

Appendix B2: Resale Ordering Scenarios

Resale Ordering Scenarios

A. Primary Categories

Resale Ordering Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and logical business requirements across the following primary categories:

Primary Categories	Definition
1. Products and Services	The resale products being ordered, configured, or operated upon by the CLEC.
2. Activity Types	The valid account level Activity Types (ACT) for the Requisition Type (REQTYP) of the different resale products being ordered. ¹ The Activity Type also defines the initial and final LSP for the transaction.
3. Customer Types	The type of end user account linked to an order. Customer Type is defined by the first character of the Type of Service (TOS) data element. ²
4. Flow-Through	A determination of whether or not an electronically submitted order will be processed by BellSouth's OSS without manual intervention through return of FOC.

Figure B2 - I: Resale Ordering Scenario Coverage

1. Products and Services

Figure B2 - II lists the individual resale products covered in the Test as a result of the Product Selection analysis described in Appendix A of this MTP.

Resale Products
Simple Resale
Analog PBX Trunk
ISDN-BRI
Hunting
Synchronet

Figure B2 - II: Resale Products

2. Activity Types

¹ LEO Implementation Guide – Volume 1, Issue 7F, March 1999.

Figure B2 - III describes the Resale Product Requisition Type (REQTYP) and Figure B. II - IV describes the account level RESALE Activity Type (ACT) codes defined by BellSouth and referenced throughout this Appendix.²

REQTYP	Description
E	Resale
J	Directory Listings

Figure B2 - III: Resale Ordering Requisition Types

ACT	Description
A	Add (New Install)
C	Change
D	Disconnect
M	Inside Move
T	Outside Move
R	Record (Administrative)
V	Migrate As-Specified
W	Migrate As-Is
SS	Suspend Service
RS	Restore Service

Figure B2 - IV: Resale Ordering Activity Types

Figure B2 - V summarizes the electronic flow-through resale REQTYP and ACT combinations as defined by BellSouth.

Products and Services	REQTYP	Activity Type									
		A	C	D	M	T	R	V	W	SS	RS
Simple Resale	E	x	x	x	x	x	x	x	x	x	x
Analog PBX Trunk	E								*		
ISDN-BRI	E								*		
Hunting	E								*		
Synchronet	E								*		

Figure B2 - V: Resale Product REQTYP and ACT Scenario Coverage

3. Customer Type

² LEO Implementation Guide – Volume 1, Issue 7F, March 1999.

The Customer Type category addresses only business and residential end users. The Master Test Plan excludes government.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the Test Scenario level in order to define individual test cases. These secondary requirements will address directory listings (e.g., change in company name or adding telephone numbers) quantity of lines, features, designed errors (e.g., invalid entries), and cancels.

Test scenarios contain customers that have a specific number of lines. Test scenarios specify the number of lines for a given customer account. This number is subject to change when the BellSouth test data is obtained. The potential change in the number of customer lines will not affect the flow-through status. For example, a flow-through test scenario has a business customer with 8 lines and BellSouth's test data only offers an account with 12 or 20 lines. The account with 12 lines will be used as a test scenario equivalent.

C. Resale Ordering Coverage

The following table illustrates coverage of the resale ordering scenarios along the five primary categories described above.

BST #	Scenario Description	Product/Service		Carrier Disposition		BST Activity Types (Account)										Customer Type		Order Flow-Thru
		From	To	Init	Final	A	C	D	M	T	R	V	W	SS	RS	Bus	Res	
201	Migrate "As Is" of a business customer from BellSouth with POTS lines to CLEC.	POTS	POTS	BST	CLEC								X			X		X
202	Migrate "As Is" of a residential customer with POTS line from BellSouth to CLEC.	POTS	POTS	BST	CLEC								X				X	X
204	A business customer partially migrates POTS lines from BellSouth to CLEC on a trial basis.	POTS	POTS	BST	CLEC							X				X		X
205	Migrate "As Specified" of a residential POTS customer from BellSouth to CLEC.	POTS	POTS	BST	CLEC							X					X	X
206	A residential customer partially migrates their second POTS line from BellSouth to CLEC.	POTS	POTS	BST	CLEC							X					X	X
207	A new company starts up and needs POTS lines.		POTS		CLEC	X											X	X
208	A resident is building a new house and needs POTS line.		POTS		CLEC	X												X
209	An existing CLEC customer, a small business, adds five more POTS lines.		POTS		CLEC		X										X	X
210	Existing residential CLEC customer adds POTS line.		POTS		CLEC		X											X
211	Outside move for CLEC business customer with POTS lines.	POTS	POTS	CLEC	CLEC					X							X	X
212	Outside move for CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC					X								X

BST #	Scenario Description	Product/Service		Carrier Disposition		BST Activity Types (Account)												Customer Type		Order Flow Thru
		From	To	Init	Final	A	C	D	M	T	R	V	W	SS	RS	Bus	Res			
213	A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.	POTS	POTS	CLEC	CLEC										X			X	X	
214	CLEC residential customer wants to restore phone service on their POTS line for their summer cabin.	POTS	POTS	CLEC	CLEC										X			X	X	
215	Inside move for CLEC business customer with POTS lines.	POTS	POTS	CLEC	CLEC				X									X	X	
216	Inside move for CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC				X									X	X	
217	An existing CLEC business customer changes class of service on POTS line.	POTS	POTS	CLEC	CLEC	X												X	X	
218	Change TN of CLEC residential customer with POTS line.	POTS	POTS	CLEC	CLEC	X												X	X	
219	CLEC residential customer with two POTS lines requests a telephone number change on ancillary line.	POTS	POTS	CLEC	CLEC	X												X	X	
220	CLEC residential customer with a POTS line changes Long Distance Service Providers.	POTS	POTS	CLEC	CLEC	X												X	X	
221	CLEC business customer with a POTS line changes Long Distance Service Providers.	POTS	POTS	CLEC	CLEC	X												X	X	
222	Business CLEC customer disconnects four of their six POTS lines.	POTS		CLEC				X										X	X	
223	A CLEC business customer disconnects all five POTS lines.	POTS		CLEC				X										X	X	
224	A residential CLEC customer disconnects both POTS lines.	POTS		CLEC				X										X	X	
225	A residential customer with POTS line changes information in directory listing.	POTS	POTS	CLEC	CLEC					X								X	X	
226	CLEC residential customer with POTS line changes information on DL.	POTS	POTS	CLEC	CLEC					X								X	X	

Figure B2 - VI: Resale Ordering Coverage Matrix

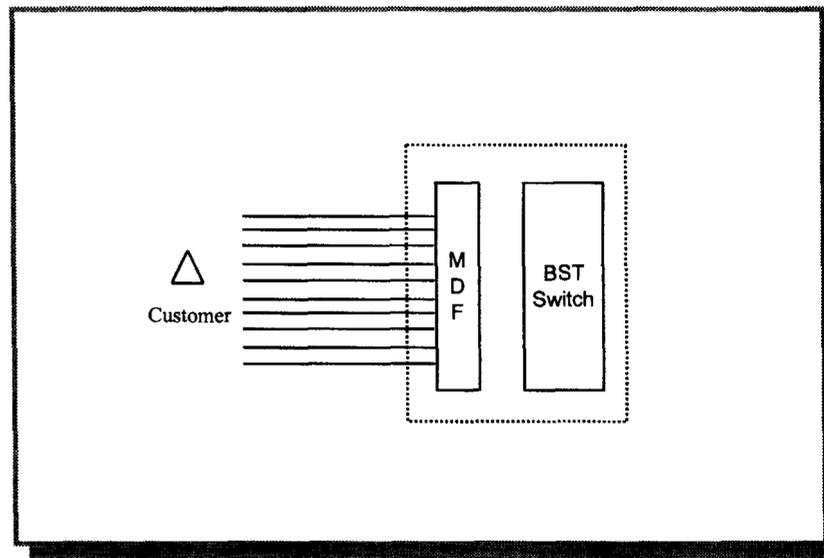
Scenario #201: Migrate "As Is" of a business customer from BellSouth with POTS lines to CLEC.

Scenario Description:

A business customer changes local service providers from BellSouth to CLEC. Products and services remain the same.

Test cases will include variations of line quantity, class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

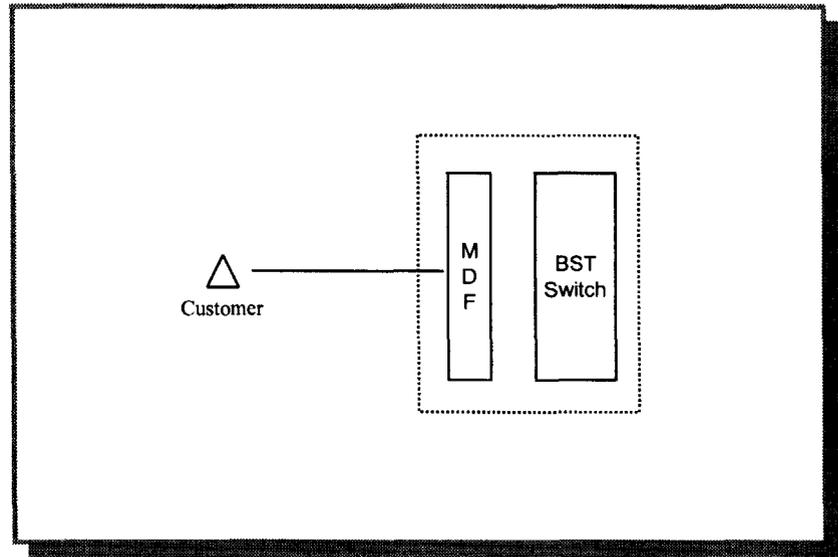
Scenario # 202: Migrate "As Is" of a residential customer with POTS line from BellSouth to CLEC.

Scenario Description:

A residential customer changes local service providers from BellSouth to CLEC, keeping service and features the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	W
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

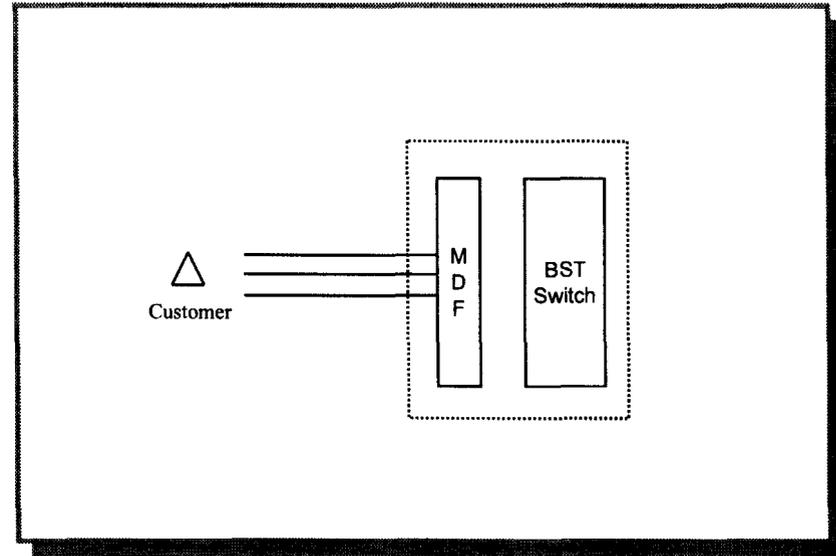
Scenario #204: A business customer partially migrates POTS lines from BellSouth to CLEC on a trial basis.

Scenario Description:

A business customer wants to compare the service and price between BellSouth and CLEC so they decide to transfer three of their six POTS lines over to CLEC.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

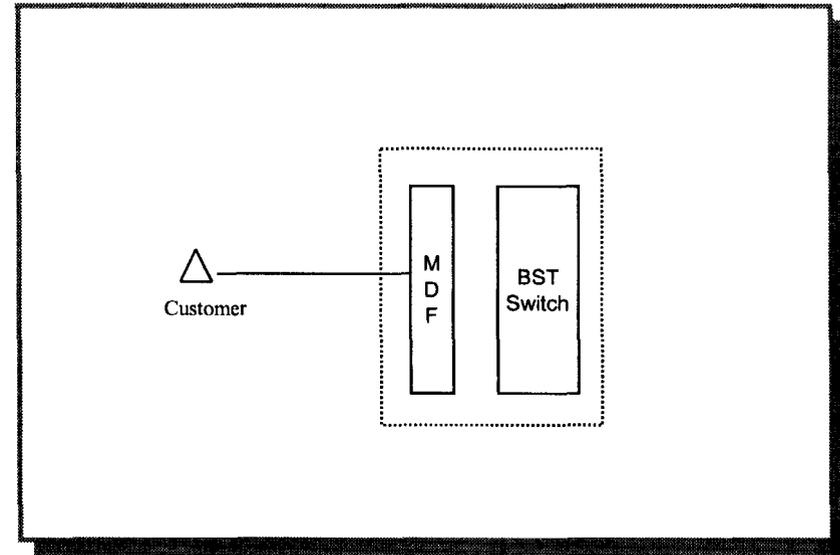
Scenario #205: Migrate "As Specified" of a residential POTS customer from BellSouth to CLEC.

Scenario Description:

A residential customer switches local service providers from BellSouth to CLEC. The customer wants to keep the same telephone number, but change class of service and features.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

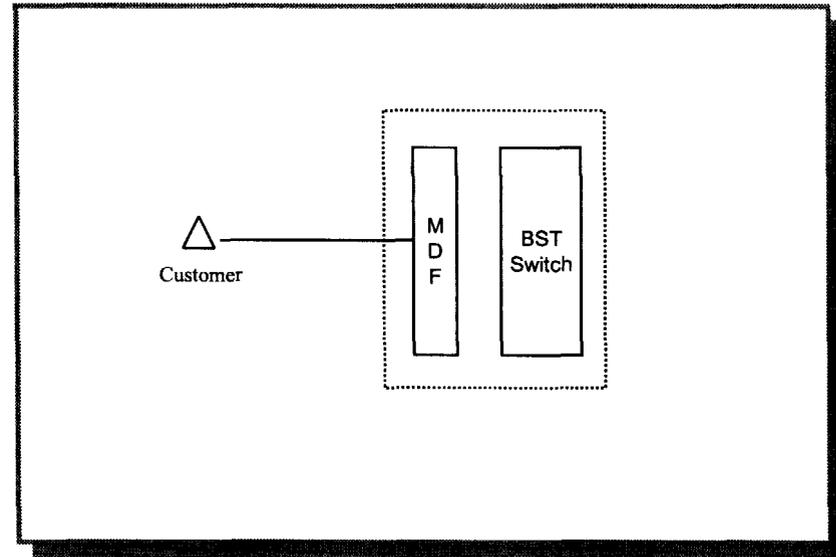
Scenario #206: A residential customer partially migrates their second POTS line from BellSouth to CLEC.

Scenario Description:

A residential customer wants to transfer their second POTS line, used primarily for internet connection, over from one CLEC to another due to competitive prices.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

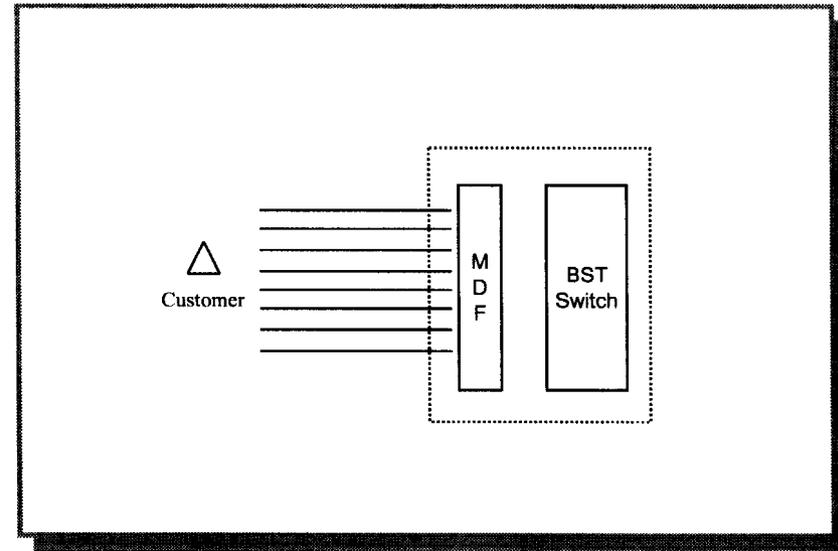
Scenario #207: A new company starts up and needs POTS lines.

Scenario Description:

A new small business moves into a building and requires local service. Their requirements are as follows: 8 POTS lines with TouchStar® and Custom Calling features.

Test cases will include variations of line quantity, class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #208: A resident is building a new house and needs a POTS line.

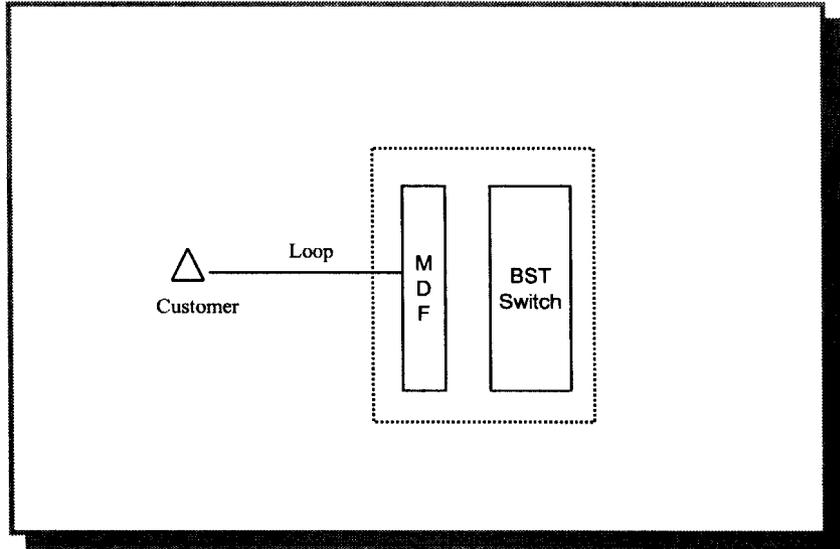
Scenario Description:

A resident is building a house and needs immediate telephone service. The customer places an expedite order for a POTS line.

This order requires inside wire.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

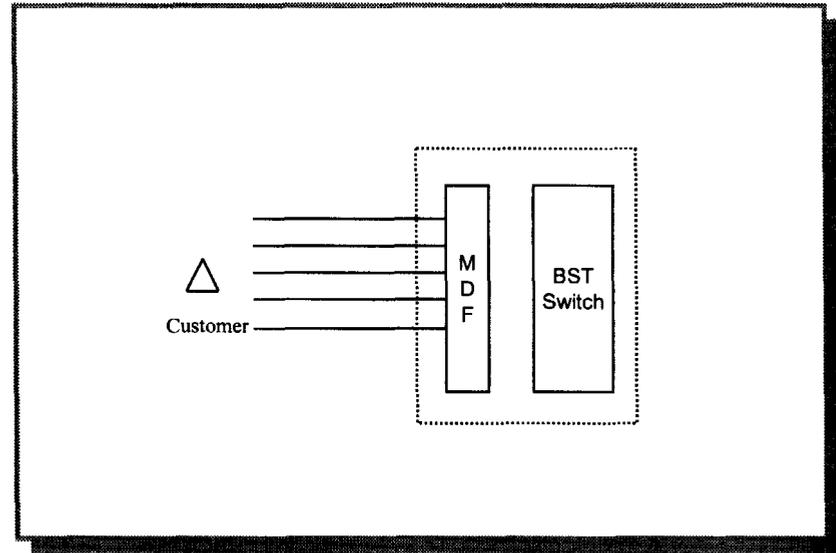
Scenario #209: An existing CLEC customer, a small business, adds five more POTS lines.

Scenario Description:

As their business is rapidly expanding, a small business orders five more POTS lines. The only feature on the line is Call Waiting.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

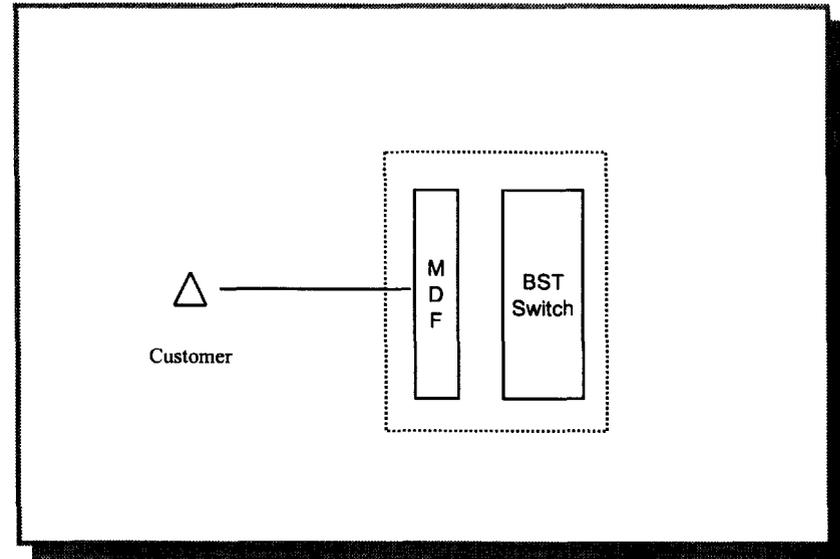
Scenario #210: Existing residential CLEC customer adds a POTS line.

Scenario Description:

An existing residential CLEC customer adds a third POTS line with one Custom Calling feature.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

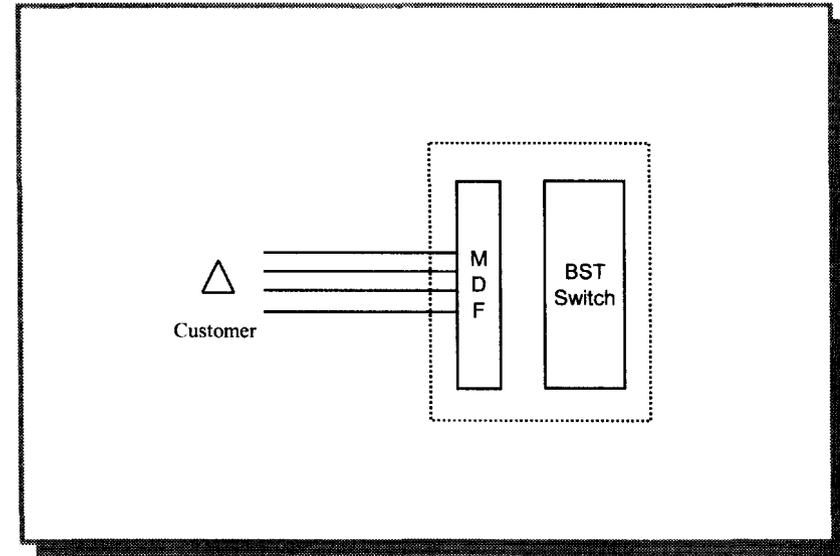
Scenario #211: Outside move for CLEC business customer with POTS lines.

Scenario Description:

A business CLEC customer with four lines moves across the street. They want to keep all services and features on the POTS line the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	T
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

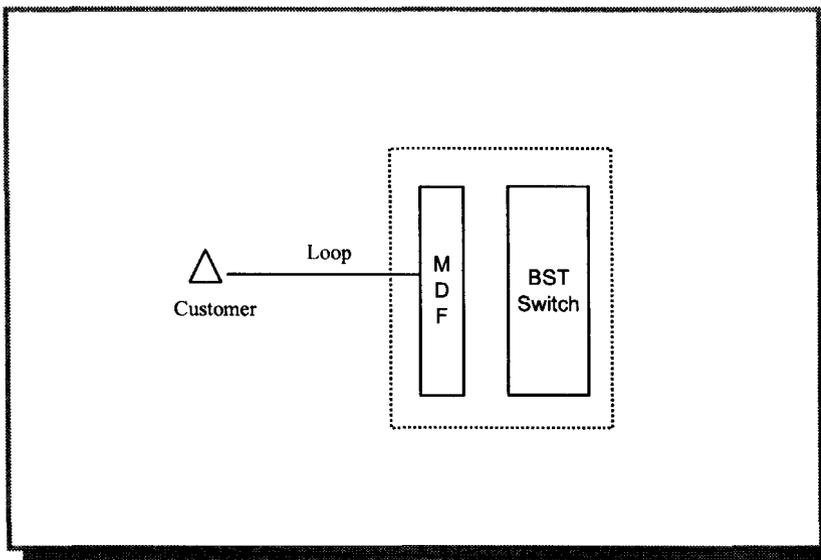
Scenario #212: Outside move for CLEC residential customer with POTS line..

Scenario Description:

A residential CLEC customer moves across town, keeping their features and services on POTS line the same.

Test cases will include variations of class of service, calling plans and features.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	T
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

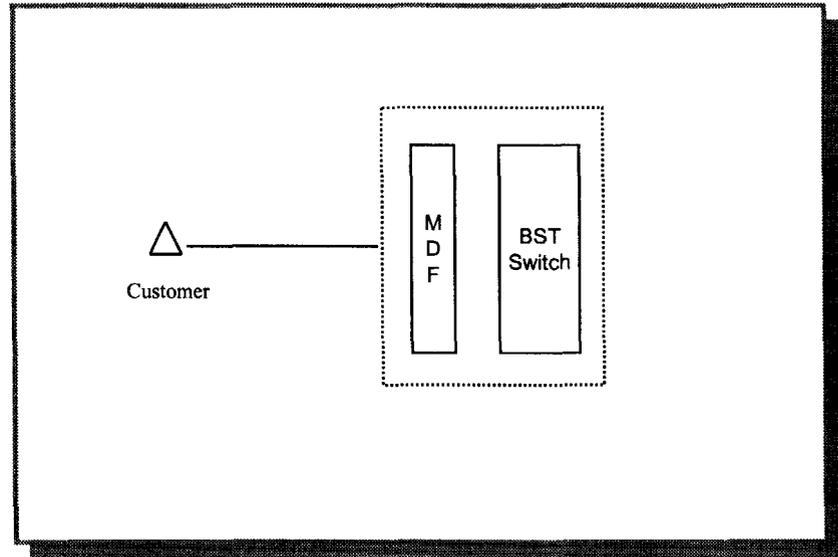
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario #213: A residential customer wants to suspend phone service on POTS line for their summer cabin during the winter months.

Scenario Description:

A residential customer with a POTS lines wants to suspend phone service for their summer cabin during the winter months.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	SS
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

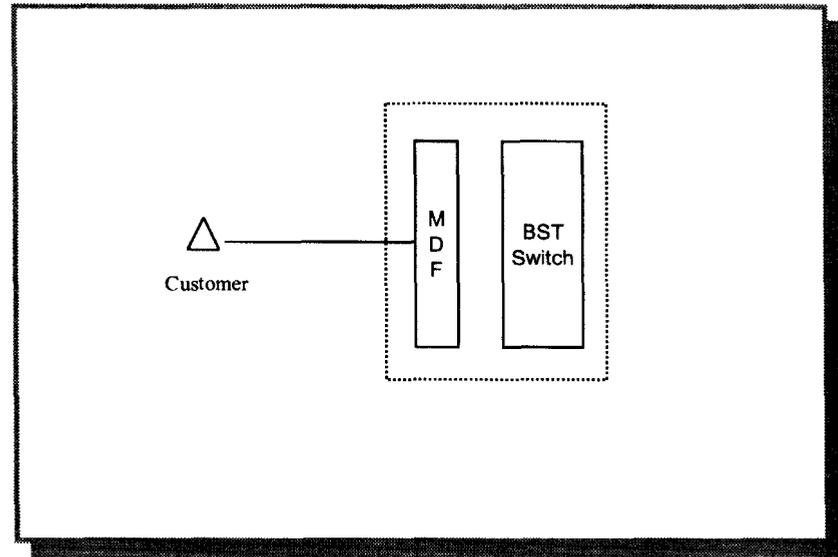
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #214: CLEC residential customer wants to restore phone service on POTS line for their summer cabin.

Scenario Description:

CLEC residential customer with a POTS line wants to restore phone service for their summer cabin.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	RS
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

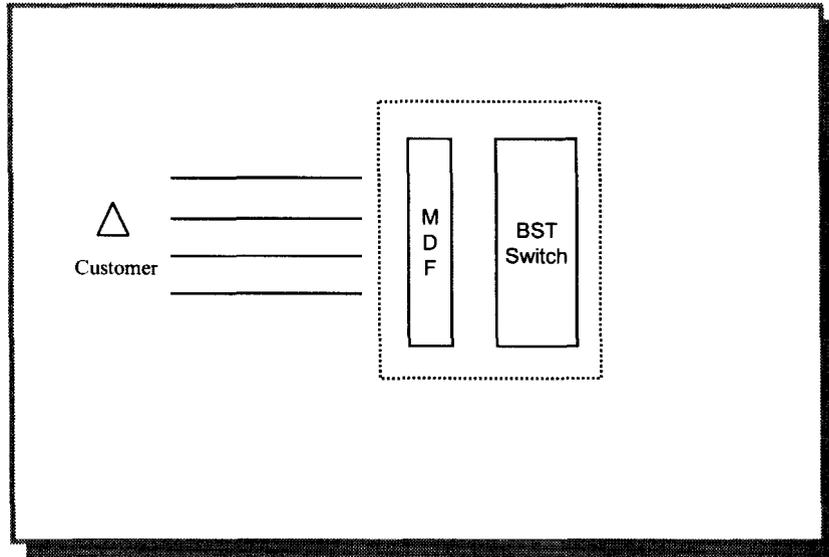
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #215: Inside move for CLEC business customer with POTS lines.

Scenario Description:

CLEC business customer moves from the fifth floor to the thirty eight floor of an office building, keeping services and features on POTS lines the same.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	M
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

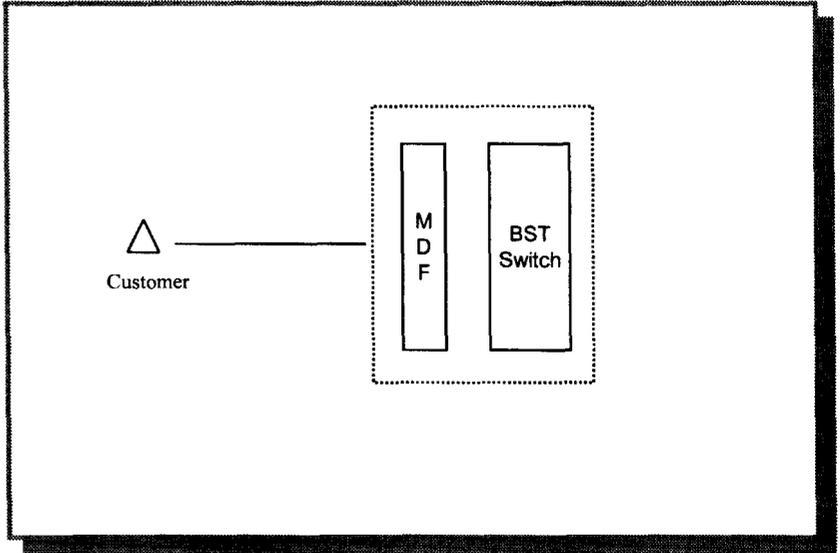
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #216: Inside move for CLEC residential customer with POTS line .

Scenario Description:

CLEC residential customer moves apartments within the same apartment building, keeping all products and services on POTS line the same.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	M
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X

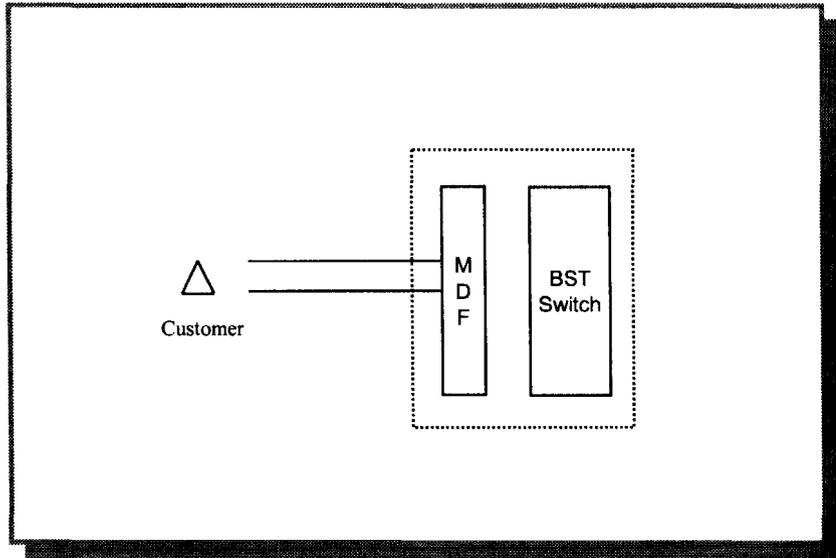
Scenario #217: An existing CLEC business customer changes class of service on POTS line.

Scenario Description:

An existing CLEC business customer changes class of service on POTS line.

Test cases will include variations of class of service.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

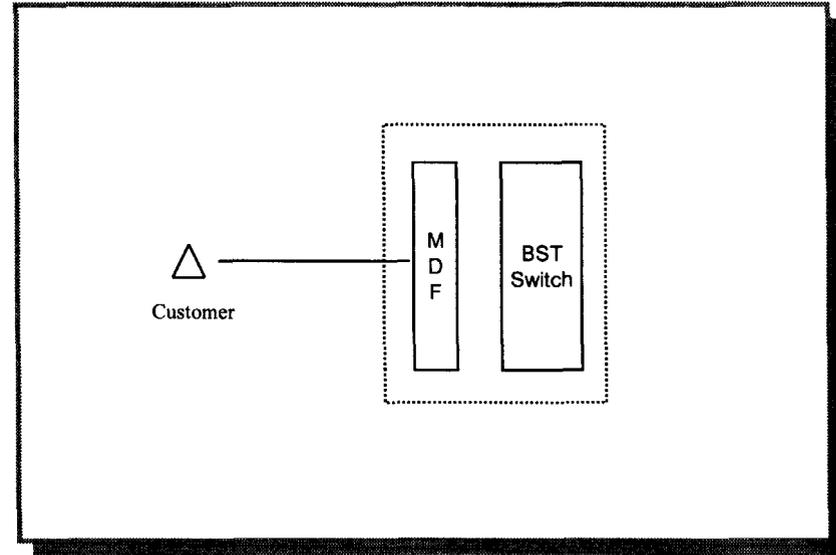
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #218: Change TN of CLEC residential customer with POTS line.

Scenario Description:

A residential CLEC customer requests telephone number change for POTS line.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

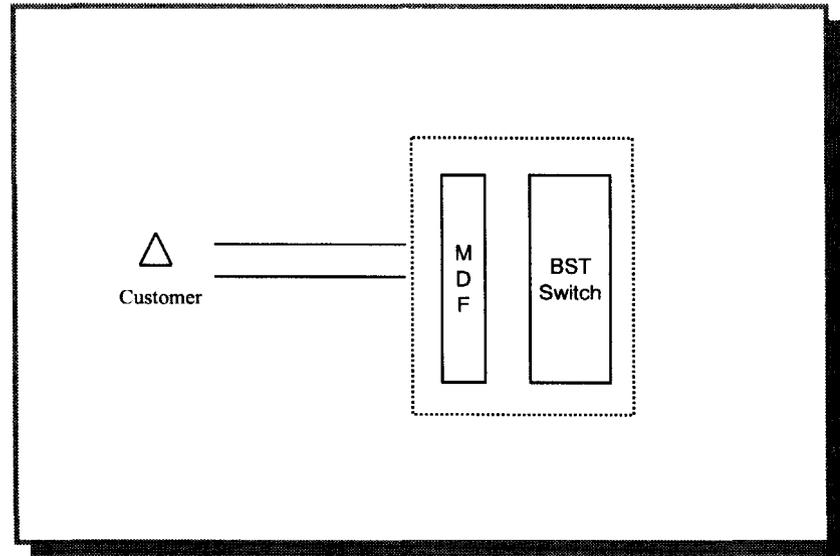
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario #219: CLEC residential customer with two POTS lines requests a telephone number change on ancillary line.

Scenario Description:

Due to harassing phone calls, CLEC residential customer with two POTS lines requests a telephone number change on ancillary line. The customer requests that the line is unlisted and there is no referral number on the discontinued number.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

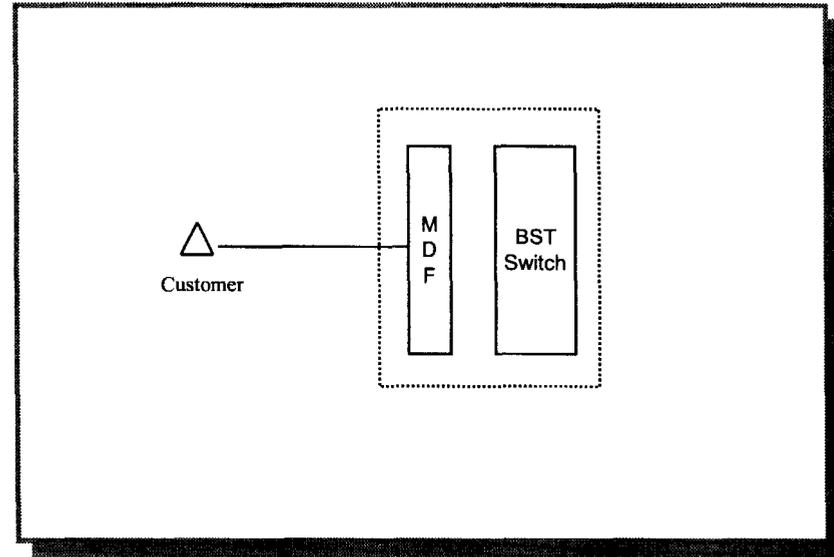
Supplement	
Errors	
Cancel	
Directory Listing	X

Scenario #220: CLEC residential customer with a POTS line changes Long Distance Service Providers.

Scenario Description:

CLEC residential customer with a POTS line decides to switch Long Distance Service Providers.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

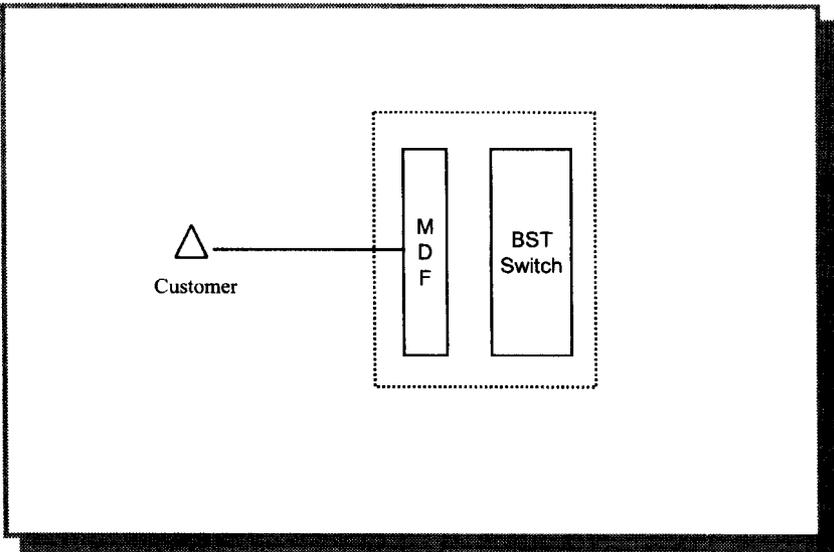
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #221: CLEC business customer with a POTS line changes Long Distance Service Providers.

Scenario Description:

CLEC business customer with POTS line changes Long Distance Service Providers.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

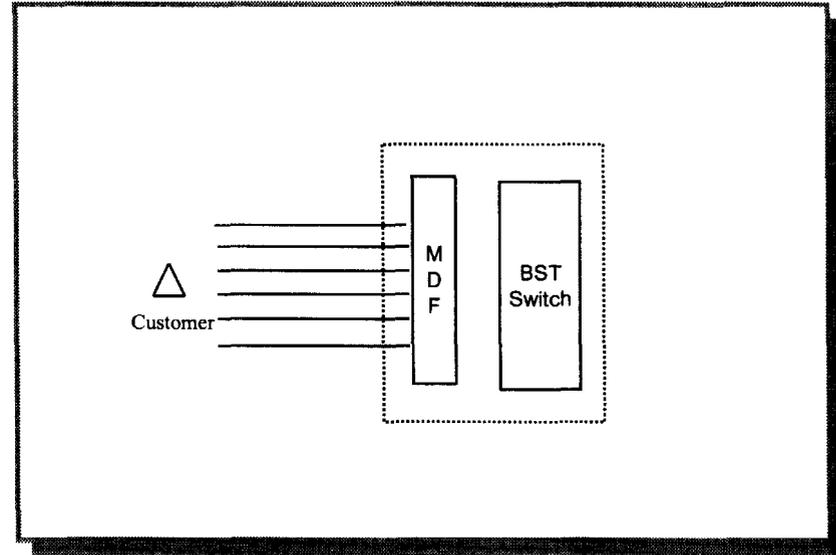
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #222: Business CLEC customer disconnects four of their six POTS lines.

Scenario Description:

A business CLEC customer disconnects four of their six POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

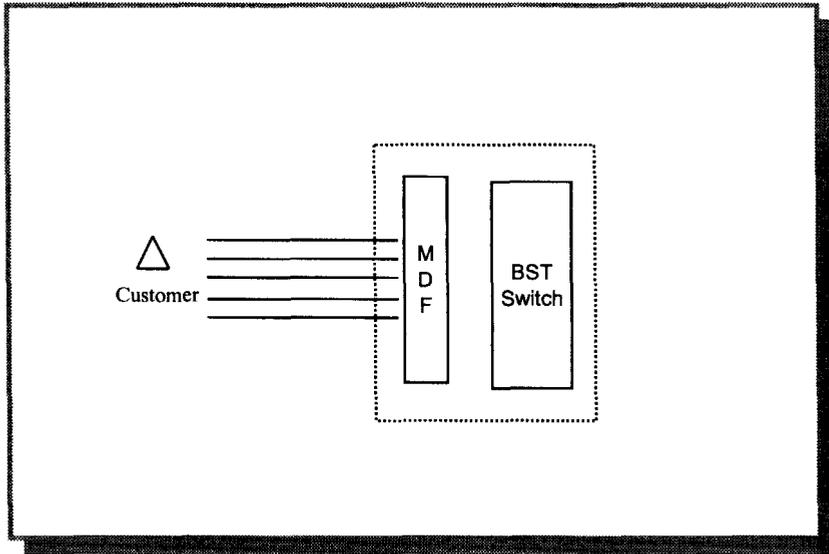
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #223: A CLEC business customer disconnects all five POTS lines.

Scenario Description:

A CLEC business customer disconnects all five POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

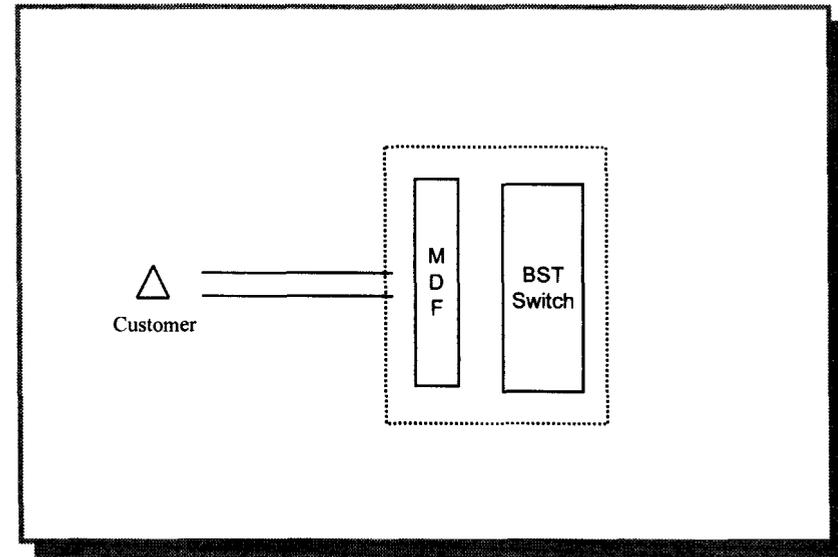
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #224: A residential CLEC customer disconnects both POTS lines.

Scenario Description:

A residential CLEC customer disconnects both POTS lines.

Network Configuration:



Scenario Summary:

REQTYPE	E
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

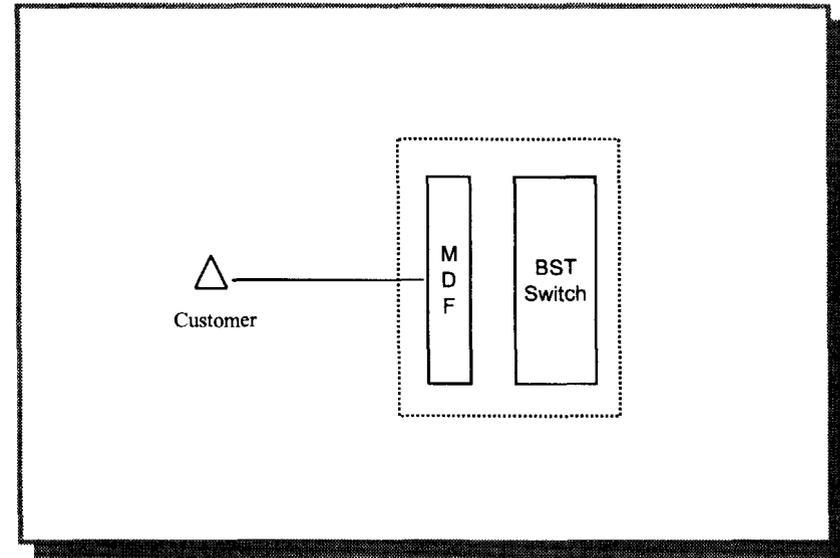
Supplement	
Errors	
Cancel	
Directory Listing	

Scenario #225: A residential customer with POTS line changes information in directory listing.

Scenario Description:

A residential customer changes name in directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	

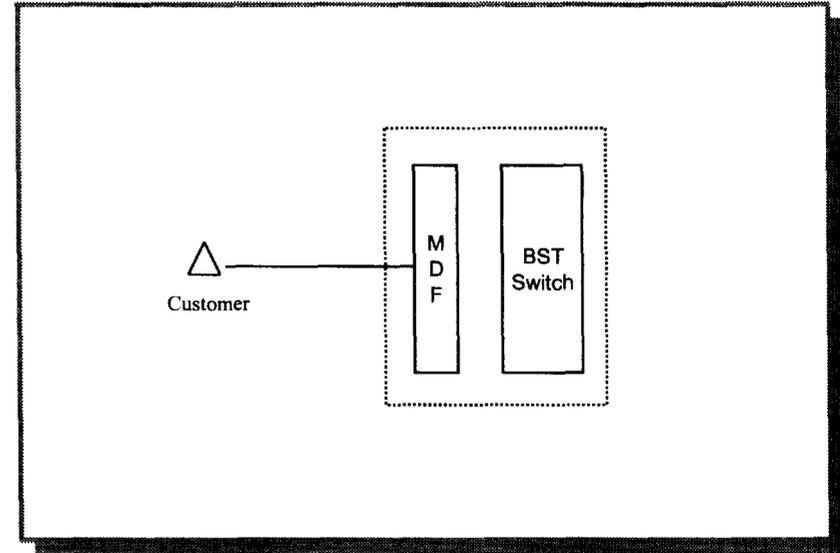
Scenario #226: CLEC residential customer with POTS line changes information on Directory Listing.

Scenario Description:

CLEC residential customer with POTS line changes customer information on Directory Listing, including billing name and email address.

Test cases will include variations of Directory Listing change.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	
Cancel	
Directory Listing	X