifiable and restoral time available.

C BellSouth Interim Plan

Long Term Plan

D Action Item 1

Contact:

Action Item 2

Contact:

Action Item 3

Contact:

Action Item 4

Contact:

1.B.1.f

Issue Status:

Pending ← BellSouth →
Escalated ← AT&T →

Contacts:

Massey
Bradbury (Taber)

Class: EC

Start: 3/11/96
Finish:

- A** BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Provide dispatch status as well as location and ETA.
- B** Prior to electronic interface, AT&T wants ability to call BellSouth for status.

C BellSouth Interim Plan
Long Term Plan

D Action Item 1
Action Item 2
Action Item 3

Contact:
Contact:
Contact:

E

Action Item 4

Contact:

1.B.1.g

Issue Status:

Pending ← BellSouth →
Escalated ← AT&T →

Contacts:

Massey

Class: EC

Start: 3/11/96
Finish: 5/1/96

- A** BellSouth will provide AT&T with a "Real Time" electronic interface to perform the following functions related to the Maintenance process: Testing
- B** Expectation applies to SMAS access for special services circuits and MLT access for POTJ

C BellSouth Interim Plan
Long Term Plan

D Action Item 1
Action Item 2
Action Item 3

Contact:
Contact:
Contact:

E

Action Item 4

Contact:

A AT&T Initial Resale Expectation **B** Clarified Expectation **C** BellSouth Resale Plan **D** Action Items

1.B.15

Issue Status:
 Pending ← BellSouth →
 Obtainable ← AT&T →

Contacts:
 Class :
 Start:
 Finish:

A BellSouth will provide an on-line transfer of any AT&T end-user "misdirected" trouble call to the AT&T repair center.

B

C BellSouth Interim Plan

BellSouth will refer end user to their local service provider and will provide the number upon request, if BellSouth has number available.

Long Term Plan

D Action Item 1

AT&T will provide number to BellSouth. AT&T evaluating single number solution.

Contact:

Action Item 2

Contact:

Action Item 3

Contact:

E

Action Item 4

Contact:

1.B.16

Issue Status:
 Pending ← BellSouth →
 Obtainable ← AT&T →

Contacts:
 Class :
 Start:
 Finish:

A AT&T and BellSouth will negotiate performance metrics for Service repair.

B

C BellSouth Interim Plan

BellSouth believes discussions regarding metrics are premature until processes are in place. BellSouth will provide same level of service as provided to its end users.

Long Term Plan

D Action Item 1

Contact:

Action Item 2

Contact:

Action Item 3

Contact:

E

Action Item 4

Contact:

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 Subject to a BellSouth and AT&T nondisclosure agreement

A AT&T Initial Resale Expectation **B** Clarified Expectation **C** BellSouth Resale Plan **D** Action Items

1.B.17

Issue Status:

Pending ← BellSouth →
 Obtainable ← AT&T →

Contacts:

Raulerson

Class:

Start:

Finish:

A Provide AT&T with an "escalation" and "expedite" process for Maintenance.

B

C BellSouth Interim Plan

BellSouth's objective is to provide resellers with the same quality service it provides its end users.

Long Term Plan

D Action Item 1

Will be addressed in work center discussions. BellSouth will evaluate template provided by AT&T. BellSouth will provide expedite procedures.

Action Item 2

Action Item 3

Action Item 4

Contact:

Contact:

Contact:

Contact:

E

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Southern Region

Jay M. Bradbury
Manager

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1200 Peachtree St., NE
Atlanta, GA 30309
404-810-8005

April 29, 1996

Suzie Lavett
BellSouth
Room E5G 3535 Colonnade Parkway
Birmingham, Alabama 35243

VIA FACSIMILE

Dear Suzie:

RE: Local Maintenance Electronic Bonding

Until recently, BellSouth has repeatedly asserted that, with the exception of testing, they were ready to implement an interface that would provide capabilities to AT&T's work centers that were at parity with those available to BellSouth's Residence Repair Centers (RRC) and Business Repair Centers (BRC), by using the existing IXC EB Gateway.

During our April 17, 1996, Total Services Resale Maintenance Meeting, we had significant discussion concerning BellSouth's provisioning and development of local maintenance electronic bonding. Bob Anderson's description of the capabilities of the electronic bonding as being several steps backwards from the existing capabilities in BellSouth's centers was in sharp contrast to BellSouth's previous assertions.

Bob's description of the status and plans for local maintenance electronic bonding clearly does not represent an existing or planned interface designed to provide AT&T's centers and end users with a parity maintenance and repair experience. The disparity Bob describes places AT&T in a grossly disadvantaged position, and is totally unacceptable.

Bob stated that 82% of repair requests handled in the RRCs are entered into and flow through the Trouble Analysis Facilitation Interface (TAFI) system. Bob reported that TAFI provided real or near real-time interfaces to many other systems and databases in BellSouth, including various testing systems, CRIS, BOCRIS, PREDICTOR, and others which allow verification and testing of customer records, features, translations, facilities, etc. Bob indicated that clearing times using TAFI were routinely less than 40 minutes, and that using TAFI a Customer Service Analyst (CSA) could clear as many as 17 tickets an hour.

Bob said the remaining 18% are handled from a manual screening pool using the Loop Maintenance Operations Support (LMOS) system. Bob reported that requests in the manual screening pool might wait up to 2½ hours before being picked up for screening and testing. Bob stated that using LMOS a Maintenance Analyst (MA - a higher pay grade employee) could only clear 9 tickets an hour and that average clearing time was greater than double that of the TAFI tickets.

Bob reported that the existing and planned local maintenance electronic bonding interface to the RRCs and BRCs was only to LMOS, not to TAFI, and that therefore AT&T customer's reports would all be handled from the manual screening pool. This will not meet AT&T's requirements or provide parity for AT&T customers.

As I reported, AT&T has recognized the complexity and level of design effort necessary to implement a new local maintenance electronic bonding interface to the newest generation of operations support systems being provided in its own local work centers, and the potential for local maintenance volumes to exceed the

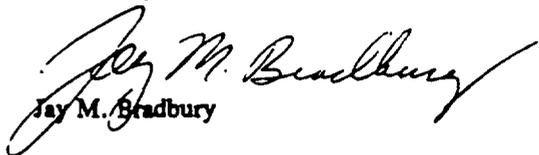
capacities of the existing IXC EB Gateway facilities. AT&T's implementation schedule does not call for the testing or use of local maintenance electronic bonding until late 4Q96 or possibly 1Q97, well after we have entered the local market.

We recommend that BellSouth utilize this additional interval to redesign its interface to provide AT&T with access to the TAFI system, and any future systems BellSouth might deploy, to provide parity for AT&T customers.

During the interim period methods and procedures for a telephonic work center to work center interface which will allow BellSouth to enter and clear AT&T customer's troubles using TAFI can be negotiated. AT&T believes an interim arrangement can be negotiated which will be acceptable to AT&T, more efficient for BellSouth than the LMOS only interface it has designed, and not disadvantage AT&T customers.

At our May 2, 1996, meeting AT&T expects BellSouth to commit to develop and implement for testing on December 2, 1996, a local maintenance electronic bonding interface providing capabilities to AT&T's work centers, including testing, that were on parity with those available to BellSouth's Residence Repair Centers (RRC) and Business Repair Centers (BRC). Further AT&T expects BellSouth to be able to commit to interim telephonic methods and procedures for the interval from the planned start of joint local market entry interface testing on July 1, 1996, until local maintenance electronic bonding is fully implemented.

Yours truly,



Jay M. Bradbury

cc: AT&T Core Team