

BELLSOUTH
ORIGINAL

Kathleen B. Levitz
Vice President-Federal Regulatory

EX PARTE OR LATE FILED

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October 28, 1999

RECEIVED

OCT 28 1999

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

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

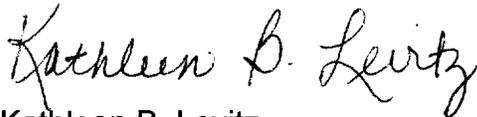
Re: Written Ex Parte in CC Docket No. 98-121

Dear Ms. Salas:

This is to inform you that BellSouth Corporation has made a written ex parte to Bill Agee, a senior attorney in the Common Carrier Bureau's Policy and Program Planning Division. That ex parte consists of copies of revisions to parts of the BellSouth-Georgia OSS Evaluation Master Test Plan Version 3.0 that KPMG filed with the Georgia Public Service Commission on October 26, 1999. I also sent copies of the report to Andrea Kearney, a senior attorney in the Division.

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

Sincerely,



Kathleen B. Levitz

Attachment

cc: Andrea Kearney (w/o attachment)
William Agee (w/o attachment)

No. of Copies rec'd 0+2
List ABCDE

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Vice President-Federal Regulatory

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October 28, 1999

WRITTEN EX PARTE

Mr. William Agee
Policy and Program Planning Division
Common Carrier Bureau
Room 5-C231
Federal Communications Commission
The Portals
445 12th St. S.W.
Washington, D.C. 20554

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OCT 28 1999
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

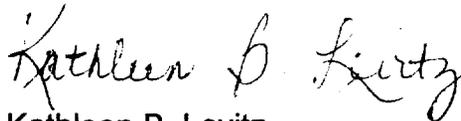
Re: CC Docket No. 98-121

Dear Mr. Agee:

Attached are copies of revisions to pages of Version 3.0 Master Test Plan that were filed with the Georgia Public Service Commission on Tuesday, October 26, 1999. I am sending these revisions to you in response to your request that BellSouth share with you any revisions to the plan governing the third-party testing program currently underway in Georgia. The enclosed copies are in "red-lined" or "legislative" format, which I hope will make easier your ability to compare and contrast this with earlier versions. If you have any questions after reviewing the report, please call me at 202.463.4113.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, I am filing two copies of this written ex parte presentation with the Secretary of the Commission and requesting that it be associated with the record in the docket identified above.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Andrea Kearney



303 Peachtree Street, N.E.
Suite 2000
Atlanta, GA 30308

Telephone 404 222 3000
Fax 404 222 3050

October 26, 1999

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW
Atlanta, GA 30334

RECEIVED

OCT 26 1999

EXECUTIVE SECRETARY
G.P.S.C.

Dear Ms. O'Leary:

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

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of revised pages for the BellSouth - Georgia OSS Evaluation Master Test Plan Version 3.0 that was filed with the Commission on October 18, 1999.

The revised pages correct typographical errors found in Appendix D1 (pages D1-33 and D1-34), Section II (page 6), and Section V (page V-23). These revisions are indicated in legislative format in the instant filing.

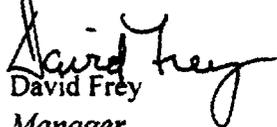
In addition, Appendix D2 is being replaced in its entirety to provide the Georgia Service Quality Measurements (SQM), in lieu of the previous Regional SQM.

I would appreciate your filing same and returning the extra copy stamped "filed" in the enclosed self-addressed, stamped envelope.

Thank you for your assistance in this matter.

Very truly yours,

KPMG LLP


David Frey
Manager

Enclosures



5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed in order to test end-to-end provisioning process on UNE Loop orders. In addition, in order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
BellSouth provisioned service	Receive design documents	Timeliness of Response Accuracy of Document(s) Availability of Document(s) Change Management Notification Structure of Document(s) Distribution of Document(s)	O&P-5-1-1
	Establish provisioning date and time	Process Validation	O&P-5-1-2
	Perform provisioning activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness of of Response/ Completion Provisioning Systems Integrity	O&P-5-1-3
	Perform testing activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness of of Response/ Completion Provisioning Systems Integrity	O&P-5-1-4

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Turn up service	Provisioning Validation Provisioning Coordination Provisioning Timeliness or of Response/ Completion Provisioning Systems Integrity	O&P-5-1-5

Each test ~~domain~~ dimension 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~~ Processes 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.

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 (<u>LSR</u>). Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability. ¹
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 <u>notification</u> 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 <u>notification</u> (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. ²

¹ LA II, paragraph 94.

² LA II, paragraph 158.

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. ³
Change Management	The Change Management business processes address the procedures, activities and documents relating to the development of change control over OSS interfaces and documentation.

Figure II - I: Business Process Descriptions

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.

Resale	<p>Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.⁴ 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 <u>Electronically ordered Simple Resale</u> resale services and features will to be included in the volume tests <u>will be selected from among those specified in Figure II - III.</u></p> <p>Simple Resale (as specified in Figure II - III)</p> <p>ISDN Basic Rate Interface</p> <p>PBX Trunks</p> <p>Hunting</p> <p>Synchronet</p>
--------	---

³ LA II, paragraph 145.

⁴ LA II, paragraph 306.

5.0 O&P-5: Provisioning Verification Test

5.1 Description

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios**.

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance Results Comparison Test (O&P-7) ~~and KPMG as~~ inputs to ~~their respective~~ test execution functions.

5.2 Objective

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.3 Entrance Criteria

- Global Entrance Criteria satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT obtained.
- Test transaction tracking strategy identified.
- BellSouth performance measurement tracking system prepared to track transactions.
- Three carrier OCNs obtained for provisioning.
- Test scenarios selected. (Refer to **Appendix B-3**).
- Test transaction tracking data elements ~~must be~~ identified.

- Expected result files ~~must be~~ completed.
- BellSouth test bed ~~must be~~ prepared and customer account data loaded.
- BellSouth test facilities ~~must be~~ available.
- Test management tools ~~must be~~ installed and fully configured.
- Test scripts (transaction content) ~~must be~~ completed and loaded.
- Test case execution ~~must be~~ scheduled.
- Detailed test cycle execution checklist ~~must have been~~ created.
- Test logs ~~must have been~~ created and results reporting templates completed.
- Test execution team ~~must be~~ identified, trained, and scheduled.
- Test Plan and evaluation criteria ~~must be~~ defined and approved.

5.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate UNE provisioning.

<i>Test Objective: Functionality and Performance</i> <i>Test Technique: Transaction Processing Inspection</i>	
<i>Sub-Process</i>	<i>Function</i>
BellSouth Provisioned Service	Receive design documents.
	Establish provisioning date and time.
	Perform provisioning activities.
	Perform testing activities.
	Turn up service.

Figure V-VI: -Provisioning -Verification Test Scope

**Appendix D-2:
Service Quality Measurements
Georgia Performance Reports
10/22/1999**

BellSouth
Service Quality Measurements
Georgia Performance Reports

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

BellSouth
Service Quality Measurements
Georgia Performance Reports

PRE-ORDERING - OSS

Report/Measurement :	
Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
<ul style="list-style-type: none"> • RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG – TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address. • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability. • DSAP (DOE Support Application) - provides due date information. • HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability. 	
Calculation:	
$\Sigma[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Request to Legacy})] / (\text{Number of Legacy Requests During the Reporting Period}) \times 100$	
Report Structure:	
<ul style="list-style-type: none"> • Not CLEC Specific • Not product/service specific • Regional Level 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope 	<ul style="list-style-type: none"> • Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark	
CLEC Average Response Interval is comparable to BST Average Response Interval	

Revision date: 09/14/99 (lg)

BellSouth
Service Quality Measurements
Georgia Performance Reports

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

Revision date: 08/10/99 (lg)

BellSouth
Service Quality Measurements
Georgia Performance Reports

PRE-ORDERING - OSS

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Regional Level 	
Calculation:	
$(\text{Functional Availability}) / (\text{Scheduled Availability}) \times 100$	
Report Structure:	
<ul style="list-style-type: none"> • Not CLEC Specific • Not product/service specific • Regional Level 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Regional Scope 	<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability	

Revision date: 09/14/99 (lg)

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

BellSouth
Service Quality Measurements
Georgia Performance Reports

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)
Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention
Exclusions:
<ul style="list-style-type: none"> • Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout • Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)
Business Rules:
<p>The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.</p> <p>Definitions:</p> <p>Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.</p> <p>Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.</p> <p>Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.</p> <ol style="list-style-type: none"> 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS <p>* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.</p> <p>Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.</p>

BellSouth
Service Quality Measurements
Georgia Performance Reports

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:	
Percent Flow Through Service Requests = $\Sigma[(\text{Total number of valid service requests that flow-through to SOCS}) / (\text{Total number of valid service requests delivered to SOCS}) \times 100$	
Description: Percent Flow Through = (The total number of LSRs that flow through LESOG to SOCS) / (the number of LSRs passed from LEO to LESOG) – $\Sigma[(\text{the number of LSRs that fall out for manual processing}) + (\text{the number of LSRs that are returned to the CLEC for clarification}) + (\text{the number of LSRs that contain errors made by CLECs})] \times 100.$	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate <ul style="list-style-type: none"> ➢ Region 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Geography <ul style="list-style-type: none"> ➢ Region • Product (Under Development) <ul style="list-style-type: none"> ➢ Residence ➢ Business ➢ UNE ➢ Special 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received, by interface, by CLEC: <ul style="list-style-type: none"> ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: <ul style="list-style-type: none"> ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code 	<ul style="list-style-type: none"> • Report month • Total number of errors by type: <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
CLEC Flow Through/benchmark comparison (Under Development)	

Revision Date: 09/03/99 (tm)

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.
Exclusions:
<ul style="list-style-type: none">• Fatal Rejects• Auto Clarification• Manual Fallout• CLEC System Fallout• Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.
Definitions:
Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.
Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.
Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:
<ol style="list-style-type: none">1. Complex services*2. Expedites (requested by the CLEC)3. Special pricing plans4. Denials-restore and conversion, or disconnect and conversion orders5. Partial migrations6. Class of service invalid in certain states with some types of service7. New telephone number not yet posted to BOCRIS8. Low volume such as activity type "T" (move)9. Pending order review required10. More than 25 business lines11. Restore or suspend for UNE combos12. Transfer of calls option for the CLEC's end users13. CSR inaccuracies such as invalid or missing CSR data in CRIS
*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.
Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

BellSouth
Service Quality Measurements
Georgia Performance Reports

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:	
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to SOCS) X 100	
Description:	
Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification – the number of LSRs that contain errors made by CLECs)] X 100.	
Report Structure:	
<ul style="list-style-type: none"> • Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following: <ul style="list-style-type: none"> ➢ CLEC (by alias designation) ➢ Number of fatal rejects ➢ Mechanized interface used ➢ Total mechanized LSRs ➢ Total manual fallout ➢ Number of auto clarifications returned to CLEC ➢ Number of validated LSRs ➢ Number of BST caused fallout ➢ Number of CLEC caused fallout ➢ Number of Service Orders Issued ➢ Base calculation ➢ CLEC error excluded calculation 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • CLEC Specific (by alias designation to protect CLEC specific proprietary data) • Geographic: <ul style="list-style-type: none"> ➢ Region • Product (Under development) <ul style="list-style-type: none"> ➢ Residence ➢ Business ➢ UNE ➢ Special 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received, by interface, by CLEC <ul style="list-style-type: none"> ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC <ul style="list-style-type: none"> ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC errors • Total number of errors by error code 	<ul style="list-style-type: none"> • Report month • Total number of errors by type: <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
CLEC Flow Through/benchmark comparison (Under development)	

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ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type	
Report Structure:	
<ul style="list-style-type: none"> • Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: <ul style="list-style-type: none"> ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count 	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received • Total number of errors by type (by error code) <ul style="list-style-type: none"> ➢ CLEC caused error 	<ul style="list-style-type: none"> • Report month • Total number of errors by type (by error code) <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 09/03/99 (tm)

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Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

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	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

BellSouth
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	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.