

## OSS Documentation Deficiencies Recorded in Exceptions and Observations

<i>Category</i>	<b>Exceptions</b>				<i>Issue Description</i>
<i>Number</i>	<i>Date Issued</i>	<i>Tests Involved</i>	<i>Applicable States</i>		
15	11/15/01	TVV1	Michigan	Ameritech EDI systems did not successfully process a Loop Migration service order when populated according to published Ameritech documentation. *	
<i>Category</i>	<b>Observations</b>				<i>Issue Description</i>
<i>Number</i>	<i>Date Issued</i>	<i>Tests Involved</i>	<i>Applicable States</i>		
2	4/4/01	TVV1	Michigan	Ameritech's ESOG (Electronic Service Ordering Guidelines) documentation is unclear.	
3	4/4/01	TVV1	Michigan	EDI mapping examples are not provided for 3/24/01 Release (Release 4.0).	
4	4/4/01	TVV1	Michigan	Specifications related to EDI X12 Version for Pre-Order and Order transactions are unclear.	
5	4/4/01	TVV1	Michigan	Ameritech's use of the acronyms LSPOR and LSOR is unclear.	
6	4/4/01	TVV1	Michigan	There is conflicting information regarding support of Interactive (IA)	
7	4/4/01	TVV1	Michigan	Conflicting information has been provided about the status of the Ameritech requirements documentation provided on the CLEC web site. The requirements have been described in two states of completion: Draft and Final; specifically the LSPOR, LSOR, and sef files (EDI data dictionaries).	
8	4/25/01	TVV1	Michigan	KPMG Consulting has experienced difficulties in obtaining complete USOC information through a variety of Ameritech documentation channels including their website and USOC CD-ROM.	
10	5/15/01	TVV2	Michigan, Illinois, Indiana, Ohio, Wisconsin	KPMG Consulting has observed inconsistencies between Ameritech's Local Service Ordering Requirements (LSOR) business rules and their Flow Through and Exceptions documentation, specifically regarding the "conversion as is" transaction for Combined Platform Offering (CPO).	

11	5/17/01	TVV1, PPR2	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech continues to refer the Test CLEC to the ESOG (Electronic Service Ordering Guidelines) for requested information pertaining the March 2001 release, supporting the implementation of LSOG4.
12	5/17/01	TVV1, PPR3	Michigan, Illinois, Indiana, Ohio, Wisconsin	Conflicting information as to the roles and responsibilities of the AIT Information Systems Service Center (ISC) and OSS Support Manager have been communicated to the Test CLEC implementation team in reference to Interactive Agent (IA) and connectivity support.
13	5/17/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	A lack of structured process definition for the exchange of trading partner information and application testing information has impeded the Interactive Agent (IA) implementation process.
14	5/17/01	PPR4	Michigan	The EDI Training session (titled EDI Seminar), attended by the Test CLEC, was specific to Southwestern Bell and PACIFIC*BELL and did not support discussion of requirements specific to Ameritech.
17	5/30/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC is unable to determine the necessary EDI identifiers (EDI enveloping values) and their appropriate use within the Ameritech environment.
20	6/6/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC cannot determine, from Ameritech (AIT) documentation, how to "convert" or "move" Loop orders using Local Service Requests (LSRs).
21	6/11/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unexpected and unannounced modifications to Ameritech's testing interface functionality resulted in the Test CLEC's inability to complete scheduled implementation activities and required the Test CLEC to make unplanned interface modifications.
22	6/11/01	TVV1, PPR1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Conflicting information regarding the availability of new software releases for testing purposes was provided to the Test CLEC.
34	6/29/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unclear LSPOR 4.00 documentation regarding Ameritech's implementation of the Interface Definition Language (IDL) CORBA standard may result in confusion regarding the mapping of LSPOR data fields to the associated target CORBA fields.

49	7/19/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is not compliant with EDI ASC (American Standards Committee) X12 Standards by deviating from the min/max character length requirements for the 'MEA' segment and '07' element position (MEA07) for pre-order Loop Qualification transactions.
50	7/19/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Functional Acknowledgments (997s) are not being received by the Test CLEC in a consistent and timely manner after EDI order transactions have been submitted to Ameritech.
51	7/19/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	In the SBC "Competitive Local Exchange Carrier (CLEC) Operations Support System Interconnection Procedures," dated March 24, 2001, the EDI transport options for Pre-Order are unclear. ( <a href="https://clec.sbc.com/hb/filelist/docs/010614-092320/OSS%20Interconnection%20Procedures.doc">https://clec.sbc.com/hb/filelist/docs/010614-092320/OSS%20Interconnection%20Procedures.doc</a> )
52	7/19/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Data being sent in the Functional Group Header Element (GS05 Time) is inconsistent with Ameritech published documentation pertaining to the receipt of data in the Functional Group Header Element (GS05) for
53	7/19/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Data that populates the 'ORD' field (Order Number) is being returned in an EDI REF segment different than the EDI REF segment specified in the Ameritech LSOR documentation (V4.00 release) for Firm Order Confirmations (FOCs).
61	8/1/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC is receiving Interactive Agent (IA) Basic Receipts from Ameritech that are inconsistent in format and length depending on the type of transaction being receipted (Order or Pre-Order EDI transactions).
62	8/1/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Multiple fields are being returned, via EDI, to the Test CLEC in the Pre-Order Loop Pre-Qualification Response that are documented as "not applicable" to this transaction response (855) per section 8.1.3.2 of the Local Service Pre-Ordering Requirements (LSPOR).
65	8/9/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning data in the VER (version) field for 865 FOCs (Firm Order Confirmation) on Supplemental Purchase Orders (860) that does not match the data expected to be received by the Test CLEC, and is contrary to Ameritech Local Service Ordering Requirements (LSOR) business rules.
68	8/15/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Documentation does not exist to correlate each preorder scenario listed within the Local Service Pre-Ordering Requirements, 4.00, Revised, FINAL Guide (LSPOR 4.00 Guide) with a CORBA Interface Definition Language (IDL) interface method.

91	9/20/01	TVV1	Michigan	Ameritech's LEXWeb GUI system did not successfully process a service order when the ROOM field on the End User (EU) form was populated according to Ameritech documentation.
93	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Customer Service Inquiry Response (CSI 855) that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
94	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Customer Service Inquiry Response (CSI 855) that cannot be processed by the Test CLEC due to EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
96	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation, via EDI, confirming an original order (850) using the EDI X12 865 transaction set. Ameritech documentation states that the 865 transaction set will be used only to respond to supplemental orders (860) or to provide notification of service order provisioning completion (SOC).
97	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a pre-order Customer Service Inquiry Response (855 CSI), via EDI, that cannot be processed by the Test CLEC due to an EDI data value that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
98	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation (865), via EDI that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
99	9/26/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Customer Service Inquiry Response and Customer Service Inquiry Listings Response (855), via EDI that cannot be processed by the Test CLEC due to the fact that the EDI data structure is in violation of the American Standards Committee (ASC) EDI X12 Standards. The Test-CLEC received 855 EDI responses containing an N1 segment that, while described as a component of the EDI SLN loop per Ameritech published mapping examples, was returned outside of that loop. The errors occurred in the Ameritech production environment.
100	9/26/01	TVV1	Michigan	Documentation on the use of the 900/976 Call Blocking (RTV1N) Feature Code could not be found on the Ameritech CLEC Online website.

106	10/3/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech failed to return a pre-order EDI NC/NCI Inquiry Response (855) in response to a pre-order NC/NCI Inquiry (850) that was submitted by the Test CLEC. Ameritech personnel stated that, due to the size of the NC/NCI response, the amount of time needed for their backend systems to generate the file exceeded the length of time that associated delivery applications are configured to wait for the file and a "time-out" situation
119	10/23/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed unclear documentation and inconsistent EDI processing relating to Unbundled Network Elements (UNE) Loop service requests in the Joint Test Environment.
128	10/31/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Firm Order Confirmation (855) that cannot be processed by the Test CLEC due to EDI data structure that is in violation of the EDI ASC (American Standards Committee) X12 Standards.
129	10/31/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning data in the VER (version) field within the Firm Order Confirmation (FOC) that does not match the data expected to be received by the Test CLEC and is contrary to Ameritech business rules, as stated in the Local Service Ordering Requirements (LSOR) for Release Version 4.01.
131	10/31/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Unannounced modifications to Ameritech's pre-order EDI Interface, resulted in the Test CLEC's inability to process pre-order responses for both production and test transactions.
133	11/1/01	TVV1	Michigan	Ameritech EDI systems inconsistently processed Loop service orders when the Network Channel Code (NC) and Network Channel Interface Code (NCI) fields were populated according to Ameritech documentation.
143	11/8/01	TVV1	Michigan, Illinois, Ohio, Wisconsin	The Test CLEC has observed conflicting documentation regarding the placement of the CTX Field Identifier (FID) on Centrex service orders.
146	11/15/01	TVV1	Michigan	The Test CLEC received information from Ameritech which conflicts with the available documentation regarding valid submission methods for Enhanced Extended Loop (EEL) service requests.
148	11/15/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Telephone Number Query (TNQ) Pre-order Response (855) that cannot be processed by the Test CLEC due EDI data structure that is in violation of the American Standards Committee (ASC) EDI X12 Standards.

149	11/15/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning EDI Customer Service Inquiry Listing Query (CSILQ) Pre-order Responses (855s) that cannot be processed by the Test CLEC due to EDI structure that is in violation of the American Standards Committee (ASC) EDI X12 Standards
157	11/21/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Jeopardy Notification Order Response (865), via EDI, that cannot be processed by the Test CLEC since the EDI segment sequence is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards and Ameritech Local Service Ordering Requirements (LSOR).
158	11/21/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned a Jeopardy Notification Order Response (865), via EDI, that cannot be processed by the Test CLEC due to receiving an EDI data segment in an unexpected location in the EDI Transaction Set. Ameritech's Local Service Ordering Requirements (LSOR) specifies the mapping of the field 'ORD' (Order Number), but in a different location within the 865 Transaction Set.
159	11/21/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned EDI Customer Service Inquiry (CSI) Response's (855) that cannot be processed by the Test CLEC due to an EDI data values missing that results in a violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
160	11/28/01	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech is returning EDI 865 Firm Order Confirmations (FOCs) that the Test CLEC cannot reconcile to an original order transaction and for which the response is inappropriate.
178	12/20/01	TVV1	Michigan	Ameritech does not provide sufficient documentation to change a Resale business POTS line to a Resale ISDN Basic Rate Interface (BRI) service.
194	1/21/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech's Local Service Ordering Requirements (LSOR) document provides inconsistent documentation regarding the Yellow Page Heading Code (YPH) field on the Directory Listing (DL) form.
215	2/7/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notification's that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with information provided in the Ameritech Local Service Order Guidelines (LSOR) Version 4.02, and that does not match the data structure presented in the Ameritech EDI Mapping/Sequence Charts or Ameritech provided .SEF file.

216	2/7/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notification's that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with Accredited Standards Committee (ASC) EDI X12 Standards nor do the transactions follow Ameritech published documentation.
252	3/11/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech returned an EDI Provisioning Order Status Query pre-order response that cannot be processed by the Test CLEC due to an EDI data structure that is in violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
259	3/13/02	TVV5	Michigan, Illinois, Indiana, Ohio, Wisconsin	While the CFA is a required field for opening a trouble ticket, this is not specified within the CLEC trouble administration documentation nor is this field available Electronic Bonding Trouble Administration (EBTA) GUI-Web application.
270	3/22/02	TVV1	Michigan, Illinois, Wisconsin	Ameritech does not provide documentation on how to migrate Enhanced Extended Loop (EEL) orders using Access Service Requests (ASR).
272	3/25/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech has returned EDI order responses (865) that cannot be processed by the Test CLEC due to missing information.
291	4/1/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	Ameritech sent 836 EDI Line Loss Notifications that cannot be processed by the Test CLEC due to the omission of a mandatory EDI data segment. Failure to send a mandatory EDI segment results in a violation of the Accredited Standards Committee (ASC) EDI X12 Standards.
448	5/6/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed inconsistent information between Ameritech's CLEC Online documentation and the Local Service Ordering Requirements (LSOR) document regarding new Unbundled Network Elements (UNE) Switch Port orders.
530	6/13/02	TVV1	Michigan	The Test CLEC has observed inconsistent information in SBC Ameritech's CLEC Online Handbook documentation regarding the usage of the Caller ID with Name USOCs.
559	7/3/02	TVV1	Michigan	The Test CLEC is unable to obtain, in a timely manner, clarification regarding conflicting requirements, as presented in SBC Ameritech EDI requirements documentation.1

560	7/11/02	TVV1	Michigan	SBC Ameritech returned EDI Line Loss Notification (836) that cannot be processed by the Test CLEC due to EDI data structure that is not compliant with information contained in the SBC Ameritech Procurement Notice (836) Guidelines.1
562	7/11/02	TVV1	Michigan	The Test CLEC is unable to obtain timely resolution to an interface issue caused by discrepancies in SBC Ameritech EDI requirements documentation and information provided by support personnel.
572	7/15/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech documentation incorrectly states that Loop Pre-Qualification pre-orders cannot be submitted with the Local Service Ordering Guidelines (LSOG) version 4.0 release.
596	8/7/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed incomplete documentation on partial migrations for Unbundled Network Elements (UNE) orders with Local Number Portability (LNP).
602	8/14/02	TVV1	Michigan, Illinois, Indiana, Ohio	SBC Ameritech EDI systems returned unexpected rejects to Integrated Services Digital Network (ISDN) Basic Rate Index (BRI) Combined Platform Offering (CPO) orders that were populated according to published SBC Ameritech documentation.
603	8/14/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed unclear information in SBC Ameritech's Local Service Ordering Requirements (LSOR) documentation and the CLEC Online Handbook regarding Dual Service for Unbundled Network Elements-Platform (UNE-P) orders.
604	8/14/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	An unannounced modification to SBC Ameritech interface parameters resulted in the Test CLEC's inability to successfully submit pre-order inquiries.
634	8/27/02	TVV1	Michigan, Illinois	SBC Ameritech EDI systems returned unexpected rejects to Unbundled Network Element (UNE) Loop Orders that were populated according to published SBC Ameritech documentation.
635	8/30/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has experienced failure of the SBC Ameritech EDI Interactive Agent (IA) on numerous occasions. In each instance, the Hewlett-Packard Interactive Agent was unable to establish a connection to the SBC Ameritech Interactive Agent application within the SBC Ameritech Ordering environment.

648	9/11/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	The Test CLEC has observed inconsistent and incomplete documentation regarding how to populate New Centrex Resale orders.
651	9/19/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech has returned EDI responses that contain data values that are not compliant with information presented in SBC Ameritech Standard Exchange Format (SEF) files.
653	9/23/02	TVV1	Michigan	The Test CLEC has observed that SBC Ameritech documentation provides inconsistent information regarding how to populate the Field Identifier Code (FID) field.
654	9/23/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech does not provide documentation on the procedures necessary to successfully populate DS1 Facility Reuse UNE-Loop orders.
680	10/10/02	TVV1	Michigan, Illinois, Indiana, Ohio, Wisconsin	SBC Ameritech returned an EDI Customer Service Inquiry Response (855) that cannot be processed by the Test CLEC due to an EDI data value that is in violation of the EDI ASC (Accredited Standards Committee) X12 Standards.