

Appendix D

Glossary

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Glossary (Appendix D)

Term	Definition
271 Application	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
ACNA	Access Carrier Name Abbreviation. A three to four character code used to identify a telecommunications carrier.
AECN	Alternate Exchange Carrier Name. A unique identifier for a CLEC. Bellcore only recognizes this term as Exchange Carrier Code (ECC).
AMA	Automatic Message Accounting. A system that records and documents billing information for (long distance) calls made by a subscriber.
ASR	Access Service Request. Form used to order interoffice facilities such as dedicated trunk ports.
BATC	Business Account Team Center.
BDT	Bill Data Tape. Format in which end user account bills are transmitted to the CLEC/Reseller.
Bill Certification	Process by which Verizon demonstrates billing process management to its Reseller customers.
Bill Cycle	<p>The grouping of customers for purposes of billing. An end-user normally belongs to one bill cycle. In Wholesale billing, all end-users belonging to the same bill cycle are aggregated onto a single CLEC bill. Assignments of cycle and period are accomplished by Verizon.</p> <p>Bill cycles enable even distribution of a large number of customers so as to allow efficient use of computing resources and to mitigate risks associated with computer failures.</p>
Bill Cycle Balancing	The procedure by which the charges associated with the inputs of a billing cycle are reconciled with the charges of the outputs of the billing cycle.
Bill Period	The length of time covered by a customer bill. Each end-user has one bill per bill period. CLECs receive one bill per bill period and bill cycle for all end-users belonging to that period and cycle. Assignments of cycle and period are accomplished by Verizon.
Billing Domain	Tests related to creation of correct carrier bills.
BTN	Billing Telephone Number. The number to which charges from a given telephone service are billed.

Term	Definition
BTN Accounts	Billing Telephone Number accounts. These accounts represent “dummy” phone numbers which are used to aggregate a Reseller’s charges into a consolidated bill. Reseller’s have several separate BTN accounts.
CABS	Carrier Access Billing System.
CAP	Competitive Access Provider. Facilities-based carrier providing alternative access service.
Carrier Bill Code	Each bill format has its own unique code. Particular charges will cause the production of a specific bill format. The code is related to each product, and determines on which bill the product will appear.
Casual Usage	Usage dialed through a calling card or 10XXXXXX.
Central Office (CO)	Facility where subscribers’ lines connect to switching equipment.
Change Management	The process by which changes are introduced at Verizon. Important steps include: 1. Advance notification that a change will occur; 2. CLEC input is considered when making changes; and 3. Smooth roll-out of the change.
CIN	Customer Identification Number. A unique number given to each customer to use as an identifier. Usually a short series of numbers at the end of the BTN.
CLEC	Competitive Local Exchange Carrier.
CLEC Handbook	User documentation for CLEC that describes, in 3 volumes, how to establish a CLEC, the technical specifications for interacting with Verizon, and the business rules CLECs should follow in order to purchase unbundled network elements.
CLEC Live Data	Production data delivered through interfaces that are already operational for real CLEC customers.
CO	Central Office.
Connect/Network Data Mover (NDM)	An electronic method of delivering data files. Available for both mainframes and PCs.
COT	Central Office Technician.
CPC	Circuit Provisioning Center. The CPC assigns the various components of circuits and distributes the TIRKS word document.

Term	Definition
CRIS	Customer Record Information System. A database containing customer information used for billing.
CSR	Customer Service Record. Details of a customer's fixed monthly charges billed by the local telephone company.
CARE	Customer Account Record Exchange. Industry standard for formatting exchange of subscription information.
Daily Usage Feed	A daily download of usage data from the switch which is delivered to Verizon's message processing system and directly to the CLEC.
Data-Driven Process	Scenarios tested through the creation of generated transactions, operations data, or live data.
DBT	Design Build Team. The Design Build team processes Requests for Manual Assistance (RMA) with assignment errors.
Request Manager	System allows Verizon's Wholesaler customers to perform online functions associated with ordering and provisioning.
D – Mark	Demarcation Point. Point at which ILEC facilities (usually loops) connect to customer premise equipment.
DD	Due Date.
DDD	Desired Due Date.
DID number block	Direct Inward Dialing. A block of numbers reserved for a Centrex/PBX. DID allows internal dialing by entering only extensions.
Document review	Compilation and review of books, manuals, and other publications related to the process and system under study.
ECC	Exchange Carrier Code.
EDI	Electronic Data Interchange. A process for exchanging information that is subject to industry standards.
EIF	Electronic Interface Format. A standardized file format needed to communicate with DCAS.
EMI	Exchange Message Interface. A guideline published by the Ordering and Billing Forum that shows the format in which usage data is passed to the CLEC.

Term	Definition
Entrance and Exit Criteria	The necessary conditions for starting or completing individual tests described in the Master Test Plan.
ESOI	Error Service Order Interface is the system Verizon’s Facility Assigners use to notify the negotiator (retail sales person) that there is an error on the order that the negotiator must correct before the order can continue through the provisioning process.
Error/Rejection Notification	Notification generated by Verizon’s systems when a request from a CLEC cannot be filled without additional manual clarification.
Evaluation Measures	Discrete set of measures to be applied to specific test components.
Existence Criteria Type	These are criteria where only two possible test results can exist (e.g., true/false, presence/absence), such as whether a document exists or does not exist.
Expected Results Worksheet	A report format that lists the expected results for each test while allowing the tester to record the current results of the test. This allows an easy comparison of numbers.
FID	Field Identifier. A code used when administering usage limits on residence and business end users. Also refers to fields of information used in the service order.
Local Service Confirmation	A response from the Verizon Service Order Processor that acknowledges a successful receipt of an order from a CLEC.
FIRST	System that reviews RMAs in the MLAC before they are manually worked. FIRST makes the assignment for simple errors and the order then continues to flow. FIRST is not an acronym, it is a system.
Flow-Through	An order placed by a CLEC customer service representative that can be provisioned correctly without manual intervention by a Verizon PA service representative.
GUI	Graphical User Interface. A computer interface that allows users to access programs and enter data.
Hot Cut	A term used to describe the work done at the main distribution frame during the transfer of an ILEC-owned line to an CLEC-owned line.
ILEC	Incumbent Local Exchange Carrier. The local exchange carrier for a particular area as of 1996. Verizon is the relevant ILEC.
Inspection	Physical reviews of process activities and products, including site visits, walkthrough, read-throughs, and Work Center observations.
LATA	Local Access and Transport Area. A geographic area established by law within which a Bell Operating Company may provide telecommunications services.

Term	Definition
Legal and Regulatory Requirements criteria source	This includes requirements specified by statute and regulation, such as FCC orders, court orders, MA DTE regulations, federal and state statutes, and other binding requirements resulting from judicial/governmental proceedings.
LFACS	Loop Facility Assignment and Control System. A provisioning process system used by Verizon PA to assign the loop, cable and pair for orders.
LMOS	Loop Maintenance and Operating System. A maintenance management and repair delivery system used by Verizon PA for M&R activities related to POTS services.
Logging	Monitoring activities and collecting information by logging process events and products as they happen. Logging can be mechanized or manual.
LPIC	Pre-designated Intra-LATA Carrier, or Local Primary Inter-Exchange Carrier. Telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA. These are also known as regional toll calls.
LSR	Local Service Request. Form sent to Local Exchange Carrier requesting local telephone services.
LUD	Local Usage Detail. LUD is available for measured and message rate end user in a report that may be requested by the CLEC.
Maintenance and Repair Domain	Tests related to trouble administration.
MARCH	Memory Administration Recent Change History system. A provisioning process system used by the Translation Administrators in the MLAC to apply translations to switches.
Master Test Plan	Identifies the overall framework and structure of the test.
MCRIS	Message Customer Record Information System. System used within Verizon PA to receive and interpret central office switch usage records.
MDF	Main Distribution Frame. The primary point at which outside plant facilities terminate within a Wire Center for interconnection to other telecommunications facilities within the Wire Center.
MLAC	Mechanized Loop Assignment Center. The MLAC processes RMAs with assignment errors, responds to calls for assistance from the field and performs database management functions.
MLT	Mechanized Loop Test. A loop test used by Verizon PA to initially test a POTS loop during trouble shooting.
NAC	Network Administration Center. The NAC performs telephone number administration, some line assignments and monitors performance of switches. Formerly called Switching Administration or SWAD.

Term	Definition
NDR	Network Design Review. A comprehensive planning process by which the scope of a network project is established along with the preliminary timeframe in providing service to a CLEC. This is required for any new facilities based CLEC.
NOC	Network Operations Center. The NOC executes complex translations, provisions trunks, and performs software provisioning. Center is also responsible for switch surveillance, traffic control/analysis, receipt/screening of trouble tickets for the maintenance groups, and performs software input conditioning of switches for installation.
NORD	Network Operations Results Database. NORD contains Maintenance and Repair service data, which is used in metric calculations.
OCN	Operating Company Number. A 4 character code to identify any service provider. Specifically used to identify the Reseller on usage detail records.
Online Service Provisioning (OLSP)	System which allows for activation and provisioning of service orders online.
Operational Analysis	Operational analysis focuses on the form, structure, and content of the business process under study. This methods used to evaluate day-to-day operations and operational management practices.
OSS	Operation Support Systems. Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.
Parity Criteria Type	These are criteria that require two measurements to be developed and compared, such as whether external response time is at least as good as internal response time.
PAWS	Provisioning Analyst Workstation System. PAWS is used to manage and assign work in the MLAC, DBT, and NAC.
Performance and Capacity	Methods used to evaluate the performance and capacity of selected elements within the four domains. Relates to tests to determine if Verizon PA's OSS can handle quantities of orders matching a reasonable forecasted demand.
PIC	Primary Inter-exchange Carrier. The long distance company to which traffic is automatically routed when an end user dials 1+ in equal access areas.
PON	Purchase Order Number.
Port	Point of access into a network.
Pre-Ordering, Ordering, and Provisioning Domain	Tests related to CLEC's acquisition of customer information, placing orders, and ensuring correct and timely provision and notification of order status.

Term	Definition
Provisioning	The act of supplying telecommunications services or UNEs.
Qualitative Criteria Type	These criteria set a threshold for performance where a range of quality values is possible, such as level of customer satisfaction.
RCCC	Regional CLEC Coordination Center. The RCCC coordinates provisioning of hot-cuts, DS1, DS3 and EEL service for CLEC orders.
RCMAC	Recent Change Memory Administration Center. The RCMAC handles work planned and unplanned fallout from Verizon PA’s provisioning systems to program the switches.
RCMC	Regional CLEC Maintenance Center.
Relationship Management and Infrastructure Domain	Tests relating to activities, processes and documents that are focused on the establishment and maintenance of the CLEC/ILEC relationship.
Report Review	Reviews and analysis of historical data, reports, metrics, and other information in order to assess the effectiveness of a particular system or business function. This includes performance measurement reports and other management reports.
Resale Handbook	User documentation for CLEC that describes, in 3 volumes, how to establish a reseller, the technical specifications for interacting with Verizon, and the business rules resellers should follow in order to resell Verizon products and services on an unbundled basis.
Resale Service Center	Verizon PA personnel providing support services for the submission and processing of service orders and the maintenance of services sold for resale.
Reseller Sub-Accounts	Each converted and user account automatically becomes a reseller sub-account. Each reseller sub-account contains the following identifiers. 1. Original end user BTN + new Customer code, 2. Bill Period, 3. ECC, 4. CIN.
RETAS	Repair Trouble Administration System for wholesale and resale customers. RETAS is accessed via a World Wide Web GUI that serves as a front-end.
RMA	Request for Manual Assistance. The RMA handles fallout from Verizon PA’s automated provisioning systems. Unit of work assigned to personnel in the various provisioning centers.
RSID	Reseller Identification Code. Verizon’s term for exchange carrier code (ECC).
SARTS	Switched Access Remote Test System. An M&R testing system used by Verizon PA to trouble-shoot special services circuits.

Term	Definition
SBN	Special billing number.
SBTN	Sub account Billing Telephone Number. End user telephone number for a reseller account.
Scalability	The degree to which an application can be scaled to accommodate order of magnitude increases in transaction volumes and users.
SDM	Service Delivery Method. Verizon offers 3 methods for delivering services to its wholesale customers. These methods are UNE, UNE-P, and Resale.
SMARTS	Service Order Management Administrative Report Tracking System. A network system used by Verizon PA to administer and track service orders requiring the dispatch of technicians.
SOAC	Service Order Analysis and Control. System that controls the flow of orders through the provisioning process.
SOP	Service Order Processor. Provisioning process system used for order entry.
SORD	Service Order Results Database. SORD contains information on all orders processed by Verizon. Data is extracted from SORD to calculate provisioning metrics.
SPC	Software Provisioning Center. The SPC creates the translations used to program switches for Centrex Plus, and ISDN services.
Special Services	Group responsible for provisioning and maintenance of special services.
Supplements	A change to an order taken after the original order was submitted, but before the order has been executed. Order execution should include all supplements.
Suspend for Non-Payment	Collection Activity including suspension of outgoing calls (one-way), or both outgoing and incoming calls (two-way).
SWITCH/FOMS	Switch/Frame Operations Management System. SWITCH maintains the inventory of inside plant equipment. FOMS is used in the provisioning process to dispatch Central Office Technicians for inside plant wiring.
Test Bed	A set of fictitious customers that are designed to assist with testing. The test bed consists of working lines and provisioned products, although the owning customer is fictitious. The test bed is used to test all Verizon PA system functions.
Test Call Matrix	A list of call types and the quantity of calls for each type that should be included in a particular test.

Term	Definition
TTG	Test Transaction Generator. This system will be created to support the testing effort. The TTG will simulate CLEC behaviors by sending transactions through Verizon PA's OSS. The TTG will record the success or failures of each transaction and create reports.
Test Domain	A specific testing area with defined targets, measures, scenarios, evaluation methods, and test processes.
Test Scenario Coverage Matrices/Traceability Matrices	A list of products or processes that are involved with each scenario. Describes how testing elements are traced from the compliance requirements through the test process.
Test Scenario Index	Master list of scenarios from which specific scenarios will be selected to be used in the testing.
Test Scenario to Metrics Analysis Index Cross Reference	For each scenario, a list of metrics that are examined during the test.
Test Scenarios	Scenarios describe realistic situations in which CLEC's purchase wholesale services and network elements from Verizon PA for resale to the CLEC's end user customer on a retail basis.
Test Target	A discrete set of measures to be applied to specific test components.
TIRKS	Trunk Inventory Record Keeping System. System used in the provisioning process to assign circuits to orders.
TISOC	Telecom Industry Services Operations Center. This center is divided into wholesale and resale operations. This is a single point of contact for processing Reseller service requests.
TN	Telephone number.
TRACKER	Work manager-undergoing testing in the RCMAC.
Transaction Driven - CLEC Cases	The CLEC case method requires extensive participation by the Phase 2 tester to observe the execution, measure and monitor progress and results, and inspect and audit the execution and results.
Transaction Driven – GUI Cases	The GUI test method is applied to test cases that use the GUI approach in real-world actions.
Transaction Driven – TTG Stress/Load Volume (100 percent automated)	The purpose of this stress and load test method is to test capacity and identify potential choke points in the accessing of information from Verizon PA business processes.

Term	Definition
Transaction Driven – Test Transaction Generator (TTG) Normal Volume (automated and interactive)	Based upon normally expected transaction volumes, the TDG will derive and store expected results for comparison with actual results.
Transaction-Driven System Analysis	Transaction driven system analysis relies upon initiation of transactions, tracking of transaction progress, and analysis of transaction completion results to evaluate the automated system under test.
Transaction Generation	Transaction generation is the use of live, historical, and/or generated data and data processing capability to evaluate an automated and/or manual system under test.
Unbundled Access	Ability of other LECs to access and use Verizon PA network components to fill in gaps where these providers' networks do not have their own facilities.
Unbundled Loop	A transmission channel between an end user location and LEC central office that is not a part of, or connected to, other LEC services.
Unbundled Port	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.
UNE	Unbundled Network Element. One of seven network elements as defined by the Telecommunications Act of 1996.
UNE-P	Unbundled Network Element – Platform. This consists of a loop and access to the ILEC Switch sold in combination to a CLEC. UNE-P service provides all network elements necessary for providing service to the customer without requiring the CLEC to combine the elements themselves through collocation.
Usage Return	A part of the claims process for usage appearing on the Daily Usage Feed. In order to facilitate investigation of errors, the CLEC is required to transmit back to Verizon usage records that are believed to contain errors along with error codes. Error codes are specified in the EMI guidelines.
USOC	Universal Service Order Code. A 3-5 character alphanumeric code that represents a product or service.
Verification and Validation	Methods used in the evaluation of activities and processes not amenable to data-driven testing, but which require verification and validation.
VETS	Verification Evaluation and Testing System. System which allows system testing on working and testable lines.
WFA/C	Workforce Administration/Control System. The principal provisioning and maintenance and repair management and tracking system used by Verizon PA coordination centers to deliver and maintain telecommunications services.

Term	Definition
WFA/DI	Workforce Administration/Dispatch In system. The principal Provisioning and maintenance and repair management and tracking system used by Verizon PA to dispatch Central Office technicians to the field for inside wiring.
WFA/DO	Workforce Administration/Dispatch Out system. The principal provisioning and maintenance and repair management and tracking system used by Verizon PA to dispatch Central Office Technicians to the field for outside plant work.
WOT	Wired or Translated. WOT is the date by which the translation must be loaded to the switch.
Wholesale Customer Care Center (WCCC)	The organization within Verizon PA responsible for technical issues concerning the Daily Usage Feed transmission and data content.
WTN	Working Telephone Number.

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