BellSouth Interconnection Services
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Atlanta, Georgia 30375

Carrier Notification
SN91083476

Date: November 20, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – Information on Deployment of "eRepair" - Maintenance and Repair Interface

BellSouth will deploy a new Web-based (man-to-machine) Maintenance and Repair (M&R) interface called "eRepair" for use by its retail Large Business and Network Service Provider (NSP) customers. This eRepair interface is scheduled for production on December 2, 2002.

The eRepair interface is designed to process trouble reports on circuits billed through the BellSouth Customer Record Information System (CRIS) billing system. Therefore, in its current state, eRepair cannot process trouble reports for products billed in the Carrier Access Billing System (CABS), e.g., Unbundled Network Elements (UNE). The existing CLEC M&R systems process trouble reports for both CRIS and CABs billed products.

The M&R functionality currently available to the CLEC community via existing man-to-machine interfaces - Trouble Analysis Facilitation Interface (TAFI) and Circuit Provisioning Status System Trouble Administration (CPSS-TA) - provide superior trouble ticket processing. For example, the CLEC using TAFI has real-time interactive access to the various back end Operation Support Systems (OSS) necessary to execute full testing and diagnostic functionality. TAFI will either resolve the problem to the CLEC's end user satisfaction or route the report to the appropriate BellSouth resource for resolution. For trouble reports on designed services, CPSS-TA mirrors the functionality available with eRepair. By contrast, the eRepair methodology for processing a non-designed trouble report is to gather pertinent information on the Web site and then send the data to a BellSouth Maintenance Administrator (MA) via an E-mail message. The MA will then manually process the report.

However, the eRepair system offers two functions that may be of interest to the CLEC community:

(1) The system can provide a daily report showing the current status of all open tickets.

(2) The BellSouth Web-based interface is written to the eRepair Application Programming Interface (API). CLECs may choose to develop their own user interface to the eRepair API or utilize BellSouth's.

Note: The eRepair API is a BellSouth proprietary interface and does not support the American National Standards Institute (ANSI) standards employed by the Electronic Communications Trouble Administration (ECTA) interface.

The planning process to enhance the handling of non-designed trouble reports along with including CABS billed products has begun. Should your company be interested in participating in a future version of eRepair, please contact your BellSouth Electronic Commerce Account Team Representative.

Sincerely,

ORIGINAL SIGNED BY JERRY HENDRIX

Jerry Hendrix – Assistant Vice President
BellSouth Interconnection Services

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