

MESSAGE CONFIRMATION

07/01/96 14:07

NO.	MODE	BOX	GROUP
058	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S. CODE
07/01 14:06	00'00"	915107858645	000/019	BUSY		14C2

06-29-96 02:55PM KKOM 214 718 6366

TO 919087712851

P001

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facsimile
TRANSMITTAL

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Local Competition/Interconnection
Program Office
FAX #214/718-1279

Date: 6-29-96

Number of Pages 17 (Including Cover Sheet)

TO: RASUL DAMI

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FROM: John PETERSON

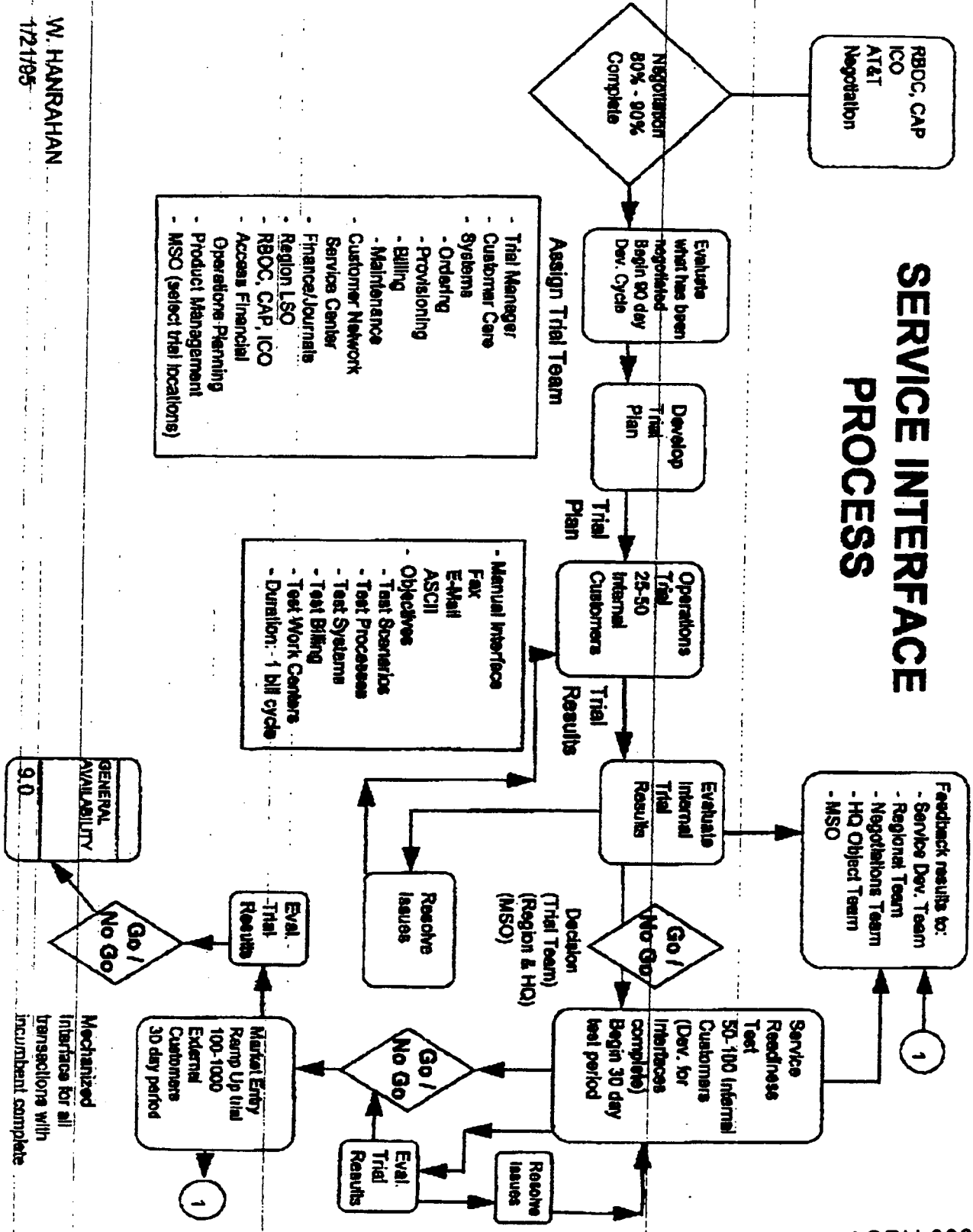
Phone # 214-718-5988

REMARKS:

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SERVICE INTERFACE PROCESS



- Assign Trial Team**
- Trial Manager
 - Customer Care
 - Systems
 - Ordering
 - Provisioning
 - Billing
 - Maintenance
 - Customer Network
 - Service Center
 - Finance/Journals
 - Region LSO
 - RBDC, CAP, ICO
 - Access Financial
 - Operations Planning
 - Product Management
 - MSO (select trial locations)

- Manual Interface**
- Fax
 - E-Mail
 - ASCII
 - Objectives
 - Test Scenarios
 - Test Processes
 - Test Systems
 - Test Billing
 - Test Work Centers
 - Duration: 1 bill cycle

- Feedback results to:**
- Service Dev. Team
 - Regional Team
 - Negotiations Team
 - HQ Object Team
 - MSO

W. HANRAHAN
1/21/95

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07/01/96 MON 14:31 FAX 9082345211

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SERVICE READINESS PROCESS

• PHASE 0

• CRITERIA TO MOVE TO PHASE 1

- PROCESS TO MIGRATE CUSTOMERS FROM INCUMBENT TO AT&T COMPLETED
- PROCESS TO ORDER NEW SERVICE COMPLETED
- PROCESS TO CHANGE, DISCONNECT AND ADD COMPLETED
- PROCESS TO ISSUE MAINTENANCE TROUBLES COMPLETED
- ~~AGREEMENT REACHED ON INTERFACE SPECIFICATIONS FOR MINIMUM MSO OFFER SET~~
- AGREED UPON TIMELINE TO MIGRATE FROM MANUAL PROCESS TO AUTOMATED PLATFORM
- OFFER DEFINED AND COVERED BY EITHER TARIFF OR CONTRACTUAL AGREEMENT
- PRICING NEGOTIATIONS NEAR COMPLETE
- ACCESS BILLING AND RECONCILIATION NEGOTIATIONS COMPLETED
- USAGE HAND-OFF NEGOTIATIONS COMPLETED
- METRICS AND INTERVALS AGREED UPON
- RATES IDENTIFIED FOR TABLES
- ~~NPA-NXX'S IDENTIFIED FOR SERVICE~~
- FORECAST
- REGION AND HEADQUARTERS APPROVAL TO PROCEED

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SERVICE READINESS PROCESS

•EXAMPLES OF DIFFERENT TYPES OF SERVICE ORDER ACTIVITIES

<ul style="list-style-type: none"> • SIMPLE MIGRATION • NEW CONNECTS <ul style="list-style-type: none"> - 1-2 LINE RESIDENCE - 1-2 LINE BUSINESS - MULTI LINE BUSINESS - PROJECTS • CHANGE ORDER <ul style="list-style-type: none"> - ADD/DISC CO LINE FEATURES - ADD/DISC CLASS FEATURES - SIMPLE NUMBER CHANGE - ADD/DISC BLOCKING - PIC AND LOCAL PIC CHANGES - ADD/DISC ESSENTIAL LINE SERVICES - ADD/DISC ADDITIONAL LINES - LISTING CHANGES - CHANGE CLASS OF SERVICE FROM RESIDENCE TO BUSINESS - SUSPEND AND RESTORE FOR NON-PAYMENT - TEMPORARY DISC FOR VACATION 	<ul style="list-style-type: none"> • OTHER <ul style="list-style-type: none"> - REVERSE MIGRATION (LEG WINBACK) - PARTIAL MIGRATION (SPLIT SERVICE) - CORRECT RECORDS ORDER - T & F ORDERS SAME ADDRESS - T & F ORDERS DIFFERENT ADDRESS - HANDICAPPED SERVICES - RESELLER TO RESELLER MIGRATION - UNBUNDLE TO RESELLER MIGRATION - RESELLER TO UNBUNDLE MIGRATION
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SERVICE READINESS PROCESS

• PHASE 1 OPERATIONS TRIAL - DEVELOPMENT

- DURATION = 90 DAYS

- ACTIVITIES TO BE COMPLETED

- DEVELOP MECHANIZED INTERFACE BETWEEN AT&T AND THE SUPPLIER FOR ORDERING/COMPLETION, TROUBLE REFERRALS AND STATUS REPORTING
- DEVELOP MARKET SPECIFIC CODE TO SUPPORT MARKET SPECIFIC PUC REQUIREMENTS
- AUTHORIZATION TO STAFF AND EQUIP
- STAFF AND TRAIN INTRA AND INTER COMPANY WORK CENTER PERSONNEL
- ESTABLISH MARKET SPECIFIC TABLES
 - LOCAL CALLING AREA
 - NPANXX TABLES
 - OFFER USOC'S AND MARKET SPECIFIC PRICES
 - MARKET SPECIFIC TAXES / EXEMPTIONS

SERVICE READINESS PROCESS

• PHASE 1 (CONT)

- CREATE MARKET SPECIFIC METHODS/PROCEDURES FOR ALL WORK CENTERS TO SUPPORT:
 - MARKET SPECIFIC OFFERS
 - LIFELINE STATUTES AND OFFERS
 - SALES EXECUTION
 - ORDERING / PROVISIONING / REPAIR / MAINTENANCE BETWEEN AT&T AND THE SUPPLIER
 - PUC REPORTING REQUIREMENTS
 - ESTABLISH MARKET GEOGRAPHY / RULES WITH OUTSOURCE VENDORS FOR
 - CREDIT SCREENING
 - PAYMENTS
 - COLLECTIONS
 - PROTOTYPE TRIAL (30 DAYS / 1 BILL CYCLE)
 - SCOPE = 25-50 INTERNAL USERS WITH MANUAL INTERFACES
 - FOCUS = TEST PRE-DETERMINED TEST SCENARIOS
- TEST METHODS AND PROCEDURES WITH 3 SCENARIOS
TEST SYSTEM DEVELOPMENT
ANALYZE WORK CENTER READINESS

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SERVICE READINESS PROCESS

• PHASE 1 (CONT)

- CRITERIA TO MOVE TO PHASE 2

- SUCCESSFUL MANUAL PROCESS FOR PRE-SALES ACTIVITY
- ELECTRONIC INTERFACE COMPLETED FOR PROVISIONING AND FIRM ORDER CONFIRMATION
- CUSTOMER USAGE TRANSFER COMPLETE
- MINIMUM MARKET ENTRY REQUIREMENTS DOCUMENT SIGNED

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SERVICE READINESS PROCESS

• PHASE 2 SERVICE READINESS TEST

- DURATION = 30 DAYS
- SCOPE = 50-100 INTERNAL CUSTOMERS
- FOCUS
 - TEST REAL CUSTOMER SCENARIOS
 - TEST METHODS AND PROCESSES WITH INTERNAL CUSTOMERS
 - TEST SYSTEM DEVELOPMENT WITH INTERNAL CUSTOMERS
 - TEST WORK CENTER SCRIPTS AND TRAINING
- CRITERIA TO MOVE TO PHASE 3
 - ELECTRONIC INTERFACE FOR PROVISIONING, FIRM ORDER CONFIRMATION, PRESALE, S&E AND SERVICE COMPLETION
 - CABS BILLING INTERFACE COMPLETE
 - USAGE INTERFACE 100% ACCURATE
 - METRICS 90% WITHIN SPECIFICATIONS
 - INTERVALS MET 95% ON TIME

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SERVICE READINESS PROCESS

• PHASE 3 MARKET ENTRY RAMP-UP TRIAL

- DURATION = 30 DAYS (1 BILL CYCLE)
- SCOPE = 100 - 1000 EXTERNAL CUSTOMERS IN A SPECIFIC GEOGRAPHICAL AREA
- FOCUS
 - TEST SALES PROCESS
 - TEST SALES HAND-OFF TO WORKCENTERS
 - STRESS SYSTEMS
 - STRESS WORKCENTERS
 - STRESS PROCESSES AND METHODS

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SERVICE READINESS PROCESS

• PHASE 3 (CONT)

- TEST END TO END PROCESS
 - SALES EXECUTION / SUPPORT SYSTEMS
 - ORDERING
 - PROVISIONING
 - MAINTENANCE
 - USAGE RECEIPT AND PROCESSING
 - RATING
 - BILL RENDERING
 - CUSTOMER SERVICING
 - PAYMENT PROCESSING
 - COLLECTIONS
 - JOURNALIZATION
- CRITERIA TO MOVE TO PHASE 4
 - FULL AUTOMATION FOR ALL DATA EXCHANGES
 - ALL METRICS MET
 - INTERVALS MET 98% ON TIME
 - ALL PROCESS AND SYSTEMS FUNCTION AS REQUIRED
 - VOLUMES CAN BE SUPPORTED

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SERVICE READINESS PROCESS

PHASE 0	PHASE 1	PHASE 2	PHASE 3	PHASE 4
	OPERATIONS TRIAL	SRT	MARKET ENTRY	G.A.

DAY 0

DAY 90 DAY 30 DAY 30