

VI. Billing (BLG) Domain Results and Analysis

1.0 Description

The purpose of this section is to present the specific tests, results, and analysis from our evaluation of the systems, processes, and other operational elements associated with BellSouth's support for Wholesale Billing. Billing tests assessed the adequacy and accuracy of BellSouth's wholesale billing systems and functions, operational processes and procedures, documentation management, and performance metrics.

2.0 Methodology

The scope of the Billing tests in Georgia included evaluations of the processes and procedures of BellSouth's Customer Record Information System (CRIS) and Carrier Access Billing System (CABS) billing systems and other related systems used to assemble, route, and process billable messages, as well as the metrics employed by BellSouth to measure performance results. This was accomplished by testing the functionality of BellSouth's billing and message processing systems, reviewing and evaluating relevant processes and documentation, assessing the capability of BellSouth's billing systems for accommodating increases in billing transaction volumes and users, and reviewing metrics reports.

2.1 Business Process Description

Two primary billing systems are utilized by BellSouth to create CLEC bills: CABS and CRIS. The CABS system is used primarily to bill CLECs for charges associated with unbundled network elements (UNEs). The CRIS billing system is used to bill non-UNE services. BellSouth produces many types of wholesale bills, using several media types, which are distributed over the course of a billing period. Each bill type covers a specific set of products and services. Bill production and distribution begins with collection of customer data (e.g. service orders, payments) and usage data. Charges are calculated and the information formatted based on the customer-selected bill media. Bills are then produced on the selected media and mailed or transmitted to the customer.

Message processing of usage data begins at the telephone switch. Usage is recorded by the switch and is retrieved by BellSouth on a daily basis. Usage is assembled and input into Access Daily Usage Files (ADUF) and/or Optional Daily Usage Files (ODUF) which are delivered to CLECs at scheduled intervals. ODUFs include local billable messages carried over the BellSouth network, operator handled calls, and BellSouth incoming calls. ADUFs include originating and terminating call details and Minutes of Use (MOU) generated from IntraLata¹ and InterLATA² calls that originate or terminate

¹ IntraLATA calls are calls where the originating and terminating exchanges reside in different local calling regions but in the same Local Access Transport Areas. These are commonly known as "toll calls."

on UNE ports. CLECs use the data provided by ODUFs and ADUFs to facilitate end-user billing.

BellSouth develops billing documentation to provide CLECs with information pertaining to connectivity to gather usage records and invoices, delivery of usage records and invoices, as well as, the overall format and contents of daily usage files and invoices. Updates to billing documentation are based upon changes in billing and DUF-related procedures, industry billing standards, or perception of a need for the provision of new or changed billing information.

2.2 Scenarios

The scenarios used in the Billing Evaluations were defined in the *MTP* and included the following activities: New Install, Change (Add/Modify/Delete), Disconnect, Migrate As-Specified, and Migrate As-Is. The products and services covered in the test case scenarios included: 2-Wire Analog Voice Grade Loop (Non-Designed), 2-Wire Analog Voice Grade Loop (Designed), 2-Wire Analog Voice Grade Loop with Number Portability; 2-Wire Analog Line Port, and 2-Wire Analog Loop/Port Combination. Business and residence classes of service were represented in the test case scenarios.

The test case scenarios referenced above were used to create Local Service Requests (LSRs) which were entered into an Electronic Data Interchange (EDI) PC and transmitted to BellSouth for processing. The scenarios used in the Billing Evaluations were defined in the *MTP*. Orders submitted for billing validation were executed independent of the Pre-Ordering and Ordering and Provisioning Evaluations.

2.3 Test Bed

To facilitate the execution of billing transactions, a test bed of telephone lines was provisioned by BellSouth, based on a set of requirements developed by the previous Test Manager, Hewlett Packard³. Upon assuming the role of test manager, KCI reviewed the test bed requirements to ensure that all required products, services, and activities were appropriately represented and provisioned.

² InterLATA calls are calls where the originating and terminating exchanges reside in different Local Access Transport Areas. These are commonly known as "long distance calls."

³ KCI assumed the role of test manager on September 9, 1999.