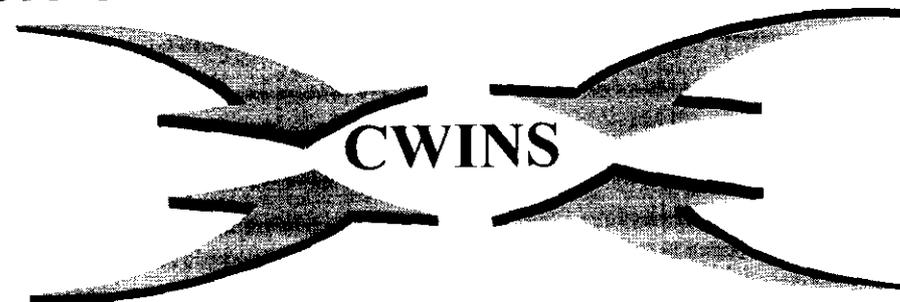
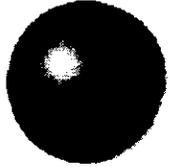


CWINS DESIGN MAINTENANCE FUNCTIONS:

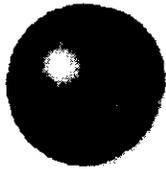
- ***Available 24 X 7***
- ***TROUBLE RECEIPT***
- ***ISOLATION TESTING AND ANALYSIS***
- ***TICKET REFERRAL (HAND-OFF)***
- ***ESCALATION (if required)***
- ***TURNUP TEST***
- ***CLEC NOTIFICATION & ACCEPTANCE***
- ***TICKET CLOSURE***





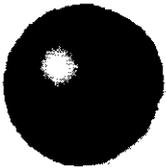
CWINS NON-DESIGN MAINTENANCE FUNCTIONS:

- *Available 24 X 7*
- *TROUBLE RECEIPT*
- *ISOLATION TESTING & ANALYSIS*
- *TICKET REFERRAL*
- *ESCALATION* (if required)
- *TICKET CLOSURE* (network responsibility)

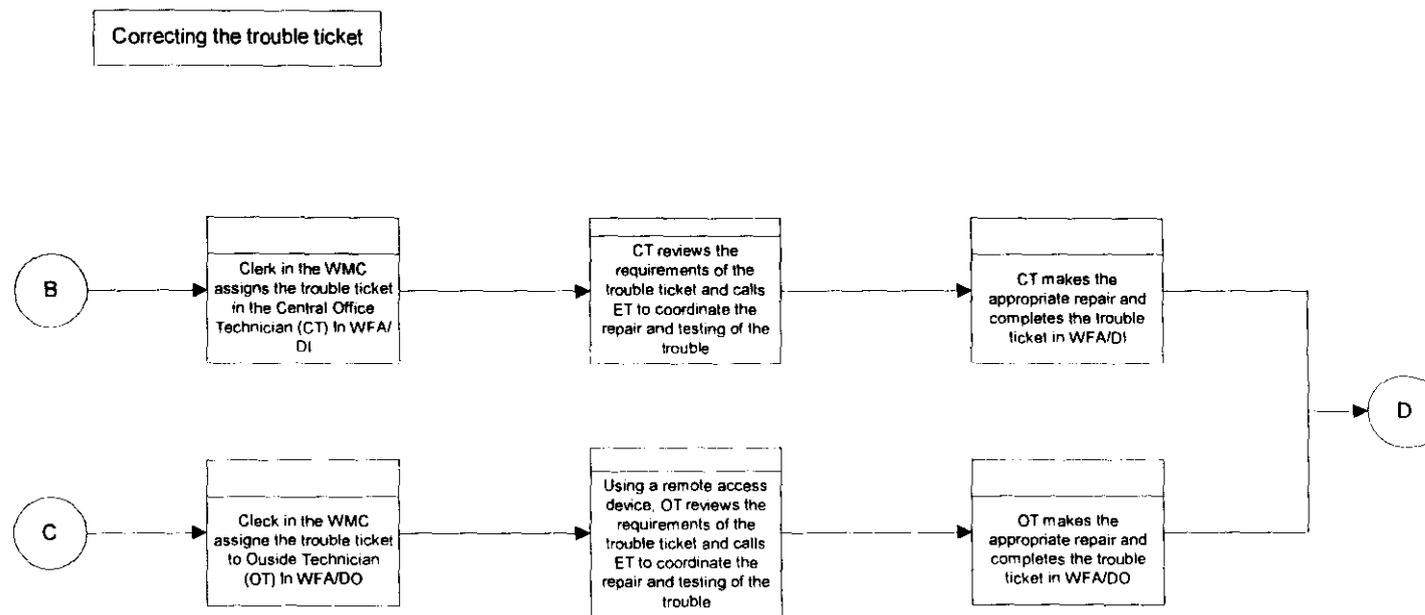


CWINS MAINTENANCE Tools :

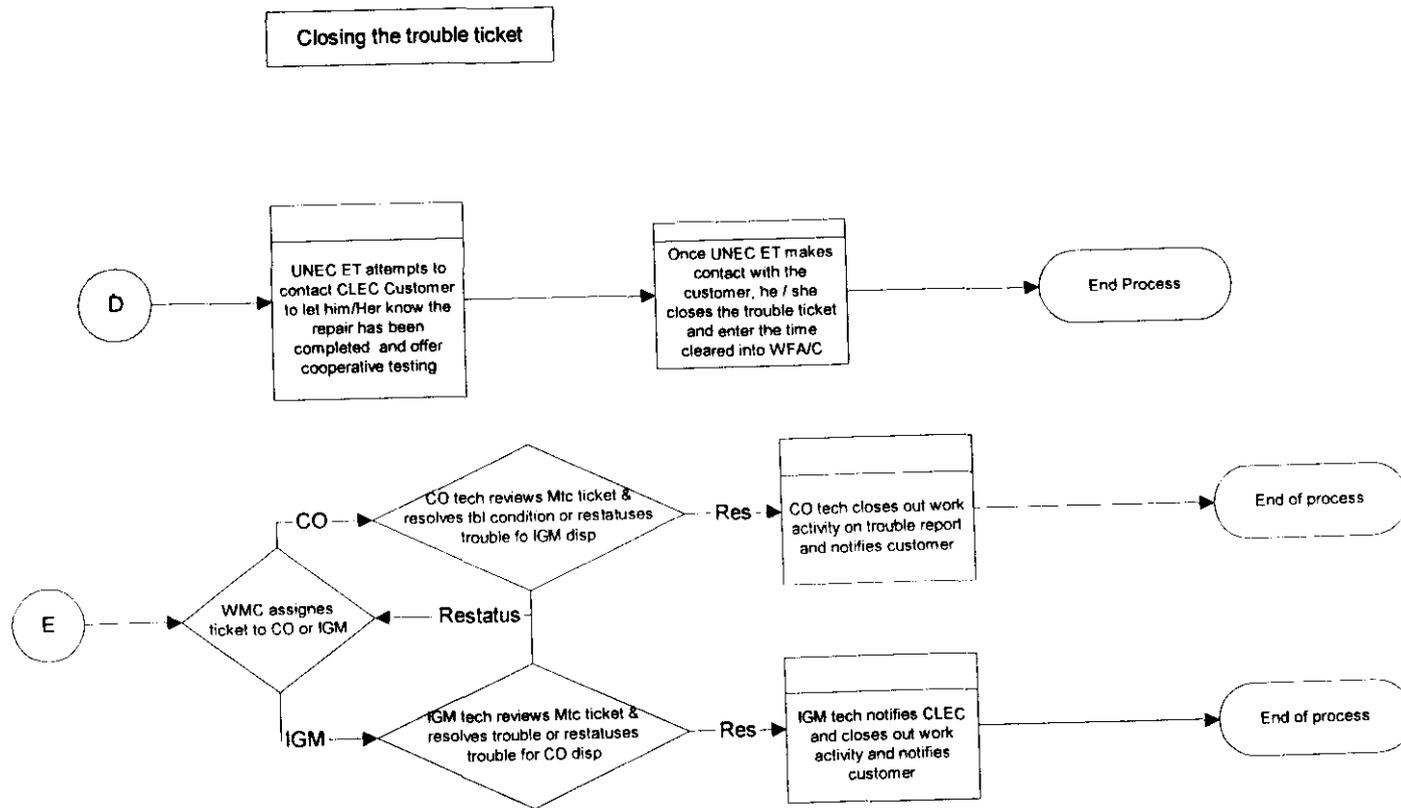
- ***Trouble Analysis Facilitation Interface (TAFI)***
 - ***Non-design TN Formatted Services***
 - ***CLEC Accessibility***
 - ***Utilized by BellSouth Retail Units***
 - ***Mechanized Analysis***
- ***LMOS***
 - ***Non-design (non TN) Formatted Services***
 - ***CLEC accessibility via Electronic Communication Trouble Administration (ECTA)***
 - ***Utilized by BellSouth Retail Units***
- ***WFA***
 - ***Designed Services***
 - ***CLEC Assessable via ECTA***
 - ***Utilized by BellSouth Retail Units***
- ***Test Capability***
 - ***INTAS***
 - ***SARTS***
 - ***Wiltron***
 - ***MLT***
 - ***Predicator***

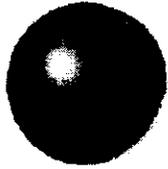


CWINS MAINTENANCE FLOW: 2 of 3



CWINS MAINTENANCE FLOW: 3 of 3

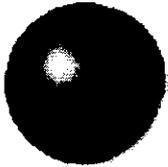




CWINS Quality Groups

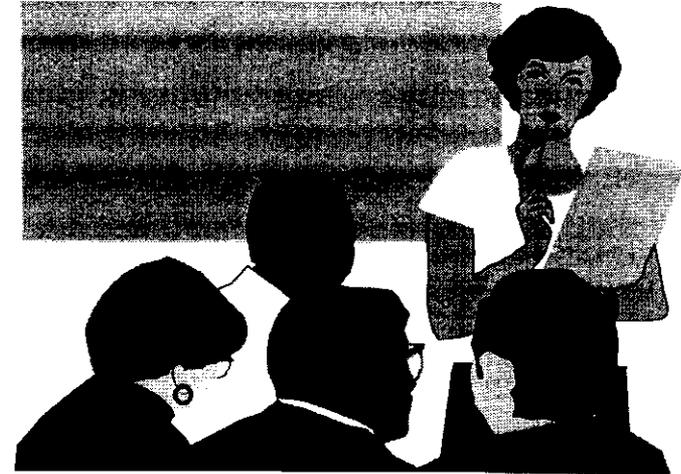
- ***ORDER COMPLETIONS*** QUALITY ASSURANCE GROUP
- ***MAINTENANCE*** QUALITY ASSURANCE GROUP
- ***PROVISIONING*** QUALITY ASSURANCE GROUP
- ***“HOT CUT”*** QUALITY ASSURANCE GROUP

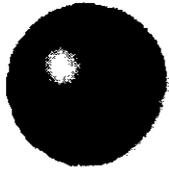




CWINS SPECIALITY GROUPS

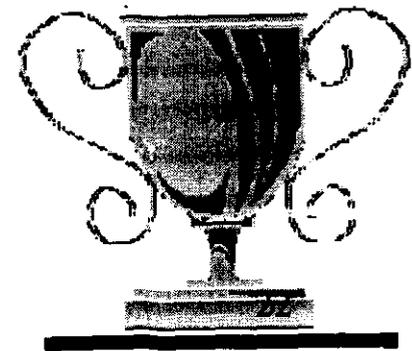
- ***PF*** GROUP
- ***CHRONIC*** GROUP
- ***LNP ASSISTANCE*** GROUP
- ***SERVICE ACTIVATION*** GROUP
- ***LOAD CONTROL*** GROUP

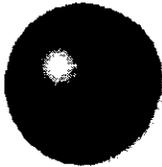




CWINS Measures of Success

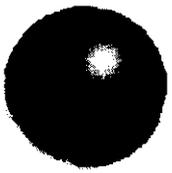
- *“HOT CUT” Performance*
- *XDSL Testing*
- *Provisioning % on time*
 - *Resale*
 - *UNE*
- *Maintenance Duration*
 - *Resale*
 - *UNE*





CWINS SUMMARY

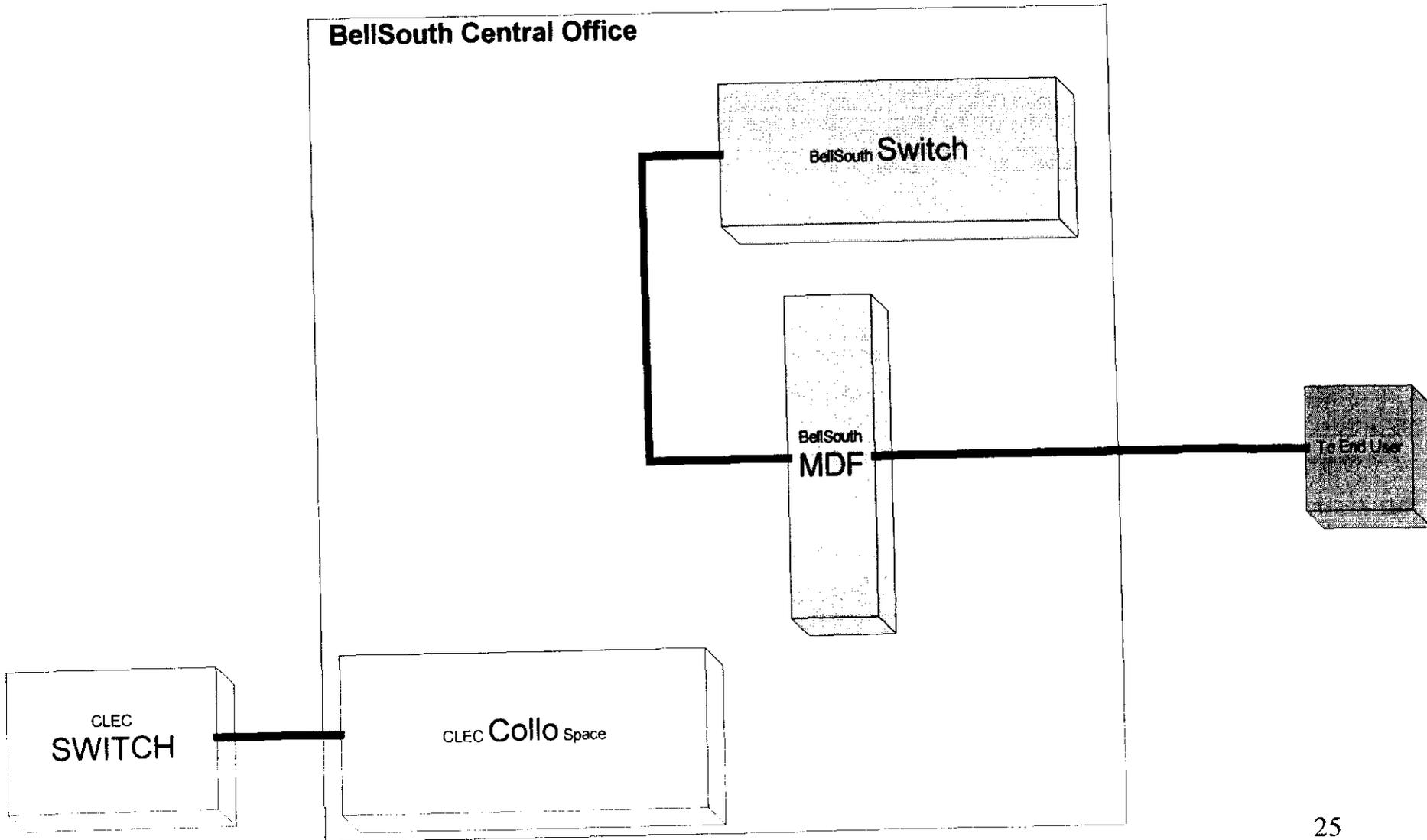
- ***CLEC Single Point of Contact*** for the provisioning of coordinated Resale/UNE services and the maintenance of all Resale/UNE services.
- ***Quality Assurance*** processes integrated into Quality Groups
- ***Specialty Groups*** incorporated to enhance processes and provide a positive CLEC experience
- ***Measures of Success***

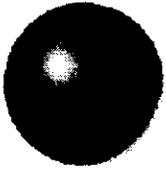


CWINS “Hot Cut” Overview

What Exactly Is A “Hot Cut?”

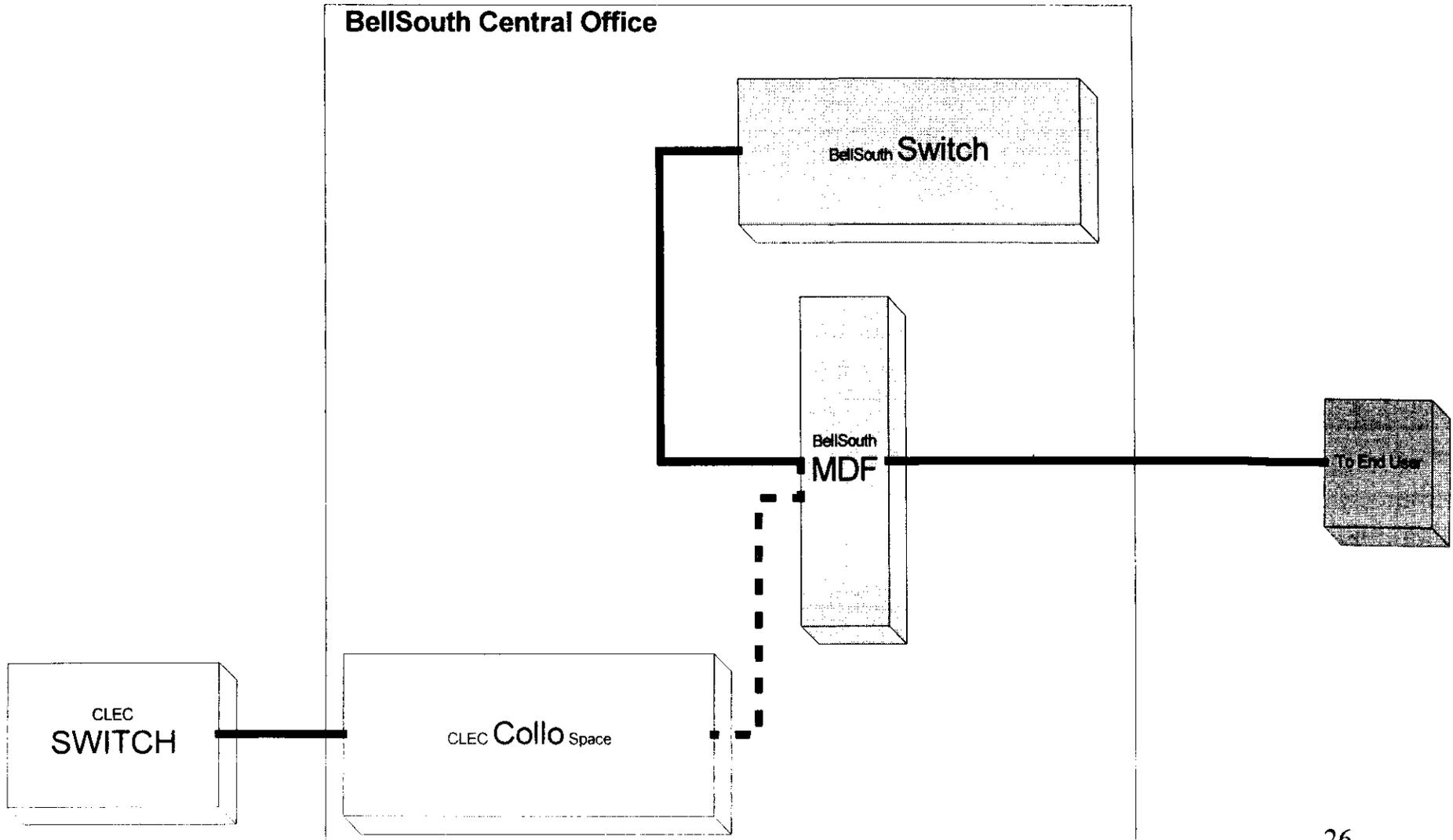
CWINS "Hot Cut" Pre "Hot Cut" Service



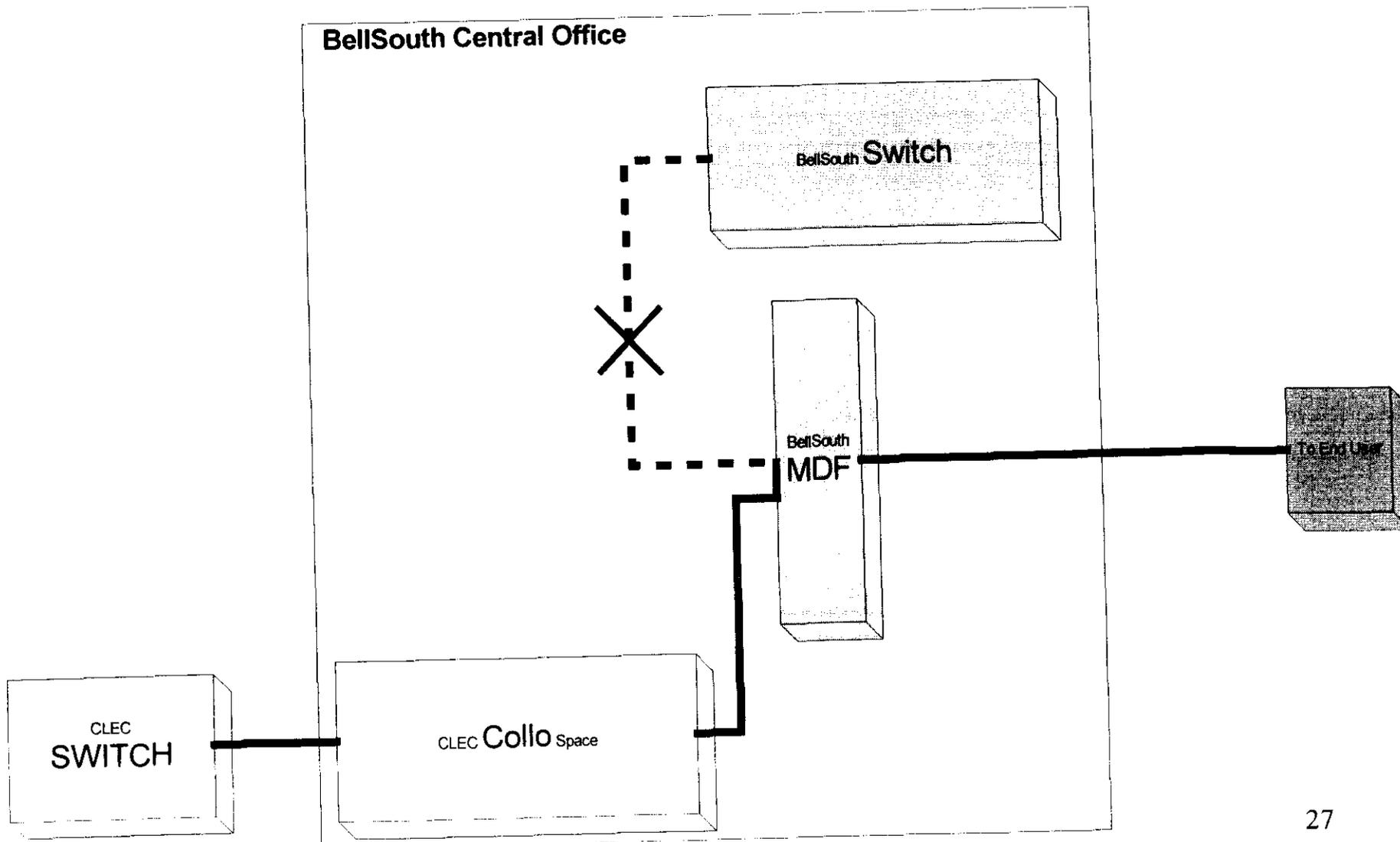


CWINS "Hot Cut"

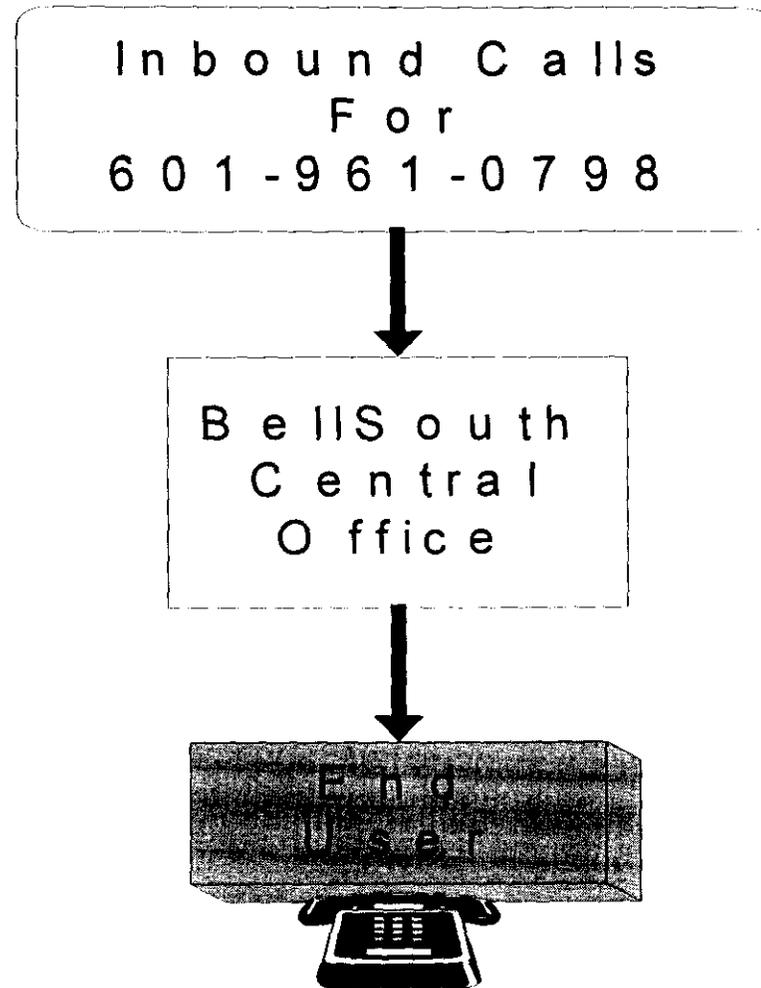
"Hot Cut" Preparation

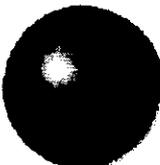


CWINS "Hot Cut" Post "Hot Cut"



CWINS "Local Number Portability" Pre Port





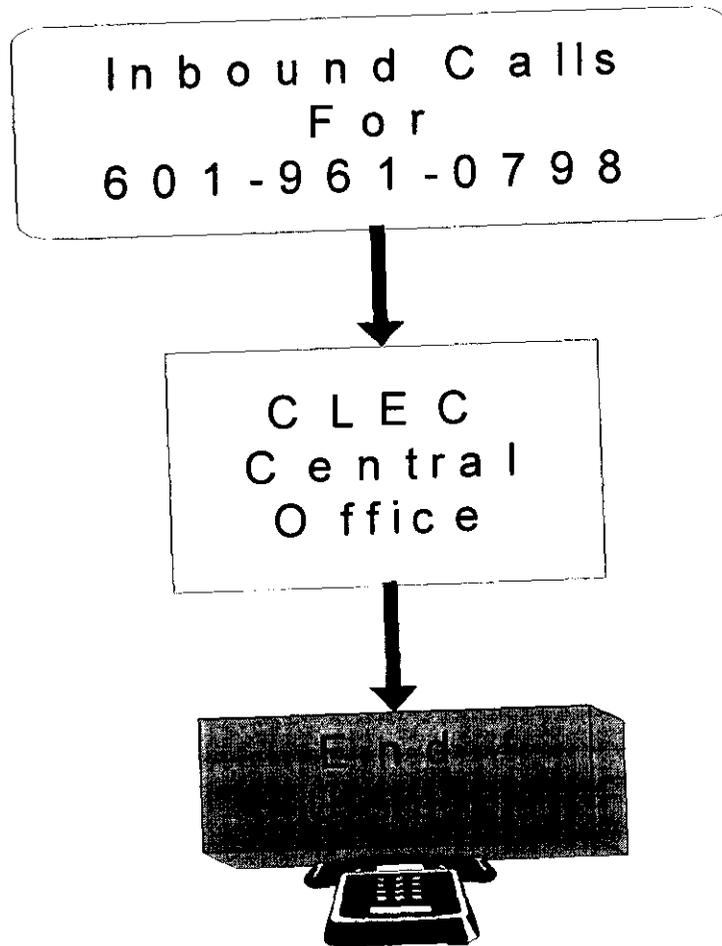
CWINS “Local Number Portability” CLEC Activation

CLEC issues an
Activate Message
to Port TN
601 961-0798



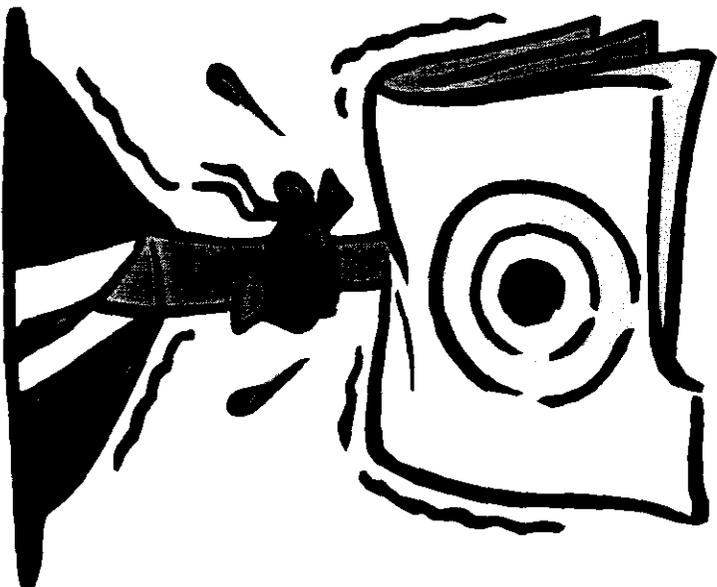
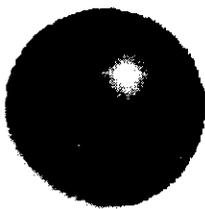
NPAC Activates
Number

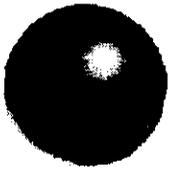
CWINS "Local Number Portability" Post Port



QUESTIONS ??????

??????





CWINS Tour

Host: OAVP Jim Argo

Acronyms: 1 of 2

Acronym	Definition
AO	Pre-completion Distribution pass of SO
CCSS	Coordinated Cut Scheduling System
CDIA	Corporate Document Information Access
CLEC	Competing Local Exchange Company
CO	Central Office
CRIS	Customer Records Information System
CT	Central Office Tech
CWINS	Customer Wholesale Interconnection Network Services
DD	Due Date
DI	Dispatch In
DO	Dispatch Out
ECTA	Electronic Communication Trouble Administration
ET	Electronic Tech
ISO	International Organization for Standardization
ITS	Integrated Test System
LMOS	Loop Maintenance Operations System
LNP/ILNP	Local Number Portability

Acronyms: 2 of 2

Acronym	Definition
MA	Maintenance Administrator
MA	Missed Appointment
MARCH	SOAC/MAS INTERFACE SYSTEM
MDF	Main Distribution Frame
MLT	Mechanized Loop Test
OST/ OT	Outside Tech
PD	Pre-completion Distribution pass of SO
PF	Pending Facilities
SARTS	Switched Access Remote Testing System
SD	Subsequent Due Date
SOCS	Service Order Control System
TAFI	Trouble Analysis Facilitation Interface
UNE	Unbundled Network Elements
WFA	Work Force Administration
WFA -C	Work Force Administration/Control
WFA -DI	Work Force Administration/Dispatch In
WILTRON	Test System
WOT	Wired and Office Tested

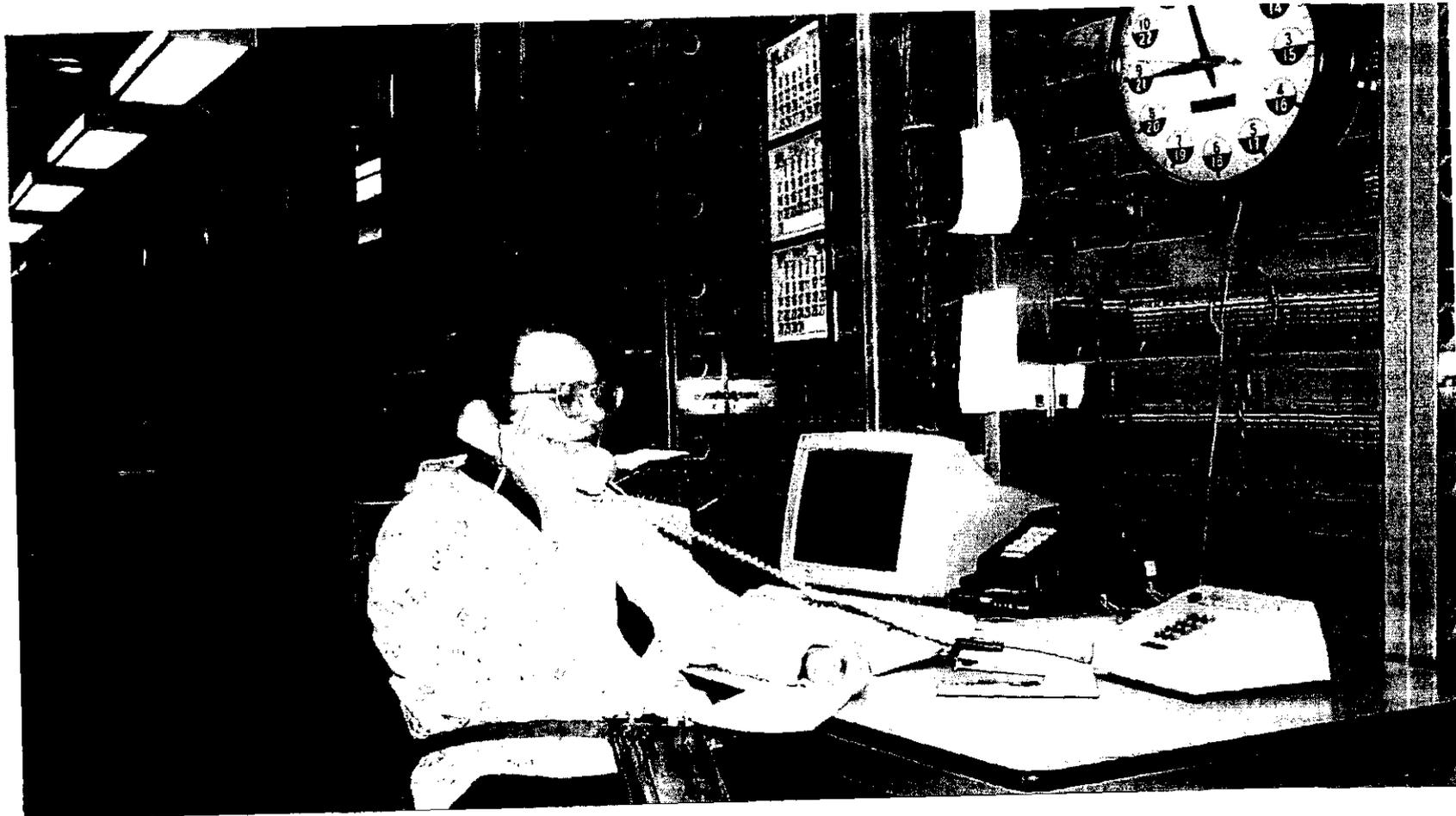
Attachment 4

LOOP CUTOVER PROCESS

Step 1: Technician gets call to begin cutover. Asks for cable pair information.

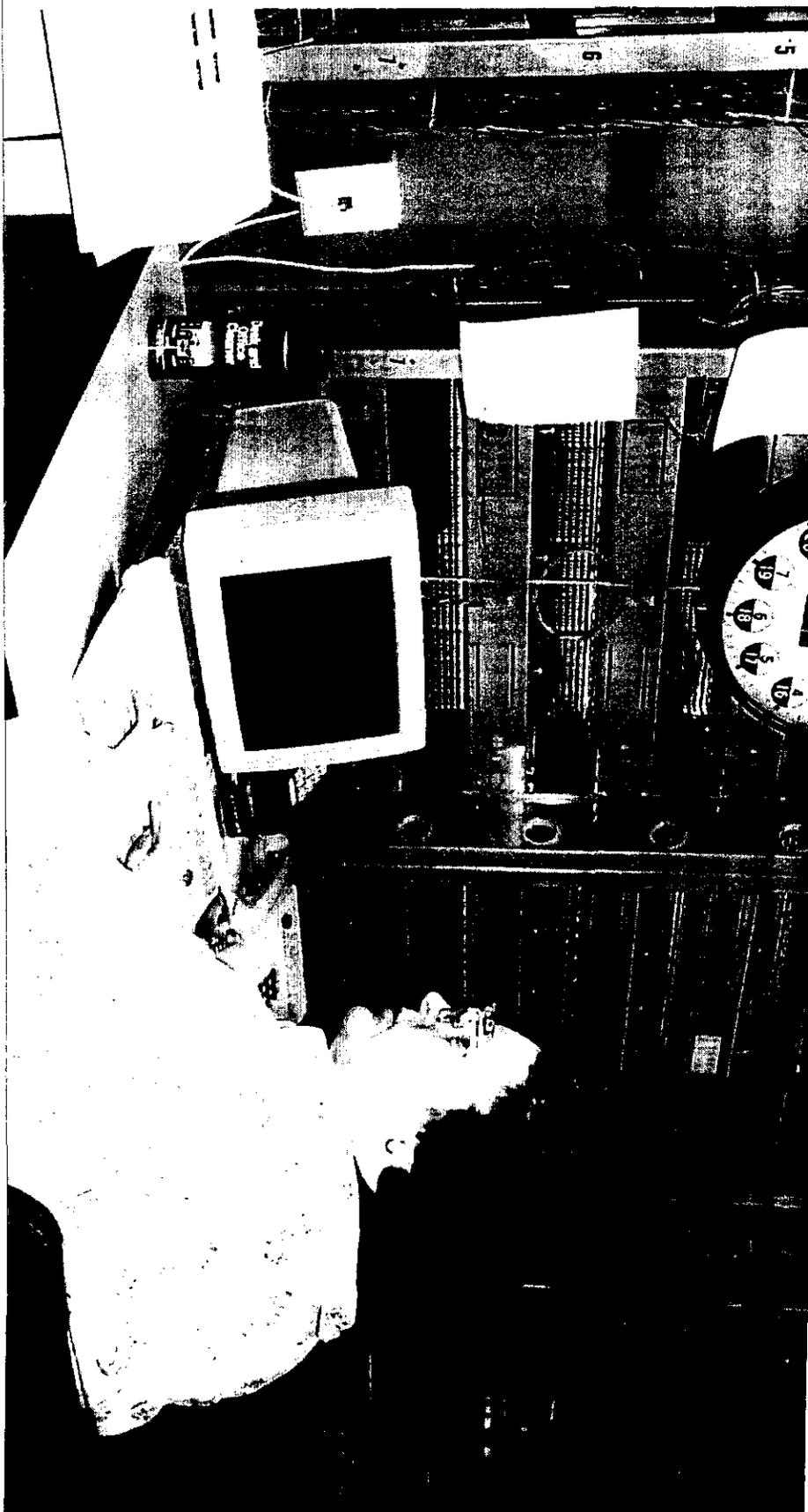
Exhibit WKM-7

Page 1 of 14



LOOP CUTOVER PROCESS

Step 2: Technician types in cable pair number to obtain order number.



LOOP CUTOVER PROCESS

Step 3: Technician retrieves copy of work order.



Exhibit WKM-7

Page 3 of 14

LOOP CUTOVER PROCESS

Step 4: Technician responds to UNE Center request to initiate overall cutover of service from BellSouth to CLEC.



LOOP CUTOVER PROCESS

Step 5: Technician conducts ANAC test to verify that correct loop is being cutover.



LOOP CUTOVER PROCESS

Step 6: Technician walks along Main Distributing Frame to locate both ends of jumper to be cut.

Exhibit WKM-7

Page 6 of 14



LOOP CUTOVER PROCESS

Step 7: Technician locates precise location of jumper.

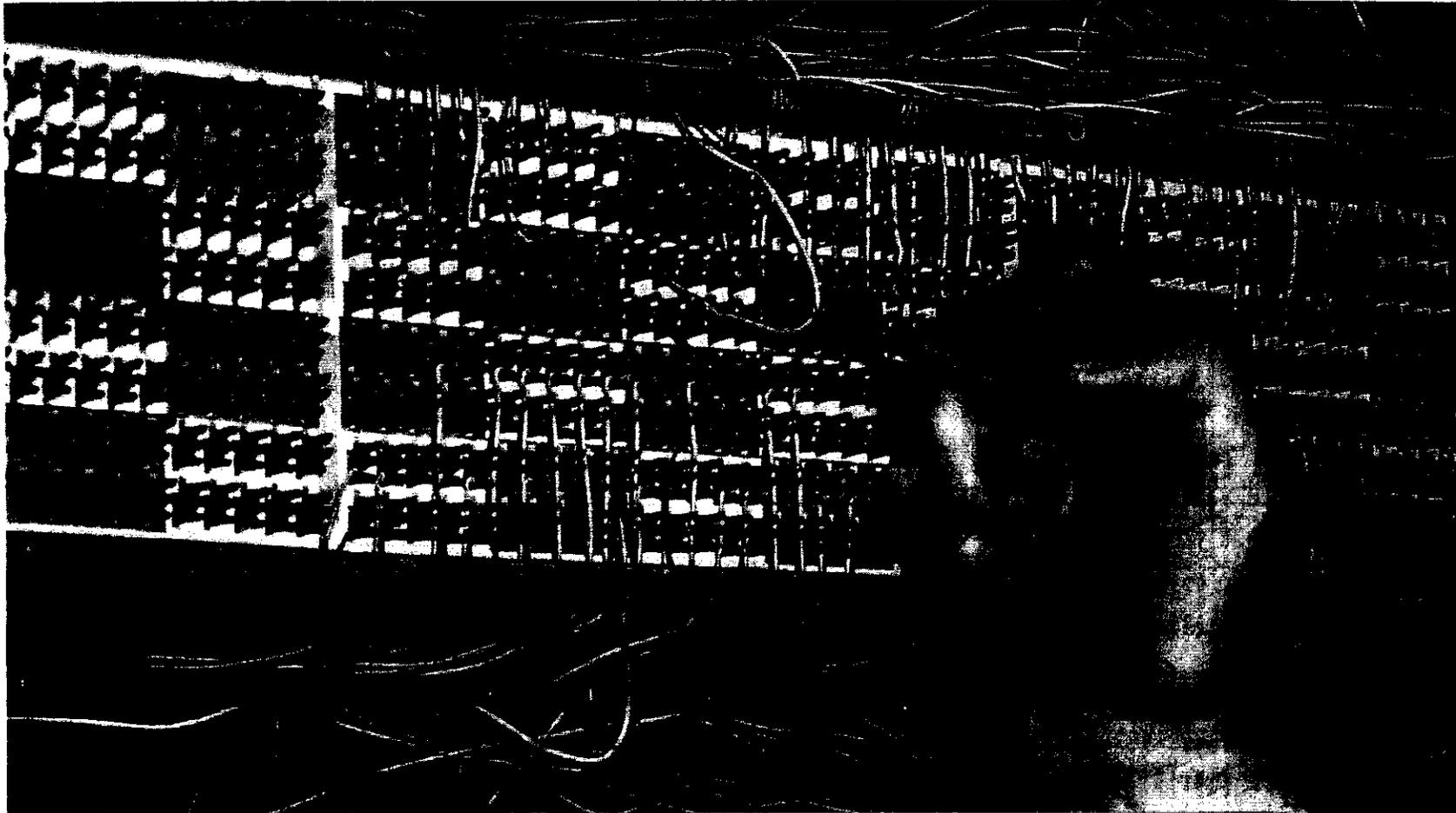


LOOP CUTOVER PROCESS

Step 8: Technician locates and removes end of jumper connected to the BellSouth cable pair.

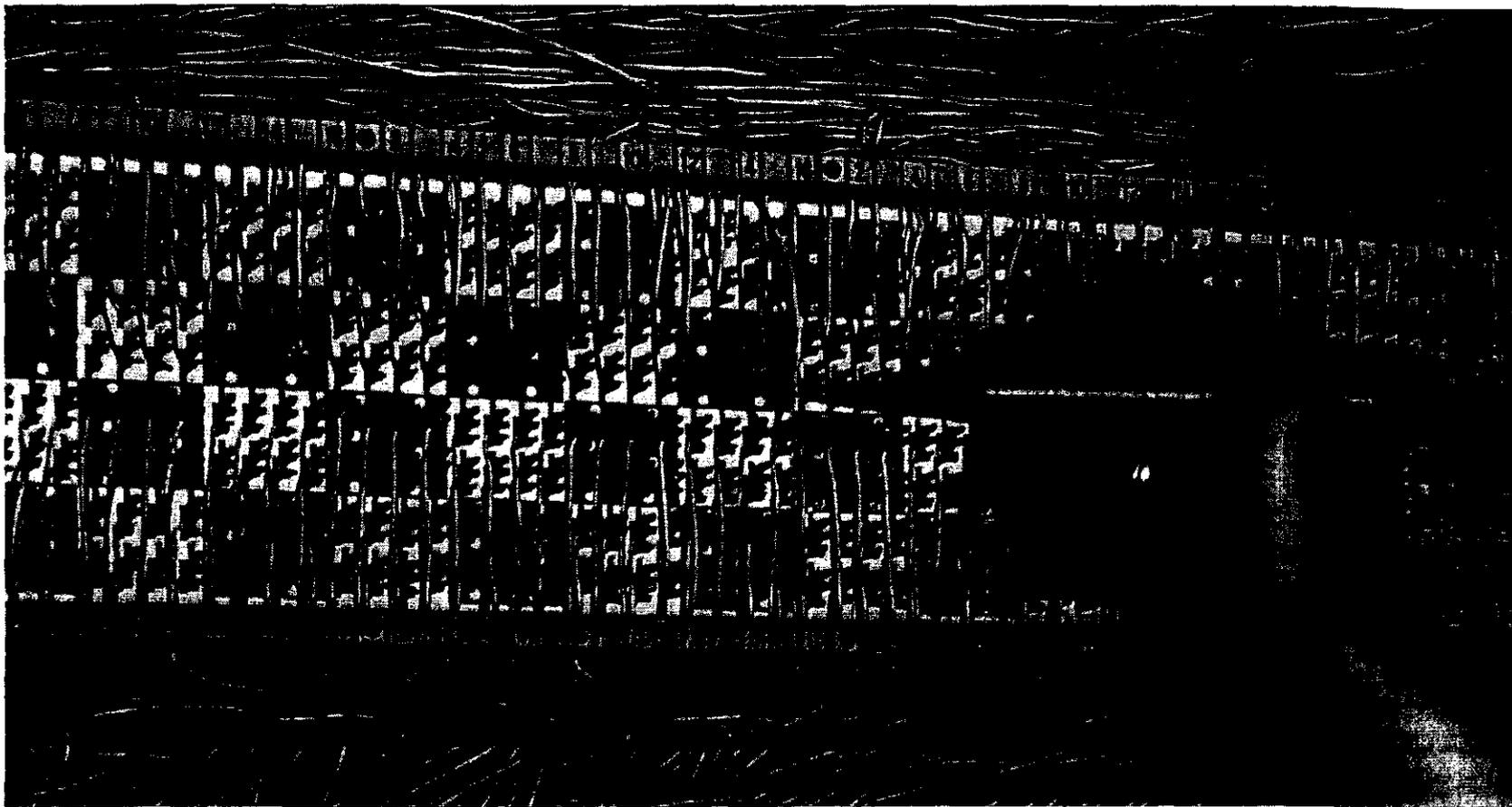
Exhibit WKM-7

Page 8 of 14



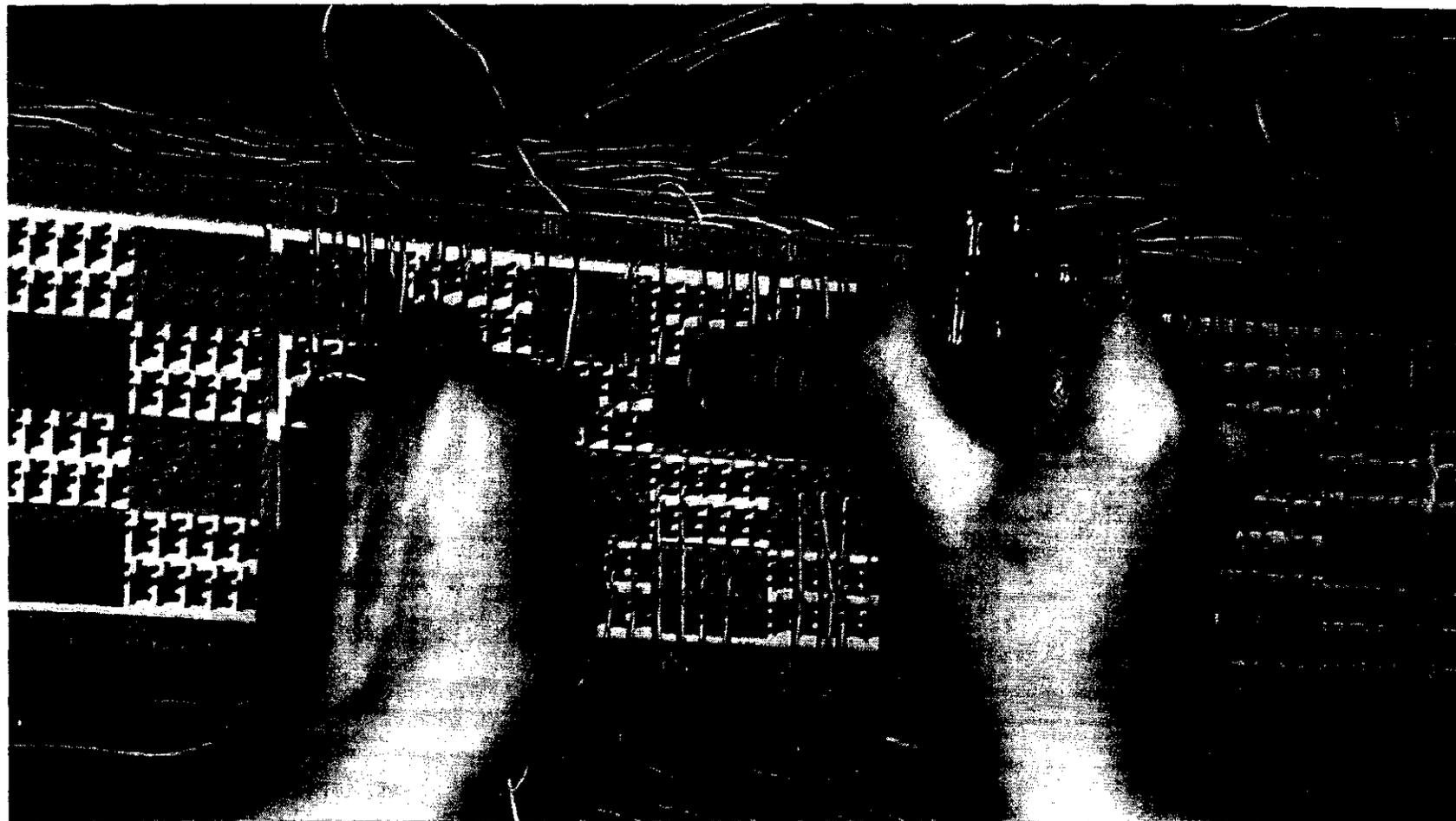
LOOP CUTOVER PROCESS

Step 9: Technician locates and removes end of jumper connected to the switching equipment.



LOOP CUTOVER PROCESS

Step 10: Technician places new jumper on MDF.

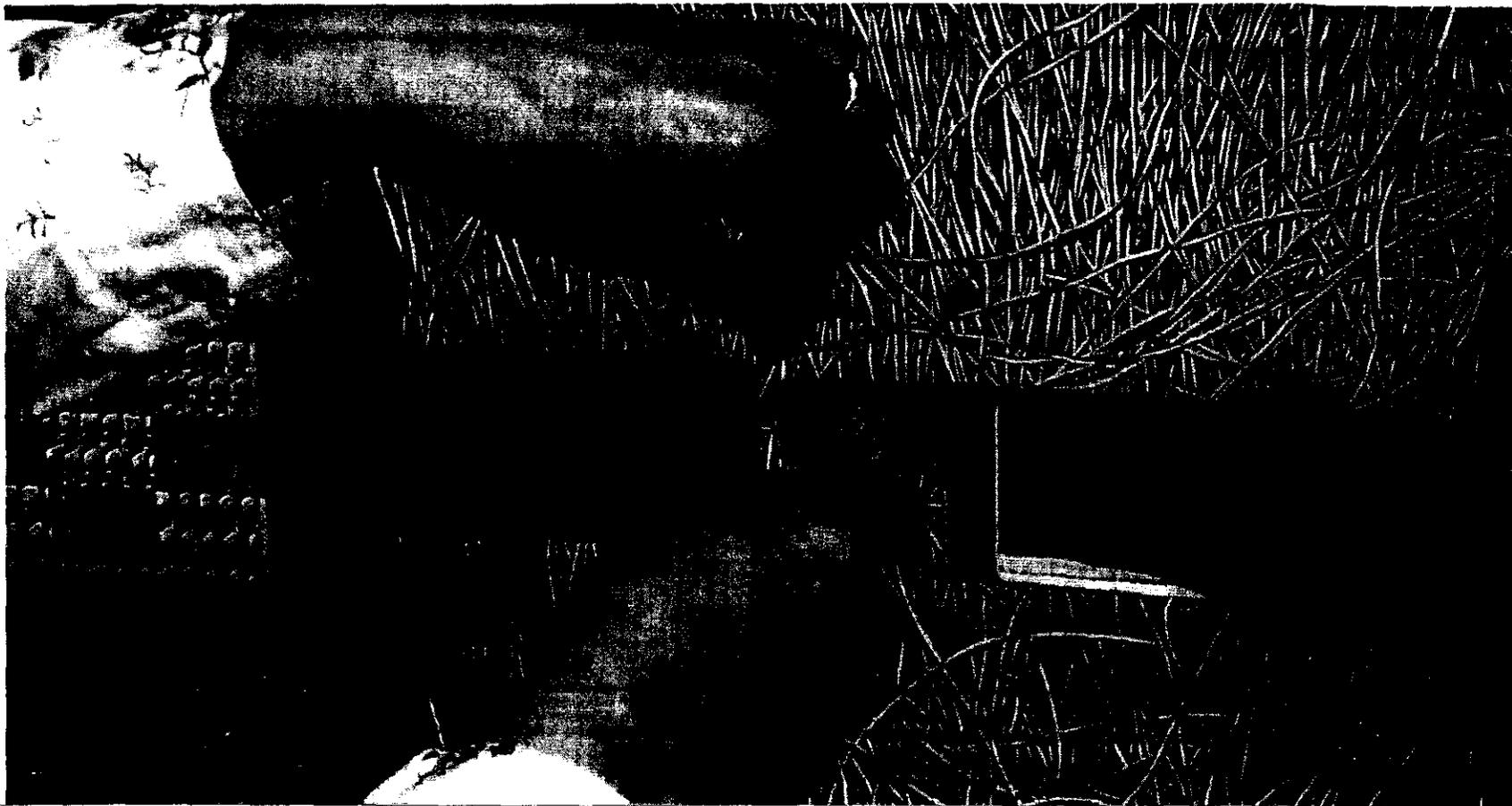


LOOP CUTOVER PROCESS

Step 11: Technician weaves wire through cable rack to reach tie cable to CLEC's collocation equipment.

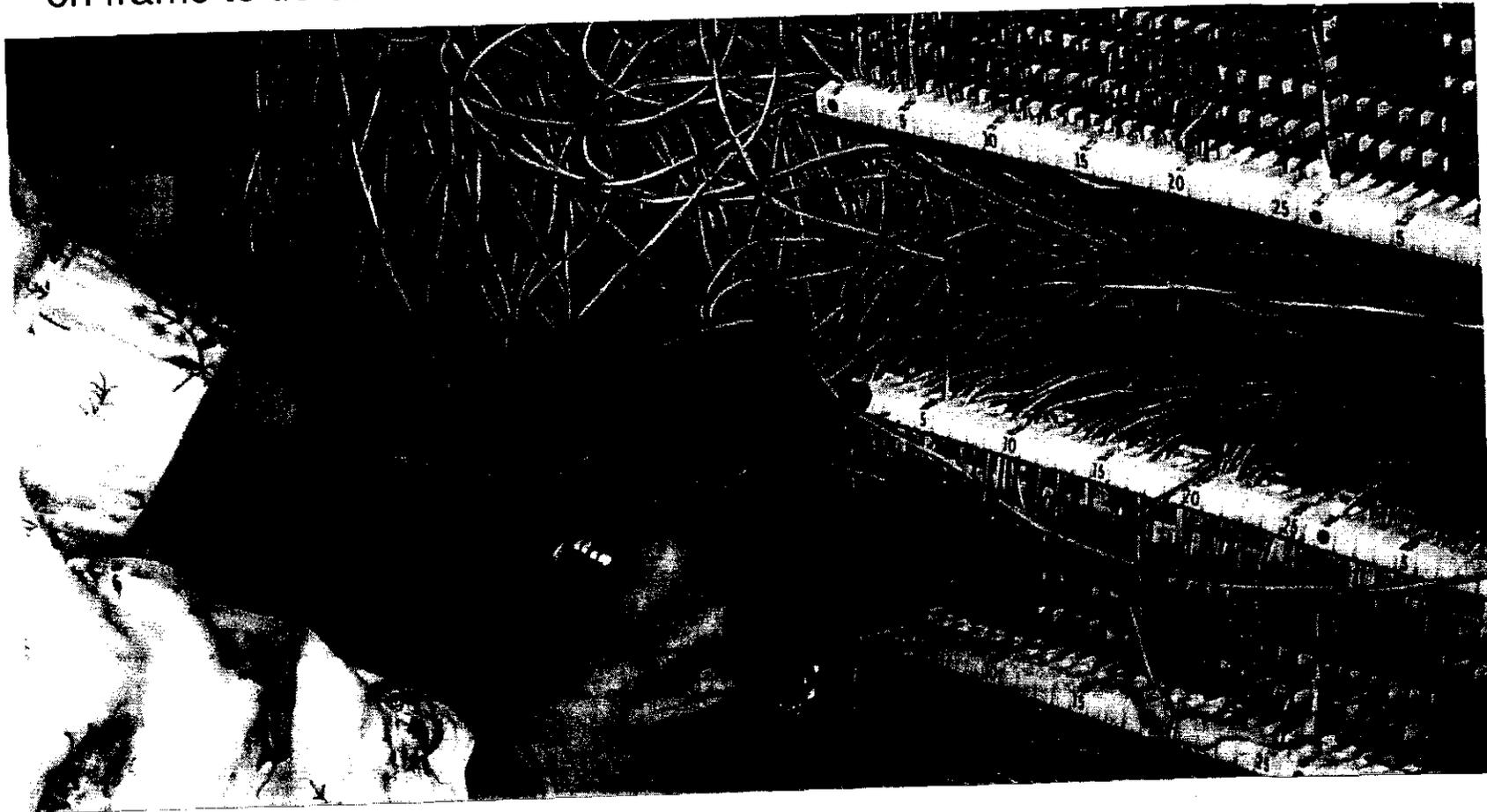
Exhibit WKM-7

Page 11 of 14



LOOP CUTOVER PROCESS

Step 12: Technician connects new jumper on frame to tie cables to CLEC equipment.



LOOP CUTOVER PROCESS

Step 13: Technician conducts ANAC test to verify that loop has been cut to correct CLEC switch port.

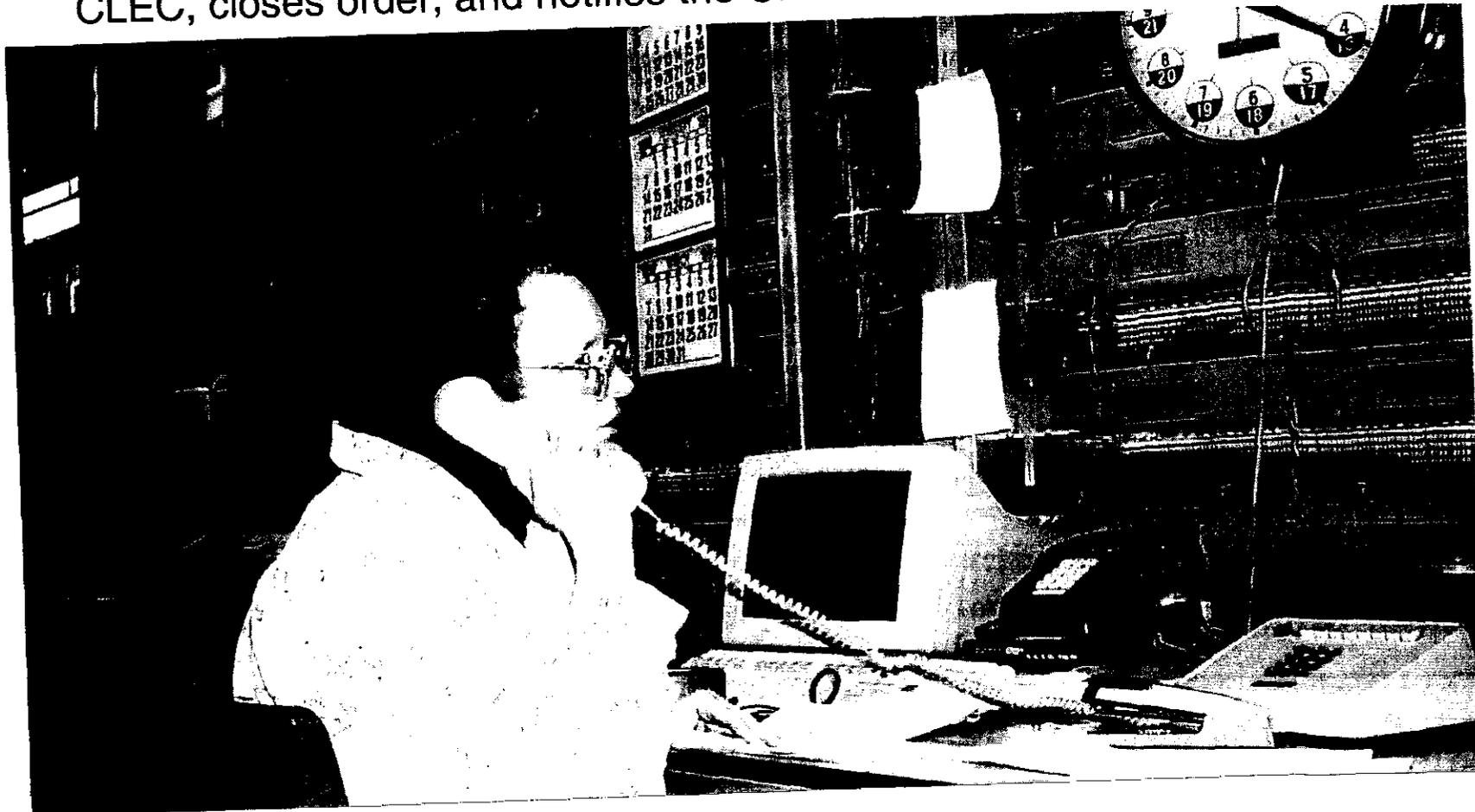
Exhibit WKM-7

Page 13 of 14



LOOP CUTOVER PROCESS

Step 14: Technician verifies cutover with CLEC, closes order, and notifies the UNE Center.



Attachment 5

Monthly Status Meeting Agenda

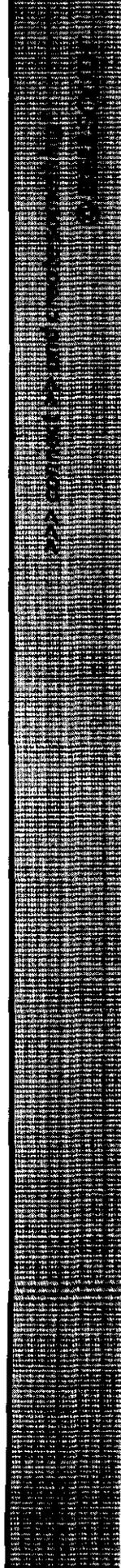
Meeting Information

DATE 06/26/02	START TIME 11:00AM ET	END TIME 3:00PM ET	LOCATION Conference Bridge: 205-968-9300 Access code 176589	
MEETING PURPOSE MONTHLY STATUS MEETING Monthly Status Meeting				
CALLED BY CHANGE CONTROL Change Control		PHONE 205-321-2113	FAX 205-321-5160	

Agenda

Agenda Items	Participants	Time
Welcome/Introductions	Change Management Team	10 Minutes
Review Outstanding Action Items	All	15 Minutes
Discuss Clarification Only Changes	All	15 Minutes
Discuss Escalation Process	All	35 minutes
Lunch	All	60 minutes
Release Management & Implementation Status	All	35 minutes
Infrastructure Changes	All	30 minutes
Summary of Regulatory Change Requests	All	10 minutes
Review Change Request Log	All	10 minutes
Report of System Outages	All	10 minutes
Review New Action Items	All	5 minutes
Adjourn		3:00

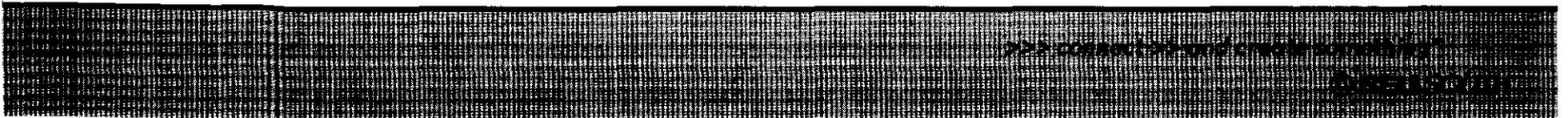
**BellSouth Infrastructure Transition
CCP Presentation
June 26, 2002**



BellSouth Infrastructure Transition

- **What is the BellSouth Infrastructure Transition?**
 - Migration of functionality from the current Encore platform to the Integrated Digital Network (IDN) platform
 - Retirement and Re-architecture of identified applications

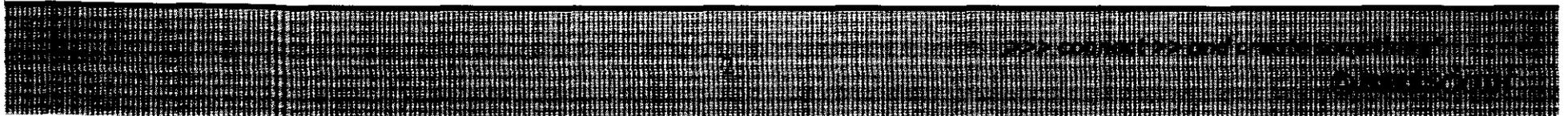
- **When will it occur?**
 - Phase 1: Tentatively planned to occur over the next 18-24 months
 - Phase 2: All subsequent phases are TBD



BellSouth Infrastructure Transition

- **Benefits**

- Enhanced opportunity for flow-through
- Improved mechanization
- Move towards more open architecture
- Migrating LSR ordering and pre-ordering off of Encore systems to the new systems
- Replacing the TAG API with an XML Schema
- Setting up to retire many of the Encore systems



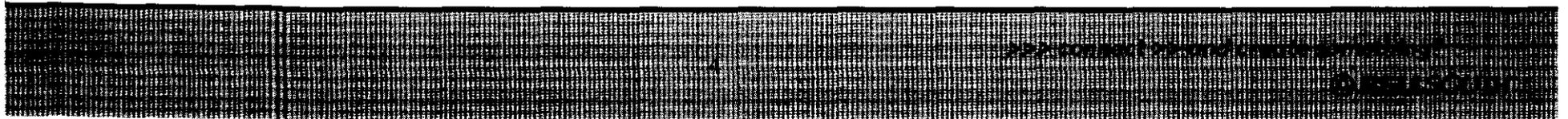
BellSouth Infrastructure Transition

- **Systems Impacted**

System	Impact	Timeframe
TAG	Re-architect	12/2003
LSR-R	Retire	TBD
LEO	Retire	TBD
LESOG	Retire	TBD
CSOTS	Re-architect	TBD

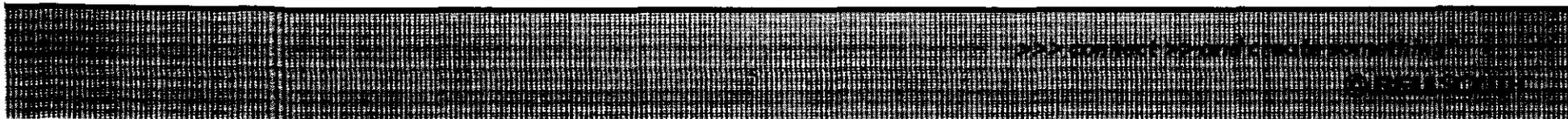
BellSouth Infrastructure Transition

- **Transition Method**
 - Transition by REQTYP and/or Product Type and application (TAG and CSOTS)
 - Allow for more extensive internal testing to ensure smooth transition
 - Provide CLECs the opportunity to test transitioned services in CAVE, prior to production
 - Include CLEC change requests in transition plans, where applicable



BellSouth Infrastructure Transition

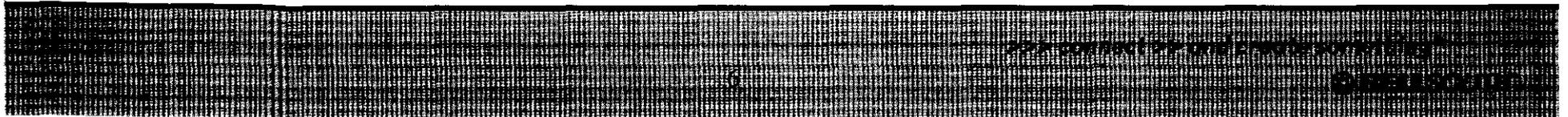
- **Targeted Features**
 - **R10.6**
 - TAG Transition – Thin API
 - **R11.0**
 - TAG Transition – XML Schema



BellSouth Infrastructure Transition

- **Customer Impacts**

- TAG Users must transition to XML protocol
- CSOTS re-architecture may require additional training
- Additional testing may be needed/desired
- Some CCP requests may be implemented with transition items



Attachment 6

BellSouth's Service Quality Measurements

AL-KY-MS-NC-SC metrics are based on those state commission's adoption of the Georgia SQM

The System used to collect and report the data is PMAP - the Performance Measurements Analysis Platform

These metrics are produced monthly in three formats for the PSCs and CLECs (data appears on the PMAP website):

- Individual CLEC results and raw data and CLEC aggregate results
- Monthly State Summary (MSS) – Monthly aggregate CLEC results, benchmarks, and retail analogs; z-score
- Monthly Charts - a graphic display of the MSS data for multiple months

Data from these formats is combined in various ways for our FCC Filings.

BELLSOUTH Performance Measurement and Analysis Platform

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Documents

- [PMAP User Guide \(zip file\)](#)
- [Flow Through Matrix \(pdf file\)](#)
- [Performance Measurement Data Policy \(Word Doc\)](#)

- [REGION SQM Template \(pdf file\)](#)
- [AL Ordered SQM \(pdf file\)](#)
- [FL Interim SQM \(KMPG\) \(pdf file\)](#)
- [FL Interim SQM Redline \(KMPG\) \(pdf file\)](#)
- [FL Permanent SQM \(Docket 000121-TP\) \(pdf file\)](#)
- [GA Ordered SQM Docket 7892-U \(pdf file\)](#)
- [LA Ordered SQM \(pdf file\)](#)
- [KY Ordered SQM \(pdf file\)](#)
- [MS Ordered SQM \(pdf file\)](#)
- [SC Ordered SQM \(pdf file\)](#)
- [Monthly State Summary \(MSS\) Reports](#)
- [CLEC Problem/Issue/File Retransmission Form \(rtf file\)](#)
- [LA SQM Change Notification \(Word doc\)](#)

- [Site Updates](#)

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Monthly State Summary (MSS) Reports

Monthly State Summary	MSS Charts	Notes
Alabama (April 2002 data)	1,842KB compressed file (charts are in Excel format)	
Florida (March 2002 data)	1,945KB compressed file (charts are in Excel format)	
Georgia (April 2002 data)	1,935KB compressed file (charts are in Excel format)	
Kentucky (April 2002 data)	1,802KB compressed file (charts are in Excel format)	
Louisiana (April 2002 data)	1,868KB compressed file (charts are in Excel format)	
Mississippi (April 2002 data)	1,822KB compressed file (charts are in Excel format)	
North Carolina (April 2002 data)	1,878KB compressed file (charts are in Excel format)	
South Carolina (April 2002 data)	1,828KB compressed file (charts are in Excel format)	
Tennessee (March 2002 data)	1,858KB compressed file (charts are in Excel format)	

Current MSS Data Notification

The MSS report contains monthly aggregate totals for CLEC performance volumes for Resale, Unbundled Network Elements (UNE), Local Interconnection Trunks, Operations Support Systems (OSS), Collocation, and General categories. It also provides the BellSouth comparable volumes and statistical test results, where applicable. Each month the current report will be updated with the succeeding month's report.

The MSS charts contain the underlying data summarized in the MSS.

Additional state reports and charts will be added when available.

The Monthly State Summary consists of 6 categories:

- RESALE
- UNE (Unbundled Network Elements)
- LIT (Local Interconnection Trunks)
- OSS (Operations Support Systems)
- COLLOCATION
- GENERAL

- Resale and UNE are divided into:
 - Ordering
 - 15 measures
 - Up to 34 products or disaggregations per measure
 - Provisioning
 - 20 measures for Resale, 29 measures for UNE
 - Up to 76 products or disaggregations per measure
 - Maintenance and Repair
 - 5 measures
 - Up to 24 products or disaggregations per measure
 - Billing
 - 2 measures
 - 1 product per measure

- LIT is divided into:
 - Ordering
 - 5 measures
 - 1 product per measure
 - Provisioning
 - 10 measures
 - Up to 4 products per measure
 - Maintenance and Repair
 - 5 measures
 - 2 products per measure
 - Billing
 - 2 measures
 - 1 product per measure
 - Trunk Blocking
 - 1 measure
 - 1 product

- OSS is divided into:
 - Pre-Ordering
 - 4 measures
 - Up to 14 products or disaggregations per measure
 - Maintenance and Repair
 - 6 measures
 - Up to 11 products or disaggregations per measure
- Collocation is divided into
 - 3 measures
 - Up to 5 products or disaggregations per measure

- General is divided into:
 - Flow Through
 - Pre-Ordering
 - Ordering
 - Maintenance Center
 - Operator Services
 - Directory Assistance
 - E911
 - Billing
 - Change Management
 - New Business Requests
 - Database Updates
 - Network Outage Notification

Finally, the groups are divided into the individual metrics and products (creating sub-metrics) (generally following the flow of a CLEC Local Service Request through the ordering and provisioning systems).

For example, UNE Provisioning is subdivided into:

- Order Completion Interval
- Order Completion within X days (xDSL)
- Held Orders
- % Jeopardies
- Average Jeopardy Notice Interval
- % Jeopardy Notice \geq 48 hours
- Coordinated Customer Conversions (duration)
- HotCut timeliness (3 metrics)
- Average Recovery Time – CCC
- % Provisioning Troubles in 7 days – CCC
- % Missed Installation Appointments
- % Provisioning Troubles within 30 days
- Average Completion Notice Interval
- Total Service Order Cycle Time
- % Completion without Notice or $<$ 24 hours
- % Cooperative Test attempts for DSL
- Service Order Accuracy

Each line of the sub-metrics is identified with a unique number as a guide and reference point. i.e., UNE – Provisioning – Order Completion Interval – Loop and Port Combinations / <10 circuits per order Non-Dispatched is assigned Reference Number B.2.1.3.1.2

Alabama MSS April data (sample)

BellSouth Monthly State Summary Alabama, April 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Provisioning											
Order Completion Interval											
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispa	R&B (POTS)	3.91	15,296			5.107			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-D	R&B (POTS)	0.79	201,324			1.409			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Disp	R&B (POTS)	9.92	56			9.684			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-	R&B (POTS)	2.44	3			3.097			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 c	DS1/DS3	15.51	505			10.893			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 c	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 c	R&B	4.05	15,757	2.94	212	5.285	0.36541	3.0204	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 c	R&B	0.80	202,093	0.55	3,496	1.418	0.02419	10.0135	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 c	R&B	0.33	122,531	0.33	2,484	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 c	R&B	1.51	79,562	1.09	1,012	2.067	0.06537	6.3312	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10	R&B	10.36	62	4.63	8	9.831	3.69318	1.5529	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10	R&B	1.67	43			1.684			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10	R&B	0.33	14			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10	R&B	2.31	29			1.713			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispa	R&B&D - Disp	4.92	16,692	12.00	3	8.473	4.89261	-1.4470	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispa	R&B&D - Disp	4.92	16,692			8.473			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Disp	R&B&D - Disp	10.50	65			9.627			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Disp	R&B&D - Disp	10.50	65			9.627			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch	ISDN - BRI	12.80	105	10.60	25	8.448	1.88002	1.1719	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Disp	ISDN - BRI	3.00	76			17.620			

- Each Sub-metric has been designated for comparison to a benchmark, a retail analog (using the z-score), as Parity by Design, or as a diagnostic measure

Data Integrity

- The data is produced by my team. To the best of our professional knowledge it is without substantial error.
- The KPMG audit is on-going in Georgia and Florida. Results from the May 24, 2002 Interim Status Report are shown on the following slides (AJV PM Affidavit, Exhibit PM-15)

PMR 1 - Data Collection and Storage

All tests pertaining to the PMR 1 criteria for PMAP 2.6 environment have been completed, and the evaluation criteria satisfied.

All tests will be refreshed during the PMAP 4.0 testing to ensure that the evaluation criteria continue to be satisfied.

PMR 2 - Standards and Definitions

Thus, for the PMAP 2.6 environment, 97% of the metrics have been successfully reviewed.

For the PMAP 4.0 environment, the 72 metrics that were successfully reviewed in PMAP 2.6 will be tested for one month. The remaining two, FOC Timeliness and Reject Interval, will be tested for three months. As indicated above, this testing will begin with the April 2002 data.

PMR 3 - Change Management

This test is currently complete for the PMAP 2.6 environment, with all evaluation criteria satisfied. PMAP 4.0 monitoring for adherence-to-process will begin with the April 2002 data and will be included in a future status report.

PMR 4 - Data Integrity

Of the 37 metrics where testing had started in Audit III, or completed in Audits I or II, 20 (or 54%) had satisfied the evaluation criteria and were completed.

The Metrics Data Integrity Verification and Validation Review is now being conducted for all 74 GA metrics in the new PMAP 4.0 environment.

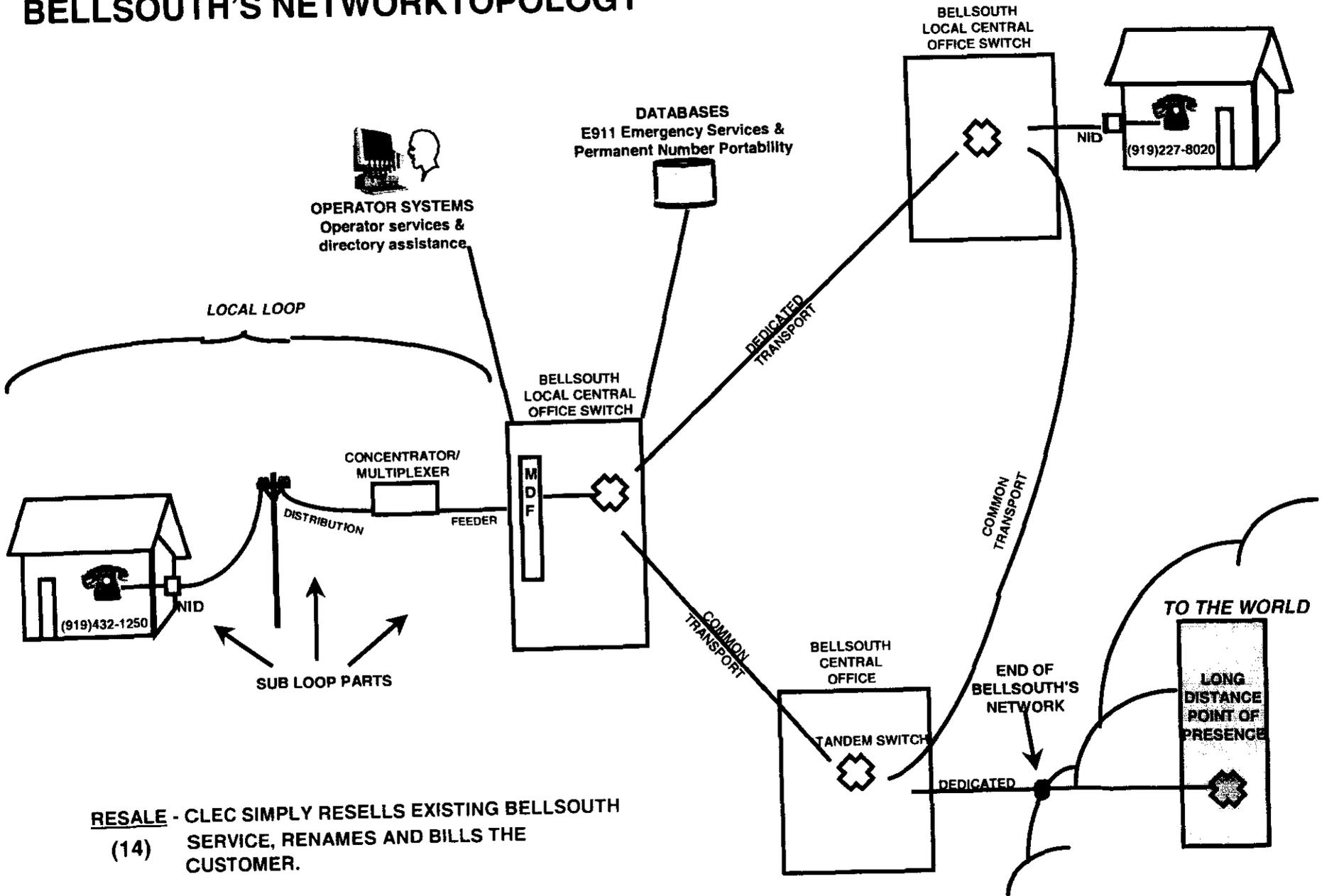
PMR 5 - Replication - SQM Reports

In summary, for the PMAP 2.6 environment, 91% of the metrics quoted in the 271 Charts that can be evaluated for replicability have been successfully replicated for three months.

Beginning with the April 2002 data, the PMR 5 Chart Replication testing will be conducted within the PMAP 4.0 environment.

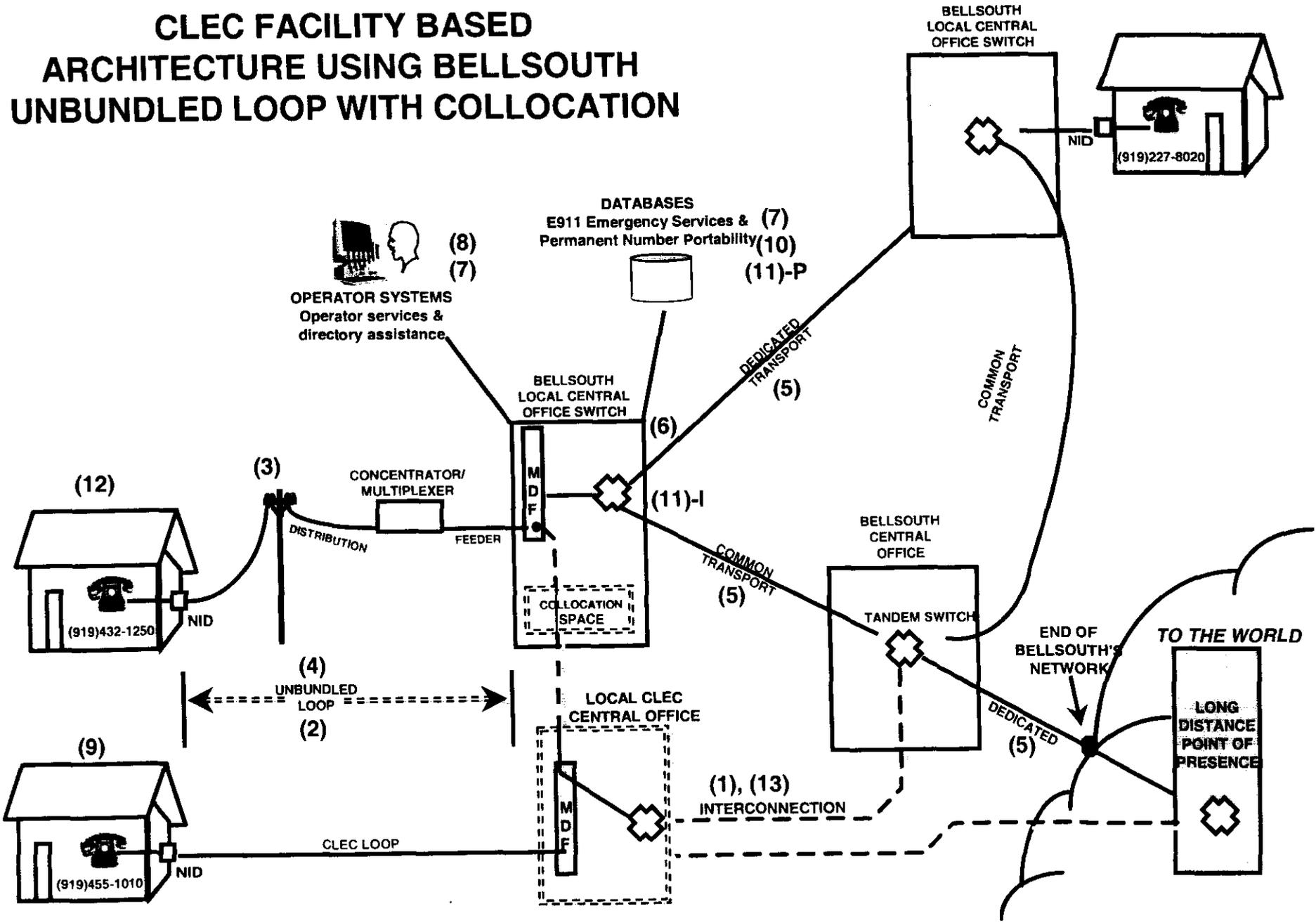
Attachment 7

BELLSOUTH'S NETWORK TOPOLOGY



RESALE - CLEC SIMPLY RESELLS EXISTING BELLSOUTH SERVICE, RENAMES AND BILLS THE CUSTOMER.
(14)

CLEC FACILITY BASED ARCHITECTURE USING BELLSOUTH UNBUNDLED LOOP WITH COLLOCATION



CLEC FACILITY BASED ARCHITECTURE

