Illinois OSS Plan of Record

I. OVERVIEW

A. Introduction

SBC/Ameritech currently makes a wide variety of Operational Support System (OSS) interfaces available to CLECs in its four service areas: Ameritech, Pacific Bell/Nevada Bell (PB/NB), Southwestern Bell Telephone (SWBT) and Southern New England Telephone (SNET). Although these interfaces all provide access to OSS functionality for pre-ordering, ordering, provisioning, maintenance and repair and billing services, there are regional differences in the interfaces and how they operate. Accordingly, as part of the October 8, 1999 SBC/Ameritech Merger Conditions, SBC/Ameritech agreed to develop and deploy commercially ready, uniform application-to-application and graphical user (GUI) interfaces for the support of these functions.

This Uniform and Enhanced OSS Plan of Record (POR) is the initial milestone of the three-phase process set out in the Merger Conditions for the development and deployment of uniform application-to-application and GUI interfaces that present telecommunications carriers that are users of the interfaces with the same version(s) of industry standards, data formatting specifications and transport and security specifications across the 13-State SBC/Ameritech Service Area.

B. Scope

The focus of this POR defines a plan for SBC/Ameritech to make available modified OSS, in accordance with the schedule and commitments outlined in the SBC/Ameritech Merger Conditions. These OSS include application to application interfaces and graphical user interfaces (GUIs) which support pre-ordering, ordering, provisioning, maintenance and repair and billing for resold services, individual Unbundled Network Elements (UNEs), combinations of UNEs, and standalone Local Number Portability[1]. While most of these interfaces are existing and currently in use, additional access to these OSS functions will be provided as a result as this plan.

Section II of this POR details the Present Method of Operation (PMO) for all existing OSS interfaces in the four SBC/Ameritech Service Areas. In Section III, the Future Method of Operation (FMO) of these interfaces, including plans for the development and deployment of modifications designed to ensure the availability of uniform, electronic OSS interfaces throughout the 13-State SBC/Ameritech Service Area, is specified.

Finally, there are a number of proprietary and/or retail interfaces that SBC/Ameritech makes available in its four service areas that are not addressed in the POR. All interfaces that are currently available to CLECs PMO in the 13 state region are listed in table 8. Changes to these interfaces, including full retirement of the interface will be conducted according to the terms of the Change Management Process (CMP) as described later in this document[2].

[1] FCC Uniform and Enhanced AT&T Language (CLOSED). Footnote references to "FCC Uniform and Enhanced" refer to plan language derived from the SBC/Ameritech Plan of Record developed in response to the FCC SBC/Ameritech Uniform and Enhanced OSS Merger Condition, or to activities which are part of that FCC plan referenced in this plan.

[2] FCC Uniform and Enhanced AT&T Language (CLOSED)

C. Process Methodology

This POR follows the framework established by the SBC/Ameritech Pre-Merger "OSS Process Improvement Plan".

SBC states[3] the following steps were taken to create this plan:

- Subject matter experts representing all of the SBC/Ameritech service areas were assembled from various OSS business requirement areas and from Information Technology system and architecture areas.
- The PMO was documented for pre-ordering, ordering, provisioning, maintenance and repair and billing interfaces.
- The FMO interfaces and processes for pre-ordering, ordering, provisioning, maintenance and repair, and billing were identified and documented.
- An FMO implementation plan documenting the appropriate interface changes and associated timelines was documented.

SBC states the criteria for determining the future method of operation included, but was not limited to:

- Business requirements, including the number of actual current users, the volumes currently processed, the flow-through capability that already exists as well as the expected number of users and requests (i.e., future capacity requirements).

- Industry standards or guidelines, such as those published by T1, the Ordering and Billing Forum (OBF) and Telecommunications Industry Forum (TCIF).

- Downstream impacts of any changes, such as the effect that changes in the applications would have on methods and procedures.

- CLEC input, including the types of change requests CLECs are initiating, the discussions in change management meetings regarding developmental plans, CLEC specific feedback from the account teams, other OSS support personnel, training classes and CLEC forums.

- The architecture of SBC/Ameritech's current OSS, including available data and functionality.

- The current security methods including firewalls, addresses, passwords, and current CLEC access methods.

SBC/Ameritech will follow the three-phases identified in the SBC/Ameritech Merger Conditions. SBC/Ameritech will work collaboratively with CLECs and the FCC Staff to obtain written agreement on OSS interfaces, enhancements and business requirements identified in this POR and ultimately develop and deploy those agreed upon changes in accordance with the schedules contained within the Merger Conditions.

[3] FCC Uniform and Enhanced AT&T Language (CLOSED)

Standards

Multiple bodies are involved in the setting of standards and guidelines for the OSS interfaces used for communication between ILECs and CLECs. SBC/Ameritech actively participates in these organizations, and is supportive of the timely implementation of the standards and guidelines issued by them.

Forums and Committees of the Alliance for Telecommunications Industry Solutions (ATIS), the Ordering and Billing Forum (OBF), the Telecommunications Industry Forum EDI Service Order Subcommittee (SOSC), the Telecommunications Industry Forum Electronic Communications Implementation Committee (ECIC), and the T1M1 Committee are the industry-recognized bodies that issue standards and guidelines applicable to the interfaces used in the pre-ordering and ordering of resold local service and unbundled network elements. The OBF issues guidelines covering the pre-ordering and ordering transaction flows and associated data elements, the SOSC provides the guidelines for the implementation of those transactions in EDI, and T1M1 the implementation of pre-ordering transactions in CORBA.

Currently, the OBF is developing version 5 of its Local Services Ordering Guide (LSOG 5), which is targeted for release in final form on July 26, 2000. The SOSC is expected to release version 5 of the EDI Electronic Local Mechanization Specifications (ELMS 5) on October 30, 2000 dependent on the release by the OBF of LSOG 5. Version 4 (LSOG 4) was released April 9, 1999. ECIC has issued two standards applicable to pre-ordering via CORBA: T1.265-1999 approved April 1999, and T1.267-1999 approved August 1999.

ATIS committees also provide standards and guidelines applicable to the repair and maintenance, and billing functional areas. The T1M1 committee has issued two standards governing the data elements and operation of the repair and maintenance interface: T1.227a-1999 and T1.228-1995. The OBF Message Processing Committee maintains the Exchange Message Interface guideline. Version 17 of this guideline was issued in January 2000. Issue 9 of the EDI billing guideline, maintained by the TCIF EDI committee and built upon the ANSI X.12, version 4010 EDI standard was published in December 1998. Telcordia's Carrier Access Billing System (CABS) Billing Output Specifications (BOS) for Bill Data Tape (BDT), version 32, were published in April 1999.

In this plan, SBC/Ameritech is committing to implementing the most current versions of standards available in the industry today. Because of the evolving nature of industry standards, SBC/Ameritech will work with the CLECs through the Change Management Process (CMP) to determine whether more advanced versions of the industry standards should be implemented in the uniform interfaces instead of those proposed in this document. The CMP will also be used to determine the appropriate implementation of the selected standards versions, because a strict adherence to the standard might result in loss of existing functionality and because of the flexibility of implementation allowed within the standards and guidelines. These agreed-upon changes would be adopted for SBC/Ameritech's entire thirteen state serving area and would require region-specific transition plans[4].

Change Management

[4] ~~FCC Uniform and Enhanced AT&T Language (CLOSED)~~

Each SBC/Ameritech service area has its own Change Management Process (CMP). These were developed collaboratively with the CLECs well before the SBC/Ameritech merger, and have each been in place since at least June 1999. These processes provide a means by which each regional company and the CLECs can work cooperatively to introduce changes to the OSS interfaces. These processes include specific intervals, such as when release specifications will be delivered to the CLECs for review and input.

A 13-state CMP is currently being addressed in a separate CLEC collaborative effort that began in November 1999 following the SBC/Ameritech merger close. The 13-state CMP has not yet been adopted. Implementation of this POR shall be governed by the provisions of the current draft of the 13-state CMP and associated transition plan specifically referenced within this document (Attachment A). SBC/Ameritech will implement all changes to the interfaces within the CMP and will use the exception process only on a limited basis.[5] All references to the Change Management Process or CMP within the Future Method of Operation section of the POR refer to the CMP adopted per this paragraph, unless specifically noted otherwise.

Telis/Exact will continue to be used for ordering Local Interconnect Facilities, Operator Assistance, Directory Assistance Trunks, Access Services, Unbundled Dedicated Transport, and Interconnection trunks, but its ability to order local loops will be sunset. When SBC/Ameritech sunsets this function of Telis/Exact for the ordering of local loops, SBC/Ameritech will notify the CLECs using the Group B Category 1 retirement process outlined in section 4 of the CMP.[6]

SBC/Ameritech agrees that there needs to be a process that addresses business process changes, such as manual processes and forms, that fall outside the scope of the OSS 13 state CMP, since the OSS CMP is limited to changes to the OSS interfaces, changes to OSS flow-through and the posting of changes to legacy systems as specified in the CMP document. To meet the need for a non-OSS change process, SBC/Ameritech and the CLEC community agreed to form a CLEC User Forum (CUF). This CUF was formed to provide a forum and resources to discuss and resolve non-OSS issues dealing with business processes, operations processes, service center processes, and changes to manual forms. Meetings are held monthly in each region. A document has been prepared specifying how SBC/Ameritech will introduce non-OSS changes to the CLECs. Non-OSS Changes are covered in a document that is used in all 13 states titled "Guidelines Non-OSS Change Management Process". That document is attached to this POR as attachment K.

[5] ~~FCC Uniform and Enhanced Issues 4, 8 and 134a (CLOSED)~~

[6] ~~FCC Uniform and Enhanced Issue 31a & 91(CLOSED)~~

II. PRESENT METHODS OF OPERATION (PMO)

There are similarities between the pre-ordering, ordering, provisioning, maintenance and repair, and billing functions offered by each SBC region. The following analysis detail the functional business processes and interfaces, specifically comparing Ameritech Illinois with Pacific Bell/Nevada Bell (PB/NB), Southwestern Bell Telephone (SWBT) and Southern New England Telephone (SNET).

> There are differences in central issues to each functional area, e.g. standard data elements for maintenance, and functional alignment to standards for pre-ordering. These differences will be described for each functional area.

The PMO section contains information that is reflective of the methods of operation as of February 2000, the initial filing of the plan. Several of the changes contemplated by this plan have been implemented since that time and those changes are reflected in the Future Methods of Operation section of this document.

A. Pre-ordering

Available Interfaces

The Southwestern Bell Telephone (SWBT), Pacific Bell/Nevada Bell (PB/NB), Ameritech and Southern New England Telephone (SNET) regions provide CLECs with application to application access to pre-ordering functions via Electronic Data Interchange (EDI), which has been selected by the Ordering and Billing Forum (OBF) as one of the methods for exchanging information between telecommunications companies regarding orders for local service. SWBT and PB/NB also provide application to application pre-ordering functions via Common Object Request Broker Architecture (CORBA).

CORBA became an ECIC approved Industry Guideline for local service pre-ordering in September 1997. This approval provided two industry acceptable transport protocols for local pre-ordering, CORBA and EDI. CORBA was accepted as an alternative due to its fundamental ability to support interactive data exchange. CORBA is defined by the Object Management Group (OMG) and uses Interface Definition Language (IDL) data models as defined by the T1M1 committee of the Alliance for Telecommunications Industry Solutions (ATIS). The CORBA interface employs request-response message flows to exchange data between a message requestor and provider.

SWBT and PB/NB have implemented EDI pre-ordering functions based on the Ordering and Billing Forum (OBF) Local Service Ordering Guidelines (LSOG) version 4, Telecommunications Industry Forum (TCIF) Electronic Data Interchange Local Mechanization Specification (ELMS) issue 4, and EDI ASC X12 version 4010. Ameritech and SNET EDI pre-ordering interfaces were implemented prior to acceptance of industry guidelines, and utilize ASC X12 version 3072.

SWBT and PB/NB have also implemented CORBA pre-ordering functions based on the OBF LSOG version 4, ANSI T1.265-1999. SNET has not made a CORBA-based pre-ordering interface available to CLECs.

Ameritech Illinois has made the EDI pre-ordering interface available for local service pre-ordering and does not currently support a CORBA-based pre-ordering interface.

In addition to the application to application interface using EDI/CORBA, the SWBT and PB/NB regions also provide pre-ordering functions via DataGate. DataGate is a proprietary application to application interface implemented prior to the acceptance of industry guidelines.

Graphical User Interface (GUI) access to pre-ordering functions is provided to CLECs in the SWBT and PB/NB regions via the Verigate interface . SNET provides GUI access to pre-ordering functions via W-CIWin.

Ameritech Illinois provides GUI access to pre-ordering functionality via TCNet.

The following table summarizes the pre-ordering interfaces available in the SBC operating regions as of February 2000.

Pre-Ordering	SWBT	PB/NB	SNET	Ameritech
Industry App to App Gateway				
Application Name	EDI/CORBA	EDI/CORBA	MSAP	EDI
LSOG Version	4	4	NA	NA
Protocol / Version	EDI 9 / 4010	EDI 9 / 4010	EDI / 3072	EDI / 3072
Protocol / Version	CORBA / T1.265-1999, T1.267-1999	CORBA /T1.265-1999, T1.267-1999		
Proprietary App to App Gateway				
Application Name	DataGate	DataGate		
Proprietary GUIs				
Application Name	Verigate	Verigate	W-CIWin	TCNet

The following table provides a summary of the EDI transaction usage on the pre-ordering application to application interfaces in the SBC/Ameritech operating regions:

RECORD TYPE	SWBT	PB/NB	SNET	Ameritech
997	Acknowledgment	Acknowledgment	Acknowledgment	N/A
850	Initial Request	Initial Request	Initial Request	Initial Request
855	Response	Response	Response	Response (except CSI)
864	N/A	N/A	N/A	CSI Response

EDI Message Flows

The current application to application interfaces utilize ASC X12 transaction sets to pass EDI access information between requestor (CLEC) and provider (SWBT, PB/NB, Ameritech or SNET).

The SWBT, PB/NB and SNET regions utilize the 850, 855, and 997 transaction sets. A typical pre-ordering transaction begins when a CLEC submits an 850 transaction. When the 850 is received, a 997 transaction is immediately returned to the CLEC to communicate the receipt of the request. Responses, whether positive or

negative, are returned to the CLEC via an 855 transaction. The CLEC may return a 997 transaction to communicate the receipt or rejection of the 855.

Ameritech Illinois utilizes the 850, 855, and 864 transaction sets. A typical pre-ordering transaction begins with the receipt of an 850 transaction from a CLEC. A 997 transaction is not used to communicate receipt of the 850. Responses, whether positive or negative, are returned to the CLEC via an 855 transaction or an 864 transaction. The 864 transaction is used to return Customer Service Information (CSI) to the CLEC. Ameritech Illinois does not require a CLEC to return a 997 transaction.

Functions

Pre-ordering functions allow for the exchange of certain information between Ameritech Illinois and CLECs for the purposes of submitting accurate requests for local service. This exchange of information is performed based on an inquiry and response process. The following pre-ordering functions are each used in one or more SBC regions.

Address Validation Inquiry

This function is used to verify an end user address provided by the requesting CLEC, and is performed to ensure subsequent local service requests contain a valid address.

This function is available in the SWBT and PB/NB regions via the EDI/CORBA, DataGate and Verigate interfaces. Similarly, address validation is performed in the SNET region via the application to application interface and W-CIWin. In the SWBT and PB/NB regions, working telephone number (WTN) may also be used to retrieve a valid residential service address. In addition to the address validation information, supplemental information is returned in each operating region such as tax area codes and the primary NXX of the local service office. This information varies by operating region because it does not equally reside in the regional backend OSS that is performing the address validation function.

Ameritech Illinois provides this function via the application to application interface and TCNet.

Common Language Location Indicator (CLLI) Inquiry

This function provides the CLLI code associated with a telephone number, and enables the CLEC to submit the appropriate CLLI code on a local service request for stand-alone UNE switch port or a UNE loop and switch port combination.

This function is available in the SWBT region via the DataGate and Verigate interfaces. In the PB/NB region, this same information is provided with the information provided via the Feature/Service Availability function via DataGate and Verigate. This function is not supported in the SNET region.

This function is not supported in Ameritech Illinois. CLLI information is provide by Ameritech Illinois to CLECs manually.

Connecting Facility Assignment (CFA) Inquiry

This function retrieves a list of channel assignments, design-related information and work authorization information for leased DS1 and DS3 facilities. This inquiry provides data used to verify the status of a connecting facility prior to submitting this information on a local service request.

In the SWBT and PB/NB regions, this function is available via the DataGate and Verigate interfaces. This transaction is not supported in the SNET region.

This transaction is not supported in Ameritech Illinois, and no request has been made of Ameritech Illinois to provide this capability.

Customer Service Information Inquiry

This function retrieves current end user service records. The information provided on the CSI is used to verify existing features and services prior to the submission of a local service request.

In the SWBT and PB/NB regions, the Customer Service Information function allows for retrieval of records by either account telephone number (ATN) or individual working telephone number (WTN), and is available via the EDI/CORBA, DataGate and Verigate interfaces. In the SNET region, this function only supports retrieval using account telephone number via the application to application interface and W-CIWin.

In SWBT region, responses are provided for accounts of up to 5,000 working lines on the application to application interfaces, and for up to 1000 working lines on the GUI. PB/NB provides responses for accounts containing up to 4 megabytes of data, and SNET up to 128 kilobytes of data. Requests for customer service records exceeding these parameters must be submitted to the local service centers for fulfillment.

In the SWBT, PB/NB, and SNET regions, CLECs may retrieve Resale CSI when the end user account is owned by another CLEC.

In Ameritech Illinois, this inquiry may also be performed by either account or working telephone number, and is available through the application to application interface and TCNet. In Ameritech Illinois, responses are provided for accounts up to 20,000 display lines. Requests for customer service records exceeding these parameters must be submitted to the local service centers for fulfillment. Ameritech Illinois does not permit CLECs to view CSI when it is owned by another CLEC.

Data Validation Files

The exchange of information from some of the functionality listed is based on relatively static data. As a result, Data Validation Files are available for the purpose of providing requesting CLECs with an alternate method of acquiring pre-ordering information.

Street Address Guide, PIC/LPIC Codes and Feature/Service availability information is available via File Transfer Protocol (FTP) in the SWBT and PB/NB regions. Access to PIC/LPIC codes and product availability files can also be arranged via Connect:Direct. SNET provides a file containing valid directory yellow page headings downloaded from the CLEC web site.

In Ameritech Illinois, files containing directory names, class of service codes, USOC, community names, yellow page headings, feature/service availability, street address guides, and PIC/LPIC codes are available via Connect:Direct, CD-ROM and TCNet.

Digital Subscriber Loop Pre-qualification Inquiry

This function provides an indication of theoretical loop length and indication of local serving office locations where SBC has deployed ADSL.

In the SWBT and PB/NB regions, this function is available via the DataGate and Verigate interfaces. Also provided in the SWBT region is theoretical 26-gauge loop length and taper code information. This function is not available in the SNET region.

This function is not available in Ameritech Illinois.

Digital Subscriber Loop Qualification Inquiry
This function provides specific, detailed loop make-up information for a loop to a specific address and provides information necessary to determine the suitability of that loop for xDSL services.

In the SWBT and PB/NB service areas, this inquiry is available via the DataGate and Verigate interfaces. Also provided in the SWBT service area is theoretical 26-gauge loop length and taper code information. This inquiry is not available in the Ameritech and SNET service areas.

In all SBC regions, including Ameritech Illinois, loop qualification is a manual process using fax and/or E-mail.

Directory Listing Inquiry
This function is used to retrieve directory listing information associated with an end user telephone account.

The SNET region provides this function via the application to application interface and W-CIWin. This information is available as part of the Customer Service Information function via the EDI/CORBA and DataGate application to application interfaces and the Verigate interface in the SWBT and PB/NB regions.

In Ameritech Illinois, directory listings are available as part of the Customer Service Information function via the application to application interface and TCNet.

Dispatch Inquiry
This function indicates when the dispatch of an SBC technician is required for residential service ordered on a local service request. Dispatch is based on the existence of cut-through facilities and assists the CLEC in determining the due date that may be quoted to the end user.

This function in the SWBT and PB/NB regions is available via the EDI/CORBA, DataGate and Verigate interfaces. In the SNET region, this information is provided as part of the Address Validation function.

In Ameritech Illinois, this information is provided as part of the Due Date Inquiry function.

Due Date Inquiry
This function allows for the identification of available premise visit dates for services to be ordered on a local service request.

In the SWBT and PB/NB regions, this inquiry is available via the EDI/CORBA, DataGate and Verigate interfaces. In the SNET region, the inquiry function is available via the EDI interface and W-CIWin.

All regions return the next available due date. In addition to that date, twenty-seven alternate dates are returned in the SWBT region, and four alternate dates are returned in the SNET region. No alternate dates are returned in the PB/NB region. In the SNET region, a standard interval appropriate to basic local service is returned for non-dispatch orders.

In Ameritech Illinois, inquiry, reservation, confirmation and cancellation functions are supported via the application to application interface. In addition to the next available due date, twenty-nine alternate dates are returned by Ameritech Illinois. In Ameritech Illinois, a non-dispatch, dispatch, or standard interval due date is returned based on available facilities, and customer order parameters.

Feature/Service Availability Inquiry

This function provides for the availability of specific features and services at a particular local serving office switch.

This function in the SWBT and PB/NB regions is available via the EDI/CORBA, DataGate and Verigate interfaces. The SWBT and PB/NB EDI/CORBA interfaces validate the availability of a single feature or service per transaction using the feature/service in USOC format as input. Inquiries via the DataGate and Verigate interfaces return a list of available features/service USOCs retrieved by ten-digit telephone number in the SWBT region. A list of USOCs and associated SOSC codes are retrieved using CLLI or NPA-NXX in the PB/NB region. In the SNET region, a list of available features in terms of SOSC codes is provided via the application to application interface and W-CIWin.

In Ameritech Illinois, this information is provided from a Data Validation file in USOC format, and is available via TCNet.

Network Channel/Network Channel Interface (NC/NCI) Inquiry

This function provides for the validation of Network Channel (NC) and Network Channel Interface (NCI) codes and their combinations prior to submitting a local service request.

In the SWBT and PB/NB regions, this function is available via the DataGate and Verigate interfaces. SNET does not currently support this function.

Ameritech Illinois does not currently support this function. Information regarding valid NC/NCI codes is provided via CLEC ordering documentation on TCNet.

Pending Order Status Inquiry

This function provides access to pending service order status and content prior to the conversion of an end-user account.

Utilizing the DataGate interface in the SWBT region, access to a list of pending service orders is provided by working telephone number. Detailed service order information is provided when an inquiry containing working telephone number and service order number is processed. This functionality is also available in the GUI interface called Order Status for both the SWBT and PB/NB regions. In that GUI, additional search criteria

utilizing customer number and purchase order number are available to process a list of pending service orders and detailed service order information. SNET does not currently support this function.

Ameritech Illinois does not currently support this function.

PIC/LPIC Inquiry

This function provides a list of current Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers providing service at a particular local serving office switch.

A list of PIC/LPIC codes is retrieved by ten-digit telephone number via the EDI/CORBA, DataGate and Verigate interfaces in the SWBT region. A list is available by CLLI or NPA/NXX in the PB/NB region. SNET does not currently provide this function.

In Ameritech Illinois, list of PIC/LPIC codes are available using NPA/NXX through the application to application interface and via TCNet. Additionally, this information is available as part of the Data Validation Files.

Telephone Number Availability

These functions allow available telephone numbers to be identified and held for use by a CLEC submitting a local service request:

- Inquiry - Provides a list of available telephone numbers for a given local serving office switch.
- Inquiry/Selection - Provides and holds a list of available telephone numbers for a given local serving office switch.
- Reservation - Allows available telephone numbers to be held until either the receipt of a valid local service request, cancellation of reservation/selection, or the end of a specified holding period.
- Confirmation - Confirms previously reserved or held telephone numbers.
- Cancellation - Allows the release of telephone numbers previously reserved or held.

This function is available in the EDI/CORBA, DataGate and Verigate interfaces in the SWBT region and supports inquiry/selection and cancellation. This function is available in the same interfaces in the PB/NB region and supports inquiry, reservation and cancellation. Via the application to application interface and W-CIWin in the SNET region, this function supports inquiry/selection, and cancellation.

This function is available in Ameritech Illinois via the application to application interface and supports inquiry, reservation, confirmation and cancellation.

The following table summarizes functionality available in each of the SBC regions as of February 2000. Each row represents a function offered in at least one region. Unless otherwise noted, the Interface or GUI access options available by region are shown in the heading.

Function	Existing Functionality and Interface(s) by Region

	SWBT EDI/CORBA, DataGate, and Verigate	PB/NB EDI/CORBA, DataGate, and Verigate	SNET EDI and W-CIWin	Ameritech EDI and TCNet
Address Validation	Numbered, Unnumbered, Unnamed, Descriptive inquiry	Numbered, Unnumbered, Unnamed, Descriptive inquiry	Numbered, Unnumbered, Unnamed, Descriptive inquiry	Numbered, Unnumbered, Unnamed, Descriptive inquiry
	WTN inquiry	WTN inquiry	---	---
Common Language Location Identifier (CLLI)	CLLI inquiry DataGate and Verigate	Information included as part of Feature/Service Availability	Available manually[7]	Available manually
Connecting Facility Assignment (CFA)	CFA inquiry DataGate and Verigate	CFA inquiry DataGate and Verigate	---	---
Customer Service Information (CSI)	ATN inquiry	ATN inquiry	ATN inquiry	ATN inquiry
	WTN inquiry	WTN inquiry	---	WTN inquiry
	Up to 5000 lines via app-to-app. Up to 1000 lines via GUI	Up to 4MB	Up to 128KB	Up to 20,000 display lines
Data Validation Files	SAG, PIC/LPIC, Features/Services	SAG, PIC/LPIC, Features/Services	Yellow Page Headings	SAG, PIC/LPIC, Features/Services, Yellow Page Headings, USOCs
	FTP, Direct:Connect, CLEC Web site	FTP, Direct:Connect, CLEC Web site	CLEC Web site	Direct:Connect, CD-ROM, CLEC Online Web site
DSL Loop Pre-qualification	Pre-qualification inquiry DataGate and Verigate	Pre-qualification inquiry DataGate and Verigate	---	---
DSL Loop Qualification	---	---	---	---
Directory Listing	Information included as part of CSI	Information included as part of CSI	ATN inquiry	Information included as part of CSI
Dispatch	Dispatch inquiry	Dispatch inquiry	Dispatch information included in Address Validation inquiry	Dispatch information included in Due Date inquiry
Due Date	Inquiry Next available due date and 27 alternate dates available Resale and Loop w/ Port	Inquiry Next available due date only Resale and Loop w/ Port	Inquiry Next available due date and 4 alternate dates available Non-dispatch, dispatch or standard interval	Inquiry Next available due date and 29 alternate dates available Non-dispatch, dispatch or standard interval EDI only
	---	---	---	Reservation
	---	---	---	Confirmation
	---	---	---	Cancellation
Feature/Service Availability	Validation by individual Feature/Service EDI/CORBA List of Features/Services via DataGate and Verigate USOCs	Validation by individual Feature/Service EDI/CORBA List of Features/Services via DataGate and Verigate USOCs and SOSCs	List of Features/Services SOSCs	--- Features/Services via Data Validation File and TCNet USOCs

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Function	Existing Functionality and Interface(s) by Region			
	SWBT **EDI/CORBA, DataGate, and Verigate**	**PB/NB** **EDI/CORBA, DataGate, and Verigate**	**SNET** **EDI and W-CIWin**	**Ameritech** **EDI and TCNet**
NC/NCI Validation	Validation inquiry DataGate and Verigate	Validation inquiry DataGate and Verigate	---	---
Pending Order Status	Pending inquiry DataGate and Order Status	Pending inquiry Order Status	---	---
PIC/LPIC List	Code inquiry	Code inquiry	---	Code inquiry
TN Inquiry	Inquiry/Selection 5 TNs	Inquiry 5 TNs	Inquiry/Selection 4 TNs	Inquiry 10 TNs EDI only
	---	Reservation 5 TNs	---	Reservation 1 TN
	---	---	---	Confirmation
	Cancellation	Cancellation	Cancellation	Cancellation

B. Ordering

Available Interfaces

Application to application access to Local Service Request (LSR)-based ordering functions is provided to CLECs in all SBC regions via an EDI interface, which is the industry standard means of communication for the ordering of local services. The application to application interfaces in all SBC regions currently run ASC-X12, Version 3072. SWBT, PB/NB and SNET have implemented LSOG Version 2 (plus), TCIF issue 8 whereas, Ameritech Illinois is currently on LSOG Version 2, TCIF issue 7.

Telis, an ASR-based GUI, is utilized in the SWBT, Ameritech and SNET regions for ordering UDT and Interconnection Trunks. Ameritech also allows the use of Telis for ordering Loops. PB/NB provides CESAR/online as an ASR-based GUI, for ordering UDT and Interconnection Trunks and also provides the GUI Customer's Enhanced System for Access Requests – Interconnection Service Requests (CESAR-ISR), for ordering Loops, Number Portability, and Loop with Number Portability.

The LSR Exchange (LEX) system is a GUI available to CLECs for ordering LSR-based services in the SWBT and PB/NB regions. SNET and Ameritech do not offer a GUI for LSR-based ordering.

Telis, an ASR-based GUI, is utilized in the SWBT, Ameritech and SNET regions for ordering UDT and Interconnection Trunks. Ameritech also allows the use of Telis for ordering Loops. PB/NB provides CESAR/online as an ASR-based GUI, for ordering UDT and Interconnection Trunks and also provides the GUI Customer's Enhanced System for Access Requests – Interconnection Service Requests (CESAR-ISR), for ordering Loops, Number Portability, and Loop with Number Portability.

Companies may be on the same version/level of a given guideline, but the implementation may be different. Companies may have implemented some functions or products in advance of standards.

The following table summarizes the ordering application to application interfaces available in the SBC operating regions as of February 2000.

ORDERING	SWBT	PB/NB	SNET	Ameritech
Industry Applications	EDI	EDI	EDI (MSAP)	EDI
LSOG Version	2	2	2	1
TCIF Issue	8	8	8	7
X12 Version	3072	3072	3072	3072
ASR	EXACT	CESAR	EXACT	EXACT
ASOG VER.	21	21	21	21

SWBT, PB/NB and SNET have implemented LSOG Version 2 (plus) with modifications to accommodate certain Version 3 enhancements, such as the move of hunting from the products forms to the LSR form as well as other field changes associated with TCIF issue 8 and developed TCIF/EDI guidelines. Ameritech is currently on LSOG Version 1 (plus), TCIF issue 7, with enhancements to accommodate certain functions and products supported in later LSOG versions.[8]

[8] ~~FCC Uniform and Enhanced Issue 28 (CLOSED)~~

The following table summarizes the ordering GUI interfaces available in the SBC operating regions as of February 2000.

GUIs	SWBT	PB/NB	SNET	Ameritech
LEX	X	X	-	-
LSOG VER.	3	3	-	-
CESAR ISR	-	X	-	-
ASOG VER.	-	21	-	-
TELIS	X	-	X	X
ASOG VER.	21	-	21	21
CESAR Online	-	X	-	-
LSOG VER.	-	NA	-	-

Ordering Message Flows

All SBC regions including Ameritech Illinois utilize the standard 997, 850, 855, 860 and 865 transaction sets for the various functions associated with the EDI ordering of Local Services. Ameritech Illinois also uses the 836 transaction. The following describes the current environment and the differences between the regions.

997 Transaction

All regions currently return a 997 transaction to the CLEC to acknowledge the receipt of a data transmission.

850/855 Transactions

A typical ordering transaction begins with a CLEC sending an 850 transaction. Positive or negative responses are returned to the CLEC via an 855 transaction to communicate the disposition of the request. If the request is error free, a positive response is sent in the form of a Firm Order Confirmation (FOC). If errors are detected, a negative response is sent in the form of error information detail. This process is the same in all regions.

In SWBT and PB/NB, two types of errors, fatal or super fatal, may be encountered in a negative 855 transaction. Fatal errors are the most common and these are corrected by the CLEC sending an 860 transaction. Super fatal errors are such that the request could not be processed due to key fields being invalid or missing. These are corrected by the CLEC by sending another 850 transaction. In SNET, when a negative response is received, regardless of the error type, the request is not processed and corrected 850 transactions are sent by the CLEC until the CLEC receives a positive 855 transaction.

In Ameritech Illinois, when a negative response is received regardless of any error type, the request is not processed and another 850 transaction is sent until the CLEC receives a positive 855 transaction. Additionally in Ameritech Illinois, a Purchase Order Advice is sent via an 855 transaction to acknowledge receipt of a request for Number Portability when more than 50 lines are included.

860/865 Transactions

The 860 transaction is used in all regions for a CLEC to submit a change (supplement) to a request. SWBT, PB/NB and SNET require a "full refresh" of the request, meaning that all unchanged and changed information is included in the supplement.

In Ameritech Illinois, only changed information is submitted on the 860 transaction. CLECs can also use the Supplement Line Activity (SLA) field to define on the supplement order if the line item is an Add item, Delete item, a Replace or a No Change. Ameritech accepts an abbreviated supplement with respect to a Due Date change with a limited subset of fields from a standard order.

Positive or negative responses are returned to the CLEC via an 865 transaction to communicate the receipt and acceptance or rejection of the supplement (860). Again if the request is error free, a positive response is sent in the form of an FOC. If errors are detected, a negative response is sent in the form of error information detail. To correct errors on an 860 transaction, another 860 transaction is sent. This is the same in all regions.

In SWBT and PB/NB, the 860 transaction could also be a response by the CLEC to a negative 855 transaction due to errors on the original request (850).

In Ameritech Illinois, the 855 transaction (FOC) is used to communicate items assigned in response to the CLEC order, such as new telephone number, circuit or hunt group identifiers, and Ameritech service order numbers. In addition to its use as a response to CLEC-issued order supplements, the 865 transaction serves several purposes:

- as an unsolicited transaction may be used to notify CLECs of additional change in data information
- or as an unsolicited transaction to notify CLECs of customer impacting provider initiated changes due to service center identified errors,
- or as a confirmation which may update information such as: assigned telephone numbers, hunt group identifiers, or due dates previously provided as part of the FOC.
- or additionally a Purchase Order Advice is sent via an 865 transaction to acknowledge receipt of a supplement for a change to a request for Number Portability when more than 50 lines are included.

In SWBT, PB/NB, and SNET regions, unsolicited messages are returned to the CLEC via fax or telephone call[9].

The following table provides a summary of the EDI transaction usage on the ordering application to application interfaces in the SBC operating regions.

RECORD TYPE	SWBT	PB/NB	SNET	Ameritech
997	Acknowledgment	Acknowledgment	Acknowledgment	Acknowledgment
850	Initial Request	Initial Request	Initial Request	Initial Request and subsequent version +1 until +850[10] is received .

[9] ~~FCC Uniform and Enhanced Issue 31b (CLOSED)~~

[10] ~~FCC Uniform and Enhanced AT&T Language (AGREED)~~

RECORD TYPE	SWBT	PB/NB	SNET	Ameritech
855	• FOC • Error Notice	• FOC • Error Notice	• FOC • Error Notice	• FOC • Error Notice • Purchase Order Advice
860	Supplements: • Initiate Change • Correct Errors on 850 record type • Correct Errors on 860 record type • Full refresh	Supplements: • Initiate Change • Correct Errors on 850 record type • Correct Errors on 860 record type • Full refresh	Supplements: • Initiate Change • Correct Errors on 860 record type • Full refresh on most products	Supplements: • Initiate Change • Changes only on supplement • Correct Errors on 860 record type
865	• FOC • Error Notice	• FOC • Error Notice	• FOC • Error Notice	• FOC • Error Notice • Customer impacting - provider initiated changes • Purchase Order Advice

Product offerings in all service areas were evaluated based on the following criteria: 1) whether the product is offered in a service area; 2) whether an OBF guideline exists for the product; and 3) whether the given product may be ordered electronically.

Many products were offered across all service areas. Other products were available in multiple service areas and in some instances, products were available in only one service area.

Currently in the instances where there are OBF guidelines in place for product families, all service areas utilize OBF standards with minor modifications. Standard LSOG forms are used, however field usage may be different based on service area-specific business rules and requirements. Additional fields may have been introduced in advance of standards. Fields that identify who the customer is, how the request is tracked, and what services and activities are being requested, vary across the service areas.

Some products, such as ISDN, CENTREX, and PBX for Resale and Unbundled Network Elements (UNE), have been implemented using forms designed based on OBF guidelines where possible. Field and data characteristics have been expanded to provide additional information for provisioning of the product.

In some instances, service area-specific ordering requirements have been implemented for both electronic and paper/fax input, and in other instances only paper/fax input is supported.

In the SWBT service area, white page listings for unbundled loops, unbundled switch ports, loop with port combinations, and Resale services can be requested via the current ordering application to application and GUI interfaces. Yellow page listings are arranged directly with the directory publisher, Southwestern Bell Yellow Pages, a separate subsidiary of SBC/Ameritech.

In the Ameritech service area white page listings associated with products that include a white page or basic yellow page listing, e.g. resale, unbundled switch ports, and loop with port combinations (Combined Platform Offering-CPO), may be ordered via the current EDI application to application interface. CLECs must establish a business relationship with the appropriate directory listings publisher to provide white page listings for other products such as Unbundled Loops, Local Number Portability, and Loop with Number

Portability. CLECs must also establish a business relationship with the appropriate directory listings subsidiary to provide all yellow page listings.[11]

In the PB/NB service area, white page listings for unbundled loops, unbundled switch ports, loop with port combinations, and resale services can be ordered via the current application to application and GUI interfaces. Yellow page listings are arranged directly with the separate directory publishing subsidiary. CLECs also have the capability to enter listing information directly into the Listings Gateway.

In the SNET service area, white page listings for unbundled loops, unbundled switch ports, loop with port combinations, and resale services can be ordered via the current application to application and GUI interfaces. Yellow page listings are arranged directly with the separate directory publishing subsidiary.

[11] FCC Uniform and Enhanced AT&T Language (AGREED)

C. Provisioning

Provisioning functions, i.e. those functions used to manage and monitor an order during the period between the order placement and order completion, are provided by various processes in the operating regions that allow a CLEC to keep track of the status of an order. These processes are described below.

Certain provisioning functions are provided via the pre-ordering and ordering interfaces. Those functions that are based on an inquiry/response model, e.g. a CLEC asking for and receiving status on a pending order, are accessed using the pre-ordering interface. Order statuses, such as order completion, are proactively sent to the CLEC as the order is processed. These statuses are provided via the ordering interface.

Functions

Following are the provisioning functions available in the SBC operating regions.

Jeopardy Notification

Jeopardy Notification is used when alerting the CLEC that a situation has been encountered in the provisioning of an order that will potentially cause the confirmed due date to be missed.

These notifications are provided via the transaction message flows in the ordering application to application interfaces in the SWBT and PB/NB regions using the 865 transaction. This same notification is provided via the LEX GUI interface. The SNET region provides this notification via a manual process.

Jeopardy notification is currently provided in Ameritech Illinois via the ordering application to application interface using the 870 transaction. Ameritech also provide unsolicited, non-standard 865 transactions which alert CLECs to due date changes that Ameritech has made to the CLEC local service request[~~12~~]. The SNET service area provides this notification via a manual process.

Service Order Completion

Service Order Completion (SOC) is a notification to the CLEC that the work requested on a previously provided purchase order (or request) has been completed.

The SWBT, PB/NB and SNET regions all use the 865 transaction to return a SOC notification via the ordering application to application interface. This notification is also available via the LEX ordering GUI application in the SWBT and PB/NB regions.

Service Order Completion notification is currently provided by Ameritech Illinois via the ordering application to application interface using the 865 transaction.

Loss Notification

Loss Notification is a notification to the CLEC that a change requested by another Telecommunications Carrier (TC) has been completed and, as a result, the Local Service Provider associated with a given telephone number has been changed.

[~~12~~] ~~FCC Uniform and Enhanced AT&T Language (Agreed)~~

The SWBT, PB/NB and SNET regions provide equivalent notifications to CLECs using the Carrier Access Record Exchange (CARE) process.

Ameritech Illinois currently provides Loss Notification via the ordering application to application interface using the 836 transaction.

Pending Order Status

This inquiry provides access to a list of pending service orders, and their status and content prior to the conversion of an end-user account, for pre-ordering purposes, and prior to the service order posting in the billing system for monitoring order progress.

Utilizing the DataGate interface in the SWBT region, access to a list of pending service orders is provided by working telephone number. Detailed service order information is provided when an inquiry containing working telephone number and service order number is processed. This function is also available in a GUI named Order Status in both the SWBT and PB/NB regions. In this GUI, additional search criteria utilizing customer number and purchase order number are available to access a list of pending service orders and detailed service order information. CLECs in Ameritech region use an EDI-X12 interface in the form of an 869 transaction to query pending order status with the response coming back to CLEC as an 870 status report[13]. CLECs may monitor the progress of their orders using an Interactive Voice Response (IVR) system made available by Ameritech Illinois. SNET does not presently support this function.

Posted Order Status

This inquiry provides access to posted service order status and content. The information provided represents completed service order status as posted to the billing system.

Access to this information is available in the Order Status GUI for the SWBT region. A list of posted service orders or detailed service order information is provided when an inquiry containing customer number is processed. Detailed service order information is provided when an inquiry containing working telephone number, service order number or purchase order number is processed. PB/NB and SNET do not currently support this function.

This function is not currently available in Ameritech Illinois.

Provisioning Order Status

This inquiry provides access to the service order provisioning information to determine the pending or dispatched status of a service order. The information provided presents the status of the order, such as whether it has been dispatched or notes regarding the order.

Access to this information is provided via the DataGate interface in the PB/NB region by customer number, service order number or telephone number. Access to this information is also available via the

[13] FCC Uniform and Enhanced CoreComm language (Agreed)

GUI named Provisioning Order Status for both the SWBT and PB/NB regions. SNET does not currently support this function.

This function is not currently available in Ameritech Illinois.

The following table summarizes the provisioning functions available in the SBC as of February 2000.

RECORD TYPE	SWBT	PB/NB	SNET	Ameritech
865	• SOC • Jeopardy Notice	• SOC • Jeopardy Notice	• SOC	• SOC
869	NA	NA	NA	• Pending Order Status Inquiry
869	NA	NA	NA	• Pending Order Status Inquiry
870	NA	NA	NA	• Jeopardy Notice • Pending Order Status Response
836	• N/A – Handled via CARE process	• N/A – Handled via CARE process	• N/A – Handled via CARE process	• PIC/LPIC Loss Notification
Proprietary Message Event via DataGate	• Pending Order Status	• Provisioning Order Status	NA	NA
Graphical Data Provided via the Order Status and Provisioning Order Status GUIs	• Pending Order Status • Provisioning Order Status • Posted Order Status	• Pending Order Status • Provisioning Order Status	NA	NA
Alternative Methods			• Jeopardy Notice (provided manually)	• Pending Order Status (via IVR)

The following lists pre-order, order, and provisioning interfaces available by SBC region as of April 2000. This also includes the backend systems to which CLECs have access. [14]

SYSTEM	SWBT	PB/NB	SNET	Ameritech	Proprietary/Retail	Interface Function
GUI INTERFACE						
Order Status	X	X		X		Provisioning
POS	X	X				Provisioning
EASE/BEASE	X				X	Preorder/Order
Starwriter		X (PB only)			X	Preorder/Order
CCTools / WCIWin			X		X	Preorder/Order
CESAR On-line		X				Preorder/Order
CPSOS-Prequal (SWB)	X				X	Preorder
TCNet Preorder				X		Preorder

[14] FCC Uniform and Enhanced Issue 26, 27, 30, and 33. (CLOSED)

Verigate	X	X				Preorder
3B			X		X	Order
LEX	X	X				Order
PBSM		X			X	Order
W-SNAP			X		X	Order
GATEWAY INTERFACE						
MSAP			X			Preorder/Order/ Maint& Repair
EDI Preordering	X	X		X		Preorder
CORBA	X	X				Preorder
DataGate	X	X				Preorder
CESAR		X				Order
EXACT	X					Order
EDI Ordering	X	X		X		Order
E911 Gateway		X				Order
LIDB	X	X	X	X		Order
Listings Gateway		X				Order
RMI (Resale Mechanized Interface)		X				Order
DIRECT ACCESS						
PREMIS (PACBELL)		X			X	Preorder
SORD	X	X			X	Preorder/Order/ Provisioning
OTHER						
Telis				X		Order

A. Maintenance and Repair

Available Interfaces

All SBC regions including Ameritech Illinois offer application to application and GUI maintenance and repair interfaces. Ameritech, PB/NB, and SWBT all support application to application interfaces for Electronic Bonding Trouble Administration (EBTA) based on the American National Standards Institute (ANSI) Standards. SNET offers a non-standard application to application interface, MSAP, to support maintenance and repair functions.

All regions in SBC have developed their own GUI interface. Each GUI supports various functions with different presentations to the end user.

PB/NB offers Pacific Bell Service Manager (PBSM). It allows a customer to: Create a trouble report, view trouble history, retrieve trouble status and perform MLT tests on Resale POTS and loop with port.

SWBT offers Toolbar/Trouble Administration. It allows a customer to: Create a trouble report, view trouble history, retrieve trouble status and perform MLT tests on Resale POTS and loop with port.

SNET offers CCTools, that allows a customer to view trouble history and retrieve trouble status for resale POTS products.

Ameritech Illinois offers EBTA II GUI. It allows a customer to: Create a trouble report, view status history, receive proactive status, clear and close trouble reports. It provides similar functionality to the application to application interface.

The following table is a summary of the maintenance and repair application to application and GUI interfaces in the various SBC regions.

SYSTEM	SWBT	PB/NB	SNET	Ameritech
APP -TO-APP	System: Electronic Bonding –TA T1.262:1998 (Release 4.5 8/99) T1.227A (Release 5.1 10/99) T1.228:1995 T1.227:1995 Release 4.1.0	System: Electronic Bonding – TA T1.262:1998 (Release 4.5 8/99) T1.227:1995 T1.227A (Release 5.1 Oct/99) T1.228:1995 Release 4.1.0	System : MSAP EDI format Release: N/A	System: Electronic Bonding –TA T1.227:1995; T1.227a:1998 T1.228:1995 Release: 5.0
GUI	System: Toolbar / TA Create Trouble Reports MLT Test POTS / loop with port View trouble history View status View trouble report list. Clear and Close GUI-Windows Based Release 5.1.0	System: PBSM Create Trouble Reports MLT Test POTS / loop with port View trouble history View status View trouble report list. Telnet –VT100 Terminal Emulation Release: 8.3	System: CCTools View trouble history View status GUI-Windows based Release: NA	System: EBTA II GUI Create Trouble Reports View status history Receive status View status View trouble report list. Clear and Close GUI-Windows Based Release: 1.0

The following table shows the business functions that can be performed by the various regional GUIs. The business functionality and the screen designs are different for each region. In most cases the information entered into the fields on the GUI is mapped to data fields in the back end Operating Support Systems (OSS).

FUNCTION	SWBT (TOOLBAR –TA)	PB/NB (PBSM)	SNET (CCTOOLS)	Ameritech (EBTA GUI)
Create				
Circuit Types (Telcordia valid circuit ids)	Yes	Yes	No	Yes
Access Hours (test and premise access hrs)	Yes	Yes	No	Yes
Narrative	Yes	Yes	No	Yes
Trouble Type	Yes	Yes	No	Yes
Dispatch Authorization	Yes	Yes	No	Yes
Contact information	Yes	Yes	No	Yes
TSP Priority	No	No	No	Yes
Status Interval	No	No	No	Yes
Comments /Notes	No	No	No	Yes
Cancel	No	No	No	Yes
Modify info after create	No	No	No	Yes
Messaging	Yes	Yes	No	Yes
Get Status (refresh)	Yes	Yes	Yes	Yes

Modify	No	No	No	Yes
Proactive Statusing	No	No	No	Yes
Escalations	No	No	No	Yes
Clear / Close	No	No	No	Yes
History	Trouble	Trouble	Trouble	Ticket Status
MLT Test	Yes	Yes	No	No
Status notification	No	No	No	Yes
Estimated Repair Time	No	No	No	Yes
WEB Version	No	No	No	Yes
Circuit Security Supports MCN, ACNA, or CCNA	Yes	Yes	No	Yes (not MCN)
Close out Narrative	Yes	Yes	No	Yes
Circuit Inventory *	Yes	No	No	No
Binding Post **	No	Yes	No	No

*Circuit Inventory is a GUI service provided in the SWBT service area which allows a user to enter a partial designed circuit ID and receive a list of up to 125 matches.

**Binding Post is a GUI service available in PB to provide PB terminal binding post information. PB provides terminal access to CLECs instead of NIDs.[15]

A. Billing

The CLEC billing interfaces have been organized into four categories:

- Bill Data Tape (BDT)
- Exchange Message Interface (EMI) Daily Usage
- Electronic Data Interchange (EDI)
- Online Viewing/GUI

Bill Data Tape (BDT)

All SBC regions, provide CLECs with billing data related to their purchase of unbundled network elements (UNEs). The primary billing vehicle for billing UNEs is Carrier Access Billing System (CABS), which produces the BDT file format. All regions adhere to the same CABS Billing Output Specifications (BOS) national standards for bill media, software version control, user documentation, and user notification. Additionally, all regions provide BDT data on comparable output mediums that include electronic transmission and tape.

All the SBC/Ameritech service areas use Billing Output Specifications (BOS) developed guidelines. A 'differences list' is produced with each BDT change outlining where and why a service area may deviate from standards. Only those BDT records that are applicable to a given service area are produced by that service area. Additionally, any fields on a record that do not apply to a service area are populated with a default value.

Three months prior to the first possible implementation of a change to the Billing Data Tape, a letter is sent to the customers identifying the changes and any deviations from standards. This is standard across all service areas.

[15] FCC Uniform and Enhanced Issue 156 (CLOSED)

There are other differences in the BDT records produced for CLECs across the SBC regions, but these are due largely to region-specific tariff and contracts and will continue to exist until such time as cross-region tariffs and contracts are negotiated.

Exchange Message Interface (EMI)

SBC has a responsibility to provide CLECs with usage messages that may be used in the billing of their end-customers. The CLECs receive usage files containing EMI records that provide the billing details for individual messages. The four SBC regions follow industry-accepted Ordering and Billing Forum (OBF) EMI format for message exchange.

At the inception of local exchange competition, all Incumbent Local Exchange Carriers (ILECs) independently worked with CLECs to interpret the application of the OBF EMI guidelines, due to lack of complete and definitive industry guidelines. These region-specific interpretations resulted in the population of EMI records that currently differ somewhat amongst the SBC regions.

Ameritech Illinois provides notification of changes in EMI record formats through its TCNet web site 45 days in advance of implementation. Other SBC regions provide this notification via the Accessible Letter process 60 days in advance.

Existing Functionality by Service Area				
Function	**SWBT**	**PB/NB**	**SNET**	**Ameritech**

Existing Functionality by Service Area				
Function	**SWBT**	**PB/NB**	**SNET**	**Ameritech**
Bill Media & Version *EMI records sent to CLECs in Daily Usage Extract:*				
Header/Trailer	20-20-01/02 20-21-01/02 20-24-01/02	20-21-01/02 20-21-09/10	20-21-01/02	20-24-01/02
Toll	10-01-01	10-01-01	10-01-01 *Operator handled only	10-01-01
Specialized Services - Custom calling features	10-01-18 n/a	10-01-18 10-01-19	10-01-18 n/a	10-01-18 n/a
New Class feature record	10-01-31	10-01-31	10-01-31	10-01-31
Local	10-01-32	10-01-32	10-01-32	10-01-32
D/A	10-01-35	10-01-35	10-01-35	10-01-35
Operator Verification	10-01-37	10-01-37	10-01-37	10-01-37
Operator Interrupt	03-01-01	41-xx-xx 03-01-01	03-01-01	41-xx-xx
Credits	01-01-62	n/a	01-01-62	n/a
Switched Data services				
UNE Specific Records: CABS MTS, Terminating IntraLATA UNE	11-01-01	11-01-01	n/a	n/a
UNE Originated, International Terminated	11-02-01 11-01-31	n/a n/a	n/a n/a	n/a n/a
Terminating Local UNE	11-01-32 11-01-20	n/a n/a	n/a n/a	n/a n/a
D/A (carrier involved)	11-01-25	11-01-25	n/a	n/a
Terminating Access	11-01-26	n/a	n/a	n/a
Originating 800				
Originating 500				
Guidelines	• Follows the industry accepted OBF EMI format for message exchange.	• Follows the industry accepted OBF EMI format for message exchange.	• Follows the industry accepted OBF EMI format for message exchange.	• Follows the industry accepted OBF EMI format for message exchange.

Existing Functionality by Service Area				
Function	**SWBT**	**PB/NB**	**SNET**	**Ameritech**
Delivery Media	• Tape • Connect: Direct • Dial Up	• Tape • Connect: Direct	• Connect: Direct	• Tape • Connect: Direct • Dial Up
User Guide – media offer on	SWBT/Inter-industry web site or Email from Account Manager	PB/NB has a CLEC handbook that is available on-line to the CLECs on the internet.	CLEC Guide published via internet. It is routinely maintained	The Ameritech user guide is offered on the internet.
User Guide – Publication notification process	CLECs are notified through an accessible letter 60 days in advance of any changes to EMI records that could impact them	CLECs are notified through an accessible letter 120 days in advance of any changes to EMI records that could impact them	CLECs are notified through an accessible letter 60 days in advance of any changes to EMI records that could impact them	CLECs are notified by letter at least 45 days prior to any change in the EMI records that could impact them. Changes are posted to the TCNet web site.

Electronic Data Interchange (EDI)

All SBC regions provide CLECs with billing information that originates from their core retail billing systems representing primarily the Resale of local exchange service. Currently, SWBT and PB/NB provide this billing information following the EDI 811, version 4010 telecommunications industry guidelines for billing transactions. The other two regions, Ameritech and SNET, are currently providing Resale billing information under a Telcordia (Bellcore) standard, the AEBS 450.

Online Viewing/GUI

SWBT offers a GUI application, Bill Info, as part of its desktop Toolbar that provides on-line access to billing information. This application provides on-line access to the image of the CLEC's rendered bill\

Online Viewing of Resale and UNE bill images is not available in the other SBC regions, including Ameritech Illinois.

The table below summarizes the currently available interfaces, versions and bill delivery methods previously described.

Billing	SWBT	PB/NB	SNET	Ameritech
EMI	Record Format: EMR/EMI	Record Format: EMR/EMI	Record Format: EMR/EMI	Record Format: EMR/EMI
(for Daily Usage Delivery)	Transmit to CLEC	Transmit or tape to CLEC.	Transmit to CLEC.	Transmit or tape to CLEC by State.
BDT	System: CABS	System: CABS	System: CABS	System: CABS
	Standard/Format: Bill Data Tape (BDT)	Standard/Format: Bill Data Tape (BDT)	Standard/Format: Bill Data Tape (BDT)	Standard/Format: Bill Data Tape (BDT)
	Version 32	Version 32	Version 32	Version 32

EDI/AEBS	System: Electronic Data Interchange Billing (EDIB)	System: Electronic Data Interchange Billing (EDIB)	System: Customer Records & Information System (CRIS)	System: Ameritech Billing Management System (ABMS)
	Standard: EDI 811	Standard: EDI 811	Standard: Bellcore Mag Billing Tape Plan	Standard: Bellcore Mag Billing Tape Plan
	Record Format: 4010	Record Format: 4010	Record Format: AEBS 450	Record Format: AEBS 450
	Same Info as Paper Bill	Same Info as Paper Bill	Detail Supporting Summary Paper Bill	Detail Supporting Summary Paper Bill
	Transmit to CLEC	Transmit to CLEC	Magnetic Tape or Cartridge	Transmit to CLEC or Alternative Media
Online Viewing	System: TOOLBAR/Bill Info Function: CLEC can view Resale & UNE bill including payments/adjustments, CSR, and Subscription reports.	None	None	None

Product Billing System Alignment

Initial decisions on the system most appropriate to bill wholesale local exchange services were based largely on each individual service area's existing system attributes. Despite being developed on different platforms, the resulting billing outputs utilize consistent formats (e.g., EDI or BDT) across the service area.

Billing systems for the Unbundled Network Elements (UNEs) across the four service areas are in alignment, with the exception of Ameritech's Line-Side Ports. Ameritech bills the Line-Side Port through the Ameritech Customer Information System (ACIS), a CRIS-like billing system, where other service areas bill through CABS. The unbundled products offered by Ameritech utilizing Line-Side Port and billed through ACIS include Unbundled Local Switching, Shared Transport, and Combined Platform Offering (i.e., UNE-Platform).

Billing for all Resale products across the four service areas are in alignment.

The table below summarizes the existing product billing system alignment.

Product Billing System Alignment by Service area				
Product	**SWBT**	**PB/NB**	**SNET**	**Ameritech**
Resale Residence Basic Exchange	CRIS	CRIS	CRIS	ACIS/RBS
Resale Business Basic Exchange	CRIS	CRIS	CRIS	ACIS/RBS
Resale Complex Business	CRIS	CRIS	CRIS	ACIS/RBS
Interim Number Portability	CABS	CABS	CABS	ACIS/RBS
UNE - Port	CABS	CABS	CABS	LINE: ACIS; TRUNK: CABS
UNE – Loop	CABS	CABS	CABS	CABS

UNE – Loop with Number Portability	CABS	CABS	CABS	INP: ACIS; LOOP: CABS
UNE – Loop with basic Port	UNE facility and Local Usage – CABS; Toll and DA - CRIS[16]	CABS	Not Supported	No Product
Unbundled Dedicated Transport	CABS	CABS	CABS	CABS
Blended/ Shared Transport	CABS	CABS	CABS	ACIS/RBS

[16] FCC Uniform and Enhanced Issue 36 (CLOSED)

B. Connectivity

Although all regions within SBC currently offer CLECs connectivity to OSS, there are some differences in the form of connectivity offered, the type of facility utilized, and the ownership and maintenance of connectivity equipment.

In both its SWBT and PB/NB regions, SBC currently has Remote Access Facilities (RAFs) that are solely dedicated for CLEC use in accessing SBC's OSS. The SWBT facility, known as the LRAF, is located in Dallas, Texas, while the PB/NB facility, called the PRAF, is centered in Fairfield, California.

Both the LRAF and PRAF are configured with a number of routers capable of terminating private line and frame relay connections and with access servers to terminate analog modem and ISDN dial-up connections. These terminating routers and access servers are connected to a Local Area Network (LAN) which in turn provides for connectivity to the SBC network "firewall" systems. These secured firewalls use access lists to prevent unauthorized entry into other internal SBC systems that are outside the scope of those OSS offered to CLECs.

Routers for the LRAF and PRAF are provided and maintained by SWBT and PB/NB. CLECs provide their own circuit, Data Service Unit/Channel Service Units (DSU/CSUs), connectors and cables. Specifications are given to the CLEC for the DSU/CSUs (to be placed on both ends of the CLEC provided circuit) and as well as circuit line coding and framing parameters.

SNET currently allows access to its OSS via their New Haven, Connecticut network connectivity location, but does not maintain a separate facility dedicated just for CLEC use. Private line and shared frame relay connections are allowed, but dial-up access is not available. CLECs must provide and maintain their own router and CSU/DSU. Hence, CLECs are given access to SNET's premises to install and maintain their own equipment. As part of the SNET merger initiative, work was done during 1999 to establish a dedicated facility (to be called the SRAF) for CLEC use within the SNET region. The building and testing of the private line and frame relay portion of the SRAF is slated to take place during the first quarter 2000, with plans to secure and install the addition of access servers to terminate analog modem and ISDN dial-up connections shortly thereafter.

CLEC connectivity to most of Ameritech's OSS is via private line or frame relay. However, some applications are accessed via the Internet, where security is provided via the use of Digital Certificates. For private line or frame relay connections, CLECs must provide their own CSU/DSU which is then installed and maintained by Ameritech personnel. Ameritech Illinois provides connectivity to its OSS via either Ameritech's Chicago, Illinois or Southfield, Michigan Electronic Commerce Network (ECN) rather than through a separate facility dedicated for CLEC use.

Currently in Ameritech there is no formal policy limiting the number of IP addresses or EDI Trading Partner IDs. At SNET, x400 addresses are used along with EDI Trading Partner IDs. While there are currently no set limits on any of these addresses or IDs, coding changes may be required with SNET's interfaces to accommodate expansion beyond the multiples currently in use. In the SWBT and PB/NB regions, the current limitation is one IP address + port combination, per CLEC ID (EDI Trading Partner ID or NDM User ID), per business function, (i.e., Pre-Ordering, Ordering, etc.), per environment (Production or Test). After a CLEC has contracted their Account Manager regarding access to electronic interfaces, documentation containing connectivity information is provided. Ameritech uses the ESO Guide, SNET has their CMIS document, and SWBT, PB, and NB use the CLEC OSS

Interconnection Procedures document. Meetings with connectivity SMEs take place and the appropriate OSS Customer Support personnel assist CLECs in establishing and testing connectivity.

CLEC-A (Production environment using Interactive Agent)

Trading Partner ID	**Business Function**	**CLEC IP**
ID#1-Pre	Pre-order	IP#1 port 6998
ID#1-Ord	Ordering	IP#1 port 6999

CLEC-A (Testing environment using Interactive Agent)

Trading Partner ID	**Business Function**	**CLEC IP**
ID#2-Pre	Pre-order	IP#2 port 6998
ID#2-Ord	Ordering	IP#2 port 6999

While most CLEC's elect to use a different set of ID and IP combinations for testing, it is not a requirement. As noted above, currently in Ameritech there is no formal policy limiting the number of IP addresses and the table above may not be fully descriptive of the Ameritech environment. It is possible in Ameritech to have multiple Trading Partner IDs and IP addresses in production.

The table below compares the present method of operation and the varying connectivity-related items within the four SBC regions.

Item/Function	SWBT	PB/NB	SNET	Ameritech
Dedicated CLEC Facility	Yes	Yes	No	No
Private Line / Frame Relay connections	Yes	Yes	Yes	Yes
Dial-up Connections	Yes	Yes	No	No
SBC provides and maintains routers	Yes	Yes	No	Yes
CLEC provides circuit and CSU/DSUs	Yes	Yes	Yes	Yes
SBC installs and maintains CSU/DSUs	Yes	Yes	No	Yes
Internet access using Digital Certificates	No	No	No	Yes

Documentation

The following table summarizes the documentation available to CLECs as of April 2000 supporting the electronic OSS interfaces associated with local exchange services.

Table 16:

	SWBT	PB/NB	AIT	SNET
Product Information Document	• CLEC Handbook	• CLEC Handbook	• Resale Order Guide • Unbundled Element Ordering Guide	• CMIS Guide • CLEC Order Guide
Order Rule Information Document	• LSOR • LSPOR	• LSOR • LSPOR • Resale Users Guide (RUG) • ISR User Guide	• Product Matrices	• CMIS Guide • CLEC Order Guide
Pre-ordering, Ordering, and Provisioning User Guide (GUI)	• LEX User Guide • Verigate CLEC User Guide • Order Status User Guide • Provisioning Order Status User Guide	• LEX User Guide • Verigate CLEC User Guide • Order Status User Guide • Provisioning Order Status User Guide	NA	• W-CIWin User Guides • EF User Guides • SNAP User Guides

	SWBT	PB/NB	AIT	SNET
Pre-ordering, Ordering and Provisioning EDI Implementation Guide	• Refer to TCIF SOSC Matrices	• Refer to TCIF SOSC Matrices	• Electronic Service Order Guide	• CMIS Guide
Maintenance and Repair User Guide	• Trouble Administration User Guide	• PBSM User Guide	• EBTA User Guide	• CMIS Guide
Billing User Guide	• BDT • EMI User Guide • EDI User Guide	• BDT • EMI – CLEC Handbook	• BDT • EMI – CLEC Guide	• BDT • EMI – User Guide
Interconnection Procedures	• SWBT OSS Interconnection Procedures	• PB/NB OSS Interconnection Procedures	• ESO Guide	• CMIS Guide
Testing Implementation	• SWBT Joint Implementation Template and Release Testing Template	• PB/NB Joint Implementation Template and Release Testing Template	• ESO Guide	• Informal customized test plan

III. FUTURE METHOD OF OPERATION (FMO)

A. Overview

Through the PMO evaluation, SBC has identified OSS process and interface modifications for Ameritech Illinois. The following section details Ameritech Illinois' plans to develop and implement these modifications in the pre-ordering, ordering, provisioning, maintenance and repair, and billing interfaces. The following section details Ameritech Illinois's plans for developing and deploying commercially ready, application-to-application interfaces using standards and guidelines as defined, adopted, and periodically updated by the Alliance For Telecommunications Industry Solutions ("ATIS") for OSS, e.g. Electronic Data Interchange ("EDI") and Electronic Bonding Interface ("EBI") that support the preordering, ordering, provisioning, maintenance/repair, and billing of resold local services, unbundled network elements ("UNEs") and combinations of UNEs that meet the requirements of 47 U.S.C. § 251(c)(3)[17]. As set out below, these plans are based on modifications and enhancements to existing OSS interfaces that were identified during the course of the PMO evaluation described in Section II. The deployment plan will comply with the ICC SBC/Ameritech merger conditions and timeline, ~~Phase 2 agreements and Phase 3 arbitration awards.~~

Evaluation of the appropriate industry standards and guidelines was a major part of the FMO analysis. ~~As a result, planned enhancements are wholly consistent with standards and guidelines of the industry bodies previously identified~~. The specific versions of the standards and guidelines for all functions with the issuing body are identified in the following table:

Table 17[18]:

Function	Applicable Standard(s)
~~Pre-ordering, Ordering and Provisioning~~	~~• OBF LSOG 4 or ASR 22~~ ~~•~~ ~~• SOSC ELMS 4x12x4020~~ ~~•~~ ~~• A X12, Ver 4020~~ ~~•~~ ~~• ECIC T1.265-1999~~ • ~~ECIC T1.267-1999~~
Maintenance and Repair	• T1M1 T1.227a-1998 • T1M1 T1.228-1995 • T1M1 T1.262-1998
Billing	• OBF BDT 32 • OBF EMI Version 17 • TCIF Billing Issue 4010

Additional detail on all planned enhancements will be made available per the Change Management Process and releases of information under this Plan of Record. This process also allows for CLEC input at multiple points prior to implementation of the enhancements. In its design of interfaces, interface specifications and documentation that are to be implemented as part of this Illinois Plan of Record,

[17] ~~Language adopted from FCC Uniform and Enhanced FMO~~

[18] ~~Table content adopted from FCC Uniform and Enhanced~~

SBC/Ameritech will establish data elements required in the pre-ordering, ordering, and provisioning interfaces to be consistent with data element names, format and structure as those are defined in ATIS Local Service Ordering Guideline version 4 (LSOG 4) and EDI LSOG Mechanization Specification (ELMS4) (hereinafter the "Initial Release Requirements"). In addition, Ameritech Illinois and the CLECs have discussed functionality from LSOG 5 and other emerging guidelines (eg. line sharing, etc.) that will also be implemented as a part of this POR and included in the Initial Release Requirements[19]. CLECs and SBC/Ameritech will collaboratively review the Initial Release Requirements immediately upon release. Final Release Requirements will reflect the mutually agreed to requirements resulting from those collaborative sessions. The collaborative efforts will conclude upon the issuance of Final Release Requirements for each interface release. Nothing herein shall be deemed to preclude the parties from taking advantage of their rights pursuant to ~~Phase III~~ of Condition 29 of the Merger Order Docket No. 98-0555.

For releases scheduled after March 2001, SBC/Ameritech agrees to collaboratively evaluate with the CLECs LSOG 5 functionalities, and incorporate any functionalities that the parties agree are required.

If Ameritech Illinois or the CLECs believe that a variance to an industry standard or guideline is warranted, the decision whether to implement the industry standard or a variant will be made collaboratively in accordance with the CMP. If no industry guideline exists, Ameritech Illinois will work through the CMP to obtain CLEC consensus on interim guidelines to implement until industry guidelines are adopted.

Development Timeline[~~20~~]

The development timeline associated with the deployment dates established for all changes advised in this Plan of Record including described releases will be consistent with the timeline provided in section K of this Plan of Record and the CMP.

A 12-month OSS interface development view will be shared regularly ~~held~~ at Change Management Process meetings. During the period of this Plan of Record, it is anticipated that forces other than this plan may cause additional changes and enhancements to the application to application and GUI interfaces offered to CLECs by Ameritech Illinois. Consistent with the CMP, as these changes and enhancements are known, release announcements will be issued by Ameritech Illinois and the OSS 12-month view will be revised.

Versioning[~~21~~]

~~Versioning will be implemented by Ameritech Illinois coincident with the March 2001 ordering and pre-ordering releases. The March 2001 pre-ordering and ordering interfaces will co-exist with the production system interfaces beginning with the March 2001 implementation.~~ Ameritech Illinois will support three versions of software at all times for its EDI Ordering and EDI/CORBA Pre-Ordering interfaces. The last dot release of the retired LSOG will be supported until the next LSOG is implemented. The other two

[19] IL OSS Collaborative issue #9, 16, 19, 20,24 and 40.

[~~20~~] ~~Language adopted from FCC Uniform and Enhanced~~

[~~21~~] ~~Language adopted from FCC Uniform and Enhanced~~

versions supported will either be the latest two dot versions or in the case of initial implementation of an LSOG, the new LSOG and the next to last dot release of the retired LSOG. Sunset of the oldest LSOG will occur on the implementation date of the newest LSOG version. This versioning concept is further described in Attachment A (Interface Change Management Process - Versioning of Gateway Releases) to this POR[22].

CLEC Joint Testing[23]

Available for the March 2001 releases, Ameritech Illinois will provide for an Ameritech Illinois-CLEC Joint Testing process for the ordering application to application interface and the ordering GUI that employs a stable test environment, which mirrors the production environment through creation of the service order. ~~The test system will utilize a duplicated copy of the production systems in an environment that is simultaneously updated to incorporate production table changes.~~ The test environment will support the multiple versions that exist or, for release testing the multiple versions planned. ~~The environment will mirror the production environment until just prior to the commencement of CLEC testing for a release, at which time the environment will be updated to introduce the code for the new release to be tested. Test cases will be monitored while being processed in order to provide CLEC prompt feedback on test results. Ameritech Illinois will make a limited window available for automatic processing of test orders. As a guideline, for release testing, this window will account for no more than 10% of the total test window and may be increased, decreased and set through the CMP.~~ For each release testing period, Ameritech Illinois and each participating CLEC will negotiate a documented, customized test plan. Ameritech Illinois will provide a Joint Release Test Plan template that may be used in the development of the customized test plan. ~~Each testing party will meet with Ameritech Illinois and agree on its own set of test scenarios that will be included in the test, applicable entrance and exit criteria, and a test schedule. Regression testing will be supported in limited scenarios as agreed in the documented test plan. A limited number of test accounts will be made available during CLEC testing. Ameritech Illinois will provide the necessary number of test accounts for CLEC use in joint testing~~. In order to ensure that there is an adequate number of test accounts, and that these test accounts meet CLEC scenario requirements, CLECs must provide to Ameritech Illinois, at least two weeks prior to the commencement of the scheduled test period, their test account needs for that specific test period. Ameritech Illinois will make testing available in accordance with the timeframes specified in the CMP. The available testing timeframe shall be no less than thirty calendar days. Testing must be scheduled to end at least seven (7) calendar days prior to the scheduled implementation date, unless otherwise agreed between Ameritech Illinois and the CLEC[24].

A testing system for the Pre-ordering application to application interfaces also will be made available. ~~These systems will allow for testing of each pre-order function in a manner that utilizes production data.~~ Standard test cases will be provided for each function. Test cases will be monitored while being processed in order to provide CLEC prompt feedback on the results of the test. For release testing, Ameritech Illinois will provide a Joint Pre-Order Test Plan template that may be used in the development of a customized test plan. ~~Each testing party will meet with Ameritech Illinois and agree on its own set of test scenarios that will be included in the test, applicable entrance and exit criteria, and a test schedule. Regression testing will be supported in limited scenarios as agreed upon in the documented test plan.~~

[22] IL OSS Collaborative Issue #1

[23] IL OSS Collaborative Issue #2

~~Ameritech Illinois will provide the necessary number of test accounts for CLEC use in joint testing. In order to ensure that there is an adequate number of test accounts, and that these test accounts meet CLEC scenario requirements, CLECs must provide to Ameritech Illinois, at least two weeks prior to the commencement of the scheduled test period, their test account needs for that specific test period.~~ Test cases may be reused from release to release. No "clean-up" or "resetting" of accounts is necessary. However, it will be necessary for CLECs to return TNs requested during test, in order not to deplete the pool of available TNs for use by all CLECs. Ameritech Illinois will make testing available in accordance with the timeframes specified in the CMP. The available testing timeframe shall be no less than thirty calendar days. Testing must be scheduled to end at least seven (7) calendar days prior to the scheduled implementation date, unless otherwise agreed by Ameritech Illinois and the CLEC. The test environment will also be available for CLEC turn-up testing and for other CLEC testing between releases. This testing is to be negotiated between Ameritech Illinois and the CLEC that wishes to test. A generic test plan template is available.

The existing test environments for Trouble Administration interface will continue to be used. Procedures for testing the Trouble Administration Interface are outlined in Joint Implementation Arrangements (JIAs) that are in place with all users and will be included in the Generic Implementation Guideline (GIG) discussed in FMO section "E. Maintenance and Repair". The testing procedures for the Trouble Administration interface typically follow the ECIC guidelines. Stack-to Stack, Gateway-to-Gateway, End-to-End, Network Validation Tests, and Operational Readiness Tests are typically performed before going into Production mode.

Testing will be available 8am- 5pm (CT), Monday through Friday, unless negotiated otherwise. ~~Normal maintenance and patching on the SBC Test Environments will be performed or applied outside the normal testing hours, unless the update is needed to resolve an immediate issue.~~

CLECs requiring *ad hoc* exceptions to the current Ameritech joint testing guidelines prior to the implementation of the above described guidelines should contact their Ameritech account manager.[25] Ameritech's account teams and technical staffs will seek resolution of CLEC requests for increased volumes of test transactions to be processed, access to test beds of accounts to be used for testing and other support resources. The test plans are to be jointly developed between each individual CLEC and Ameritech including test scenarios, entry and exit criteria, and time frames within which to perform the testing.

DSL Planning Tool

In response to the FCC Uniform and Enhanced OSS Merger Condition, Ameritech Illinois will provide electronic pre-order Internet access to theoretical loop length based upon zip code of end users in a wire center (e.g., how many end users' loops are approximately 12,000 feet or less from the customer premises to the central office; between 12,000 and 17,500 feet from the customer premises to the central office; or greater than 17,500 feet from the customer premises to the central office within a zip code) by 12/2/00.

The means to access this Internet-based resource is to be published by Accessible Letter no later than 10/10/00.

[25] IL OSS Collaborative Issue #3

B. Pre-ordering

An application to application pre-ordering interface accessible using either EDI or CORBA protocols will be implemented. This interface version will represent a new version of the currently existing application to application interfaces.[26] The pre-ordering application to application interface which will utilize EDI and CORBA will be referred to as the "application to application interface" in the remainder of this pre-ordering section of this plan. The data elements in the pre-ordering application to application interface will be synchronized to the extent possible with the data elements in the uniform application to application ordering interface. Ameritech Illinois will provide documentation describing business rules for any fields that cannot be synchronized.[27] Pre-order response time performance will be measured by Ameritech Illinois with respect to the different technology frameworks i.e. GUI and EDI/CORBA. The pre-ordering measuring systems will be developed and implemented in proceedings at the state level that address performance measurement and reporting requirements.[28]

Ameritech Illinois will implement a GUI to access pre-ordering functions. The GUI, which will be an enhanced version of the Verigate application currently offered by SBC in other regions will have a presentation that makes use of the terminology employed in OBF LSOG version 4. While having the same pre-ordering transaction functionality as the application to application interface, the GUI will include other functionality appropriate to that type of interface, such as the functions for storing or printing results.[29] Attached to this document is the User Guide for the existing Verigate application (see Attachment B). This application will be enhanced to include a browser-based user interface and access to Ameritech Illinois pre-ordering functions. CLECs may access the pre-ordering GUI via private line, frame relay, dial-up or the Internet. The pre-ordering GUI will be referred to as the "GUI" in the remainder of this pre-ordering section of this plan.

There are three planned updates to the pre-ordering interface, as follows.

The first will be the addition of four new functions to the EDI interface. These pre-ordering functions, Connecting Facility Assignment Inquiry, DSL Loop Qualification, Feature/Service Availability, and Network Channel/Network Channel Interface Inquiry will be made available to provide interactive access to data. These functions were made available on April 3, 2000. Specifications for these functions have been published and made available via TCNet as of February 7, 2000, and have been made an attachment to this document (see Attachment B).

Second will be the introduction of an updated version of the EDI application to application interface in March 2001. This version of the interface will provide additional functionality and update the interface to LSOG 4 unless another guideline version is selected via the Change Management Process.
As a part of this second update in March 2001, Ameritech Illinois will make CORBA available as an alternative to EDI. CORBA has been selected by the T1M1 standards organization as appropriate for pre-ordering functions for local service products. T1.265-1999 covers the majority of pre-ordering

[26] FCC Uniform and Enhanced Collaborative Issue 48 (CLOSED)

[27] IL OSS Collaborative Issue # 21; FCC Uniform and Enhanced Collaborative Issue 59 (TA)

[28] FCC Uniform and Enhanced Collaborative Issue 74 (CLOSED)

[29] FCC Uniform and Enhanced Collaborative Issue 79 (CLOSED)

functions and was approved April 1999. T1.267-1999 applies to the CSI Inquiry and Directory Listings Inquiry and was approved August 1999. SBC will base its implementation upon these T1M1 IDL data models, where available. Non-repudiation of EDI requests will not be supported and message receipts will be required. Security will be implemented in accordance with T1M1 T1.265 security specifications.

Specifications for this updated interface version will be developed and published per the Change Management Process. As a result, initial specifications for this release are scheduled to be available to CLECs no later than October 2000, followed by a period for CLEC comment before specifications are finalized.

The third update, also in March 2001, will provide a pre-ordering GUI interface to CLECs in Ameritech Illinois. The GUI interface will provide access to pre-ordering functionality equivalent to that available on the application to application interface. User documentation and release specifications for the enhanced Verigate to be deployed in Ameritech Illinois in March 2001 will be available to CLECs in February 2001.

The following pre-ordering functionality is planned for the updated application to application and GUI interface. These functions will be available via the application to application interface in both EDI and CORBA.

Pre-ordering Message Flows [30]

The EDI application to application interface will utilize ASC X12, Ver 4020 transaction sets to pass information between requestor and provider using the 850 and 855 transaction sets. A typical pre-ordering transaction will begin when a CLEC submits an 850 purchase order. Responses, whether positive or negative, will be returned to the CLEC via an 855 purchase order acknowledgement. Due to the interactive nature of the pre-ordering functions, the 997 functional acknowledgement transaction set will not be used. Also the 855 purchase order acknowledgment will be used, instead of the 864 text message, to return customer service information.

The CORBA application to application interface will employ T1M1 IDL data models in a request-response message flow to exchange data between a message requestor and provider[31].

Address Validation Inquiry

The Address Validation function will continue to be available in Ameritech Illinois. As part of the application to application and GUI interfaces in March 2001, it will provide access to validated address information by address or working telephone number. This working telephone number inquiry will provide data to the extent available in the underlying OSS accessed by this transaction, as it is for internal Ameritech Illinois users of the underlying OSS. However, all residence and business addresses may be validated through input of the address itself[32]. Address information will also continue to be available as a Data Validation File.

Common Language Location Indicator (CLLI) Inquiry

[30] Adopted from FCC Uniform and Enhanced Language

[31] FCC Uniform and Enhanced FMO language

[32] FCC Uniform and Enhanced Collaborative Issues 60 and 81 (CLOSED)

This function will be made available for Ameritech Illinois via the application to application and GUI interfaces in September 2001. It will provide the CLLI code associated with a telephone number, and is used to determine the appropriate CLLI to be submitted on a local service request for port or loop with port service. The CLLI Inquiry will be a separate one so that users can simply enter a Telephone Number or a CKTID and obtain the CLLI associated with the serving office and equipment. CLLI, when applicable[33], will also be added to the CSR so that a separate query is not always necessary[34].

Connecting Facility Assignment (CFA) Inquiry

Based on the input facility number, this inquiry may be used to verify the status of a connecting facility prior to submitting this information on a local service request. The CFA inquiry was introduced in the Ameritech service area as part of the functionality addition to the existing Ameritech EDI interface in April 2000.[35] This function will continue to be available in Ameritech Illinois via both the application to application and GUI interfaces in March 2001. At that time, this inquiry will be redesigned to provide the status on all circuits associated with a particular tie cable, so as to be more useful to CLECs. Also, the information, where applicable[36], will be provided on the CSR outputs.

Customer Service Information Inquiry

This function will continue to be available in Ameritech Illinois. It will be available via both the application to application and GUI interfaces in March 2001, and will provide for the retrieval of customer service records for accounts belonging to the requesting CLEC or to Ameritech Illinois retail units and when accounts are owned by another CLEC. CSI records may be retrieved using account telephone numbers or individual working telephone numbers. The interface will return up to 5000 working TNs for application to application and up to 1000 working TNs for GUI response to a CSR inquiry. Each working line will have up to 10 display lines with 80 characters per display line. This will be implemented in March 2001.[37] Ameritech Illinois will always return CSR information from its various pre-order functions in a fully parsed fielded format. The following fields will be among those returned in a parsed format: SAPR, SANO, SASF, SASD, SASN, SATH, SASS, SALOC/CITY, SAST/STATE, SAZC/ZIPCODE, FLOOR, ROOM, BLDG, SADLO, SALO

LSTNM field: STYC, DNA, ALI, DLNM, PROF, PLA, ITEXT, LNLN, LNFN, DES, TL, TITLE1, TITLE2, NICK

DELADR field: DDADLO, DDAST, DDAZC, DDALOC, DDAPR[38]

Data Validation Files

Data Validation Files will continue to be available in Ameritech Illinois. The directory names, class of service codes, USOC, community names, yellow page headings, feature/service availability and PIC/LPIC

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[33] Details of when CLLI is applicable will be worked out in the FCC Uniform and Enhanced OSS additional collaboratives. Parties agree to change issue 241 to TA

[34] IL OSS Collaborative Issue #25 – wording from FCC Enhanced and Uniform POR

[35] IL OSS Collaborative Issue #26 – wording from FCC Enhanced and Uniform POR (modified)

[36] Details of when CFA is applicable will be worked out in the FCC Uniform and Enhanced Collaborative

[37] IL OSS Collaborative Issue #14

[38] IL OSS Collaborative Issue #12; Worldcom CCR AM 00-009

code files will be available via Connect:Direct, CD-ROM or downloadable using the pre-ordering GUI. Due to its size, the street address guide will be available only via Connect:Direct and CD-ROM.

Digital Subscriber Loop Pre-qualification Inquiry

This inquiry will be made available in the Ameritech Illinois service area with the March 2001 Pre-Ordering release.[39]

Digital Subscriber Loop Qualification Inquiry

Ameritech Illinois will furnish CLECs with access to a mechanized[40] loop qualification function that can be used to qualify loops on a pre-order basis. This function will be available via the application to application interface. This mechanized loop qualification will provide the CLECs with the information needed to make an informed business decision regarding its ability to provide DSL-based service to the end user. Ameritech Illinois introduced this inquiry via the EDI application to application interface in April 2000, and via TCNet in June 2000[41]. For Loop Make-up information, SBC is committed to maintain the pre-ordering GUI in sync with Pre-Order EDI.

When loop qualification is done using the TN of a working line, the makeup of the actual loop assigned to that line is returned. When loop qualification is done using an address as input, the makeup of an actual loop capable of serving that location is returned. ~~At this time, facilities are not reserved nor is facility availability part of the response.~~ The address field is always required as input in this procedure, while the TN is optional[42].

The loop qualification/loop make-up response will return the following information to the CLEC for a loop to the specified end user premises:

Loop length
Loop length by segment
Length by gauge
26 gauge equivalent loop length (calculated)
Presence of load coils
Quantity of load coils (if applicable)
Presence of bridged taps
Length of bridged taps (if applicable)
Presence of pair gain/DLC

In addition, the following information will be returned when available:

Location of load coils
Location of bridged tap

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[39] ~~FCC Uniform and Enhanced FMO~~

[40] ~~FCC Uniform and Enhanced FMO~~

[41] ~~FCC Uniform and Enhanced FMO~~

[42] ~~IL OSS Collaborative Issue #31~~

Type of DLC
Presence of DAML
Loop medium

This function was made available as part of the functionality addition to the application to application interface on April 3, 2000, and will continue to be available via the application to application and GUI interfaces in March 2001. The loop makeup information was provided via GUI (TCNet) by 6/30/2000[43]. The announcement was listed on TCNet on 6/30/2000[44]. Detailed specifications for this functionality are included in Attachment ~~B~~ D to this Plan of Record.

In general, the current process to update any discovered errors:

- Technicians finding in error are currently required to report the error on the appropriate work order that is used to update the pertinent database(s).
- Engineers discovering an error are required to enter the correct information into the appropriate database(s) as the error is found.
- The records in the pertinent database(s) will be updated within 4 business days.

Understanding that it is each employees responsibilities to ensure that the facilities and or records are correct. SBC/Ameritech-Illinois has agreed to update it's existing policy to more clearly define the process the employees takes to correct the information following a loop qualification where records are found to be either missing or inaccurate. By September 22, 2000, the updated process will be distributed to the Illinois OSS POR distribution list.
SBC/Ameritech further commits to establish a process for CLEC initiated reports of error on the loop qualification where facilities are found to be different than represented in the Ameritech Illinois pertinent database(s). SBC/Ameritech has accepted this in the Ameritech CLEC User Forum with the associated tracking number CUF #00-020. It will initially be addressed at the September 21, 2000, meeting. SBC/Ameritech believes it will take 90 days to research, and define the process.[45]

Directory Listing Inquiry
This information will continue to be available using the Customer Service Information Inquiry. Additionally, a Directory Listing function will be made available in Ameritech Illinois via the application to application and GUI interfaces in March 2001~~ and will draw from information contained in the Customer Service Record~~[46]. The function will provide for the retrieval of listing information by either account telephone number or individual working telephone number. This function will be available for accounts belonging to the requesting CLEC or to Ameritech Illinois retail units, as well as those owned by another CLEC. Ameritech Illinois will put in place a process for CLECs to affirm they have authorization from

~~[43] Wisconsin OSS Issues Document "A1". Footnote references to "Wisconsin OSS Issues" associate language or activities in this Illinois Plan to activities referenced in the Wisconsin Docket 6720-TI-160, but is not intended to suggest that such language or activity is incorporated in this plan in a manner identical to its incorporation in the Wisconsin order in Docket 6720-TI-160.~~

[44] IL OSS Collaborative Issue #35

[45] IL OSS Collaborative Issue #34

[46] IL OSS Collaborative Issue #62, 63, 64

the ~~Ameritech Illinois~~ end user to access directory listing information ~~residing on the CSR~~[47]. All Directory Listing fields supported on the Ameritech CSR will be made available via the Directory Listing Inquiry.

Dispatch Inquiry

The Dispatch Inquiry function will be made available in Ameritech Illinois as a stand alone inquiry via the application to application and GUI interfaces in March 2001. This function indicates when the dispatch of an Ameritech Illinois technician is required for residential service ordered on a local service request. Dispatch is based on the existence of cut-through facilities and assists the CLEC in determining the due date that may be quoted to the end user.

Due Date Inquiry

The Due Date function will continue to be available in Ameritech Illinois, and will be available via both application to application and GUI interface in March 2001. This function allows for the identification of available premise visit dates for services to be ordered on a local service request. If alternate dates are requested, a total of thirty available dates will be returned.

Feature/Service Availability Inquiry

The Feature/Service Availability function, which provides for the availability of specific features and services at a particular local serving office switch, was made available in Ameritech Illinois as part of the functionality addition to the application to application interface on April 3, 2000. Detailed specifications for this transaction are provided in Attachment B to this Plan of Record. This function will continue to be available via both the application to application and GUI interfaces in March 2001. Available features are identified using USOCs which may vary from state to state due to product and service differences[48]. This same information will also continue to be available as a Data Validation file.

Network Channel/Network Channel Interface (NC/NCI) Inquiry

The Network Channel (NC) and Network Channel Interface (NCI) Codes Inquiry function will be available via application to application and GUI interfaces[49] This inquiry provides for the validation of Network Channel (NC) and Network Channel Interface (NCI) codes and their combinations prior to submitting a local service request. The NC/NCI Inquiry will continue to be available as a standalone inquiry in Ameritech Illinois via both the application to application and GUI interfaces in March 2001. At that time, NC/NCI information, when applicable[50], will be provided on the CSR outputs.

Pending Order Status Inquiry

Pending Order Status functionality will be made available in Ameritech Illinois via the application to application and GUI interface in March 2001. A list of pending service order information will be provided by working telephone number and detailed service order information will be available using multiple search criteria. The new uniform interface will support a minimum of two inquiry methods: by service order number or Purchase Order Number (PON). Other inquiry methods may be made available after further

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[47] IL OSS Collaborative Issue #27 ~~– language from FCC Enhanced and Uniform Issue # 244~~

[48] ~~Language adopted from FCC Uniform and Enhanced~~

[49] ~~Language adopted from FCC Uniform and Enhanced~~

[50] ~~Details of when NC/NCI is applicable will be worked out in the FCC Uniform and Enhanced Collaborative. Parties agree to change issue 245 to TA~~

investigation. Information will be returned from ACIS/SON. The initial inquiry will return a list of up to 110 pending service orders for the telephone number or the PON. The list will include the PON, service order number, telephone number, order due date, appointment code, activity code, and order status. Details will include: Customer Code, Class of Service, Access Code, Appointment Code, Application Date, Completion Date, Control Date, Due Date, Last Due Date, Exchange Name, Missed Appointment Code, Order Status Indicator, FACS Indicator, and the additional service order image information from ASON.[51]

PIC/LPIC Inquiry

The PIC/LPIC Inquiry provides a list of current Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers providing service at a particular local serving office switch. This function will continue to be available in Ameritech Illinois via both the application to application and GUI interfaces in March, 2001. This same information will continue to be available as a Data Validation file. This inquiry will be available to the CLECs as part of the Customer Service Information Inquiry and as a stand-alone query to provide a list of available PIC/LPIC choices for the serving offices[52].

Telephone Number Availability

The Telephone Number Availability function will continue to be supported in the application to application and GUI interfaces in March 2001. The telephone number reservation period will be increased to thirty calendar days. The Telephone Number Availability functions supported in the application to application and GUI interfaces will be inquiry, reservation, confirmation, and cancellation. The maximum number of available telephone numbers returned in response to an inquiry will be ten, and the quantity of telephone numbers that can be reserved in a single transaction will be one[53].

The following functions are classified by their availability dates:

Table 18:

Implemented April 2000

Function	Application to Application interface
Connecting Facility Assignment (CFA)	CFA inquiry
DSL Loop Qualification Inquiry	Loop Qualification Inquiry
Feature/Service Availability	List of Features/Services by USOC
NC/NCI Validation	Validation inquiry

To Be Implemented in 3/2001

Function	Updated Application to Application and GUI interface
Dispatch	Dispatch inquiry
Pending Order Status	Pending inquiry
DSL Pre-qualification Inquiry	DSL Pre-qualification Inquiry
Directory Listing Inquiry	ATN inquiry

[51] IL OSS Collaborative #44, #61

[52] ~~FCC Uniform and Enhanced Collaborative - AT&T Language Issue 64 (CLOSED)~~

[53] ~~Language adopted from FCC Uniform and Enhanced~~

Modified in 3/2001 (includes those transactions with planned functionality modifications.)

Function	Updated Application to Application and GUI interface
Connecting Facility Assignment (CFA)	CFA inquiry
Customer Service Information (CSI)	ATN inquiry
	WTN inquiry
Address Validation	Numbered, Unnumbered, Unnamed, Descriptive inquiry

Modified in 3/2001 (includes those transactions which will be functionally unchanged, but will be updated to LSOG 4 guidelines)

Function	Updated Application to Application and GUI interface
DSL Loop Qualification Inquiry	Loop Qualification Inquiry
Feature/Service Availability	List of Features/Services by USOC
NC/NCI Validation	Validation inquiry
TN Availability	Inquiry 10 TNs
	Reservation 1 TN
	Confirmation
	Cancellation
PIC/LPIC List	Code inquiry Data Validation File
Due Date Inquiry	Inquiry Next available due date and 29 alternate dates available
Data Validation Files	SAG, PIC/LPIC, Features/Services, Yellow Page Headings, USOCs

Implemented in 9/2001

Common Language Location Identifier (CLLI)	CLLI inquiry

C. Ordering

A Windows-based ordering GUI, an enhanced version of the LEX application currently available in the SWBT and PB/NB regions of SBC[54], will be implemented by Ameritech Illinois. This will provide the CLECs with a robust set of order submission and order management functions. It will be consistent in data field terminology with OBF LSOG 4 subject to further discussion consistent with the Change Management Process. It will have functionality equivalent to that of the application to application interface, and will be provided in ~~March 2001~~.User documentation and release specifications for the enhanced LEX GUI to be deployed in Ameritech Illinois in ~~March 2001~~ will be available to CLECs in ~~February 2001~~. Ongoing changes to the LEX GUI will continue to occur after the enhanced LEX GUI roll out relating to changes in the FCC POR[55]. In alignment with its commitment to industry standards and guidelines, Ameritech Illinois will be updating its application to application ordering interface to be consistent with the LSOG 4 and SOSC ELMS4 in March 2001[~~56~~] These and other enhancements to the ordering application to application interface will continue to be implemented during the period of this plan and be managed per the Change Management Process.
To improve the ordering process for unbundled DSL-capable loops, some modification of data field usage will be made effective in December 2000. These changes will be more fully described in specifications provided as part of the advance notification process, but will include:

- Requesting line conditioning using the LSR Service or Product Enhancement Code (SPEC) field
- Requiring the LSR Type of Service (TOS) field to indicate whether a loop is for residence or business service
- Validating that an available loop can support the requested Power-Spectrum Density (PSD) class before confirming a received order

Line sharing is the term used to describe the simultaneous transmission of data and voice services over a single twisted copper cable. In response to the FCC's Line Sharing Order (Third Report and Order in Docket 98-147 and Fourth Report and Order in Docket 96-98), CLEC requests, and SBC line sharing trials, Ameritech Illinois has established electronic ordering for line-shared DSL services via Ameritech Illinois's EDI interface. Initial notification of ordering details was released on March 3, 2000. Ameritech Illinois implemented line-sharing ordering via EDI on May 22, 2000.

Ameritech Illinois will do an abbreviated TN/address validation on all ~~conversion~~ resale, CPO, and loop with portability orders that include a telephone number of an existing Ameritech service. This will be implemented by December 2000.[57]

Telis/Exact will continue to be used for ordering Local Interconnect Facilities, Operator Assistance, Directory Assistance Trunks, Access Services, Unbundled Dedicated Transport, and Interconnection trunks, but its use as a method to order unbundled local loops will be sunset. When Ameritech Illinois announces its sunset of the function of Telis/Exact for the ordering of unbundled local loops, Ameritech

[54] IL OSS Collaborative Issue #17

[55] IL OSS Collaborative Issue #17

[~~56~~] ~~WI OSS Issues Document Item "J" "K"~~

[57] ~~Wisconsin OSS Issues Document "H" /~~ IL OSS Collaborative issue #13

Illinois will notify the CLECs using the provisions for interface retirements in the CMP.[58] A retirement letter will be sent when the implementation phase of the FCC Uniform and Enhanced OSS Plan begins, but no later than October 2000.

Through the OSS Change Management forum, Ameritech Illinois will work with CLECs to modify the process for assignment of new Billing Account Numbers (BANs).[59]

Ameritech Illinois currently provides EDI ordering capability for the ordering of its presently available UNE-P product referred to as Combined Platform Offering (CPO). Ameritech Illinois will provide an EDI-based ordering process supporting the ordering of any UNE-P product made generally available by Ameritech Illinois through tariff or contract amendment. This process will support the ordering of UNE-P in commercial volumes for both business and residential customers. The ordering GUI to be made available in ~~March 2001~~ will support the same UNE-P ordering functionality as the EDI application to application interface.

Ameritech shall work with CLECs to provide GUI service arrangement(s) for unbundled loops (with or without LNP), resale and UNE-P, through a third-party provider, during the interim period beginning on October 1, 2000. Ameritech Illinois shall pay all, or some portion of, the charges applicable to the GUI service arrangement(s). The amount and nature of Ameritech's funding commitment will be determined between the parties based upon the projected charges applicable to the GUI service arrangement(s). Such payments shall apply to electronic orders submitted to Ameritech Illinois on or after October 1, 2000~~, and shall end when Ameritech Illinois deploys its permanent GUI, on or before March 2001~~.

By August 9, 2000, any CLEC party interested in pursuing this proposed GUI service arrangement shall notify Ameritech of its interest, including the identity of potential GUI providers and expected usage. With respect to a third party GUI service arrangement to support the ordering of UNE-P, Ameritech Illinois shall also provide appropriate documentation and technical assistance to facilitate the development of GUI service arrangement(s) that allow the electronic ordering of UNE–P no later than October 1, 2000. Within 30 days of the effective date of this plan, Ameritech Illinois shall report to the parties on the status of such GUI service arrangement(s).

As part of the ~~FCC~~ SBCUniform and Enhanced OSS plan, the capability to order directory listings integrated into the current EDI/LSR loop ordering processes will be provided not later than ~~September, 2001~~[60].

Ameritech Illinois will implement a process to allow CLECs the option to retain current listings on all orders, ~~except partial migrations,~~ by March 2001[61].

To support ordering of the broadband UNE that will be offered by Ameritech Illinois as part of Project Pronto, Ameritech Illinois will deploy a web-based GUI, which will be known as BOP (formerly referred

[58] IL OSS Collaborative issue #38 ~~– language taken from FCC Uniform and Enhanced~~

[59] IL OSS Collaborative issue #50; CoreComm CCR AM 00-011

[60] ~~Wisconsin OSS Issues Document Item "L" /~~ IL OSS Collaborative Issue #11

[61] ~~Wisconsin OSS Issues Document "L" /~~ Illinois OSS Collaborative Issue #11

to as "SOLID") Web Interface. This interface, which will be deployed according to the CMP, will allow the CLECs to create a configuration profile for a remote terminal, which will be necessary before individual loop orders can be accepted for that remote terminal. A Users Guide for the BOP Web Interface also will be issued according to the CMP guidelines. Because the Web Interface will be used only to support ordering of the broadband UNE, it will not be deployed if and where Project Pronto is not implemented[62].

The process to order unbundled sub-loops via Fax and ASR/TELIS is currently available. The process to order sub-loop unbundling will be made available by EDI, ASR and TELIS/Connect:Direct no later than December 2000[63] and specifications for the process enhancements will be issued consistent with the CMP.

Uniform Ordering Message Flow

850/855 Transactions

In the current environment and continuing to the uniform interface environment, an 850 transaction will be sent by CLECs to initiate a typical ordering process consistent with industry guidelines. A positive or negative response is returned via an 855 transaction to communicate the disposition of the request. If the request is error free, a positive response is sent in the form of a Firm Order Confirmation (FOC). If errors are detected, a negative response is sent in the form of error information detail.

The 855 transaction will only be used to return a response to the 850 in the format of an FOC or error notification.

If an error notification is sent, Ameritech Illinois will scan the entire order and notify the CLEC in one 855 transaction of all the errors found and the definitive reject reasons by field, except when a fatal error is encountered. Ameritech Illinois will no longer send 855 advice transactions, even for orders of 50 lines or more.[64]

860/865 Transactions

As part of the uniform ordering interface implementation required by the SBC Uniform and Enhanced OSS Plan of Record, all 860 transactions will be utilized to effect a change using the full refresh process, meaning that all unchanged information from the original request is included in the supplement along with the changed information.[65] Ameritech systems will be modified to support full refresh supplemental orders by September, 2001, or sooner, in the same manner as is utilized in the other SBC regions. The currently used process will continue to be available until the full refresh process is implemented. Prior to

[62] Additional change to FCC Uniform and Enhanced POR 7/5/2000

[63] Wisconsin OSS Issue Document "D"

[64] FCC Uniform and Enhanced Issue 89 & AT&T Language (CLOSED)

[65] FCC Uniform and Enhanced Issue 93 (CLOSED) & 134b (TA)

the implementation of the full refresh supplemental order capability, Ameritech may implement an interim work around that will provide for modifying order content with order supplements without requiring the currently used process that necessitates line itemized changes in order content. Ameritech will collaboratively design such a work around with CLECs and develop the work around consistent with that design. Implementation of the work around will efficiently and effectively allow for changes to order content via order supplements. Upon its implementation of the full refresh capability, Ameritech will continue to support the currently used method and workaround, if implemented, in the existing releases and will implement the full refresh capability in the September, 2001 release or sooner.[66]

The 860 transaction will continue to be used by CLECs to respond to a negative 865 transaction to correct errors on an 860. The 865 will be used for returning confirmation notices (FOCs and SOCs), error notices on 860 transactions, jeopardy notification notices and to advise CLECs of customer impacting provider initiated changes.

It is anticipated that there will always be reasons for an unsolicited message to be sent. The appropriate data will be included~~, i.e. PON~~, that will allow the CLEC to associate the response to the appropriate request.[67]

997 Transaction

Ameritech Illinois currently return a 997 transaction to the CLEC to acknowledge the receipt of data transmission and expect a 997 transaction in response to transactions sent to the CLEC. This practice will be continued in the application to application interface. Ameritech Illinois will return both positive and negative 997 transactions for all EDI transactions received from CLECs[~~68~~].

D. Provisioning

An update to currently provided provisioning functionality is planned for March 2001. This update will put into place two inquiry and response transactions that will provide access to service order status information pertaining to the provisioning of a CLEC's purchase orders. These transactions, Pending Order Status and Provisioning Order Status, will be available in addition to the existing Jeopardy Notification and Service Order Completion transactions. The Pending Order Status and Provisioning Order Status transactions will be provided via the pre-ordering application to application and GUI interfaces. The implementation of these transactions will be subject to discussion as described in the Change Management Process.

Jeopardy Notification

[66] ~~Wisconsin OSS Issues Document Item "T" /~ IL OSS Collaborative Issue # 20;

[67] ~~FCC Uniform and Enhanced Issue 148 (TA) /~ IL OSS Collaborative Issue #42

[~~68~~] ~~FCC Uniform and Enhanced AT&T Language (AGREED) & Issue 189, 190 (CLOSED)~~

Jeopardy Notification is used when alerting the CLEC that a situation has been encountered in the provisioning of an order that will potentially cause the confirmed due date to be missed.
Jeopardy notifications will continue to be provided by Ameritech Illinois via the ordering application to application interface, but will be supplied using the 865 transaction in March 2001,[69] and will be a function of the ordering GUI interface ~~available in March 2001~~.

Service Order Completion
Service Order Completion, which is a notification to the CLEC that the work requested on a previously provided purchase order (or request) has been completed, will continue to be provided by Ameritech Illinois via the ordering application to application interface using the 865 transaction, and will be a function of the ordering GUI interface ~~available in March 2001~~.

Per the SBC Uniform and Enhanced OSS plan, with the implementation of the uniform ordering release, should a request result in the creation of multiple service orders, work completion notices will be sent for each service order. Further, an additional completion notice will be sent for each LSR/PON once the LSR/PON posts to billing.[70]

Loss Notification
Ameritech Illinois will continue to provide Loss Notification via the ordering application to application interface using the 836 transaction, and will make this notification a function of the ordering GUI interface, ~~which will be available in March 2001~~.

Pending Order Status
Pending Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces ~~in March 2001~~.

Posted Order Status
Posted Order Status functionality will not be made available by Ameritech Illinois. The capability to provide this function does not currently exist within Ameritech, and it is therefore also not available to Ameritech Illinois retail customer service representatives.

Provisioning Order Status
Provisioning Order Status functionality will be made available via the pre-ordering application to application and GUI interfaces ~~in March 2001~~

The following information will be provided, as minimum, on the Provisioning Order Status (POS) Inquiry that will be made available as part of the GUI and the application to application interfaces (EDI and CORBA). This data will generally be provided from the database associated with the Work Force Administration (WFA) application but some data items may be returned from other databases.

The transaction will support a minimum of two inquiry methods; Purchase Order Number (PON) and Service Order Number. Other inquiry methods, including by telephone number, may be available after

[69] ~~FCC Uniform and Enhanced FMO Language~~

[70] IL OSS Collaborative Issue #48~~; Language from FCC Uniform and Enhanced Collaborative Issue 251 (TA)~~

further investigation. The initial inquiry will return a list of the applicable service orders for the input criteria. This list will include the service order number, telephone number, PON and due date.

The user may select a specific service order from the list and retrieve details of the provisioning status for that service order. Details will include the telephone number, due date, subsequent due date, status, end users name, address. In addition, specific information will also be provided, as applicable, such as Subsequent Due Date, Central Office Assignment Status, Dispatch Status, and Jeopardy Status. Examples of other types of data that may be returned include Appointment Code, Handling Code, Maintenance Control Office, Access Customer Name Abbreviation, Overall Control Office, Master Customer Number, Circuit Control Office, and Billed Customer Name.

Additionally, the Provisioning Order Status Inquiry will be used to access demarc information by telephone number or circuit number. This information will generally be provided from the database associated with the LFACS application but some data items may be returned from other databases. The output response may contain facility information such as: circuit identifier, termination identifier, assignable line USOC, cable name(s), pair name(s), binding post/color indicator(s), distribution terminal and/or cross box address(es), pair gain system type or physical cable type, pending service order number and due date, resistance zone, taper code, remote location address, and transport medium.[71]

E. Maintenance and Repair

Ameritech Illinois will continue to offer a standardized application to application interface and a highly functional and easily accessible GUI for CLEC trouble administration. The EBTA application to application interface offered by Ameritech Illinois is based on ANSI standards T1.227:1995, T1.227a:1998 and T1..228.1995 developed by the T1M1 committee. This application to application interface supports the set of data attributes defined by the standards in a manner consistent with those standards. This list of supported attributes is contained in a table below. Release requirement documents for the application to application interface will be provided to all CLECs in May 2001. Release requirements documents and user guides for the GUI interface will be provided to CLECs in August 2001.[~~72~~]

The EBTA II GUI provides a common presentation to all end users, and provides functionality equivalent to that of the EBTA application-to-application interface. Ameritech Illinois will enhance its current application to application interface and GUI for maintenance and repair in second quarter of 2000. The following business functionality will be added:

- MLT Testing functionality for application to application and GUI

  This will enable CLECs to test resold POTS and loop with port combinations[~~73~~]. This will allow a faster determination of the trouble source without Ameritech manual intervention. This ability will allow a CLEC to test the loop while the customer reporting the trouble is still on the call.

[71] IL OSS Collaborative Issues #44 #61

[~~72~~] ~~FCC Uniform and Enhanced Collaborative Issue 169 (CLOSED)~~

[~~73~~] ~~FCC Uniform and Enhanced Collaborative Issue 165 (CLOSED)~~

The application to application interface will be compliant with the ANSI T1.262 industry standard. The EBTA II GUI will provide equivalent functionality.

- GUI edits to conform to TRFD3 (ECIC Trouble Report Format Definition)

  This enhancement will reduce the amount of information necessary to report trouble on a POTS line or a loop with port line by using enhanced industry guidelines. This will simplify and streamline the process for reporting troubles through the GUI, and will give the GUI functionality equivalent to that of the application to application interface. The GUI will also support repair activities on UNE-P[74].

- GUI Activity Duration window to show billable hours

  The Activity Duration window will provide the CLEC with information on what type of repair activity occurred (e.g., dispatch, after hours repair) while clearing a special services trouble. This will supply details on the duration of each activity and whether or not it was billable, and will give the GUI functionality equivalent to that of the application to application interface.

  MLT testing was made available in Ameritech Illinois on April 3, 2000. Specifications for this change were distributed to CLECs on February 28, 2000.

  The other two changes, the TRFD3 edits and the Activity Duration window, were made available in June 2000.

The following table summarizes the enhancements made to the maintenance interfaces in the second quarter of 2000.

SYSTEM	**Ameritech**
APP –TO-APP	System: Electronic Bonding – TA • MLT Test POTS and loop with port Standard: T1.262

[74] ~~FCC Uniform and Enhanced Collaborative AT&T language (AGREED)~~

GUI	System: EBTA II GUI • MLT Test POTS and loop with port • GUI Edits to conform to TRFD3 • GUI Activity Duration window for special services

The following table details the data attributes that will be supported by the application to application interface:

Table 22

ATTRIBUTE LABEL	SBC
ActivityDuration	Supported with Limitations (Delayed Maintenance and No Access only)[75]
AdditionalTroubleInfoList	Supported per Standard
AdditionalTroubleStatusInfo	Supported per Standard
AgentContactPerson	Supported per Standard
AuthorizationList	Supported per Standard
CalledNumber	Supported per Standard
CancelRequestedByManager	Supported per Standard
CloseOutNarr	Supported per Standard
CommitmentTime	Supported per Standard
CommitmentTimeRequest	Supported per Standard
CloseOutVerification	Supported per Standard
CustTroubleTickNum	Supported per Standard
CustomerWorkCenter	Supported per Standard

[75] FCC Uniform and Enhanced Collaborative Issue 161

ATTRIBUTE LABEL	SBC
EscalationList	Supported per Standard
ALocationAccessAddress	Supported per Standard
ZlocationAccessAddress	Supported per Standard
AlocationAccessHours	Supported per Standard
ZlocationAccessHours	Supported per Standard
aLocation Access Person	Supported per Standard
ZLocationAccessPerson	Supported per Standard
MaintServiceCharge	Supported per Standard
ManagedObjectInstance	Supported per Standard
ManagedObjectInstAliasList	Supported per Standard
ManagerContactPerson	Supported per Standard
PerceivedTroubleSeverity	Supported per Standard
PreferredPriority	Supported per Standard
ReceivedTime	Supported per Standard
RepeatReport	Supported per Standard
RestoredTime	Supported per Standard
TroubleClearancePerson	Supported per Standard
TroubleDetectionTime	Supported per Standard
TroubleFound	Supported per Standard
TroubleReportFormatObjectPtr	Supported per Standard
TroubleReportFormatIdentifier	Supported per Standard
TroubleReportID	Supported per Standard

ATTRIBUTE LABEL	SBC
TRMustBePresentAttrIdList	Supported per Standard
TRMayBePresentAttrIdList	Supported per Standard
TroubleReportState	Supported per Standard
TroubleReportStatus	Supported per Standard
TroubleReportStatusTime	Supported per Standard
Trouble Report Status Window	Supported per Standard
Trouble Type	Supported per Standard
Tsp Priority	Supported per Standard
CustomerInfo	Supported per Standard

The following table details the business functions that will be supported by the GUI interface. The information input into the GUI's fields will be mapped to the same locations, in the back end OSS, as the application to application interface.

FUNCTION	EBTA II GUI
Create	
Circuit Types	Telcordia valid circuit ids
Access Hours	test and premise access hrs
Narrative	Yes
Trouble Type	Yes
Dispatch Authorization	Yes
Contact information	Yes
TSP Priority	Yes
Status Interval	Yes
Comments /Notes	Yes
Cancel	Yes
Modify info after create	Yes
Messaging	Yes
Get Status (refresh)	Yes
Modify	Yes
Proactive Statusing	Yes
Escalations	Yes
Clear / Close	Yes

Trouble History	Yes
MLT Test	Yes
Status notification	Yes
Estimated Repair Time	Yes
WEB Version	Yes
Circuit Security Supports MCN, ACNA, or CCNA	Yes
Close out Narrative	Yes

F. Billing

Billing as delivered by Ameritech Illinois is substantially in accordance with applicable industry standards and guidelines. For example, Bill Data Tape (BDT) output standards are mature, since they have been used for access billing for several years, and the use of BDT in Ameritech Illinois is largely consistent with industry standards. The industry evolved ahead of the formulation of industry EMI guidelines, so variations from current guidelines exist in the Ameritech Illinois EMI implementation. Ameritech Illinois adopted a Telcordia (formerly Bellcore) standard for Resale electronic bill presentation.

Where necessary to be consistent with the most current version of industry standards and guidelines, Ameritech Illinois will update these billing interfaces.

Bill Data Tape (BDT)

The BDT in Ameritech Illinois is consistent with the most current version, version 32, of the applicable standard.
Ameritech Illinois adheres to the Technical Review Group (TRG) version release schedule. Version releases are implemented twice per year during two separate industry established three-month periods. Connect:Direct and/or Network Data Mover (NDM) will continue to be offered as the means for bill delivery. These similar technologies will continue to be available on an either/or basis, as they are today[~~76~~].

Exchange Message Interface (EMI)

To provide consistency in the application of industry guidelines, Ameritech Illinois will provide the following enhancements:

- Implement changes resulting from a suite of resolved OBF issues that target the local market. The changes originating from the OBF issues that will be implemented in Ameritech Illinois are:
  010162 record – ISDN (Circuit Switch Digital)
  101019 record – Move of class features from 100118 to 100119
  OBF issue 1932 - UNE/P Access Header/Trailer/Detail/Summary records

- Provide a single user guide encompassing all 13 states. Details will be documented in that single SBC user guide.

[~~76~~] ~~FCC Uniform and Enhanced Collaborative Issue 172 (Closed)~~

- Increase notification period for planned EMI changes to sixty days.

The OBF Message Processing Committee maintains the Exchange Message Interface guideline which is used as the basis for providing billing network usage detail to CLECs. Version 17 of this guideline was issued in January 2000. The new EMI records to be implemented by Ameritech Illinois are fully described in OBF guidelines, and detailed specifications for the use of these records will be provided to CLECs in January 2001.

Approved OBF guidelines as appropriate will continue to be implemented by Ameritech Illinois.

Electronic Data Interchange (EDI)

Ameritech Illinois will begin using EDI 811, version 4010 Telecommunications Industry Forum guidelines, for creation of Resale bills. Use of the EDI 811 for this purpose is a commonly accepted industry practice, and the implementation will reflect the Ameritech Illinois paper bill format. This enhancement will be available in January 2001. TCIF/EDI guidelines for the EDI 811 transaction may be obtained from the TCIF web site. A detailed implementation guide describing the specifics of Ameritech Illinois' implementation of the EDI 811 will be available to CLECs in October 2000.

Ameritech Illinois also will provide a 30-day notification for monthly implementations and at least 90 days for version changes.

Online Viewing/GUI

There are no plans to create an on-line access capability for viewing bill images. Lack of current CLEC utilization in other regions of the SBC Toolbar application for billing, where available, and the absence of expressed interest during a prior CLEC collaborative billing forum suggest there is no business need for this capability.

G. Connectivity

In the Ameritech region, SBC will build a dedicated Remote Access Facility (to be called the ARAF) which will provide CLECs dedicated access to the application-to-application interfaces and Graphical User Interfaces being implemented in Ameritech Illinois. SBC will also provide Internet access for the Graphical User Interface being introduced in Ameritech Illinois.

The ARAF will use TCP/IP protocol and will be configured with: 1) routers capable of terminating private line or frame relay connections, and 2) access servers to terminate analog modem and ISDN dial-up connections. SBC will install and maintain these routers and will provide CLECs with specifications for the DSU/CSUs that are to be placed on both ends of the circuit. CLECs will provide their own circuit to the ARAF, the DSU/CSUs, as well as connectors and cabling from their CSU/DSU to the SBC router. Application-to-application interfaces will be accessible only via the CLEC's private line or frame relay connection to the ARAF and will not be accessible by a dial-up connection or the Internet.

Common security will be provided by SBC's firewall systems that will use access lists to authorize ARAF users access to designated OSS. Dial-up access users of the GUI interface(s) will pass though the same security methods as private line/frame relay users but must also authenticate upon connecting to the SBC access server by supplying a unique User ID and password pair to log onto the SBC network. SBC is currently trialing and plans to implement a generic userid process. This process change will be implemented only after achieving CLEC concurrence and will be specified in the 10/2/2000 update to the CLEC OSS Interconnection Procedures document. Applicable forms and instructions will be available on the CLEC website. It is SBC's intent, to the extent SBC is able to overcome regional security system differences, that a single userid/password combination will provide access to all SBC regions.[77] When a CLEC wants to use Internet access, SBC will utilize Digital Certificates to secure access. GUIs can be accessed through either the ARAF or the Internet. Should this Plan cause any changes to IP addresses 30 days notice via Accessible Letter will be provided to CLECs.[78] Documentation describing connectivity requirements and procedures for the ARAF will be standardized and made available to CLECs desiring connectivity to Ameritech Illinois OSS. Once the ARAF goes into production in the fourth quarter 2000, any CLEC wanting to establish connectivity for the first time or CLECs wanting to upgrade their existing connection, will be provided specifications for connecting to the dedicated ARAF facility. CLEC connections to any other facility within Ameritech Illinois will become grandfathered and no new CLEC connections will be made to such non-dedicated facilities.

With the introduction of the uniform interfaces, SBC will allow each CLEC to have up to three Trading Partner IDs, per service, per environment. An exception process will be in place to consider CLEC requests for more IDs if warranted. Each Trading Partner ID may have a unique IP address/port combination, or these IDs could use the same common IP address.[79] The following table depicts the combinations available within SBC.

Table 26:

[77] FCC Uniform and Enhanced Collaborative Issue 184 (DO) and Issue 236 (CLOSED)

[78] FCC Uniform and Enhanced Collaborative Issue 186 (CLOSED)

[79] FCC Uniform and Enhanced Collaborative Issue 183, 185 (CLOSED)

CLEC-B (Production environment) [80]

Trading Partner ID	Business Function	CLEC IP
ID#1-Pre	Pre-order	IP#1
ID#1-Ord	Ordering	IP#2
ID#2-Pre	Pre-order	IP#3
ID#2-Ord	Ordering	IP#4
ID#3-Pre	Pre-order	IP#5
ID#3-Ord	Ordering	IP#6

CLEC-B (Testing environment)

Trading Partner ID	Business Function	CLEC IP
ID#4-Pre	Pre-order	IP#7
ID#4-Ord	Ordering	IP#8
ID#5-Pre	Pre-order	IP#9
ID#5-Ord	Ordering	IP#10
ID#6-Pre	Pre-order	IP#11
ID#6-Ord	Ordering	IP#12

Connectivity information regarding the ARAF will be included in the 10/2/2000 update of the CLEC OSS Interconnection Procedures document. Specific IP address information is normally discussed during connectivity planning meetings between individual CLECs and their Ameritech Illinois Account Manager, Ameritech Illinois connectivity SMEs, and the SBC OSS Customer Support Team.[81]

Below is a list of items and functions regarding connectivity that will become the future method of operation in Ameritech Illinois for secured access to SBC's OSS. Grandfathered connections will not have access to interface functionality. Upon implementation of the application to application pre-ordering and ordering interfaces in Ameritech Illinois, the standards described in the opening paragraphs of the POR, Section III, B and C will be followed. Use of the Enterprise Access Protocol (EAP) in the Ameritech region will continue for Ameritech Illinois's existing ordering interface until the last version using that protocol is sunset according to the Change Management Plan and the associated Transition Plan.[82]

- Dedicated CLEC Facility
- Private Line / Frame Relay connections
- Dial-up Connections
- SBC provides and maintains routers
- TCP/IP protocol used
- CLEC provides circuit, CSU/DSUs, connectors and cables

[80] FCC Uniform and Enhanced Collaborative Issue 38, 183, 185, 195 (ALL CLOSED)

[81] FCC Uniform and Enhanced Collaborative Issue 195 (CLOSED)

[82] FCC Uniform and Enhanced Collaborative Issue 188 and 191 (CLOSED)

- CLEC provides publicly registered IP addresses for both ends of the private line or frame relay connection
- SBC installs and maintains CSU/DSUs at the SBC router
- Internet access (available for GUIs only) is secured by use of Digital Certificates
- Standard CLEC connectivity documentation
- Grandfather existing CLEC connectivity arrangements

In some cases, to make use of the Ameritech Illinois OSS interfaces via the ARAF, certain software requirements must be met by the accessing CLEC.

- For pre-ordering application to application EDI access, Interactive Agent software per the Electronic Commerce Implementation Committee (ECIC) Interactive Agent specification will be used. For the CORBA protocol, non-repudiation of EDI requests will not be supported and message receipts will be required. CORBA security will be in accordance with T1M1 T1.265 security specifications.

- The pre-ordering and/or ordering GUI will be web-based[83] and accessed via browser software, such as Internet Explorer (version 4.01 SP2 or greater) or Netscape Navigator (version 4.0 or greater.) Dependent on the final infrastructure architecture, SUN Java Plug-in version 1.2.2 also may be required. It is suggested that the workstation have a minimum of 128 MB of memory in order to ensure adequate performance.[84] Communications will be secured with the Secure Socket Layer (SSL), X.509 digital certificates and individual user IDs and passwords.

The Pre-Ordering GUI can be accessed from any xRAF and the CLEC can use a drop down menu to reach data in any of the 13 states as long as the CLEC has a signed Interconnection Agreement in that state. [85]

The Ordering GUI will be accessible from any regional xRAF and will allow CLECs to input LSRs for customers in any of the 13 states where the CLEC has a signed Interconnection Agreement.

For the EDI and CORBA Pre-Ordering application-to-application interfaces and the EDI Ordering application-to-application interfaces, a CLEC can access a regional xRAF and submit transactions or files for customer activity in any of SBC's 13 states. A regional identifier, such as state code or other required field, will be required to designate the "target" region. This regional identifier will be selected and communicated to the CLECs prior to 12/2000 when the ARAF is implemented. A CLEC could chose to send all of their transactions or files for customers in any SBC region via one, or several, of the xRAFs. The request will be routed to the appropriate ordering system based upon information contained in the LSR. The response will be directed back to the CLEC based upon connectivity set-up associated with the sending CLEC ID.

[83] FCC Uniform and Enhanced Collaborative Issue 134d (CLOSED)

[84] FCC Uniform and Enhanced Collaborative Issue 196b (CLOSED)

[85] FCC Uniform and Enhanced FMO Language

Regional xRAF connectivity will continue to be required for access to SBC region-specific proprietary interfaces.[86]

Ameritech Illinois will provide a centralized point of contact for handling OSS connectivity and interface application questions from CLECs. This Center will be staffed with managers who are trained in OSS and will be dedicated to supporting CLEC users only. A centralized group will be designated to handle CLEC requests for User IDs and for Digital Certificates. Ameritech Illinois plans to use Digital Certificates for CLEC access to the GUIs over the Internet. Vendor negotiations and application requirements development are underway. The 10/2/2000 CLEC OSS Interconnection Procedures document will be updated to include this process.[87]

The IS Call Center (ISCC) will provide centralized support for Ameritech Illinois and is available 24/7. Based on current call volumes, the ISCC is physically staffed Monday through Friday 7:00 AM to 9:30 PM Central Time, and Saturday 8:00 AM to 5:00 PM Central Time. All other hours are covered by pager, which is activated by leaving a voicemail on the ISCC ACD by selecting Option 2. Contact and escalation information is also available on the ISCC Website accessed via the CLEC Website Home Page. Hours of operation can be sent regarding timeframes during fourth quarter when SNET and Ameritech calls will be transitioned to the ISCC and will refer CLECs to available documentation.[88]

At the option of the requesting CLEC, Ameritech Illinois will return all outbound transactions via fax, via EDI or will return faxed transactions for orders received via fax and return EDI transactions for those orders received via EDI by March 2001[89].

H. Hours of Availability[90]

With the introduction of the application to application and GUI ordering interfaces in March 2001, Ameritech Illinois will expand the hours when an LSR sent to Ameritech Illinois will be held for processing. This ordering interface will be available from 6AM (CT to 1 AM (CT), seven days a week. If back-end systems are not available during any of this period, LSRs will be held and then processed when the back-end systems become available. These extended hours will provide CLECs with a common window for submitting LSRs from at least 7AM to 11 PM local time. Ameritech Illinois cannot guarantee that it will pick up, hold, then process LSRs sent outside this expanded 6 AM to 1 AM (CT) window.

Interface availability for Pre-Ordering, Ordering, as well as Maintenance and Repair will be as follows:

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[86] FCC Uniform and Enhanced Collaborative Issue 196 (TA)

[87] FCC Uniform and Enhanced Collaborative Issue 237c (CLOSED)

[88] FCC Uniform and Enhanced Collaborative Issue 196a, and 214 (CLOSED)

[89] IL OSS Collaborative Issue #41

[90] FCC Uniform and Enhanced FMO Language

Preorder

	Monday - Friday	Saturday	Sunday
Ameritech (CT)	~~6am - 10pm~~	~~7am - 7pm~~	~~n/a~~

Ordering

	Monday - Friday	Saturday	Sunday
Ameritech (CT)	~~6am - 1 am~~	~~6am - 1 am~~	~~6 am - 1 am~~

Maintenance and Repair

The availability of the maintenance and repair interface is determined based on the availability of the interface application itself (EBTA) and of the backend OSS (WFA/C and LMOS) which supply the maintenance and repair functionality. The availability of those systems is described in the following section.

WFA/C
When WFA/C is off line for maintenance, a customer attempting to report trouble via EBTA will be unable to do so if the circuit identification format is one of the following:
1. Serial Circuit Format
2. Carrier Format
3. Message Trunk Format
4. Certain ten-digit telephone numbers

State	Time Zone	Mtce Hours	Day(s)
Illinois	Central	~~0030-0630~~	Sunday
Indiana	Eastern	~~0000-0600~~	Monday
Michigan	Eastern	~~0030-0630~~	Sunday
Ohio	Eastern	~~2200-2400~~	Saturday
		~~0000-0400~~	Sunday
Wisconsin	Central	~~2200-2400~~	Saturday
		~~0000-0400~~	Sunday

LMOS Front Ends
When LMOS is "down" for maintenance a customer attempting to report trouble via EBTA will be unable to do so for services that utilize the ten digit telephone number format and/or certain services utilizing a circuit identification as listed above.

All 5 States	Local	~~0000-0230~~	Monday-Sunday

In the event a CLEC attempts to report trouble via EBTA or makes an inquiry of the status of an earlier-logged trouble ticket to the system while the required OSS (LMOS or WFA/C) is not on line the system will respond with the following: "The server failed to process request".

EB/TA System

Database maintenance - ~~0000-0400~~ Central Time each Sunday.

Additionally, Ameritech may make use of a daily maintenance window from ~~2230~~ 2330 ~~-~~Central Time to work necessary to the ongoing operation of the system.

The above maintenance schedules will be provided in the EBTA Graphical User Guide (GUI) User Guide and will be provided via TCNet and/or the CLEC Handbook.

I. Interface Retirement

The following table lists preorder, order, and provisioning interfaces planned to be available by Ameritech Illinois. In response to business conditions outside this plan, Ameritech Illinois has plans to retire certain proprietary or regional interfaces. Since the interfaces proposed in this plan will provide standards-based functionality equivalent or superior to these other regional or proprietary interfaces currently offered by Ameritech Illinois, it is envisioned that other interfaces may be retired in the future. TCNET Preorder is an interface that Ameritech Illinois does intend to retire. The date of such interface retirement will be set based on the retirement process in the CMP with consideration of the impact on the existing users of the interfaces[~~91~~].

Table 20:

SYSTEM	Interface Function
GUI INTERFACE	
TCNet Preorder	Preorder
Enhanced Verigate	Preorder
Enhanced LEX	Order
GATEWAY INTERFACE	
EDI Preordering	Preorder
CORBA	Preorder
EXACT	Order
EDI Ordering	Order
LIDB	Order
OTHER	
Telis	Order

J. Documentation[~~92~~]

Simultaneously with its publication of interface specifications for the releases referenced in the revised Future Method of Operations agreed to in Phase 2 of the Illinois OSS Collaborative (Condition 29) SBC/Ameritech, as further clarified in the table and paragraphs below, will document its pre-ordering, ordering, and provisioning interface specifications consistent with the format and terminology used by the Telecommunications Industry Forum (TCIF) of the Alliance for Telecommunications Industry Standards (ATIS), using the industry conventions of inquiry/response and forms. SBC/Ameritech will also provide a

[~~91~~] ~~FCC Uniform and Enhanced FMO Language~~

[~~92~~] ~~FCC Uniform and Enhanced FMO Language~~

mapping document that relates each data element defined in its interface requirements and business rules to its electronic interface specification for EDI and CORBA.

The following table summarizes the documentation to be available to CLECs supporting the electronic OSS interfaces, both application to application and GUI, associated with local exchange services.

Table 27:

	Date	Ameritech
Product Information Document • Also includes manual LSR-based ordering forms	September 2000	• CLEC Handbook
Order Rule Information Document • Flow Through/Exceptions Matrix	For September 2001 Release (LSOR); For March 2001 Release (LSPOR) Quarterly beginning September 2000 (Flow Through/Exceptions Matrix)	• LSOR • LSPOR •
Pre-ordering, Ordering, and Provisioning User Guide (GUI)	~~January 2001~~	• LEX User Guide • Verigate CLEC User Guide • Order Status User Guide • Provisioning Order Status User Guide
Pre-ordering EDI/CORBA, Ordering and Provisioning EDI Implementation Guide	For September 2001 Release (LSOR); For March 2001 Release (LSPOR)	• LSOR • LSPOR • Refer to TCIF SOSC Matrices • SEF File • Segment Sequence Charts[93]
Maintenance and Repair User Guide	Currently Available	• EBTA User Guide
Billing User Guide	January 2001 (EMI) July 2000 (EDI)	• BDT • EMI User Guide • EDI User Guide
Interconnection Procedures	October 2000	• SBC OSS Interconnection Procedures
Testing Implementation	January 2001	• SBC Joint Implementation Template and Release Testing Template

A common suite of documentation for use in all SBC regions will be developed to support the interfaces. Specifically for pre-ordering and ordering, Ameritech Illinois will move to the common document with the introduction of the uniform versions of the interfaces. This common document will be the Local Service Ordering Requirements (LSOR) / Local Service Pre-Ordering Requirements (LSPOR). Ameritech Illinois will provide EDI information for each LSOR/LSPOR field, including Responses/Notifications. The EDI information will include the following: 1) Header, Detail or Subline; 2) Transaction Set position; 3) EDI data element; 4) EDI field name. Additionally, the EDI SEF files will be provided separate and apart from the LSOR/LSPOR documentation and supporting Segment Sequence Charts by transaction type as supported by ECIC with variance noted per the SBC implementation. Ameritech Illinois will provide the

[93] EDI Implementation Guide = publication of the uniform interface LSOR, LSPOR, Publication of EDI filed (SEF), and Publication of Uniform Interface Sequence Charts. ~~– Issue 204 (CLOSED)~~

equivalent CORBA specifications for pre-ordering with the LSPOR. Documentation formats for Maintenance/Repair and Billing will remain as they are today as they are in the Ameritech region.[94] Should it be necessary to modify documentation related to upcoming releases, the documentation reflecting the change will be reissued in its entirety.[95]

K. Timeline

Ameritech Illinois FMO Timelines -- Release Schedule

Milestones	Availability Date
OSS Interfaces	
Use of Accessible Letter for Notification	
• **Implementation**	4/1/2000
Pre-ordering, Ordering, and Provisioning	
Pre-ordering Functionality Update	
• Release Announcement	12/16/1999
• Initial Release Requirements	1/14/2000
• CLEC Testing Start Date	3/18/2000
• **Implementation**	4/3/2000
DSL Loop Qualification	
• Release Announcement	12/16/1999
• Initial Release Requirements	1/14/2000
• **Implementation**	4/3/2000
Ordering Changes for DSL	
• Release Announcement	6/2000
• Initial Release Requirements	8/2000
• CLEC Testing Start Date	10/2000
• **Implementation**	12/2000
Updated Pre-ordering Application-to-Application Interface (Including Additional Provisioning Functions)	
• Release Announcement	9/2000
• Initial Release Requirements	11/2000
• CLEC Testing Start Date	1/2001
• **Implementation**	3/2001
Pre-ordering Graphical User Interface (GUI) (Including Additional Provisioning Functions)	

[94] ~~FCC Uniform and Enhanced Collaborative Issue 15, 197, 198, 199, 202, 203, 207, 208, 210a (CLOSED)~~

[95] ~~FCC Uniform and Enhanced Collaborative Issue 201 (CLOSED)~~

- Release Announcement 2/2001
- Release Requirements and User Guide Documentation 2/2001
- **Implementation** 3/2001

Updated Ordering Application to Application Interface

- Release Announcement 9/2000
- Initial Release Requirements 11/2000
- CLEC Testing Start Date 1/2001
- **Implementation** 3/2001

Ordering Graphical User Interface (GUI)

- Release Announcement ~~2/2001~~
- Test Environment Access, Release Requirements and User Guide Documentation ~~2/2001~~
- **Implementation** ~~3/2001~~

Repair and Maintenance

MLT EBTA and GUI Updates

- Release Announcement 1/2000
- Initial Release Requirements 2/2000
- CLEC Testing Start Date Negotiated
- **Implementation** 4/3/2000

TRFD3 and History Window GUI Update

- Release Announcement 1/2000
- Release Requirements and User Guide Documentation 5/2000
- **Implementation** 6/2000

Billing

EMI Enhancements

- Final Release Requirements 1/2001
- **Implementation** 3/2001

EDI 811 Implementation

- Release Announcement 5/2000
- Initial Release Requirements 7/2000
- CLEC Testing Start Date 2/2001
- **Implementation** 3/2001

Connectivity

Ameritech RAF

- **Implementation** 12/2000

V. Glossary

2/6 Code	TIRKS "shorthand" abbreviation for Trunk Group
ACNA	Access Carrier Name Abbreviation
AEBS	Telcordia (formerly Bellcore) billing format standard.
Ameritech	The five-state operating region of SBC which encompasses the states of Illinois, Indiana, Michigan, Ohio and Wisconsin.
ANSI	American National Standards Institute
ARAF	The data communications facility that provides a secure network interface from CLEC networks to Ameritech's Data Communications Network (DCN).
ASC	Accredited Standards Committee - A designation for a industry body that has been given accreditation by the American National Standards Institute to issue ANSI standards. X12 and T1 are examples of such committees.
ASOG	Access Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services
ASR	Access Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of access services.
ATIS	Alliance for Telecommunications Industry Solutions
BDT	Bill Data Tape - Bill detail created in CABS which is predicated by the Billing Output Specifications (BOS) national standards.
BOS	Billing Output Specifications
CARE	Carrier Access Record Exchange
CCNA	Carrier Customer Name Abbreviation
CESAR - ISR	Customer's Enhanced System for Access Requests – Interconnection Service Request - Is a "gateway" for several applications. It is utilized in the PB/NB region for pre-ordering for Resale and Unbundled Loops, and ordering functions for Unbundled Loops, Local Number Portability, and Interconnection trunks.
CLEC	Competitive Local Exchange Carrier
CMIS	Certified Local Exchange Carrier Mechanized Interface Specification - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SNET region.
CMP	Change Management Process - Process negotiated between ILEC and CLECs to communicate changes made to the Operational Support Systems
Connect:Direct	A product of Sterling Commerce used to transport data files.
CORBA	Common Object Request Broker Architecture (CORBA) is an industry standard protocol for the mechanical exchange of data between computer systems.

CPO	Combined Platform Offering - An Ameritech unbundled network element platform (loop with port) offering.
DataGate	An SBC proprietary application to application interface for the mechanical exchange of pre-ordering information.
DSU/CSU	Data Service Unit/Channel Service Unit. The DSU part of the unit is the device used in digital transmission for connecting Data Terminal Equipment (DTE), such as a router, to Data Communications Equipment (DTE) or to a service. The CSU part of the unit is a digital interface device that connects end user equipment to the local digital telephone loop. (DTE) and data circuit termination equipment (DCE) for terminals
EBTA	Electronic Bonding Trouble Administration
ECIC	Electronic Communications Implementation Committee (ECIC) is an industry forum that develops a common understanding of electronics communications standards and develop guidelines for the implementation of electronic information exchange
EDI	Electronic Data Interchange - An industry standard protocol for the mechanical exchange of data between computer systems.
EMI	Exchange Message Interface - Usage record format for message exchange which is developed under the auspices of the Ordering and Billing Forum (OBF).
ESOG	Electronic Service Order Guide - A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the Ameritech region.
EXACT	Exchange Access Control and Tracking - The industry standard for ordering access services.
FMO	Future Method of Operation
FTP	File Transfer Protocol - A common industry defined data transmission polling protocol.
GUI	Graphical User Interface - A user-friendly presentation of data input screens.
GUI-Web	Web based GUI
ISO	International Standards Organization
ITU-T	International Telecommunications Union - Telecommunication
JIA	Joint Implementation Arrangement – arrangement between SBC and Application to application customers regarding implementation of mandatory and optional fields defined in T1M1.5 standard, as well as timing, security, measurements, etc.
LEC	Local Exchange Carrier
LEX	LSR Exchange - A GUI application available to CLECs for ordering LSR-based local services from SBC.
LRAF	The data communications facility that provides a secure network interface from CLEC networks to Southwestern Bell's Data Communications Network (DCN).

LSOG	Local Service Order Guidelines - The industry standard format documentation developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
LSOR	A document created to aid CLECs in preparation of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB regions.
LSPOR	A document created to aid CLECs with pre-ordering inquiries to exchange certain information prior to the submission of an LSR for ordering Unbundled Network Elements and Resale Services in the SWBT and PB/NB regions.
LSR	Local Service Request - The industry standard format developed under the auspices of Ordering and Billing Forum (OBF) for the ordering of local service Resale, Number Portability, Unbundled Network Elements (UNE) Loops and Ports.
M&P	Methods and Procedures
MIB	Managed Information Base
NPA	Numbering Plan of North America
NXX	Local Exchange Number
OBF	Ordering and Billing Forum - The industry forum that develops the guidelines for ordering Wholesale Local and Access services.
OSS	Operation Support System
PB/NB	Pacific Bell/Nevada Bell - The two-state operating region of SBC which encompasses the states of California and Nevada.
PIC/LPIC	Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) – Codes assigned to interexchange (long distance) and intraLATA (local) carriers
PMO	Present Method of Operation
PRAF	The data communications facility that provides a secure network interface from CLEC networks to the PB/NB Data Communications Network (DCN).
RAF	The Remote Access Facility is the regional access point available to CLECs for direct or dial-up connectivity to the SWBT and Facility
SBC	The corporate entity which encompasses the Ameritech, PB/NB, SNET and SWBT regions.
SNET	Southern New England Telephone - The SBC operating region which includes the state of Connecticut.
SRAF	The data communications facility that provides a secure network interface from CLEC networks to Southern New England Telephone's Data Communications Network (DCN).
SWBT	Southwestern Bell Telephone- The five-state operating region of SBC which encompasses the states of Arkansas, Kansas, Missouri, Oklahoma, and Texas.

T1M1	Industry standard body that develops inter-network operations standards and support the CORBA data model for pre-ordering.
TA	Trouble Administration
TCIF	Telecommunications Industry Forum - An industry standard body that produces the EDI mechanization specifications for the LSOG.
TCNet	A Web-based GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
TCP/IP	Transmission Control Protocol/Internet Protocol
TRFD3	Trouble Report Format Definition
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element Platform – A combination of unbundled network elements including an unbundled loop, unbundled switch port, and shared transport. In Illinois, the current UNE-P product is tariffed as Combined Platform Offering (CPO).
USOC	Universal Service Order Code - The industry standard ordering codes associated with products and assigned by the Universal Service Order Standards at Telcordia.
Verigate	A GUI available to CLECs that provides for the mechanical exchange of pre-ordering information.
W-CIWin	Wholesale Customer Information Window - An SNET proprietary system that facilitates Resale and UNE order processing by enabling integrated access to the operational support systems.
WSM	Wholesale Service Manager - An Operational Support System that provides ordering and flow through capability and data element validation for Resale services.
X.25	Developed by the ITU-T as an interface between data terminal operating in the packet mode on public data networks

Attachment A – Change Management Process

Attachment B – April 2000 Pre-ordering Update Specifications

Attachment C – Verigate User Guide

Attachment D – April 2000 Loop Qualification Pre-ordering Transaction Specifications

Attachment E – LEX User Guide

Attachment F – OSS User Guide

Attachment G – POS User Guide

Attachment H – DataGate Order Status and Provisioning Order Status Transaction Specifications

Attachment I – EBTA MLT Enhancement Specifications

Attachment J – OSS Interconnection User Guide

Attachment K - Non-OSS Change Management Process