

ATTACHMENT 2

JOINT DECLARATION OF JAY M. BRADBURY  
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# **GA -PSC STAFF VERSION**

**Filed Jointly by the CLEC Coalition and  
BellSouth on July 5, 2002**

## **® BELLSOUTH CHANGE CONTROL PROCESS**

**CCP05\_29.DOC  
Version 3.1  
May 29, 2002**

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**Version 3.1  
Issued Date: May 29, 2002**

Jointly Developed by the Change Control Sub-team comprised of  
BellSouth and CLEC Representatives

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## VERSION CHANGE HISTORY

This section lists changes made to the baseline Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Change Control website at: [www.interconnection.bellsouth.com/markets/lec/ccp\\_live/ccp.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html)

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/19/98		Initial issue.
1.2	02/28/00	All	The EICCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> <li>Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages)</li> <li>Incorporated manual process</li> <li>Defined cycle times for process intervals and notifications</li> <li>Defect Notification process</li> <li>Escalation Process</li> <li>Modified Change Control forms to support process changes</li> <li>Changed EICCP to CCP</li> </ul>
1.3	03/14/00	All	The CCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> <li>Type 6 Change Request, CLEC Impacting Defect</li> <li>Increased number of participants at Change Review Meetings</li> <li>Changed cycle time for Types 2-5, Step 3 from 20 days to 15 days</li> <li>Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community</li> <li>Web Site address for Change Control Process</li> <li>Notification regarding the Retirement and Introduction of new interfaces</li> <li>New status codes for Defect Change Requests</li> <li>New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (Types 2-5 Change Requests)</li> <li>Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages</li> <li>Word changes to provide clarification throughout the document.</li> </ul>
1.4	04/12/00	All	The CCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> <li>Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting</li> <li>Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days</li> <li>Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements</li> </ul>

			<ul style="list-style-type: none"> <li>• Introduction and Retirement of New Interfaces Section</li> <li>• Dispute Resolution Process</li> <li>• Testing Environment Section</li> <li>• Word changes to provide clarification throughout the document</li> <li>• Monthly Status Meeting Agenda Template</li> <li>• RF1870 Change Request Form changes</li> </ul>
<b>1.5</b>	04/26/00	Section 1	<ul style="list-style-type: none"> <li>• Updated CCP web site address</li> </ul>
		Section 8	<ul style="list-style-type: none"> <li>• Updated Escalation Contacts for Types 2-6</li> </ul>
		Section 11	<ul style="list-style-type: none"> <li>• Added definitions for Account Team and Electronic Communications Support (ECS)</li> </ul>
<b>1.6</b>	07/20/00	Section 1	<ul style="list-style-type: none"> <li>• Added "testing" under process changes</li> </ul>
		Section 2	<ul style="list-style-type: none"> <li>• Clarification provided in "Change Review Participants" description</li> </ul>
		Section 4	<ul style="list-style-type: none"> <li>• Added statement regarding submittal of Change Requests</li> </ul>
		Part 2	<ul style="list-style-type: none"> <li>• Clarification provided for documentation changes for Business Rules</li> <li>• Step 2 – Added email notification</li> <li>• Step 3 – Removed "Cancellation by BellSouth"</li> <li>• Step 3 – Clarification on reject reasons</li> </ul>
		Section 5	<ul style="list-style-type: none"> <li>• Step 3 – Clarification on internal validation activities</li> <li>• Step 4 – Changed cycle time from 5 to 4 business days for developing workaround</li> <li>• Added defect implementation range</li> </ul>
		Section 6	<ul style="list-style-type: none"> <li>• Changed prioritization from "by interface" to "by category"</li> <li>• Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 Business days</li> <li>• Modified the prioritization voting rules</li> </ul>
		Section 7	<ul style="list-style-type: none"> <li>• Updates to the Introduction and Retirement of Interfaces</li> </ul>
		Section 8	<ul style="list-style-type: none"> <li>• Added Type 6 escalation turnaround time</li> <li>• Changed 3<sup>rd</sup> Level Escalation contacts for Types 2-6</li> </ul>
		Section 11	<ul style="list-style-type: none"> <li>• Removed "Cancellation by BellSouth" and "Defect Canceled" definitions</li> <li>• Removed "Cancellation by BellSouth" from Change Request Form and Checklist</li> </ul>
		Appendix A	<ul style="list-style-type: none"> <li>• Added Letter of Intent Form</li> </ul>
		Appendix C	<ul style="list-style-type: none"> <li>• Changes to the following forms: Preliminary Priority List, CCP User Registration Form.</li> <li>• Added the following forms: Defect Notification Sample, CR Log Legend</li> </ul>
		Appendix D	<ul style="list-style-type: none"> <li>• Added BellSouth Versioning Policy</li> </ul>
		All	<ul style="list-style-type: none"> <li>• Word changes to provide clarification throughout the document.</li> </ul>

2.0	08/23/00	Cover	<ul style="list-style-type: none"> <li>Removed "Interim" from cover</li> </ul>
		Section 3	<ul style="list-style-type: none"> <li>Updated Type 6 definition to incorporate new defect and expedited feature definitions.</li> </ul>
		Section 5	<ul style="list-style-type: none"> <li>Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process.</li> <li>Reduced the implementation interval for validated defects (High Impact) from 4-30 business days to 4-25 business days, best effort.</li> </ul>
		Section 10	<ul style="list-style-type: none"> <li>Added Internet Web sites for EDI and TAG Testing Guidelines</li> </ul>
		Section 11 – Terms & Definitions	<ul style="list-style-type: none"> <li>Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.</li> </ul>
		Appendix A	<ul style="list-style-type: none"> <li>Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.</li> </ul>
2.1	02/09/01	All	<ul style="list-style-type: none"> <li>Referenced the handling of expedites and expedite notification where appropriate.</li> </ul>
		Section 1 – Intro.	<ul style="list-style-type: none"> <li>Added new language to the 8<sup>th</sup> bulleted item – "including User Guides that support OSS systems currently within the scope of CCP"</li> <li>Added two new bulleted items dealing with the coordination of test agreements, and questions regarding existing documentation.</li> </ul>
		Section 3 – Change Control Decision Process	<ul style="list-style-type: none"> <li>Added "language" for Types 2, 3, 4 &amp; 5 – "Type xx changes may be managed using the Expedited Feature Process as discussed in Section 4, Part 3."</li> <li>Type 6 – CLEC Impacting Defects – Added new defect definition</li> </ul>
		Section 4 – Part 1 Detail Process Flow	<ul style="list-style-type: none"> <li>Added #4 to the Activities – Step 1</li> <li>Added additional sentence to Activity #1 – Step 2</li> </ul>
		Section 4 – Part 2 – Types 2-5 Process Flow	<ul style="list-style-type: none"> <li>Added Activity # 5 – Step 4</li> </ul>
		Section 4 – Part 3 – Expedited Feature Process	<ul style="list-style-type: none"> <li>Added new Expedited Feature Process definition and flow</li> </ul>
Section 5 – Part 3 – Defect Process	<ul style="list-style-type: none"> <li>New Defect title page and definition</li> <li>Table 5-1 – Step 1 – Activity - #4 – Attach related requirements and specifications documents. These attachments <b>must</b> include the following, if appropriate.</li> <li>Table 5-1 – Step 2 – Cycle Time – Replaced old cycle times with: 4 hrs for High Impact, 1 Bus Day for Medium and Low Impact</li> <li>Table 5-1 – Step 3 – Cycle Time – Replaced old cycle times with: 2 Bus days for High Impact, and 3</li> </ul>		

			<ul style="list-style-type: none"> <li>Bus Days for Medium and Low Impact</li> <li>Table 5-1 – Step 3 – Outputs – Added new bullet – “Status provided for High Impact Defects to originator via email within 24 hours”</li> <li>Table 5-1 – Step 4 – Activity – Added language to Activity #3 - ...and to the CLEC community via email and web posting.</li> <li>Table 5-1 – Step 4 – Cycle Time – Replaced old cycle times with: 2 Bus Days for High Impact and 4 Bus Days for Medium and Low Impact</li> <li>Table 5-1 – Step 5 – Activity – Added language to #1 - ...to the CLECs and BellSouth. Added language to Activity #2 - ...defect is implemented.</li> <li>Table 5-1 – Step 5 – Cycle Time – Replaced old cycle times to reflect: Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium Impact will be implemented within 90-bus days, best effort. Low Impact will be implemented best effort.</li> </ul>
		Part 1 – Change Review – Prioritization – Release Package Development and Approval	<ul style="list-style-type: none"> <li>Part 1 – Change Review Meeting – 4<sup>th</sup> paragraph NOTE: Added language to address meetings would occur in March, June, September and December</li> <li>Part 2 – Change Review Meeting – 4<sup>th</sup> bullet – Added new bullet - ...BellSouth’s estimate of the size and scope of each Change Request</li> <li>Part 4 – Developing and Approving Release Packages – 1<sup>st</sup> bulleted item: New language</li> </ul>
		Section 7 – Introduction and Retirement of Interfaces	<ul style="list-style-type: none"> <li>Retirement of Interfaces – 1<sup>st</sup> paragraph sentence: New language</li> <li>Retirement of Versions – New language</li> <li>Retirement of Versions – Appeal language</li> <li>New Language for Type 6 High Impact Issues and Medium and Low Impact issues</li> <li>Types 2-6 Changes – 1<sup>st</sup> paragraph – new language</li> </ul>
		Section 8 – Escalation Process	<ul style="list-style-type: none"> <li>Types 2-6 Changes – Contact List for High, Medium and Low Impact escalations</li> </ul>
		Section 8 – Dispute Resolution Process	<ul style="list-style-type: none"> <li>New definition language</li> </ul>
		Appendix A	<ul style="list-style-type: none"> <li>Updated CR form &amp; checklist</li> </ul>
		Appendix C	<ul style="list-style-type: none"> <li>Updated RF1874 User Registration Form</li> <li>Updated various sections of the document to change “language” from defect/expedite to defect and/or expedited features</li> <li>Changed reference from Section 9.0 to Section 11.0 – Terms and Definitions where appropriate</li> <li>Minor “cosmetic” changes throughout document</li> </ul>
2.1A	02/15/01	All	<ul style="list-style-type: none"> <li>New 2<sup>nd</sup> Level Escalation Contacts for Types 2-6</li> <li>Replaced “business or software requirements” with “user requirements” throughout definition</li> </ul>
		Section 8	
2.2	03/26/01	Section 3	

Section 4

- Updated the "Type 1 System Outage" language to reflect the posting of outages via email within 15 minutes of verified outage
- Additional language for Step 3 – Reviewing Change Request for Acceptance
- Additional language for Step 3 – OBF issues
- Added word "preliminary" in Activity #5 of Step 4 – Prepare for Change Review Meeting
- Additional language for Step 4 – Prepare for Change Review Meeting – Sizing information
- Added activities #4 & #5 under Step 5 – Conduct Change Review Meeting
- Updated activity #3 under Step 5 – Conduct Change Review Meeting – Prioritization Meetings
- Updated Activities #4, #5, #7, & #8 under Step 8 – Conduct Release Package Meeting including Inputs and Outputs.
- Updated the 1<sup>st</sup> bulleted statement in Step 9 – Create Release Package Notification
- Added words "for software changes" in Activity #3 under Step 10 – Release Management and Implementation
- Updated Activity #4 in Step 5 – Release Management and Implementation to clarify "associated with expedited features"... "if applicable"
- Added the words "submitted" to define the type of defect; the word "ordering" to define the type of enhancement; and the word "interface" to replace the words "product and services" throughout the definition of Expedited Feature – Part 3.
- Part 3 – Expedited Feature Process – Step 4 – Internal Change Management Process: Added the word "minor" to better identify the type of release that formerly was identified as "point". Also updated language in Cycle Time to reflect "case by case basis not to exceed 25 days."

Section 5

- Updated flow-chart – Figure 5-1 – Type 6 Process Flow to reflect agreed upon cycle times.
- Updated Title Page and Definition – Defect Process – 2<sup>nd</sup> paragraph – Added word "user" to identify type of requirements.
- Added additional bullets (#5 and #6) to Step 3 – Type 6 Detail Process Flow – Internal Validation.
- Updated cycle times for High, Medium and Low Impact Defects in Step 3 – Internal Validation.
- Updated cycle times for High, Medium and Low Impact Defects in Step 4 – Develop and Validate Workaround.

Section 6

- Updated 1<sup>st</sup> paragraph in Part 1 – Change Review Meeting to identify categories (pre-order/order, maintenance, manual and documentation, etc.)
- Added word "preliminary" to 4<sup>th</sup> bulleted statement in Part 2 – Change Review Package.
- Added new 4<sup>th</sup> bulleted item under Part 3 – Prioritizing Voting Rules.
- Updated 6<sup>th</sup> bulleted statement under Part 3 –

			<ul style="list-style-type: none"> <li>Prioritizing Voting Rules to reverse the forced ranking to read (1 to N, with 1 being the highest)</li> <li>Added new 7<sup>th</sup> bulleted item under Part 3 – Prioritizing Voting Rules to add the words “or have little value to the CLEC”.</li> <li>Updated the language for the “Introduction of New Interfaces”.</li> </ul>
		Section 7	<ul style="list-style-type: none"> <li>Updated 1<sup>st</sup> paragraph – 1<sup>st</sup> sentence under “Retirement of Interfaces”.</li> </ul>
		Section 8	<ul style="list-style-type: none"> <li>Added new 7<sup>th</sup> bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Type 6 High Impact and Medium and Low Impact issues.</li> <li>Added new 8<sup>th</sup> bulleted item under the “Escalation Process – Guidelines” to specify the time allowed for a status for Types 2-5 Expedited Feature Process issues.</li> <li>Removed the entire section under the “Contact List for Escalation – Types 2-6 Changes” since duplication exists under “Guidelines”.</li> </ul>
		Section 9	<ul style="list-style-type: none"> <li>Updated the entire section under “Changes to the Process” with new language.</li> </ul>
		Appendix	<ul style="list-style-type: none"> <li>Added a new section in the Appendix to define the “Sub-Team Definition and Roles/Responsibilities”.</li> <li>Added a new section in the Appendix to give a “Sample” Voting Ballot</li> </ul>
2.3	05/18/01	Section 4	<ul style="list-style-type: none"> <li>Updated Step 3, Activity #3, first “bulleted” item to identify a “CLEC” training issue.</li> <li>Updated Step 5, Activity #7 to remove reference to ‘CRC’ status.</li> <li>Updated Step 7, Activity #1 to remove “criteria established by the Internal Change Management Process” language.</li> </ul>
		Section 5	<ul style="list-style-type: none"> <li>Added separate section (5.2) to document the flow for Documentation Defects.</li> </ul>
2.4	07/02/01	Section 4	<ul style="list-style-type: none"> <li>Part 2 – Types 2-5 Process Flow – Step 6 – Document Change Review Meeting Results – Cycle Time – 5 days</li> <li>Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Cycle Time – Quarterly</li> <li>Part 2 – Types 2-5 Process Flow – Step 7 – Internal Change Management Process – Activity 2 “Sizing and Sequencing of prioritized change requests...”</li> <li>Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Activity 4</li> <li>Part 2 – Types 2-5 Process Flow – Step 8 – Conduct Release Package Meeting – Cycle Time – Major and Minor Releases</li> <li>Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Draft User Requirements</li> <li>Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity</li> </ul>

		<ul style="list-style-type: none"> <li>4 – Major Releases – Final User Requirements</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Final Specs</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Major Releases – Business Rules</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Notification</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Draft User Requirements</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final User Requirements</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Final EDI Specs</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Industry Releases – Business Rules</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Draft User Requirements</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final User Requirements</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Final Specs</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity 4 – Minor Releases – Business Rules</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Adding sub-process activity #5</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Activity #5</li> <li>• Part 2 – Types 2-5 Process Flow – Step 10 – Release Management and Implementation – Outputs – Adding four (4) bulleted items</li> </ul>
	<p>Section 6</p>	<ul style="list-style-type: none"> <li>• Part 3 – Expedited Feature Process – Step 3 – Review Change Request for Acceptance</li> <li>• Part 2 – Change Review Package – Adding bulleted statement “Schedule of releases”</li> <li>• Part 4 – Developing and Approving Release Packages – Defining by release when the evaluation and analyzing Candidate Change Requests will take place.</li> </ul>
	<p>Section 10</p>	<ul style="list-style-type: none"> <li>• Part 4 – Developing and Approving Release Packages – Defining what will occur during the Release Package meeting.</li> <li>• Testing Environment – Adding “Language” to define “testing opportunities”.</li> </ul>

		Terms and Definitions	<ul style="list-style-type: none"> <li>Updated Release definitions</li> </ul>
		Appendix	<ul style="list-style-type: none"> <li>Added Appendix G – Customer Notifications</li> </ul>
2.5	07/18/01	Section 9	<ul style="list-style-type: none"> <li>Removed “BellSouth” from voting language (associated with CR0411)</li> </ul>
		Section 8	<ul style="list-style-type: none"> <li>Updated 1<sup>st</sup> point of contact for escalating Type 1 system outage process.</li> </ul>
2.6	09/10/01	Section 4	<ul style="list-style-type: none"> <li>Part 2, Step 3, Changing Cycle time to 10 Business Days for Reviewing Change Request for Acceptance.</li> <li>Part 2, Step 7, Changing Cycle time to 25 Business Days for Conducting Release Package Meeting</li> <li>Part 3, Step 3, Changing Cycle time to 20 Business Days for Reviewing Change Request for Acceptance.</li> </ul>
		Section 5	<ul style="list-style-type: none"> <li>Step 3, Changing Cycle time to 1 Business Day for High Impact</li> <li>Step 4, Changing Cycle time to 1 Business Day for developing Workaround for High Impact Defects</li> <li>Step 4, Changing Cycle time to 2 Business Days for developing Workaround for Medium Impact Defects</li> <li>Step 5, Changing Cycle time to 10 Business Days, best effort.</li> </ul>
2.7	12/07/01	Section 3	<ul style="list-style-type: none"> <li>Type 1 System Outage – Changing “language” to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.</li> </ul>
		Section 4	<ul style="list-style-type: none"> <li>Part 1 – Tables 4-1 &amp; 4-2 (Step 2) - Type 1 System Outage – Changing “language” to clarify when BellSouth will post the system outage to the web and notify the CLECs via Email.</li> </ul>
		Section 6	<ul style="list-style-type: none"> <li>Adding new rules for “Remote Prioritization Voting”</li> </ul>
		Section 7	<ul style="list-style-type: none"> <li>Adding “language” to better clarify when Software versions are retired.</li> </ul>
2.8	03/15/02	Section 4	<ul style="list-style-type: none"> <li>Add “Between Steps 3 &amp; 4” of the flowchart: Pending Change Requests – BST Preliminary Feature Sizing Model</li> <li>Add (Oval Textbox): 30 bus days allowed to complete preliminary feature sizing model prior to Quarterly prioritization meeting.</li> <li>Add note after Step 3 and before Step 4: NOTE: 30 business days allowed to complete preliminary feature sizing model on pending change requests.</li> <li>Step 4, #5 will change to read as follows: (BCCM) 5. Provide Preliminary Feature Sizing Model and scope information on each pending change requests to CLECs.</li> <li>Add new bullet in the INPUTS section for BST Preliminary Feature Sizing Model</li> <li>Change the third bullet in the OUTPUTS section to read as BST Preliminary Feature Sizing Model and scope on each Pending change request.</li> <li>Step 5, #3 add language to read: BellSouth presents the Preliminary Feature Sizing Model and scope of each change request. See Appendix H for</li> </ul>

		information to be provided. BellSouth presents the number of major releases and dates targeted for the next 12 months.
		<ul style="list-style-type: none"> <li>Change the last bullet in the INPUTS section to read: Preliminary Feature Sizing Model and scope on each pending change request.</li> </ul>
	Section 6	<ul style="list-style-type: none"> <li>In the definition, the third paragraph will read: The Change Request Log will be distributed 5-7 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status at least 30 business days in advance of the distribution of the Change Review Package to assure completion of the Preliminary Feature Sizing Model. Other Change Requests, placed in pending status after the 30 business days cutoff will also be available for prioritization but may not have the Preliminary Feature Sizing Model information.</li> <li>Changed the "language" of the 4<sup>th</sup> bulleted item under Part 2: Change Review Package – BellSouth's Preliminary Feature Sizing Model and scope of each Change Request (See Appendix H for information to be provided)</li> </ul>
	Appendix H	<ul style="list-style-type: none"> <li>Added new Appendix H: Preliminary Feature Sizing Model for CCP Prioritization Planning</li> </ul>
2.9	4/22/02	
	Section 1	<ul style="list-style-type: none"> <li>Added "the development and" in the first paragraph and associated footnotes.</li> <li>Added "and documentation" in the 2<sup>nd</sup> paragraph.</li> <li>Added the proper point of contacts for the coordination of test agreements and questions regarding existing documentation</li> <li>Added objective "timely and effective implementation of feature and defect change requests"</li> </ul>
	Section 2	<ul style="list-style-type: none"> <li>Added language under the Change Review Participants section to reflect that a LCSC and IT representative will participate in CCP meetings.</li> <li>Updated CCCM section to reflect that the CCCM is the individual CLEC point of contact</li> </ul>
	Section 3	<ul style="list-style-type: none"> <li>Added "Notification" after Type 1 – System Outage</li> <li>Replaced "change request" with "outage report" on Type 1</li> </ul>
	Section 4 – Part 1	<ul style="list-style-type: none"> <li>Type 1 Process Flow – Step 4, Activity 4 – ECS will provide the CLEC with a trouble ticket number unless the CLEC caller prefers not to obtain one.</li> <li>Step 3, Inputs – added "email to CCP distribution"</li> </ul>
	Section 4 – Part 2	<ul style="list-style-type: none"> <li>Types 2-5 Process Flow – Step 3, Note regarding BST's reason will be provided in writing on the change request if a request cannot be accepted.</li> <li>Added note between Steps 3 and 4 to reflect there is a 30 business day process operating in parallel in which BST completes its preliminary feature sizing model on pending change requests.</li> <li>Step 8, Activity 6, removed "if possible".</li> </ul>

Section 4 – Part 3	<ul style="list-style-type: none"> <li>• Step 10, Activity 4, re-designation of “major release” as “production release” and elimination of “minor release”</li> <li>• Removed the word “ordering” in the expedited feature process</li> <li>• Step 3, Note, BST reason will be provided in writing on the updated change request if cannot be supported.</li> </ul>
Section 6 Section 7	<ul style="list-style-type: none"> <li>• Removed Type 3 from the Prioritization Voting Rules</li> <li>• Added that BST will introduce “the development and implementation of business requirements and functionality for” new interfaces.</li> <li>• Word changes in 1<sup>st</sup> paragraph regarding introduction of new interfaces.</li> <li>• Added in 1<sup>st</sup> paragraph that BST will proactively seek, consider and respond to CLEC comments and requests for enhancements to the specifications.</li> <li>• Added that BST will maintain an ongoing matrix of current and retired software versions in the monthly CCP meetings</li> </ul>
Section 8	<ul style="list-style-type: none"> <li>• Wording changes to the Dispute Resolution process and added third bullet to reflect that the impacted CLEC has option to provide notice of any mediations or formal complaints to CCP participants.</li> </ul>
Section 9	<ul style="list-style-type: none"> <li>• Revised Change Control Process voting from a five-step to a three-step continuum</li> </ul>
Section 10	<ul style="list-style-type: none"> <li>• Added LENS to the Definition section.</li> <li>• Added language that BST will identify the process for testing the new release in CAVE and will provide a New Release Testing Schedule</li> </ul>
Section 11	<ul style="list-style-type: none"> <li>• Updated definition of CLEC Affecting Change and added footnote.</li> <li>• Removed “Appeal” under “Change Request Status definition</li> </ul>
Appendix A	<ul style="list-style-type: none"> <li>• Updated Change Request Form to remove “Appeal” (Attachment A-1)</li> <li>• Updated Change Request Form Checklist to remove “Appeal” (Attachment A-1A)</li> <li>• Updated Change Request Clarification Response (Attachment A-2)</li> <li>• Updated Change Request Clarification Checklist (Attachment A-2A)</li> </ul>
Appendix I	<ul style="list-style-type: none"> <li>• Added Appendix I – Monitoring and Reporting Post-Release Capacity Utilization</li> </ul>
3.0 5/1/02	
Section 1	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> paragraph – changed “business” to “operational”.</li> <li>• 2<sup>nd</sup> paragraph – added sentence, “Parties agree to discuss the need for deviation from the process should such need arise.”</li> </ul>
Section 3	<ul style="list-style-type: none"> <li>• Added to System Outage Notification paragraph: A log of all outages will be posted to the CCP website</li> </ul>

	<ul style="list-style-type: none"> <li>on a monthly basis.</li> <li>Added "With mutual consent by the participants", Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</li> <li>Added "With mutual consent by the participants", Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</li> <li>Added "With mutual consent by the participants", Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</li> <li>Added under Type 6-CLEC Impacting Defects-High Impact, "Correction of high impact defects will occur within 10 business days following the date upon which BST's defect validation process is scheduled to complete".</li> </ul>
Section 4.0 – Part 1	<ul style="list-style-type: none"> <li>Added note after Step 5 – "A log of all outages will be posted to the CCP website on a monthly basis."</li> <li>Add to Step 3 Outputs &amp; Step 4 Inputs: EC Support will provide a status update, via web and email, when the status changes.</li> </ul>
Section 4.0 – Part 2	<ul style="list-style-type: none"> <li>Step 3 – Removed the note regarding OBF issues.</li> </ul>
Section 4.0 – Part 3	<ul style="list-style-type: none"> <li>Expedited Feature Process - Removed the word "minor" – "The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next release, best effort."</li> <li>Expedited Feature Process – Step 4 - Removed the word "minor" – "The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, or next release, best effort."</li> </ul>
Section 5.0	<ul style="list-style-type: none"> <li>Added under High Impact, "Correction of high impact defects will occur within 10 business days following the date upon which BST's defect validation process is scheduled to complete".</li> <li>Step 5 – spelled out the word "business"</li> <li>Step 6, Activity #2, added the following note: In the event correction of the defect may potentially cause the CLECs to perform coding or business procedure changes, BellSouth will provide notification and appropriate documentation with the release notification.</li> <li>Step 6, Activity #2, Outputs, added: Documentation of potential CLEC coding/process changes.</li> </ul>
Section 7.0	<ul style="list-style-type: none"> <li>1<sup>st</sup> paragraph, word changes to the last sentence to read: "As new interfaces, within the scope of CCP, are deployed, they will be added to the scope of this document and all subsequently requested changes will be managed by this process."</li> </ul>
Section 8.0	<ul style="list-style-type: none"> <li>Added the following bullet for Escalation Cycle for</li> </ul>

		Types 2-6 changes: BST will provide updates to the CLEC when the status changes.
	Section 10.0	<ul style="list-style-type: none"> <li>Changed "Account Team" to "CLEC Care EC/OSS Support Team"</li> </ul>
	Section 11.0	<ul style="list-style-type: none"> <li>Changed "Account Team" to "BST CLEC Care Organization" for BFR.</li> <li>Added note under Change Request status: "BST will respond within seven (7) business days to a CLEC's request for clarification of a specific BellSouth response to a change request.</li> <li>Removed "Appeal" status from Defect Status.</li> <li>Removed "minor" from last sentence under Expedited Feature.</li> </ul>
	Appendix C	<ul style="list-style-type: none"> <li>Updated "Preliminary Priority List" – changed "N" to "1"</li> <li>Updated Change Control Process –CR LOG Legend</li> </ul>
	Appendix E	<ul style="list-style-type: none"> <li>Added the following sentence: "The Sub-Team leader or representative will participate in each Monthly CCP Status Meeting occurring during the life of the Sub-Team.</li> </ul>
	Appendix H	<ul style="list-style-type: none"> <li>Added the definitions corresponding to Appendix H- Preliminary Feature Sizing Model</li> </ul>
<b>3.1</b>	<b>5/29/02</b>	
	Page 2	<ul style="list-style-type: none"> <li>Replaced 1<sup>st</sup> sentence to reflect that changes to the CCP as described in this document will only be made with the concurrence of the CCP participants or as directed by a State Public Service Commission.</li> </ul>
	Section 1	<ul style="list-style-type: none"> <li>3<sup>rd</sup> paragraph – Added "Examples of changes to which the CCP will apply include, but are limited to..."</li> <li>Added "Interfaces of Gateways" title.</li> <li>Added "Linkages"</li> <li>Added "Legacy Systems" and footnote</li> <li>Added "Work Centers"</li> <li>For the type of changes handled by this process, added billing: Processes (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance, billing and testing)</li> <li>Added bullet: Changes to Legacy Systems that arise from the interface or gateway transactions.</li> <li>Added bullet regarding the scope of CCP does not include the following: Requests for changes to billing functions and systems that require modifications of industry standards will be handled through the appropriate national forum, for example, the OBF or CABS BOS TRG.</li> </ul>
	Section 4 Part 2	<ul style="list-style-type: none"> <li>Added "and CCCM" to Step 10, Activity 2.</li> </ul>
	Section 4 Part 3	<ul style="list-style-type: none"> <li>Added "and CCCM" to Step 5, Activity 2.</li> </ul>
	Section 7	<ul style="list-style-type: none"> <li>Changed "120" to "180" for advance notification BST will provide when software versions of a specific interface are retired/expired.</li> </ul>

Appendix J

- Added Appendix J – Changes to Legacy/Backend Systems for Pre-Ordering, Ordering, Provisioning, Maintenance, Billing and Repair or wholesale work center operations.

**TABLE OF CONTENTS**

1.0	INTRODUCTION .....	17
2.0	CHANGE CONTROL ORGANIZATION .....	21
3.0	CHANGE CONTROL DECISION PROCESS .....	23
4.0	CHANGE CONTROL PROCESS FLOW .....	26
	Part 1 – Type 1 Process Flow.....	27
	Part 2 – Types 2-5 Process Flow .....	33
	Part 3 – Expedited Feature Process .....	43
5.0	DEFECT PROCESS .....	49
6.0	CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT & APPROVAL .....	61
	Part 1 – Change Review Meeting .....	61
	Part 2 – Change Review Package .....	61
	Part 3 – Prioritizing Change Requests .....	62
	Part 4 – Developing and Approving Release Packages .....	64
7.0	INTRODUCTION AND RETIREMENT OF INTERFACES .....	65
8.0	ESCALATION PROCESS .....	67
	Dispute Resolution Process .....	71
9.0	CHANGES TO THIS PROCESS .....	72
10.0	TESTING ENVIRONMENT .....	74
11.0	TERMS AND DEFINITIONS .....	76
	 APPENDIX A – CHANGE CONTROL FORMS .....	 84
	See Attached Forms	
	APPENDIX B – RELEASE MANAGEMENT .....	85
	See Attached Forms	
	APPENDIX C – ADDITIONAL DOCUMENTS .....	86
	See Attached Documents	
	APPENDIX D – BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES .....	87
	APPENDIX E – SUB-TEAM DEFINITIONS AND ROLES/RESPONSIBILITIES .....	88
	APPENDIX F – “SAMPLE” VOTING BALLOT .....	89
	APPENDIX G – CUSTOMER NOTIFICATIONS .....	90
	APPENDIX H – PRELIMINARY FEATURE SIZING MODEL FOR CCP PRIORITIZATION PLANNING .....	91
	APPENDIX I – MONITORING AND REPORTING POST-RELEASE CAPACITY UTILIZATION .....	93
	APPENDIX J – CHANGES TO LEGACY/BACKEND SYSTEMS.....	94

## 1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the development and introduction of new interfaces<sup>1</sup>, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users<sup>2</sup> of BellSouth's Electronic Interface Applications, associated manual process improvements and documentation, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

**All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and operational requirements. Parties agree to discuss the need for deviation from the process should such need arise. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.**

Examples of changes to which the Change Control Process will apply include, but are not limited to, change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

### **Interfaces or Gateways**

LENS - Local Exchange Navigation System  
EDI - Electronic Data Interchange  
TAG - Telecommunications Access Gateway  
TAFI - Trouble Administration Facilitation Interface  
EC-TA - Electronic Communications Trouble Administration Local  
CSOTS - CLEC Service Order Tracking System

<sup>1</sup> The procedures described in this document apply to all three groupings of the components of "interfaces" as described by the FCC. These include (1) a point of interface (or gateway); (2) any electronic or manual processing links (transmission links) between the interface and BellSouth's internal operations systems (including all necessary back office systems and personnel); and (3) all of the internal operations support systems (or "legacy systems") that BellSouth uses in providing network elements and resale services to competing carriers. Refer to Section 7.0, Introduction of New Interfaces, for further definition of development.

<sup>2</sup> The definition of "CLEC Affecting Changes" is provided in Section 11, Terms and Definitions, below.

**Linkages**

LEO - Local Exchange Ordering  
LESOG - Local Exchange Service Order Generator  
LNP Gateway - Local Number Portability Gateway  
LAUTO - Local Number Portability Automation  
SGG - ServiceGate Gateway  
    - SOG - Service Order Generator  
    - DOM - Delivery Order Manager

**Legacy Systems<sup>3</sup>**

SOCS - Service Order Communications System  
LMOS - Loop Maintenance Operations System  
RSAG - Regional Street Address Guide  
ATLAS - Application for Telephone Number Load Administration  
& Selection  
LFACS - Loop Facilities Assignment & Control System  
CRIS - Customer Records Information System  
CABS - Carrier Access Billing System  
BIBS - BellSouth Industrial Billing System  
Tapestry  
WFA - Work Force Administration

**Work Centers**

LCSC - Local Carrier Service Center  
CWINS - Customer Wholesale Interconnection Network Services

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<sup>3</sup> Legacy System Releases that may impact CLECs and work center operational changes listed in the table above will be posted on the Web. See Appendix J for Legacy Systems Release/Work Center Form.

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interface)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance, billing and testing)
- Changes to Legacy Systems that arise from the interface or gateway transactions
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, including User Guides that support OSS systems currently within the scope of CCP)
- Defects
- Expedited Features

The scope of the Change Control Process *does not* include the following, which are handled through existing BellSouth processes:

- BonaFide Requests (BFR)
  - Production Support (i.e., adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
  - Contractual Agreements
  - Collocation
  - Requests for changes to billing functions and systems that require modifications of industry standards will be handled through the appropriate national forum, for example, the OBF or CABS BOS TRG
  - Coordination of test agreements will continue to be supported by the CLEC Care EC/OSS Support Team as indicated at [www.interconnection.bellsouth.com/contact/index.html](http://www.interconnection.bellsouth.com/contact/index.html)
  - Questions regarding existing documentation should be handled by the CLEC Care organization as indicated at [www.interconnection.bellsouth.com/contact/index.html](http://www.interconnection.bellsouth.com/contact/index.html)
- However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control.

**Objectives of the Change Control Process:**

- Timely and effective implementation of feature and defect change requests
- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

**The web site address for the Change Control Process is as follows:**

[http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)

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## 2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow – Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

### Change Review Participants

Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests.

A representative of the Local Carrier Service Center (LCSC) and IT will participate in CCP meetings. The appropriate SMEs and Project Managers will participate as needed<sup>4</sup>. In addition, a quarterly technical meeting with the BellSouth Technical Team will be held with the CCP participants. BellSouth requests that the CLECs have their Technical teams present at this meeting as well.

The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process Step 7 for Types 2-5 changes).  
**CLECs: No BellSouth initiated Change Request may be input to BellSouth's internal process at Step 7 without first being subject to the previous steps of this process.**  
**BST: The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process Step 7 for Types 2-5 changes) for scheduling CLEC Production Releases.**

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notifications. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

### BellSouth Change Control Manager (BCCM)

The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2-6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change

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<sup>4</sup> Where necessary, this is to include BellSouth's authorized representatives.

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Management Process, and ensures that all Notifications are communicated to the appropriate parties.

**CLEC Change Control Manager (CCCM)**

The CCCM is the individual CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing their company's Change Requests at the Change Review Meetings.

**CLECs:**

**Designated CLEC Co-Moderator (DCCoM)**

The DCCoM will function as a co-moderator in presenting and monitoring the progress of pending change requests to/in the BST Internal Change Management Process. The CLECs will appoint two individuals from different non-BellSouth companies to perform this function. These positions may rotate within the participating CLECs as they so desire. Either or both of the DCCoMs will participate in each BST Internal Change Management Process meetings.

BST: Does not support because it still needs to conduct internal meetings to run its business without CLEC participation.

**Release Management Project Team**

A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

## 3.0 CHANGE CONTROL DECISION PROCESS

Change Requests will be classified by Type. There are six Types:

### **Type 1 – System Outage Notification<sup>5</sup>**

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater. Either BellSouth or a CLEC may initiate the outage report. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth. A log of all outages will be posted to the CCP website on a monthly basis.

### **Type 2 – Regulatory Change**

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. CLECs: When the mandate does not include a specific implementation date the intervals described below for the implementation of Type 4 and Type 5 changes will apply. BST: BellSouth reserves the right to implement a Type 2 change earlier/later than 60 weeks. BellSouth will communicate such changes to the CLECs, providing at least a 30 day notification.

Either BellSouth or a CLEC may initiate the change request. With [mutual consent by the participants], Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. BST: BellSouth has revisited the "mutual consent by the participants for Type 2" issue and cannot support. See Section 4, Part 3 for recommendation for handling.

### **Type 3 – Industry Standard Change**

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either

<sup>5</sup> Type 1 – System outages are not in fact "change requests" but are managed within the CCP for convenience.

BellSouth or a CLEC may initiate the change request. With mutual consent by the participants, Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

#### **Type 4 – BellSouth Initiated Change**

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, Billing and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). **CLECs:** The implementation of Type 4 changes will occur within (no later than) 60 weeks from prioritization of the change, unless a Negotiated Extended Implementation Interval has been agreed to. **BST:** The implementation of Type 4 changes will occur within (no later than) 60 weeks from prioritization of the changes, subject to available capacity.

**CLECs:** Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required. **BST:** Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval subject to available capacity. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative estimated anticipated work effort required.

(CLECs) With mutual consent by the participants Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. **BST:** With mutual consent by the participants, Type 4 changes within the CLEC Production Releases may be managed using the Expedited Feature Process, as discussed in Section 4.0, Part 3.

#### **Type 5 – CLEC Initiated Change**

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, Billing and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards

organizations (which are Type 3 Changes). CLECs: The implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change, unless a Negotiated Extended Implementation Interval has been agreed to. BST: The implementation of Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change request, subject to available capacity.

CLECs: Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required. BST: Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval subject to available capacity. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative estimated anticipated work effort required.

With mutual consent by the participants, Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.

#### **Type 6 – CLEC Impacting Defects**

A Type 6 defect request is any non-Type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.

In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect. BST New Proposal for this paragraph: If functional requirements agreed upon by BellSouth and the CLECs, do not result in the expected outcome and new user requirements and/or business rules are required, then this change request is not classified as a defect (i.e., Type 6) but rather a Type 4 (BST initiated) or Type 5 (CLEC initiated). It will follow normal process for implementing as a Type 4 or 5.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three (3) Impact Levels:

- High Impact – The failure causes impairment of critical system functions and no electronic workaround solution exists. Correction of high impact defects will occur within 10 business days following the date upon which BellSouth's defect validation process is scheduled to complete.

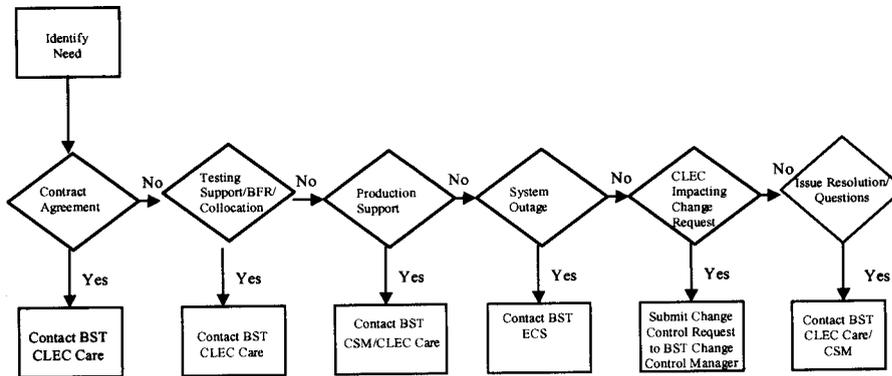
- Medium Impact – The failure causes impairment of critical system functions, though a workaround solution does exist. **CLECs: Correction of medium impact defects will occur within 20 business days following the date upon which BellSouth's defect validation process is scheduled to complete. The implementation of a workaround solution does not constitute correction of a medium impact defect. BST: BellSouth recommends as an alternative: Correction of medium impact defects will occur within 45 business days or the next available maintenance release following the date upon which BellSouth's defect validation process is scheduled to complete. The implementation of a workaround solution does not constitute correction of a medium impact defect. NOTE: The 45 business day interval is contingent upon approval of BellSouth's proposed new language in the 3<sup>rd</sup> paragraph of the Section 5.0 Defect definition.**

- Low Impact – The failure causes inconvenience or annoyance. **CLECs: This reduces the efficiency of CLEC operations, increases CLEC operating costs, and introduces delay and impacts CLEC customer service performance. Correction of low impact defects will occur within 30 business days following the date upon which BellSouth's defect validation process is scheduled to complete. BST: BellSouth recommends as an alternative: Correction of low impact defects will occur within 60 business days. NOTE: The 60 business day interval is contingent upon approval of BellSouth's proposed new language in the 3<sup>rd</sup> paragraph of the Section 5.0 Defect definition.**

The CLEC and/or BellSouth may initiate these types of changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

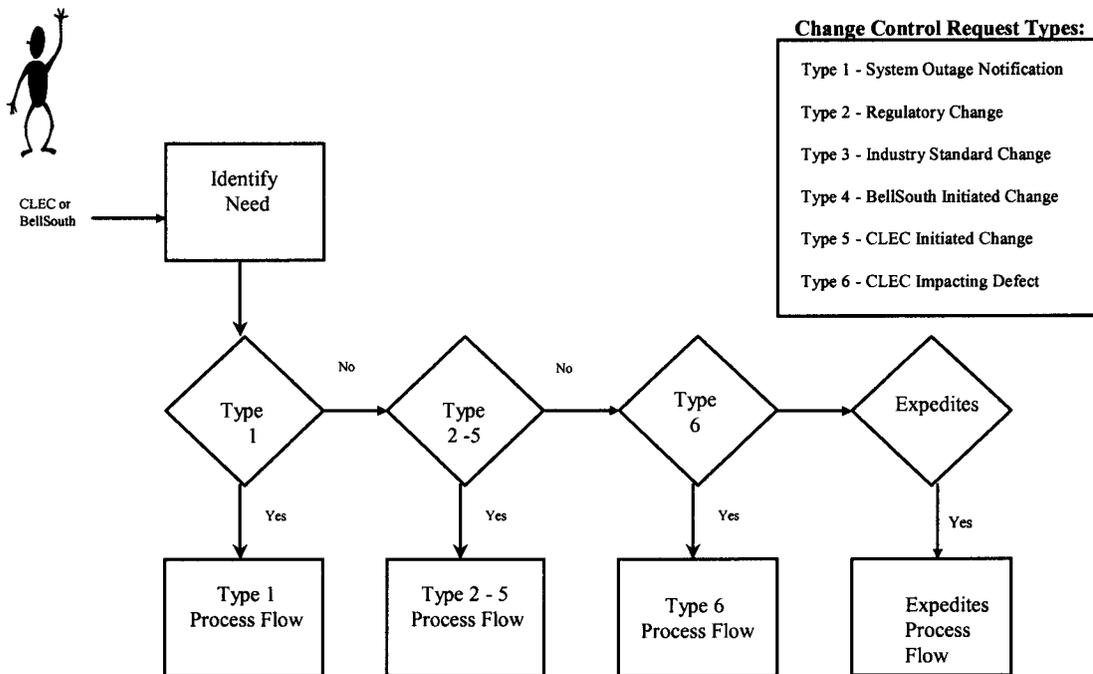
### Figure 3-1 – Change Control Decision Process

Shows the top-level process that will be used to evaluate Change Requests. The BellSouth CLEC Care Organization will handle BFR requests and production support issues. Enhancements, defects and expedited features will be handled through the Change Control Process.



## 4.0 CHANGE CONTROL PROCESS FLOW

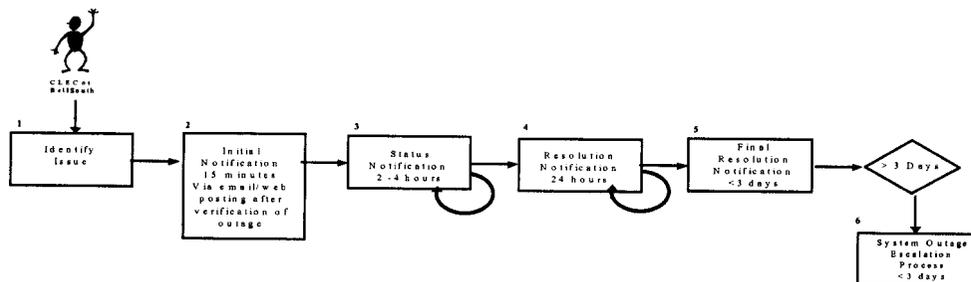
The following three (3) sub-sections describe the process flows for typical Type 1 through Type 5 changes, including expedited features. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:



## Part 1: Type 1 System Outage Process Flow

### Figure 4-2: Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 – System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner – actual cycle times are documented in Table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.



**Table 4-1: Type 1 Cycle Times**

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 – System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 “Initial Notification” timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 “Status Notification” and 4 “Resolution Notification” are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via email and post outage information on the web.

**NOTE:** The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

	1	2	3	4	5	6
Process Description	Identify Issue	Initial Notification	Status Notification	Resolution Notification	Final Resolution Notification	Escalation
Cycle Time	N/A	Via email within 15 minutes of the outage verification  BST website will be posted with outage information	2-4 Hours  (Iterative)	24 Hours  (Iterative)	< 3 Days	> 3 Days  System Outage Escalation Process

**Table 4-2: Type 1 Detail Process Flow**

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)</b>
<b>Sub-Processes/ Activities</b>	<b><u>IDENTIFY ISSUE</u></b> <ol style="list-style-type: none"> <li>1. Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface)</li> <li>2. Call the BST Electronic Communications Support (ECS) Help Desk at 888-426-8030.</li> <li>3. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis.</li> <li>4. ECS will provide the CLEC with a trouble ticket number, unless the CLEC caller prefers not to obtain one, to record and track the outage.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Issue Characteristics</li> <li>• Call to ECS Helpdesk</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Recorded Outage</li> </ul>
<b>CYCLE TIME</b>	N/A

<b>STEP 2</b>	
<b>Accountability:</b>	<b>Electronic Communications System Support (ECS)</b>
<b>Sub-Processes/ Activities</b>	<b>INITIAL NOTIFICATION</b>
	<ol style="list-style-type: none"> <li>1. ECS will post to the Web an initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An email to the CLECs participating in Change Control will also be distributed. The system ticket number of the outage will be included in the web posting and the email notification.</li> <li>2. The CLEC initiating the Type 1 System Outage will need to be available for communications on an as needed basis.</li> <li>3. ECS will continue to work towards the resolution of the problem.</li> <li>4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Recorded Outage</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Industry Notification posted on Web</li> <li>• Email to CLECs participating in Change Control</li> <li>• (CLECs) Resolution information include root cause and fix.</li> </ul> <p>BST: BellSouth recommends as an alternative: EC Support will continue to provide resolution notification, including the reason for the outage and the resolution. NOTE: BellSouth suggested and CLECs agreed to a 2 month trial to determine if the information provided with the "root cause" is acceptable to the CLECs. Being monitored in the CCP Monthly Status Meetings.</p>
<b>CYCLE TIME</b>	BellSouth has 15 minutes to notify the CLECs via e-mail and web posting once the Help Desk has verified the existence of an outage having a duration of 20 minutes or greater.

<b>STEP 3</b>	
<b>Accountability:</b>	<b>Electronic Communications System Support (ECS)</b>
<b>Sub-Processes/ Activities</b>	<b><u>STATUS NOTIFICATION</u> (Iterative)</b>
	<ol style="list-style-type: none"> <li>1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem.</li> <li>2. ECS may communicate with the industry/affected parties. The following information may be discussed: <ul style="list-style-type: none"> <li>• Clarification of outage</li> <li>• Current status of resolution</li> <li>• Agreement of resolution</li> </ul> </li> <li>3. If a resolution has not been identified, continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web.</li> <li>4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Industry Notification posted on web and email to CCP distribution</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• EC Support will provide a status update, via web and email, when the status changes</li> <li>• Resolution information</li> </ul>
<b>CYCLE TIME</b>	2-4 Hour Intervals

<b>STEP 4</b>	
<b>Accountability:</b>	<b>Electronic Communications System Support (ECS), CLEC Change Control Manager (CCCM)</b>
<b>Sub-Processes/ Activities</b>	<b><u>RESOLUTION NOTIFICATION</u> (Iterative)</b>
	<ol style="list-style-type: none"> <li>1. The resolution notification is posted to the web.</li> <li>2. If the item is determined to be a defect, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 Defect box.</li> <li>3. If the resolution is not the final resolution, the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution.</li> </ol>

	4. When the final resolution has been created, proceed to Step 5 "Final Resolution Notification".
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• EC Support will provide a status update, via web and email, when the status changes</li> <li>• Resolution information</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Resolution Information posted on web</li> <li>• Final Resolution Information</li> </ul>
<b>CYCLE TIME</b>	24 Hours after reporting outage

<b>STEP 5</b>	
<b>Accountability:</b>	<b>Electronic Communications System Support (ECS)</b>
<b>Sub-Processes/Activities</b>	<b>FINAL RESOLUTION NOTIFICATION</b>
	1. The final resolution notification is posted on the web.
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Final Resolution Information</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Final Resolution Notification</li> </ul>
<b>CYCLE TIME</b>	< 3 Days

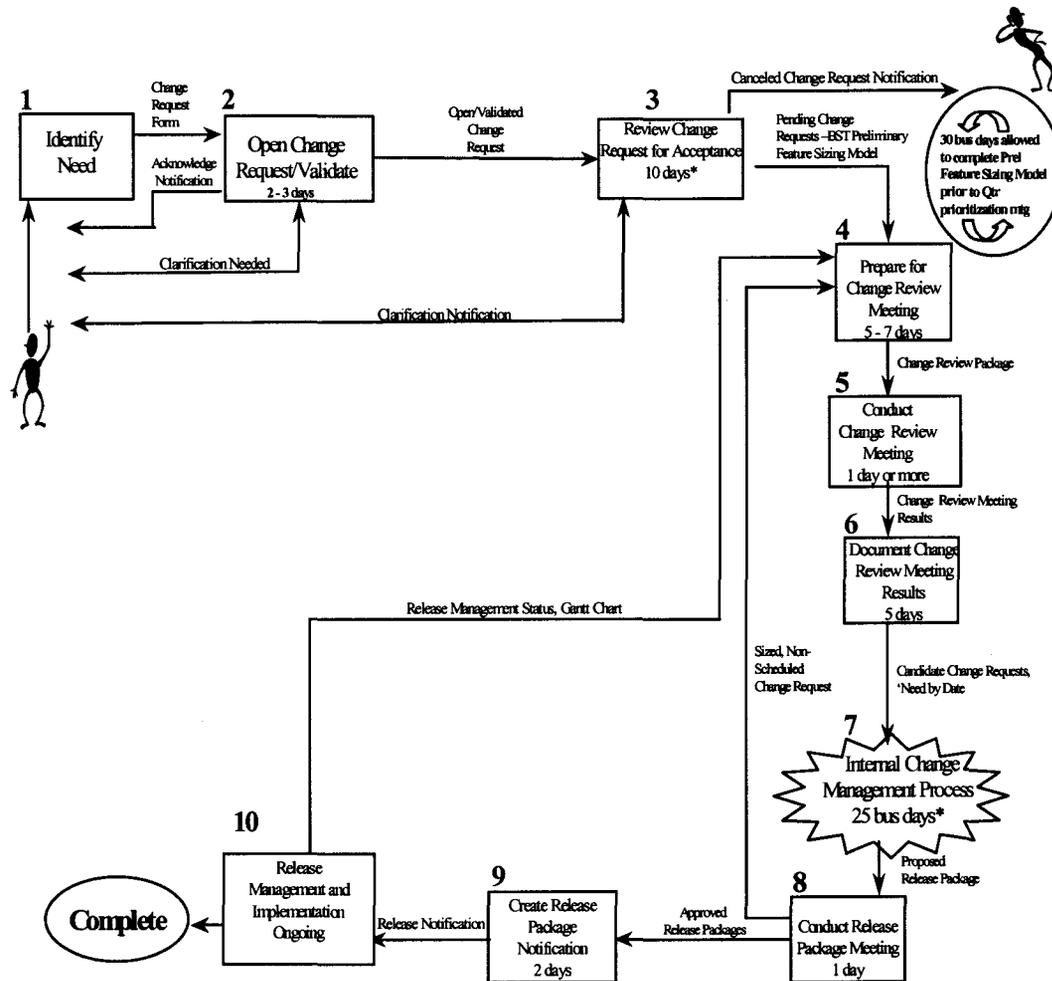
NOTE: A log of all outages will be posted to the CCP website on a monthly basis.

<b>STEP 6</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), Electronic Communications System Support (ECS)</b>
<b>Sub-Processes/Activities</b>	<b>ESCALATION</b>
	1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification.
	2. Refer to the Type 1 – Escalation Process documented in Section 8.
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Information or concern relating to a Type 1 – System Outage</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Documented Escalation</li> <li>• Escalation Response</li> </ul>
<b>CYCLE TIME</b>	> 3 Days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable)

**Part 2: Types 2 – 5 Process Flow**

**Figure 4-3: Change Control Process Flow (Types 2-5)**

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager (BCCM) using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent (LOI) is on file with the BellSouth Change Control Manager (BCCM).



\*FL-PSC-Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

**Table 4-3: Types 2-5 Detail Process Flow**

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/Activities</b>	<p><b><u>IDENTIFY</u></b> <b><u>NEED</u></b></p> <ol style="list-style-type: none"> <li>1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)</li> <li>4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Change Request Form (Attachment A-1)</li> <li>• Change Request Form Checklist (Attachment A-1A)</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> </ul>
<b>CYCLE TIME</b>	N/A

<b>STEP 2</b>	
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<p><b><u>OPEN CHANGE REQUEST/ VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>1. Log Request in Change Request Log.</li> <li>2. Send Acknowledgment Notification (Attachment A-3) via email to originator.</li> <li>3. Establish request status ('N' for New Request)</li> <li>4. Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>5. Verify Change Request specifications and related information exists.</li> <li>6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b><u>CLEC or BellSouth Originator</u></b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> <li>• Change Request Form Checklist</li> <li>• Change Request Clarification Response</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Acknowledgment Notification</li> <li>• Validated Change Request</li> <li>• Clarification Notification</li> <li>• Industry Notification via email and web posting</li> </ul>
<b>CYCLE TIME</b>	<p>2-3 Business Days Clarification times would be in addition to cycle time.</p>

<b>STEP 3</b>	
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<b><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></b>
	<ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.</li> <li>3. Determine status of request: <ul style="list-style-type: none"> <li>• If change already exists or is a CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or CLEC Care Organization.</li> <li>• If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</li> <li>• If request is accepted, update Change Request status to "P" for Pending in Change Request Log.</li> </ul> </li> </ol> <p><b>NOTE:</b> See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>BellSouth may determine that a CLEC initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. In such cases, BellSouth's reason will be provided in writing on the updated change request and the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community.</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Pending Change Request</li> <li>• Clarification Notification (if applicable)</li> <li>• Cancellation Notification (if applicable)</li> <li>• CR status updated on web</li> </ul>
<b>CYCLE TIME</b>	10 Business Days <sup>6</sup>

**NOTE:** There is a 30 business day process operating in parallel between steps 3 and 4 of this process in which BellSouth completes its preliminary feature sizing model on pending change requests.

<sup>6</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

<b>STEP 4</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/Activities</b>	<b><u>PREPARE FOR CHANGE REVIEW MEETING</u></b>
	<p><b>NOTE:</b> These activities take place to prepare for Change Review meetings when prioritization takes place.</p> <p>(BCCM) 1. Prepare an agenda.</p> <p>(BCCM) 2. Make meeting preparations.</p> <p>(BCCM) 3. Update Change Request Log with current status for new and existing Change Requests.</p> <p>(BCCM) 4. Prepare and post Change Request Log to web.</p> <p>(BCCM) 5. Provide Preliminary Feature Sizing Model and scope information on each pending change request and all future releases to CLECs. This sizing is expressed in “units” with a unit being equal to 100 release cycle hours. A release cycle hour is the total number of hours estimated for planning, analysis, design, code development, testing, and implementation of a single CR. Appendix I-A will be used to provide future release capacity sizing information. BST: BellSouth recommends as an alternative: BellSouth agrees to providing preliminary feature sizing model and scope information on each pending Type 4 and 5 change request. This sizing is expressed in “units” with a unit being equal to 100 release cycle hours. A release cycle hour is the total number of hours estimated for planning, analysis, design, code development, testing, and implementation of a single CR. BellSouth will also provide, annually, the estimated capacity for each production and/or industry releases planned for the following year. Appendix I-B will be used to provide this annual view.</p> <p>(CCCM) 1. Analyze Pending Change Requests</p> <p>(CCCM) 2. Determine priorities for change requests and establish “Desired/Want” dates.</p> <p>(CCCM) 3. Create draft Priority List to prepare for Change Review Meeting.</p> <p>The sizing information provided with the Change Review Meeting package is a preliminary estimate of the work effort. After prioritization, each interface is assessed in depth to determine the scope of the change request. Based on the assessment, an adjustment in the sizing may be required. CLECs will be notified of release capacity units and units assigned per CR. BST: CLECs will be notified of release capacity units and units assigned per Type 4 and 5 CRs as outlined in BCCM#5.</p>

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Pending Change Request Notifications</li> <li>• Project Release Status (Step 10)</li> <li>• Change Request Log</li> <li>• BST Preliminary Feature Sizing Model and full release capacity. BST: BellSouth will also provide annually the estimated capacity for each production and/or industry releases planned for the following year. Appendix I-B will be used to provide this annual view.</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• CLEC Draft Priority List</li> <li>• (CLECs) Provide BST Preliminary Feature Sizing Model and scope information on each Pending change request and all future releases to CLECs. BST: BellSouth recommends as an alternative: BellSouth will also provide, annually, the estimated capacity for each production and/or industry releases planned for the following year. Appendix I-B will be used to provide this annual view.</li> </ul>
<b>CYCLE TIME</b>	5-7 Business Days

<b>STEP 5</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/ Activities</b>	<p><b><u>CONDUCT CHANGE REVIEW MEETING</u></b></p> <p><b><u>MONTHLY STATUS MEETINGS</u></b></p> <ol style="list-style-type: none"> <li>1. Communicate regulatory mandates.</li> <li>2. Review status of pending/approved Change Requests (including defects and expedited features) at monthly status meeting.</li> <li>3. Review current Release Management statuses.</li> <li>4. Review issues and action items and assign owners.</li> <li>5. Present new change requests submitted since previous Monthly Status Meeting.</li> </ol> <p><b><u>PRIORITIZATION MEETINGS for CLEC Production Releases (Held quarterly in March, June, September and December, i.a. Dependant on whether a CLEC Production Release is available for prioritization)</u></b></p> <ol style="list-style-type: none"> <li>1. Follow Steps 1-3 from Monthly Status Meetings.</li> <li>2. Initiators present Change Requests.</li> <li>3. BellSouth presents the preliminary feature sizing model and scope of each change request. See Appendix H for information to be provided. BellSouth presents the number of production releases and dates targeted for the (CLECs)</li> </ol>

remainder of the current and next calendar year next 12 months. (CLECs) BellSouth presents the total capacity (units) of each release and the capacity available (units) for the implementation of the change requests. BST: BellSouth recommends as an alternative: BellSouth presents the preliminary sizing model (units) and scope of each Type 4 and 5 change request. See Appendix H for information to be provided. BellSouth presents the number of production releases, estimated capacity for each release and dates targeted for the next 12 months.

4. Discuss impacts.
5. Prioritize Change Requests.
6. Develop final Candidate Requests list of Pending Change Requests by category, "Need by Dates" and (CLECs) by Release number based on Release capacity and prioritized Change Requests. (CLECs) All release capacity not required to implement Type 2, Type 3, and Type 6 changes will be utilized for the implementation of Type 4 and 5 changes. The CLEC prioritization will include an order of implementation that BellSouth may alter only with CLEC concurrence. BST: BellSouth recommends as an alternative: Develop final Candidate Request list of Pending Change Requests by category, "Need by Dates" and prioritized Change Requests for the CLEC Production Release being scoped. The CLEC's prioritization will be used for order of implementation into this CLEC Production Release. If for any reason, the order of implementation requested by the CLECs cannot be met (e.g., technical constraint), BellSouth will provide rationale.
7. Update Change Request Log to "RC" for Candidate Request List, "C" for Canceled, "P" for Pending, as appropriate.
8. Review issues and action items and assign owners.

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Change Request Log</li> <li>CLEC Draft Priority List</li> <li>Desired/Want dates</li> <li>Impact analysis</li> <li>(CLECs) Provide Preliminary feature sizing model and scope information on each pending change request and all future releases to CLECs. BST: BellSouth will also provide annually the estimated capacity for each production and/or industry releases for the following year. Appendix I-B will be used to provide this annual view.</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Meeting minutes</li> <li>Updated Change Request Log</li> <li>Candidate Change Request List</li> <li>(CLECs) Assignment of Candidate Change Requests to future releases. BST: Refer to Step 5, Activity #6 for BellSouth's recommended alternative.</li> <li>Issues and Action Items (if required)</li> </ul>
<b>CYCLE TIME</b>	1 Business Day (or as needed based on volume)  Meeting Day

<b>STEP 6</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b>DOCUMENT CHANGE REVIEW MEETING RESULTS</b>	1. Prepare and distribute outputs from Step 5.
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Change Request Log</li> <li>Final Candidate Request List</li> <li>(CLECs) Prioritized Assignments to Future Releases BST: Refer to Step 5, Activity #6 for BellSouth's recommended alternative.</li> </ul>	
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Updated Change Request Log</li> <li>Web posting of meeting output</li> </ul>	
<b>CYCLE TIME</b>	5 Business Days	

<b>STEP 7</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM), (CLECs) Designated CLEC Co-moderator (DCCoM) BST: BellSouth does not support for the reasons set forth in Section 2.0.</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM), (CLECs) Designated CLEC Co-moderator (DCCoM) BST: BellSouth does not support for the reasons set forth in Section 2.0.</b>	
<b>Sub-Processes/Activities</b>	<b>INTERNAL CHANGE MANAGEMENT PROCESS</b>	1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Candidate Change Requests. This ensures that participating parties are reviewing capacity and impacts to schedules before

- assigning resources to activities.
2. (CLECs) No BellSouth initiated Change Request may be input to Step 7 without first being subject to Step 5 of this process. BST: This step is not necessary since BellSouth will implement CLEC requested features in CLEC Production Releases as guided by the CLEC's prioritization.
  3. (CLECs) The DCCoM shall participate with the BCCM in BellSouth's internal process as co-moderator. BST: BellSouth still needs to conduct internal meetings to run its business.
  4. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for the next CLEC Production release (CLECs) and all items have been targeted to a future release package. BST: BellSouth recommends keeping the current language and has included 'CLEC Production Release' to clarify which release is involved.

(CLECs) All release capacity not required to implement Type 2, Type 3, and Type 6 changes will be utilized for the implementation of Type 4 and 5 changes. The CLEC prioritization will include an order of implementation that BellSouth may alter only with CLEC concurrence. BST: BellSouth recommends as an alternative: Develop final Candidate Request list of Pending Change Requests by category, "Need by Dates" and prioritized Change Requests for the CLEC Production Release being scoped. The CLEC's prioritization will be used for order of implementation into this CLEC Production Release. If for any reason, the order of implementation by the CLECs cannot be met (e.g. technical constraint), BellSouth will provide rationale.

5. (CLECs) The implementation of Type 4 and Type 5 changes will occur within (no later than ) 60 weeks from prioritization of the change, unless a Negotiated Extended Implementation Interval has been agreed to. BST: BellSouth recommends the following alternative: The implementation of Type 4 and Type 5 changes will occur within (no later than) 60 weeks from prioritization of the change, subject to available capacity. (CLECs) Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the various software releases that will occur during the 60-week interval. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing information provides the relative anticipated work effort required. BST: BellSouth recommends the following alternative: Prioritization ranking and BellSouth preliminary feature sizing model information will be used to sequence the implementation of changes in the CLEC Production Releases that will occur during the 60-week interval subject to available capacity. The prioritization ranking provides the CLEC's evaluation of the relative business value/urgency of the change and the sizing

	information provides the relative estimated anticipated work effort required.
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Candidate Change Request List with agreed upon "Need by Dates"</li> <li>• Change Request Log</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• BellSouth's Proposed Release Package</li> <li>• CLEC Analysis</li> </ul>
<b>CYCLE TIME</b>	25 Business Days <sup>7</sup>

<b>STEP 8</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/Activities</b>	<p><b><u>CONDUCT RELEASE PACKAGE MEETING</u></b></p> <ol style="list-style-type: none"> <li>1. Prepare Agenda</li> <li>2. Make meeting preparations.</li> <li>3. Evaluate proposed release schedule.</li> <li>4. One CCP master prioritization list will be maintained. One month prior to each Change Review Meeting, CLEC/BST will determine the process for prioritizing change requests. Options include: <ul style="list-style-type: none"> <li>• Prioritize all change requests (new pending and non-scheduled)</li> <li>• Prioritize only the new pending requests. An average ranking will be calculated and incorporated into the CCP master prioritization list.</li> </ul> </li> <li>5. Based on BST/CLEC consensus, create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requests changes and re-present the proposed package to the CLEC community. CLEC/BST consensus will be used to create the Approved Release Package.</li> <li>6. Identify Release Management Project Manager.</li> <li>7. Establish date for initial Release Management Project Meeting for the next new release.</li> <li>8. All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</li> </ol>

<sup>7</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>BellSouth's Proposed Release Package</li> <li>BellSouth's Release Schedule</li> <li>Change Request Log</li> <li>CLEC Analysis</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Approved Release Package</li> <li>Updated Change Request Log</li> <li>Meeting Minutes</li> <li>Scheduled Change Requests</li> <li>Date for initial Release Management Project Meeting for next new release.</li> </ul>
<b>CYCLE TIME</b>	<p>1 Business Day Major Release Meeting held 36 weeks prior to production. Minor Release Meeting held 19 weeks prior to production (if applicable).</p>

<b>STEP 9</b>		
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>	
<b>Sub-Processes/Activities</b>	<b><u>CREATE RELEASE PACKAGE NOTIFICATION</u></b>	<ol style="list-style-type: none"> <li>Develop and distribute Release Notification Package via web.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>Approved Release Package</li> </ul>	
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>Release Package Notification</li> </ul>	
<b>CYCLE TIME</b>	2 Business Days after Release Package Meeting	

<b>STEP 10</b>		
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM) and Project Managers from each participating company</b>	
<b>Sub-Processes/Activities</b>	<b><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></b>	<ol style="list-style-type: none"> <li>Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> <li>Lead Project Manager communicates Release Management Project status to BCCM and CCCM.</li> <li>Software Release Notifications will be provided 30 calendar days or more in advance of the implementation date.</li> <li>BellSouth User Requirements for software changes will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.</li> </ol>
<b>Production Releases</b>		

- Draft User Requirements for production software releases will be provided to the CLECs at least 36 weeks prior to production.
- Final User Requirements for production software releases will be provided to the CLECs at least 34 weeks prior to production. (CLECs) The estimated units of effort will be provided. BST: Estimated units of effort is provided via Appendix H during the prioritization step.
- Final specifications (EDI specs and TAG API) for production software releases will be provided to the CLECs at least 10 weeks prior to production.
- The business rules associated with production software releases will be provided to the CLECs at least 8 weeks prior to production.

#### Industry Releases

- Notification for the implementation of an Industry release will be provided at least 42 weeks prior to production.
  - Draft User requirements for the implementation of an Industry Release will be provided to CLECs at least 40 weeks prior to production.
  - Final User requirements for the implementation of an Industry release will be provided to CLECs at least 35 weeks prior to production. (CLECs) The estimated units of effort will be provided. BST: Estimated units of effort is provided via Appendix H during the prioritization step.
  - Final specifications (EDI specs and TAG API) for the implementation of an Industry release will be provided to the CLECs at least 10 weeks prior to production.
  - Business rules associated with the implementation of an Industry release will be provided to CLECs at least 8 weeks prior to production.
5. BellSouth Documentation changes, including business rule changes, will be provided.
- All non-system impacting changes to BellSouth business rule documentation will be provided to CLECs at least 30 calendar days in advance of the effective date (excluding expedites/defects).
6. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.

<b>INPUTS</b>	<ul style="list-style-type: none"><li>• Approved Release Package Notification</li><li>• Project Release Status</li><li>• Implementation Date</li><li>• Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc.</li><li>• Implemented Change Request</li><li>• Draft User Requirements</li><li>• Final User Requirements</li><li>• Documentation Changes</li><li>• Final Specifications</li></ul>
<b>OUTPUTS</b>	
<b>CYCLE TIME</b>	Ongoing

**Part 3: Expedited Feature Process****(CLECs) Part 3: Exception Feature Process (BST) BellSouth does not support)**

(CLECs) Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect change that has been reclassified as a feature change request. An exception may involve an Expedited Feature, a Re-classified Defect, or a Negotiated Extended Implementation.

**Expedited Feature**

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A submitted defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact

- An enhancement to an existing interface where the CLEC/BellSouth (CLECs) and the CCP participants have determined should be expedited due to impact **BST: BellSouth recommends as an alternative: An enhancement to an existing interface where the CLECs have determined should be expedited due to impact. Applicable to CLEC Production Releases.**

**Re-Classified Defects**

When a submitted defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the defect validation. The CLEC will have the ability to ask BellSouth to expedite the re-classified feature by updating the Change Request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

**(CLECs) Negotiated Extended Implementation**

The CLECs and BellSouth collectively may determine that an individual or group of normally prioritized change requests should not be implemented within the normal 60-week interval. A negotiated extended implementation may be requested. As each situation will likely be unique, this process provides the framework in which the CCP member will make the necessary consensus decisions to achieve a negotiated implementation. See Figure 4-X for high-level process overview.

**BellSouth recommends as an alternative: BellSouth does not support inclusion of this paragraph.**

**Enhancement to an existing interface**

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an enhancement to an existing interface where the functionality does not currently exist in BellSouth's offered interface.

For both re-classified defects and enhancements to an existing interface, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing interface
- Will follow the Expedited Feature Process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current or next release, best effort.
- **(CLECs) If granted expedited status by the consensus of the CCP participants at the next monthly status meeting. This consensus will be obtained in parallel with the activities within Steps 3 and 4 and will only impact the process in those cases where the CCP participants do not concur. BST: BellSouth recommends as an alternative: Applicable for CLEC Production Releases.**

**(CLECs) Figure 4-X: Process Flow for Types 2-5 Negotiated Extended Implementation Feature Process (BST) BellSouth does not support inclusion of this Flow.**



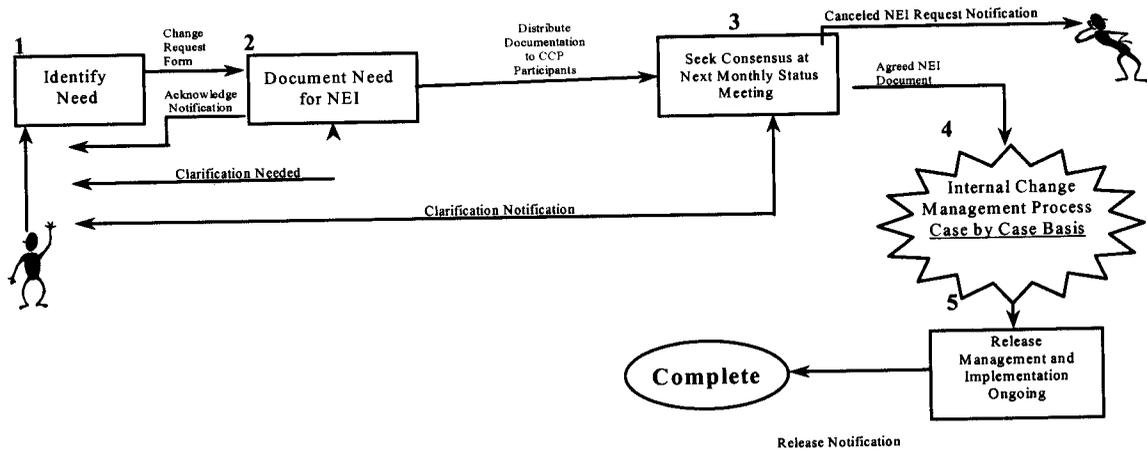
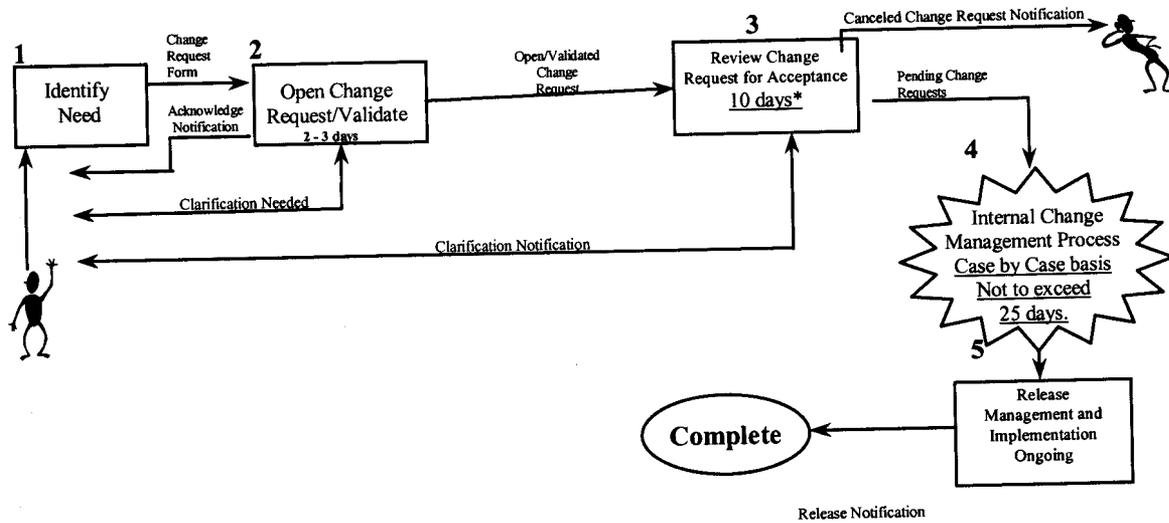


Figure 4-4: Process Flow for Types 2-5 Expedited Feature Process



\* FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-T

**Table 4-3: Types 2-5 Expedited Feature Detail Process Flow**

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Expedited Feature process. Steps shown in the table are sequential unless otherwise indicated.

<b>STEP 1</b>	
<b>Accountability:</b>	<b>CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)</b>
<b>Sub-Processes/Activities</b>	<p><b><u>IDENTIFY NEED</u></b></p> <ol style="list-style-type: none"> <li>1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.</li> <li>2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.</li> <li>3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22)</li> <li>4. Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth.</li> </ol>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Change Request Form (Attachment A-1)</li> <li>• Change Request Form Checklist (Attachment A-1A)</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> </ul>
<b>CYCLE TIME</b>	N/A

<b>STEP 2</b>	
<b>Accountability:</b>	<b>BellSouth Change Control Manager (BCCM)</b>

<p><b>Sub-Processes/ Activities</b></p>	<p><b>OPEN CHANGE REQUEST/ VALIDATE CHANGE REQUEST FOR COMPLETENESS</b></p>	<ol style="list-style-type: none"> <li>1. Log Request in Change Request Log.</li> <li>5. Send Acknowledgment Notification (Attachment A-3) via email to originator.</li> <li>6. Establish request status ('N' for New Request)</li> <li>7. Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>8. Verify Change Request specifications and related information exists.</li> <li>9. Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>10. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol>
		<p><b>CLEC or BellSouth Originator</b> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)</p>
	<p><b>INPUTS</b></p>	<ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> <li>• Change Request Form Checklist</li> <li>• Change Request Clarification Response</li> </ul>
	<p><b>OUTPUTS</b></p>	<ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Acknowledgment Notification</li> <li>• Validated Change Request</li> <li>• Clarification Notification</li> <li>• Industry Notification via email and web posting</li> </ul>
	<p><b>CYCLE TIME</b></p>	<p>1 Business Day Clarification times would be in addition to cycle time.</p>

<p><b>STEP 3</b></p>	
<p><b>Accountability:</b></p>	<p><b>BellSouth Change Control Manager (BCCM)</b></p>
<p><b>Sub-Processes/ Activities</b></p>	<p><b>REVIEW CHANGE REQUEST FOR ACCEPTANCE</b></p>
	<ol style="list-style-type: none"> <li>1. Review Change Request and related information for content.</li> <li>2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts.</li> </ol>

3. Determine status of request:
- If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training. If Training issue, refer to CSM or CLEC Care Organization.
  - If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.
  - If request is accepted, update Change Request status to "P" for Pending in Change Request Log.
  - If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4.

**NOTE:** See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.

BellSouth may determine that a CLEC initiated expedited change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. In such cases, BellSouth's reason will be provided in writing on the updated change request and the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community.

<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> <li>• Clarification Notification (if required)</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Validated Expedited Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>
<b>CYCLE TIME</b>	10 Business Days <sup>8</sup>

**STEP 3a**

**Accountability:** BellSouth Change Control Manager (BCCM)

**Sub-Processes/  
Activities** REVIEW  
CHANGE  
REQUEST  
FOR  
ACCEPTANCE

1. Change requests validated in Step 2 above shall be considered for expedited status by the CCP participants at the next Monthly Status Meeting. Requests granted expedited status by the consensus of the participants will continue through Step 4 and 5 to implementation. If the request is not granted expedited status it will exit this process and enter the standard Types 2-5 flow, Step 4. (BST) BellSouth recommends as an alternative: Change requests validated in Step 2 above shall be considered for expedited status into the next CLEC Production Release by the CCP participants at the next Monthly Status Meeting. Requests granted expedited status by the consensus of the

<sup>8</sup> FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

	<p>participants will continue through Step 4 and 5 to implementation. If the request is not granted expedited status, it will exit this process and enter the standard Types 2-5 flow, Step 4.</p> <p>2. If request does not receive expedited feature status, it will exit this process and enter the standard Types 2-5 flow, Step 4.</p> <p>3. This step will occur in parallel to the activities in Steps 3 and 4 and will only impact the process in those cases where the CCP participants do not concur.</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Validated Change Request</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Validated Expedited Change Request</li> <li>• Clarification Notification (if required)</li> <li>• Cancellation Notification (if required)</li> <li>• CR status updated on web</li> </ul>
<b>CYCLE TIME</b>	Next Monthly Status Meeting following Validation in Step 2

<b>STEP 4</b>	
<b>Accountability:</b>	CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)
<b>Sub-Processes/Activities</b>	<p><b>INTERNAL CHANGE MANAGEMENT PROCESS</b></p> <ol style="list-style-type: none"> <li>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</li> <li>2. The DCCoM shall participate with the BCCM in BellSouth's internal process as co-moderator. BST: BellSouth does not support this language for the reasons set forth in Section 2.0.</li> </ol> <p>Expedited Features will be implemented in the current or next CLEC Production Release, best effort.</p>
<b>INPUTS</b>	<ul style="list-style-type: none"> <li>• Change Request Log</li> </ul>
<b>OUTPUTS</b>	<ul style="list-style-type: none"> <li>• Release Date for Expedited Feature</li> </ul>
<b>CYCLE TIME</b>	Case by Case basis – Not to exceed 25 days

<b>STEP 5</b>	
<b>Accountability:</b>	BellSouth Change Control Manager (BCCM) and Project Managers from each participating company
<b>Sub-Processes/Activities</b>	<p><b>RELEASE MANAGEMENT AND IMPLEMENTATION</b></p> <ol style="list-style-type: none"> <li>1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</li> </ol>