

1                                   **BELLSOUTH TELECOMMUNICATIONS, INC.**  
2                                   **DIRECT TESTIMONY OF GLORIA CALHOUN**  
3                                   **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**  
4                                   **DOCKET NO. 960833-TP**  
5                                   **AUGUST 12, 1996**

6  
7   **Q.**   Please state your name, address and position with BellSouth  
8           Telecommunications, Inc. ("BellSouth").

9  
10   **A.**   My name is Gloria Calhoun. My business address is 675 West  
11           Peachtree Street, Atlanta, Georgia 30375. I am employed by BellSouth  
12           Telecommunications, Inc. as a Manager in the Strategic Management  
13           Unit. In that position I handle responsibilities associated with  
14           operations planning for local competition.

15  
16   **Q.**   Please summarize your background and experience.

17  
18   **A.**   I graduated *summa cum laude* with a Bachelor of Arts degree in  
19           Economics from the University of North Florida. In 1995, I completed a  
20           management program at the Georgia Tech Management Institute. I  
21           began my BellSouth career in 1981 when I joined the Southern Bell  
22           Business Marketing organization in Jacksonville, Florida. In that  
23           capacity I was responsible for coordinating the interdepartmental efforts  
24           needed to implement complex voice systems and associated exchange

25

1 real-time, interactive access to pre-ordering information. Meanwhile,  
2 this information is not even necessary to enable AT&T to compete for  
3 existing customers who simply choose to switch local service providers.  
4

5 Electronic Interfaces for Maintenance and Repair  
6

7 Q. AT&T claims in its petition that BellSouth has been unwilling to make a  
8 real-time, interactive electronic interface available for trouble reporting.  
9 Is this true?

10

11 A. No, it is not true. BellSouth has a fully electronic, real-time, interactive  
12 trouble reporting interface currently available for use by ALECs. In  
13 addition, at AT&T's request BellSouth has under development an  
14 enhancement that will provide ALECs with access to the same  
15 interactive testing capabilities BellSouth uses to screen POTS trouble  
16 reports. Finally, in keeping with its need to accommodate ALECs with  
17 varying mechanization capabilities, BellSouth also is prepared to  
18 accept verbal trouble reports.

19

20 Q. Please describe the currently available real-time, interactive, electronic  
21 interface for trouble reporting.

22

23 A. BellSouth has offered ALECs the same electronic interface for trouble  
24 reporting that is now available to IXCs for access services. This

25

1 interface allows the ALEC to enter a trouble report, obtain the same  
2 appointment interval that would be given to a BellSouth end user  
3 customer, subsequently add information to the report itself, check for  
4 trouble completion, cancel the trouble report if necessary and perform  
5 other trouble administration functions. In response to troubles reported  
6 via the gateway, BellSouth will test and initiate repair to the service.  
7

8 The similarities between this arrangement and the electronic trouble  
9 reporting available for access customers are shown in the figure filed  
10 with this testimony as Attachment GC-5. This interface was  
11 implemented by BellSouth in 1995 for access services, at AT&T's  
12 request. This interface is based on national standards published by the  
13 American National Standards Institute (ANSI) and was implemented in  
14 accordance with industry guidelines. The ANSI standard defines the  
15 transfer of maintenance requests, status and closeout information  
16 between two telecommunications providers.  
17

18 Q. Please describe the additional capabilities being added to the existing  
19 electronic trouble reporting interface.  
20

21 A. At AT&T's request, BellSouth is adding the capability for the ALEC to  
22 access the same interactive testing sequence that BellSouth follows to  
23 screen trouble reports.  
24  
25

1 Q. When will this enhancement be available?

2

3 A. This enhancement is scheduled for completion in March of 1997.

4

5 Q. Is this an aggressive schedule?

6

7 A. Yes, it is. This system was not originally built for external access.  
8 Therefore, extensive modifications are required in order to maintain the  
9 security and integrity of the system. BellSouth is not internally staffed  
10 for this development effort. Therefore, after defining the technical  
11 specifications for the interface, BellSouth must acquire external  
12 programming resources for an effort that will require thousands of  
13 programmer hours. In addition, the preliminary architecture will require  
14 BellSouth to purchase and install a new computer platform to establish  
15 connectivity with the external users of this system.

16

17 Q. What is the estimated cost of providing this enhancement?

18

19 A. Current estimates are that this interface will cost BellSouth  
20 approximately \$3.5 million to develop and implement. Actual cost will  
21 be determined as the implementation proceeds.

22

23 Q. Please summarize your testimony on electronic interfaces for trouble  
24 reporting.

25

1

2 A. AT&T's assertion that BellSouth is unwilling to provide a real-time,  
3 interactive, electronic trouble reporting interface is simply not true.  
4 BellSouth has already provided such an interface. In addition, at  
5 AT&T's request, BellSouth has a time-consuming and costly effort  
6 underway to provide additional interactive trouble reporting capabilities  
7 to ALECs.

8

9 Electronic Interfaces for Customer Usage Data Transfer

10

11 Q. In its petition, AT&T claims that BellSouth has been unwilling to make  
12 an electronic interface available for customer usage data transfer. Is  
13 this true?

14

15 A. No, it is not true. BellSouth already has the capability available to  
16 electronically provide customer usage detail to ALECs. This option  
17 provides detail for billable usage such as directory assistance or toll  
18 calls associated with a resold line or a ported telephone number. The  
19 usage option allows the ALEC to bill end users at their discretion,  
20 rather than on BellSouth's billing cycles. This option also allows an  
21 ALEC to establish toll limits, detect fraudulent calling, or analyze its  
22 customer usage patterns.

23

24 Q. How long has BellSouth had this electronic interface available?

25

### 3.1 BACKGROUND

To better appreciate what TAFI does to enhance your ability to exceed your customer's expectations, let's take a minute to review the trouble resolution process before the introduction of this new system.

Customers reported their problems to the (old) Centralized Repair Service Attendants Bureau (CRSAB) at BellSouth where a Repair Service Attendant (RSA) input the customer's information into the LMOS system. The RSA then informed the customer that the problem would be resolved by the commitment date/time and that someone else would be contacting them.

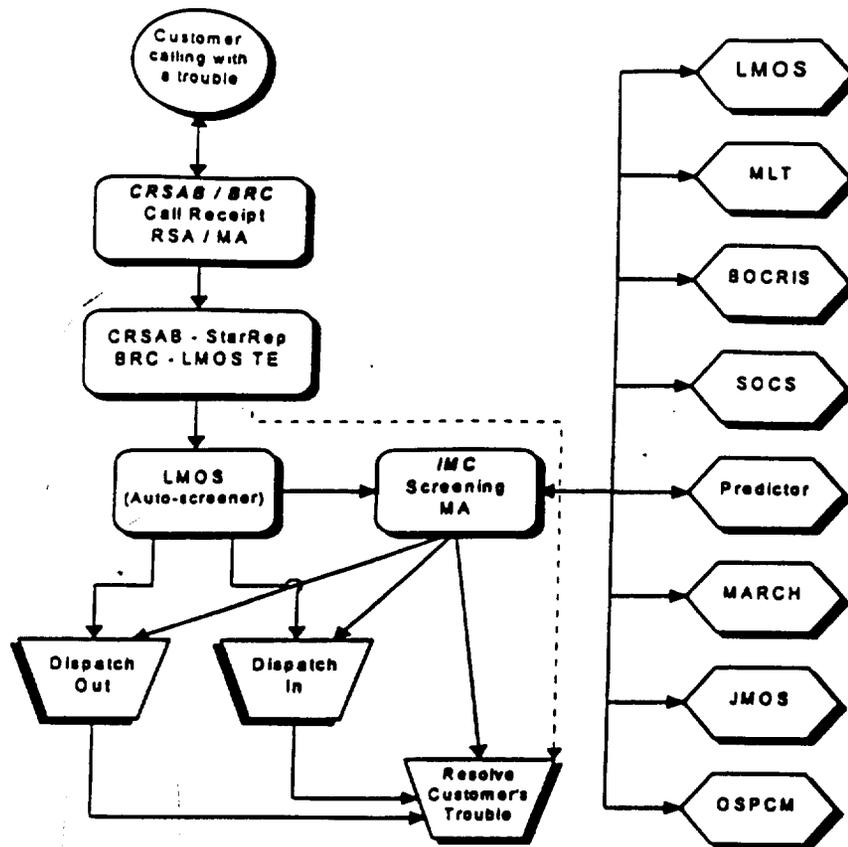
The trouble report would then flow to the LMOS "auto-screener" (software package) to see if the system could determine where to send the report. This auto-screener had limited capabilities and could identify only obvious situations. (i.e., If the MLT test indicated that the line was open and the customer was reporting "No Dial Tone," the auto-screener package would route the report for a field technician to be dispatched.)

Reports that could not be handled by the auto-screener program were then routed to the "screener" position in the Installation Maintenance Center (IMC). The screener (a Maintenance Administrator - MA) accessed a number of downstream systems to manually analyze the situation and correct the problem (if it could be "remotely" repaired) or determined where the report needed to go for resolution.

This MA needed to (1) know which downstream system to use (i.e., there are 16 different Predictor systems in BellSouth), (2) possess the experience to analyze the information gathered and (3) provide consistent resolutions and/or recommendations as to where to send the problem.

With the introduction of a system called StarRep (1992), the RSA was provided the capability to perform some very basic trouble resolution functions. The TAFI system was built on these early initiatives to become the system used today in the RRC and BRC.

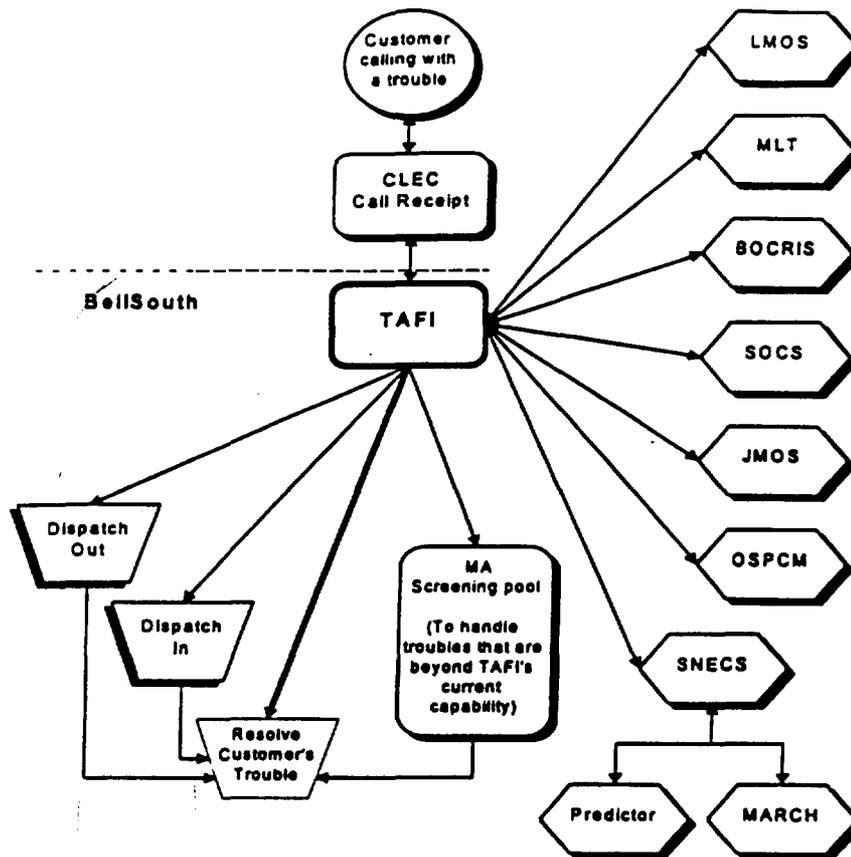
## Customer Contact - pre TAFI



With the introduction of TAFI, the person handling the initial customer contact will resolve all POTS trouble conditions (for those troubles that can be cleared remotely) or route the trouble report to the correct entity for resolution. In other words, the functions performed by the MA in the IMC are now completed by the TAFI user on the initial contact.

This task was accomplished by developing a 'tool' that performs the mechanics of accurately processing the customers' trouble situations. TAFI actually accesses all of the downstream systems, gathers appropriate data, performs specific Central Office translation changes and provides the user with a recommendation / resolution to the problem condition.

## Customer Contact - with TAFI



## 3.2 A WORD ABOUT TAFI 'WINDOWS'

The user should be familiar with the characteristics of 'traditional' windows as seen in Microsoft Windows on a PC and on an X-Window LAN terminal. All of these windows include a title bar, the user can move them around the screen, the user can jump from one window to another, change their size, shrink them into icons, etc.

The term "window" has a different meaning in the TAFI application. TAFI was designed to be accessible from a number of different terminal types - everything from a sophisticated X-Window terminal to a simple ASCII terminal like a VT220. Therefore, the TAFI application does not support a Graphical User Interface (GUI). In other words, once you log into TAFI and use your mouse to move the TAFI screen to where you like it to be, you will not use the mouse to use TAFI.

## 8.0 ADDITIONAL DATA WINDOW

TAFI gathers much information from a number of downstream systems during the processing of a trouble report. During the normal flow, TAFI uses this information to develop its recommendation. However, there may be times when you may want to view this information to gain a better insight to a specific problem. This information is found in the "Additional Data Window" and is accessible by depressing F11.

⇒ **Note:** The Additional Data Window is only available if you are processing a trouble report ... because without a telephone number to work on, TAFI doesn't gather any "data".

The Additional Data Window displays the following menu of options:

<i>Test Results</i>	displays the MLT results obtained by TAFI
<i>Ticket Status</i>	LMOS Recent Status Transaction (RST) - used to view the various lines of status on a pending trouble report
<i>BOCRIS CSR</i>	CRIS Customer Service Record - displays the products and services that are programmed on the line
<i>LMOS TR</i>	LMOS Trouble Report - a view of TAFI's interaction with the LMOS TR mask
<i>Predictor</i>	Predictor - the results of TAFI's inquire to Predictor
<i>BOCRIS Pend Order</i>	BOCRIS Pending Service Order - a view of what was ordered in BOCRIS
<i>DATH Trouble History</i>	LMOS Display Abbreviated Trouble History - A trouble history report showing just the close out narrative on previous trouble reports
<i>DLETH Trouble History</i>	LMOS Display Extended Trouble History - A trouble history report showing every line of status on previous trouble reports
<i>DLR</i>	LMOS Display Line Record - displays the customer's Line Record in LMOS
<i>SOCS Pending Order</i>	Service Order Communications System - displays the status of a pending service order
<i>Other SOCS Orders</i>	If the customer has more than one pending service order, this option lets you select which service order to view

*JMOS BSWM*

JMOS Buried Service Wire - displays the status of work orders to bury customer's buried drop wires. (This work is performed by contractor.)

*LMOS TR Update*

If the trouble report is updating an existing LMOS report, you can view this update here

*Reset Communications*

If you get a "communications error" (i.e., Comm Error LMOS-A) you can actually reset the communications link between TAFI and the downstream system used by your session using this option

*Host Request Errors*

If TAFI attempted to gather some information or send some information and the request failed (due to either a communications problem or the host system was not available), you can re-send the transaction with this option

Most of these options produce reports that have more than one page. You may scroll through each page using the Page Up and Page Down keys.

With an active trouble report on your screen, depressing F11 produces the "Additional Data Window"

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

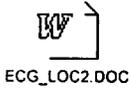
TN 999 949 5038		R	ADDITIONAL DATA		Q
NAME DUNCAN, JACK M		S	Ticket Results		
ADDRESS 867 RENEE DR HAUGH			Ticket Status		
REACH# 9995554433	ACCESS# 999		Bocris CSR		
REMARKS nbr	OK/		Laos tr		
TRBL DESC CBC	xxxx		Predictor		can
NARRATIVE -belle d/r-a/p-			Bocris Pend order		
			DATH trouble history		
			DLETH trouble history		
			DLR		
NEW COMM AS	ACCESS: A		Socs pending order		95 0600P
CUS DT	CAT CD IRA		Other Socs orders		95 0600P
OT RECVD	SUB: CLSALT		Jaos bswm		
			Update laos tr		
TEST RES OPN OUT			Reset communications		
RECOMMEND DISP OUT-Trbl Outside AS			Host request errors		

01:31 04:07:12

**Bradbury, J M (Jay) - LGA**

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**From:** jshill@att.com  
**Sent:** Friday, December 18, 1998 4:21 PM  
**To:** bradbury@att.com  
**Subject:** FW: Notes: EC Gateway - Local



MLT

-----  
From: Eugene Piatkowski [SMTP:Eugene.Piatkowski@bridge.bst.bls.com]  
<mailto:[SMTP:Eugene.Piatkowski@bridge.bst.bls.com]>  
Sent: May 16, 1997 03:28 PM  
To: Hill, Jim  
Cc: Maria W. Mayo; Linda W. Tate  
Subject: Notes: EC Gateway - Local

Jim,

Attached is a revised draft of the notes addressing issues raised in our February meeting. We discussed these items last week and this document updates our replies.

There is one or two open issues we are still working on and will provide you the answers early next week (i.e., how many status entries on a typical report?).

Thanks,  
Gene

----- Attachment  
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\*\*\*\*\*  
The following Microsoft Word For Windows V6 document is uuencoded. You may use the UNIX uuencode utility to translate it to its native format.  
\*\*\*\*\*

----- Attachment  
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<<ECG\_LOC2.DOC>>

**Notes From AT&T/BellSouth EC-Gateway Local Meetings**  
**—2/26/97, 2/27/97, 5/8/97 & 5/9/97**

List below is an updated summary of items impacting the development of the EC Gateway for Local Competition discussed at the meetings between AT&T and BellSouth.

**Key:** For each **Attribute:**  
The first section represents AT&T's view/request  
The second section represents BST's interpretation / answer

**Attributes**

**Activity Duration:** AT&T will accept all values for Activity Type and would like to receive billing information in this attribute. We need to look at this to see if this use would be consistent with the contract and to see if BellSouth can support this use.

*Billing information is being investigated at BST. The issue arises when the technician is performing a maintenance function and the customer is not covered by a maintenance contract. This billing falls into a "manual process" and the amount of the charges will not show up on the LMOS trouble report when the ticket is closed. However, a Disposition Code will tell alert AT&T that a bill was rendered. The actual amount of the bill is processed by the LCSC and is not part of the LMOS record.*

*BST will provide a sample of how this billing statement will look.*

**Additional Trouble Info List:** LMOS currently supports a 50 character narrative. BellSouth will look at this to see if they can support more. Each time AT&T sends this attribute, it will be a replacement. BellSouth will treat as additive. We need to look at this.

*This requires additional investigation by BST. The narrative field length in BST's LMOS system is limited to 100 characters. A number of required entries currently populate this field and care must be observed not to displace required data. Therefore, will need to prioritize what info is populated in the narrative field (anticipate 50 characters available).*

*Items currently populated in the narrative include: (1) CLEC name (limit to 4 characters - ATT); (2) Access telephone number information (ACN=XXXXXXXXXX) and (3) narrative information related to the trouble condition. (Note, when the user sends the 'TR' transaction, (4) LMOS places the Trouble Description Code(s) as the 'first thing' in the narrative. There could be up to four sets of four characters (minimum of two) i.e., NDT OOSY BKDT. If a report is backdated (BKDT), (5) the reason for the backdate is in the narrative as a code (i.e., BK04). (Note: BST is evaluating on standardizing the CLEC name going in the "Remarks" field to free up narrative room.)*

*As subsequent reports are taken and new information supplied, one must ensure that information needed to repair the trouble is not lost. Typically, 'new' information is inserted first followed by the old information.*

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Notes From AT&T/BellSouth EC-Gateway Local Meetings  
—2/26/97, 2/27/97, 5/8/97 & 5/9/97

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—2/26/97, 2/27/97, 5/8/97 & 5/9/97

**Additional Trouble Status Info.:** BellSouth does not currently support Estimated Repair Time and will look at this to see if they can support it. BellSouth will include MLT results in this attribute on a create response. They will determine if they can supply full results or just verification code and description.

ETTR is the same as commitment time in BST. This time indicates that the trouble will be fixed NO-LATER-THAN the commitment time indicated. (In the current EC Gateway, for LMOS, BST sends back commitment time as the ETTR.) BST can provide the VER. Code for the MLT test.

At this time BST cannot provide additional information on the MLT test results and meet the October deployment schedule. BST is investigating how to provide full MLT results (as an AVC) as an enhancement in early 1998.

The commitment time on the LMOS record is the correct commitment to give the end user. There are only two exceptions to this rule giving the customer a shorter commitment time: (1) if the customer has a defined 'emergency' (i.e., Dr. on call) then the 3 clock hour emergency commitment is allowed and (2) if the customer restricts access to the property (for a report that requires a premises visit) prior to the established commitment time, the "B" time then becomes the commitment. (Note: BST will monitor % reports where initial commitments change and compare CLEC usage against BST usage. Corrective actions will be taken to correct misuse of commitment settings.)

**Agent Contact Person:** BellSouth will supply a center name and phone number (10 digit).

~~BST will determine if 15 characters can be supported~~The Gateway can maintain a table of contact names and telephone numbers to return on each report (currently the WMC supervisor). Once BST deploys the LCAC (functionally similar to ACAC for local competition), the LCAC supervisor will function as the single point of contact.

**A Location Access Address:** BellSouth will check if this attribute is updatable. AT&T would like capability to update via a Modify. BellSouth stores 17 characters from Civic Address, City, and State. BellSouth will use their own address. BellSouth will check to see if they can compare their address against the address supplied by AT&T and inform AT&T if their is a significant mismatch.

~~BST Gateway can accept a create request when the aloc address does not match BellSouth's database. BST uses BST's address. This issue of sending back an AVC if the address does not match will have to be investigated by the BST work center. Today, AVC's containing updated Aloc Address information is not sent back to the CLEC or IXG. BST will provide LMOS address - if AT&T determines incorrect, they can send update. If LMOS name or address data mismatches AT&T data, updated information goes in the narrative field as follows:~~

LN-Joe Smith, LA-123 S. Main St. (i.e., The customer name and address fields require a database update to correct errors (manual intervention) and is not directly updatable as AT&T's system is.)

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**A Location Access Hours:** BellSouth stores only the current day in LMOS. BellSouth will only dispatch 30 minutes before access is available according to this attribute. AT&T will look at this.

BST will populate current commitment. If AT&T sends dates outside of offered commitment, and provides access hours, the report will be available for dispatch-out 30 minutes before the "A" (after time on the commitment date. Reports that do not require the dispatch of a field technician are not impacted by the access hour window and will be worked as they become available via the MSCR (mechanized screener function).

A Location Access Hours are populated in the "A" and "B" field on the LMOS TR screen.. These fields (A/B) should only be populated when a premises visit is required to fix a trouble and access to the network interface is restricted to specific times. BST will store and appropriately react to these access hours remarks - but can not store seven days worth.

**A Location Access Person:** There is an issue as to the Person Name length BellSouth can support.

Today, BST stores up to 7 characters. This is constrained by the 100 char. maximum in the narrative field in LMOS. BST/AT&T Need to prioritize what is populated in the narrative field. A location access person will be placed in the narrative as long as trouble information is not compromised (i.e., 'see Joe').

**Authorization List:** Can BellSouth support "denied"? They will check. Does AT&T need to supply authorization on a Create? Jim Hill will check the contract. BellSouth will need to request "no access" time in order to subtract it from outage duration.

Once a trouble ticket is submitted, the customer(AT&T) has agreed to BellSouth performing work necessary to repair trouble. LMOS does not accept authorization prior to dispatch or taking line out of service to repair the trouble. The gateway will support authorization denied attribute, and will not reject the transaction (causing the "set or create ticket" to fail).

**Called Number:** This is not a current field in LMOS. BellSouth will store in the narrative.

*Correction: The Called Number field is supported in BST's LMOS system.*

**Cancel Requested By Manager:** BellSouth will check to see how they would handle a Cancel with work in progress.

BST is concerned of the work that is progress when a cancel is received. A cCancel request will be accepted by the Gateway and sent into the narrative field in LMOS as a subsequent report. If IST value (status) of report is DPO (dispatched out), the report can not be closed. If not DPO (i.e., PDO - pending

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**Notes From AT&T/BellSouth EC-Gateway Local Meetings**  
**—2/26/97, 2/27/97, 5/8/97 & 5/9/97**

*dispatch out), then report can be closed appropriately. ~~The CAS technician, if dispatched, may not receive the notification, therefore, the cancel is void.~~ BST would have ~~will~~ incurred a cost for this repair attempt and may charge AT&T appropriately for the repair service.*

**Close Out Narrative:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

*Close out for LMOS tickets do not follow WFA. Ticket will be closed without the verify process (originator does not verify fix before close of ticket). The close out narrative, as provided by the LMOS FST transaction, will be provided. Note: There will be an AVC indicating when the report was 'cleared' along with the associated narrative. The 'close' status could come later and the "type", "cause" and "disposition" codes are only available on the close AVC.*

**Commitment Time:** BellSouth will send a "trouble resolved" time in Cleared Time. We discussed jeopardy condition and possible escalation if BellSouth can not meet AT&T commitment time request.

*BST establishes commitment time. This is the same as ETTR. LMOS assigns commitment based upon internal algorithms and will set that time. M&P's will identify how to handle "priority lines" (i.e. doctor, etc. etc) and emergency situations.*

**Commitment Time Request:** BellSouth Gateway accepts this attribute but does not send it to LMOS. LMOS determines Commitment Time based on internal algorithm. See Commitment Time for discussion of jeopardy.

**Customer Trouble Ticket Number:** BellSouth will check to see if it can support 15 characters.

*Not needed for LMOS - for POTS, the telephone # is ticket #.*

**Escalation List:** AT&T needs BellSouth to identify how many levels of escalation it recognizes. BellSouth stores escalation information in the narrative. BellSouth will look at how it will support escalations.

*BST will provide M&P's in JIA to handle this manually. (i.e., Automatic escalation levels not supported within LMOS. Until BST misses the commitment time, there is nothing to escalate. Should the commitment be missed due to BST failure (i.e., not No Accessed, pending facilities, etc.) a subsequent report is generated with a new commitment value of 5 minutes from clock time. This action puts this missed commitment report on the top of the work list for attention.)*

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## Notes From AT&T/BellSouth EC-Gateway Local Meetings

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**Maintenance of Service Charge:** This is a billing issue. Jim Hill will check if there is a fixed charge in the contract. BellSouth will check how they could support this attribute.

Billing Issue needs to be investigated by BST for long term solution. Tech will show what was billed and not show T&M.

Techs show that a bill was issued period (by disposition code) on the close out AVC. Details of billing come from LCSC.

**Managed Object Access Hours:** BellSouth needs to think about this attribute and determine if and how they can support it.

*Request to repair marginal service after normal working hours (i.e., don't swap cable pairs thereby taking the line out of service for some interval of time) is handled with a notation in the narrative.*

**Managed Object Instance:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

Attribute supported in the gateway.

**Manager Contact Person:** BellSouth can support a Person Name of 20 characters and a Person Phone of 10 digits.

*The Person Name will be populated in the LMOS 'Remarks' field and the Person Phone will be populated in the 'Reach Number' field.*

**Outage Duration:** "No access" time will be subtracted from Outage Duration. BellSouth will need to request "no access" time.

BST will not request "No Access", it will report "No Access". Technician in field cannot communicate with the ECG interactively, status is via LMOS IST transaction.

*Outage duration is computed as the interval between receipt and clear time minus any no access time. The no access period is computed as the time between when the report was stasured no access and when it became available for action (i.e., subsequent report staturing ticket PDO).*

**Perceived Trouble Severity:** BellSouth will determine "out of service" and "service affecting" conditions from this attribute.

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Based upon the current ECG, if the perceived trouble severity is a 0, it is labeled "out of service". This is part of BST/LMOS's algorithm for ETTR/commitment time calculation. Conditions for this attribute (to determine commitment time) differ from state to state and depend upon work load, technician's location, date/time of notification of trouble.

Out of Service (OS) is generally defined as the complete inability to make or receive calls (i.e., NDT on all phones, CBC). If not OS, then report is marked as Affecting Service (AS). A definition of out of service based upon LMOS 'type' code and MLT VER codes will be provided in the JIA.

**Received Time:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

**Repeat Report:** BellSouth supports "repeat" and "chronic" (3 or more trouble reports in 30 days) for POTS.

A repeat report is defined as a second trouble reported within 30 days of closing a prior report. BST LMOS system does not support (automatically flag) 'Chronic' reports.

**Restored Time:** BellSouth will use "cleared" time from LMOS.

**Trouble Clearance Person:** BellSouth can support a Person Name of 20 characters and a Person Phone of 10 digits.

**Maria:** is this attribute something AT&T provides us (since I had a note saying 'same as manager contact person') or is it something AT&T is expecting from BST (who cleared the trouble)??

[The identifier of who cleared the trouble is found as the CUID (Common User ID) contained on close out - not name in close out narrative name (could be done electronic system ID). Clearance person telephone number not supported. BST could provide the center contact person/telephone number.]

**Trouble Found:** Need to map BellSouth LMOS codes to T1.227 values in JIA.

*Data provided in JIA*

**Trouble Report Format Object Pointer:** AT&T will always use TRFD 1.

**Trouble Report ID:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

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**Trouble Report State:** BellSouth will support the list of Trouble Report State/Trouble Report Status values supplied by AT&T.

BST will provide AT&T with list of IST values used on trouble reports in JIA.

**Trouble Report Status:** BellSouth will support the list of Trouble Report State/Trouble Report Status values supplied by AT&T.

Same as above

**Trouble Report Status Time:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

IST transactions from LMOS contain both the Status time and IST values.

**Trouble Report Status Window:** BellSouth and AT&T agree that BellSouth will support this attribute based on the description as it is in the AT&T Requirements document.

Based upon no auto-escalation in LMOS, this is supported in the gateway and not used in LMOS. This window will be used to determine if a ticket has been closed in LMOS and needs closure in the GW.

**Trouble Type:** Need to map BellSouth LMOS codes to T1.227 values in JIA. BellSouth will reject unknown codes.

Gateway will be updated for additional values.

**TSP Priority:** BellSouth will use their own value. BellSouth will look at what happens if the value supplied by AT&T does not match their value.

The appropriate TSP values are loaded in LMOS for select lines. Based upon TSP value, additional weightings (prioritization for repair activity) and provided in LMOS to ensure appropriate responses. Differences in TSP values (for a given end-user) will have to be resolved manually. Disaster # defined by application to Fed Government. Handled same as BST.

## Functions

**Enter Trouble Report (Create):** LMOS may have a problem with tickets that were manually entered (fall back reporting) that is bonded later. BellSouth will look at this issue.

Manual tickets will remain manual through the life of the ticket. BST does not support ticket recovery in LMOS - Tickets cannot be electronically bonded in the gateway if it was manually created. Ticket would

AT&T / BellSouth

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pursuant to Company Instructions

**Notes From AT&T/BellSouth EC-Gateway Local Meetings**  
**—2/26/97, 2/27/97, 5/8/97 & 5/9/97**

have to be closed in LMOS and re-enter the ticket electronically to bond it. However, this practice would negatively distort BST's performance statistics (i.e., repeat report rate would go up).

**Cancel Trouble Report:** BellSouth needs to determine how they wish to handle a cancel after a dispatch.

If the ticket is dispatched out, the ticket cannot be canceled. The cancel request will be sent to LMOS (as a subsequent report) and placed in the narrative field.

BellSouth and AT&T agreed that BellSouth will support all other functions based on the function descriptions in the AT&T Requirements document.

**Other Items**

1. Every time a BellSouth person makes a narrative change in LMOS, BellSouth will send AT&T and AVC. BellSouth and AT&T will look at this issue.

Currently, there is no way to determine what AVC's to send to AT&T. BST conducting a study to determine the average number of status entries per report and this issue may become moot.

2. BellSouth will look at attributes for Local Number Portability and Location Routing Number.

Need clarification on this issue. Do not have this issue in notes. Trent will review his notes and resubmit the question. BST has developed strategies to address LNP opportunities and reports of this nature would be properly handled once in LMOS.

3. Must Generalized Time always be in GMT (Zulu time). AT&T does not think so and is planning to use local time for several attributes. AT&T (Trent Di Renna) will look into this issue.

BST LMOS records in 'local' time where the report is located. If required, EC Gateway will make the translations.

4. Can AT&T do a query after a Trouble Report is closed? Does AT&T want to do this? AT&T and BellSouth will check.

BST Gateway supports GETS for closed tickets. The EC Gateway maintains history data for seven days and this seems to satisfy AT&T's request.

5. Will we use X.25?

BST can support X.25 or CMIP over TCP/IP over a private line.

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6. What type of testing will we perform. This will be determined.

*Begin Stack-Stack on 8/15; Gateway-Gateway on 8/22; End-End on 9/22; Operations Ready Test on 10/10 and Begin Beta on 10/15/97.*

7. Can AT&T OSS handle Trouble Reports on circuits not identified by a telephone number. AT&T will check. Is this an issue?

*ECG can handle designed/complex & non-designed circuit troubles (identical interface to WFA as used in IXC Gateway.) If AT&T can't generate electronically, these will have to be called in to the BST work center.*

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## Actiview - TAFI Capability / Functionality Comparison

Features/Functions	TAFI	Actiview + TAFI	Actiview Standard Process	Actiview with Electronic Bonding
Trouble Referral Method	Electronic	Electronic	<i>Phone Call</i>	Electronic EBI Standard
Supports POTS	Yes	Yes	Yes	Yes
<b>Supports Spec cks</b>	<b>No</b>	<b>Rel 11.0 (12/15/97)</b>	<b>Rel 11.0 (12/15/97)</b>	<b>Rel 11.0 (12/15/97)</b>
Get Cust records	Yes	Yes (AV & TAFI)	Yes	Yes
Get Tbl status	Yes	Yes (TAFI)	<i>Verbal</i>	Yes
Get Tbl history	Yes	Yes (AV & TAFI)	Yes	Yes
Get Cust features	Yes	Yes (AV & TAFI)	Yes	Yes
View Pending Work Orders	Yes	Yes (AV & TAFI)	Yes	Yes
Enables correction of cust features	Yes	Yes (TAFI)	Yes	Yes
Enables PIC vfy	Yes	Yes (TAFI)	<i>Verbal</i>	<b>Yes *</b>
Enables Line test	Yes	Yes (TAFI)	Yes	Yes
View MLT test rslts	Yes	Yes (TAFI)	<i>Verbal</i>	Yes
ETTR fm LSP	Yes	Yes (TAFI)	<i>Verbal</i>	Yes
<b>Compatible w/ National and Regulatory Metrics Reporting</b>	<b>No</b>	<b>Yes (AV)</b>	<b>Yes</b>	<b>Yes</b>
Query Tbl status	Yes	Yes (TAFI)	Verbal	Yes
<b>National Standard</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>Yes</b>
Quantity of Agent Inputs Required	1	2	1 AT&T 1 LSP	1
Additional Training required	Yes	Yes	No	No

## 1997 Incremental Cost Comparison

	TAFI	Actiview + TAFI	Actiview Standard Process	Actiview with Electronic Bonding
Hardware/Software	+ \$50,000	+ \$50,000	\$0	\$0
Process / M&Ps	+ \$8,000 (est)	+ \$8,000 (est)	\$0	\$0
Training	+ \$8,000 (est)	+ \$8,000 (est)	\$0	\$0
CNSC Personnel (Fixed & Variable)	+ \$126,000 - \$323,000 -	+ \$126,000 - \$323,000	\$0	-0.8 agents/ \$9,000
<b>Total</b>	<b>+ \$192,000 - \$389,000</b>	<b>+ \$192,000 - \$389,000</b>	<b>\$0</b>	<b>-\$9,000</b>

- Volume of customers is approximately 150,000 at year 1997. Current YTD national defect rate is 3.49%.

## Customer Experience (Interval) Comparison

	TAFI	Actiview + TAFI	Actiview Standard Process	Actiview with Electronic Bonding
Take Incoming Call	.5 min	.75 min	.25 min.	.25 min
Get & Vfy Customer Records	.5 min	1.25 min	.75 min	.75 min
Determine Preliminary Diagnosis	2.5 min	5 - 6 min	4 - 5 min	4 - 5 min
Create Cust Trouble Ticket	.5 min	3.5 - 4.5 min	3 - 4 min	3 - 4 min
ETTR given to customer	.25 min	.25 min	.25 min	.25 min
Create Work Order & refer to BST	.25 min	8.25 min	8.0 - 12 min	.5 min
MLT Test Run	Background	Background	Background	Background
Update WO w/ BellSouth Close-Out and Repair Info	.5-1.0 min	5 - 5.5 min	4.5 min	.5 min
CNSC contacts customer	5 min	5 min	5 min	5 min
CNSC completes and closes CTT	N/A	3.5 min	3.5 min	N/A
<b>Total time (approximate)</b>	<b>10 - 11 min</b>	<b>32.5 - 35 min</b>	<b>29.25 - 35.25 min</b>	<b>14.25 - 16.25 min</b>

### Other Considerations

- Enhances BST 271 position as BST views TAFI as providing OSS access parity. AT&T disagrees with this position.
- Impact on the Customer Connectivity National Architecture for OSS and LEC interface needs to be understood.
- BST does not guarantee to continue existing functionality in future.
- Requires customer to select additional voice prompt to route to the BST / TAFI pit in CNSC.
- TAFI does not allow trouble referral to IW vendor.
- Additional resources needed to do TAFI Sys Admin in CNSC, on-going M&P development & training.
- Requirement to feed BU and Regulatory entities via Actiview, not provided through TAFI (TAFI feeds BellSouth LMOS system where BellSouth reports are derived)

## TAFI vs EBI

- TAFI, as described, provides a 30% interval improvement over EBI (4.5 minute).
- TAFI costs \$192,000 - \$389,000 additional to introduce into CNSC
- TAFI does not provide CMD, BMD and Regulatory reporting requirements. Those currently are:
  - \*Speed of Answer - CNSC (Metric reflects the speed of answer for call rcpt in CNSC)
  - \*Abandonment Rate - CNSC (Metric reflects the percent of customer calls abandoned)
  - Center Availability - CNSC (Metric reflects the center availability for call rcpt)
  - \*Appointments Met (Metric reflects the percentage of ETTR commitments met)
  - \*Time to Restore (Metric reflects the Local Service Providers time to restore)
  - \*Repeat Troubles (Metric reflects percentage of repeat troubles for CMD / TSR mkt)
  - Resolution Code Analysis (Metric reflects the resolution code analysis for CMD / TSR mkt)
  - Misdirected Telephone Calls (Metric reflects percentage of misdirected calls into CNSC)
  - \*Defect Rate (Metric reflects the defect rate per 100 access lines for CMD / TSR mkt)
  - End to End results
- \* Indicates PUC and or FCC requirement. (SR/AV must provide metrics for all states)



July 21, 1997

Mr. Robert Echols  
BellSouth Telecommunications Inc.  
1960 West Exchange Place  
Tucker, Georgia 30084

Dear Robert:

I am writing you to provide you with AT&T's decision on using BellSouth's TAFI system as an interim maintenance process.

First, let me thank you for providing training to AT&T personnel in May. The training was very informative and aided our analysis of the TAFI system. Additionally the support in providing documentation and answering our questions about TAFI was invaluable to our analysis.

After considerable consideration and based on the inputs provided, AT&T has decided not to use TAFI at this time. Since AT&T's plan is to utilize Electronic Bonding Interface "EBI" on a long term basis, and since under AT&T's and BellSouth's agreements the interim period until EBI is operational is of short duration, AT&T does not believe that it is an efficient use of resources to convert to TAFI for such a short time frame.

It is important that we now focus on having the EBI process operational by 11/15/97, and work toward getting interface agreements in place for the current process. We look forward to working with BellSouth on these efforts. Please call me at 404 810-8283 if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Vincent Doran".

Vincent Doran

cc: Pam Nelson  
~~Robert Echols~~  
Scott Martin  
Bob Benson  
Arthur Defee

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**BELLSOUTH TELECOMMUNICATIONS, INC.**  
**REBUTTAL TESTIMONY OF WILLIAM N. STACY**  
**BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION**  
**DOCKET 8354-U**  
**MARCH 6, 1998**

**Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC.**

**A. My name is William N. Stacy. I am employed by BellSouth Telecommunications, Inc. (BellSouth). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am the Assistant Vice President - Services for the Interconnection Operations department of BellSouth Telecommunications, Inc. (BST). In this position, I am responsible for development of the procedures used by BST personnel to process Competitive Local Exchange Carrier (CLEC) service requests, and for assisting the service centers in Interconnection Operations in implementing CLEC contracts in a manner consistent with State Commissions and the Federal Communications Commission (FCC) rules and regulations governing local exchange competition. I have held numerous positions with BST in Network Engineering, Operator Services, Network Planning and Network Operations.**

**Q. ARE YOU THE SAME WILLIAM STACY WHO PREVIOUSLY FILED TESTIMONY IN THIS DOCKET?**

1 1998. The rejects documentation also was provided to CLECs during the  
2 October 30-31, 1997 conference and was produced as an exhibit during  
3 an OSS proceeding before the Alabama Public Service Commission; it  
4 was also included in the January 30, 1998 edits package sent to the  
5 CLECs. The SOER edits were also a part of this edits package  
6 distributed on January 30, 1998. (All of these documents were included  
7 as Exhibit WNS-2a-d of my direct testimony.) Ms. Cloz acknowledged  
8 that Sprint received all of this documentation, but complains that Sprint  
9 has not had time to review it. To the contrary, Sprint has had plenty of  
10 time to review the rejects document, which it received on Oct. 30. If Sprint  
11 feels it is unable to move forward with interface development, the fault is  
12 not BellSouth's.

13

14 The business rule information for version 7.0 of EDI and the technical  
15 specifications for the interface which are based on OBF have been  
16 provided to the CLECs (via their joint implementation teams) that are  
17 developing interfaces for version 7.0.

18

19 **ISSUES DEALING WITH MAINTENANCE AND REPAIR FUNCTIONS**

20

21 Q. WHAT IS THE STATUS OF THE EBI/ECTA (ELECTRONIC  
22 COMMUNICATION/TROUBLE ADMINISTRATION) INTERFACE WHICH  
23 AT&T REQUESTED BELL SOUTH BUILD?

24

1 A. BellSouth completed its development of the ECTA by November 15, 1997,  
2 as required by AT&T. Since that time for more than three months, AT&T  
3 has continually delayed the implementation of ECTA due to problems with  
4 their side of the interface. AT&T has requested weekly delays since the  
5 first date change to February 2, 1998; ECTA's current implementation  
6 date is March 9, 1998, but that may also be delayed again by AT&T.

7  
8 Q. MR. BRADBURY PROPOSES THAT BELLSOUTH BE REQUIRED TO  
9 PROVIDE ACCESS TO TAFI FUNCTIONALITY THROUGH THE EBI  
10 INTERFACES. DO YOU AGREE?

11  
12 A. No. Mr. Bradbury is confusing AT&T's desired business solution for their  
13 maintenance and repair functions with BellSouth's requirements to  
14 provide parity of access to this functionality for the CLECs. BellSouth retail  
15 units utilize TAFI as their primary tool for managing maintenance and  
16 repair functions. BellSouth has provided this same interface for the  
17 CLECs.

18  
19 AT&T's request recognizes that TAFI is superior to the national standard  
20 EBI interface, and that adding TAFI's functionality to EBI is a goal worth  
21 pursuing, and I agree. However, this is additional functionality over and  
22 above BellSouth's legal requirements.

23

24 **RETAIL RATES ON CSRS**

25

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

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In the Matter of:

INVESTIGATION INTO DEVELOPMENT OF  
ELECTRONIC INTERFACES FOR BELLSOUTH'S  
OPERATIONAL SUPPORT SYSTEMS  
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:  
:  
:  
: Docket No. 8354-U  
:  
:  
:

Room 507  
47 Trinity Avenue  
Atlanta, Georgia

Wednesday, March 18, 1998

The above-entitled matter came on for hearing  
pursuant to Notice at 10:07 a.m.

BEFORE: :

MAC BARBER, Chairman  
ROBERT BAKER, Commissioner  
DAVID BAKER, Commissioner

\* \* \*

1

2 Q Fair enough. On page 40 of your rebuttal  
3 testimony --

4 A Yes.

5 Q -- you state at the bottom regarding TAFI that you  
6 agree with Mr. Bradbury that adding TAFI functionality to  
7 EBI is a goal worth pursuing, is that correct?

8 A That's correct.

9 Q Were you aware that AT&T has been requesting  
10 access to TAFI through EBI interface since practically April  
11 of 1996?

12 A I will take that subject to check. It's been a  
13 number of months, yes.

14 Q When will BellSouth be able to provide TAFI  
15 functionality through EBI interface?

16 A At the moment I can't give you a definite answer.  
17 Whenever BellSouth, AT&T and the standards committee can  
18 agree on the transactions to be implemented over that  
19 interface, providing it on the BellSouth side of the  
20 interface is not nearly as difficult as figuring out what  
21 data we're going to send back and forth over the interface.  
22 I honestly don't have a good date for that.

23 Q Is there any reason why BellSouth has to wait --  
24 Well, BellSouth and CLECs in the southern region, in the  
25 southern part of the country have to wait for the standards  
26 body to rule on this or could they agree on it themselves?

1       A     The reason they are actually -- let me answer your  
2 question in two parts. One there are some reasons to go  
3 ahead and there are some reasons to wait. The reasons to go  
4 ahead would be to get to functionality as early as possible.  
5 The reasons to wait are that we do coding, which then is  
6 not compliant with, for instance, how MLT queries are to be  
7 sent back and forth over that interface and then we all have  
8 to recode again next year or later this year, whenever the  
9 standard comes out. There are arguments on both sides.

10



Pamela A. Nelson

Room 12N54  
1200 Peachtree St NE  
Atlanta, GA 30309  
404 810-3100

April 9, 1998

Ms. Jan M. Burriss  
BellSouth Interconnection Services  
1960 West Exchange Place, Suite 200  
Tucker, Georgia 30084

Dear Jan:

This is to advise you that effective immediately, AT&T is suspending implementation and deployment of the Maintenance Electronic Bonding Interface ("EBI").

Because the EBI interface requires significant transaction volumes for it to be cost-effective, and because such volumes are unattainable given our inability to get the form of interconnection we need, we are discontinuing its implementation. AT&T has previously stated that we cannot continue to pursue entry via resale because it is not a financially viable option. AT&T also has been foreclosed from offering local exchange service via the UNE Platform because BellSouth has refused to make the platform available. In addition, information we have been provided by BellSouth indicates that local service using UNEs will be designed as private line circuits. That being the case, it is unclear whether the EBI interface is usable in a UNE environment. Until its utility in that environment is clear, it is not prudent to continue expenditures for its development.

In light of the suspension of this EBI capability, BellSouth and AT&T need to maintain the existing manual arrangements to provide repair and maintenance services for any current AT&T local service customers. We appreciate your cooperation in maintaining those arrangements.

AT&T remains committed to entering local exchange markets where appropriate conditions exist and will obviously need to implement maintenance and repair interfaces to support such entry. When the appropriate conditions exist, AT&T will resume its development and implementation of the maintenance and repair interface.

Sincerely,

*Pam Nelson* /krl

cc: Ray Crafton  
Michelle Augier