

Large Business Systems Business Office Process Chart

PIC/LPIC Change Access Method	Initiator	Type of Access	Supporting Office	Support Position	Work ID (JFC)/ JG or WS	Time(Minutes)		ROS % Usage	BOCRIS PIC Trans.	BOCRIS LPIC Trans.	Access Method Utilization %
						PIC or LPIC	LPIC same line				
Authorized Agent and/or Vendor Interfacing with Vendor Service Center (VSC)	Customer	Telephone, FAX or sent Electronically from Vendor	Verification Negotiate PIC/LPIC Verification ROAR PIC/LPIC Freeze Order Issuance	Cust. Ser.Assoc. Cust. Ser.Assoc. Cust. Ser.Assoc. System Cost Cust. Ser.Assoc. Cust. Ser.Assoc.	2800/27 \$0.0075	5.82	0.97	9.7%	10	5	10%
End User Telephones or sends LOA to Major Acct. Center	Customer	Telephone, E-mail, FAX or via Direct Mail	Verification Negotiate PIC/LPIC Verification ROAR PIC/LPIC Freeze Order Issuance	Cust. Ser.Assoc. Cust. Ser.Assoc. Cust. Ser.Assoc. System Cost Cust. Ser.Assoc. Cust. Ser.Assoc.	2800/27 \$0.125	3	0.5	32.5%	10	5	65%
End User Telephones or sends LOA to Mid-Market Center	Customer	Telephone, E-mail, FAX or via Direct Mail	Verification Negotiate PIC/LPIC Verification ROAR PIC/LPIC Freeze Order Issuance	Cust. Ser.Assoc. Cust. Ser.Assoc. Cust. Ser.Assoc. System Cost Cust. Ser.Assoc. Cust. Ser.Assoc.	2800/27 \$0.025	6.3	0.9	22.5%	10	5	25%
BellSouth Account Executive to Major Account Center or Mid-market Center	Customer	Telephone, E-mail or FAX	BBS Support Verification Negotiate PIC/LPIC 3rd Party Verification ROAR PIC/LPIC Freeze Order Issuance	Account Exec. Cust. Ser.Assoc. Cust. Ser.Assoc. Cust. Ser.Assoc. System Cost Cust. Ser.Assoc. Cust. Ser.Assoc.	2800/27 \$0.125	NA 3.75	NA 1.25 BB	0.0%	10	5	0% Negligible
					ROAR Cost	PIC or LPIC Time(M)	LPIC same line Time(M)	ROS %			
Weighted ROAR Cost, CSA Time and ROS Utilization % =					\$0.09	4.107	0.647	64.7%			

Assumptions:**Major Account Center (MAC) and BellSouth Account Center (BSAC) and ROAR Staff Support**

1. CSA time to perform a PIC Change with Third Party Verification and Freeze = 6 minutes using ROS and negligible time using ROAR:
 - a. For 2002-2004, 50% of the line changes were made using ROS: $6.0 * .5 = 3$ minutes.
 - b. For 2002-2004, 50% of the line changes were made using ROAR: $0.0 * 50\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = 3 minutes.
2. If PIC & LPIC are performed on the same access line or circuit ID, the additional CSA time to perform the LPIC with Third Party Verification and Freeze = 1 minute using ROS and negligible time using ROAR:
 - a. For 2002-2004, 50% of the line changes were made using ROS: $1.0 * .5 = .5$ minutes.
 - b. For 2002-2004, 50% of the line changes were made using ROAR: $0.0 * 50\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = .5 minutes.
3. ROAR system costs per PIC/LPIC Change is \$.25. Since ROAR will be invoked 50% of the time, then the weighted cost is $$.25 * .5 = $.125$.

Mid-Market Center and ROAR Staff Support:

1. CSA time to perform a PIC Change with Third Party Verification and Freeze = 7 minutes using ROS and negligible time using ROAR:
 - a. For 2002-2004, 90% of the line changes were made using ROS: $7.0 * .9 = 6.3$ minutes.
 - b. For 2002-2004, 10% of the line changes were made using ROAR: $0.0 * 10\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = 5.4 minutes.
2. If PIC & LPIC are performed on the same access line or circuit ID, the additional CSA time to perform the LPIC with Third Party Verification and Freeze = 1 minute using ROS and negligible time using ROAR:
 - a. For 2002-2004, 90% of the line changes were made using ROS: $1.0 * .9 = .9$ minutes.
 - b. For 2002-2004, 10% of the line changes were made using ROAR: $0.0 * 10\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = .9 minute.
3. ROAR system costs per PIC/LPIC Change is \$.25. Since ROAR will be invoked 10% of the time, then the weighted cost is $$.25 * .1 = $.025$.

Vendor Service Center (VSC) and ROAR Staff Support:

1. CSA time to perform a PIC Change with Third Party Verification and Freeze = 6 minutes using ROS and negligible time using ROAR:
 - a. For 2002-2004, 97% of the line changes were made using ROS: $6.0 * .97 = 5.820$ minutes.
 - b. For 2002-2004, 3% of the line changes were made using ROAR: $0.0 * 3\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = 5.820 minutes.
2. If PIC & LPIC are performed on the same access line or circuit ID, the additional CSA time to perform the LPIC with Third Party Verification and Freeze = 1 minute using ROS and negligible time using ROAR:
 - a. For 2002-2004, 97% of the line changes were made using ROS: $1.0 * .97 = .97$ minute.
 - b. For 2002-2004, 3% of the line changes were made using ROAR: $0.0 * 3\% = \text{Negligible Time}$.
 - c. Weighted total CSA time = .97 minutes.
3. ROAR system costs per PIC/LPIC Change is \$.25. Since ROAR will be invoked 3% of the time, then the weighted cost is $$.25 * .03 = $.0075$.

1. The ROAR support by BBS-Customer CARE is not included as it was considered negligible.
2. The percentage of time that a PIC and/or LPIC could be initiated utilizing the Account Executive with the MAC or Mid-Market Centers is considered negligible.
3. Large Business MAC, BellSouth Account Center (BSAC) and Mid-Market Service Centers use Outlook and BellSouth Works to access the Internet and they do not utilize KANA. Outlook and BellSouth Works costs are negligible therefore not included.