

1 **U S WEST System Descriptions**

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3 APRIL (Automatic Provisioning Infrastructure Layer).

4 APRIL receives and views all Service Orders for special service activation. These  
5 services include, but are not limited to SS7, POTS, ISDN and AIN services.

6 CNUM (Customer NUMber Management System)

7 CNUM is a Telcordia supported system designed to support telephone number  
8 administration, service negotiation, and service activation. CNUM provides a single  
9 repository for number administration that is technology and service independent.

10 Along with ALOC, CNUM will replace PREMIS.

11 CRIS (Customer Records Information System)

12 CRIS is a billing system for the majority of residence and business account bills for  
13 exchange services. It calculates, prints, and mails bills to individual retail end-user  
14 customers for retail products, and ~~co-carrier~~CLECs for some interconnect (wholesale)  
15 products. After rating usage, CRIS posts service order processing updates,  
16 provisioning information, rating data, tolls, cash treatments, bills, payments, journal  
17 entries or adjustments, rate changes, message processing and other billing related  
18 information to the CSRs.

19 Data Arbiter

20 This system provides access from UNIX-based systems to PREMIS, BOSS/CARS,

1 TIRKS, LFACS, and LMOS.

2 Facility Check

3 Facility Check is a Netscape-based interface used to access LFACS to determine  
4 whether loop facilities will be available for new service to a specific customer site.

5 FACS (Facility Assignment and Control System)

6 FACS is an “umbrella” term that includes LFACS, SWITCH, and SOAC.

7 FAS (Field Access System)

8 Used by technicians to dispatch and close jobs in WFA/DO.

9 FAST (Field Access Screening Tool)

10 A Voice Response System used by technicians to access facilities information.

11 FnS (Fetch ‘N’ Stuff)

12 This system provides a common point of access to US WEST’s OSSs using a  
13 standard application programmer interface (API) to simplify data access. Fetch ‘N’  
14 Stuff accesses Appointment Scheduler, BOSS/CARS, CNUM, PREMIS, Facility  
15 Check, and WFA/DO.

16 FOMS (Frames Operation Management System)

17 FOMS is a dispatch-in system for central office wiring instructions used by central  
18 office technicians.

19 IMA (Interconnect Mediated Access).

20 IMA is a Graphical User Interface (GUI) which provides mediated access to CLECs

1 for pre-order, order, and repair activities.

2 LFACS (Loop (or Line) Facility Assignment Control System)

3 LFACS is a component of FACS that maintains a mechanized inventory of outside  
4 plant facilities, (e.g., facility addresses, cables, cable pairs, serving terminals, cross  
5 connection devices, loops, etc.) and assigns the outside plant facilities to assignment  
6 requests received from SOAC as a result of customer service order activity.

7 LMOS (Loop Maintenance Operations System)

8 LMOS is a repair system for POTS services that provide trouble entry, tracking and  
9 work status. LMOS Host stores detailed line record information and maintains  
10 historical data of closed troubles.

11 LSMS (Local Service Management System)

12 LSMS is the local service provider's network database that holds down-loaded ported  
13 number information.

14 MLT (Mechanized Loop Testing)

15 This is a system that tests and analyzes the condition of customer loops. MLT  
16 provides test results that assist in decision regarding trouble flow.

17 NSDB (Network and Services DataBase)

18 NSDB stores customer and circuit data for special service, message, carrier, and  
19 enhanced nondesigned services. This data is received from the Service Order  
20 Analysis and Control (SOAC) system during service order activity, and from the

1 Telcordia TIRKS<sup>®</sup> system upon the issue or reissue of the Work Order Record and  
2 Details (WORD) document. NSDB also receives circuit and customer data updates  
3 and order completion notifications from WFA/C.

4 RCE (Repair Call Expert)

5 RCE assists a Repair Service Agent (RSA) in handling customer repair calls. RCE  
6 supports the customer interview process by providing the RSA with an appropriate  
7 sequence of questions along with hints to guide the interaction with the customer. A  
8 primary goal of RCE is to enable the front-end closing of a significantly higher  
9 percentage of reported troubles than is typically achieved without such assistance.  
10 For troubles that do require additional handling, RCE generates trouble reporting  
11 details in a consistent manner such that downstream processing can be performed  
12 more effectively.

13 SMS (Service Management System)

14 SMS is a hardware and software platform that supports the porting of telephone  
15 numbers. In concert with the Number Portability Administration Center (NPAC),  
16 SMS receives customer information from the old and new service providers  
17 (including the new location routing number), validates the information received, and  
18 downloads the new routing information when an "activate" message is received  
19 indicating that the customer has been physically connected to the new service  
20 provider's network. NPAC/SMS also contains a record of all ported numbers and a

1 history file of all transactions relating to the porting of a number.

2 SOAC (Service Order Analysis and Control)

3 SOAC is a Telcordia system that controls the flow of service orders activity from  
4 U S WEST service order processors (SOPs), to other downstream systems. Based on  
5 the service order input, SOAC determines which operations systems need to be  
6 involved in activating service, and provides instructions and sequencing to those  
7 operations systems.

8 SONAR (Service Order Negotiation and Retrieval)

9 SONAR is a system used to create and submit service orders for non-designed  
10 services for residential and small business customers.

11 SOP (Service Order Processors)

12 SOLAR (Service Order Logistics and Reference), SOPAD (Service Order Processor  
13 and Distribution) , and RSOLAR (Regional SOLAR). Within each region, the  
14 corresponding SOP for that region directs/processes service orders for all product  
15 types. SOPAD is the SOP in the central region that services Arizona. SOPAD  
16 distributes the order to necessary systems such as directory listings, E911, and billing  
17 systems. SOLAR is the SOP in U S WEST's eastern region; RSOLAR is the SOP in  
18 the western region.

19 SWITCH

20 SWITCH is a central office inventory system. With cable pair data from LFACS and

1 telephone number inventory information from CNUM, SWITCH completes the initial  
2 step in designing the circuit package. SWITCH supports line-side and trunk-side  
3 central office provisioning of digital, analog, and packet switching facilities by  
4 providing connection information for central office personnel.

5 WFA (Work Force Administration)

6 This is an umbrella term that includes three subsystems: WFA/C, WFA/DI and  
7 WFA/DO. WFA/C (Work Force Administration/Control) mechanizes the  
8 administration of the installation and maintenance of designed and non-designed  
9 circuits. WFA/C directs the flow of work items to WFA/DO and WFA/DI. WFA/DI  
10 automates the work assignments of the technicians working within the central offices.  
11 WFA/DO automates the support of the dispatch function for outside plant installation,  
12 maintenance and routine work. WFA/DO provides screening, pricing, mapping,  
13 routing, scheduling and loading functions within a dispatch center.