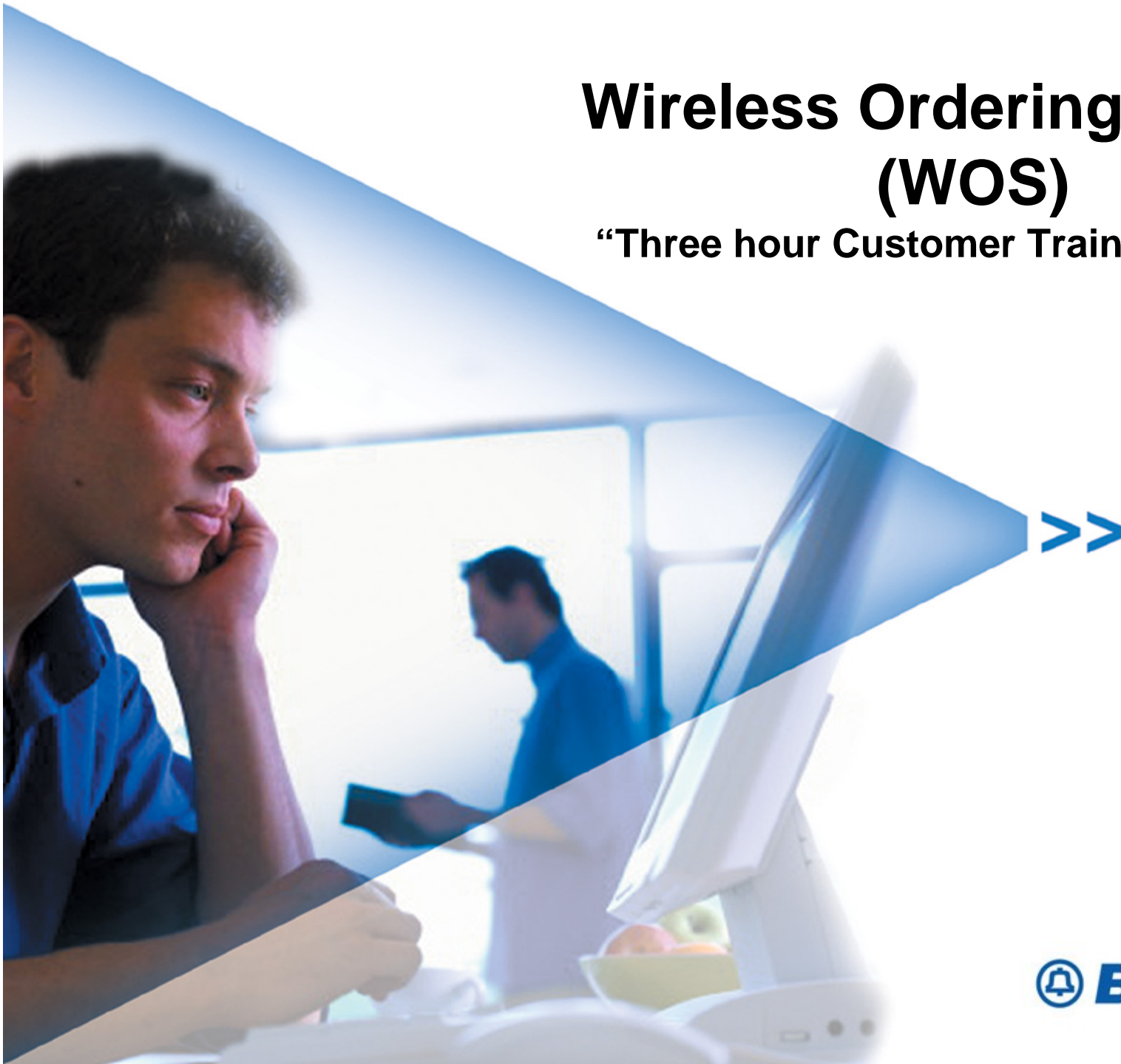


Wireless Ordering System (WOS)

“Three hour Customer Training Module”





Agenda

<u>Training Event</u>	<u>Time</u>
WOS Planned Rollout Schedule	5 minutes
Overview of WOS web based system Intended audience..... what services are addressed which are not..... Minimal PC/system requirements	15 minutes
Profile to get started..... “not just another password”	15 minutes
Building Templates Suggested template planning ideas Ways to speed order entry	30 minutes
Health Break	10 minutes
Pre-Order functions to perform	15 minutes
Entering your first Wireless Service Request (WSR)	45 minutes
Health Break	10 minutes
Project Entry..... finally an electronic way to communicate	20 minutes
Reports	10 minutes
FAQs	30 minutes

Interconnection Services - Microsoft Internet Explorer provided by BellSouth

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Web Application Links

- > [BIRT](#) BellSouth Interface Registration Tool
- > [CAFE](#) Common Access Front End
- > [CLEC Sales Referral Tool](#)
- > [Collocation e-Application](#)
- > [CPSS](#) Circuit Provisioning Status System
- > [CPSS-TA](#) Circuit Provisioning Status System - Trouble Administration
- > [CSOTS](#) CLEC Service Order Tracking System
- > [ICE](#) Interconnection CLEC Enabler
- > [LENS](#) Local Exchange Navigation System
- > [Payphone Store](#)
- > [PMAP](#) Performance Measurement and Analysis Platform
- > [SOEG](#) Service Order Entry Gateway
- > [WOS](#) Wireless Ordering System

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SEARCH

Have a question? Need help? You can find most anything you need:

- > [Answers to common QUESTIONS](#) ([How do I do this?](#))
- > [Information about CLARIFICATIONS](#) ([How do I do this?](#))
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Enter your search question here [Find it](#)

Example 1: What is BellSouth Lightgate service?
Example 2: Explain a Clarification 8940.
Example 3: Reason for Clarification?

[Help](#)

Tools

Local Ordering Handbook (LOH) Search Tool Select criteria specific to your LSR to view product-specific results in a single HTML page.

Order Form Selection Tool Supply the criteria specific to your service request to access optional and required forms for your product-specific order.

FAQs Answer questions most frequently asked by wholesale customers. Click on

**Terminate DS1s directly onto an OC12...
 SMARTRing Multiplexer or node OC48...
 or OC192**

ICS Highlights

M & A Process
[Mergers and Acquisitions Process](#)

Common Error and Clarification Guides
[For Local Customers](#)
[For Access Customers](#)

Issue Resolution Guides
[For Local Customers](#)
[For Access Customers](#)
[For Wireless Customers](#)

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- > [Industrial Voice Mail](#)
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WOS Planned Implementation Schedule

Date	State(s)	Services	Comments
October 11, 2004	GA only	Prem- Prem Only	
October 25, 2004	All States	Prem-Prem Only	
December 6, 2004	All States	All Services	1 st launch will not include Projects or Trunks...



Overview of WOS web based system

- ✓ **Minimum PC/system requirements**
- ✓ **Information Flow Chart**
- ✓ **Products & Services (In-scope and Out-of-Scope)**



PC/System Requirements

- ✓ **Windows 98 Second Edition or higher**



- ✓ **Internet Explorer 5.0 or higher**



- ✓ **Internet connection**

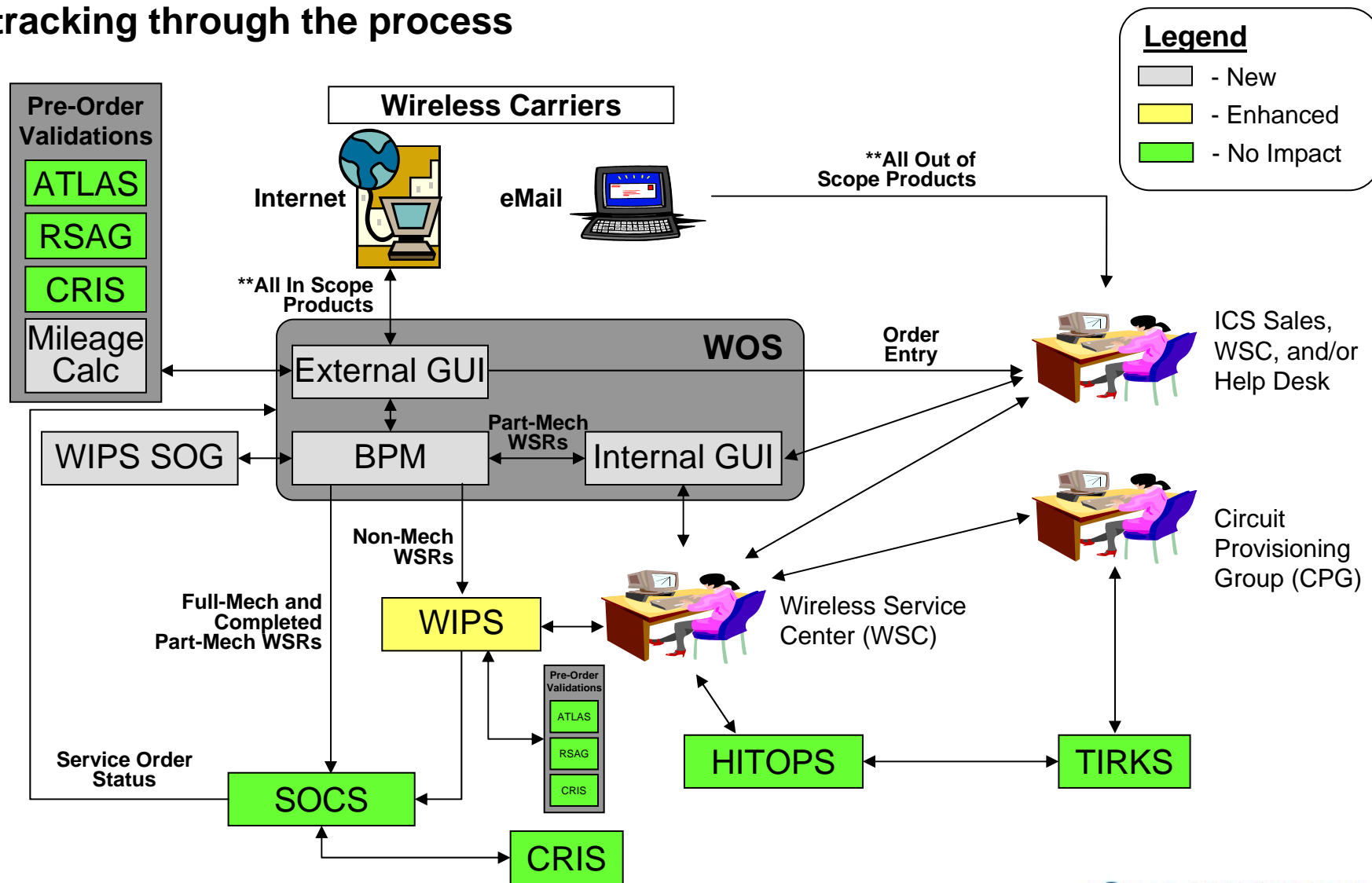
- ✓ **Dial-up**

- ✓ **Broadband**



To-Be WOS Environment, (7-9-2004)

The future environment will leverage a web based GUI for WSR entry and tracking through the process





Products/Services utilizing WOS

Product	Order Vol.	Level of Mechanization by Activity						SOCS Feedback Available
		New	C-Add	Change to Existing			Disconnect	
				CFA Roll	Part. Disc.	Other		
Prem to Prem	27%	Full Mech **	Full Mech **	Part Mech	Part Mech *	Order Entry	Full Mech ***	Yes
	17%	Part Mech	Part Mech				Part Mech	
DS1	18%	Part Mech	Part Mech	Part Mech	Part Mech *	Order Entry	Full Mech ***	Yes
							Part Mech	
Type 2A/2B Trunks	18%	Part Mech	Part Mech	Part Mech	Part Mech *	Order Entry	Full Mech ***	Yes
							Part Mech	
Type 2C Trunks	4%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
Type 2D Trunks	< 1%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
Type 1 Trunks	3%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
MSP Trunks	2%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
Listing Only	< 1%	Fall to WIPS	Fall to WIPS	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
DS3 Lightgate	2%	Order Entry	Order Entry	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
DS3 Smartring	1%	Order Entry	Order Entry	Not Applicable	Order Entry *	Order Entry	Order Entry *	Yes
Ded. NXX & Guide Acts.	5%	Product Out of Scope						
SmartRing (Ring)	1%	Product Out of Scope						
SS7 Links (SWC)	1%	Product Out of Scope						
MSP Lines (Paging)	< 1%	Product Out of Scope						
RCC 800 Service	< 1%	Product Out of Scope						
RT Circuits (Paging)	< 1%	Product Out of Scope						

* Disconnect Mechanization Scope Will be Defined by WIPS Service Order Generation Capabilities

** Full Mechanization for Prem to Prem Orders is Only Capable when Five Criteria are Met

*** Full Mechanization for Disconnects is Only Capable if a Term Agreement is not in Place

Private/Proprietary: No disclosure outside BellSouth except by written agreement.

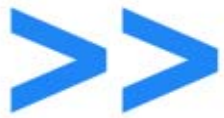


Building your Profile

Items Needed:

- 1) Name (Last Name, First Name)
- 2) Complete Mailing Address to include Rm/Suite/etc...
- 3) Office Phone Number
- 4) Email address
- 5) Supervisor Contact Information (same as items 1-4 above)
- 6) Region responsible for (ie. FL and GA, or all ABCD = ZWC) By state or ZWC
- 7) Username 6-10 characters in length
- 8) Mothers Maiden needed for password reset
- 9) Default password





Building Templates

✓ Suggested template planning ideas

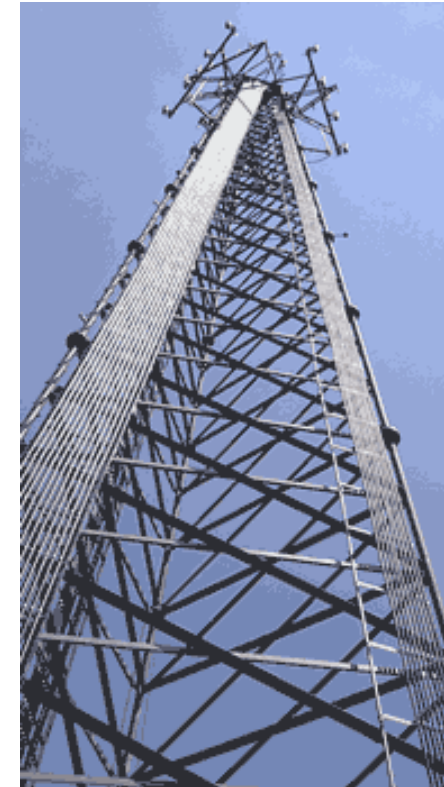


✓ Ways to speed order entry using templates



>> Templates

- ✓ **Decide your primary method of order entry:**
 - ✓ **MTSO (Mobile Telephone Switching Office)**
 - ✓ **Geographic Location (FL, NC, KY, etc....)**
 - ✓ **City**
 - ✓ **Type of Service**
- ✓ **Decide how detailed your template will be:**
 - ✓ **Only include info for circuit location A**
 - ✓ **Only include info for billing profile**
 - ✓ **Only include administrative information**





Using Templates for Speed/Accuracy

- ✓ Use an existing WSR via PON to create a new template for repeat use
- ✓ Create a template for each MTSO you serve with all info except circuit location B data
- ✓ Create a template for each billing scenario you use
 - ✓ By state
 - ✓ By DI sort code
- ✓ Create a template for each service, prem-prem, disconnects, etc....
- ✓ Edit your templates to avoid re-keying all data fields



>> **Break – Be Back in 10 minutes....**



>> Login Page

A new URL called <https://wos.bellsouth.com> will be created for users to login to the Wireless Ordering System.

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BELLSOUTH *Wireless Ordering System*

Login

Enter your user name and password below. If you are a first time user, then please [click here](#) to find out how to obtain a Wireless Ordering System user name and password.

User Name:

Password:

log in

[Forgot Your Password?](#)

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Request Access to the System.

Unique Sign On Information for Each User

Reset a Lost or Forgotten Password

>> WOS Main Menu

The Main Menu provides each user a quick view into those WSRs currently in process, and the ability to quickly get more details.

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WSR PreOrder Reports User Admin

Welcome, WIRE0001 3/21/2004

Submitted WSRs

ZWC	PON	Order #	Status	D/Sent	D/Feedback
KAHC	TEST-ORDER-0001	N00YQVR6	Confirmation	2004-03-12	2004-03-12

[View WSR](#) | [View Feedback](#) | [View SO](#) | [View Change History](#)

Company Information

The following information may be customized based on User Profile:

Company Name: BELLSOUTH
ZWC: KAHC

[change zwc](#)

Submitted Projects and Corresponding WSRs

ZWC	Project ID	Project Type	D/Sent	PON	Order #	Status	D/Sent	D/Feedback
-----	------------	--------------	--------	-----	---------	--------	--------	------------

[View WSR List](#) | [View Project](#)

[View WSR](#) | [View Feedback](#) | [View SO](#) | [View Change History](#)

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“One Click” System Navigation

Switch Between Available ZWCs

Quick View of Recently Submitted WSRs

Quick View of Recently Submitted Project Packages



Create Wireless Service Request

The Wireless Ordering System allows for the submission of a wide variety of Wireless Service Request types.

The screenshot shows the 'Wireless Ordering System' interface. At the top, there is a navigation bar with 'logoff | main menu' and the BellSouth logo. Below this is a sub-header 'Wireless Ordering System' with a tagline 'World-Class Performance, Proven Predictability'. A menu bar contains 'WSR', 'PreOrder', 'Reports', and 'User Admin'. The main content area is titled 'WSR Options' and contains two sections: 'Create WSR' and 'Copy from a Template'. The 'Create WSR' section has a 'next' button and several input fields: 'ACTIVITY TYPE' (set to 'New'), 'TRUNK TYPE' (set to 'N/A'), 'SERVICE REQUEST TYPE' (set to 'Prem-to-Prem Megalink'), 'QUANTITY OF CIRCUITS', and 'QUANTITY OF TRUNKS'. A large text area for 'REMARKS - PROVIDE SUMMARY OF REQUESTED CHANGE' is also present. The 'Copy from a Template' section has a 'next' button and a 'TEMPLATE NAME' dropdown menu set to 'Check Template'. A copyright notice at the bottom reads '© 2004 BellSouth Corp. All Rights Reserved. Legal Notices & Privacy Policy'.

Choose an Activity Type

Choose the Type of Service Request and Number of Circuits

Add Remarks to the Request

Start from a Preexisting Template



Submit Wireless Service Request

Based on the type of request being created, a form is provided to capture user information.

Wireless Ordering System
logoff | main menu
World-Class Performance, Proven Predictability

WSR | PreOrder | Reports | User Admin

GENERAL | LOC A | LOC B | BILLING | SUBMIT

Wireless Service Request

Section A: General Information

Date: Mar 21, 2004 1:16:54 PM
Quantity of Circuits: 2
Service Type: [Dropdown]
Other Options for Circuits:
Ckt 1: [Dropdown] Ckt 2: [Dropdown]
Ckt 3: [Dropdown] Ckt 4: [Dropdown]

Originator Information

PON: [Text] RPON: [Text]
Originator First Name: [Text] Originator Last Name: [Text] Telephone Number: [Text]
EMAIL ADDRESS: [Text]

Administrative Information

Customer Name (Wireless Carrier): [Text] ZWC: [Text] KAHC: [Text]
Type of Carrier: [CMC] [SMR] [Part 80] [ESMR] [RCC] [PCP] [PCS]
ACT: [NEW] Account Number: [Text]
Circuit Number 1: [Text] Circuit Number 2: [Text]
Circuit Number 3: [Text] Circuit Number 4: [Text]
Remarks - Provide a Summary of Requested Change: [Text Area]
Expedite: [NO] Willing to Pay Expedite Charges?: [Text] Desired Due Date: [Text]
Reason for Expedite Request: [Text Area]

back to top [save wsr] next

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Clearly Defined Process Through Form Completion

Dropdowns Make Form Population More Efficient

User Information will be Pre-Populated to Limit Typing

WSRs Can be Saved at Any Point for Completion at a Later Date



Submit Wireless Service Request

Form validations ensure that the information captured is relevant and complete for the type of request being submitted.

Wireless Service Request

SERVICE TYPE field is required.
OPTIONS FOR CIRCUIT 1 field is required when the QUANTITY OF CIRCUITS field is '1', '2', '3', or '4'.
OPTIONS FOR CIRCUIT 2 field is required when the QUANTITY OF CIRCUITS field is '2', '3', or '4'.
PON field is required.
ORIGINATOR FIRST NAME field is required.
ORIGINATOR LAST NAME field is required.
ORIGINATOR TELEPHONE (AREA CODE) field is required.
ORIGINATOR TELEPHONE (EXCHANGE) field is required.
ORIGINATOR TELEPHONE (NUMBER) field is required.
ORIGINATOR EMAIL ADDRESS field is required.
At least one option must be selected for CARRIER TYPE.
DUE DATE must not fall before today.

Section A: General Information

Date: Mar 21, 2004 1:17:53 f Quantity of Circuits: 2 Service Type: [dropdown]
Other Options for Circuits: Ckt 1 [dropdown] Ckt 2 [dropdown]
Ckt 3 [dropdown] Ckt 4 [dropdown]

Originator Information

PON [input] RPON [input]
Originator First Name [input] Originator Last Name [input] Telephone Number [input]-[input]-[input]
EMAIL ADDRESS [input]

Administrative Information

Customer Name (Wireless Carrier) [input] ZWC: KAHC
Type of Carrier: CMC SMR Part 80 ESMR
 RCC PCP PCS
ACT: NEW Account Number: [input]-[input]-[input]
Circuit Number 1 [input] Circuit Number 2 [input]
Circuit Number 3 [input] Circuit Number 4 [input]
Remarks - Provide a Summary of Requested Change
[text area]

Forms Cannot be Passed until Field Validation is Successful

Form Issues are Displayed at the Top of the Form

Invalid Fields are Highlighted in Red



Pre-Order Services Available via WOS

✓ **Address Validation**

- ✓ Uses Regional Street Address Guide (RSAG)
- ✓ Validates down to an E911 addressable service level

✓ **CFA Validation**

- ✓ Searches for busy or spare CFAs
- ✓ Searches with minimal search criteria



Pre-Order Address Validation

The Wireless Ordering System allows for users to validate addresses against BellSouth systems before placing an order.

Validate Based on the Site Address

Validate Based on the Telephone Number

>> Pre-Order Address Validation

The Pre-Order Validation form will allow for users to verify that an address is valid.

ValidateAddress

Enter the following Address Information:

Valid Address 0000 COMPLETED SUCCESSFULLY

675 W PEACHTREE ST NE
ATLANTA GA 30308
SUIT CONOURSE

NPA:404 TTA:892
CLLI:ATLNGAPP

Working (404) 927-1705
Working (404) 927-9726
Working (404) 927-9727
Working (404) 927-9725

STREET NUMBER [675] SUFFIX []
DIR-PREFIX [W] STREET NAME [PEACHTREE] T/F [ST] DIR-SUFFIX [NE]
UNIT [SUIT] [CONOURSE] ELEVATION [] STRUCTURE []
CITY [ATLANTA] STATE [GA] ZIP [30308]
DESCRIPTIVE ADDRESS [BELLSOUTH CENTER]
ROUTE [] BOX []
TEL NO [404] - [927] - [1705]

[Validate](#) | [Reset](#)

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Information from BellSouth Systems is Returned to the User

The Form is Completed Based on Information Returned

>> CFA Validation

The CFA Validation form will allow users to verify that a CFA is valid.

Wireless Ordering System: CFA Validation - Microsoft Internet Explorer provided by BellSouth

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WSR PreOrder Reports User Admin

ValidateCFA

Enter the following CFA Information:

NOTE: Ability to perform CFA validations does not take ownership into consideration. Please verify that you have permissions to utilize the CFA.

CFA Facility Design Facility Type Channel From Channel To

CLLI A CLLI B

Status:

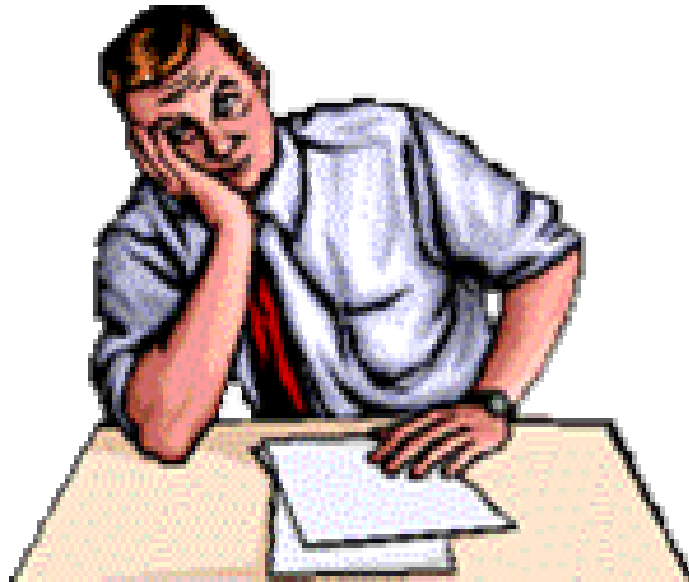
[Validate](#) | [Reset](#)

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Search criteria for CFA location

Data from BellSouth records as to status, busy, pending, etc...

>> **Break – Be Back in 10 minutes....**



>> Project Entry

Prem - Project Scope and Billing - Microsoft Internet Explorer provided by BellSouth

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WSR PreOrder Reports User Admin

SCOPE & BILLING | GENERAL | CIRCUIT | SUBMIT

Wireless Service Request

Scope & Definition

PON Activity Type Service Request Type

DS1 Services and Quantities:

- Megalink
- Wireless DS1
- Megalink Channel Service
- Megalink Light

DS0 (Trunks) Services and Quantities:

- Type 2A SS7
- Type 2A MF
- Type 2B SS7
- Type 2B MF
- N/A

Megalink Channel Service Options

- VUM24
- VUM48
- VUM96
- Other USOC

Basic Overview of Project

Customer Billing Information

>> Detailed Reporting

Users will be provided the capability to run detailed reports in the Wireless Ordering System.

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WSR PreOrder Reports User Admin

Detail Report Criteria

Select from the following criteria:

Saved Queries

OPEN QUERY [Delete Selected Query](#)

Date Selection

DATE FIELD TO SEARCH Sent Date FROM DATE / / TO DATE / /

Selection Criteria

USER ID PROJECT ID PON ZWC CODE BMIA
ZAHC
ZHMC

TRUNK TYPE SERVICE REQUEST TYPE

STATUS ACTIVITY TYPE

SORT BY D/Sent INCLUDE PROJECT ORDERS? Yes

[Create Report](#) | [Save Query As](#) [Download Report](#)

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Execute Report Based on Previously Saved Query

Refine Search Criteria

Download Report to an Excel File



Detailed Reporting

Detailed reports will provide high level information on WSRs, but will allow for drill down capabilities to view more information.

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WSR PreOrder Reports User Admin

Detail Report Search Results Company= 03/12/2004

ZWC	PON	ORDER #	SERVICE REQUEST TYPE	TRUNK TYPE	ACTIVITY TYPE	QTY OF CIRCUITS	QTY OF TRUNKS	PROJECT ID	D/SENT	D/ FEEDBACK	DDD	USER ID	STATUS
BMI	972797N2290	N5JD0197	Prem-to-Prem Megalink	Type 2A	Change to Existing - CFA Roll	32	4	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED
BMI	773065N1264	NXX9M945	Wireless DS1	Type 2B	New	0	0	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED
BMI	972797N2290	N5JD0197	Prem-to-Prem Megalink	Type 2A	Change to Existing - CFA Roll	32	4	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED
BMI	773065N1264	NXX9M945	Wireless DS1	Type 2B	New	0	0	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED
BMI	972797N2290	N5JD0197	Prem-to-Prem Megalink	Type 2A	Change to Existing - CFA Roll	32	4	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED
BMI	773165N1264	NXX9M945	Wireless DS1	Type 2B	New	0	0	---	03/05/2004	03/06/2004	03/08/2004	WOS9382	SUBMITTED

[Return to Detail Report Criteria](#)

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Drill Down for Additional Details on Specific WSRs

Execute a New Report

>> FAQs

WOS - FAQ - Microsoft Internet Explorer provided by BellSouth

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BELLSOUTH **Wireless Ordering System** > World-Class Performance, Proven Predictability

WSR PreOrder Reports User Admin

Frequently Asked Questions

Link to a section: [General](#) | [System Requirements](#) | [Supplementing a WSR](#)

General

Question	Answer
> What is the telephone number for the EC Support Group?	The EC Support Group, located in Birmingham, may be reached at 888-462-8030.

System Requirements

Question	Answer
> What are the minimum browser requirements?	Internet Explorer 5.0 or greater.
> How can I maximize my viewing experience with the Wireless Ordering System.	Try setting your computer screen resolution to 1024x768 pixels. This may be done by right clicking on your desktop and selecting the "Properties" option, then the "Settings" tab.

Supplementing a WSR

Question	Answer
> When I delete a saved SUP on a WSR, the changes I made are still there. What happened?	Added or changed data will remain in the WSR forms in the Wireless Ordering System. Any changes made will not be processed unless an additional SUP is sent. In this case, the order can still be modified to add or remove any appropriate changes.

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Questions?



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