

## V. Billing (BLG) 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 and operational elements associated with BellSouth's support for Wholesale Resale Billing. Billing tests assessed the adequacy and accuracy of BellSouth's wholesale billing systems and functions.

### 2.0 Methodology

The scope of the Resale Billing tests in Georgia included evaluations of the processes and procedures of BellSouth's Customer Record Information System (CRIS) and other related systems used to assemble, route, and process billable messages. This was accomplished by testing the functionality of BellSouth's billing and message processing systems, and by reviewing and evaluating relevant processes and documentation.

#### 2.1 Business Process Description

CRIS is the primary billing system utilized by BellSouth to create CLEC Resale bills. 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 and 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 Optional Daily Usage Files (ODUF) that are delivered to CLECs at scheduled intervals. ODUFs include local billable messages carried over the BellSouth network, operator handled calls, and BellSouth incoming calls. CLECs use the data provided by ODUFs to facilitate end-user billing.

#### 2.2 Scenarios

The scenarios used in the Billing Evaluations were defined in the *Supplemental Test Plan (STP)* and included the following activities: New Install, Migrate As-Is, Migrate As-Specified, Inside/Outside Moves, Suspend/Restore, Add/Change Features, Change Telephone Number, Add Line, and Disconnect. Business and residence classes of service were represented in the test case scenarios.

The test case scenarios referenced above were executed in conjunction with orders submitted during the EDI and TAG Functional Evaluations. Usage charges were

validated based on the usage that was generated and captured on ODUFs delivered to KCI in the course of the Resale Usage Functional Evaluation.

### *2.3 Test Bed*

To facilitate the execution of billing transactions, a test bed of telephone lines was provisioned by BellSouth, based of a set of requirements developed by KCI.