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October 27, 2000

FILE

Mr. Lou Pompi Public Utilities Commission of Ohio Chief of Telecommunications 180 E. Broad St. Columbus, OH 43215-3793

RE: PUCO Case No. 98-1398-TP-AMT

Dear Mr. Pompi:

In its February 10th Order in Case No. 98-1398-TP-AMT, the Public Utilities Commission of Ohio (PUCO) ordered Verizon to convene a merger integration team to discuss best practices. This internal review has been completed and attached is, in accordance with the 120 day timeline in the Order, the Verizon best practices recommendations for OSS improvements.

In conjunction with this filing, Verizon is now accepting advisory input on its best practices. To facilitate discussion, a meeting will be held in the 3rd floor conference room at the offices of the PUCO, 180 E. Broad Street, Columbus, Ohio, at 10:00 am on November 14th. A conference bridge has also been established. Please respond to Mr. Tom Rodgers via email @ tom.rodgers@verizon.com or by phone @ 972-718-5865 to advise of attendance.

Sincerely,

Jack W. Kennedy President

JWK:pc Enclosure

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This is to certify that the images appearing are an accurate and complete repredention of a case file document delivered in the regular course of business. Technician **B.M.Coules** Bate Processed 10/20/20. Tom O'Brien Assistant General Counsel CoreComm Incorporated 450 W. Wilson Bridge Rd., Suite 100 Worthington, OH 43085

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OSS Best Practices Report Pursuant to Bell Atlantic/GTE Merger Conditions

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I. Overview

A. Introduction

In its February 10, 2000, Order granting approval of the Bell Atlantic/GTE merger, the Ohio Commission imposed a Best Practices Merger Integration (Discussion B (1) (e)) condition. That condition requires Verizon to do the following:

- Within 30 days of the merger consummation (July 30, 2000), commence an internal inquiry (merger integration team) into improving GTE North's Operating Support System (OSS), as a result of the merger, by comparing GTE and Bell Atlantic OSS protocol (best practices);
- Within 120 days of merger consummation (October 27, 2000), present its "best practices" recommendations for OSS improvements ("Report") and begin accepting advisory input from staff, Ohio Consumers' Counsel (OCC) and the new entrant carriers (CLECs) that either have or are negotiating interconnection agreements with GTE North; and
- Within 210 days of the merger closing date (January 26, 2001), formally report to the Commission its "best practices" determinations, including proposed implementation dates for each of the identified "best practices" and an analysis of the input it received from the collaborative and the rationale for its conclusions.

This Report provides Verizon's best practices recommendation for OSS improvements,¹ meeting the second requirement of this condition.

B. Approach and Intent of Report

Verizon first reviewed the GTE and Bell Atlantic OSS systems used today by CLECs for pre-order, order, maintenance and repair, and billing. In addition, Verizon reviewed existing transport and security protocols. The results of this review are presented in the Present Method of Operation (PMO) Section of this Report. Verizon then reviewed changes to those systems and protocols that would reasonably expand interface options and improve the OSS systems and transport and security protocols from a CLEC perspective. That review is presented in the Future Method of Operation (FMO) Section of this Report. As a result of this review, Verizon determined that the OSS improvements and transport and security protocols presented in the FMO are the "best practices" that should either be implemented or continue as currently implemented in the GTE service areas, including Ohio. Because of the evolving nature of industry standards, Verizon will work with the CLECs through the Change Management Process (CMP) to determine the schedule for implementing changes to support new industry standards.

¹ Unless otherwise stated, references to GTE Service Areas or to GTE in this Report means those Verizon operations in the former GTE jurisdictions.



C. Process for Accepting Advisory Input

This Report today is being provided to the Staff, OCC and CLECs for purposes of advisory input. Comments of interested parties should be provided to Tom Rodgers at email address, tom.rodgers@verizon.com or 972-718-5865. To the extent that interested parties request collaborative session(s), the process identified below will be used.

D. Collaborative Sessions ("Collaboratives") for Addressing Ohio CLEC Concerns

1. Scope

This plan provides Verizon's intended approach towards OSS uniformity and "best practices" in the GTE Service Areas and captures Verizon's plans to achieve those "best practices". If other proposed OSS best practices are identified, the above parties are invited to attend the meeting scheduled for November 14, 2000 at the Ohio Commission offices to provide their input on this Report. Additional meetings or calls will be held as necessary.

Collaborative sessions, changes in industry standards and other factors may affect the selection of best practices over the course of their implementation. Verizon will use the CMP to provide CLECs with appropriate notice and opportunity for input with respect to such changes.

E. FCC OSS Merger Conditions

Condition VI of the market-opening conditions, adopted in connection with the FCC's approval of the Bell Atlantic/GTE merger, required Verizon to develop a plan ("FCC Plan") to implement uniform, electronic OSS interfaces and business rules within the Bell Atlantic Service Areas and separately within the GTE Service Areas within 90 days after the merger closing date. <u>Memorandum Opinion and Order, Appendix D, ¶18</u>. Verizon has developed the FCC Plan, as required, and on September 28, 2000, it was provided to the FCC, and all CLECs, which currently transact business with either Bell Atlantic or GTE. The FCC Plan provides for the same improvements and over the same timetable as contained in this Report for the GTE Service Areas.

In addition, Condition VI required Verizon to specify a collaborative process to allow CLEC comment on the FCC Plan and the scope of the FCC Plan. The collaborative sessions are now underway. The target date for completion of the collaborative sessions is 90 days after submission of the FCC Plan (12/27/00). Upon completion of the collaborative sessions, Verizon will inform the FCC of areas of agreement and disagreement between Verizon and the CLECs. At the discretion of the CLECs, areas of disagreement will subsequently go through an arbitration process. At the conclusion of this process, Verizon will have a "final" FCC Plan to achieve OSS uniformity within the GTE Service Areas. It is Verizon's intent to conduct (1) a review of any advisory input on this Report, and (2) any needed collaborative sessions in Ohio, on a timetable that will facilitate the overall FCC timetable.



II. Executive Summary

Verizon has conducted a "best practices" review of OSS interfaces and business rules for pre-ordering, ordering, provisioning, billing and maintenance and repair. The following table summarizes improvements that are being proposed in CLEC collaborative sessions that are underway, pursuant to the FCC Merger Conditions.

	ement			
Category	Bell Atlantic Service Areas	GTE Service Areas		
Pre-Ordering	No changes proposed	Parsed customer service record (CSR) October 2000 Loop Qualification - xDSL December 2000		
Ordering - Functions	No changes proposed	No changes proposed		
Ordering - Products	Electronic ordering of NID October 2000 Electronic ordering of IDSL February 2002	Electronic ordering of IDSL February 2002		
Maintenance & Repair	No changes proposed	Premise Access Hours December 2000		
Maintenance & Repair Electronic Bonding Interface (EBI)	No changes proposed	EBI Interface to match Bell Atlantic capability planned for January 2001		
Billing	 Standardize local wholesale billing using CABS BOS BDT Standardize billing output for: Uniform billing account structure December 2002 Uniform EMI Records for Daily Usage File (DUF) July 2001 Uniform BOS BDT December 	No changes planned		
	2002			
Change Management Process (CMP)	No changes proposed	Adopt the Bell Atlantic New York Change Management Process		
Transport & Security Protocols				
 Access provided through Dialup, Dedicated and Internet 	 No changes proposed 	 No changes proposed 		
 Implement Digital Certificates for transport encryption and client authentication access Modify Dialum 	Complete by September 28, 2001	Complete by September 28, 2001		
Authentication access procedure	Complete by September 28, 2001	 No changes proposed 		
Authentication access to GTE Service Areas	No changes proposed	• Complete by September 28, 2001		



III. Assessment of Present Methods of Operation (PMO)

A. PMO in GTE Service Areas

The PMO for all existing OSS interfaces in GTE Service Areas are outlined in this section. Every state uses the same family of application-to-application and GUI interfaces. Business Rules are also uniform and govern the submission requirements, edits, and return transactions.

1. Pre-Ordering

a. Pre-Ordering Available Interfaces

Pre-Ordering functions are available to CLECs via two application-to-application interface options and one graphical user interface as described below.

Electronic Data Interchange (EDI)

- Application-to-Application Interface
- Implemented based on LSOG 4 of the Ordering Billing Forum (OBF) guidelines, issue 4 of the Telecommunications Industry Forum (TCIF) Electronic Data Interexchange Local Mechanization Specification (ELMS), and version 4020 of the EDI ASC X12

Common Object Request Broker Architecture (CORBA)

- Application-to-application interface
- Implemented based on LSOG 3 and 4 of the OBF guidelines and version T1M1.5 of the Alliance for Telecommunications Industry Solutions (ATIS) Interface Definition Language (IDL)
- Utilizes digital certificates and SSL protocol for security

Wholesale Internet Service Engine (WISE) Web GUI

- User interface
- Implemented based on LSOG 4 of the OBF guidelines

The following table summarizes the Pre-Ordering interfaces currently available in the GTE Service Areas.

Uniform Across GTE					
Pre-Ordering Interfaces Protocol/Version Industry Standar					
	EDI	ASC X12/4020	LSOG 4		
	CORBA/IDL	IIOP	LSOG 4/LSOG 3		
	Web GUI	HTTPS	LSOG 4/Proprietary		
	(HTML)	:			

b. Pre-Ordering Message Flows

(1) EDI Flow



The current application-to-application interface utilizes ASC X12 transaction sets to pass EDI access information between requestor (CLEC) and provider (GTE).

GTE utilizes the 850 and 855 record types. A typical Pre-Ordering transaction begins when a CLEC submits an 850 transaction. Responses, whether positive or negative, for the 850 transaction are returned to the CLEC via an 855 transaction.

The following table provides a summary of the EDI transaction usage on the Pre-Ordering application-toapplication interfaces in the GTE Service Areas.

Uniform Across GTE						
EDI	EDI Record Type Message Type					
EROSAL SI	850	Initial Request				
	855	Response				

(2) CORBA Flow

The current application-to-application CORBA interface utilizes IIOP protocol to pass CORBA access information between requestor (CLEC) and provider (GTE). GTE utilizes IDL to describe the transaction message format. Each transaction will define the required input from the client requestor and output from the provider. The transaction IDLs are derived from draft standards developed by the T1M1.5. A typical Pre-Ordering CORBA transaction begins when a CLEC submits a CORBA transaction request. GTE will then provide the CORBA Response back to the CLEC.

c. Pre-Ordering Functions

Pre-Ordering capabilities allow the exchange of end user information between ILECs and CLECs. This information supports the submission of local service order activity. Access to end user information adheres to Customer Proprietary Network Information (CPNI) guidelines. System controls prevent access to CLEC CPNI by another entity. This exchange of information is performed based on an inquiry and response process. The following Pre-Ordering capabilities are available to and used by CLECs in all GTE Service Areas.

Address Validation

Address Validation function permits the CLEC to determine if the submitted address is within the GTE Service Areas. With the address as input, the response returns the appropriate address response. The appropriate address response includes one of the following: A = Found (with actual entry of database)/match, B = Not found/no match or C = Alternatives exist/near match. If the address is Found/match, the response also indicates whether an address requires a technician to be dispatched to activate service if applicable, as well as the NPA-NXX (Local Serving Office (LSO)) and LST Local Service Termination (CLLI). Lastly, if the entered address is a near match, then the response provides up to 20 alternatives.

If a subsequent query requires a validated address to proceed, the CLEC must first perform address validation using the address validation query.

This capability is currently available to the CLECs via the EDI, CORBA and Wholesale Internet Service Engine (WISE) Web GUI interfaces.



Telephone Number Reservation (TN Selection & Reservation)

Telephone Number Reservation function provides the CLEC with both Random Telephone Number and Specific Telephone Number Assignment. The following types of reservation requests are supported:

- Reservation for a specific Telephone Number(s)
- Reservation for a specific quantity of random TNs

For a reservation for a specific Telephone Number(s), the QNR field will contain the quantity of specific numbers requested and the REQNUM field will contain the specific telephone number(s). For reservation for a specific quantity of random TNs, the QNR field will contain the quantity requested. The REQNUM field will be blank. A vanity charge applies if the difference between the total number of Telephone Numbers they view compared to the total number of telephone numbers ordered exceeds the state tariff limits. Once a vanity charge is determined, the IOSC is added to the firm order response to notify the CLEC of the charge.

The result to this inquiry is populated in the TNRES field. This field contains specific TNs that have been successfully reserved. If only a subset of requested TN(s) are reserved, the response contains only those TN(s). In the response, the INQRESNBR is the service order number. Only one INQRESNBR is returned for a Company Code (CC)/INQNUM, regardless of the number of successful reservations. Once a reservation is successful, selected telephone numbers are "reserved" until an order is placed to the provider or until the reservation interval expires.

This capability is currently available to the CLECs via the EDI, CORBA and WISE Web GUI interfaces.

Cancel Reservation

This function enables the CLEC to cancel the following reservations:

- To cancel a TN reservation, the query must contain the CCNA, CC, D/TSENT, TXTYP, INQACT, INQRESNBR and REQNUM. If the REQNUM is blank or ALL, all of the corresponding Reserved TNs will be cancelled. If REQNUM is populated, only those Reserved TNs will be cancelled.
- To cancel all TN and scheduling pre-order reservations, the query will contain the CCNA, CC, D/TSENT, TXTYP, INQACT and INQRESNBR of the reservation.
- If the CLEC wants to change the scheduling reservation using the preorder query process, they may elect to submit another Scheduling Query. The last appointment date reserved will prevail for the preorder.

This capability is currently available to the CLECs via the CORBA and WISE Web GUI Interfaces.

Customer Service Information (CSI) Inquiry (Customer Service Record (CSR) unparsed)

This inquiry retrieves current end user customer 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.

The CSI (CSR) interface supports several query options. Available query options include new CSI (CSR) inquiry by Account Telephone Number (ATN) or Working Telephone Number (WTN), by Fictitious TN, City, or State. The system supports the option of obtaining a status of a previously submitted CSI (CSR).

This capability is currently available to the CLECs via the CORBA interface for LSOG 3 and the WISE Web GUI interface.



Scheduling Inquiry Availability (Due Date Availability)

This function is used to inquire on the availability of a resale due date. The CLEC enters the end user address, details of the service (i.e., quantities requested, telephone numbers if applicable, type of service, REQTYP and ACT) and may request either a specific due date or the next available due date.

This capability is currently available to the CLECs via the EDI, CORBA, and WISE Web GUI interfaces.

Scheduling Reservation (Due Date Availability)

This function reserves a date obtained using the due date availability query or reserve the next available due date. Also, this query reserves due dates for non-designed 2 wire or 4 wire Analog Loops (REQTYP = AA or BA). The customer inputs the end user's address, details of the service (i.e., quantities requested, telephone numbers if applicable, type of service, REQTYP and ACT) and may request either a specific due date or the next available due date.

In response, the INQRESNBR field returns the service order number and available due date. The service order number supports tracking and subsequent cancellation activity. Only one INQRESNBR is required for each CC/INQNUM, regardless of the number of reservations requested. Once reserved, the appointment date is considered "reserved" awaiting the LSR or expiration of the reservation interval.

For loop orders the query reserves a standard interval due date for loops (REQTYP =AA or BA). The Network Channel Code (NC)/Network Channel Interface (NCI) combination and appearance of a pair gain device in the network dictate the interval. Design loop due dates are not quoted using this Pre-Ordering process. Only 2 wire and 4 wire Analog non-design loops will be available to preorder through this process. Design loop due dates are returned on the firm order confirmation.

This capability is currently available to the CLECs via the EDI, CORBA, and WISE Web GUI interfaces.

<u>Mechanized Loop Qualification & Verification (Loop Qualification – xDSL (qualified/non-qualified, loop length)</u>

This function allows the CLEC to retrieve local loop make-up data. This information allows CLECs to determine if the loop qualifies for a specific type of service offering. The loop make up data is the same information GTE obtains for it's own use. The information provided includes an indication of theoretical loop length and an indication of local serving office locations for GTE owned Telephone Number and Addresses. CLECs are currently able to obtain this information through the WISE Web GUI Interface.

From a user perspective, the interface:

- Allows a user to submit an address or Working Telephone Number (WTN) for validation prior to actual request submittal for loop qualification data
- Allows a user to submit a request based on a validated address or by WTN
- Display all user input data field elements as specified by the OBF Industry Standard guidelines for Loop Qualification
- Does not allow a user to submit an address and WTN on the same request

For the user, the Loop Data Report (Query Results):

- Provides all available details regarding a specific loop as defined by the OBF Industry Standard guidelines for Pre-Ordering Loop Qualifications
- Is retained and remains accessible for viewing by the user for 3 working days from creation



Service and Feature Availability (Product and Service Availability)

This function identifies available product and services by address. The CLEC enters the desired product's Item of Service Code (ISOC)(s) in the FEATAVA and one of the following:

- End customer validated address
- Corresponding local serving office switch NPA-NXX (LSO)
- Existing Account Telephone Number (EATN)

This capability is currently available to the CLECs via the EDI, CORBA, and WISE Web GUI interfaces.

Primary Interexchange Carrier (PIC) Availability

This function allows the CLEC to retrieve a list of long distance carriers and local toll carriers or one or more specific long distance carriers and local toll carriers that are available for residential, business or coin customers from a particular switch. The input of this query will be by local serving office switch identified by the NPA-NXX (LSO).

The response provides a list of InterLATA PICs and IntraLATA PICs for the switch or a response to specifically requested InterLATA and IntraLATA PICs.

This capability is currently available to the CLECs via the WISE Web GUI interface.

The following table summarizes functionality currently available in the GTE Service Areas for LSOG 4. It also shows which interfaces support each of the functions.

Uniform Across GTE				
Functions	Functionality		Interfac	:e
		EDI	CORBA	Web GUI
Address Validation	 A = Found (with actual entry of database)/match, B = Not found/no match or C = Alternatives exist/near match. If the address is Found/match, the response also indicates whether an address requires a technician to be dispatched to activate service if applicable, as well as the NPA-NXX (LSO) and LST Local Service Termination (CLLI). 	X	X	X
Telephone Number Reservation (TN Selection & Reservation)	• Up to 12 Lines	x	x	x
Cancel Reservation	 Cancel a TN Cancel all TNs Cancel all TNs/Due Date reservation 		x	x
Customer Service Information (CSI) Inquiry (Customer Service Record CSR unparsed)	 WTN inquiry ATN inquiry Fictitious TN inquiry Query previous CSR 		x	X



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PMO in GTE Service Areas

Uniform Across GTE					
Functions	Functionality		Interfac	e	
		EDI	CORBA	Web GUI	
Scheduling Inquiry Availability (Due Date Availability)	 Query availability of specific due date Query next available due date 	x	x	X	
Scheduling Reservation (Due Date Availability	 Reserve specific due date if available Reserve next available due date 	x	Х	x	
Mechanized Loop Qualification & Verification (Loop Qualification – xDSL (qualified/non-qualified, loop length)	Descriptive InquiryWTN inquiry			x	
Service and Feature Availability (Product & Service Availability)	• Query available products and Services	X	x	х	
Primary Interexchange Carrier (PIC) Availability	 IntraLATA Carrier InterLATA Carrier 			X	

d. Pre-Ordering Business Rules

GTE business rules are uniform across its Service Areas. GTE currently supports LSOG 3 and 4 for Pre-Ordering functions. The business rules can be found at <u>http://128.11.40.241/business_rules/master.htm</u>

2. Ordering

a. Ordering Available Interfaces

GTE provides CLECs with the following application-to-application and Web GUI access to Ordering functions:

- Electronic Data Interchange (EDI) for Local Service Requests (LSR).
- Web GUI online capability for LSRs via the Internet
- ASR Mechanized Interface Specifications version 21 for Access Service Requests (ASR)
- Web GUI online capability for ASRs via the Internet

GTE implemented EDI Ordering functions based on the OBF guidelines LSOG 2 and 4 and Telecommunications Industry Forum (TCIF) Electronic Data Interchange Local Mechanization Specifications.

The interface for the LSOG 4 of the LSR is common across all GTE Service Areas for both EDI and Web GUI. The interface for ASOG 21 of the ASR is common across all GTE Service Areas for both ASR Mechanized Interface Specifications and Web GUI.



The following table summarizes the Ordering application-to-application and Web GUI interfaces currently available in all GTE Service Areas.

Uniform Across GTE					
Ordering	Interface	Protocol/Version	Industry Standard		
LSR	EDI with Interactive Agent	ASC X12/4020	LSOG 4		
		ASC X12/3072	LSOG 2		
	EDI	ASC X12/4020	LSOG 4		
		ASC X12/3072	LSOG 2		
5	Web GUI (HTML)	HTTPS	LSOG 4/LSOG 2		
ASR	ASR Mechanized Interface	Version 21	ASR21		
	Specification				
	Web GUI (HTML)	HTTPS	ASR21		

b. Ordering Message Flows for EDI

997 Transaction

The GTE Service Areas returns a 997 transaction to the CLEC in acknowledgement of receipt of the transmission. GTE expects a 997 transaction in response to transactions sent to the CLEC by GTE. GTE returns both positive and negative 997 transactions in all GTE Service Areas.

850/855 Transactions

An 850 transaction is sent until a positive 855 transaction is received regardless of the types of errors that may be detected. An 855 transaction is only used to return a response to the 850 in the format of an FOC or error notification. If an error notification is sent, the entire order is scanned and the CLEC is notified in one 855 transaction of all the errors found and the definitive reject reasons by field.

860/865 Transactions

All 860 transactions are utilized to effect a change using the full refresh process or to respond to a negative 865 transaction to correct errors on an 860.

836 Transactions

All 836 transactions are utilized to respond to CLECs for Loss Notifications.



The following table provides a summary of the EDI transaction usage on the Ordering application-toapplication interfaces in the GTE Service Areas.

Uniform Across GTE						
Ordering	Ordering Record Type Message Type					
EDI	997	Acknowledgment				
A Construction of the second sec	850	Initial Request				
	836	 Loss Notification 				
	855	Local Service Confirmation				
		Reject				
PT 71 SR. August Provide a consequence of the second secon		• Query				
	860 Supplements:					
n nin nin han in her state state State state stat	Initiate Change					
		Correct Errors on 850 record type				
Gris nistuer (m.r.		Correct Errors on 860 record type				
	. <u> </u>	Full refresh of all data				
en an a' an	865	Local Service Confirmation				
สมมาร์โรเฟลระเบ		Reject				
e an		Query				
e and a share		Provisioning Completion Notice				
issi ang		Billing Completion Notice				

c. Ordering Functions

(1) Products Requiring Local Service Requests (LSR)

There are various products that can be ordered by CLECs, which require the use of an LSR form. Below is a list of the products that can be ordered via an LSR.

- Unbundled Analog Loops
- Unbundled Digital Loops
- Unbundled Ports
- Number Portability
- Platform
- Calling Name Delivery (CNAM)
- Directory Listings
- Resale

Once it is determined that an LSR should be submitted for the service order, the CLEC will need to determine which forms need to be sent to GTE. Each of the industry standard forms necessary for submitting LSRs can be found in the Local Service Order Guideline (LSOG) established by the Alliance for Telecommunications Industry Solutions (ATIS) group. CLECs utilize the standard forms in different combinations in accordance with the Business Rules for the ordering of Unbundled Network Elements. The interfaces are common for the LSOG 4 version of the ordering guidelines across all GTE Service Areas.

The LSR contains information required for administrative, billing, and contact details. The Administrative section contains information pertaining to the service being ordered, such as Purchase Order Number



(PON), requisition type and desired due date. The Billing section provides the name and address information required to bill the customer. The Contact section contains initiator information, design contact name, address, and telephone number, as well as implementation contact name and telephone number. This form is required for all Ordering functions within GTE.

A CLEC can submit to GTE a Supplemental LSR to communicate updates/changes to the original order, changes of the due date requested or to cancel an LSR. The information received on these orders is subject to all edit processing consistent with an original order and is considered a complete replacement of the original order.

GTE will perform edits on the information contained on the LSR and associated service specific forms and will respond if the information is not in accordance with published Business Rules. When there are hard errors on the LSR or the soft errors are greater than the threshold value specified, then the CLECs are sent an Error Notification.

If the LSR meets all of the editing requirements GTE will respond with a Local Response (LR) which confirms the service orders issued for the products/services requested. This response is generally followed by a Provision Completion Notice (PCN) which is a notification to the CLEC that the work requested on a LSR has been completed. This transaction is followed by a Service Activation Report which is sent to the CLEC when the service(s) requested on their LSR have been activated. GTE provides these transactions via EDI and Web GUI for both LSOG 2 and LSOG 4 versions of the OBF guidelines. The LSOG 4 version is common for all GTE Service Areas.

When a situation is encountered in the provisioning of an order that could potentially cause the confirmed due date to be missed, a Jeopardy Notification is issued to the CLEC.

GTE provides a Loss Notification to the CLEC when 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.

(2) Products Requiring Access Service Requests (ASR)

There are various UNE products that can be ordered by CLECs. Below is a list of the products that can be ordered through an ASR:

- Dedicated Inter Office Facility (IOF) Transport
- Dedicated Transit Service
- Dedicated Trunk Port (EO, Tandem, DA)
- DS-1 and DS-3 Loops
- E911/911 Interconnection Dedicated Trunk Port
- Extended Dedicated Trunk Port
- SS7 Interconnection
- Unbundled 1/0 Multiplexer
- Unbundled 3/1 Multiplexer



Two interfaces are provided for CLECs to submit ASRs, they are ASR Mechanized Interface Specifications and Web GUI. These interfaces are based on the Access Service Order Guideline (ASOG) established by the Alliance for Telecommunications Industry Solutions (ATIS) group. GTE currently supports ASOG version 21. The steps for ordering services via an ASR are:

- Service Request (SR)
- Service Request Confirmation (SRC)
- Firm Order (FO)
- Firm Order Confirmation or Design and Order Confirmation (FOC/DOC)

Service Request (SR)

The Service Request applies when the customer wishes to query the provider as to its ability to provide a particular type of service or quantity of like service at some future date but does not want to place a firm order at this time. It also applies for the exchange of data prior to the placement of a firm order. The Service Request can be used for all service orderable prior to the placement of a firm order.

Service Request Confirmation (SRC)

The Service Request Confirmation is initiated by the provider in response to a Service Request. The response will let the customer know if the provider is able to provide the service, the appropriate interval to provide the requested service and any data required for the submission of a firm order. A response to a Service Request for capacity will include the number of circuits required and a routing proposal.

Firm Order (FO)

The Firm Order is used when the SR or SRC information process has taken place and the customer now wishes to place a firm order for the service using the same PON. The Firm Order is to be used when the customer has not previously placed a SR but instead wants to initially place a Firm Order.

Firm Order Confirmation (FOC) or Design and Order Confirmation (DOC)

The Firm Order Confirmation is initiated by the provider in response to a Firm Order (FO).

d. Ordering Business Rules

GTE business rules are uniform across its Service Areas. GTE currently supports LSOG 2 and 4 for LSR Ordering functions and ASOG 21 for ASR Ordering functions. LSOG 2 and 4 and ASR 21 are uniform across all GTE Service Areas. The business rules can be found at http://128.11.40.241/business_rules/master.htm

e. Ordering Products

Ordering of all Unbundled Network Element products listed in the table below are supported by the uniform application-to-application EDI and Web GUI interfaces. The table also indicates whether an OBF guideline for Ordering of that product currently exists and whether the product is available in the GTE Service Areas.

Uniform Across GTE					
Ordering Products LSR ASR Available					
Loops - Unbundled Analog Loops	Loops - Unbundled Analog Loops				
2-wire and 4-wire X X					
• 2-wire and 4-wire analog w/customer specified signaling	x		X		



Uniform Across GTE				
Ordering Products	LSR	ASR	Available	
Loops - Unbundled Digital Loops	HE ANNUS		STC - E-HTHNILLS	
• 2-wire	х		x	
• ADSL	x		x	
• HDSL	x		x	
• IDSL	x			
• 4-wire	х		x	
NID (Network Interface Device)	x		х	
Line Sharing	х		х	
Line Ports		1997) (** **	<u></u>	
Analog Line Port	х		х	
Basic Rate (ISDN) Line Port	х		х	
Coin Line Port	х		x	
Line Port with Centrex/Centranet capabilities	x		x	
Primary Rate Interface ISDN Line Port	X		х	
DS1 DID/DOD/PBX Port	х		x	
UNE-Platform				
UNE Analog POTS Platform	x		X	
UNE ISDN-BRI Platform	х		x	
UNE ISDN-PRI Platform	x		x	
UNE DS1 Platform	х		x	
Centrex/Centranet Platform	x		x	
Resale	х		x	
Number Portability (Long Term)	x		х	
Calling Name Delivery	х		X	
Dedicated Expended Extended Loop EEL		1	a a Mithelight	
 4 wire Digital Hi-Cap DSI/DS3 Loops 		Х	x	
Dedicated Interoffice Facility (IOF) Transport		х	x	
Dedicated Trunk Port (EO, TANDEM, DA)		x	x	
Loops	el e		即用時期表現出	
• DS1/DS3		х	x	
E911/911 Interconnection Dedicated Trunk Port		х	x	
SS7 Interconnection		X	x	
UNE Remand Products				
 Subloop Unbundling at Remote Terminal 			X	
Single Point of Interconnection at Multi-Unit Premises			X	
(See Note 1)				
Unbundled Dark Fiber Loops		x	X	
Packet Switching (See Note 2)			x	
Dark Fiber IOF		х	x	

<u>Note 1</u>

Available upon request by the CLEC. Construction may be required to provide this service.

<u>Note 2</u>

Conditions identified in 47 CFR Section 51, 319 [c][5][I, II, III, IV] have not occurred in any GTE Service Areas, thus GTE is not required to unbundle Packet Switching at this time.



3. Maintenance and Repair

a. Maintenance and Repair WISE Web GUI Available Interfaces

Maintenance and repair functions are offered via the same WISE Web GUI interface provided for Pre-Ordering and Ordering functions. This interface is uniform across all GTE Service Areas.

b. Maintenance and Repair WISE Web GUI Functions

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This interface provides CLECs the following functions:

Uniform Across GTE			
WISE Web GUI Functions	Available		
Create Trouble Ticket	c		
Telephone Number Trouble Ticket Report Create	х		
Circuit Trouble Ticket Report Create	x		
Unbundled Loop Trouble Ticket Report Create	X		
Close or Cancel Trouble Ticket			
Telephone Number Trouble Ticket Report Cancel	x		
Circuit Trouble Ticket Report Cancel	x		
Unbundled Loop Trouble Ticket Report Cancel	x		
Modify Trouble Ticket			
Telephone Number Trouble Ticket Report Update	х		
(only select fields)			
• Circuit Trouble Ticket Report Update (only select fields)	х		
 Unbundled Loop Trouble Ticket Report Update (only select fields) 	x		
Status Trouble Ticket	<u>ethan ini itin na sina ana a</u>		
Telephone Number Trouble Ticket Report Inquiry	X		
Circuit Trouble Ticket Report Inquiry	x		
 Unbundled Loop Trouble Report Inquiry (special form of Circuit report) 	X		
MLT Test			
Telephone Number Line Test	X		
Premise Access Hours			
Trouble History	BIT STAR BUILDING		
Telephone Number Trouble Ticket History Inquiry	x		
Circuit Trouble Ticket History Inquiry	x		
Unbundled Loop Trouble Ticket History Inquiry	x		
CLEC authentication	x		
CLEC authorization	X		



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Create Trouble Tickets

A CLEC using GTE's WISE Web GUI is able to create the trouble ticket using three different sets of data:

- Telephone Number
- Special Circuit
- Unbundled Loop

Modify Trouble Ticket

To modify a trouble ticket in WISE, the user must enter the TN, circuit or unbundled loop criteria. This information must correspond to information on an existing trouble ticket. If the required and optional data is not identical to what was originally entered, no match will be found.

Cancel/Close Trouble Ticket

The CLEC has the ability to cancel and/or close any trouble tickets that were previously opened. The Cancel/Close Trouble Ticket function is currently available and uniform in the WISE interface.

Status Trouble Ticket

Via the WISE Web GUI or EBI interface the CLEC is able to check the status of any trouble tickets that were opened.

Mechanized Loop Test (POTS)

By entering a telephone number into GTE's WISE repair screen, a CLEC is able to submit a request for a line test. The Mechanized Loop Test is currently available and uniform in the WISE Web GUI interface.

Premises Access Hours

The current process is to request access hours for trouble ticket repair via the telephone.

Trouble History and Extended Trouble History

The CLEC has the ability to request a history of trouble tickets that were previously reported on a circuit.

c. Maintenance and Repair WISE Web GUI Business Rules

The business rules supporting the Maintenance and Repair functions are uniform across all GTE Service Areas. These rules are defined in the CLEC guide located on the "Verizon Communications CLEC Support Web site" http://128.11.40.241/master.htm.

d. Maintenance and Repair EBI Available Interfaces

In the GTE Service Areas, an application-to-application interface for local maintenance and repair, based on American National Standards Institute (ANSI) Standard, has not yet been implemented for the CLEC community. Plans are in progress to implement the Electronic Bonding Trouble Administration (EBTA) interface.



4. Billing

CLEC billing has been organized into the following four categories:

- CABS Billing Outputs for ASR ordered UNE Products (BDT)
- Exchange Message Interface (EMI) Daily Usage
- Wholesale CLEC Bill End User Billing Format
- Electronic Data Interchange (EDI)

a. Billing Available Interfaces

A consistent suite of CLEC interfaces is provided across the entirety of the GTE Service Areas. Billing provides a CLEC bill for resale and UNE products in an end user format. GTE also provides an optional EDI interface.

The information below summarizes the current available billing interfaces in the GTE Service Areas including versions and bill delivery methods.

Uniform Across GTE			
Interface	Function	Standard	Format
ASR Ordered UNE	Transmit billing data to CLEC	BOS Version 33	Billing Data Tape or Electronic Transmission
EMI	Transmit daily usage to CLEC	EMR/EMI	
Wholesale CLEC bill	Transmit billing data to CLEC		Tape or EDI
EDI	Transmit billing data to CLEC	ASC X12	Version 4010 and 3020

b. CABS Billing Outputs for ASR ordered UNE Products

GTE provides CLECs with billing data related to their ASR ordered UNE Products in CABS BOS billing output BDT record formats. GTE adheres to the CABS Billing Output Specifications (BOS) for bill media, software version control, user documentation, and user notification. Additionally, GTE provides BDT data on comparable output media that include electronic transmission and tape.

A CABS BOS Differences List is distributed to all BDT customers. The differences list identifies all record space, data element values and phrase codes which we have received on temporary assignment from Telcordia, as well as all local use phrase codes that have been defined.

c. Wholesale CLEC Bill – End User Billing Format

GTE provides billing information to CLECs, which includes resold local services, as well as Unbundled Network Elements (UNE Loop and UNE Port). The billing information is available in several formats and is consistent across GTE.

The bills are separated by type of account (e.g. business, residence, and government accounts). Billing is based upon IOSCs and usage charges that are discounted for each CLEC.



d. Billing Exchange Message Interface (EMI)

GTE 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. All GTE Service Areas follow industry-accepted Ordering and Billing Forum (OBF) EMI format for message exchange.

At the inception of local exchange competition, Incumbent Local Exchange Carriers (ILEC) independently worked with CLECs to interpret the application of the OBF EMI guidelines, due to lack of complete and definitive industry guidelines. As OBF guidelines have been developed GTE has made enhancements to populate the CLEC messages appropriately.

Note: GTE does not reformat the EMR Record ID of rated Incollects messages that are determined to be CLEC messages.

The following table summarizes the existing functionality in GTE.

Uniform Across GTE	
Billing Functionality	Record Type
GTE recorded EMI records sent	to CLECs in Daily Usage Extract:
Header/Trailer	20-20-01/02
Toll	10-01-01
	10-02-01
	10-03-01
OutWATS	10-01-02/03
InWATS	10-01-04/05
DB 800	01-01-25
ZUM	10-01-31
Mobile	10-01-33
Marine	10-01-81
Local	10-01-31
DA/DACC	10-01-32
DA Summary	10-50-94
TAS	10-01-16
Can	10-01-16
Call Trace	10-01-19
Three Way Calling	10-01-19
Auto Call Return	10-01-19
Auto Busy Redial	10-01-19
Conference Call	10-01-06/07/08/09
Circuit Sw Digital	10-01-62
ISDN	10-01-89
VoiceMessage	10-01-17
Operator Verify	10-01-35
Operator Interrupt	10-01-37
Detail Credit	03-01-xx
Summary Credit	41-50-01
Summary Charge	42-50-01



Uniform Across GTE		
Billing Functionality	Record Type	
UNE Specific Records:		
Header/Trailer	20-20-09/10	
Toll	10-01-01	
	10-02-01	
	10-03-01	
DB800	01-01-25	
OutWATS	10-01-02	
IAS	10-01-16	
Call Trace	10-01-19	
Three Way Calling	10-01-19	
Auto Call Return	10-01-19	
Auto Busy Redial	10-01-19	
DA/DACC	10-01-32	
Operator Verify	10-01-35	
Operator Interrupt	10-01-37	
IXC Carried	11-01-01	
Guidelines	Follows the industry accepted	
	OBF EMI format for message	
	exchange	
Delivery Media	Cartridge	
	 CONNECT:Direct[®] 	
User GuidePublication	CLECs are notified through an	
notification process	accessible letter in advance of any	
	changes to EMI records that could	
	impact them	

e. Billing Electronic Data Interchange (EDI)

CLECs are provided with billing information that originates from their core retail billing systems representing primarily the resale of local exchange service. Billing for UNEs is also included. Currently, this billing information follows the EDI 811 transaction set and follows Telecommunications Industry Forum (TCIF) guidelines (Issue 9) for billing transactions.

5. Transport and Security

a. Current Connectivity

Dial-up access, via Analog and ISDN:

CLEC dial-up access users are authorized access based upon Radius authenticated User ID and password pair and firewall screening prior to access being granted to the Verizon internal network. After gaining network access, the CLECs are subject to application level authorization and authentication mechanisms.

The methods of access offered for dial-up users are EDI FTP, CONNECT:Direct[®] (NDM) and HTTPS. Dial-up access for the GTE Service Areas is offered at Tampa, Florida and Ft Wayne, Indiana.



Dedicated access via Frame Relay and Private Line

CLECs currently accessing the GTE Service Areas via a dedicated access are firewall screened prior to access being granted to the Verizon internal network. After gaining network access, the CLECs are subject to application level authorization and authentication mechanisms.

The methods of access for dedicated users are EDI FTP, CONNECT:Direct[®] (NDM), HTTPS, CORBA IIOP and TN3270 (Mainframe Telnet). Dedicated access for the GTE Service Areas is offered at Ft Wayne, Indiana; Tampa, Florida; Irving, Texas; Durham, North Carolina and Sacramento, California.

Internet

CLECs currently accessing the GTE Service Areas via Internet access are authenticated and authorized by a X.509 Digital Certificate via GTE's Internet Gateway (HTTPS) or User ID and password pair (FTP).

The methods of access for Internet users are EDI FTP and HTTPS. Internet access for the GTE Service Areas is offered at Tampa, Florida and Ft Wayne, Indiana.

The following table summarizes the services and access points provided for the GTE Service Areas.

GTE Service Areas		
Connectivity Category	Service	Access Points
Dial-up Access	EDI FTP	Ft Wayne, IN
(Analog & ISDN)		Tampa, FL
	CONNECT:Direct [®] (NDM)	Ft Wayne, IN
		Tampa, FL
	HTTPS	Ft Wayne, IN
		Tampa, FL
Dedicated Access	EDI FTP	Ft Wayne, IN
(Private Line & Frame Relay)	CONNECT:Direct [®] (NDM)	Tampa, FL
		Irving, TX
		Sacramento, CA
	HTTPS	Ft Wayne, IN
		Tampa, FL
		Irving, TX
		Sacramento, CA
AMARKE PERMIT	CORBA HOP	Tampa, FL
	Interactive Agent	Tampa, FL
	Telnet (TN3270 Mainframe)	Ft Wayne, IN
		Tampa, FL
		Irving, TX
NUDINI SUNIMUMATIKA DA SA		Sacramento, CA
Internet	HTTPS	Tampa, FL
		Ft Wayne, IN
	EDI FTP	Ft Wayne, IN
		Tampa, FL



FMO Common to all Service Areas

IV. Future Methods of Operation (FMO)

A. FMO Common to all Service Areas

1. Overview

Verizon will implement uniform transport and security protocols across the Bell Atlantic and GTE Service Areas by providing interfaces using the same versions of industry standard protocols.

a. Standards

The standard transport protocol utilized within the Bell Atlantic and GTE Service Areas for transport uniformity will be Transmission Control Protocol/Internet Protocol (TCP/IP).

b. Development Timeline

The target date for implementation of uniform transport and security protocols across Bell Atlantic and GTE Services Areas is September 28, 2001.

2. Transport and Security

a. Proposed Connectivity

Verizon will implement uniform transport and security protocols across the Bell Atlantic and GTE Service Areas by providing interfaces using the same versions of industry standard protocols.

Verizon will support three transport mechanisms: Dial-Up, Dedicated Access, and Internet. Across these transport mechanisms Verizon will support the following industry standard data transfer services: EDI FTP, CONNECT:Direct[®] (NDM), HTTPS, CORBA IIOP and Interactive Agent. All five services will be based on the TCP/IP transport protocol. Dialup, Internet and Dedicated access points will be provided separately for both the Bell Atlantic and the GTE Service Areas; access to the GTE Service Areas will be provided via the GTE access points and access to the Bell Atlantic Service Areas will be provided via the Bell Atlantic access points. What follows is a delineation of service deployment across each transport mechanism.

Dial-up access via Analog and ISDN

CLEC users will be authenticated and authorized based upon using an industry standard token authentication method and firewall screening prior to being granted access to the Verizon internal network. After gaining Verizon internal network access, the CLECs are subject to application level authorization and authentication mechanisms.

The proposed common methods of access for dial-up users are EDI FTP, CONNECT:Direct[®] (NDM), and HTTPS. Dial-up access for the Bell Atlantic Service Areas will be offered at the Data Centers in Burlington, Massachusetts and Pearl River, New York. Dial-up access for the GTE Service Areas will be offered at Tampa, Florida and Ft Wayne, Indiana.



Dedicated access via Frame Relay and Private Line

CLEC users will be authorized and authenticated by an approved industry standard authentication method and firewall screening prior to being granted access to the internal network. HTTPS, CORBA and Interactive Agent transactions will be secured using digital certificates, as well as, strong authentication such as tokens. CONNECT:Direct[®] (NDM) and EDI FTP traffic will be secured using restricted services and firewall screening. After gaining network access, the CLECs are subject to application level authorization and authentication mechanisms.

The common methods of access for dedicated users are EDI FTP, CONNECT:Direct[®] (NDM), HTTPS, Interactive Agent and CORBA IIOP. Dedicated access for the Bell Atlantic Service Areas will be offered at the Data Centers in Burlington, Massachusetts and Pearl River, New York. Dedicated access for the GTE Service Areas will be offered at Sacramento, California; Irving, Texas; Ft Wayne, Indiana and Tampa, Florida.

<u>Internet</u>

CLEC access will be via the current Internet Gateways within the GTE and Bell Atlantic Service Areas. At these Internet Gateways, users are authorized and authenticated by approved industry standard strong authentication methods prior to access being granted to the Verizon internal network; HTTPS and CORBA transactions will be secured using digital certificates, CONNECT:Direct[®] (NDM) and EDI FTP traffic will be secured using restricted services and firewall screening. After gaining Verizon internal network access, the CLECs are subject to application level authorization and authentication mechanisms.

The common methods of access for Internet users are EDI FTP, HTTPS, CONNECT:Direct[®] (NDM) and CORBA IIOP. Internet access for the Bell Atlantic Service Areas will be offered at Freehold, New Jersey. Internet access for the GTE Service Areas will be offered at Ft Wayne, Indiana; Tampa, Florida and eventually Sacramento, California.

Below is a list of items and functions regarding connectivity that will be the method of operation in all Verizon Service Areas for secured access to Verizon's internal network.

Uniform Across Verizon				
Item/Function	Location	Respor	Responsibility	
	a for a first of the state of the book of the state of the	CLEC	Verizon	
Private Line/Frame Relay Connections	N/A	X		
Dial-up/ISDN Connections	N/A		x	
Network Elements (routers, switches, etc.)	Originating	x		
Network-Elements (routers, switches, etc.)	Terminating		X	
Purchasing of Circuit Connectivity Elements (CSU/DSU, cables, etc.)	Originating Terminating	x		
Transmission protocols - TCP/IP	N/A	x	x	
Establish Network Element requirements (Equipment selection and configuration parameters)	Originating Terminating		x	
Security requirements - standards and approval (X509 certificates, Secured Socket Layer, Tokens)	N/A		x	
Connectivity documentation including ongoing support and problem analysis	N/A	x	X	
Publicly registered IP addresses for connectivity	Originating Terminating	X		

OS Seest Practices Report Pursuant to Bell Atlanted GTE Merger Conditions



FMO Common to all Service Areas

Certain software requirements are necessary and must be met by the CLEC to interface with Verizon's applications.

Standard interfaces for Internet access to Pre-Ordering and Ordering GUI will be via a browser software package such as Internet Explorer (currently version 4.0 or greater) or Netscape Navigator (currently version 4.0 or greater). Communications will be secured with the Secure Socket Layer (SSL) protocol; Verizon approved industry standard authentication methods such as X.509 Digital Certificates or SecurID and individual user IDs and password pairs.

The following table summarizes the services and access points provided for each of the service areas.

		Bell Atlantic	GTE
		Service Areas	Service Areas
Connectivity Category	Service	Access Points	Access Points
Dial-up Access	EDI FTP	Burlington, MA	Ft Wayne, IN
(Analog & ISDN)		Pearl River, NY	Tampa, FL
	CONNECT:Direct [®]	Burlington, MA	Ft Wayne, IN
	(NDM)	Pearl River, NY	Tampa, FL
	HTTPS	Burlington, MA	Ft Wayne, IN
		Pearl River, NY	Tampa, FL
Dedicated Access	EDI FTP	Burlington, MA	Ft Wayne, IN
(Private Line & Frame		Pearl River, NY	Tampa, FL
Relay)			Irving, TX
			Sacramento, CA
	CONNECT:Direct [®]	Burlington, MA	Ft Wayne, IN
	(NDM)	Pearl River, NY	Tampa, FL
			Irving, TX
			Sacramento, CA
	HTTPS	Burlington, MA	Ft Wayne, IN
		Pearl River, NY	Tampa, FL
			Irving, TX
			Sacramento, CA
Gentle Asters - Tenn HUCLET	CORBA IIOP	Burlington, MA	Ft Wayne, IN
		Pearl River, NY	Tampa, FL
			Irving, TX
			Sacramento, CA
	Interactive Agent	Burlington, MA	Ft Wayne, IN
		Pearl River, NY	Tampa, FL
			Irving, TX
			Sacramento, CA
Internet	EDI FTP	Freehold, NJ	Ft Wayne, IN
			Tampa, FL
Contraction of the second	HTTPS	Freehold, NJ	Tampa, FL
			Ft Wayne, IN
[10] M. K.			Sacramento, CA
	CORBA IIOP	Freehold, NJ	
	CONNECT; Direct [®]	Freehold, NJ	Ft Wayne, IN
	(NDM)		Tampa, FL
			Sacramento, CA



OSS Best Practices Report Pursuant to Bell Atlantic/GTE Merger Conditions

FMO Common to all Service Areas

The following list summarizes the changes associated with the Bell Atlantic Service Areas:

- Digital Certificates issued by Verizon will be required for all Internet HTTPS and CORBA server level (transport encryption) and session level (client authentication) access.
- Modifications to the dialup token authentication access procedures and methods.

The following list summarizes the changes associated with the GTE Service Areas:

- Digital Certificates issued by Verizon will be required for all Internet HTTPS and CORBA server level (transport encryption) and session level (client authentication) access.
- Dialup access will be provided using a new dialup method with token authentication.

The change management process will be used to insure the timely notification to the CLECs of the specific changes required to support the solution.



B. FMO for GTE Service Areas

1. Overview

The following sections detail the GTE Service Areas plans for developing and deploying commercially ready, uniform GUI and application-to-application interfaces. As set out below, these plans are based on modifications and enhancements to existing OSS interfaces that were identified during the course of the Assessment of Present Methods of Operation.

a. Standards

The planned modifications and enhancements outlined below are wholly consistent with standards and guidelines of the industry bodies as discussed in this document. The specific versions of the standards and guidelines that will apply to this deployment are identified in the following table:

Uniform Across GTE		
Function	Applicable Standard(s)	
Pre-Ordering, Ordering	OBF LSOG4	
and Provisioning	• ASC X 12 version 4020	
	• ECIC T1.265-1999	
	• ECIC T1.267-1999	
Billing	OBF BDT version 33	

If no industry guidelines exist, or if existing guidelines are not commonly accepted, the GTE Service Areas will consider any appropriate industry guidelines in progress. Consideration will be given to consistency with existing guidelines, consistency with existing interface implementations, customer acceptance, customer-forecasted utilization and development/support costs.

b. Development Timeline

The development timeline associated with the deployment dates established for all releases will be consistent with the adopted Change Management Process.

2. Pre-Ordering

a. Pre-Ordering Available Interfaces

<u>EDI</u>

With EDI the CLEC is required to develop or purchase their own software for the creation of Pre-Ordering templates. GTE Service Areas will provide EDI specifications that allow a CLEC to map the Pre-Ordering forms exactly to the EDI implementation of the LSOG. GTE allows the transmission of data over a dedicated line, a dedicated or dial-up FTP, or an Internet mailbox. EDI orders may also be transmitted via NDM, which batches multiple pre-orders into one transmission package. NDM sends data over a dedicated line.



GTE Service Areas has implemented and will continue to have available a single uniform version of their existing application-to-application Pre-Ordering interface which CLECs can access using EDI. This interface version utilizes industry guidelines and standards, and is based on OBF LSOG version 4. The EDI access is based on TCIF ELMS 4 and the associated ASC X 12 version 4020. The uniform Pre-Ordering application-to-application interface utilizes EDI will be referred to as the "application-to-application-to-application interface" in the remainder of this Pre-Ordering section of this plan.

<u>CORBA</u>

CORBA is an application-to-application "real-time" interface. CORBA transactions from the CLECs will be transported over a dedicated TCP/IP connection. Due to the use of a dedicated private line, there are no additional security requirements. GTE's CORBA Pre-Ordering interface will support transactions such as, but not limited to, Address Validation, PIC/LPIC Availability, Service/Feature Availability, TN Reservation/Inquiry, and Scheduling/Due Date Availability and Reservation.

GTE Service Areas have implemented and will continue to have available a uniform version of their existing application-to-application Pre-Ordering interface which CLECs can access using CORBA. This interface version utilizes industry guidelines and standards, and is based on OBF LSOG version 4. The uniform Pre-Ordering application-to-application interface utilizes CORBA will be referred to as the "application-to-application interface" in the remainder of this Pre-Ordering section of this plan.

WISE Web GUI

GTE Service Areas will continue to use WISE to access Pre-Ordering functions. WISE will have a presentation that makes use of the terminology employed in OBF LSOG version 4, and have functionality similar to that offered via the uniform application-to-application interface.

The system will remain accessible to any CLEC with Internet capabilities. To request Pre-Ordering information, the CLEC need only access the WISE site, and enter the necessary information.

Uniform Across GTE				
Pre-Ordering	Function		Available	
		WISE	CORBA	EDI
	Address Validation	х	X	х
	TN Selection (Inquiry)	х	x	x
V A BHUS STREET	TN Reservation	X	X	X
MURACE	Customer Service Record (Parsed)	Planned	Planned	Planned
	Due Date Availability	x	X	X
山市原始指导。	Loop Qualification – xDSL	Х	N/A	Planned
	Product and Service Availability	X	x	X
Concernation and	PIC Availability	х	N/A	N/A
et the first of the second s	Cancel Reservation	X	x	N/A

b. Uniform Pre-Ordering Message Flows

The application to application interfaces will utilize the message flow transaction sets as depicted in the PMO section of this document.



c. Uniform Pre-Ordering Functions

Address Validation, TN Selection / Reservation, Due Date Availability, Product and Service Availability, PIC Availability and Cancel Reservation as described in the PMO section of this document, are currently available and uniform in the GTE Service Areas interfaces. Verizon proposes that no further changes are necessary for these Pre-Ordering functions.

Customer Service Record (Parsed)

The Customer Service Information Inquiry will soon be available via the WISE Web GUI Interface. The interface will conform to GTE's LSOG 4 business rules incorporating the specifications in the OBF documentation for Local Customer Service Inquiry (CSI) Preparation Guide.

In addition an application-to-application EDI interface will be established for the receipt of CSI requests and transmission of CSI responses. The CORBA and EDI implementation of the parsed customer service record transaction is planned for delivery in the GTE Service Areas and is currently being developed.

Loop Qualification - xDSL (qualified/non-qualified, loop length)

This inquiry will provide CLECs with access to a mechanized loop qualification capability that can be used to qualify unbundled loops as a Pre-Ordering function. The mechanized loop qualification will provide CLECs with the information needed to make an informed business decision regarding its ability to provide DSL-based service to the end user. This inquiry will be available in all GTE Service Areas via the uniform application-to-application and GUI interfaces. This transaction will allow for up to ten WTN requests to be submitted via one series of screens, in comparison with a separate series for each individual request being offered currently. Loop qualification is available in the GTE Service Areas via the WISE Web GUI interface. This functionality will be offered via the EDI interface. This will allow the CLECs to submit Multiple Loop Qualification Requests with no limitation.

3. Ordering

a. Ordering Available Interfaces

<u>EDI</u>

The CLEC is required to develop or purchase their own software for the creation of order templates. GTE provides EDI specifications that allow a CLEC to map the order forms exactly to the EDI implementation of the LSOG standards. The transmission of data over a dedicated line, a dedicated or dial-up FTP, or an Internet mailbox is allowed. EDI orders may also be transmitted via NDM, which batches multiple orders into one transmission package. NDM sends over a dedicated line.

The GTE Service Areas have implemented and will continue to have available a single uniform application-to-application ordering interface. This interface will adopt all of the EDI industry guidelines, OBF LSOG 4, TCIF ELMS 4 and the associated ASC X12 version 4020. The uniform ordering application-to-application interface will be referred to as the "application-to-application interface" in the remainder of the Ordering section of this plan.

WISE Web GUI Application

The GTE Service Areas have implemented and will continue to have available a uniform WISE Web GUI interface to access Ordering functions. The WISE application offered in the GTE Service Areas will make use of the terminology employed in OBF LSOG 4. The application will have functionality consistent with



that offered via the uniform application-to-application interface. The uniform Web-based application will be referred to as the WISE Web GUI interface in the remainder of this section.

The WISE application will be accessible to any registered CLEC with Internet access to allow the CLEC to submit orders directly online. The WISE application allows customers to create new LSRs using new or existing templates, query or view the status of an existing LSR order, edit an existing LSR order, or customize order templates to ease the data entry process.

Ordering	Function	Ava	ilable
Sals H Aug		EDI	WISE
	Local Service Requests	Х	x
en de la companya de Companya de la companya de la company	Local Service Confirmation	Х	x
	Completion Notice	x	x
	Supplementals	x	x
	Rejects	x	х
	Jeopardy Notification	x	x
Tarahana h	Loss Notification	Х	x
	Local Service Provisioning Completion	х	x
TTTC: A MARKET CALL	Service Activation Report Notification	х	x

b. Uniform Ordering Message Flows

All GTE service areas utilize the standard transaction sets as depicted in the Present Method of Operations for the various functions associated with the EDI Ordering of Local Services.

c. Uniform Ordering Functions

The Local Service Request Transactions, Local Service Confirmation Transactions, Completion Notice Transactions, Jeopardy Notification, Loss Notification, Local Service Provisioning Completion, and Service Activation Report Notification functions as described in the PMO section of this document are currently available and uniform in the GTE Service Areas interfaces. Verizon proposes that no further changes are necessary for these Ordering functions.

Supplement Transactions

Supplement transactions are auxiliary versions of service requests, usually resubmission by the CLEC after a negative confirmation has been received from the ILEC. This function as described in the PMO section of this document is currently available and uniform in the GTE Service Areas interfaces. Verizon proposes that no further changes are necessary for this function.

Reject Transactions

Reject transactions occur due to negative order confirmations. Orders may be rejected for a number of reasons, with the main one being field population discrepancies when compared to the business rules. This function is currently available and uniform in the Web GUI and EDI interfaces. Verizon proposes that no further changes are necessary for this transaction.



FMO for GTE Service Areas

d. Uniform Product Ordering

When OBF guidelines exist, and where the product is offered, the ordering process for the product will follow the OBF guideline, taking into consideration service area-specific provisioning needs. If no OBF guideline is available, and the product is offered in multiple service areas, a uniform Verizon guideline will be developed as part of the Change Management Process, which will encompass regional provisioning needs. If no OBF guideline is available and the product is offered in only one service area, existing regional guidelines will remain in place.

Verizon is obligated to provide, at a minimum, a set of products outlined as part of the FCC Merger Conditions document, Attachment B-2. Although the majority of the products are offered, additional products must be implemented to allow electronic submission using the LSR forms.

Product enhancements will be scheduled to allow for the ordering of the following products via the application-to-application and GUI interfaces.

• IDSL – Unbundled Digital Loop

4. Maintenance and Repair

a. Maintenance and Repair WISE Web GUI

The GTE Service Areas will continue to use the WISE Web GUI interface for maintenance and repair. The WISE Repair application will continue to be accessed by the CLEC via the Internet and allow the CLEC representative to enter trouble information into WISE. The CLEC will continue to have the ability to create, modify, cancel/close, verify status and request MLT via the Internet and the WISE Repair application. Until planned Premises Access Hours functionality enhancement is in place, this information will need to be requested via telephone.

Uniform Across GTE			
Maintenance and Repair	Function	Available	
and the second		WISE	
	Create Trouble Tickets	X	
	Modify Trouble Tickets	Х	
[11] H. K. K. M. K.	Cancel/Close Trouble Tickets	х	
	Status Trouble Tickets	х	
$ \begin{array}{c} \left\{ \left $	Mechanized Loop Test (POTS)	х	
	Premises Access Hours	Planned	

b. Maintenance and Repair EBI

An EBI application-to-application interface will be offered in GTE Service Areas. During evaluation of requests from a CLEC for an Electronic Bonding interface in the GTE Service Areas, a determination will be made of the best implementation platform. The Electronic Bonding Trouble Administration platform(s) will continue to be based on industry standards developed by the T1M1 committee, and will include support for requested standards. The application-to-application interface will support the set of data attributes defined by the standards in a manner consistent with those standards. Support for additional data attributes, which are defined by standards, will be added upon request.



In the event that a CLEC requests implementation of a function for which an industry standard has not yet been set by the ECIC / T1M1, Verizon will develop that non-standard function at the cost of the requesting CLEC, following agreement on requirements, cost and schedule. If that function, and the specific manner in which it was implemented is adopted as a standard by the ECIC/T1M1 within 12 months of deployment, the cost of development will become that of Verizon, and a refund will be processed to the CLEC.

5. Billing

Billing in the GTE Service Areas is in accordance with the 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. The use of BDT in GTE Service Areas is consistent with those standards. The GTE Service Areas will align the essential elements of the EMI implementation attributes to be consistent with industry guidelines and direction. The Wholesale CLEC Bills are in a uniform End User Format across the GTE Service Areas.

The Exchange Message Interface (EMI), Electronic Data Interchange (EDI), CABS Billing Outputs for Access Charges as described in the PMO section of this document, are currently uniform. Verizon proposes that no further changes are necessary for these transactions.

a. Wholesale CLEC Bill - End User Billing Format

GTE provides billing information to the CLECs, as described in the PMO section of this document. To achieve uniformity, the GTE Service Areas issues (and as part of the Plan will continue to issue) bills for these services as defined by the CABS Billing Output Specifications (BOS).

6. Timeline

a. Release Schedule

Availa	bility	Target Date
Products		
• IDSL		Feb-02
Maintenance and Repair		
Premise Access Hours		Dec-00
Committed Items	IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	<u></u>
• CSR (Parsed)	EDI Release	Oct-00
 Loop Qualification xDSL 	EDI Release	Dec-00
• CSR (Parsed)	CORBA Release	Oct-00
• CSR (Parsed)	WISE Release	Oct-00
Repair app-to-app Interfa	ce	Jan-01



V. Glossary

Acronym	Description
ACT	Field Name: Activity Type
ADSL	Asymmetric Digital Subscriber Line
ANSI	American National Standards Institute
ASC	Accredited Standards Committee - A designation for an 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
ATIS	Alliance for Telecommunications Industry Solutions
AIN BDT	Account Telephone Number Billing Data Tape - Bill detail which is predicated by the CABS/BOS national standards
BOS	Billing Output Specifications
BTN	Billing Telephone Number
CABS	Carrier Access Billing System
<u>cc</u>	Field on LSR: Company Code
CCNA	Field on LSR/ASR: Carrier Customer Name Abbreviation
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier
CMP	Change Management Process - Process negotiated between ILEC and CLECs to communicate changes made to the Operational Support Systems
CNAM	Calling Name Delivery
CONNECT: Direct	A product of Sterling Commerce used to transport data files; Verizon reserves the right to substitute a comparable product with appropriate notice through CMP
CORBA	Common Object Request Broker Architecture (CORBA) is an industry standard protocol for the mechanical exchange of data between computer systems
CPNI	Customer Proprietary Network Information
CSI	Customer Service Information
CSR	Customer Service Record
CSU/DSU	Channel Service Unit/Data Service Unit
D/TSENT	Field on LSR: Date and Time Sent
DA	Directory Assistance
DD	Direct Inward Dialing

verizon

OSS Best Practices Report Pursuant to Bell Atlanter GTE Merger Conditions

Glossary

Acronym	Description
DOC	Design and Order Confirmation
DOD	Direct Outward Dialing
DSL	Digital Subscriber Line
EATN	Existing Account Telephone Number
EBI	Electronic Bonding Interface
EBTA	Electronic Bonding Trouble Administration
ECIC	Electronic Communications Implementation Committee
EDI	Electronic Data Interchange - An industry standard protocol for the mechanical exchange of data between computer systems
EEL	Expended Extended Loop
ELMS	Electronic Data Interchange Local Mechanization Specification
EMI	Exchange Message Interface - Usage record format for message exchange, which is developed under the auspices of the Ordering and Billing Forum (OBF)
EMR	Expanded Message Record
EO	End Office
FCC	Federal Communications Commission
FEATAVA	Field on LSR: Feature Availability
FMO	Future Methods of Operation
FO	Firm Order
FOC	Firm Order Confirmation
\mathbf{FTP}	File Transfer Protocol - A common industry defined data transmission polling protocol
GUI	Graphical User Interface – A user-friendly presentation of data input screens
	High bit rate Digital Subscriber Line
HTML	Hypertext Markup Language
HTTPS	Secured Hypertext Transfer Protocol
ID Line Republication	Interface Definition Language
IDSL	ISDN Digital Subscriber Line
ILEC	Incumbent Local Exchange Carrier
INQACT	Field on LSR: Inquiry Activity
INQNUM	Field on LSR: Inquiry Number
INQRESNBR	Field on LSR: Inquiry Reservation Number
IOF	Inter Office Transport
IOSC	Item of Service Code
ISDN HIRITAN	Integrated Service Digital Network
ISDN BRI	Integrated Service Digital Network – Basic Rate interface



Acronym	Description
ISDN PRI	Integrated Service Digital Network – Primary Rate Interface
IXC and and an e	Interexchange Carrier
LATA	Local Area Transport Area
'ER	Local Response
LSO	Local Serving Office
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
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
LST	Local Service Termination
MLT	Mechanized or Metallic Line Test
NC	Network Channel Code
NCI	Network Channel Interface
NDM	Network Data Mover
NID	Network Interface Device
NPA	Numbering Plan of North America
NXX	Local Exchange Line Number
OBF	Ordering and Billing Forum - The industry forum that develops the guidelines for Ordering Wholesale Local and Access services
OSS	Operations Support Systems
PBX	Private Branch Exchange
PCN	Provisioning Completion Notice
PIC/LPIC	(LPIC) – Codes assigned to interexchange (long distance) and IntraLATA (local) carriers
PMO	Present Method of Operation
PON	Purchase Order Number
POR	Plan of Record
POTS	Plain Old Telephone Service
QNR	Quantity of Numbers Requested
REQNUM	Field on LSR/ASR: Request Number
REQTYP	Field on LSR/ASR: Request Type
SR	Service Request
SRC	Service Request Confirmation



Acronym	Description
SSL	Secure Socket Layer Protocol
TIMI	ATIS Industry Forum sub-committee. Industry standard body that develops inter- network operations standards and support the CORBA data model for Pre-Ordering
TC	Telecommunications Carrier
TCIF	Telecommunications Industry Forum - An industry standard body that produces the EDI mechanization specifications for the LSOG
ТСРЛР	Transmission Control Protocol/Internet Protocol
TN	Telephone Number
INRES	Field on LSR: Telephone Number Response
ТХТҮР	Field on LSR: Transaction Type
UNE	Unbundled Network Elements
Web GUI	Web based GUI
WISE	Wholesale Internet Service Engine
WTN	Working Telephone Number
xDSL	Generic Digital Subscriber Line Abbreviation