
BellSouth Telecommunications, Inc.

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Atlanta, Georgia 30375

**Carrier Notification
SN91087054**

Date: March 28, 2007

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Documentation/Guides) – Proposed Modifications to the AT&T CLEC User Forum Guidelines

Attached is the proposed revised AT&T CLEC User Forum (CUF) Guidelines and Non-OSS Change Management Process document. The following changes, noted using revision marks, were made to reflect the proposed procedures and practices:

- Changed references from AT&T 13-State to AT&T 22-State, to reflect the integration of the former BellSouth user forum.
- Removed the prioritization of issues as a responsibility of the Executive Steering Committee (ESC).
- Removed the statement that the CUF meetings are held alternately between the AT&T Midwest and AT&T Southwest regions every six months.
- Removed the restriction that the CLEC Chair/Co-Chair attends the meetings in person.
- Re-designed the CUF Issue Submission Form to look more like an actual form, and deleted the request for cell phone and fax numbers since they are not required.

This revised document is scheduled to be discussed on April 4, 2007, during the CUF meeting. Please review the changes prior to the meeting. CLECs may submit comments on these modifications to the CUF mailbox at attcuf@att.com through April 13, 2007. A final version of the document will be issued after the April meeting.

Questions or comments should be directed to the CLEC User Forum mailbox at attcuf@att.com.

Sincerely,

ORIGINAL SIGNED BY KRISTEN E. SHORE

Kristen E. Shore – Director
BellSouth Telecommunications Inc. d/b/a AT&T Southeast

Attachment

Appendix J

AT&T ~~13~~22-State CLEC User Forum Guidelines and Non-OSS Change Management Process

I. PURPOSE/FOCUS

The AT&T ~~13~~22-State CLEC User Forum ("CUF") will provide a means for the CLECs and/or AT&T to identify, submit, discuss and resolve issues, which impact AT&T and CLECs in daily business practices. The issues will include, but not be limited to the following:

- Network Operations
- Business Processes
 - Processes in the Local Service Centers (LSC), the Local Operation Centers (LOC), other CLEC support groups such as the Account Management Organization, etc.
 - Non-OSS Ordering, Pre-ordering and Provisioning
 - Manual Forms
- Maintenance and Repair
- Billing
- Other

The issues addressed by this forum are those which impact the daily business practices of multiple CLECs. It is not the intent of this forum to address issues which impact only a single CLEC. The CUF should not be used to circumvent the Account Management process and other problem resolution processes available through AT&T.

The CUF is not intended to serve as a Regulatory Forum. Both CLECs and AT&T will work to resolve any issues brought before the CUF. However, this process does not limit any parties' right to seek remedies before regulatory bodies or in the legal arena.

The intention of all participants, and the CUF as a whole, is to work cooperatively through a defined problem resolution process. Collaboration on the process to be implemented allows both the CLEC and AT&T to roll out a well-defined process addressing the requirements of both business units.

The parties intend for the CUF process to be dynamic in nature, managed through regularly scheduled meetings and based on group consensus.

The CUF will address Non-OSS impacting business process/operational issues not addressed in the Change Management Process ("CMP").

If a CLEC is unsure of the appropriate forum to submit an issue, the CLEC can contact its Account Manager for direction or bring the issue to either the CMP or

CUF meeting. At the meeting, the participants will determine the proper forum in which the issue should be resolved.

Issues covered in one forum that are transferred to another forum will be fully documented in both forums at the time of transfer and appropriate notification will be distributed, as necessary. If any issue is referred to the CUF or CMP from another meeting, the CLEC community will be notified of the need for this issue to be addressed in the appropriate forum. All parties will make every effort to ensure that issues addressed in other meetings or forums are communicated to the appropriate CUF or CMP.

The CUF will consider any issue that meets the criteria of the CUF guidelines. However, if it appears that a proposed business process resolution impacts existing performance measures or performance remedy plans the proposed business process resolution will be referred to those appropriate performance measures working groups for their determination of impact prior to the business process being implemented.

II. STRUCTURE

The CUF consists of two-tiers, the Executive Steering Committee (ESC) and the general User Forum.

A. EXECUTIVE STEERING COMMITTEE

The ESC for the CUF will consist of one representative (or an alternate) from each CLEC and one from AT&T. It is the responsibility of each CLEC and AT&T to provide the appropriate representation on this committee. The representatives who serve on the ESC must have the knowledge and authority to discuss and make decisions about a broad range of issues that may impact any functional area of the business. The ESC will be responsible for the receipt ~~and prioritization~~ of issues for discussion and resolution within the CUF. This committee will provide oversight and monitor progress to ensure that issues are being worked to resolution. The ESC will also coordinate and address escalated issues, i.e. those issues that the CLECs feel are not being resolved in a timely manner.

The CLEC CUF Chair and CLEC CUF Co-Chairperson will facilitate the ESC as defined in Section II, Part C below.

AT&T will assign one additional representative to the ESC to assist the Chair/Co-Chair with administrative functions. This representative will facilitate meeting logistics and accommodations as well as communications with the CLEC participants and the CLEC community.

The ESC will participate on conference calls occurring once a month on a regularly scheduled basis.

The ESC also has the responsibility to maintain this Charter. In the event that some defined process or policy for the CUF is not in the best interest of the group, the ESC will draft modifications to the Charter and present it to the CUF for general consensus approval.

AT&T will create the CUF ESC list and publish this list on AT&T's CLEC CUF web site (CLEC Online/CLEC User Forum/AT&T ~~13-State~~22-State). It is AT&T and each CLEC's responsibility to maintain and update the information on the list. This list will be used to update CLECs on CUF issues.

B. CLEC USER FORUM

The CUF will consist of an assigned CLEC representative(s) as well as CLEC and AT&T subject matter experts (SMEs) from various areas, as may be required based on the issues being worked by the CUF. It is the responsibility of each CLEC to have at least one representative present for CUF activities on a regularly scheduled basis. The person or persons attending the Forum must be able to represent operational issues within the defined scope of the group. This person or persons must be committed to the purpose of the CUF.

The function of the CUF is to discuss and resolve issues that have been designated by the ESC as appropriate for this Forum. Through discussion of the issue, the Forum will determine how an issue will be worked to resolution, and may elect to assign the issue to a smaller designated group or task force to be worked, i.e. researched further, determination of an acceptable solution, etc. This group will track progress, document results and report status to the ESC, as described in greater detail in Section III.D.

The CUF will meet in person monthly on a regularly scheduled basis. ~~The meetings will alternate between two regions (AT&T Midwest region and AT&T Southwest region) on a six-month (6) basis.~~ AT&T will also make a conference bridge available for those who can not attend in person. Some issues may require status calls with a subgroup of the Forum in between the monthly meetings. The CLEC Chair or Co-Chair will facilitate the CUF meetings as defined in Section II Part C below. AT&T will ensure that the appropriate SMEs from the Local Service Centers and Local Operations Centers, as well as SMEs for topics to be discussed, are available for the meetings.

C. RESPONSIBILITIES OF CLEC CHAIRPERSON AND CO-CHAIRPERSON

The CLEC Chairperson and/or CLEC Co-Chairperson will facilitate all meeting activity for the CLEC User Forum. These individuals will be elected by a majority secret ballot of the ESC and will serve for a six-month (6) period. The CLEC Chairperson will be responsible for facilitating all meetings and any necessary follow-up after meetings/conference calls of the ESC. The Chairperson will be responsible for insuring that the purpose and agreed-upon processes of the CUF (as described herein) are adhered to.

To distribute the workload, the Co-Chair will share or assist with the responsibilities with the Chair, e.g. periodically facilitate meetings, and will become the Chairperson at the end of the six-month (6) interval.

The CLEC Chairperson and/or CLEC Co-Chairperson will also be responsible for leading the monthly CLEC User Forum meetings. The Chair and/or Co-Chair will facilitate the meetings and fully participate in all forum activity. The Chair is responsible for coordinating with the Co-Chair who will facilitate the meeting ~~in person~~. Should the elected CLEC Chair or Co-Chair be unable to fulfill these

duties in their entirety, the CLEC community may raise the issue at the ESC meeting, requesting another nomination/vote be initiated, to assure both appropriate representation of the CLEC Community and timely issue resolution. New representation will be elected by a majority secret ballot of the ESC and will serve for a six-month (6) period.

III. PROCESS AND ADMINISTRATIVE PRACTICES

A. SUBMISSION OF ISSUES

A CLEC or AT&T may submit an issue to the ESC using the Issue Submission Form (ISF) which is provided as the last page of this Appendix. This form consists of the CLEC company name, the CLEC representative who will be sponsoring this issue, AT&T Account Manager's name, AT&T Service Manager's name, the title of the issue, a description of the issue, the actions/steps the CLEC has taken to date, and extent of the business impact, as well as an explanation of how it affects the general CLEC community. Examples or data, which will help facilitate the Committee's understanding of the issue, should also be included if possible. AT&T will maintain the ISF on the CUF section of the CLEC web site.

The ISF should be sent via email to the AT&T CUF mailbox at attcuf@att.com, with a copy to the CLEC's Account Manager. The AT&T Administrative Manager will enter the issue on the appropriate log and electronically distribute the form and information to the ESC for discussion at the next regularly scheduled ESC meeting.

If an issue comes up after the ESC meeting but prior to the CUF meeting, CLECs or AT&T may bring that issue to the CUF meeting for discussion purposes during the round table portion of the meeting. An issue applicable to two or more CLECs can be accepted during the round table discussion pending receipt of the proper ISF form by AT&T. A CLEC that brought an issue to the ESC and was rejected may also bring the issue to round table to see if there is support from two or more CLECs for the issue.

B. ESC ISSUE REVIEW PROCESS & GUIDELINES

It will be the responsibility of the sponsoring CLEC to ensure that a submitted issue will benefit the CLEC community as a whole and is not an issue that pertains solely to that CLEC. However, if an issue effects only one CLEC at the time the issue is submitted, but the sponsoring CLEC feels that it may affect others in the long term, then that issue should be submitted for ESC review. It will be the responsibility of the submitting CLEC's ESC representative to champion the issue throughout the process, i.e. present to the ESC and, if necessary, the CUF.

CLEC issues may be presented and discussed during the monthly ESC meetings. After the issue(s) has been presented, the ESC will review to ensure compliance in accordance with the following guidelines:

- The CUF's stated purpose and focus
- Issues must impact multiple CLECs

- Extent of impact on business practices (if prioritization is required due to volume of issues being addressed by the CUF)

The ESC will, by majority vote, accept an issue that meets all of the above criteria. If accepted, the issue will be placed on the Agenda and the Open Issues Log for the next regularly scheduled CUF.

C. WORKING AND RESOLVING ISSUES WITHIN THE CUF

In most cases, the sponsoring CLEC will be responsible for presenting the issue at the next regularly scheduled meeting of the CUF. AT&T and the CLECs will jointly review and discuss the issue and determine the appropriate process and/or action items required to establish a solution for the issue.

Open issues being worked will have a current status available for review at every regularly scheduled CUF meeting. Resolution of issues and agreement to close issues will be conducted at the monthly CUF meetings. If another CLEC feels that there are still open items on an issue and is willing to take over sponsorship of the issue it will remain open. If the sponsoring CLEC and CLECs participating in the meeting agree to close the issue, it will be so noted and moved to the Closed Issues Log in the next publication of the Issues Log. If the sponsoring CLEC is not participating in the meetings for three (3) consecutive months and the issue originator has not responded to email communication regarding an agreement between AT&T and the other CLECs to close an issue it sponsored, AT&T may close the issue after it has been resolved for at least three (3) months.

It is the responsibility of AT&T that once there is agreement to close an issue, the change is applied to all impacted CLECs and not just to the sponsoring CLEC(s).

If, during the resolution process, no progress is made or an impasse is reached, the sponsoring CLEC may escalate the issue via the Director of CLEC Forums to the relevant AT&T organization(s). If the escalation does not result in the action the CLEC is seeking, the issue will then be transferred to the Disputed/Inactive Issues Log.

D. Issue Tracking and Status Reporting

1. Issues Log

Open, Closed and Disputed/Inactive Issues Logs will be created and used by the CUF for tracking purposes. Detailed meeting minutes will not be taken or published. The Open Issues Log will consist of the following items:

- Issue/Action number
- Escalation Status
- CLEC Sponsor & Contact Information
- AT&T Sponsor
- Issue Name
- Received/Opened Date
- Target Due Date

- AT&T Account Manager
- AT&T Service Manager
- CLEC or AT&T Verbatim Description of Issue/Action
- CLEC Comments/Action Taken/Status/Resolution, if provided
- CLEC Description of Extent of Impact on Business & CLEC Community, if provided
- CLEC Supporting Documentation Submitted With Issue, if provided
- Most Current Status/Action Items

Once an issue has been resolved and formally closed at the CUF meeting, the information from the Open Issues Log will be transferred to a separate Closed Issues Log for future reference, if necessary. Issues where there is no mutual agreement on the resolution are transferred to the Disputed/Inactive Issues Log.

The Open Issues Log will be included as an agenda item for review in each regularly scheduled CUF meeting.

Notes on agenda items for which there is no open issue, i.e. Round Table discussions, will be captured in an informal, bullet format and posted on AT&T's CLEC CUF web site.

CLECs may make comments/corrections to the Issues Log and meeting notes during the monthly meeting following the publication of the documents or can send these comments to the CUF mailbox. CLECs will be given 30 days from the date the Issues Log and Meeting Notes are published to provide any comments/corrections on anything that is new in the publication. AT&T will post the comments to the appropriate document for discussion at the next CUF meeting.

2. Issue Tracking and Status Reporting

AT&T's Administrative Manager will be responsible for maintaining the logs and posting them to AT&T's CLEC CUF web site. The representative on the ESC from the company who presents a proposed issue to the ESC will become the sponsor for that issue (Sponsoring CLEC Representative).

AT&T shall have the following responsibilities:

- a) coordinate additional meetings
- b) provide status for tracking and resolution, lead sub-committees designated by the CUF (this will include assigning a scribe to record meeting notes, as necessary, which will be distributed to committee members in draft form. Sub-committee draft notes do not necessarily represent the collective CUF position)
- c) provide status and report back to the CUF.

E. COMMUNICATION WITH CUF PARTICIPANTS AND CLEC COMMUNITY

Communication between AT&T and the CLEC Community is very important. Two tools will be used to facilitate communication of the CUF activities.

1. The monthly CUF Meeting Preliminary Agenda will be published via Accessible Letter between 10 and 12 days prior to the meeting.

2. The Final Agenda and the Open Issues Log and any other pertinent documentation that is currently in hand will be posted to AT&T's CLEC CUF web site with a target time of 2:00 p.m. (Central) the Friday prior to the general CUF meeting. Any documents or updates submitted to AT&T after 2:00 p.m. Central on the Wednesday prior to the CUF meeting will not be posted before the upcoming meeting.

To facilitate access to CUF documentation, AT&T will maintain CUF information on its CLEC web site. At a minimum, AT&T's CLEC CUF web site will contain:

- The AT&T ~~13-State~~22-State CLEC User Forum Guidelines and Non-OSS Change Management Process
- The Open Issues Log, Closed Issues Log and Disputed/Inactive Issues Log
- Meeting notes and attendee list
- A blank copy of the AT&T ~~13-State~~22-State CLEC User Forum Issue Submission Form (ISF)
- Current List of Executive Steering Committee Members
- CUF and ESC Meeting Schedules

If the resolution of the issue will effect a change in AT&T processes, systems, etc., it will be AT&T's responsibility to communicate those changes to the CLEC community via Accessible Letter and work the associated system changes (if any) through the established change management processes.

IV. CHANGE PROCESS (Non-OSS)

AT&T will communicate changes to its processes, procedures and manual forms to CLECs via Accessible Letter and will follow the change process described in this document. The parties intend for this process to be dynamic in nature, managed through regular meetings of the general CUF and the ESC. Modifications and changes can be proposed to the ESC to satisfy needs and gaps in this process.

There are three categories of changes:

- A. Category One (Changes Impacting CLEC M&P)
- B. Category Two (Informational Changes)
- C. Exception Changes (AT&T and CLEC Agreed Upon Expedited Implementation)

A. CATEGORY ONE (CLEC M&P Changes)

Category One involves notification to the CLEC Community when there is a change in the AT&T process/policy that may affect CLEC processes and may require a change in the CLEC's M&P.

1. Category One Notification

AT&T will provide CLECs with advance notification of any change via an Accessible Letter announcing the change. The Accessible Letter notification will be provided to CLECs 30 days before implementation. The Notification will be a written summary of the new/change process or policy in plain English and will contain:

- The planned implementation date
- Indication of type of change, (i.e., documentation change, business rule change, process change, clarification change, etc.)
- Exceptions to the ATIS/OBF standards (for manual orders)
- Description of change
- Other

2. Category One Implementation Interval

AT&T's planned implementation will be no less than 30 calendar days from the date of the Initial Notification.

3. Walk-Through of Category One Change

AT&T will host a walk-through for CLECs with the appropriate SME if necessary or if requested by CLECs. An attempt will be made to schedule the walk-through at the regularly scheduled CUF monthly meetings. In cases where timing is an issue, a conference call will be scheduled.

4. CLEC Comments

Comments, questions, and clarifications will be sent to the CUF mailbox with a copy to the CLEC's Account Manager (should the CLEC so choose). Comments regarding a process that a CLEC believes is unworkable should be directed to its ESC member, within five (5) business days.

Comments received from a CLEC will be taken to the departments responsible for the business process change. Responses will be sent to the individual CLEC who submitted them via email. If a CLEC requests a SME for the next CUF meeting, AT&T will do all it can to accommodate this request.

B. CATEGORY TWO CHANGES (Informational)

Category Two changes are generally informational in nature and would not require extensive modifications on the part of the CLEC.

1. Category Two Notification

15 calendar days before AT&T intends to make the changes, AT&T will provide a change notification to CLECs via an Accessible Letter announcing the change. The Notification will be a written summary of the new/change process or policy in plain English and will contain:

- The planned implementation date
- Indication of type of change, (i.e., documentation change, business rule change, process change, clarification change, etc.)
- Exceptions to the ATIS/OBF standards (for manual orders)
- Description of change
- Other

2. Implementation Interval

AT&T's planned implementation will be no less than two weeks from the date of the Notification.

3. CLEC Comments

Comments, questions, and clarifications will be sent to the CUF mailbox.

Comments received from a CLEC will be taken to the departments responsible for the business process change. Responses will be sent to the individual CLEC who submitted them via email within five (5) business days. If a CLEC requests a SME for the next CUF meeting, AT&T will do all it can to accommodate this request.

C. CATEGORY THREE (Exception Changes)

On occasion, it may be necessary and/or beneficial to implement new processes/procedures or changes to existing processes/procedures in a timeframe other than those listed above. AT&T will issue an Accessible Letter describing the change and providing notification of the exception interval. CLECs will be provided with a comment window. If possible, all expedited requests will be brought to the ESC and/or CUF for discussion prior to the Accessible Letter distribution.

Responses to CLEC comments will be sent as soon as possible after receiving them at the CUF mailbox.

**AT&T 22-STATE - CLEC USER FORUM
CLEC USER FORUM ISSUE SUBMISSION FORM**

SPONSORING CLEC COMPANY NAME:	REGION(S) REQUEST IS FOR: <input type="checkbox"/> AT&T CONNECTICUT <input type="checkbox"/> AT&T MIDWEST REGION <input type="checkbox"/> AT&T SOUTHEAST REGION <input type="checkbox"/> AT&T SOUTHWEST REGION <input type="checkbox"/> AT&T WEST REGION <input type="checkbox"/> AT&T 22-STATE		DATE SUBMITTED VIA EMAIL:
TITLE OF ISSUE:			ASSIGNED NUMBER: (to be assigned by AT&T):
SPONSORING PRIMARY CLEC REPRESENTATIVE (Contact for additional details/questions or to whom response will be made)			
NAME:			
EMAIL:			
TELEPHONE NUMBER:			
AT&T CLEC ACCOUNT/SERVICE MANAGER			
ACCOUNT MANAGER:			
SERVICE MANAGER:			
ISSUE CATEGORY:			
TYPE OF CHANGE: <input type="checkbox"/> NETWORK <input type="checkbox"/> BILLING <input type="checkbox"/> PROCESS	<input type="checkbox"/> ORDER/PROVISIONING <input type="checkbox"/> MAINTENANCE/REPAIR	<input type="checkbox"/> OTHER <input type="checkbox"/> ACCESS	
ISSUE DESCRIPTION – (provide as much detail as possible):			
ACTIONS/STEPS TAKEN TO DATE – (including names of AT&T personnel CLEC has worked with):			
EXTENT OF IMPACT ON BUSINESS & CLEC COMMUNITY – (objective, not subjective):			
SUPPORTING DOCUMENTATION SUBMITTED WITH ISSUE – (quantitative documentation such as examples):			

SUBMIT COMPLETED FORM TO THE AT&T CUF MAILBOX AT: ATTCUF@ATT.COM AND CLEC ACCOUNT MANAGER