

cc: KB, BS, LS



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**Georgia Public Service Commission**

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**RECEIVED**

**JUL 11 1996**

**DOCKET NO. 6352-U**

**ORDER**

*Executive Secretary*  
**Ga. Public Service Commission**

**IN RE: Petition of AT&T for the Commission to Establish Resale Rules,  
Rates, Terms and Conditions and the Initial Unbundling of Services**

**Record Submitted:** March 4, 1996  
March 5, 1996  
April 1, 1996  
April 2, 1996  
April 3, 1996

**Decided:** May 29, 1996  
July 2, 1996

**APPEARANCES**

**On Behalf of the Commission Staff:**

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David L. Burgess, Director, Rates and Tariffs

**On Behalf of the Consumers' Utility Counsel:**

Jim Hurt, Attorney  
Bill Atkinson, Attorney

**On Behalf of AT&T of the Southern States, Inc.:**

Roxanne Douglas, Attorney

**On Behalf of BellSouth Telecommunication, Inc. :**

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**On Behalf of Cable Television Association of Georgia:**

Laura Nix, Attorney

**On Behalf of BellSouth Advertising and Publishing Company:**

Michael S. Bradley, Attorney

**On Behalf of MCI Telecommunications Corporation:**

David Adelman, Attorney  
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**On Behalf of Sprint Communications Company, L.P. :**

Benjamin Fincher, Attorney  
Carolyn Tatum Roddy, Attorney

**On Behalf of MFS Intelenet of Georgia, Inc. :**

James Falvey, Attorney

**On Behalf of ACSI:**

James Rice, Attorney

**On Behalf of Southern Directory and Georgia Public Communications Association:**

Dean R. Fuchs, Attorney

**BY THE COMMISSION:**

On June 21, 1996, BellSouth Telecommunications, Inc. ("BellSouth") filed a Motion for Reconsideration and Clarification of the Commission's Order issued June 12, 1996, in Docket No. 6352-U. BellSouth filed its motion requesting the Commission reconsider and clarify a number of items in its Order, including the requirement imposed upon BellSouth to provide resellers of BellSouth's telecommunications services with a number of electronic interfaces by July 15, 1996. BellSouth also filed with its motion a preliminary report on the status of operational interfaces for resellers. BellSouth filed an update to its preliminary report on July 1, 1996.

BellSouth and AT&T Communications of the Southern States, Inc. ("AT&T") have held on-going negotiations regarding these interface issues in an attempt to reach an agreement on the matter. Both parties have submitted separate responses to the Commission indicating the two companies have not been able to reach an agreement. The purpose of this Order is only to rule on the portion of BellSouth's Motion for Reconsideration and Clarification dealing with electronic interfaces. The Commission is scheduled to rule on the remaining issues contained in the Motion for Reconsideration and Clarification at its next regularly scheduled Administrative Session.

**FINDINGS OF FACT, CONCLUSIONS OF LAW  
AND DECISIONS OF REGULATORY POLICY**

Based upon the entire record in this proceeding, including those matters incorporated by reference, the Commission hereby renders the following findings of facts, conclusions of law, and decisions of regulatory policy:

1.

BellSouth's Operational Interfaces Preliminary Report and Update submitted to the Commission on June 24, 1996, provides detailed documentation regarding the status of the development, cost and projected implementation dates for the various electronic interfaces requested by AT&T and other potential resellers. The Commission understands that the implementation of all systems and processes necessary for offering resold local exchange service is a complex undertaking for all parties involved. Based upon a careful review and analysis of BellSouth's reports, the Commission finds it necessary to amend the implementation time frame set forth in its June 12, 1996 Order.

**WHEREFORE, IT IS:**

**ORDERED** that AT&T and BellSouth are to establish by July 22, 1996 a joint Implementation Team to assure effective implementation of the electronic interfaces and compliance with the Commission's Order.

**ORDERED FURTHER**, that with respect to the Pre-ordering category of electronic interfaces:

1. BellSouth is to provide by September 15, 1996 as a part of the Phase 1 implementation, the LAN-to-LAN access to the Regional Street Address Guide.
2. BellSouth is to provide AT&T by August 15, 1996 as a part of the Phase 1 implementation, the ability to transfer files of reserved telephone numbers via diskette.
3. BellSouth is to provide AT&T by October 15, 1996 as part of the Phase 1 implementation, the ability to electronically transfer files of reserved telephone numbers.
4. BellSouth is to provide AT&T by August 15, 1996 the technical specifications and process for what BellSouth describes as Phase II interactive solution.
5. BellSouth is to provide AT&T as a part of the Phase II implementation, BellSouth's proposed Phase II solution by December 31, 1996 but no later than April 1, 1997.

**ORDERED FURTHER**, that with respect to the Ordering category of electronic interfaces:

1. BellSouth is to provide AT&T its technical specification and processes for interactive direct order entry by August 15, 1996.
2. BellSouth is to make fully operational and available by December 15, 1996 the Electronic Data Interface capability for receipt and transmission of orders for services in BellSouth's General Subscriber Services and Private Line Tariffs.
3. BellSouth is to implement an interactive direct order entry capability to be fully available by March 31, 1997.

**ORDERED FURTHER**, that with respect to the Maintenance and Trouble Reporting category of electronic interfaces:

1. BellSouth is to provide to AT&T by August 15, 1996 the technical specifications and process for TAFI interface.
2. BellSouth is to complete the TAFI enhancements to allow full operation of the required access by March 31, 1997.
3. AT&T and BellSouth are to include the necessary activities for electronic interfaces in the Joint Implementation Team discussed above.

**ORDERED FURTHER**, that with respect to the Daily Usage Data category of electronic interfaces:

1. BellSouth is to complete the work necessary so that it can provide unrated messages to AT&T by September 1, 1996.

**ORDERED FURTHER**, that orders placed through the operational interfaces shall be processed by BellSouth based on the time that the order was received by BellSouth, and not when the order was initially processed.

**ORDERED FURTHER**, that all cost incurred by BellSouth to implement these operational interfaces shall be recovered from the industry. If there is disagreement between the parties regarding cost recovery issues, the Commission shall initiate a separate hearing to address the matter upon the filing of a petition by any affected party.

**ORDERED FURTHER**, that BellSouth shall submit a monthly surveillance report to the Commission updating the activities undertaken to implement the requested operational interfaces. The initial report shall be filed no later than August 15, 1996.

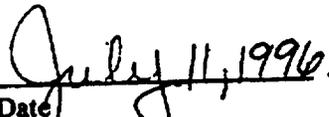
**ORDERED FURTHER**, that a motion for reconsideration, rehearing, or oral argument or any other motion shall not stay the effective date of this Order, unless otherwise ordered by the Commission.

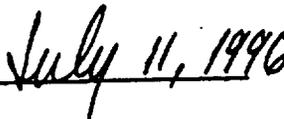
**ORDERED FURTHER**, that jurisdiction over this matter is expressly retained for the purpose of entering and ruling on the remaining portion of BellSouth Motion for Reconsideration and Clarification and entering such further Order or Orders as this Commission may deem just and proper.

The above action by the Commission in Administrative Session on the 2nd day of July, 1996.

  
Terri M. Lyndall  
Executive Secretary

  
Dave Baker  
Chairman

  
Date

  
Date

**BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION**

**In the matter of:**

**AT&T Petition for the Commission to  
Establish Resale Rules, Rates and Terms  
and Conditions and the Initial Unbundling  
of Services**

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**Docket No. 6352-U**

**CERTIFICATE OF SERVICE**

I hereby certify that the foregoing Order in the above-referenced docket was filed with the Commission's Executive Secretary, and a copy of same was served upon all parties and persons listed below via hand-delivery where indicated by an asterisk, or by depositing same in the United States mail with sufficient postage thereon to insure delivery and addressed as follows:

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**Docket No. 6352-U**

**Page 1 of 2**

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**August 9, 1996 Draft of**

**BellSouth's Report to the Georgia Public Service  
Commission**

***Electronic Interfaces for Local Service Resellers***

**Monthly Surveillance Report**

**Report as of August 9, 1996**

## Monthly Surveillance Report

- I. Introduction
- II. Status Reports
- III. Technical Specifications and Process
- IV. Cost Recovery
- V. Summary and Closing

This is the first in a series of monthly surveillance reports submitted by BellSouth Telecommunications, Inc. ("BellSouth") to the Georgia Public Service Commission ("Commission") as ordered on July 11, 1996 in Docket No. 6352-U in the matter of the development of electronic interfaces for use by local service Resellers. This document contains status reports, technical specifications and process documents and a proposal for cost recovery of the implementation costs for the electronic interfaces. BellSouth has provided the technical specifications and process documents to AT&T by the August 15th date as outlined in the order.

Status reports are provided for:

- Joint Implementation Team
- Pre-ordering
  - ◊ LAN-to-LAN access to street address validation
  - ◊ Transfer of files of reserved telephone numbers via diskette
  - ◊ Electronically transfer files of reserved telephone numbers
- Ordering
  - ◊ Electronic Data Interchange ("EDI") capability for orders
- Daily Usage Data

Status Reports provide milestones accomplished, milestones ahead and present any issues affecting the particular interface.

Technical specifications and process documents are provided for:

- Pre-ordering Phase II interactive solution
- Ordering - interactive direct order entry
- Maintenance and Trouble Reporting (TAFI Interface).

Technical specifications and process documents provide specifications for the OLEC customer access and connectivity, requirements for access and description of the process. BellSouth has chosen a technical solution that allows a single connectivity to be used for Pre-ordering, Ordering and Trouble Reporting. This results in identical technical specifications for each of these interfaces. This solution eases the effort required on the part of the OLEC and BellSouth to access the various electronic interfaces.

The order of presentation in this document is as follows. Status reports are presented first. The technical specifications and process documents are second. Following these is the proposal for recovering costs incurred by BellSouth to implement these operational interfaces.

## Joint Implementation Team

**"Ordered** that AT&T and BellSouth are to establish by July 22, 1996 a joint Implementation Team to assure effective implementation of the electronic interfaces and compliance with the Commission's Order."

### **Status**

The joint Implementation Team was established on July 19, 1996 with Jay Bradbury leading this effort for AT&T and Alan Anglyn leading the effort for BellSouth. The joint Implementation Team consists of several committees each addressing a particular interface.

Committees have been newly established for LAN-to-LAN Interconnectivity, Pre-ordering Phase II, Interactive Direct Entry Ordering, and Maintenance and Trouble Reporting. Furthermore, the teams that have been working cooperatively prior to the Commission's Order in the development of the Phase I Pre-ordering interface, the EDI Ordering interface and Daily Usage Data interface are also incorporated as committees of the joint Implementation Team.

## Pre-ordering Phase 1 - LAN-to-LAN Access

**Ordered** that "BellSouth is to provide by September 15, 1996 as a part of the Phase I implementation, the LAN-to-LAN access to the Regional Street Address Guide."

### Status

The LAN-to-LAN Interconnectivity team had its first meeting on August 2, 1996. BellSouth provided to AT&T:

1. an overall network diagram depicting the LAN-to-LAN interconnection,
2. a schedule of activities required to meet the September 15th date,
3. a list of technical information that needs to be shared between the companies to establish the interconnectivity.

### *Milestones accomplished:*

- Initial Meeting August 2, 1996
- Requirements provided by BellSouth August 2, 1996

### *Milestones ahead:*

- AT&T to provide TCP Technical information August 12, 1996
- AT&T to provide Circuit ID(s) and CSU Specs August 19, 1996
- AT&T circuit due date September 3, 1996
- AT&T to provide user information September 3, 1996
- BellSouth finalize test plan September 6, 1996
- BellSouth complete User ID and Profile updates September 10, 1996
- AT&T and BellSouth testing begins September 12, 1996
- LAN-to-LAN interconnectivity complete September 15, 1996

### Issues:

The schedule outlined above is an aggressive one. A delay in any of the interim milestones can adversely affect BellSouth's ability to meet the schedule ordered by the Commission. Given the Commission ordered BellSouth to provide LAN-to-LAN interconnectivity to AT&T, BellSouth is concerned that work activities to establish LAN-to-LAN access are shared with AT&T, yet the burden to meet the September 15th date rests solely on BellSouth.

## Pre-ordering Phase I - Transferring Files via Diskette

**Ordered** that "BellSouth is to provide AT&T by August 15, 1996 as a part of the Phase I implementation, the ability to transfer files of reserved telephone numbers via diskette."

### **Status**

#### *Milestones Accomplished*

- Procedures developed and documented July 11, 1996
- Procedures distributed August 7, 1996

#### *Milestones ahead:*

- Capability generally available August 15, 1996

## Pre-ordering Phase I - Transferring Files Electronically

**Ordered** that "BellSouth is to provide AT&T by October 15, 1996 as part of the Phase I implementation, the ability to electronically transfer files of reserved telephone numbers."

### Status

#### *Milestones Accomplished*

- Requirements analysis and design begun July 1, 1996
- Requirements analysis complete July 31, 1996
- Design final August 9, 1996

#### *Milestones Ahead*

- Coding begins August 12, 1996
- Coding complete September 30, 1996
- Customer testing start October 1, 1996
- Customer testing complete October 14, 1996
- Implementation to production in Georgia October 15, 1996

## Ordering - Electronic Data Interchange

**Ordered** that "BellSouth is to make fully operational and available by December 15, 1996 the Electronic Data Interface capability for receipt and transmission of orders for services in BellSouth's General Subscriber Services and Private Line Tariffs."

### Status

This effort has two phases. The first phase consists of Electronic Data Interchange (EDI) for single line residential service, single line business, Public Branch Exchange (PBX) and vertical services. The second phase consists of all other local services.

BellSouth is working with AT&T and AT&T's designated third party to define the necessary transaction sets, data segments, data elements and data requirements in order to develop the data maps necessary for translating data that will be exchanged via EDI. The joint EDI team has a target date of September 3, 1996 for the first production site. The first production site is for end-user customers in Georgia and AT&T's location in White Plains, N.J. AT&T EDI team members have advised the joint EDI team that a ramp up period will occur beginning 10/01/96 and full entry will begin on 11/01/96.

### *Milestones Accomplished*

- |   |                 |
|---|-----------------|
| • Joint EDI Ordering Committee planning meeting | May 15-16, 1996 |
| • Joint EDI Ordering Committee working meeting  | June 3-7, 1996  |
| • Phase II planning begun                       | July 22, 1996   |
| • Physical communications established           | July 22, 1996   |
| • Phase I testing begun                         | July 24, 1996   |

### *Milestones Ahead*

- |  |                    |
|--|--------------------|
| • Joint implementation agreement finalized                     | August 9, 1996     |
| • Finalize the data requirements & logical mapping for Phase 1 | August 12, 1996    |
| • Physical mapping of data elements                            | August 16, 1996    |
| • Internal OSS coding complete                                 | August 30, 1996    |
| • Phase I, first production site                               | September 3, 1996  |
| • AT&T to provide Phase II data requirements                   | September 30, 1996 |
| • Remaining sites in production                                | October 1-31, 1996 |
| • Phase II available   | December 15, 1996  |

## Daily Usage Data

**Ordered** that "BellSouth is to complete the work necessary so that it can provide unrated messages to AT&T by September 1, 1996."

### Status

#### *Milestones Accomplished:*

- Initiated planning for Daily Usage Data for OLECs November 1995
- Completed initial programming March 31, 1996
- Conducted internal testing with OLEC data April - June, 1996
- Deployed procedures in production environment July, 1996
- Provided test file to first OLEC July, 1996

#### *Milestones Ahead:*

- Code, test and implement procedures to provide data to AT&T in unrated format, rather than the rated format that is produced currently August 1-31, 1996
- Implement planned enhancements to improve quality and performance September 1-30, 1996
- Negotiate usage distribution arrangements with parties who wish to participate in this optional offering On-going

### Issues:

No test results as yet from any external party. OLEC tests with received data may yield results that require further development by BellSouth.

## TECHNOLOGY SPECIFICATION

### BELLSOUTH RESELLER PRE-ORDER SYSTEM

#### ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform pre-order negotiation. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the pre-order negotiation process. The Reseller is required to log on to BellSouth's system only once. The Pre-order System takes care of sending and retrieving data from the legacy systems. To complete the pre-order process, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's service representatives use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the Pre-order System on a BellSouth web server.

#### CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the Pre-order System is deployed. The Reseller is required to sign-on to the Pre-order System for authentication. Data flowing between the Reseller's terminal and

BellSouth's Pre-order System utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the Pre-order System's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's Pre-order System web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the Pre-order System interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

### **CUSTOMER REQUIREMENTS FOR ACCESS**

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

## PROCESS

The following actions may be taken after the user is connected to the Pre-ordering System and has been authenticated. Additional screens and steps will be added as needed during development of the system.

### Address Validation:

- The user will enter the address and submit the form.
- The system will attempt to find a matching address within BellSouth's databases.
- If a match is found, a Numbering Plan Area and Exchange (NPA-NXX) is returned.
- If no match is found, the system returns any address that is similar to the one the user entered.
- If the user accepts the returned address, a Numbering Plan Area and Exchange (NPA-NXX) is returned.

### Telephone Number Reservation:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the telephone number reservation option.
- If accepted, the system returns the reserved telephone number.

### Feature and Service Availability:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the features and services option.
- The system returns a list of the available features and services.

### Due Date Calculation:

- The user enters a valid address, as described above, or NPA-NXX.
- The user selects the type of service or feature to be added from a list.
- The system then returns a due date estimate for that feature or service.

**Timeline**

A BellSouth project manager and an analysis sub-team is already in place, and requirements analysis has begun. An introductory conference call was held with AT&T on August 5, 1996. The first face-to-face meeting of the Pre-ordering Phase II committee of the Joint Implementation team is planned for August 23, 1996. Milestones will be set jointly between BellSouth and AT&T. The Pre-order System will be completed by April 1, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

## TECHNOLOGY SPECIFICATION

### BELLSOUTH RESELLER INTERACTIVE DIRECT ORDER ENTRY SYSTEM

#### ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform interactive direct order entry. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the order entry process. The Reseller is required to log on to BellSouth's system only once. The interactive direct order entry system takes care of sending and retrieving data from the legacy systems. To complete an order entry, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's service representatives use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the interactive direct order entry system on a BellSouth web server.

#### CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the interactive direct order entry system is deployed. The Reseller is required to sign-on to the interactive direct order entry system for authentication. Data

flowing between the Reseller's terminal and BellSouth's interactive direct order entry system utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the interactive direct order entry system's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's interactive direct order entry system web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the interactive direct order entry system interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

### **CUSTOMER REQUIREMENTS FOR ACCESS**

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

## PROCESS

The following actions may be taken after the user is connected to the interactive direct order entry system and has been authenticated. Additional screens and steps will be added as needed during development of the system.

### Order Entry:

- The user will choose the option to enter a new order.
- The user will enter the information into the order form.
- The user will submit the order.
- The system will provide validations, including validations against background systems to check such things as addresses.
- If the order is valid, order number(s) will be returned and the order will be placed into BellSouth's ordering systems.
- If the order is not valid, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the order resubmitted.

### Order Status:

- The user will choose the option to get an order status.
- The user will enter the order number and submit the form.
- The system will check BellSouth's ordering systems and return a status to the user.

### Supplemental Orders:

- The user will choose the option to modify an existing order.
- The user will enter the current order number into the order form.
- The system will return information about the existing order.
- The user will populate the supplemental order.
- The user will submit the supplemental order.
- The system will provide validations, including validations against background systems to check such things as addresses.
- If the supplemental order is valid and the current order is in an appropriate state, status information will be returned and the order will be modified in BellSouth's ordering systems.

- If the supplemental order is not valid, or if the current order is not in an appropriate state, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the order resubmitted.

**Timeline**

The BellSouth interactive direct order entry team is currently being staffed. Milestones will be set jointly between BellSouth and AT&T. The interactive direct order entry system will be completed by March 31, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

## TECHNOLOGY SPECIFICATION

### BELLSOUTH RESELLER INTERACTIVE DIRECT TROUBLE REPORT ENTRY SYSTEM

#### ACCESS METHOD

BellSouth is building an interface system that allows the Reseller to perform interactive direct trouble report entry. This interface system has several advantages over accessing multiple BellSouth legacy systems individually. It eliminates the need for the Reseller to log into multiple systems in order to complete the interactive direct trouble report entry process. The Reseller is required to log on to BellSouth's system only once. The interactive direct trouble report system takes care of sending and retrieving data from the legacy systems. To complete a trouble report entry, several systems are typically accessed. The output from one system is often the input for the next. By building an interface in front of these systems, the Reseller is freed from manually taking the output of one system and then using it for input to the next. The interface takes care of this automatically, quickly and more accurately than an individual could accomplish without it. The systems BellSouth's repair technicians use employ a similar methodology.

This interface will utilize World Wide Web hypertext screens. This technology is now widely accepted within the industry and offers many advantages over other presentation formats. It allows the Reseller to use various types of terminal equipment capable of running a web browser. This includes PCs, Macs, UNIX workstations, Mainframes, and some non-graphical terminals. BellSouth plans to deploy the interactive direct trouble report system on a BellSouth web server.

#### CONNECTIVITY

The Reseller has three choices for connecting to BellSouth's web server: LAN-to-LAN, dial-up, and the public Internet. The communication path used will not affect the screens seen by the Resellers. Regardless of the connection choice by the Reseller, the connectivity chosen will support access to the pre-order system, the interactive direct order entry system and the interactive direct trouble report entry system.

If a LAN-to-LAN connection is implemented, the Reseller provisions a single circuit from his LAN to a BellSouth secure router. This router serves as a firewall and directs Reseller traffic directly to the BellSouth web server where the

interactive direct trouble report system is deployed. The Reseller is required to sign-on to the trouble report system for authentication. Data flowing between the Reseller's terminal and BellSouth's interactive direct trouble report system utilizes this dedicated connection, but functions like the public Internet's World Wide Web.

If dial-up connectivity is selected, the Reseller is required to purchase an electronic security card. The Reseller dials into a BellSouth modem pool and is authenticated using the security card. After authentication, the Reseller is connected to the interactive direct trouble report entry system's web server. At this point, the Reseller begins using his web browser software to interact with the system's hypertext screens. This methodology has been successfully deployed within BellSouth for both internal and external customers.

If public Internet connectivity is selected, the Reseller simply accesses the Web through any means desired. The Reseller is required to purchase an electronic security card. Once connected, the Reseller uses a web browser to access BellSouth's interactive direct trouble report entry system web server. The Reseller is required to log on using the security card for authentication. Once authenticated, the Reseller is presented with the interactive direct trouble report interface.

LAN-to-LAN response times will be similar to those experienced by BellSouth users on our intranet. The presentation from the Web Server will be the same regardless of access method, but actual response times during dial-up access may be restricted by modem speed limitations. Currently, BellSouth employs modems with 28.8 kilobits per second capability. The response times over the public Internet may be affected by the user's Internet service provider and other factors that affect the public Internet.

### **CUSTOMER REQUIREMENTS FOR ACCESS**

The Reseller may use a variety of terminal and software packages. The terminal and software packages must provide LAN connectivity and WWW Browser support. If a dial-up connection is used, the package must provide for PPP (Point-to-point protocol) dial-up access. The browser must support encryption and secure cookies. (A secure cookie is a named piece of information that the browser will only offer to a server if the appropriate level of security has been set up between the browser and the server.) Acceptable browsers include, but are not limited to, Netscape's Navigator 2.02 and Microsoft's Internet Explorer 3.

For any access other than LAN-to-LAN, the Reseller must purchase one security card for each user.

## PROCESS

The following actions may be taken after the user is connected interactive direct trouble report entry system and has been authenticated. Additional screens and steps will be added as needed during development of the system.

### Trouble Entry:

- The user will choose the option to enter a new trouble.
- The user will enter the information into the trouble form.
- The user will submit the trouble report form.
- The system will provide validations, including validations against background systems.
- The system will check for currently reported troubles.
- The system will check BellSouth's systems and take corrective actions where appropriate.
- The system will respond to the user with the status, including any currently known troubles, and if corrective actions were taken.
- If the user wishes to place a trouble report with BellSouth, the user may fill in the returned screen and select an option to place a trouble report.
- Otherwise, the user shall select an option to not continue with the trouble report.
- If the user selects the option to place a trouble report, the system will return a trouble report number to the user and place the report into BellSouth's trouble and maintenance systems.

### Trouble Status:

- The user will choose the option to get a trouble status.
- The user will enter the trouble report number and submit the form.
- The system will check BellSouth's trouble and maintenance systems and return a status to the user.

### Trouble Report Modification:

- The user will choose the option to modify an existing trouble report.
- The user will enter the current trouble report number into the form.
- The system will return limited information about the existing trouble.

- The user will populate the supplemental information.
- The user will submit the supplemental trouble report form.
- The system will provide validations, including validations against background systems.
- If the supplemental report is valid and the current trouble is in an appropriate state, status information will be returned and the trouble report will be modified in BellSouth's trouble and maintenance systems.
- If the supplemental report is not valid, or if the current report is not in an appropriate state, appropriate error messages will be returned identifying the field(s) in error. These may be corrected and the trouble report resubmitted.

**Timeline**

The BellSouth Interactive direct trouble report entry team is currently being staffed. Milestones will be set jointly between BellSouth and AT&T. The interactive direct trouble report entry System will be completed by March 31, 1997 pursuant to Georgia Public Service Commission document # 6352-U.

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## **Electronic Interface Cost Recovery Proposal**

**THIS IS STILL BEING DEVELOPED WITH CONSIDERATION OF THE FCC ORDER.  
IT MAY NOT BE COMPLETE UNTIL JUST BEFORE FILING.**

## **Summary**

The development of these electronic interfaces as outlined in the Commission's order involves a coordinated effort of many groups. The Commission has mandated an aggressive schedule for these interfaces. This report should demonstrate to the Commission that BellSouth is making a concerted effort to meet the terms of the Commission's order.

The next monthly surveillance report will be submitted on September 16, 1996.