

V. Ordering and Provisioning (O&P) Domain Results and Analysis

1.0 Description

The purpose of this section is to present the specific tests, results, and analysis from KCI's evaluation of the systems, processes, and other operational elements associated with BellSouth's support for Wholesale Ordering. The Ordering and Provisioning (O&P) tests evaluated the systems and processes associated with BellSouth's ability to provide Competitive Local Exchange Carriers (CLECs) with non-discriminatory access to its Operational Support Systems (OSS). The ordering portion of the test assessed the adequacy of BellSouth's ordering systems and support procedures to efficiently process Local Service Request (LSRs) for Unbundled Network Element (UNE) services. The provisioning verification portion of the test performed a comprehensive review of BellSouth's ability to accurately and expeditiously complete the provisioning of CLEC orders.

2.0 Methodology

The scope of the O&P tests in Georgia encompassed the review and analysis of BellSouth's processes, procedures, interfaces and systems for ordering and provisioning CLEC UNE accounts. This was accomplished by reviewing and assessing relevant documentation, testing the functionality of BellSouth's ordering and provisioning systems, testing the capability to increase system capacity, reviewing metrics reports, and evaluating provisioning performance for BellSouth's CLEC customers.

2.1 Business Process Description

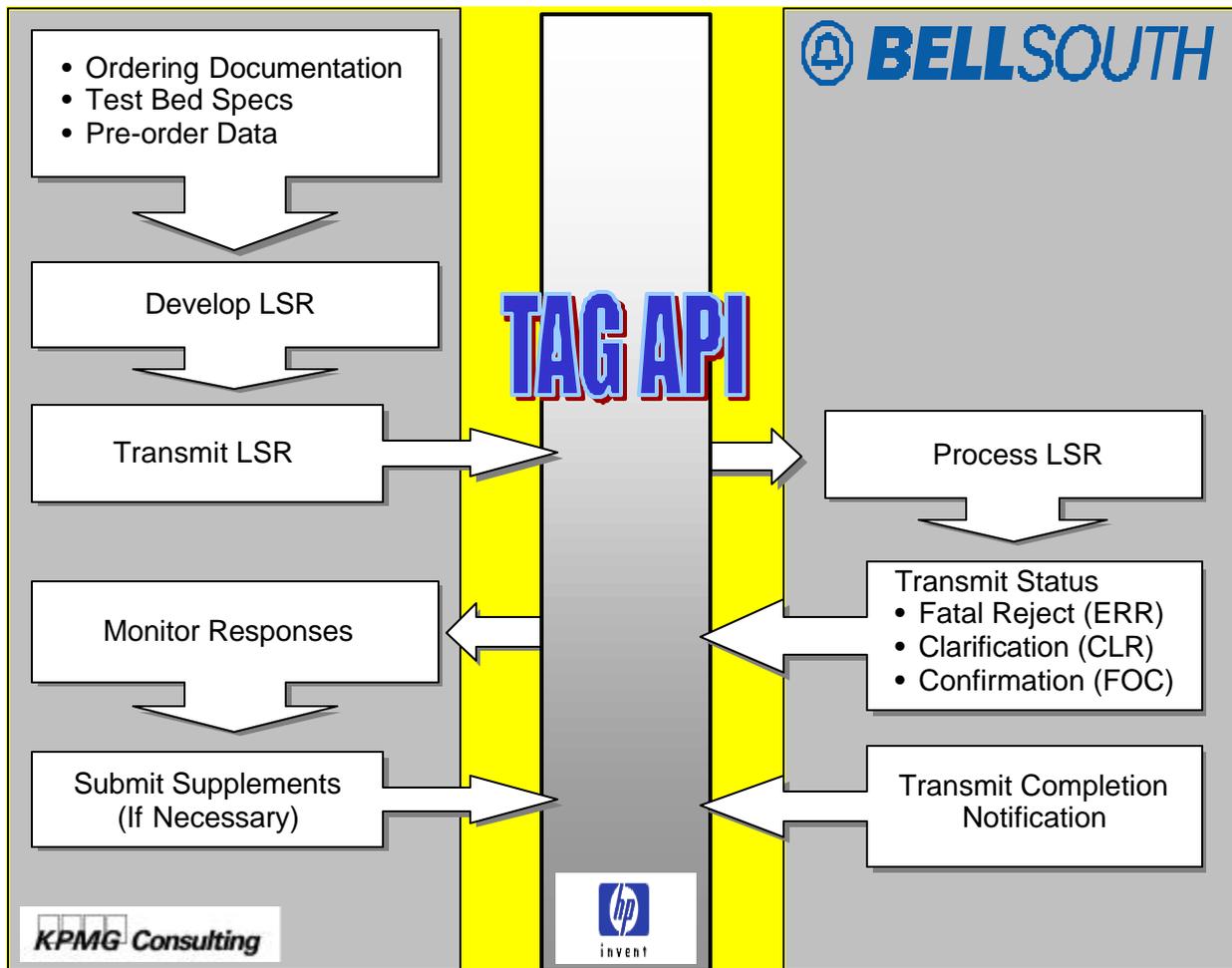
Two BellSouth electronic ordering interfaces, Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) were tested.

The TAG and EDI environments are described in more detail below.

TAG

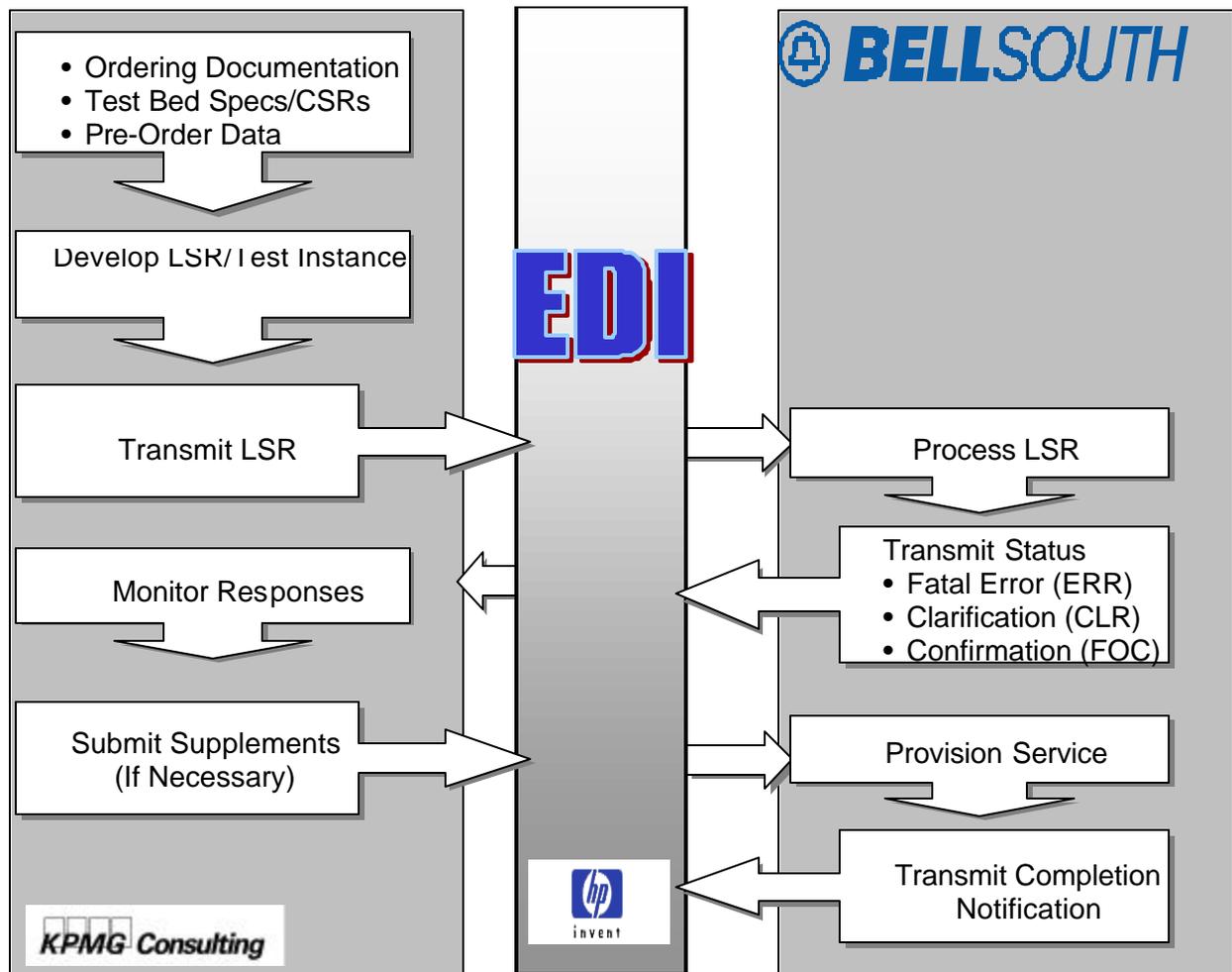
Orders can be submitted electronically to BellSouth through the Telecommunications Access Gateway (TAG), a CORBA-based interface. TAG allows for bi-directional flow of information between BellSouth's OSS and CLEC customers. CLECs develop their own software applications to obtain information from BellSouth's OSS and can incorporate various internal functions, such as down loading information directly to their own inventory/billing systems, creating their own customer databases and generating internal reports. TAG provides a standard Application Program Interface (API) to BellSouth's pre-ordering and ordering OSS.

Table V -A: TAG Order Process Flow



EDI

Electronic Data Interchange (EDI) is designed to allow BellSouth’s computer applications to exchange business files with CLEC computer applications in a standard format. BellSouth defines the information that is needed to successfully submit each order type. This information is encoded to fit the standard EDI transaction set for data transmission. EDI requires the use of industry standards that define the format and the data content of each business transaction. BellSouth determines how and when each data element is transferred (or mapped) into a BellSouth Service Order.

Table V –B: EDI Order Process Flow

Transaction Types

TAG and EDI allow CLECs to process the following transactions types to BellSouth's OSS:

- Submit Local Service Requests (LSRs)
- Retrieve Functional Acknowledgements (FA)
- Retrieve Firm Order Confirmations (FOCs)
- Retrieve Completion Notices (CNs)
- Retrieve Rejects, Clarifications and Service Jeopardies

Interface Testing

CLECs wishing to perform electronic ordering operations with BellSouth via TAG/EDI must first complete a series of tests designed to certify the CLEC and BellSouth's interfaces can appropriately communicate during the ordering process. This interface testing period is designed to verify TAG/EDI connectivity between BellSouth and the CLEC; to verify the CLEC's ability to send and receive file transfer acknowledgements; to verify BellSouth's ability to translate, process, and respond to CLEC service requests and supplements; and to verify CLEC compliance with BellSouth usage requirements as defined in the LEO Implementation Guide.

Ordering Process Flow

KCI utilized three primary inputs to create order test instances:

Test Bed Information

The test bed was comprised of specific customer accounts and facility information provided by BellSouth. KCI received test bed accounts (built according to KCI specifications) in the form of Customer Service Records (CSRs) that identified the end-user's initial state, including information on their address, billing accounts, and existing services and equipment. BellSouth delivered test bed CSRs to KCI via a direct database extract process. KCI evaluated BellSouth's pre-order functionality with respect to CSR queries by executing CSR pre-order queries for a defined set of customers during the TAG Pre-Ordering Functional Test (PRE-1)

Pre-Order Data

For a defined number of order test instances, KCI performed pre-order queries to validate customer address and service information, validate specific switch capabilities, select and reserve Telephone Numbers (TNs), and obtain valid due dates. KCI reviewed the pre-order response information and used this information to validate or add data to the subsequent service request.

BellSouth Ordering Documentation

BellSouth ordering documentation contains two main components. The technical specifications include programming instructions for creating TAG or EDI transaction sets. The ordering business rules provide the ordering forms and data elements comprising a service request, as well as the data characteristics, usage requirements, and valid entries for each data element.

Using test bed and pre-order information, and applying the ordering rules defined in BellSouth documentation, KCI developed an order test instance, or Local Service Request (LSR). Each LSR was assigned a unique Purchase Order Number (PON) for BellSouth and test manager tracking purposes. The LSR was transmitted in a text file to

Hewlett Packard (HP), who utilized the BellSouth technical specifications to map the text file into TAG or EDI data¹ and transmitted the LSR to BellSouth's EDI or TAG gateway.

When BellSouth receives the LSR, an FA is automatically returned to the CLEC, confirming that the file has been successfully received. As the LSR passes through the BellSouth back-end OSS systems, BellSouth systems or representatives perform validations to determine if the CLEC's service request is properly formatted and contains accurate data. In response to an erred LSR, BellSouth transmits one of the following error responses²:

Fatal Reject (ERR)

BellSouth returns an ERR when a CLEC electronically submits an LSR that is unreadable or lacks correctly populated all required fields. BellSouth categorizes fatal rejects as fully-mechanized responses.

Auto Clarification (CLR)

BellSouth returns an auto CLR when an electronically-submitted LSR does not pass the second round of edit checks for order accuracy. BellSouth categorizes auto CLRs as fully-mechanized responses.

Clarification (CLR)

BellSouth returns a CLR after an electronically-submitted LSR falls out for manual handling. A representative from BellSouth's Local Carrier Service Center (LCSC) reviews the LSR, determines that the request fell out due to a CLEC error, and sends a request for clarification back to the CLEC. BellSouth classifies CLRs as partially-mechanized responses.

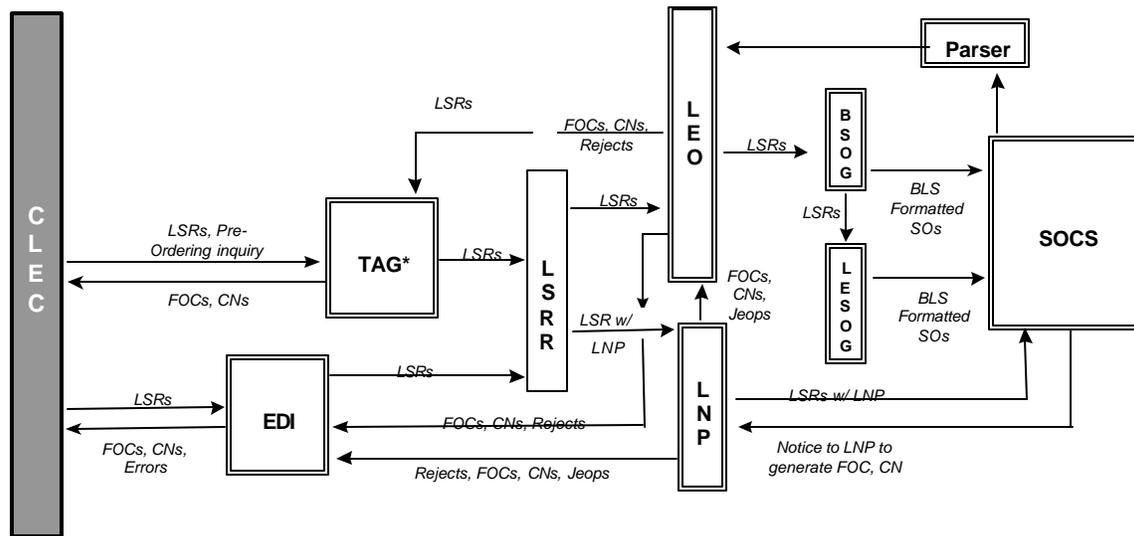
In response to an ERR, the CLEC must re-submit the original LSR, correcting any errors. Following the receipt of a CLR (system- or representative-generated), the CLEC must submit a supplemental service request (Sup) that modifies the original order.

Once an LSR passes through the ordering validation process, it is logged in the BellSouth Service Order Communication System (SOCS), which coordinates downstream provisioning activity and monitors the status of the order. SOCS generates a Firm Order Confirmation (FOC) response that is delivered to the CLEC. This FOC confirms that BellSouth has validated the LSR and provides a Due Date (DD) on which BellSouth commits to provisioning the requested service.

¹ HP delivered errors encountered during the text file-to-TAG/EDI mapping to KCI. The associated LSRs were never transmitted to the BellSouth EDI or TAG Gateway. KCI investigated these errors, made appropriate modifications to the LSR, and resubmitted the service request.

² Definitions of error categories taken from the BellSouth Service Quality Measurements (SQM) Georgia Performance Reports, 10/22/99, p. 14 (Percent Rejected Service Request report definition).

The following is a diagram of BellSouth's Ordering System:

Table V-C: BellSouth's Production Order System

Provisioning

The provisioning process begins once a complete and accurate service order is produced by the Service Order Control System (SOCS). The provisioning process is determined by the type of service order (designed or non-designed). Once SOCS receives the order information, it is transmitted to the Service Order Analysis & Control System (SOAC). SOAC determines which downstream assignment and control systems are required to complete order provisioning based on information contained in the service order.

An LSR may pass through several stages after confirmation and prior to completion. The LSR status changes to indicate the order's progress through provisioning validation and completion activities. With each change in status, BellSouth transmits a Status Message to the CLEC. Notification is also provided in the event that provisioning activities cannot be completed on the committed due date as a result of a CLEC or BellSouth issue. BellSouth delivers a Missed Appointment (MA) notice when the due date on a service order is missed. Status and MA codes, definitions, and information on required CLEC action are provided on the BellSouth Web site³. Upon completion of provisioning activities, BellSouth transmits a Completion Notification (CN) to the CLEC indicating successful activation of the order.

The BellSouth UNE Center (UNE-C) is the focal point for UNE conversions, including UNE analog loops and UNE ports. Specifically, the coordination center is responsible for all provisioning activity involving plain old telephone service (POTS), as well as special service circuits for UNE products, Interim Number Portability (INP), and Local

³ http://www.interconnection.bellsouth.com/markets/lec/oss_info.html

Number Portability (LNP). For coordinated analog loop conversions and port orders, a coordinator at the UNE-C verifies the order and places a call to the CLEC to obtain concurrence. During actual provisioning of a coordinated order, the UNE-C directs the relevant BellSouth provisioning organizations, including the Central Office technician and Recent Change Management Administration Group (RCMAG) switch translation personnel, through the process. Following provisioning, the UNE-C places another call to the CLEC to confirm completion and obtain acceptance of the ordered service installation.

2.2 Scenarios

Various O&P related scenarios were used to evaluate the O&P process and systems. The *BellSouth – Georgia OSS Evaluation Master Test Plan* (MTP) defined the TAG and EDI order scenarios to be tested in O&P-1&2. The scenarios outline, at a high level, the specific products and services to be ordered and activity types to be requested. The scenarios also defined requirements for testing of different customer types (business and residential), migration activity (partial and full migration⁴), and flow through⁵ designations. Using these test scenario descriptions, KCI developed test cases for each scenario. The test cases contain a more-detailed description of the order to be run. Each test case was then used to generate one or more distinct service requests, or test instances, for specific end users.

KCI developed test cases and instances to cover the range of UNE services defined in the Georgia Public Service Commission’s (GPSC’s) *Order*⁶. Electronically orderable UNE products, and the specific ordering activities that can be performed for each product, are defined by BellSouth Requisition (REQ TYPE) and Activity (ACT TYPE) codes. KCI developed and executed TAG and EDI transactions to order the REQ/ACT types based on these combinations.

Table V-D: UNE Scenario Categories

Order Type	Scenario Category	Requisition Type
UNE Loop	Loop	A
UNE Loop with Interim Number Portability (INP)	Loop INP	B
UNE Loop with Local Number Portability (LNP)	Loop LNP	B

⁴ A full migration converts all of a customer’s lines to a new service provider. A CLEC requests a partial migration for a multi-line customer wishing to retain at least one line with BellSouth.

⁵ For electronically submitted LSRs, a flow-through service request proceeds through BellSouth’s OSS to generate a FOC without manual intervention. A non-flow-through request falls out for manual handling prior to the generation of an FOC.

⁶ *Order for Petition of Third Party Testing*, May 20, 1999.

Order Type	Scenario Category	Requisition Type
UNE Standalone INP	INP	C
UNE Standalone LNP	LNP	C
UNE Port	Port	F
UNE Loop-Port Combination	Combo	M
UNE Standalone Directory Listing (DL)	DL	J

Table V-E: UNE Scenarios

Scenario Number	Scenario Category	Scenario Description
301	Loop	A CLEC orders two new SL1 ⁷ unbundled analog loops from BLS in support of a customer's service request.
302	Loop	A CLEC orders 26 new SL1 unbundled analog loops from BLS in support of a new customer's service request.
303	Loop	A CLEC orders two new SL2 ⁸ unbundled analog loops from BLS in support of a new customer's service request.
305	Loop	A CLEC orders two SL1 unbundled analog loops in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC business.
307	Loop	A CLEC orders two SL2 unbundled analog loops in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
308	Loop	A CLEC orders 26 SL2 unbundled analog loops in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
309	Loop	A CLEC orders two SL1 unbundled analog loops from BLS for one of its resale customers.
311	Loop	A CLEC orders two SL2 unbundled analog loops from BLS for one of its resale customers.
312	Loop	A CLEC orders 26 SL2 unbundled analog loops from BLS for one of its resale customers.
315	Loop	A CLEC orders a change (e.g., add a loop to an existing account) on two SL2 unbundled analog loops in response to a CLEC customer complaint.
317	Loop	An existing CLEC customer moves from the third to the fifth floor. The CLEC orders an inside move on both of its customer's SL1 unbundled analog loops from BLS.
318	Loop	An existing CLEC customer moves from the third to the fifth floor. The CLEC orders an inside move on both of its customer's SL2 unbundled analog loops from BLS.

⁷ SL1 is a non-designed loop.

⁸ SL2 is a designed loop

Scenario Number	Scenario Category	Scenario Description
319	Loop	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL1 unbundled analog loops from BLS.
320	Loop	An existing CLEC customer moves across town. The CLEC orders an outside move on both of its customer's SL2 unbundled analog loops from BLS.
323	Loop	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its customer's SL1 unbundled analog loops.
324	Loop	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its customer's SL2 unbundled analog loops.
620	Loop	An existing CLEC customer disconnects one of its existing three SL1 unbundled analog loops.
630	Loop	A CLEC migrates an existing UNE loop-port combination two-line customer to UNE analog SL2 loops.
700	Loop	Migrate an existing CLEC single line resale customer to another CLEC UNE SL1 analog loop.
701	Loop	Migrate an existing CLEC one line SL1 loop customer to another CLEC UNE SL1 analog loop.
600	Loop	Migrate two auxiliary lines of a BLS retail four-line customer to CLEC UNE SL2 analog loop.
325	Loop INP	A CLEC orders two SL1 unbundled analog loops with INP in support of a partial migration service request from an existing BLS customer. The customer currently has six lines, four of which stay with BLS and two are migrated "as-specified" to the CLEC.
326	Loop INP	A CLEC orders two SL1 unbundled analog loops with INP in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
328	Loop INP	A CLEC orders 26 SL1 unbundled analog loops with INP in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
329	Loop INP	A CLEC orders two SL2 unbundled analog loops with INP in support of a partial migration service request from an existing BLS customer. The customer currently has six lines, four of which stay with BLS and two are migrated "as-specified" to the CLEC.
330	Loop INP	A CLEC orders two SL2 unbundled analog loops with INP in support of a full migration service request from an existing BLS customer. The customer lines are migrated "as-specified" to the CLEC.
333	Loop INP	A CLEC orders two SL1 unbundled analog loops with INP from BLS for one of its resale customers.
334	Loop INP	A CLEC orders 26 SL1 unbundled analog loops with INP from BLS for one of its resale customers.
335	Loop INP	A CLEC orders two SL2 unbundled analog loops with INP from BLS for one of its resale customers.

Scenario Number	Scenario Category	Scenario Description
349	Loop LNP	A CLEC orders two SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BLS customer. The customer currently has six lines, four of which stay with BLS and two are migrated “as-specified” to the CLEC.
350	Loop LNP	A CLEC orders two SL1 unbundled analog loops with LNP in support of a full migration service request from an existing BLS customer. The customer lines are migrated “as-specified” to the CLEC.
351	Loop LNP	A CLEC orders 26 SL1 unbundled analog loops with LNP in support of a partial migration service request from an existing BLS customer. The customer currently has 31 lines, five of which stay with BLS and 26 are migrated “as-specified” to the CLEC.
353	Loop LNP	A CLEC orders two SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BLS customer. The customer currently has six lines, four of which stay with BLS and two are migrated “as-specified” to the CLEC.
354	Loop LNP	A CLEC orders two SL2 unbundled analog loops with LNP in support of a full migration service request from an existing BLS customer. The customer lines are migrated “as-specified” to the CLEC.
355	Loop LNP	A CLEC orders 26 SL2 unbundled analog loops with LNP in support of a partial migration service request from an existing BLS customer. The customer currently has 31 lines, five of which stay with BLS and 26 are migrated “as-specified” to the CLEC.
357	Loop LNP	A CLEC orders two SL1 unbundled analog loops with LNP from BLS for one of its resale customers.
358	Loop LNP	A CLEC orders 26 SL1 unbundled analog loops with LNP from BLS for one of its resale customers.
359	Loop LNP	A CLEC orders two SL2 unbundled analog loops with LNP from BLS for one of its resale customers.
800	Loop LNP	Migrate ‘as-is’ a two-line BLS residence customer to two UNE analog SL1 loops with LNP. Directory Listings remain the same.
373	INP	A CLEC ports two of its existing six numbers to CLEC using INP.
374	INP	A CLEC orders INP for both of its fully migrated lines from BLS.
375	INP	A CLEC ports 26 of its existing 31 numbers to CLEC via INP.
377	INP	A CLEC orders INP for two lines in support of an existing resale customer being migrated to CLEC facilities.
382	INP	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect INP for all six of its customer’s lines.
383	LNP	A CLEC ports two of its existing six numbers to CLEC via LNP.
384	LNP	A CLEC orders LNP for both of its fully migrated lines from BLS.
385	LNP	A CLEC ports 26 of its existing 31 numbers to CLEC via LNP.
386	LNP	A CLEC orders LNP for all 26 fully migrated lines from BLS.
387	LNP	A CLEC orders LNP for two lines in support of an existing resale customer being migrated to CLEC facilities.

Scenario Number	Scenario Category	Scenario Description
388	LNP	A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.
801	LNP	A CLEC orders LNP for two retail business lines. Directory listings remain the same.
393	LNP	A CLEC orders a change from INP to LNP for two lines.
395	Port	A CLEC orders two new business unbundled analog ports from BLS in support of a new business customer's service request.
396	Port	A CLEC orders 26 new business unbundled analog ports from BLS in support of a new business customer's service request.
397	Port	A CLEC orders two new residential unbundled analog ports from BLS in support of a new business customer's service request.
398	Port	A CLEC orders two business unbundled analog ports in support of a partial migration service request from an existing BLS business customer. The business customer currently has six lines, four of which stay with BLS and two are migrated "as-specified" to the CLEC.
399	Port	A CLEC orders two business unbundled analog ports in support of a full migration service request from an existing BLS business customer. The business customer lines are migrated "as-specified" to the CLEC.
400	Port	A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BLS business customer. The business customer currently has 31 lines, five of which stay with BLS and 26 are migrated "as-specified" to the CLEC.
401	Port	A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BLS business customer. The business customer lines are migrated "as-specified" to the CLEC.
402	Port	A CLEC orders two residential unbundled analog ports in support of a partial migration service request from an existing BLS residential customer. The residential customer currently has three lines, one of which stay with BLS and two are migrated "as-specified" to the CLEC.
403	Port	A CLEC orders two residential unbundled analog ports in support of a full migration service request from an existing BLS residential customer. The residential customer lines are migrated "as-specified" to the CLEC.
404	Port	A CLEC orders two business unbundled analog ports from BLS for one of its resale business customers.
405	Port	A CLEC orders 26 business unbundled analog ports from BLS for one of its resale business customers.
406	Port	A CLEC orders three residential unbundled analog ports from BLS for one of its resale residential customers.
407	Port	A CLEC orders a change (e.g., add call waiting) on two business unbundled analog ports in response to a CLEC customer complaint.
408	Port	A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.
409	Port	A CLEC orders a change (e.g., add call waiting) on two residential unbundled analog ports in response to a CLEC customer complaint.

Scenario Number	Scenario Category	Scenario Description
412	Port	A CLEC orders a suspend on two business unbundled analog ports.
414	Port	A CLEC orders a suspend on two residential unbundled analog ports.
415	Port	A CLEC orders a restore on two business unbundled analog ports.
417	Port	A CLEC orders a restore on two residential unbundled analog ports.
418	Port	An existing CLEC business customer is going out of business. The CLEC orders BLS to disconnect both of its customer's unbundled analog ports.
419	Port	An existing CLEC residential customer is moving to another state. The CLEC orders BLS to disconnect both of its customer's unbundled analog ports from BLS.
420	Combo	A CLEC orders two new business unbundled analog loop – port combinations from BLS in support of a new business customer's service request.
422	Combo	A CLEC orders two new residential unbundled analog loop – port combinations from BLS in support of a new residential customer's service request.
423	Combo	A CLEC orders two business unbundled analog loop - port combinations in support of a full migration service request from an existing BLS business customer. The business customer lines are migrated "as-specified" to the CLEC.
424	Combo	A CLEC orders 26 business unbundled analog loop - port combinations in support of a full migration service request from an existing BLS business customer. The business customer lines are migrated "as-specified" to the CLEC.
425	Combo	A CLEC orders two residential unbundled analog loop - port combinations in support of a full migration service request from an existing BLS residential customer. The residential customer lines are migrated "as-specified" to the CLEC.
427	Combo	A CLEC orders 26 business unbundled analog loop - port combinations from BLS for one of its resale business customers.
428	Combo	A CLEC orders two residential unbundled analog loop - port combinations from BLS for one of its resale residential customers.
429	Combo	A CLEC orders a change on two business unbundled analog loop - port combinations in response to a CLEC customer complaint.
432	Combo	An existing CLEC business customer moves from the third to the fifth floor in an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop - port combinations from BLS.
433	Combo	An existing CLEC residential customer moves from the second to the third floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop - port combination from BLS.
435	Combo	An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop - port combination from BLS.
438	Combo	A CLEC orders a suspend on two business unbundled analog loop - port combinations.

Scenario Number	Scenario Category	Scenario Description
440	Combo	A CLEC orders a suspend on two residential unbundled analog loop - port combinations.
441	Combo	A CLEC orders a restore on two business unbundled analog loop - port combinations.
443	Combo	A CLEC orders a restore on two residential unbundled analog loop - port combinations.
444	Combo	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its unbundled loop-port combinations.
445	Combo	An existing CLEC customer is moving to another state. The CLEC orders BLS to disconnect both of its unbundled loop-port combinations.
604	Combo	CLEC orders one unbundled analog loop/port combination in support of partial migration. BLS customer currently has three lines, two of which stay with BLS, while one migrates "as specified" to CLEC.
602	Combo	An existing CLEC customer orders BLS to disconnect two of four CLEC analog loop-port combinations.
702	Combo	Migrate an existing CLEC single line UNE Loop-Port combination customer to another CLEC UNE Loop-Port combination.
452	DL	A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.
453	DL	A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.
454	DL	An existing CLEC residential loop port combination customer requests a directory listing change.
455	DL	An existing CLEC business loop port combination customer requests a directory listing change.
456	DL	An existing CLEC multi-line business loop port combination customer requests an additional directory listing.
457	DL	A CLEC customer with LNP orders a directory listing.
458	DL	A CLEC customer with LNP deletes its directory listing.

Integration Testing

KCI conducted a defined set of integrated pre-order/order transactions. For these transactions, the information returned in a pre-order response was manually copied, without modifications, into an LSR for which pre-order information was required. This test was conducted to evaluate the degree to which a CLEC could develop automated integrated transactions and to highlight any inconsistencies in field name(s) and format between pre-order and order forms. The following table outlines the pre-order/order integration test flow. Results of the integration test are presented in Section 3.1: Results and Analysis.

Table V-F: Integration Scenarios

Scenario	Description	Pre-Order (s) Transaction Type
I01	Migrate a four-line Retail business customer to four UNE analog Ports. Add Call Waiting and Call Forward Deluxe to all lines. Add Call Return on two lines.	Service Availability Query
I02	Migrate a four-line Retail customer to four UNE Loop-Port combos.	Service Availability Query
I03	Migrate a two-line Retail business customer to CLEC Resale. Change customer's PIC and LPIC.	Service Availability Query
I04	Migrate a three-line retail business customer to three UNE analog SL1 loops.	Address Validation Query
I05	Disconnect a single line resale residential customer.	Appointment Availability Query Calculate Due Date
I06	Migrate a single line residential Retail customer to one UNE analog SL1 loop.	Address Validation Query (using Telephone Number as input)
I07	A two-line Resale business customer performs an inside move.	Address Validation Query Telephone Number Assignment Query Telephone Number Selection Query
I08	A two-line Resale residential customer performs an outside move.	Address Validation Query
I09	A residential two-line UNE loop-port combination customer requests a TN change for both lines.	Telephone Number Assignment Query Telephone Number Selection Query
I10	A new residential customer adds two UNE analog Ports. Add call waiting on both lines.	Telephone Number Assignment Query Telephone Number Selection Query
I11	A new business customer adds two UNE analog Loop Port combos.	Telephone Number Assignment Query Telephone Number Selection Query

2.3 Test Bed

In order to provide KCI with a set of customers against which to submit service requests, BellSouth provided KCI with a test bed. BellSouth provisioned the test bed accounts according to specifications submitted by KCI. These requirements covered a range of customer starting states (e.g., BellSouth retail, CLEC resale, CLEC UNE); line counts (single and multi-line); service types (business, residential); and features (e.g., call waiting, return call, speed dial). The test bed accounts were established across a range of Central Offices (COs), covering different rate centers and switch types.

The test bed specifications submitted to BellSouth provided no indication of the subsequent order activity planned by KCI. In addition to the test bed accounts, BellSouth provided KCI with facility and customer information (cable-pair assignments, telephone numbers, and addresses) required when populating specific service requests.

KCI, in collaboration with the GPSC, solicited the participation of actual CLECs currently doing business with BellSouth Georgia to execute Local Number Portability (LNP) service requests.

As a pseudo-CLEC, KCI lacked access to the requisite registrations and certifications needed to perform LNP orders. As a result, KCI obtained LNP test bed information from four CLECs possessing LNP-ordering capability. These CLECs provided KCI with the company and facility specific information required on LNP orders. The CLECs were asked to perform the necessary provisioning activities to complete the orders. Utilizing the information provided by the CLECs, KCI created and submitted the LNP service requests via its TAG and EDI interfaces. KCI also monitored BLS provisioning activities in association with these LNP orders⁹.

⁹ Results of provisioning activities associated with LNP service requests are presented in the Results Section of the Provisioning Verification Test (O&P-5).