

***Pacific Bell***  
***Local Service Request***  
***(LSR)***  
***Electronic Data Interchange***  
***(EDI)***

***Pacific Bell, Nevada Bell and Southwestern Bell***  
***Competitive Local Exchange Carrier (CLEC)***  
***Joint Test Plan***

***for Napa Telecom Resale & UNE Project***

Prepared by: P\*B, N\*B and SWBT Joint Test Team  
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**1.0 INTRODUCTION**

This document provides test objectives, scope, schedule, test guidelines, and test plan components that will make up the NAPA TELECOM (Resale and UNE) Project joint test plan with Pacific Bell for Local Service Requests (LSRs) sent via Electronic Data Interchange (EDI). In addition, it provides an overview of the test entrance and exit criteria, execution and validation strategies, test management processes, test data, and critical deliverables with due dates. Listed below are the objectives of the joint test effort:

- Follow agreed upon testing processes and standards.
- Verify that incoming and outgoing transactions, system interfaces, and business processes are functioning.
- Identify and fix all high severity defects prior to implementation of LSR-EDI in production.
- Prioritize lower severity defects for possible fix or inclusion in future releases.

**2.0 SCOPE AND SCHEDULE**

**2.1 JOINT TEST SCOPE**

The joint test focuses on verifying that NAPA TELECOM can successfully send LSRs via EDI containing various production order types to P\*B. The test will demonstrate that the LSR- EDI file transmitted from NAPA TELECOM is successfully processed through incoming transactions, system interfaces, business processes, and outgoing transactions. The length of this test and number of test cases will be negotiated and agreed upon with NAPA TELECOM. The following activities which are defined in the Local Service Ordering Requirements (LSOR) will be included in the joint test:

- **Conversion/Reconfiguration As Specified (REQTYP A, B, C, E and M)**
- **New and Disconnect (REQTYP A)**
- **New, Change, Disconnect and Outside Move (REQTYP M)**
- **New, Change and Disconnect (REQTYP E)**
- **Suspend, Restore (REQTYP M)**
- **Standalone Listings (REQTYP J)**

**2.2 JOINT TEST SCHEDULE**

Once P\*B has received a request to run a joint test of LSR-EDI, an initial meeting will be scheduled as soon as possible to identify a single point of contact from each team, discuss any high level issues, setup the connectivity method for transmitting Service Orders (VAN, Connect: Direct, FTP, etc...) in the LSR-EDI format, and schedule the testing. The P\*B test team will distribute a test plan to NAPA TELECOM with an overview of the test and validation strategies, proposed timelines, and expectations for the test. P\*B will also provide a standardized test case worksheet for NAPA TELECOM to use in creating test cases. NAPA TELECOM will then finalize the scope of test cases with the P\*B test team. NAPA TELECOM will request and P\*B will provide the test data. The P\*B test team will perform any setup required for the test environment to process the EDI LSRs.

Completion of the following tasks by the agreed upon due dates are critical to the success of the testing effort. Tasks may be modified as needed.

	<b>Due Date</b>	<b>Status</b>	<b>Task</b>	<b>Responsible</b>
1	10/7	done	Initial meeting to discuss testing process, provide single points of contact from NAPA/P*B test teams, setup connectivity	NAPA/P*B

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2	9/27	done	P*B distributes LSR-EDI joint test plan template to NAPA for review and standardized test case worksheet	P*B
3	10/7	done	Walkthrough of test plan to identify issues and clarify questions	NAPA/P*B
4	10/14		Specify test cases and provide a complete data package containing functionality to be tested	NAPA
5	10/18		Walkthrough of test cases for clarification and issue identification	NAPA/P*B
6	10/18		Establish joint test timeline for execution	NAPA/P*B
7	10/18 - 22		Test physical connectivity of new circuit to PRAF	NAPA/P*B
8	10/25		Set up test environment and migrate test account information to testing environment.	P*B
9	10/26		Conduct entrance criteria walkthrough prior to execution	NAPA/P*B
10	10/27		Begin to execute and validate test cases	NAPA/P*B
11	11/12		Provide estimated "go live" date for Production to SBC EDI team	NAPA/P*B
12	11/12		Certify exit criteria and establish start date for live transactions	NAPA/P*B

**3.0 TEST GUIDELINES**

**3.1 TEST PRINCIPLES**

The following principles will be used during testing activities:

- Testing will be focused on meeting NAPA TELECOM's test LSR-EDI objectives and expected results.
- The joint testing environment will emulate a production environment, including the application of LASR edits.
- Teams will adhere to entrance and exit criteria defined in this test plan.
- NAPA TELECOM and P\*B test teams will be available and committed to the test schedule.
- Testing procedures will be well defined, yet flexible to accommodate objectives.
- NAPA TELECOM, P\*B test teams and Account Manager(s) will negotiate any issues until resolved. If no resolution can be agreed upon, the Account Manager(s) will accept the responsibility to bring the issue to a final resolution.

**3.2 TEST EXPECTATIONS**

During the joint test, test participants are expected to support the following:

**NAPA TELECOM:**

- Review testing deliverables (test plan) and provide timely feedback.
- Create test cases and expected results jointly with P\*B test team.
- Attend joint status meetings with the P\*B test team.
- Keep the P\*B test team informed of potential LSR-EDI delivery slips based upon the negotiated/agreed upon schedule.
- Make any necessary data changes to the LSR-EDI in order to retest fixes, including changing the sequence number, due date and Purchase Order Number (PON).
- Communicate to the test team all changes made to the LSR-EDI and when those changes are complete (i.e., when file is retransmitted to P\*B).

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- Conduct validation of test case execution through NAPA TELECOM's systems and communicate results to the P\*B test team.

**P\*B Test Team:**

- Attend joint status meetings with NAPA TELECOM.
- Work with NAPA TELECOM jointly on test cases and expected results.
- Identify and move test and reference data to testing environment.
- Perform test execution.
- Review and validate test cases jointly with NAPA TELECOM.
- Identify all defects and communicate them to the appropriate team(s).
- Retest after modifications have been made.
- Prepare testing metrics and provide status.

**P\*B/NAPA TELECOM Account Teams:**

- Attend joint status meetings.
- Negotiate test timeline.
- Facilitate resolution of business rule requirement issues that surface during the test.

## **4.0 TEST PLAN COMPONENTS**

### **4.1 TEST CONDITIONS AND EXPECTED RESULTS**

Test conditions translate the business rule requirements that must be satisfied into a form that is useful for building test cases. Expected results are developed for each of the test conditions. The expected results are a statement of purpose for the test condition with relation to the requirement. During validation, the test executor will compare expected results to the actual results, and any deviations will be noted. The expected results are documented along with corresponding test conditions in the test scripts.

The conditions to be tested will include both normal (e.g., correct) and abnormal (e.g., error) conditions. They will also include conditions to test technical characteristics of the interface, such as the ability to process multiple orders in a batch, and the ability to process correct and incorrect orders together.

### **4.2 TEST CASES**

A test case covers an activity with all its pertinent attributes used for testing the system. Test cases are created by grouping complimentary test conditions. Test cases are chosen by NAPA TELECOM based on the activities and test conditions which require testing.

Based on NAPA TELECOM's testing requirements, a suggested test case worksheet will be provided as a working document to NAPA TELECOM. NAPA TELECOM can choose a subset and/or add/delete test cases for testing.

The specific test cases to be used will be based on NAPA TELECOM's requirements and will be provided on the test case worksheet by NAPA TELECOM.

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**5.0 TEST ENTRANCE AND EXIT CRITERIA**

**5.1 ENTRANCE CRITERIA**

The purpose of entrance criteria is to define the deliverables and conditions that should exist prior to the start of the various test phases. NAPA TELECOM and P\*B testing organization will jointly be responsible for identifying whether or not the entrance criteria have been met and informing NAPA TELECOM and P\*B leadership of entrance criteria status.

Ideally, testing activities should not begin until entrance criteria have been satisfied; however, with real world system building scenarios, that is not always possible. Therefore, testing activities will begin once entrance criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria. While the entrance criteria will be well defined, they will also be flexible enough to accommodate the business objectives. An example of an entrance criteria checklist is provided below:

MET	NOT MET	ENTRANCE CRITERIA
		<b><i>P*B Test Team</i></b>
10/07		Name of single point of contact provided to support joint test
		Joint test plan and Testing scope (test conditions, etc) are determined and documented
		File naming conventions are defined and communicated to NAPA TELECOM
10/11		P*B test team is committed to meeting the dates defined in the test plan
10/07		Commitment to meet test expectations
		<b><i>NAPA TELECOM Test Team:</i></b>
10/07		Name of single point of contact provided to support joint test
		Connectivity method for transmitting Service Orders in place
		Test file is formatted according to the requirements outlined in the LSR-EDI Mapping Matrix
		NAPA TELECOM is committed to meeting the dates defined in the test plan
		Joint test plan and testing scope (test conditions, etc) are determined and documented
		Commitment to meeting defect turnaround intervals (Severity 1 defect turnaround - 24 hours)
		Test data requirements incorporated into a data package which is distributed to and approved by test participants
10/07		Commitment to meet test expectations
		<b><i>Account Team Managers:</i></b>
x		Commitment to meet test expectations

**5.2 EXIT CRITERIA**

The purpose of exit criteria is to define the deliverables and conditions that should exist prior to the end of a test phase. NAPA TELECOM/P\*B testing team will be responsible for tracking test progress to identify whether the exit criteria have been met and informing NAPA TELECOM and P\*B leadership of exit criteria status. Testing activities should not end until the exit criteria have been satisfied or the test participants have assumed the risk of going forward without meeting the criteria. While the exit criteria are well defined, they will also be flexible enough to accommodate the business objectives. An example of an exit criteria checklist is provided below:

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MET	NOT MET	EXIT CRITERIA
		All test cases have been executed (per the test scope).
		All major system outputs (i.e., output files, user interfaces) have been produced and validated by P*B and NAPA TELECOM
		All severity 1 and 2 modification requests have been closed, canceled or deferred (to a future release) by mutual agreement between P*B and NAPA TELECOM

**6.0 EXECUTION AND VALIDATION STRATEGIES**

**6.1 EXECUTION STRATEGY**

Execution hours are Monday - Friday, 7am to 4pm Central Time. Hours of execution may fluctuate by agreement during the test depending on test objectives and progress. NAPA TELECOM will notify P\*B when test case orders are transmitted to P\*B. If execution extends beyond the normal execution hours, the respective teams will be notified. It is expected that all teams involved with the test will support testing during the specified times.

The urgency of support will be based on the severity of the issue. Issues which are identified as Severity 1 and Severity 2 will prompt immediate attention; however, all other lower priority issues will be addressed per the problem management guidelines identified in this plan (see section 7.1).

The test will execute combinations of activities as follows:

- **FOC:** Receive NAPA TELECOM request (LSR-EDI), process the request through the system to creation of a service order(s) and send 997 acknowledgment messages, confirm order confirmation notifications, or errors as appropriate to NAPA TELECOM.
- **SOC:** Complete service order(s) and send a completion notification to NAPA TELECOM when applicable.
- **JEOPARDY NOTICES:** These will be included to the extent available
- **CONFIRMATION/SUPPLEMENT (TYPE 1) CANCELS:** Receive NAPA Type 1 Supplement to cancel request (EDI 860), send 997 acknowledgement message and 865 confirming cancellation.

The test sequence will consist of REQTYPs identified in the test plan, as well as some tests intended to test the system's technical characteristics. If a test fails, P\*B and NAPA TELECOM will determine jointly where the defect lies, and what the severity of the defect is. Based on this determination, P\*B or NAPA TELECOM will make necessary corrections to their system(s), and create a fix which can be tested.

The P\*B joint testing team will retest defects after a fix has been provided to the testing organization. If the fix fails retest, the issue will be a retest reject and returned to NAPA TELECOM or P\*B team, as appropriate, based on where the defect is determined to lie, for resolution. It is expected that the appropriate level of testing will occur prior to the test team receiving the fix for retest.

This strategy will result in a multiple-iteration test. That is, the same test cases will be re-run each time a fix is delivered until test cases are processed successfully. If a fix is made which may impact multiple test cases, the P\*B and NAPA TELECOM testing teams will jointly determine the number of test cases which should be run to verify the fix.

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**6.2 VALIDATION STRATEGY**

P\*B and NAPA TELECOM will each verify the test outputs and communicate any discrepancies between actual and expected results to the P\*B joint testing teams promptly within an agreed upon time frame. Validation will be performed to ensure that each test case has executed successfully through the system and that expected outputs have been created.

P\*B test executors and NAPA TELECOM test team will also be responsible to each other for verifying test outcomes and communicating discrepancies between actual and expected results. In turn, NAPA TELECOM will be responsible for ensuring each test case is received successfully via NAPA TELECOM's agreed upon transmission procedure and is executed successfully through their internal system.

**7.0 TEST MANAGEMENT PROCESSES**

**7.1 DEFECT TRACKING**

During the execution phase, the testing team will document discrepancies to monitor defects discovered throughout the execution of the test. P\*B will monitor the defect volume, type, priority, current status, and root cause of issues known as modification requests (MRs). P\*B will provide the input data for metrics reported to project stakeholders during the test. A status report detailing open defects will be made available to test participants on a daily basis.

Once an MR is opened, it will be assigned to the application team responsible and put in a status of "In Analysis". The application team will make the appropriate fix to the software (*See MR Process Flow - both Regions - on the next page*) and communicate to the test team when it is ready for re-test. If the problem is a result of the order sent by NAPA TELECOM, the MR will be assigned to NAPA TELECOM and the details of the issue will be communicated to NAPA TELECOM testing team. Once the order is corrected and re-sent, the MR will be placed into "Retest".

After an MR has been resolved, the test case will be re-executed. If the test case is successful, information regarding the root cause and problem type, will be entered and the MR will be closed.

**MR Severity Guidelines:**

<b>Severity</b>	<b>Definition</b>
<b>Severity Level 1</b>	Problem detected has halted testing progress; a fix is required immediately for testing to continue. No acceptable workaround is available. The problem detected can prevent a major testing objective from being met in the current phase. Examples: abend, general protection fault, dialogue error <b><u>"Critical path - requires immediate attention and action"</u></b>
<b>Severity Level 2</b>	Problem has been detected in a specific area of the system, however an acceptable workaround exists. Preferably, the problem should be fixed before using a workaround or fixed in the next run. Examples: data problem, technical environment problem, incorrect system file <b><u>"Critical path - requires attention"</u></b>

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<b>Severity Level 3</b>	Problem has been detected; however, progress can continue as planned. Problem investigation and resolution can be pursued the following business day. The problem should be fixed prior to the next scheduled run or test phase. It is transparent to the customer, but not the user. Examples: Validation discrepancies (base/test), dialogue branching incorrect <b><u>“Non-critical path - should be fixed”</u></b>
<b>Severity Level 4</b>	Problem has been detected, however, progress can continue as planned. A determination must be made as to whether a fix will be required or deferred. Examples: Dialogue messages inconsistent, font is incorrect (screen or bill). <b><u>“Non-critical path - fix may not be necessary - possibly deferred”</u></b>

**MR Process Flow:**

Steps	Process Flow
<b>1</b>	Upon receipt of an MR, an evaluation is performed to determine if the request is valid. If not, the MR is canceled and supporting documentation is presented.
<b>2</b>	The MR is evaluated for scope, restrictions and constraints (includes an analysis of the impact to both P*B/N*B and SWBT processes to ensure resolution and avoid duplicity of a problem).
<b>3</b>	The correction is created and tested which consists of unit, integration and regression testing. Testing considers that P*B/N*B and SWBT uses the same LSR-EDI system but may have different downstream process impacts. Integration and regression tests are based on which region requested the change and the downstream impact.
<b>4</b>	The correction is implemented.
<b>5</b>	Impacted process documentation is updated and communicated.
<b>6</b>	Updated documentation is stored either electronically or on paper.

In order to keep the test on schedule, the test team will contact NAPA TELECOM if a Severity 1 MR is detected during execution. It is expected that NAPA TELECOM will respond within the negotiated time frames. This response is simply to confirm the problem exists and that investigation will commence immediately. NAPA TELECOM will be asked for an ETC (estimated time to completion) when contacted by the testing team. If needed, a time will be set to provide more status for the MR.

**7.2 FATAL LASR ERRORS**

In cases where a Fatal LASR error occurs in the test or production environments, the P\*B test team will process the error by mirroring the same steps used in the MR flow.

A list of the Super Fatal LASR errors are attached to Addendum A.

**7.3 METRICS**

Metrics are collected and used to manage MRs, identify trends, report status, and improve processes. The following metrics will be provided to project stakeholders:

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- Test Condition Status
- Activities Processed
- Defect Turnaround Time

**7.4 STATUS REPORTING**

Status reporting is crucial to the success of the test. Status meeting frequency and times will be determined by P\*B and NAPA TELECOM. Members from NAPA TELECOM and P\*B test teams are expected to attend and provide current status on MRs. This meeting will be the forum for reviewing and discussing the execution status, MR progress, and general issues as well as setting short-term testing objectives and milestones. The P\*B testing organization is responsible for managing the meetings. The following table represents the framework that is used to provide status during the test execution phase:

Type	Purpose/Frequency/Mechanism	Audience	Owner
Test Status Meeting	Review MR report with key project team personnel/Daily or as needed	P*B/NAPA TELECOM	P*B Test Team
	- prioritize, identify/assign ownership		
	- review current status		
	- review due dates/schedules		
Written Report	Provide project test team and NAPA TELECOM with written status/Daily/E-mail	P*B/NAPA TELECOM	NAPA TELECOM
	- identify major obstacles/key milestones		
	- summarize execution plan for the day		

**8.0 TEST DATA**

The overall strategy and scope for the test data includes the following:

- NAPA TELECOM will submit/request test scenarios. Pacific will provide the necessary test accounts and any reference data in the test environment.
- P\*B and NAPA TELECOM will agree upon the test data for starting joint testing. It is expected that once the test plan has been agreed upon, no additional accounts will be added. If data changes are necessary, they will be agreed upon by NAPA TELECOM and P\*B test team.
- NAPA TELECOM provided test accounts must be used for all tests and all information (e.g., end-user name, address, etc.) must be in synch with test environment.
- PONs must be the unique identifier for each test case. No one PON can be used in multiple test cases.
- All requests should have a desired due date (DATE=MMDDCCYY) in the DATES aggregate as needed to support testing, including testing of SOC.
- When resending a test file, the sequence number (SEQNO) in the header and footer must be incremented by one.
- No one telephone number can be used across multiple test cases.

**9.0 EDI TEST SYSTEM / PRODUCTION SYSTEMS**

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The LSR-EDI test and production environments (for UNE and Resale) and their processes are detailed on the following five pages. The diagrams will provide the following:

- **P\*B/N\*B Test Environment** - Displays where manual intervention occurs; Shows where data is transmitted to and the flow-through process once it's received; Provides time increments for when data is processed.
- **P\*B/N\*B Production** - Mirrors Southwestern Bell's processes; Shows where data is transmitted to and the flow-through process once it's received; Provides time increments for when data is processed.
- **Southwestern Bell Test/Production** - Displays the automated processes; Shows where data is transmitted to and the flow-through process once it's received; Provides time increments for when data is processed.

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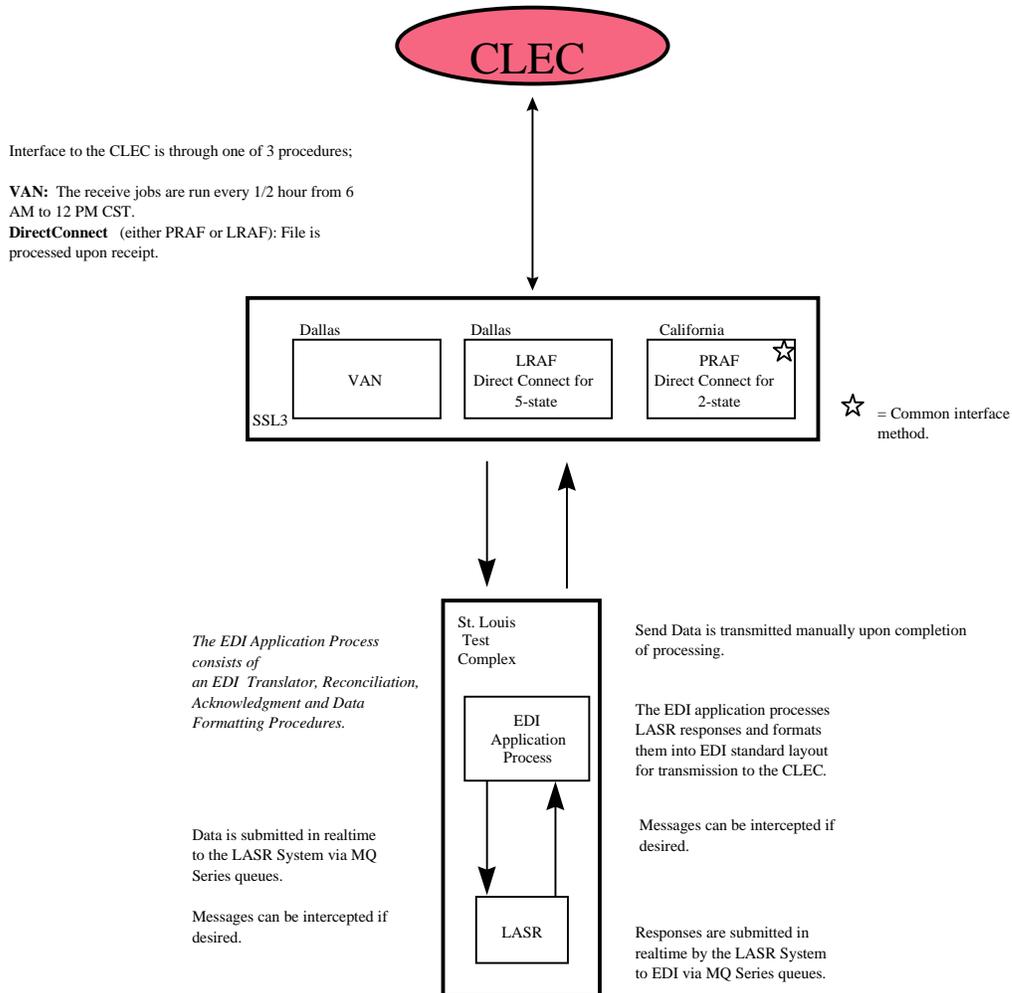
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**Test - Pacific Bell**

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**ADDENDUM A:**

The following is a list of the Super Fatal errors that **P\*B** could potentially receive in the testing or production environments:

- **LS0035** - Company Code is not found. Re-issue as initial request.
- **LS0210** - SUP not allowed. Status is cancel, delete, or complete. Re-issue as initial request.
- **LS0260** - COMPANY CODE required. Re-issue as initial request.
- **LS0271** - PURCHASE ORDER NUMBER required. Re-issue as initial request.
- **LS0274** - REQ TYP is required. Re-issue as initial request.
- **LS0282** - CC/PON match not found with SUPTYP. Re-issue as initial request.
- **LS0703** - REQ TYP invalid. Valid entries: 1<sup>st</sup> pos = A, B, C, F, M; 2<sup>nd</sup> pos = B.
- **LS0804** - E911 UPDATE CODE valid with REQ TYP E, F & M only.
- **LS0805** - LISTING UPDATE CODE valid with REQ TYP B, C, E, F & M only.

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**Attachment 1 - NAPA TELECOM Local Order Interface Checklist**

This attachment identifies the information exchange necessary to for NAPA TELECOM to subscribe to the P\*B Local Order Interface.

1. Initial Kick-off meeting: This meeting begins the EDI local ordering process. The Test Team members will review the joint test plan, the process flow and this checklist. The following project milestones and points of contact are established. The milestone dates must be within current P\*B schedule and are used by P\*B for scheduling resources. Refer to the EDI Local Ordering Connectivity/Test Plan Process Flow document for an complete explanation of these tasks.

<b>P*B POC</b>	<b>NAPA TELECOM POC</b>	<b>Task</b>	<b>Start Date</b>	<b>End Date</b>	<b>Estimated Duration</b>
PB resource	TG resource	User ID Form Processing	9/8/99	9/24	10 Days
PB resource	TG resource	Network Testing (If needed)	10/18	10/25	5-10 Days
PB resource	TG resource	End-To-End Testing	10/27	11/12	12-20 Days
PB resource	TG resource	Production Introduction (Live)	11/01/99		

2. Network connectivity meeting: This will take place once NAPA TELECOM has established a dedicated circuit to either the LRAF (for initial testing) or the PRAF (for P\*B after 8/25/99). The following network connectivity issues are discussed:

- Network topology
- Exchange of host IPs

<b>Host</b>	<b>IP Address</b>	<b>ISA</b>	<b>GSA</b>	<b>Ports</b>
P*B/N*B Primary Host				
P*B/N*B/SWBT Test Host				
NAPA TELECOM Primary Host				
NAPA TELECOM Backup Host				
NAPA TELECOM Test Host				

<b>Company</b>	<b>NDM Node Name</b>	<b>File Naming Convention</b>
P*B		
NAPA TELECOM		

- NAPA TELECOM provides expected number of transactions per day

<b>Transaction</b>	<b>Order Volume</b>
LSRs	3-4