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BELLSOUTH

Kathleen B. Levitz
Vice President-Federal Regulatory

Suite 900
1133-21st Street, N.W.
Washington, D.C. 20036-3351
202 463-4113
Fax: 202 463-4198
Internet: levitz.kathleen@bsc.bls.com

June 17, 1999

RECEIVED

JUN 17 1999

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Written Ex Parte in CC Docket No. 98-121

Dear Ms. Salas:

This is to inform you that BellSouth Corporation has made a written ex parte to William Agee, a senior attorney in the Common Carrier Bureau's Policy and Program Planning Division. That ex parte consists of a copy of the BellSouth Georgia OSS Evaluation Master Plan filed on June 1, 1999 with the Georgia Public Service Commission in its Docket No. 8354-U.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, we are filing two copies of this notice and that written ex parte presentation in the docket identified above. Please associate this filing with the record in that proceeding.

Sincerely,



Kathleen B. Levitz
Vice President – Federal Regulatory

Attachment

cc: William Agee

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COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

GPSC

Docket No. 8354-U

**BellSouth – Georgia
OSS Evaluation
Master Test Plan**

&

**Flow-Through
Audit Plan**

Fred McCallum Jr.
General Counsel - Georgia

BellSouth Telecommunications, Inc.
Legal Department - Suite 376
125 Perimeter Center West
Atlanta, Georgia 30346
Telephone: 770-391-2416
Facsimile: 770-391-2812

June 1, 1999

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JUN 17 1999

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue, S.W. Room 520
Atlanta, Georgia 30334

**Federal Communications Commission
Office of Secretary**

Re: Investigation Into Development of Electronic Interfaces for
BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Ms. O'Leary:

Pursuant to the requirements of the Commission's May 20, 1999 Order on Third Party Testing, enclosed for filing is the BellSouth - Georgia OSS Evaluation Master Test Plan (OSS Plan) as well as the Flow-Through Audit Plan (Flow-Through Plan)¹.

The Commission's Order also requested BellSouth to file an estimated time frame for accomplishing the audits. BellSouth's estimated time frame for completing these audits is as follows:

June 15, 1999 - First Interim Report OSS Plan

July 15, 1999 - Second Interim Report OSS Plan

August 19, 1999 - Final Report OSS Plan and Flow-Through Plan

These time frames are estimates and may change as these audits progress.

Sincerely,


Fred McCallum, Jr.

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¹ Final negotiations with the two firms that will be serving as Firm A and Firm B, Hewlett-Packard and KPMG, have not been completed. However, BellSouth has reached preliminary agreements with both firms that will allow the audits to proceed as directed by the Commission while the final contracts are being completed.

CERTIFICATE OF SERVICE

Docket No. 8354-U

This is to certify that I have this day served a copy of the BellSouth – Georgia OSS Evaluation Master Test Plan & Flow-Through Audit Plan upon known parties of record, as follows:

Jim Hurt, Director
Tammy Stanley, Esq.
Consumers' Utility Counsel
2 MLK, Jr. Drive, Plaza Level East
Atlanta, GA 30334-4600

Newton M. Galloway
Newton Galloway & Associates
Suite 400 First Union Bank Tower
100 South Hill Street
Griffin, GA 30229

Charles A. Hudak, Esq.
Gerry, Friend & Saprnov, LLP
Three Ravinia Drive, Suite 1450
Atlanta, GA 30346-2131

Kent Heyman, General Counsel
MGC Communications
3301 N. Buffalo Drive
Las Vegas, NV 89129

Suzanne W. Ockleberry
AT&T
1200 Peachtree Street, NE
Suite 8017
Atlanta, GA 30309

John M. Stuckey, Jr.
Terri M. Lyndall
Webb, Stuckey & Lindsey
Harris Tower, Peachtree Center
233 Peachtree Street, 14th Floor
Atlanta, GA 30303

Charles V. Gerkin, Jr.
Chorey, Taylor & Feil
Suite 1700, The Lenox Building
3399 Peachtree Road, N.E.
Atlanta, GA 30326

Frank B. Strickland
Wilson, Strickland & Benson
One Midtown Plaza, Suite 1100
1360 Peachtree Street, NE
Atlanta, GA 30309

David I. Adelman
Sutherland, Asbill & Brennan
999 Peachtree Street, N.E.
Atlanta, GA 30309-3996

Carolyn Tatum Roddy
Sprint Communications
3100 Cumberland Circle
Atlanta, GA 30339

John P. Silk
Georgia Telephone Association
1900 Century Boulevard, Suite 8
Atlanta, GA 30345

Patrick K. Wiggins
Wiggins & Villacorta
2145 Delta Boulevard, Suite 200
Tallahassee, FL 32303

Richard M. Rindler
Swidler & Berlin
3000 K Street, NW, Suite 300
Washington, DC 20007

James G. Harralson
BellSouth Long Distance
32 Perimeter Center East
Atlanta, GA 30346

Robert A. Ganton
Regulatory Law Office
Dept. Army
Suite 700
901 N. Stuart Street
Arlington, VA 22203-1837

Charles F. Palmer
Troutman Sanders LLP
5200 NationsBank Plaza
600 Peachtree Street, NE
Atlanta, GA 30308-2216

Peter C. Canfield
Dow Lohnes & Albertson
One Ravinia Drive, Suite 1600
Atlanta, GA 30346

Judith A. Holiber
One Market
Spear Street Tower, 32nd Floor
San Francisco, CA 94105

James M. Tennant
Low Tech Designs, Inc.
1204 Saville Street
Georgetown, SC 29440

Lauren McGurk Seeger
Morris, Manning & Martin
1600 Atlanta Financial Center
3343 Peachtree Road, NE
Atlanta, GA 30326-1044

Peyton S. Hawes Jr.
127 Peachtree Street, NE
Suite 1100
Atlanta, GA 30303-1810

Daniel Walsh
Assistant Attorney General
Office of the Attorney General
40 Capitol Square
Atlanta, GA 30334-1300

Tom Bond
Georgia Public Service Commission
47 Trinity Avenue, Room 520
Atlanta, GA 30334

Special Assistant Attorney General
Georgia Public Service Commission
47 Trinity Avenue, Room 520
Atlanta, GA 30334

Mark Brown
Director of Legal and Government Affairs
MediaOne, Inc.
2925 Courtyards Drive
Norcross, GA 30071

Cecil L. Davis Jr.
NEXTLINK Georgia, Inc.
4000 Highlands Parkway
Smyrna, GA 30082

This 1st of June, 1999.


Fred McCallum Jr.

BellSouth Telecommunications, Inc.
125 Perimeter Center West, Room 376
Atlanta, Georgia 30346
(770) 391-2416
107983

BellSouth - Georgia OSS Evaluation Master Test Plan

FINAL
Version 1.0

May 29, 1999

BellSouth-Georgia OSS Evaluation

Master Test Plan

Document Organization Summary

<i>Section</i>	<i>Section Title</i>	<i>Description</i>
I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D	Performance Metrics	Lists the process performance metrics that will be collected as part of the Test.
Appendix E	References	Lists the references used in developing this document.
Appendix F	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

I. Document Control

A. Distribution

<i>Person</i>	<i>Department</i>	<i>Date Sent</i>
Georgia Public Service Commission		
To Be Named	Georgia Public Service Commissioner	June 1, 1999
To Be Named	Georgia Public Service Commission Staff	June 1, 1999
KPMG LLP		
Michael Weeks	Third Party OSS Testing Audit Director	June 1, 1999
Ray Sears		June 1, 1999
Dietmar Nicolai		June 1, 1999
Hewlett-Packard		
To Be Named	Third Party OSS Testing Engagement Director	
BellSouth		
William Stacy	ICS Access Certification Program Sponsor	June 1, 1999
Bennett Ross	BellSouth Legal	June 1, 1999

Figure I - I: Distribution List For Document

B. Approved By

<i>Person</i>	<i>Department</i>	<i>Date</i>
To Be Named	Georgia Public Service Commissioner	
To Be Named	Georgia Public Service Commission Staff	
Michael Weeks	KPMG Third Party OSS Testing Audit Director	

Figure I - II: Approval List For Document

C. Version Control

<i>Version</i>	<i>Date</i>	<i>Reason</i>
Draft 1.0	March 19, 1999	Draft version for project review
Draft 2.0	May 21, 1999	Working draft for internal review
Draft 2.1	May 25, 1999	Working draft for KPMG/BellSouth review
Draft 2.2	May 27, 1999	Working draft for final review
Final 1.0	May 29, 1999	Final copy for Georgia PSC review

Figure I - III: Version Control

II. Introduction

A. Background

Section 271 of the Telecommunications Act of 1996 (the Act) stipulates that before BellSouth can offer in-region interLATA services, it must first demonstrate, among other things, compliance with the interconnection, unbundling, and resale obligations that are designed to facilitate competition.¹ An integral part of BellSouth's obligations under the Act is to offer nondiscriminatory access to operations support systems (OSS)² for the resale of its retail telecommunications services and the provision of unbundled network elements (UNEs).

The Georgia Public Service Commission (Georgia PSC) and the Federal Communications Commission (FCC) will evaluate BellSouth's compliance with this obligation by determining the following:

- whether BellSouth has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions³
- whether the OSS functions that BellSouth has deployed are operationally ready, as established by performance measurements and other evidence of commercial usage³

The FCC considers actual commercial usage to be the most probative evidence that OSS functions are operationally ready, but will also consider carrier-to-carrier testing, independent third-party testing, and internal testing in the absence of commercial usage.⁴

Compliance with these requirements will provide new entrants with the ability to obtain pre-ordering information, place service orders for their customers, submit trouble reports, and obtain billing information at a level deemed to be nondiscriminatory when compared with BellSouth's retail operations. BellSouth supports a variety of OSS interfaces, including machine-to-machine and terminal-type, which CLECs can use to access BellSouth's OSS and perform these functions.

In accordance with the direction provided by the Georgia PSC in its Order on Petition for Third Party Testing (Georgia Order), dated May 20, 1999, BellSouth has retained KPMG LLP (KMPG) to audit, monitor, evaluate and report on the testing process and Hewlett-Packard (HP) to conduct feature, function and volume tests using BellSouth's interfaces. This BellSouth-Georgia OSS Evaluation Master Test Plan (MTP) describes the required testing of BellSouth's OSS consistent with the requirements outlined by the Georgia PSC.

¹ FCC's Second BellSouth Louisiana Order (LA II), paragraph 3.

² LA II, paragraph 83. The Federal Communications Commission (FCC) has defined OSS to be "the systems, information, and personnel that support network elements or services offered for resale."

³ LA II, paragraph 85.

⁴ LA II, paragraph 86.

B. Scope

The scope of the BellSouth-Georgia OSS Evaluation Test (Test) was based on the Bell Atlantic - New York (BA-NY) Test Plan and adapted to conform to the Georgia Order to create this MTP.

In summary, the Georgia Order has mandated that the Test specifically address the following elements of BellSouth's OSS infrastructure:

- electronic OSS interfaces (identified below)
- UNE analog loops (w/and w/out number portability - INP/LNP), UNE switch ports and UNE business and residence loop-port combinations
- all five core OSS process domains (pre-ordering, ordering, provisioning, maintenance & repair, and billing)
- normal and peak volume testing of electronic interfaces to the pre-ordering, ordering, and maintenance & repair processes using a representative service mix of resale services and UNE transactions

The PSC also requires an audit of BellSouth's Flow-Through Service Request report for the latest three months of data. An operational and functional audit of the calculations will be undertaken as part of a separate initiative; the MTP will support that audit by logging transaction data through test monitoring tools as well as BellSouth's transaction reporting system. The resulting comparison will assess the accuracy of BellSouth's performance measurements system, including error analysis.

Although not required by the Georgia Order, the testing will also address the business processes of forecasting for OSS volumes and change management of the electronic interfaces.

Logical Scope

The logical scope of the Test has been broken down into several test domains. Test domains are groupings of organizationally similar concepts that help define the work required to meet the objectives of the Test. Each of these domains will be further defined in Section III and serve as the cornerstones for discussion throughout this MTP. The following four test domains have been defined for the Test:

- Business Processes
- Product Categories
- OSS Interfaces
- Test Objectives

Each test domain is broken down and discussed in greater detail in the sections below. These domains and attributes are the foundation of what must be tested. The scope of the test drives the scope of the test interface build (as specified in Section III-B) and analysis.

Processes

The Process domain describes the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

<i>Process</i>	<i>Description</i>
Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request. Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability. ⁵
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status noticing in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status noticing (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users. ⁶
Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions. ⁷
Forecasting & Change Management	The Forecasting & Change Management business processes address the procedures, activities and documents relating to the development of volume projections and change control over OSS interfaces and documentation.

Figure II - I: Business Process Descriptions

⁵ LA II, paragraph 94.
⁶ LA II, paragraph 158.
⁷ LA II, paragraph 145.

Product Categories

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

Product	Description
Resale	<p>Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.⁸ The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. The following electronically ordered resale services and features will be included in the volume tests:</p> <ul style="list-style-type: none">• Simple Resale (as specified in Figure II - III)• ISDN Basic Rate Interface• PBX Trunks• Hunting• Synchronet
UNEs	<p>UNEs may be characterized as individual components of the BellSouth network made available to CLECs, including local loops, local switching (ports), interoffice transmission facilities, signaling networks and call-related databases, among others.⁹ In the Georgia Order, the Georgia PSC focused the Test on the following UNEs:</p> <ul style="list-style-type: none">• 2-wire analog loops (w/ and w/o number portability)• 2-wire analog switch ports• 2-wire analog business and residential loop-port combinations• INP/LNP

Figure II - II: Product Category Descriptions

⁸ LA II, paragraph 306.

⁹ LA II, paragraph 83.

<i>Simple Resale Services & Features</i>	
<ul style="list-style-type: none"> • Flat Rate Residence • Measured Rate Residence • Touchtone • Optional Calling Plan (OCP) • Integrated Package - Area Plus[®] with Complete Choice[®], Complete Choice[®] • Flat Rate/Basic Local Exchange • Measured Rate Business • Georgia Community Plan • Area Plus[®] • Visual Director[®] • Custom Calling - Speed Calling 8 & 30 • Custom Calling - 3 Way Calling • Custom Calling - Call Forward Variable • Custom Calling - Remote Access to CF 	<ul style="list-style-type: none"> • RingMaster[®] • Message Telephone Service (MTS) • TouchStar[®] - Call Tracing • TouchStar[®] - Call Block • TouchStar[®] - Call Selector • TouchStar[®] - Call Return • TouchStar[®] - Repeat Dialing • TouchStar[®] - Preferred Call Forwarding • MemoryCall[®] • MemoryCall[®] Answering Service • Caller ID • Call Waiting • Call Waiting - Deluxe • Customized Code Restriction • Enhanced Caller ID • Remote Call Forwarding (RCF)

Figure II - III: Simple Resale Services and Features

Appendix A contains additional information regarding the resale services and UNEs that will be addressed as part of this Test.

OSS Interfaces

The OSS Interface domain identifies the various electronic gateways available to CLECs for transacting business with BellSouth in each of the above mentioned Process domains. Figure II-IV describes the interfaces identified for testing in the Georgia Order and links each to its respective process domain.

<i>Interface</i>	<i>Description</i>	<i>Process</i>
TAG	BellSouth offers the Telecommunications Access Gateway (TAG) with a CORBA-based API as its transaction-based interface between BellSouth's OSS and CLEC clients for pre-ordering and ordering functionality. ¹⁰	Pre-Ordering Ordering & Provisioning
EDI	BellSouth offers the Electronic Data Interchange (EDI) as an application-to-application interface that allows CLECs to	Ordering & Provisioning

¹⁰ TAG API Programmers Guide, p. 2-5.

Interface	Description	Process
	exchange local service requests, changes, and acknowledgments with BellSouth. ¹¹	
TAFI	BellSouth offers the Trouble Analysis Facilitation Interface (TAFI), a proprietary, interactive terminal-type OSS interface that provides CLECs with automated trouble reporting and screening functionality for telephone number assigned resale services and UNEs. ¹²	Maintenance & Repair
ECTA	BellSouth offers the Electronic Communication Trouble Administration (ECTA) standard machine-to-machine interface for local exchange trouble reporting and notification that supports both telephone number assigned and circuit-identified resale services and UNEs. ¹³	Maintenance & Repair
ODUF	BellSouth offers the Optional Daily Usage File (ODUF) to provide CLECs with customer usage information on billable transactions for resold lines, Interim Number Portability (INP) accounts, and UNE ports. ¹⁴	Billing
EODUF	BellSouth offers the Enhanced Optional Daily Usage File (EODUF) to provide CLECs with customer usage information on local calls originating from lines resold to end users. ¹⁵ This usage file has been removed from scope due to its applicability to resale services only.	Billing
ADUF	BellSouth offers the Access Daily Usage File (ADUF) to provide CLECs with customer usage information for interstate access services/calls originating from and terminating to UNE ports. ¹⁶	Billing
CRIS	BellSouth offers the Customer Record Information System (CRIS) as an invoiced billing information delivery vehicle that provides CLECs with call detail records, billable events, and billing charges associated with local and local toll for individual end users.	Billing
CABS	BellSouth offers the Carrier Access Billing System (CABS) as an invoiced billing information delivery vehicle that provides CLECs with bulk billed and call detail access usage as well as billing for designed UNEs.	Billing

Figure II - IV: OSS Interface Descriptions

¹¹ BellSouth Local Exchange Ordering Implementation Guide, Volume 4, Issue 7d, January, 1999, p. 2-5.

¹² BellSouth CLEC TAFI End User Training and User Guide, Issue 6, September, 1998, p. 3.

¹³ LA II, paragraph 157.

¹⁴ Stacy LA II Affidavit, paragraph 184-6.

¹⁵ BellSouth Interconnection Services Website, www.interconnection.bellsouth.com/products/billing/eoduf.htm.

¹⁶ LA II, paragraph 160.

Test Objectives

The Test Objectives provide a broad characterization of the type of testing to be conducted within each testing event. Figure II-V summarizes the Test Objectives that will be addressed in accordance with the Georgia Order:

<i>Test Objective</i>	<i>Description</i>
Interface	This objective tests the ability of BellSouth to provide nondiscriminatory access to its OSS interfaces in support of the BellSouth-CLEC business relationship. The electronic interfaces tested will include both industry standard machine-to-machine and terminal-type interfaces.
Functionality	This objective tests the ability of BellSouth to provide electronic pre-ordering, ordering, provisioning, maintenance and repair, and billing OSS functionality sufficient to allow CLECs a meaningful opportunity to compete in the local telecommunications services market. In accordance with the Georgia Order, this MTP will address functionality for UNEs only.
Performance	This objective will evaluate the transactional and operational testing conducted through the test facilities to determine whether the results repeated through the test process match the data and the reports generated by BellSouth's performance measurements systems. This Test Objective will include validation of BellSouth's OSS performance measure results to ensure that they are being accurately reported.
Volume & Scalability	This objective tests the ability of BellSouth's electronic OSS interfaces to support reasonably foreseeable transaction volumes.
Documentation	This objective tests the adequacy of BellSouth's OSS interface documentation in describing to CLECs how to implement and use all of the business rules defining the electronic OSS functions available to them.

Figure II - V: Test Objective Descriptions

Deliverable Scope

The following figure describes the primary deliverables for the Test:

<i>Deliverable</i>	<i>Description</i>
BellSouth-Georgia OSS Evaluation Master Test Plan (MTP)	The MTP details the scope of the test, including the definition of test cycles, test scenarios for transactional testing, and the methodologies for test execution.
Severity 1, 2, and 3 Test	The Severity 1, 2, and 3 Test Exception Report contains a

<i>Deliverable</i>	<i>Description</i>
Exception Reports	description and history of all open and closed critical defects identified during the Test.
Test Results Reports	The Test Results Report is the formal summary of test results, including the quantitative data and the qualitative assessments that result from conducting the Test. This is a formal report out on the results of the Test.

Figure II - VI: Test Deliverable Descriptions

C. Goals and Objectives

1.0 Goals

Test Scope

The overall goal of this document is to provide a comprehensive description of the plan to test BellSouth's OSS systems, interfaces, information, and processes in accordance with the Georgia Order. This MTP will be the foundation upon which individual tests will be designed and executed.

Test Results

The Test will provide the results reports necessary for the Georgia PSC, DoJ and FCC to assess BellSouth's compliance with the provision of nondiscriminatory access to its OSS in support of CLEC entry into the local telecommunications services market.

2.0 Objectives

Assess ability of a CLEC to build interfaces to BellSouth's OSS with publicly available information

The Test will assess the feasibility of building operational interfaces to BellSouth's OSS infrastructure from publicly and/or commercially available sources.

Verify the capacity and/or scalability of BellSouth's OSS gateways to meet future projected volumes

The Test will verify that BellSouth's electronic pre-ordering, ordering, and maintenance & repair OSS gateways have the ability to process representative normal and peak transaction volumes for the year end 2001 (YE01) time frame. This segment of the Test will address the scalability of the technology and architecture required to support the above mentioned volume forecasts, in addition to transactional testing of projected normal and peak volumes.

Verify the functionality of BellSouth's electronic OSS gateways

The Test will verify that BellSouth's electronic OSS gateways support the applicable pre-ordering, ordering, provisioning, maintenance & repair, and billing functionality for UNEs.

D. Document Audience/Vendor Selection

The audience for this document includes those directly responsible for the design, development, execution, and reporting of specific tests and Test results, and parties interested in the scope and results of the Test. The independent third party auditor (KPMG) and tester (HP) were designated and described in the Georgia Order as Firm B and Firm A, respectively. KPMG and HP were selected as a result of their superior qualifications as well as the substantial experience these firms have in similar projects in other states, such as New York. Many of the following stakeholders are referred to throughout this document:

Georgia Public Service Commission

The Georgia PSC will ensure that this document meets the third party testing requirements outlined in the Georgia Order, including validation of test cycles, test scenarios, performance measures, and evaluation criteria. Additionally, the Georgia PSC is responsible for the final evaluation and interpretation of Test results.

KPMG

KPMG is the independent third party auditor responsible for auditing the entire testing process, approving the MTP, and reporting the test results to the Georgia PSC.

Hewlett-Packard (HP)

HP is the independent third party responsible for conducting the feature, function, and volume tests using BellSouth's interfaces consistent with the requirements of the Georgia Order and for reporting the test results to KPMG.

Federal Communications Commission

The FCC may wish to observe the development, execution, and evaluation of the Test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

Department of Justice (DoJ)

The DoJ may wish to observe the development, execution, and evaluation of the Test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

CLEC Community

CLECs will use this document to understand the scope (breadth and depth) and results categories of the Test, and to provide their comments as stipulated in the Georgia Order.

BellSouth

BellSouth will use this MTP to understand the testing framework and to prepare the test bed.

E. Assumptions

This section describes the project-level assumptions made in the development of this MTP. Many scope-related assumptions were derived directly from the Georgia Order. Others are based on analysis of regulatory orders, including the results of prior filings by BellSouth and other RBOCs. Additional lower-level assumptions may be discussed within the appropriate sections of this document.

BellSouth Involvement & Support

- BellSouth will provide access to the applicable training courses and documentation in support of the Test.
- BellSouth will provide the necessary resources, facilities, and support to set up the Build and the supporting test bed required to execute the Test (e.g., equipment, identification badges, interface security access, customer account information, test transaction tracking fields, etc.).
- BellSouth will process test transactions as part of normal production activities, including the provisioning of some test cases.
- BellSouth will allow KPMG and HP to observe wholesale processes on-site during applicable evaluation efforts.
- BellSouth will provide KPMG and HP access to historical data and current operational reports, as applicable, to complete the evaluation.
- BellSouth will maintain a stable OSS environment for the duration of the Test.
- All BellSouth tools and documents made available to KPMG and HP are or will be made publicly available.

Test Scope

- The Test will be conducted using a military-style approach. Each test target will be regression tested until all Severity 1, 2, and 3 test exceptions are eliminated.
- BellSouth's resale telecommunications services will only be addressed in volume testing to ensure a valid mix of transaction types for the targeted OSS interfaces. No functional testing or process evaluation of resale services will be conducted as part of this Test.
- Transaction projections will include volumes across BellSouth's entire nine state region even though the Test is being designed and conducted in support of a Section 271 application for the state of Georgia.
- Transaction volume projections will be developed from actual data trends, CLEC forecasts, and market share loss curve case study analysis for the YE01 time frame.
- Volume testing of BellSouth's OSS interfaces will address normal and peak volumes for electronically submitted transactions.
- Volume testing of the ordering OSS interfaces will include orders that flow-through to firm order confirmation (FOC), auto-clarified errors, and a representative sample of service requests and errors that fall out for manual processing.
- Volume testing of the billing and provisioning OSS interfaces is outside the scope of this Test.
- Scalability analyses will be conducted for BellSouth's OSS interfaces that deliver pre-ordering, ordering, provisioning, maintenance and repair, and billing functionality to CLECs.
- All manually submitted OSS process transactions are outside the scope of this Test.
- The Test will require the provisioning of a sample of UNE test cases.
- Testing the billing OSS infrastructure will require the generation of test calls across two consecutive billing cycles.
- Maintenance and repair trouble reporting transactional tests for new installs will be staggered in time such that any gaps between actual customer service activation and completion notice (CN) delivery will be addressed.
- Document analyses will address the information provided to CLECs by BellSouth (including that provided during training classes) for all identified OSS interfaces for both resale services and UNEs.

F. Document Structure

<i>Section</i>	<i>Section Title</i>	<i>Description</i>
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V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D	Performance Metrics	Lists the process performance metrics that will be collected as part of the Test.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix F	References	Lists the references used in developing this document.
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

Figure II-VII Document Overview

III. Test Plan Framework

A. Scope

The evaluation of BellSouth's OSS infrastructure in accordance with the Georgia Order requires the development of a test framework. The framework will ensure complete coverage of the Georgia PSC's third party testing targets across the dimensions of test scope defined in Section II - Introduction:

- Business Processes
- OSS Interfaces
- Test Objectives
- Product Categories

<i>Test Framework Dimensions</i>			
<i>Business Processes</i>	<i>Interfaces</i>	<i>Test Objectives</i>	<i>Product Categories</i>
Pre-Ordering	TAG	Functionality	Resale
Ordering & Provisioning	TAG EDI	Performance	UNE
Billing	ODUF/ADUF CRIS/CABS	Interface	
Maintenance & Repair	TAFI ECTA	Volume, Scalability	
Forecasting & Change Management	All	Documentation	

Figure III-1: Test Framework Dimensions

Test objectives were mapped across process domains to form objective-oriented tests. These tests were then refined by applicable interface type and/or product category to form test cycles.

Collectively, the domains define the systems, processes, products, and conditions to be tested, or the "test targets." The test approach, or the techniques and delivery vehicles required to execute the Test, are defined by introducing additional dimensions of test methods. Finally, the dimension of performance metrics serves as the basis for determining whether or not an individual test event met stated objectives and achieved expected results. These concepts are described in greater detail below.

B. Approach

Test Methods

Test methods identify the type of testing required to address the test targets. Test methods fall into the following two broad categories:

- transactional analysis
- operational analysis

While transactional testing and operational analysis test cycles are structured in the same format and are evaluated by the same set of metrics, the approach used to execute the Test varies significantly.

Transactional Analysis

Transactional analysis is initiated through test cases and may be characterized by the presence of mechanized systems and electronic gateways supporting the exchange of transaction data and collection of performance metrics. This automated testing process will be triggered by test transactions that exercise the full range of OSS business rules and load conditions.

Operational Analysis

Operational analysis is a multi-dimensional test method focused on the form, structure, and content of the test target. This method addresses the organizational (people), process, and technology aspects of BellSouth's OSS. It can be further divided into *invasive* analyses, which require entry into BellSouth's back-office operations, and *non-invasive* analyses, which may be conducted without direct involvement from BellSouth resources.

Test Techniques

The test methods can be further broken down into test techniques as follows:

<i>Test Method</i>	<i>Test Technique</i>	<i>Description</i>
Transactional	Transaction Processing	Test case execution, logging and comparison to expected results
	Performance Comparison	Comparison of performance results logged by HP's test facilities against BellSouth's performance measures
Operational	Inspection*	Physical review of back-office activities, documents and systems
	Interviews*	Directed conversations with BellSouth personnel