

Rúth Nettles**SCANNED**

From: Bitten, Robin [rb2790@att.com]
Sent: Friday, August 24, 2007 12:57 PM
To: Filings@psc.state.fl.us
Cc: Woods, Vickie; Randa, Johna A; Follensbee, Greg; Holland, Robyn P; Culpepper, Robert; Slaughter, Brenda
Subject: 000121A-TP - AT&T Florida's Responses to the Florida Staff's Action Items
Attachments: 000121A-TP Response.pdf

<<000121A-TP Response.pdf>>

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- B. Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems Permanent Incumbent Local Exchange Telecommunications Companies.
- C. BellSouth Telecommunications, Inc. d/b/a AT&T Florida
on behalf of Robert A. Culpepper
- D. 27 pages total in PDF format (includes letter, certificate of service, responses and attachments)
- E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Responses to
The Florida Staff's Action Items from the August 1, 2007 Workshop.

Robin Bitten

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FPSC-COMMISSION CLERK



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August 24, 2007

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121A-TP
In Re: Investigation into the establishment of operations support systems permanent incumbent local exchange Telecommunications companies

Dear Ms. Cole:

Enclosed is BellSouth Telecommunications, Inc.'s d/b/a AT&T Florida ("AT&T Florida") Responses to the Florida Staff's action items arising from the August 1, 2007 Workshop.

A copy of the same is being provided to all parties as reflected in the attached certificate of service.

Sincerely,



Robert A. Culpepper

Enclosures
cc: All parties of record
Jerry D. Hendrix

688837

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via
Electronic Mail and U.S. Mail this 24th day of August, 2007 to the following:

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Robert A. Culpepper

(+) Signed Protective Agreement

#502166

AT&T Florida
FPSC Dkt. No. 00121A-TP
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REQUEST: What processes does AT&T have in place to (1) detect when invalid clarification occur and (2) train service reps on detected invalid clarifications?

RESPONSE: If a CLEC suspects that it has received an invalid clarification, the CLEC should contact the AT&T Local Service Center (LSC). A Service Representative (SR) of the LSC will review the clarification with the CLEC and make a determination as to its validity. If the clarification is deemed to be invalid, the LSC SR will take the necessary action to process the Local Service Request (LSR) and a Firm Order Confirmation (FOC) will be returned to the CLEC.

An electronic log is maintained of any actions taken on a CLEC's LSR by an individual SR, including invalid clarifications reported by a CLEC. The LSC management team reviews periodic reports at an individual SR level, as well as a larger collective SR team level. The data from these reports is used to identify training opportunities at both the individual and collective team level.

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REQUEST: Is the LCSC analyzing CLEC-caused fatal rejects and clarifications data and informing companies of training opportunities? If not, why not?

RESPONSE: No. As a general business practice, AT&T does not analyze CLEC-caused rejects and clarifications. By definition, the process of rejecting or clarifying a LSR provides the CLEC with the information necessary to track its error submissions and identify training opportunities to improve operational efficiency.

AT&T does, however, provide numerous resource materials on proper submission of LSRs. A primary resource guide is the Local Ordering Handbook (LOH). The LOH is easily accessible on the AT&T wholesale website at the following link:
http://wholesale.att.com/reference_library/guides/leo/bbrlo_releases/25_0/index2.html

The LOH includes a Data Dictionary that provides detailed data definitions for all fields on the LSRs as well as associated business rules and usage notes. The LOH also provides a section for rejects and clarifications based on the most common error codes and messages.

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REQUEST: Is there a dedicated person to help the CLECs with error analysis?

RESPONSE: No. AT&T does not dedicate a person to work with a CLEC to analyze its errors. CLECs may, however, contact the LSC and a SR will assist the CLEC in understanding a specific reject and/or clarification. In addition, a CLEC may also contact its Local Support Manager (LSM) to assist with mechanized system issues and rejects/clarifications. The LSM will provide guidance to assist the CLEC with documentation in the LOH or any other appropriate guide that can assist in understanding the business rules for the complete and accurate submission of LSRs. AT&T also provides a Common Errors and Clarification Guide, which is accessible via the following link:
http://wholesale.att.com/reference_library/guides/leo/local_error_guide/gcmer001/index.htm

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REQUEST: Will the future system integrated environment (LEX and/or VERIGATE) maintain the PSO indicator/identifier?

RESPONSE: Yes. The View Pending Service Orders (PSO) option will be maintained for AT&T Southeast's 9-State region within Verigate. Implementation of PSO in Verigate is targeted for the July 19, 2008 release.

REQUEST: What plans does AT&T have to ensure CLECs are provided adequate information regarding system changes in a timely manner?

RESPONSE: AT&T complies with the CMP (Change Management Process) and CCP (Change Control Process) directed intervals for all system release notifications. The CCP process, as per CLEC balloting, follows the 13 state notification intervals as published and provided in Table 1 included with this response.

Announcements of the following 2008/2009 system changes associated with AT&T's merger integration plans have been made via Accessible Letters (See Attachments 1, 2, 3 and 4) and reviewed in the respective 13-State and 9 -State forums:

- Retirements of multiple customer interfaces:
[LENS (9 state), EDI (22 states), 9 state Direct-XML]
- Implementation of 22 state XML and 9 state LEX & Verigate
- Retirement of ELMS6 (9 state) and instituting a new versioning policy

Release of initial and final requirements and CLEC documentation updates will be issued in accordance with the applicable CMP and CCP guides.

Additionally, for purposes of further CLEC education on the upcoming changes, AT&T is conducting sessions on September 14th, 2007 for XML technical review and on September 12th, 2007, to review LENS functionality that will be moved to LEX and Verigate.

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TABLE 1 - Time Lines from AT&T Change Management Process		
ACTIVITY	Category One (Application-to-Application)	Category Two (GUI)
Release Announcement	150 - 176 Calendar Days prior to scheduled release	Plans shared at CMP meetings as part of 12-Month Development View
CLEC Responses to Release Announcement	7 Calendar Days after Release Announcement	N/A
AT&T Response to CLEC Comments	7 Calendar Days after CLEC response period	N/A
Initial Release Requirements	142 - 162 calendar days from implementation	21 days before the planned implementation
Initial Requirements Walk-Through	Between 14 th and 19 th day of CLEC's 21 Calendar Day comment cycle	Within 7 days of Initial Release Requirements if requested by CLEC(s)
CLEC Comments on Initial Requirements Due	21 days following the release of the Initial Requirements	4 Business Days after release of Initial Requirements
AT&T Response and Final Release Requirements	No later than 21 Calendar Days after CLEC comment period ends	3 Business Days after CLEC comment period ends
Final Requirements Walk-Through	Within 3 to 5 Business Days after distribution of Final Requirements, if changes	N/A
Start of Target to Implementation Countdown	110 Day Period from date of Final Release Requirements	Start of 14 Day Period from date of Final Release Requirements
CLEC can call for OIS on Final Requirements	7 Calendar Days after Final Release Requirements	2 Business Days after Final Release Requirements
OIS Voting Conference Call (If necessary)	7 Calendar Days after OIS is called	2 Business Days after OIS is called
****CLEC Comments	Due within 7 days of Initial Requirements	N/A
****AT&T Response and Final Requirements	Due no later than 67 days prior to release implementation	N/A
Begin Testing	5 weeks before Implementation Target Date	N/A
Freeze Code	1 week before scheduled Implementation Date	N/A
CLEC can call for OIS on Implementation	CLEC must notify AT&T CMPOC by Monday Noon CT the week prior to implementation	N/A
Implementation of the Release	One week after end of Testing	14 Calendar Days After Final Requirements are distributed

REQUEST: What processes is AT&T employing to ensure no loss of functionality for CLECs in the future system integrated environment?

RESPONSE: AT&T intends to provide the same and/or 'like' functionality that CLECs in the 9-State Southeast Region experience today with implementation of the LEX GUI, Verigate and XML interfaces. Extensive reviews of the requirements, architecture, application screens and other relevant documentation are being performed to compare applications and transactions to ensure the same or like functionality and accessibility can be maintained in the 22 State environment.

For example, a detailed review of LEX GUI and LENS functionality is currently in progress to determine how to provide the same and/or comparable LENS functionality within LEX GUI for 9 State users. Results of the functional analysis will be shared with the CLECs in the upcoming September 12, 2007 meeting.

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REQUEST: Will any of the operational reports on the PMAP website be effected by the future system integrated environment being considered? If so, please identify specific reports and changes.

RESPONSE: AT&T does not anticipate any changes to the operational reports posted on the PMAP website due to the planned systems integration environment. AT&T will conduct regression testing on the old and new data feeds to ensure that all existing available data is maintained. Any unexpected differences in resulting data/reports will be researched and corrected as necessary.

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REQUEST: Please identify any level 2 edits performed in PRE.

RESPONSE: There are no level 2 validation edits contained in the Programmable Rules Engine (PRE). PRE only performs level 1 validation edits. As defined in the August 1 workshop, a level 1 validation data edit validates the inbound data record and can be performed completely with the data contained within the inbound record. These validations include such things as field length, allowable characters, required-optional-not allowed fields and relationships between fields.

REQUEST: Do the back-end ordering systems (i.e. SGG, PRE, LEO, LESOG, LNP Gateway, LAUTO, or SOCS) currently differ between the 9-state and 13-state regions? If so, are there any plans for changes to these systems? What are the plans?

RESPONSE: Yes. Currently, there are different pre-order and order back-end processing applications in the 9-State AT&T Southeast region and the regions comprising the 13 AT&T state regions. AT&T's merger integration plans for the 9-State Southeast region includes architectural changes to ensure that the ordering systems process CLEC service requests using a common set of electronic interfaces for all of AT&T's 22 states. These architectural changes include replacements and/or changes to a select group of back-end ordering applications. The ServiceGate Gateway (SGG), Programmable Rules Engine (PRE), and Local Exchange Ordering (LEO) applications will be replaced with a version of the Local Access Service Order (LASR) system. This version of LASR will provide equivalent LSR editing and routing functionality that is currently performed by LASR in the other AT&T regions.

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REQUEST: Provide a clear definition and several examples of the following error codes: 8825, 8820, 7465, 8150, 9529, 7640, 9145.

RESPONSE: Please see the Error Code Matrix FL PSC, Attachment 5, for the response to this item.

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REQUEST: Please provide root cause analysis of the error codes listed in item 10 above.

RESPONSE: Please see the Error Code Matrix FL PSC, Attachment 5, for the response to this item.

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REQUEST: Does the LCSC track errors, error codes and invalid clarifications for manual fall-out by design orders?

RESPONSE: No. The LSC does not track the processing of LSRs by errors, error codes or invalid clarifications. Instead, production is electronically tracked by work group and individual SR within each work group. This tracking is done whether the intervention by a LSC SR is based on manual fall-out by design, system fall-out, or a phone call from a CLEC.

The LSC management team reviews periodic reports at an individual SR level as well as a larger SR team level. The data from these reports provide transaction level detail on invalid clarifications. This is the same process as described in the response to Item 1, and is used to identify individual and group training opportunities for improved operational efficiency.

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REQUEST: What is the status of Change Request 2451? Please provide any cost benefit analysis performed for this request.

RESPONSE: CR2451 has been accepted and is following the internal process of being scheduled for an upcoming release.

Based on an initial query that indicated a very low number of occurrences, AT&T rejected the request without performing a detailed analysis based solely on the low volumes. Thereafter, it was determined that the initial decision was based on incorrect volumes. After using correct volumes, AT&T determined that the change request was cost justified based on the significantly higher level of volume.

REQUEST: Please provide a methodology for measuring multiple and invalid clarifications.

RESPONSE: AT&T does not believe that there is a need to establish a new metric in the Service Quality Measurement (SQM) plan to measure multiple and invalid clarifications. The following table, using the approach described in AT&T's June 13, 2007 filing, demonstrates that invalid clarifications are an extremely small percentage of total transactions processed.

Month	Total Mechanized LSR Submissions	Estimated Invalid Auto Clars	Estimated Invalid Clars by Srv. Rep.	Total Estimated Invalid Clars	Percent of LSR Submissions
Mar-07	87,255	220	168	388	0.4%
Apr-07	84,721	251	135	386	0.5%
May-07	96,025	196	164	360	0.4%

Any additional actions regarding multiple and invalid clarifications should be conducted through the oversight of the Change Control Process (CCP). The CCP is the process for managing requested changes that affect external users of AT&T's electronic interfaces, associated manuals process improvements and documentation, performance or the ability to provide service. Within the CCP process, there is a defined procedure for establishing a sub-team for issues that can be more effectively addressed in a small group setting. Therefore, CCP could charge a sub-team, comprised of both AT&T and CLEC participants, to assess the level of clarifications and develop improvement initiatives if deemed necessary.

If a sub-team under the auspices of the CCP is formed, AT&T recommends that the sub-team establish an initial benchmark regarding clarifications from which the impact of any implemented improvement initiatives can be monitored. For invalid clarifications, AT&T can assist by using the same methodology as described in its June 13, 2007 filing. The methodology for estimating invalid clarifications employed in that filing used the assumption that any mechanized LSR that was clarified and for which an associated FOC was subsequently sent, with no change in the version of the LSR, then the LSR was clarified in error.

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For multiple clarifications, there is no practical way to identify the transactions for which all CLEC errors could be identified with the initial clarification. This would require a manually intensive process to review the history of a transaction to determine if it meets the criteria defined for identifying all CLEC errors upfront to avoid multiple clarifications. It is suggested that, as part of its charge, the CCP sub-team jointly work towards improvement for multiple clarifications and that a methodology be developed for the CLECs to provide examples where a sample can be taken for manual analysis.



Date:	April 17, 2007	Number:	CLECALLS07-034
Effective Date:	May 1, 2009	Category:	OSS
Subject:	Initial Retirement Notice of the EDI Interface/Introduction of XML		
Related Letters:		Attachment:	No
States Impacted:	Illinois, Indiana, Ohio, Michigan, Wisconsin, California, Nevada, Arkansas, Kansas, Missouri, Oklahoma, Texas and Connecticut		
Issuing AT&T ILECS:	AT&T Illinois, AT&T Indiana, AT&T Ohio, AT&T Michigan, AT&T Wisconsin, AT&T California, AT&T Nevada, AT&T Arkansas, AT&T Kansas, AT&T Missouri, AT&T Oklahoma, AT&T Texas and AT&T Connecticut (collectively referred to for purposes of this Accessible Letter as "AT&T 13-State")		
Response Deadline:	May 16, 2007	Contact:	Change Management email box at attcmp@att.com
Conference Call/Meeting:	NA		

This Accessible Letter provides the Initial Retirement Notice of the intent of AT&T 13-State to retire the EDI (Electronic Data Interchange) Interface on May 1, 2009. This includes the EDI ordering interface and the EDI/CORBA pre-order interface. A preliminary discussion regarding the retirement of EDI was held during the Change Management meeting held on April 5, 2007. The Final Retirement Notice will be issued the week of April 15, 2008, in accordance with Change Management Process (CMP) Guidelines.

Prior to the retirement of the EDI Interface, a comparable interface will be implemented. **EX**tensible **M**arkup **L**anguage (XML) will be introduced approximately one year prior to the retirement of EDI. This time period will allow CLECs to test and turn up the application for electronic Local Pre-Ordering and Ordering. The implementation of XML for Local Pre-Ordering and Ordering brings AT&T 13-State into alignment with other providers in the Local telecommunications industry.

EDI will continue to be available until its retirement on May 1, 2009. As documented in the AT&T 13-State Competitive Local Exchange Carrier (CLEC) OSS Interface Change Management Process, once XML is in production, no CLEC may begin to use (i.e., "turn up" for the first time) EDI.

Additional information regarding XML will be sent via a subsequent Accessible Letter.

CLECs may send comments or questions on this Retirement Notice to the CMP mailbox listed above through May 16, 2007.

AT&T 13-State reserves the right to make any modifications to, or cancel, the information set forth in this Accessible Letter. CLECs will be notified of any modifications to, or cancellation of, this information via subsequent Access Letter (s). AT&T 13-State shall incur no liability to any CLEC if such information is modified or canceled by AT&T 13-State.



Date:	May 7, 2007	Number:	SN91087078
Effective Date:	June 22, 2008	Category:	OSS
Subject:	CLECs - (ORDERING AND PROVISIONING) Retirement of Local Exchange Navigation System (LENS) Graphical User Interface (GUI)		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Electronic Commerce Account Team

On June 22, 2008, AT&T Southeast Region will retire the Local Exchange Navigation System (LENS) Graphical User Interface (GUI). The ordering functionality currently provided by LENS will be replaced by the Local Service Request Exchange (LEX) GUI, and the pre-ordering functionality will be replaced by the Verigate GUI, which are the systems currently used to serve the AT&T 13-state region.

The Change Control Process (CCP) retirement guidelines are being followed for the implementation of this migration and Change Request CR2493 has been opened to address this retirement. Additional information (e.g., detailed schedules, communications methodologies, user guides, etc.) will be distributed as they become available.

Please contact your AT&T electronic commerce account team representative if you have any questions.



Date:	May 14, 2007	Number:	SN91087077
Effective Date:	October 19, 2008	Category:	OSS
Subject:	CLECs - (ORDERING AND PROVISIONING) Retirement of Local Service Ordering Guide (LSOG) Version 6, and EDI Local Mechanization Specifications (ELMS) Version 06		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Electronic Commerce Account Team

On October 19, 2008, AT&T Southeast Region will retire the Local Service Ordering Guide (LSOG), Version 6, and EDI Local Mechanization Specifications (ELMS), Version 06. All Competitive Local Exchange Carriers (CLEC) must migrate to the LSOG 10 Ordering and Billing Forum (OBF) industry map, which is currently in production for use in the AT&T Southeast Region.

With the retirement of LSOG 6 and ELMS 06, no Local Service Requests (LSR) with LSOG 6/ELMS 06 activity (initial, supplemental or cancel) will be processed. Any LSR with LSOG 6/ELMS 06 activity that is received prior to or on October 19, 2008, and does not successfully complete through the LSOG 6/ELMS 06 system by close of business that day, must be resubmitted by the CLEC using LSOG 10. After October 19, 2008, AT&T Southeast Region will adhere to the current AT&T 13-state versioning policy of two versions within a single map. The Change Control Process (CCP) retirement guidelines are being followed and Change Request CR2492 has been opened to address this issue.

Please contact your AT&T electronic commerce account team representative if you have questions.



Date:	May 16, 2007	Number:	SN91087086
Effective Date:	October 19, 2008	Category:	OSS
Subject:	CLECs – (Ordering and Provisioning) – Announcing the Retirement of the Electronic Data Interchange (EDI), and Introduction of a New Extensible Markup Language (XML) Gateway in the AT&T Southeast Region		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Electronic Commerce Account Team

On October 19, 2008, the AT&T Southeast Region (AT&T) will retire the Electronic Data Interchange (EDI). A preliminary discussion regarding the retirement of EDI was held during the Change Control Process (CCP) April 25, 2007 meeting.

The pre-ordering and ordering functionality currently provided by EDI will be replaced by a new Extensible Markup Language (XML) Gateway on June 22, 2008. EDI will still be available until its retirement on October 19, 2008. The time period between June 22, 2008 and the retirement date will allow CLECs to test and turn up XML for electronic Local Pre-Ordering and Ordering. Please note that the implementation of the new XML Gateway will replace the current XML being used in the AT&T Southeast Region.

The implementation of the new XML Gateway for Local Pre-Ordering and Ordering brings AT&T Southeast Region into alignment with other providers in the local telecommunications industry. Once the XML Gateway is in production, no CLEC may begin to use EDI (i.e., "turn up" for the first time). Additional information regarding the new XML Gateway will be sent via a subsequent Accessible Letter.

AT&T is complying with the CCP retirement guidelines for the implementation of this migration. Change Request CR2494 addresses the EDI retirement. Additional information (e.g., detailed schedules, communications methodologies, user guides, etc.) will be distributed as it becomes available.

Please contact the AT&T electronic commerce account team representative if you have questions.

Error Code	Description	Definition	Examples as viewed by the LSC Service Rep	Root Cause Analysis
8825	ORDER ERR	A Service Order Communication System (SOCS) Service Order Edit Routine (SOER) edit error generated as a result of translating an LSR into a SOCS acceptable service order format.	<p><u>PON A</u> Format SAE 1570 TTRA (Terminating Traffic Rate Area)</p>	<p>A SOCS acceptable service order could not be created due to the TTRA not matching the Local Serving Office (LSO). TTRA represents the geographic area where the telephone number is working within the LSO.</p>
			<p><u>PON B</u> PCL (Proprietary Classification) IDNT 012 LIN PCL may not appear</p>	<p>PCL FID is a Customer Proprietary Network Information (CPNI) code on a retail account at the request of the end-user customer. The Field Identifier (FID) must be removed to migrate an account to a CLEC.</p>
			<p><u>PON C</u> 076 IDENT Invalid NPA NXX on Non-Cabs Orders</p>	<p>This error occurs when the Miscellaneous Account Number (MAN) provided by the CLEC is not recognized for the service address associated with the Revenue Accounting Office (RAO).</p>

Error Code	Description	Definition	Examples as viewed by the LSC Service Rep	Root Cause Analysis
8820	SOCS ERROR	A SOCS SOER edit error generated as a result of translating an LSR into a SOCS acceptable service order format. For this error, SOCS generated a partial service order that could not be accepted.	<p><u>PON D</u> Format IDNT 001 FID 4RCYC Invalid for SAE Section</p>	<p>This error is generated when the CLEC submits an incorrect format for the FID associated with the Universal Service Order Code (USOC) for the product being ordered. For this specific example, the CLEC submitted 4RCYC. The correct format is RCYC 4. FID RCYC denotes the number of rings before a call goes to the voice mailbox.</p>
			<p><u>PON E</u> SOCS DFS065 14:23:2 TRAN/LTEMSTOPPED</p>	<p>A problem occurred within SOCS during the process of generating the service order.</p>
			<p><u>PON F</u> 0075 Invalid NPA for Revenue Accounting</p>	<p>The Numbering Plan Area (NPA) must be valid for the Revenue Accounting Office (RAO) provided for each state. NPA was found to be invalid for the appropriate RAO.</p>
7465	CANNOT CANCEL ORDER	An error message indicating that the service order cannot be cancelled.	<p><u>PON G</u> Cannot cancel order</p>	<p>This error occurs when SOCS applies an invalid character in the service order number and SOCS experiences a system time out. When SOCS resumes processing, the invalid service order can not be identified.</p>

Error Code	Description	Definition	Examples as viewed by the LSC Service Rep	Root Cause Analysis
8150	ORDER HAS BEEN RE-QUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	An error generated as the result of LESOG experiencing the maximum number of query occurrences to another system needed to generate a service order.	<u>PON H</u> Order has been re-queued for the maximum number of occurrences	When LESOG does not get a response from a queried system, it retries every 30 minutes for a maximum of 5 times. After the fifth attempt, the error is generated.
9529	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	An error resulting from an LSR submission to restore an account that is not in a suspended/denied status.	<u>PON I</u> Cannot restore a line which is not suspended/denied.	An error indicating "Cannot restore a line which is not suspended/denied". CLEC requested that an account be restored before the deny request was complete.
7640	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	An error resulting from a telephone number (TN) being assigned for the ninth time.	<u>PON J</u> Duplicate Customers Exceed Nine on CSR	TN has been assigned 9 or more times.
9145	ACCOUNT IS DENIED	Error message generated when account is in a denied status. This error is received when an LSR is submitted for any activity other than a migration (ACTYP V or W), disconnect, or restoral request.	<u>PON K</u> Account is Denied	This error occurs when a CLEC submits a request for additions/change on an account that is in a denied status.