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March 17, 2000

DELIVERED BY HAND

Ms. Helen O'Leary  
Executive Secretary  
Georgia Public Service Commission  
47 Trinity Avenue, S.W., Room 520  
Atlanta, Georgia 30334-5701

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

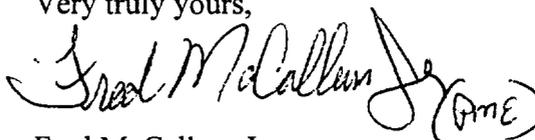
Dear Ms. O'Leary:

Enclosed please find an original and twenty-eight (28) copies of the Trouble Analysis Facilitation Interface (TAFI) User Guide and the Local Exchange Ordering-Implementation Guide (LEO-IG) filed by BellSouth Telecommunications, Inc. in the above-referenced docket. Findings and recommendations arising from third-party testing by KPMG are included in these updated guides.

Although these guides are unavailable in the type of software specified by the Commission in its Official Filing Schedule and cannot be filed electronically, they will be uploaded onto the BellSouth Interconnection Services website<sup>1</sup> during the week of March 20, 2000. I would appreciate your filing same and returning the extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your assistance in this regard.

Very truly yours,



Fred McCallum Jr.

FJM:nvd  
Enclosures

cc: Parties of Record

201678

<sup>1</sup> [www.interconnection.bellsouth.com](http://www.interconnection.bellsouth.com)

CERTIFICATE OF SERVICE

Docket No. 8354-U

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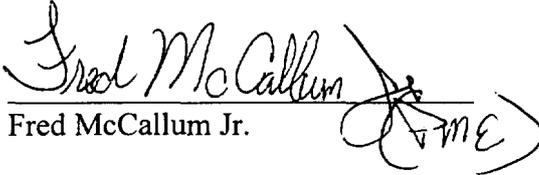
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107983

**GPSC  
DOCKET NO. 8354-U**

- **3/1/00 Trouble Analysis Facilitation Interface (TAFI) User Guide**
- **3/17/00 Local Exchange Ordering-Implementation Guide (LEO-IG) Vol. 1<sup>1</sup>**

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<sup>1</sup> This LEO-IG is an advanced copy of the version that is to be posted on the BellSouth website during the week of March 20, 2000.



# **CLEC TAFI User Guide**

**Issue 1 – March, 2000**

# CLEC TAFI User Guide

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**1 REVISION HISTORY**

This document will be updated periodically to reflect changes in the TAFI system that impacts the CLEC user. This section will summarize these changes.

*Table 1 – Document Revisions*

Date	Issue	Changes
3/00	1	Divided the original CLEC TAFI End-User Training and User Guide into two separate documents: the CLEC TAFI User Guide and the CLEC TAFI End-User Training Manual. Updated sections to reflect Release 2000.1

## ABOUT THIS GUIDE

### 2.1 DESCRIPTION

This document provides a comprehensive explanation of how to use the CLEC TAFI system and introduces the user to the various functions available to process a customer's trouble report. Although the system is intuitive by design, the user's proficiency will increase with its continued application in the day to day operation of the CLEC's repair center.

### 2.2 INTENDED AUDIENCE

This guide is written to support the CLEC user as the 'text book' during the initial training course and then as a reference guide throughout the user's day-to-day operation.

### 2.3 ASSUMPTIONS

This guide is limited to the mechanics of using the CLEC TAFI system. The following are assumed:

1. The user has a working knowledge of the telecommunications industry and is familiar with the operation of the various products and services obtained from BellSouth.
2. The user is authorized to use the CLEC TAFI system and has been established as a user in the system (i.e., profiles, access and passwords have been established).
3. The user is familiar with the operation of the terminal and communications equipment used at the CLEC location including how to access the CLEC TAFI system.
4. The user is familiar with his company's M&Ps for processing his customer's trouble reports and can differentiate what information available through the CLEC TAFI system apply.

### 2.4 HOW TO READ

This guide is organized in sections that describe the various aspects of using the CLEC TAFI system. Sections are built on the assumption that the user is familiar with the information provided in the previous sections prior to reading subsequent sections. Once the user has completed the CLEC TAFI End-User Training course, this guide will become a reference asset (if needed) in their day-to-day operation of the system.

CLEC TAFI screen shots, using the TAFI training database, are provided to amplify the text.

The CLEC TAFI system is functionally identical to the TAFI system used by BellSouth (as discussed in Section 3) and the terms "CLEC TAFI" and "TAFI" may be used interchangeably.

⇒ Note: Emphasizes important information

**Information in a shaded box indicates critical operational information.**

## 2.5 ORGANIZATION

This manual is organized as described below:

1. **Revision History** provides a listing of changes between versions of the document.
2. **About This Guide** provides an overview of this document, its audience, assumptions, style, and organization.
3. **Introduction** provides a brief introduction to the CLEC TAFI system. It also discusses the types of reports that can be processed via TAFI as well as specific examples of what can not be processed via TAFI.
4. The **System Overview** outlines information about TAFI 'windows' and how to navigate through them. How to access the system, passwords, user management and the back-up system are discussed.
5. **Getting Started** begins the mechanics of actually using the system including logging on and off the system, screen layout, functions keys and on-line job aids.
6. The **Taking Trouble Reports** section provides detailed discussion on the various trouble categories supported by TAFI along with the proper population of the various fields available.
7. **Sample Troubles** are provided in this section to demonstrate TAFI's functionality.
8. The **TAFI User Queue** provides instructions on how the user could work on several customer reports simultaneously.
9. **Additional Data Window** lists the various data resources available to the user in processing a customer's trouble report.
10. The **Override Function** is detailed in this section showing the various alternative paths for processing a customer's report.
11. **Error Messages / Informational Status** are presented in this section.
12. How to process **Subsequent Trouble Reports** is discussed in this section.
13. **Supervisor Functions** are described in this section.
14. **Attachments** provide useful supplemental information.

## 2.6 DEFINITIONS

The following table provides a listing of definitions, abbreviations and acronyms used in BellSouth's maintenance and repair process:

Table 2 - Definitions

Term	Meaning	Notes
ACAC	Access Customer Advocacy Center	BellSouth Work Center set up specifically to handle trouble maintenance for long-distance provider companies (such as AT&T, MCI, etc.) serving local end users in BellSouth territory
Agent	In the OSI arena, it is the role played by an individual, organization, or company that is responsible for resolving trouble and any corresponding trouble reports that have been raised or submitted by the Manager.	
AIS	Alarm Indication Signal	Indication that an alarm has occurred at the far end in a point-to-point architecture
AML	Added Main Line	An MLT testing procedure
ANSI	American National Standards Institute	Committee that produces US national standards. T1 is that part of ANSI that deals with national standards in the area of telecommunications
AVC	Attribute Value Change	In OSI, an automatic notification from the agent's system to the manager's system that provides the last new value of a given attribute as it changes
BAL	Abbreviation for the term <i>balance</i>	
BAT	BellSouth Applied Technologies	Group within BellSouth that is responsible for the actual development (coding) of specific software application systems.
Busy speech	Commonly used term for <i>busy line</i>	
BSY	Abbreviation for the term <i>busy</i>	
BSG	BellSouth Gateway	BellSouth Electronic Communications Gateway
BOSIP	BellSouth Open System Interconnect Platform	BellSouth's corporate Transport Control Protocol/Internet Protocol (TCP/IP) network, which provides local area network (LAN) interconnectivity
BRMC	BellSouth Resale Maintenance Center	The repair center dedicated to CLEC customers (i.e., where CLECs call to report their customer's troubles). Provides the initial trouble receipt and screening functions.
BST	BellSouth Telecommunications, Inc.	Local Exchange Carrier serving a nine state area in the southeastern portion of the USA
BSW	Buried Service Wire	Physical facility used to serve a local end user from a serving terminal
CBDT	Can not Break Dial Tone	Expression for an abnormal condition in the customer's line in which a dial tone still exists in the line after the receiver goes off hook and the user tries to dial
CCC	Routing code to send a trouble report to the After Hours Call Out Center	

Term	Meaning	Notes
CCS	Customer Calling Service	A CRIS term used to signify the services that the local customer is subscribed to
CHNL	Abbreviation for the term <i>channel</i>	
CGW	CLEC Gateway	CLEC's Electronic Communications Gateway
CKT	Commonly used abbreviation for the term <i>circuit</i>	
CLD	Abbreviation for the term <i>called</i>	
CLEC	Competitive Local Exchange Carrier	A Local Exchange Carrier (LEC) competing with BellSouth for local services within the nine-state region of BellSouth territory
CLG	Abbreviation for the term <i>calling</i>	
CNMAC	Customer Network MAintenance Center	Operations system that administers several optional or vertical services (such as Memory Call, Caller ID, etc.)
CO	Central Office	Switching equipment used to route local end user telephone calls.
COS	Class of Service is a category that represents one of the following types of service that a local customer has: <ul style="list-style-type: none"> <li>• Residential customer (1FR) - RES</li> <li>• Business customer (1FB) - BUS</li> </ul>	Class of Service is represented as COS
CPE	Customer Premises Equipment	Privately owned terminal equipment inside the local end customer's premises (such as a PBX, telephone sets, and key sets)
CPNI	Customer Proprietary Network Information	Specific data regarding the features and services that the customer has on his line.
CX	Customer eXcluded report (subsequent report)	An indicator on a trouble report.
CRIS	Customer Record Information Services	Computer system used by the BellSouth Business Office to access customer information profile and billing system
DAML	Digital Added Main Line	An MLT testing procedure
DISP	Abbreviation for the term <i>dispatch</i>	
DSL	Digital Subscriber Line	An outside-plant piece of equipment where many analog signals are digitized and division multiplexed when placed into a digital facility to be transported jointly downstream
EB	Electronic Bonding	Synonymous to EC (Electronic Communications)
EC	Electronic Communications	Commonly used term for the Object Oriented Electronic Communications Gateway-to-Gateway services (TA being the first service) used by the three major IXCs (AT&T, MCI and Sprint) and the Regional Bell Operating Companies (RBOCs) and General Telephone (GTE) – also available to CLECs
EC	Employee Code	Abbreviation used in LMOS to identify a user

Term	Meaning	Notes
ERR	Abbreviation for the term <i>error</i>	
EST	Enter Status Transaction	A function in LMOS that allows the user (e.g., HAL) to status a given trouble report.
FECO	Front End Close Out	A term to state that the trouble report was closed after a recommended solution was implemented by HAL
FEMF	Foreign voltage (electromotive force)	A DC or AC voltage that appears in the customer line by a crossed cable pair or by induction from power company cables
FITL	Fiber In The Loop	A special BST project for trailing fiber facilities services to the customer premises or the curb
HAL	"Hands-Off" Assignment Logic	System that provides access to and resolves errors from a multitude of back-end legacy systems (LMOS, CRIS, MLT, SOCS, and others) for some front-end systems.
IPP	Independent Pay-phone Provider	Call receipt center for processing trouble reports from the Independent Pay-phone Providers
ISDN	Integrated Services Digital Network	A network architecture that, through standardization of user and network interfaces, allows customer access to multiple communication services. The basic interface structure consists of two 64 kb/s (kilobits per second) B channels (for voice or data) and one 16 kb/s D channel (primarily for signaling). This basic service is called 2B+D.
IST	Intermediate Status Transaction	LMOS TTR status codes
IXC	IntereXchange Carrier	Provider of long-distance services (between LATAs) regulated by the Federal Communications Commission (FCC)
IW	Inside Wire	Wiring facilities owned by the end customer
LAN	Local Area Network	A group of computer systems (i.e., work stations, PCs, printers, minicomputers, etc.) dispersed over a limited area and connected by a communications link that enables any device to interact with any other device within the network
LCC	Line Class Code	Code used and maintained in CRIS that signifies the end-customer class of service
LMOS	Loop Maintenance Operations System	BellSouth Operations Support System used for non-designed (POTS) trouble report management
LXD	Abbreviation for the term <i>lines crossed</i>	
Manager	In the OSI arena, it is the role played by an individual, organization, or company that manages troubles and any corresponding trouble reports that have been raised or submitted to the Agent for resolution.	
M&P	Methods and Procedures	A set of established guidelines that an organization follows to satisfy a given situation
MA	Maintenance Administrator	BST employee in the Maintenance Center (MC) who screens and routes trouble reports that are beyond current BSG or HAL capabilities

Term	Meaning	Notes
MARCH	Computer system that implements CO translations changes	
MAPPER	Utility in LMOS that routes technicians	
MDF	Main Distributing Frame	Frame where cross-connections are made between the outside plant and the CO equipment
MLT	Mechanized Loop Testing	Computerized system that performs analog tests on local end-customer lines (also called a customer loop)
MOI	Managed Object Instance	In object-oriented theory, refers to a particular managed object of a managed object class. For example, a specific 1990 Chevy Camaro is an instance of the 1990 Chevy Camaro Managed Object Class
MR	Message Report	Documentation that initiates a trouble report when a TN (Telephone Number) is not available (for example, the customer reported a broken terminal)
NIW	Network Information Warehouse	System used to store switch blockage data used by TAFI for trouble analysis.
OCN	Operating Company Number	A four-digit, numeric, line-of-business representation for an operating company. A given CLEC company may have more than one OCN value.
OPN	Abbreviation for the term <i>open</i>	
OSI	Open System Interconnection	Open interconnection computer mechanism that exchanges information between two arbitrary systems
OSS	Operations Support System	Internal computer system of a telecommunications company that manages a given service or network. For example, LMOS is the BellSouth's OSS for POTS.
Predictor		Computer system used to query CO switch translations
Priority Messaging		Expression used for a messaging service application that allows messages to be sent and displayed from a remote host machine
PBX	Private Branch Exchange	Customer-owned premise telephone equipment
PDB	Pending Dispatch Business	LMOS status indication meaning that a report is waiting for the next available business technician
PDI	Pending Dispatch In	LMOS status indication meaning that a report is waiting for the next available "inside" (CO) technician
PDO	Pending Dispatch Out	LMOS status indication meaning that a report is waiting for the next available "outside" technician
Ported In	A former CLEC customer, with a CLEC telephone number, who becomes a BellSouth customer, and who was brought from the CLEC switch to a BellSouth switch	PSTAT = I in LMOS TR Mask
Ported Out	A former BellSouth customer, with a BellSouth telephone number, who becomes a CLEC customer, and who moved from its original BellSouth switch to the CLEC switch	PSTAT = O in LMOS TR Mask
POTS	Plain Old Telephone Service	For example, a 1FR (residential flat rate) or a 1FB (business flat rate) telephone service

Term	Meaning	Notes
PREM	Abbreviation for the term <i>premises</i> (normally for customer's premises)	
PSTAT	Ported Status	An LMOS single-letter field designation in several LMOS mask screens (DLR, TR, and others) that depicts the nature of the customer's local service from a BellSouth reference point. For example, an I depicts a service ported-in to BellSouth, an O depicts a service ported-out from BellSouth, and an R depicts a service reclaimed back into BellSouth.
RCF	Remote Call Forwarding (C.O. Feature)	The C.O. is programmed to forward calls from the customer's line to another (defined) line. Commonly used to support interim number portability. The BSG will route reports on this feature to the "UNE" Center for manual processing.
RCMAG	Recent Changes Maintenance Activity Group	BellSouth's Work Center for administering vertical services translations in COs
Resale	A BellSouth customer who is physically connected to the BellSouth network for both originating and terminating call processing capabilities. The CLEC's customer has a normal BellSouth TN.	This type is not in the PSTAT field because it is not an LNP case.
RFC	Abbreviation for the term <i>referenced</i>	
ROH	Receiver Off hook	The customer's line is busy.
ROL	Recording On Line	Testing-results condition of a recording on a customer's line after dialing. Is checked in CRIS for a possible non-payment condition.
RST	Recent Status Transaction	A function in LMOS that allow the user (e.g., HAL) to view the current status of a given trouble report.
RTE	Abbreviation for the term <i>route</i>	Also an LMOS code that sends a given trouble report to an LMOS location to be picked-up by a technician and resolve this trouble
RTOC	Real Time Operations Center	BellSouth's Work Center for internal network problem resolution
SME	Subject Matter Expert	Individual with a specific field of expertise
SO	Service Order	Document used by BST to initiate/modify a local end-user service
SOCS	Service Order Control System	Computer system used by BST to keep track of the local service-order process
SNECS	Secured Network Element Contract Server	Peer-to-peer computer interface between HAL and the Predictor and MARCH back-end systems
SPOC	Single Point Of Contact	Individual who is responsible for a complete Work Center unit to assist outside companies and customers in recording and following up on reported problems in a given service or network facility
TA	Trouble Administration	ANSI T1.227 & T1.228 Object Oriented (OO) Gateway-to-Gateway service to administer telecommunications trouble reports

Term	Meaning	Notes
TOK	Tested OK	MLT test result signifying that the local customer's line is in good working condition after a full test was completed and verified
TRBL	Abbreviation for the term <i>trouble</i>	
TTR	Telecommunications Trouble Report	Object in the ANSI T1.227 & T1.228 standards that contains the information to be shared at the gateway-to-gateway interface through the trouble resolution process
T1	Telecommunications	ANSI nationally accredited organization to create interconnection and interoperability standards for the United States telecommunications networks
VRG	Video Repair Group	BellSouth's specialized repair center for video services
VLTG	Abbreviation for the term <i>voltage</i>	
WATS	Wide Area Telephone Service	Special BST service for customers (mostly business) desiring a wider local calling area
WFA	Work Force Administration	BellSouth's Special Services OSS
Win Back	A BellSouth customer, with a BellSouth telephone number, who was ported out to a CLEC and now has returned to BellSouth with the same telephone number, and who was returned to the BellSouth switch of origin	PSTAT = W in LMOS TR Mask
WMC	Work Management Center	LMOS center that manages (load and control) the dispatch forces according to the daily workload for a given geographic area

**INTRODUCTION**

The Trouble Analysis Facilitation Interface (TAFI) system is a rules-based computer system providing automated trouble receipt and screening functionality initially developed for BellSouth internal users. TAFI is a powerful application that guides its users through a series of questions and instructions to resolve or route "Plain Old Telephone Service" (POTS) customer service problems. These questions and instructions, called flows, trigger the gathering of the relevant data from the customer as well as from BellSouth's downstream applications/systems. TAFI processes the data to provide rapid, consistent, and efficient problem analysis and generates a recommendation for resolving the problem. Reports leaving TAFI fall into one of three categories, they are either: (1) resolved/closed, (2) routed to the appropriate entity for resolution, or (3) canceled.

A special version of TAFI has been developed for use by the Competitive Local Exchange Carriers (CLECs) to process their customers' POTS trouble reports. This CLEC TAFI system is identical to the BellSouth TAFI system in trouble processing functionality and presentation to the user. The only differences are:

- ⇒ The CLEC TAFI system 'knows' who the user is and limits their access to only customer records that they are allowed to view.
- ⇒ The CLEC TAFI system process trouble reports for both Residence and Business class of service customers on the same processor. BellSouth users must log into different processors to accommodate the different class of service customers.
- ⇒ The "Supervisor Function" is limited to the given CLEC's user community.

Since the CLEC TAFI system, with the differences noted above, is identical to the BellSouth internal TAFI systems, the CLEC user has access to information that may or may not apply to how his company supports their customers.

### 3.1 BACKGROUND

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

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

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

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

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

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

Customer Contact - pre TAFI

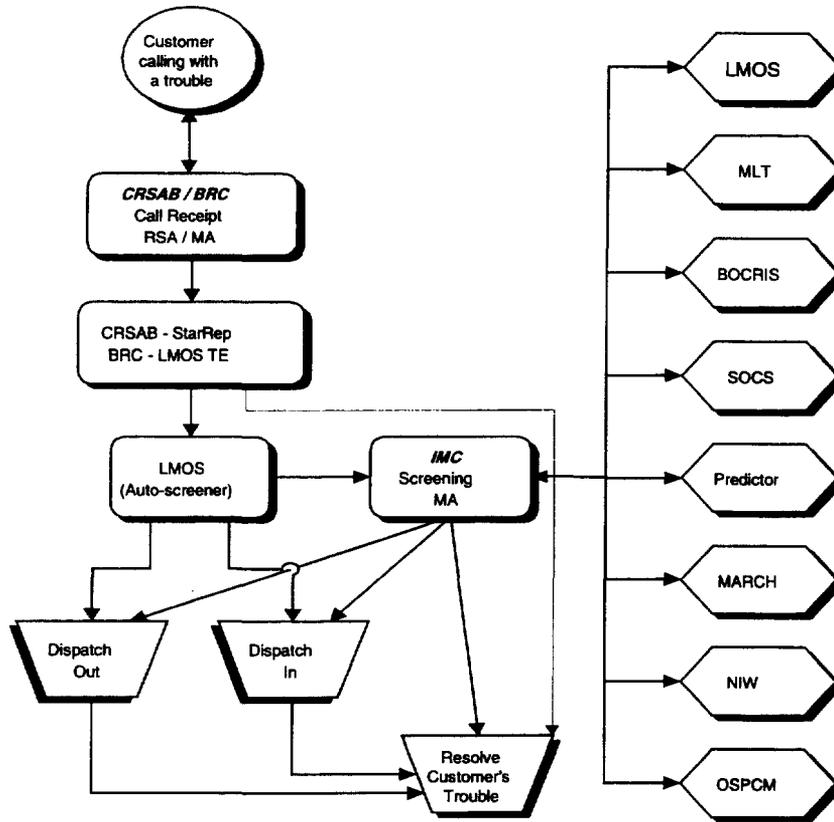


Figure 1 – Trouble Processing pre-TAFI

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

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

Customer Contact - with TAFI

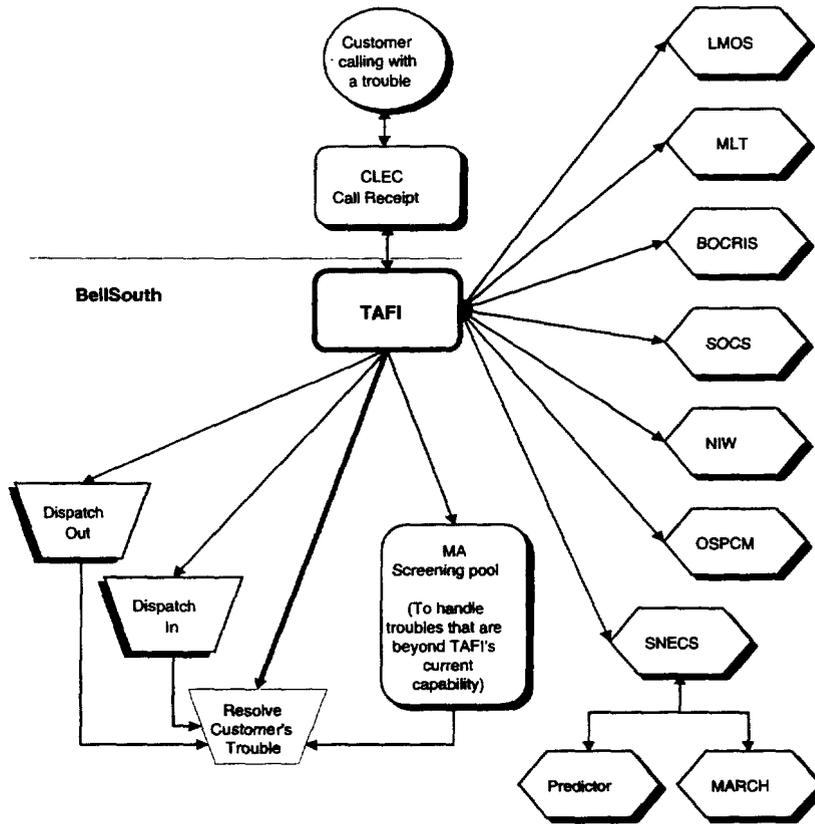


Figure 2 – Trouble Processing with TAFI

## 3.2 LIMITATIONS

TAFI supports the trouble processing function for most of the telephone number based non-designed services (POTS) supported in the LMOS system. This includes resale and combined (port/loop) UNEs.

For some of the more complex POTS offerings (i.e., Hunting) the user can still use TAFI to input the trouble report, even though the screening and analysis function will not be available.

These reports are easily identifiable because TAFI does not provide an appropriate menu option. Proceed by populating all of the required fields and provide the customer with the repair commitment. Then the user will: (1) depress the Override key; (2) select the "Technical Assistance" option followed by (3) "MA - needs further analysis". Be sure to provide detailed information about the trouble on the Narrative line.

### 3.2.1 SPECIFIC EXCLUSIONS

Although ISDN service provides two telephone numbers for its user, it is provisioned using a circuit ID. Therefore CLEC users wishing to report a problem on their customer's ISDN service must call the BRMC and report the problem manually.

**Stand-alone UNE ports** are assigned a telephone number but they are provisioned as designed services supported in WFA (Work Force Administration – the BST OSS for complex service management). Therefore the user can not process trouble reports on stand-alone UNE ports using CLEC TAFI.

**SL1 UNE loops** are non-designed services supported in LMOS. However, these are provisioned using circuit IDs and the CLEC TAFI system (today) does not process trouble reports using the circuit ID.

The CLEC TAFI system supports two modes of communication with the user:

- ⇒ LAN to LAN communications using Telnet protocol
- ⇒ Dial in access using Telnet protocol

Each user has access to a 'production' and 'back-up' CLEC TAFI system. The back-up system is configured exactly the same as the production system and is made available should problems occur with the production system.

Once logged into the CLEC TAFI system, the system will guide the user through the trouble entry and resolution process by:

- prompting the user to ask the customer for specific information,
- prompting the user to enter information in the appropriate fields
- gathering data from downstream systems
- performing analysis on the gathered data, and
- makes a recommendation to resolve the customer's problem.

#### 4.1 A WORD ABOUT TAFI 'WINDOWS'

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

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

In TAFI, the term "window" refers to a section of real estate on the screen, usually surrounded by a line, that contains information. These windows often overlap information presented previously

and will have the 'look' of traditional windows. *The user can tell which window is the 'active' window by locating the TAFI cursor* (typically a red block the size of a character).

TAFI windows are divided into three types:

- The Main Menu
- Sub Menus
- Pop-Up Windows

The user can select an item from a menu by positioning the highlighted area (reverse video) over the selection and depressing the Enter Key. This is done by using the cursor positioning arrow keys on your keyboard. When the user selects an item from the 'Main Menu', TAFI will display a 'Sub Menu' of additional items. Selecting one of these items may generate another 'Sub Menu' or start the 'flow' of resolving the particular trouble situation.

#### 4.1.1 FUNCTION KEYS

The CLEC TAFI system utilizes twelve (12) function keys (F1 – F12) to execute specific tasks. The actual function that a given key performs often depends upon what TAFI window the user is working on. The *Function Key Map* on page 203 displays all of the possible functions available at a given CLEC TAFI window.

#### 4.1.2 SCROLLING THROUGH A TAFI WINDOW

In some cases, all of the information in a window can not be displayed at the same time (the TAFI screen is fixed in size). When this happens, TAFI displays a row of v's at the bottom of the window to alert the user that there is more information below.

vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv

To access (see) this information you must scroll down the visible information to uncover the hidden information. In some cases this is done this by simply using the down arrow key to move the highlighted area to the bottom of the window and 'keep going' to reveal more information. In other cases, the arrow keys do not work and the user has to use the function keys to move the highlighted selection bar - F3 to move it down and F2 to move it up.

In windows requiring the function keys to move the selection bar, the selection bar can move down past the bottom of the window and 'disappear'. To 'see' where it went, depress the PAGE DOWN key on your keyboard. This will display the next window full of information. When you

page down on one of these windows, TAFI displays a row of 'up arrows' to remind the user that there is additional information 'above' where you are in the window.

^^

To return to the previous page of information, depress the PAGE UP key on the keyboard.

How can the user tell which technique to use, arrow keys or function keys? TAFI tells you. If, at the bottom of the pop-up window, TAFI says:

F2 up F3 down ENTER accept

then use the function keys. If TAFI doesn't provide this prompt, then use the arrow keys.

**Just remember to look for the prompt at the bottom of a pop-up window and then take the appropriate action to move around the window.**

## 4.2 ACCESSING TAFI

The first step in accessing TAFI is to establish the connection path<sup>1</sup>.

- For LAN-LAN users, log into the LAN server and double click the appropriate TAFI icon (i.e., TAFI Production).
- For DIALS users, activate the terminal emulation software, call the DIALS telephone number via the modem, and log into the Network Access Controller (NAC). Use your Common User ID for the 'login'. The 'Passcode' is a combination of your PIN code plus the six digits that appear on your SecurID card. Establish your connection to the "Production" CLEC TAFI processor by entering the correct IP Address in the Telnet connection window.

When the user is connected to the TAFI application, the following log on screen is presented:

---

<sup>1</sup> The CLEC's systems administrator will provide site specific instructions.

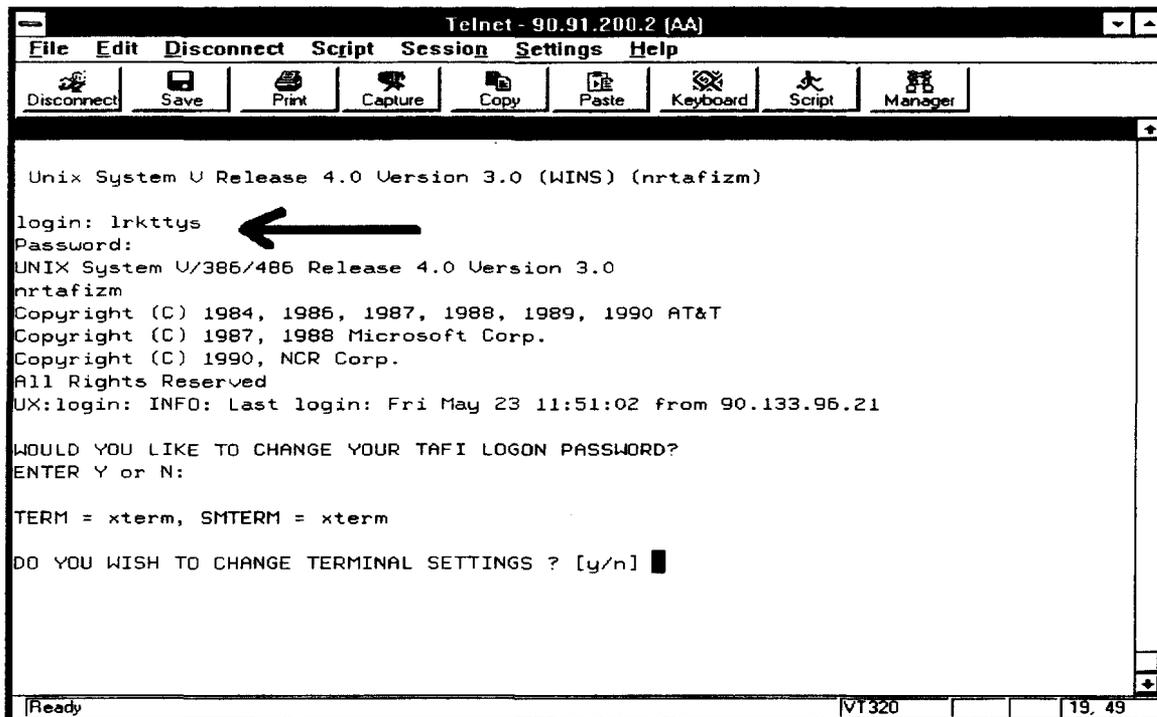


Figure 3 – Log-on Screen

The “Login:” is the user’s Common User ID (CUID), often referred to as the **User ID**. It is a seven-character string that uniquely identifies the user to the computer system (i.e., “lrkttys” shown above). The user’s personal password tells the system that you are who you claim to be and allows you access to the application. You must type your **User ID** and **Password** (*using lower case*) in the fields provided and then press the **Enter Key**.

- ⇒ **Note:** When entering the password, the system does NOT display what was typed. This is a security measure to prevent others, who may be watching you, from learning your password. *Passwords are ‘private’ and should never be shared with anyone.*
- ⇒ **Note:** If you enter an incorrect value and backspace to correct it before depressing the Enter Key, CLEC TAFI will fail the attempt. The User ID and Password must be entered correctly the first time. The CLEC TAFI system will allow three attempts and, failing all three, the user will be disconnected.

Once the user successfully enters their UserID and Password, the system automatically places the user into the CLEC TAFI application.

- ⇒ **Note:** As part of TAFI's flexibility, the system wants to know what kind of terminal is being used. The system asks: "Do you wish to change terminal settings Y/N?" The system default terminal is a VT220 and the user's terminal matches this profile. When this question appears, **depress the Enter key to accept the default value of "NO"**.
- ⇒ **Note:** The system also provides the opportunity for the user to change their TAFI password. **Depress Enter to accept the default answer of "NO"** (unless you want to change your password).

#### 4.2.1 NOTES ON PASSWORDS

Logging on to any BellSouth computer systems requires the use of a User ID and password for security reasons. They prevent unauthorized persons from accessing confidential records. To ensure security, *the user is required to manage their personal passwords*. **You will choose your password and keep it private.**

Your CLEC TAFI password must contain seven characters. They must be alpha numeric and have at least two numeric or special character (&, \$, #, etc.). Instead of randomly selecting numbers, letters, and special characters (that you will need to memorize), it is better to devise a scheme. For example, family names, pets' names, friends' names, etc. You can be very creative and choose a sequence, such as, ages, when you got the pet, when you met a special person, etc. In the name, change the letters that look like numbers and characters, e.g., 5 for S or \$ for S, ! for I or 1 for i, etc.

CLEC TAFI passwords 'age' (expire) in 45 days. When your password is about to expire, CLEC TAFI will provide you with a warning message several days in advance. If you let your CLEC TAFI password expire, the system will allow you one opportunity to log in with the old password and will then guide you through the process of changing it.

- ⇒ **Note:** Each time you log into a CLEC TAFI system, the system gives you the opportunity to change your password. The prudent user will set up a schedule to pro-actively change their passwords on a monthly schedule (i.e., pick the day of each month that corresponds to your birthday date).

BellSouth provides each CLEC with access to two CLEC TAFI processors; (1) a Production processor for normal day-to-day activity and (2) the Back-Up processor for use when the production system is not available.<sup>2</sup> These systems are configured in such a way that the user login information is copied every evening from the Back-Up system to the appropriate Production systems.

<sup>2</sup> For example, the production processor may be down for weekly backups (typically on Saturday night between the hours of 11PM and 2 AM) or there may be some connectivity problems to the production system.

⇒ **Note:** When changing your CLEC TAFI password, you must change it on the Back-Up system (IP address = 97.10.1.77 from the DIALS Telnet window)<sup>3</sup> as well. Failure to do so will cause your production system password to change back to its old value (the one active on the Back-Up system) the day after you changed it.

#### 4.2.2 FIRST TIME LOGIN

The first time you log into the CLEC TAFI system with your assigned UserID and Password, CLEC TAFI will force you to change your password. The system will tell you that your old password has 'expired' and to reenter that old (initial) value. Then you will be prompted to enter a new password twice. Your new password is good for 45 days (before the CLEC TAFI system forces you to change it).

Every time you log into the system, TAFI will give you the opportunity to change your password. The default answer to the 'change password' question is "no" and all you do is depress the enter key.

#### 4.2.3 USER MANAGEMENT

Individual users change over time. They move to new assignments, leave the company, etc. When a given user no longer needs access to the CLEC TAFI system, the CLEC's SME should notify his BellSouth account team to have the user removed from the system. Unfortunately this process does not always work as well as it should. Therefore, the CLEC TAFI system (as well as all internal BST TAFI systems) has implemented an automated 'user clean-up' routine.

*If a given user has not logged into the CLEC TAFI system for a period of 60 days, the system will assume that the user no longer needs access to the system and will automatically delete the user from the system.*

If the given user has been deleted but access to the CLEC TAFI system is still required (i.e., the user was on an extended absents, etc.), they can be reestablished by contacting your BellSouth account team.

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<sup>3</sup> For LAN-LAN users, click on the TAFI Back-Up icon

### 4.3 WHEN TO ACCESS THE BACK-UP SYSTEM

As stated earlier, each CLEC user has access to two CLEC TAFI processors; (1) a Production system for normal day-to-day operation and (2) the Back-Up system for use when access to the production system is not available.

During normal operation, the CLEC TAFI application on the Back-Up system will be disabled. Users can still log in and manage their TAFI password but will receive an error message stating:

“ ... UNABLE TO START NEW USER AT THIS TIME”

This procedure was initiated to ensure all activity takes place on the production systems.

CLEC users should follow the procedures provided in Section 14.4 for managing their system access problems. Since a given user can experience several different types of problems, the local SME is best suited to coordinate and resolve the problem.

Should a failure condition exist on a production CLEC TAFI system, the BellSouth SPOC will activate the TAFI application on the Back-Up processor. Therefore, if you can not access your designated production system<sup>4</sup>, and you can access the CLEC TAFI application on the Back-Up processor, then you know that BellSouth is aware of the trouble and is actively working to correct it.

⇒ **Note:** If you can not access the CLEC TAFI application on either the Production or Back-Up system, your SME must report the problem to the BellSouth SPOC for immediate action.

Until you have access to a CLEC TAFI system, you will follow the emergency procedures developed by your company (i.e., manually report your customer trouble reports to the BellSouth Resale Maintenance Center or take 'paper tickets' and process them when access to TAFI is restored.)

When the problem with the production system is corrected, a broadcast message will be sent to all active users on the Back-Up system. This message will also announce that the Back-Up system will be turned off in some period of time (i.e., 15 minutes) thus giving users time to finish their existing activity and move to the production system for ongoing work.

<sup>4</sup> When you connect to TAFI via the Telnet window and you get the message “trying” and do not connect, **DO NOT CONTINUE** repeating the attempts. Continuing the process could only aggravate a communications problem. Have your SME report the condition and then access the Back-Up system to process your customer's reports.

