

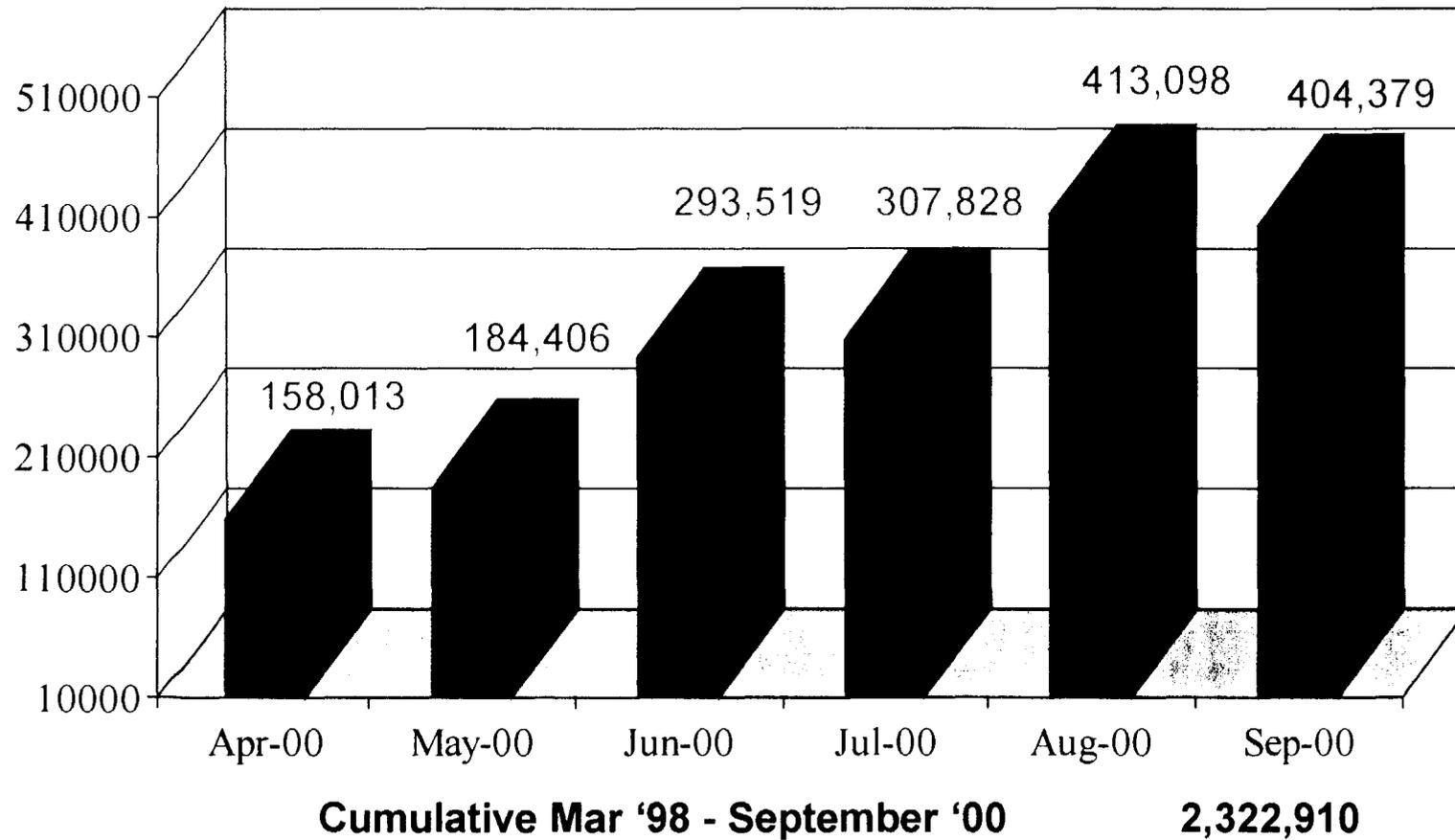
# EDI

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- **Electronic Data Interchange**
- **“Gateway” app-to-app that can be integrated with DataGate or EDI / CORBA**
- **Conforms to OBF/TCIF national guidelines**
- **Validated by Telcordia in Capacity Test**
- **Currently processes commercial volumes**
  - **September = 404,379 service orders**
  - **Cumulative (3-98) = 2,322,910 service orders**
  - **31 CLECs have access**

# EDI Service Order Activity



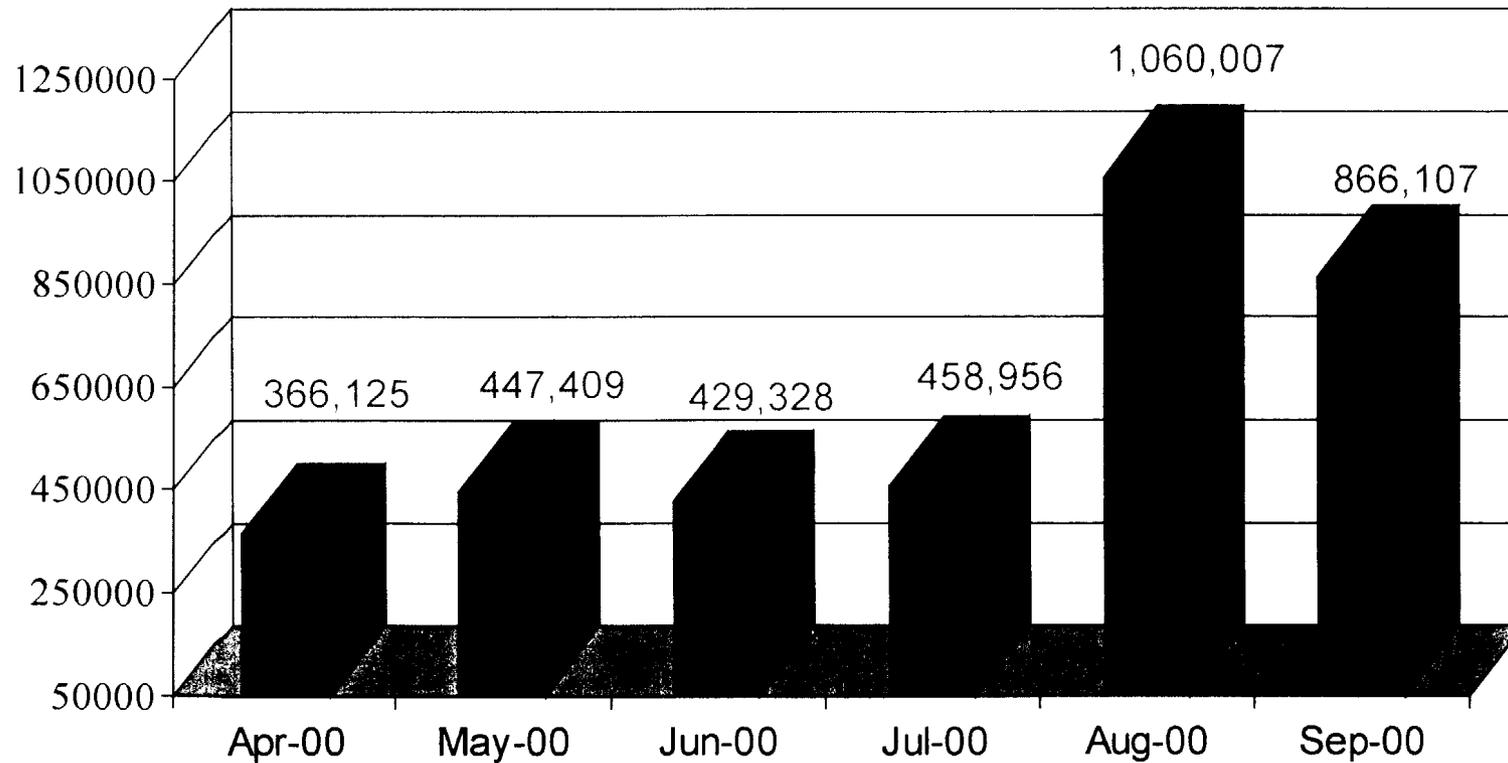
# Order Status

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- **GUI allows CLECs to review pending or posted service orders that have been entered and accepted for processing.**
- **GUI (Toolbar platform)**
- **Order Status displays the status of CLEC orders relative to the SORD distribution process**
- **Processes commercial volumes**
- **September = 866,107 transactions**
- **Cumulative = 8,333,194 transactions**
- **150 CLECs have access**

# Order Status Transaction Activity



**Cumulative July '97 -September '00 8,333,194**

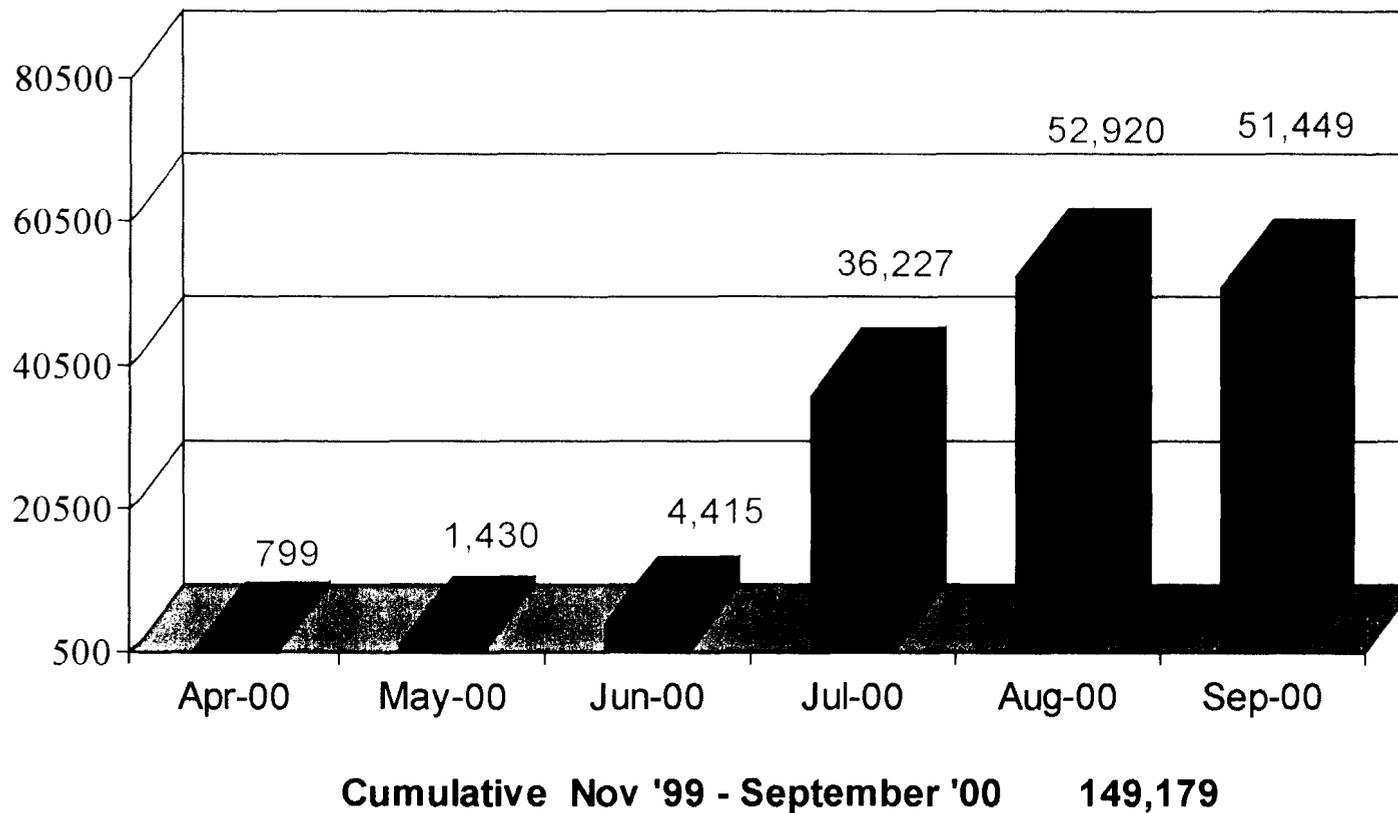
# **Provisioning Order Status (POS)**

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- **New interface available October 24, 1999**
- **Allows CLECs to view current provisioning status for pending (non-completed service orders)**
- **POS displays the status of an order as it relates to the provisioning/dispatching process**
- **87 CLECs have access**
- **51,449 transactions**

# Provisioning Order Status\* (POS)



\*Note: POS activity was first tracked beginning in Nov-99, accounting for the low transaction activity.

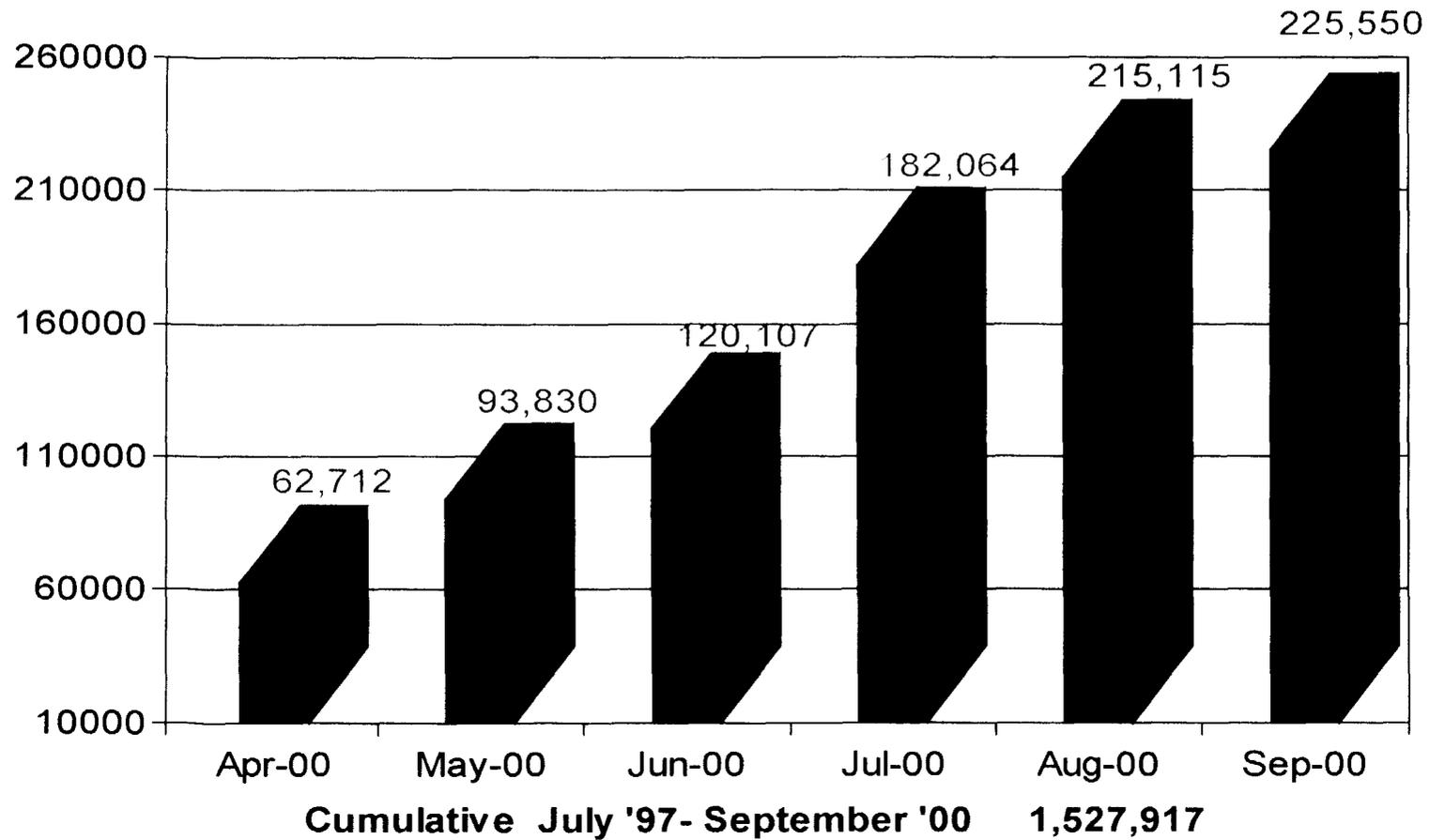
# Maintenance and Repair

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- **Two Trouble Administration interfaces:**
  - **TBTA - GUI system on Toolbar**
    - **150 CLECs have access**
  - **EBTA - App-to-app**
    - **In use by IXC's**
    - **Two CLECs**
  - **Provide same functionality as retail system**
    - **Access same back office systems**

# Trouble Administration Transaction Activity



# Billing

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- **Bill Plus<sup>TM</sup>**
- **Bill Information (Toolbar)**
- **EDI - Electronic Data Interchange**
- **BDT - Bill Data Tape**
- **Usage Extract - (Exchange Message Interface)**

# **CLEC Billing Subscriptions**

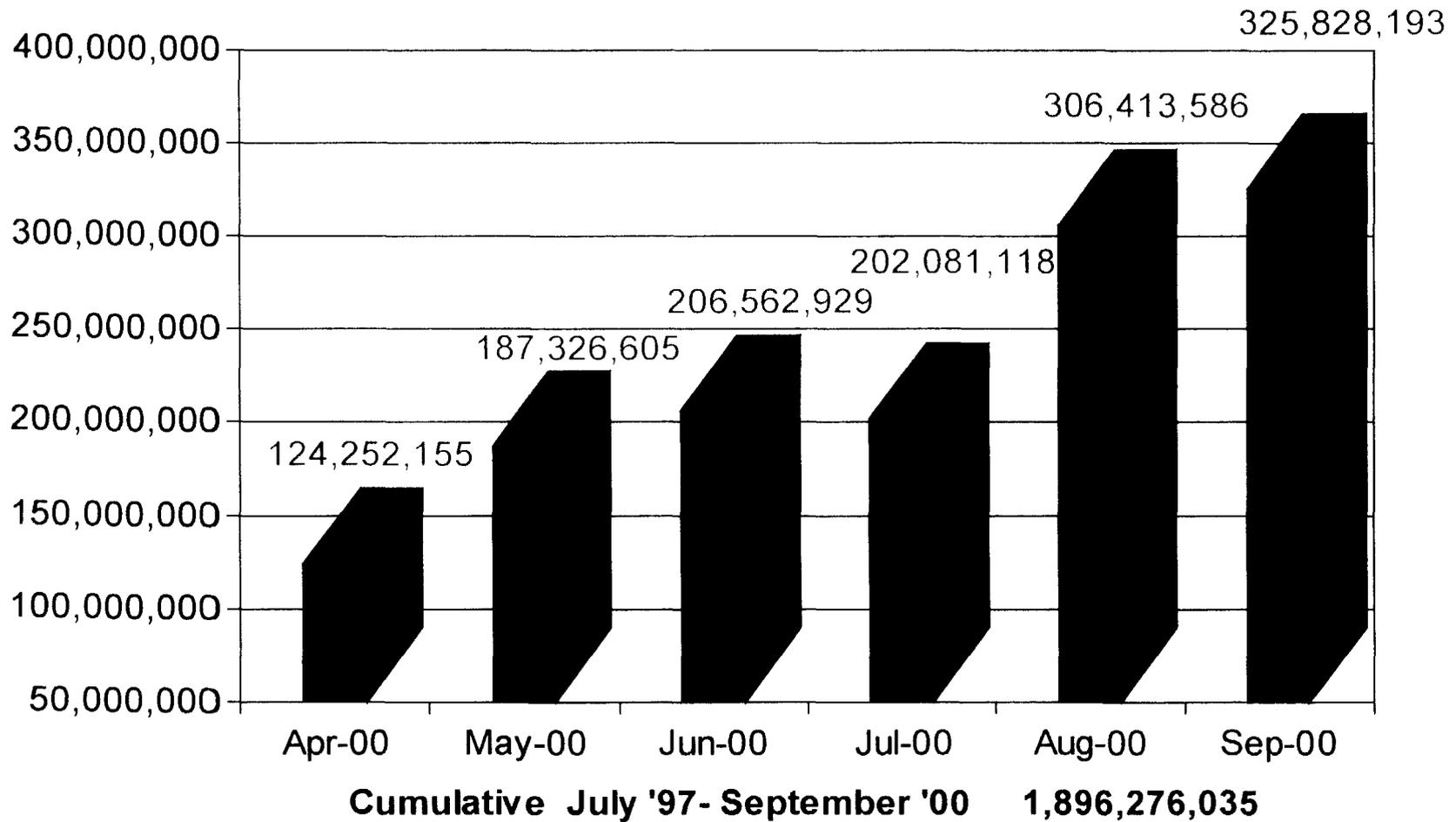
**(As of September 30, 2000)**

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<b>• Bill Plus™</b>	<b>143</b>
<b>• Bill Info</b>	<b>152</b>
<b>• EDI</b>	<b>15</b>
<b>• BDT</b>	<b>2</b>
<b>• Usage Extract</b>	<b>73</b>

# Usage Extract Messages Activity



# Cumulative Volumes

As of September 30, 2000

■ EASE Service Orders	1,929,915
■ DataGate Transactions	12,304,127
■ Verigate Transactions	8,470,386*
■ LEX Service Orders	1,225,814
■ EDI Service Orders	2,322,910
■ Order Status Transactions	8,333,194
■ Provisioning Order Status Transactions	149,179**
■ Trouble Administration Transactions	1,527,917
■ Usage Extract Messages	1, 896,276,035

\*Verigate volumes for June are understated, as data for Verigate volumes from June 1 to June 7 are not included.

\*\*Note: POS activity was first tracked beginning in Nov-99, accounting for the low transaction activity.

# CLEC Support Organizations

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- **LSC - Local Service Center**

single point of contact for pre-ordering, ordering/provisioning, and billing

- **LOC - Local Operation Center**

single point of contact for repair/maintenance, available 24 hours a day, 7 days a week

- **Call Center**

single point of contact for OSS interface issues and questions, available 24 hours a day, 7 days a week

- **Web Page**

OSS current status, information, requirements, and troubleshooting guides

- **Account Team**

single point of contact for interconnection issues, inquiries, requests for information-  
-offer personalized support

# **Change Management**

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**“The FCC concluded that SWBT has an  
adequate Change Management Process  
in place.” Texas Order ¶ 105.**

# **Change Management (cont)**

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- **In Sept. '99 revised CMP negotiated with CLECs**
- **Change Management Process (5-state):**
  - **Notifies CLECs of changes to interfaces**
  - **Notifies CLECs of retirements / additions of interfaces**
  - **Provides for resolution of CLEC issues**
  - **Addresses emergency situations**

# **Change Management (cont)**

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- **Provisions include all interfaces except SWBT retail systems**
- **Meetings scheduled (at least) quarterly**
  - **12-Month Plan / Agenda items**
  - **Accessible Letters / CLEC approved minutes**
- **EDI Joint Release Testing (RTP)**
  - **CLEC EDI test environment**

# **Change Management (cont)**

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- **Outstanding Issue Solution and Dispute (“go/no go”) Voting**
- **Versioning**
- **CMP reviewed by Telcordia for two EDI /LSR releases**

# Conclusions of OSS Test

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- **SWBT's OSS are operationally ready to handle commercial volumes of transactions, based upon 1Q2000 CLEC forecasts**
- **SWBT can provide nondiscriminatory access to its OSS, as measured to the standards of the TPUC-adopted performance measurements**
- **"The FCC found the results of Telcordia's test provide meaningful evidence that is relevant to our analysis of SWBT's OSS." Texas Order ¶104.**

# OSS Conclusions

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- **“The FCC concludes that SWBT has demonstrated that it provides nondiscriminating access to its OSS.” Texas Order ¶99.**
- **The FCC has stated that where a Bell Operating Company (“BOC”) “provides access to a particular checklist item through a region-wide process, such as its OSS, we will consider both region-wide and state-specific evidence in our evaluation of that checklist item.” Second Louisiana Order ¶56.**

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# **Southwestern Bell's Operational Support Systems**

## **QUESTIONS**