

Software Vendor Process

Overview

By

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Software Vendor Process Team



Software Vendor Process

- Purpose
- Objectives
- Vendor Categories
- Components
- Process Flow
- Benefits
- Next Steps

Software Vendor Process

Purpose

What...

- Develop and formalize process to support the growing community of software vendors
- Develop certification plan for vendors

Why...

- Respond to demand for supporting service bureaus/service providers
- Determine and implement “best use” of AT&T resources
- Assist CLEC and WSP* community with “certified vendors”
- Facilitate expert support in OSS vendor community

* Vendor software that supports electronic ordering for landline-to-wireless WLNP porting for WSPs can be certified under the SVP process. No other wireless orders are supported in this program. More information on WLNP can be found at

http://wholesale.att.com/products_and_services/wireless/wlnp/index.html

Software Vendor Process Objectives

To formalize software vendor process

- To develop relationships with software vendors
- Provide equitable treatment
- Set expectations
- To establish implementation and production support for software vendors

To identify and categorize software vendors

- Four categories supported by AT&T SVP:
 - Front-office software providers
 - System Integrators
 - Service Bureau
 - Service Provider

To provide resources to support software vendor process

To establish a formal Vendor Agreement between vendors and AT&T

Software Vendor Process

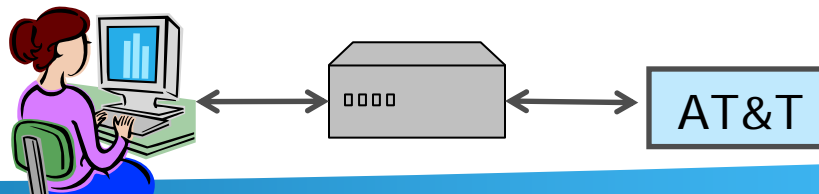
Vendor Categories Supported by AT&T SVP

Front-office software provider - Provides GUI and applications that allow CLECs and WSPs to *electronically* input requests to AT&T and/or other LECs or Carriers such as IXC or ISPs. A letter of Authorization is required for each CLEC/WSP represented.

If provider wishes to act as CLEC's/WSP's representative, a letter of Agency must be submitted for each CLEC/WSP represented.

- Testing Supported (Certification—connectivity, application, end-to-end and validity, CAVE)
- Implementation and release upgrades facilitated
- Connectivity testing facilitated (DUF, NDM, Operator Services, etc.)
- Access to Customer Guides, Carrier Notifications, Mapping information, and CLEC/WSP Requirements documentation
- Change Control

CLEC GUI and Server

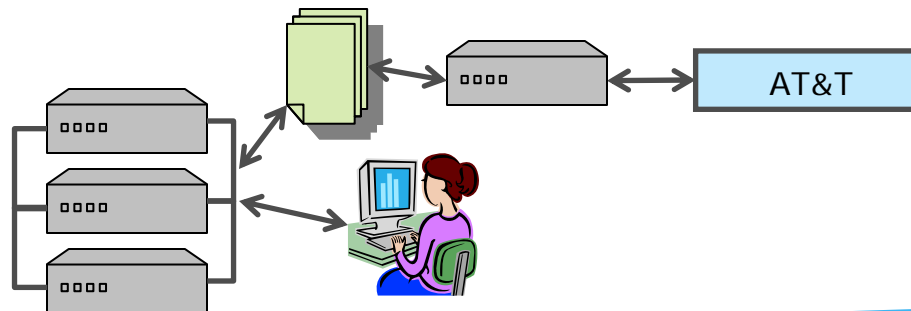


Software Vendor Process

Vendor Categories Supported by AT&T SVP, continued

System integrator - Customizes access to multiple applications using software from various providers; manages installation of *electronic interfaces*. A letter of Authorization is required for each CLEC/WSP represented. If provider wishes to act as CLEC's/WSP's representative, a letter of Agency must be submitted for each CLEC/WSP represented.

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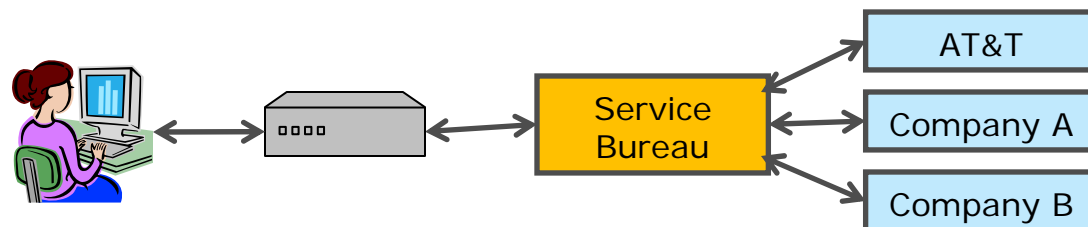


Software Vendor Process

Vendor Categories Supported by AT&T SVP, continued

Service Bureau - Provides OSS that allows CLEC/WSP to use single GUI platform to access multiple applications and other Carriers. Requests are generically sent to service bureau location and routed *electronically by service bureau to various ILECs, IXCs, etc. for processing. In this arrangement, each CLEC/WSP has individual credentials in AT&T interfaces. Either CLEC/WSP or Service Bureau can communicate with AT&T on technical or business issues. All Service Bureaus must have a Letter of Authorization and a Letter of Agency for each CLEC/WSP represented.*

- Testing Supported (Certification—connectivity, application, end-to-end and validity, CAVE)
- Implementation and release upgrades facilitated
- Connectivity testing facilitated (DUF, NDM, Operator Services, etc.)
- Service Bureau required to have Help Desk
- CLEC/WSP calls should go to Service Bureau first
- CLEC/WSP may call LSC or BRSC in reference to LSR or maintenance issue
- Service Bureau Help Desk ok to call the ISC Call Center, LSC, BRSC, etc. on behalf of CLEC
- Access to Customer Guides, Carrier Notifications, Mapping information, and CLEC Requirements documentation
- Change Control



Software Vendor Process

Vendor Categories Supported by AT&T SVP, continued

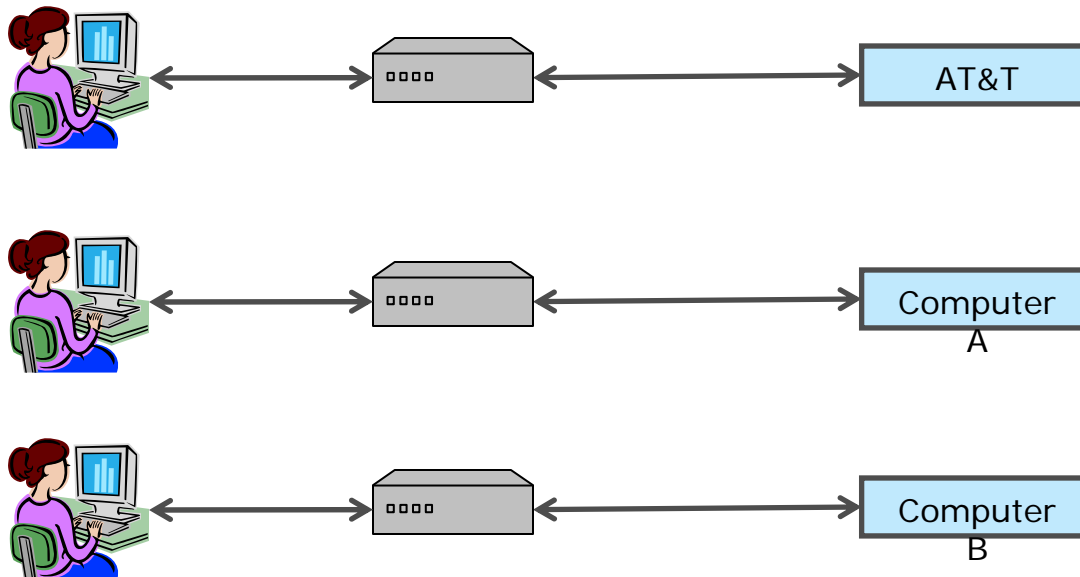
Service Provider - Provides web-site browser access to application that allows CLEC/WSP to use single GUI platform to access multiple applications and other Carriers. Requests are generically sent to service provider location and routed *electronically by service provider to various ILECs, IXC's, etc. for processing.* CLEC/WSP still has access to database files for reporting, billing, etc., but may not be required to buy or maintain any on-site hardware/software. In this arrangement, the Service Provider may serve multiple CLECs/WSPs, but will have only one set of credentials in BellSouth interfaces. The Service Provider would communicate with AT&T on technical, operational or business issues. All Service Providers must have a Letter of Authorization *and a Letter of Agency* for each CLEC/WSP represented.

- Testing Supported (Certification—connectivity, application, end-to-end and validity, CAVE)
- Implementation and release upgrades facilitated
- Connectivity testing facilitated (DUF, NDM, Operator Services, etc.)
- Service Provider required to have Help Desk
- CLEC/WSP required to call Service Provider
- Calls to LSC about LSRs or to the ISC Call Center about interface problems will only be accepted from Service Provider (listed as Initiator on LSR)
- CLEC/WSP may call BRSC in reference to maintenance issue
- Service Provider Help Desk calls the ISC Call Center, LSC, BRSC, etc.
- Access to Customer Guides, Carrier Notifications, Mapping information, and CLEC/WSP Requirements documentation
- Change Control

Software Vendor Process

Vendor Categories Supported by AT&T SVP, continued

Illustration: Service Provider



Software Vendor Process Components

- Vendor Category Identification
- Vendor Agreements
- Certification Plan
- Vendor Training
- Relationship Profile
- Implementation Procedures
- Production Support
- Release/Hardware/Software Upgrades Support
- Communications Plans
- Change Control

Software Vendor Process Benefits

To Vendors

- Allow vendors to establish interface to AT&T for “certification testing”
- Implementation, certification, and on-going support
- Vendor advocate; facilitate issue resolution
- Handle technical and business questions during development
- Access to AT&T Electronic Interface documentation
- Release Management support
- Change management support
- Allows vendors to deploy software of a AT&T frozen industry map to CLECs/WSPs based on Vendor’s certification status and AT&T’s policy on Retirement of Software Versions of Interfaces

Software Vendor Process

Benefits, continued

To CLECs/WSPs

- Reduced testing requirements (no application & validity testing)
- Faster electronic interface implementations (1 week instead of 5-6 weeks)
- Improved accuracy in electronic orders
- Pre-tested and certified vendor software
- Reduced CLEC/WSP resources needed for implementation and testing
- AT&T Certified Vendors List available

To AT&T

- Increase volume of electronically processed orders
- Improve accuracy on electronic orders
- Reduce number of calls to LSC
- Reduce number of TAG releases supported
- Reduce number of resources needed to support CLEC/WSP testing
- Help manage traffic/requests for CAVE slots

Software Vendor Process

Next Steps

- If you are a software vendor fitting any or several of the categories listed, and
 - CLECs/WSPs in AT&T region use your software
 - CLECs/WSPs in AT&T region use you as a service bureau or service provider
 - CLECs/WSPs you service in other regions plan to operate in AT&T region
 - You want to sell your software products/services in AT&T region
- Contact the AT&T Software Vendor Process (SVP) Team!
 - **svp@att.com**
 - Negotiate Vendor Agreement
 - Obtain SVP Team resources
 - Develop Implementation and Certification Plan
 - *Certify Software or Electronic Interface*
 - Turn up CLECs/WSPs!