



Operations Support Systems (OSS) Interconnection Volume Guidelines

Version 7.0

September 2007

Copyright 2007 AT&T SE
September 2007

Disclaimer

This documentation is for general information purposes only and does not obligate AT&T SE to provide services specifically in the manner described herein and is subject to updated changes. AT&T SE will provide reasonable notification of changes to this documentation through the CLEC Carrier Notification process. Nothing herein shall be deemed to limit or modify any right or obligation of AT&T SE or the user of this documentation.

©2007 AT&T SE

Table of Contents

1. About This Document

- 1.1 Purpose
- 1.2 Intended Audience
- 1.3 Document Summary

2. AT&T SE Volume Guidelines

- 2.1 Annual OSS Transaction Volume Forecast
- 2.2 Forecast Volume Categories
- 2.3 Daily Volume Distribution
- 2.4 Forecasting Special Projects
- 2.5 Management of Backlogs of Data

1. About This Document

1.1 Purpose

The purpose of this document is to provide AT&T SE's Operations Support Systems (OSS) Volume Guidelines. This document does not replace any existing AT&T SE documents relative to Interconnection to AT&T SE's OSS.

The Operations Support Systems (OSS) referenced in this document are:

Electronic Data Interchange (EDI)
Telecommunications Access Gateway Extensible Markup Language (TAG XML)
Local Exchange Navigation System (LENS)

1.2 Intended Audience

The intended audience for this guide is Competitive Local Exchange Carriers (CLECs) who utilize AT&T SE OSSs.

1.3 Document Summary

This section summarizes the changes to this document as it is updated. Corrections of typographical errors, minor re-wording of sentences for clarity, and formatting changes are not included in this summary.

DOCUMENT HISTORY

Version Number	Revision Date	Description of Revision
1.0	April 2004	Initial Document
2.0	July 2004	Revised Document
3.0	September 2004	Revised Document from 8/19/04 Conference Call with CLECs
4.0	November 2004	Revised Document from 10/27/04 Conference Call with CLECs
5.0	February 2005	Revised Document from 1/20/05 Conference Call with CLECs <ul style="list-style-type: none">• Page 2 – Revised Disclaimer• Section 2.3 – Removed reference to hourly/daily volume• Section 2.3 – Clarified reasonable distribution of daily and hourly OSS transactions• Section 2.5 – Added reference to current escalation process for handling backlogs of data• Section 2.6 Impacts to Performance Measurements - Deleted

6.0	August 2006	Revised to include loop make up transactions in the forecast process. <ul style="list-style-type: none"> • Section 2.2-Added verbiage to include loop make up as a transaction in volume projection. • Section 2.2- Added reference link for additional information for loop make up. • Appendix A- Updated forecast template to include separate section for Loop Make-Up transactions.
7.0	September 2007	Update to re-brand document, all sections. Modified Attachment A to change date to 2008

2. AT&T SE Volume Guidelines

2.1 Annual OSS Transaction Volume Forecast

AT&T SE requires volume forecast to be provided on an annual basis by each CLEC. Volume forecast should be submitted to its AT&T SE E-Commerce Account Team Representative. The Volume Forecast should be provided for the upcoming year by November 1 (Example: 2005 Annual Forecast should be provided by November 1, 2004). The AT&T SE OSS Transaction Projection/Forecast Form in Appendix A should be utilized to provide the forecast.

AT&T SE has responsibility for ensuring its systems meet current and future volume needs. The forecast will provide information that will assist AT&T SE with scaling applications appropriately. It will also provide information that can be utilized by AT&T SE to minimize negative impacts from activities of one user to another.

The purpose of the OSS Interconnection Volume Guidelines is to assist in sizing AT&T SE's OSS by understanding the volume of transactions that CLECs may send on a daily and hourly basis. The Guidelines are not intended to stop or delay CLEC orders. In the event that AT&T SE detects a spike in CLEC ordering that will cause the CLEC to exceed the guidelines, AT&T SE may contact the CLEC to determine the cause for the increase and discuss ways in which the increased volume can be handled.

Volume forecast will be treated as proprietary in nature and will only be used for the purposes of OSS performance management.

2.2 Forecast Volume Categories

For purposes of forecast development for EDI/TAG XML users, the following table reflects volume categories based upon average total Pre-Order, Firm Order and Loop Make Up transactions (does not include supplemental transactions). For additional information and details for loop make up transactions, please refer to:

http://wholesale.att.com/reference_library/guides/unedocs/bstlmu.doc

Category	Description
High Volume	501+ Firm Order/Pre Order Transactions Per Day
Medium Volume	101-500 Firm Order/Pre Order Transactions Per Day
Low Volume	<100 Firm Order/Pre Order Transactions Per Day

CLECs in the Low Volume Category do not need to provide an annual forecast.

If a CLEC that falls within the High or Medium Volume category does not provide an annual forecast by November 1 for the upcoming year, AT&T SE will develop a forecast for the CLEC by December 1 (Example: AT&T SE would provide the 2005 Annual Forecast by December 1, 2004). AT&T SE's forecast will be based upon the past twelve (12) month's data. If the CLEC disagrees with the forecast provided by AT&T SE, the CLEC may send AT&T SE a revised forecast no later than December 15.

If a CLEC knows or has reason to believe its volumes may exceed those on their annual forecast, the CLEC should contact their AT&T SE E-Commerce Account Team Representative to advise and provide a revised volume forecast. AT&T SE requires a thirty (30) day advance notice of changes in projected Pre-Order and Firm Ordering volumes.

If the acquisition or merger of one CLEC with another results in the changes of the original forecast provided by the CLECs to AT&T SE, then the impacted CLEC should contact their AT&T SE E-Commerce Account Team Representative to provide a revised volume forecast. Forecasts may be provided for each company Operating Company Number (OCN) or collectively dependent upon the conditions of the merger/acquisition.

2.3 Daily Volume Distribution

If a CLEC chooses to bundle Local Service Requests ("LSRs") and transmit them to AT&T SE simultaneously in a large group, then the following

guidelines should be adhered to in order to ensure that no CLEC's activities negatively impact all CLEC users.

Pre-order transactions that are submitted real-time, as received, will not be subject to these guidelines. These guidelines will apply to any type of pre-order transaction that the CLEC chooses to bundle and not send in real-time as received as well as all order transactions submitted via TAG XML or EDI.

For clarification, LENS is a web-based system that provides CLECs with the capability to submit pre-order and order transactions on a real-time basis. CLECs should submit transactions via LENS following the LENS User Guide and must not use any mechanical process to log into or otherwise utilize the LENS system. Therefore, requirements in this section regarding daily volume transactions do not apply to LENS transactions.

A CLEC's average daily volume should be reasonably distributed as noted below, by OSS, during the time specified in the OSS Hours of Availability Detail by Transaction Type/Group. These OSS hours of availability can be found at http://www.interconnection.AT&T SE.com/oss/oss_hour.html, page 2.

AT&T SE's Pre-Ordering applications support an event driven model which provides for a near real-time experience to CLECs. It is AT&T SE's expectation that CLECs will communicate to AT&T SE by submitting pre-orders real-time as well and not hold or bundle pre-order transactions.

Should any CLEC exercise its capability to bundle pre-orders for any of AT&T SE's OSS, those transactions will be governed by these daily volume guidelines.

AT&T SE designs its OSS to accommodate both the current and projected aggregate demand for all CLECs based on agreed upon forecasts for the current year. Each CLEC should reasonably distribute its daily and hourly OSS transactions in an effort not to exceed the aggregate capacity that AT&T SE's OSS has been sized to support.

2.4 Forecasting Special Projects

Large volumes of Local Service Requests (LSRs) that are not contemplated in the annual forecast that would place extraordinary demand/stresses on AT&T SE OSS and provisioning applications are considered additional volumes. Additional volumes or special projects should be reasonably distributed on a daily and hourly basis, as stated in Section 2.3.

Scheduling of additional volume or special projects, i.e., those transactions which would cause a CLEC to exceed a reasonable distribution of its daily and hourly volume should be coordinated and scheduled through the AT&T SE E-Commerce Account Team (“ECAT”). For example, if a CLEC anticipates that it will have bulk migrations or batch hot cuts that may cause its hourly volume distribution to exceed the requirements of such guidelines, the CLEC should contact the ECAT to advise and work together to schedule such transactions.

Transactions submitted on behalf of the CLEC by AT&T SE are not included in the CLEC’s Daily Volume Distribution as stated in Section 2.3. Transactions submitted on behalf of the CLEC by a Vendor/Service Bureau are included in the Daily Volume Distribution as stated in Section 2.3. CLECs agree to work with their Vendor/Service Bureau to ensure the requirements of the OSS Volume Guidelines are met.

2.5 Management of Backlogs of Data

If a CLEC finds it needs to send a backlog of data (CLEC hardware failure, vendor outages, weekend maintenance, etc.), the CLEC should send its transactions following the daily volume distribution guidelines in Section 2.3.

If a CLEC needs to submit orders for processing that may exceed these guidelines, the CLEC should contact its AT&T SE E-Commerce Account Team (ECAT) Representative to advise and work together on scheduling these transactions. The CLEC should provide its ECAT representative with a proposal containing the CLECs preferred method for handling the backlog (number of orders per hour, hours during which the backlog will be sent, etc).

Given the importance of timely order processing to CLEC’s ability to do business, AT&T SE will work with the CLEC to schedule these transactions as expeditiously as possible.

The response from AT&T SE will include either:

- 1) Acceptance of the CLECs preferred method of sending the backlog (number of orders per hour, hours during which the backlog will be sent, etc.) or
- 2) Rejection of the CLEC’s preferred method of sending the backlog and a detailed description of AT&T SE’s preferred method of receiving the backlog (number of orders per hour, hours during which the backlog will be sent, etc).

For AT&T SE system outages, CLECs are notified via the System Outage Notification Process. Should a backlog of data be created as a result of a AT&T SE system outage, AT&T SE will contact and work with the CLEC to schedule the transactions as expeditiously as possible. Current E-Commerce Account Team escalation procedures should be followed if necessary.

Backlogs created as a result of a Release will be managed in accordance with current release management practices. These practices incorporate an expectation of increased volume once the applications become available.

2008 AT&T SE OSS Transaction Projection/Forecast

<u>Competitive Local Exchange Carrier (CLEC) Name:</u>					<u>Company Code(s), OCNs or Trading Partner IDs:</u>				
<u>PRE-ORDER</u>									
<u>Total Volumes</u>		<u>Total Transaction* Projection /Forecast Jan-Dec.</u>			<u>Expected High Volume Month</u>		<u>Avg. Daily Volume</u>		<u>Peak Hourly Volume (Typical Day)</u>
OSS	EDI								
	Tag XML								
EXAMPLE For Total Pre-Order Transaction Forecast Number of pre-order transactions per month x 12 months (Jan-Dec) = Total number of pre-order transactions 40,000 per month x 12 months = 480,000 total Note: Example also applies to firm order & loop make-up transactions									
<u>Firm Order</u>									
<u>Total Volumes</u>		<u>Total Transaction* Projection /Forecast Jan-Dec.</u>			<u>Expected High Volume Month</u>		<u>Avg. Daily Volume</u>		<u>Peak Hourly Volume (Typical Day)</u>
OSS	EDI								
	Tag XML								
<u>Loop Make Up</u>									
<u>Total Volumes</u>		<u>Total Transaction* Projection /Forecast Jan-Dec.</u>			<u>Expected High Volume Month</u>		<u>Avg. Daily Volume</u>		<u>Peak Hourly Volume (Typical Day)</u>
OSS	EDI								
	Tag XML								
<u>Primary Contact</u>									
<u>Name:</u>									
<u>Tel. Number</u>									
<u>E-Mail Address</u>									
*A transaction is defined as initial firm orders (not supplemental orders) and pre-order queries.									