

Open Product/Process CR Detail

Report Line Number 1

CR #	Title	Date	Organization	Area Impacted	Products Impacted
		Current Status			
PC061002-1	LSR put in Jeopardy when no dial tone present when Qwests installs Unbundled Loop	Clarification 6/18/02	Wholesale ProdProc	Ordering, Maintenance/Repair, Provisioning	Loop

Director: Diebel, Diane

Originator: Dowding, Bryon

Originator Company Name: Alltel

Owner: Hendricks, Linda

CR PM: Keegan, Michael

Description Of Change

When ALLTEL orders an unbundled loop with a NC Code of LX--and the CHC marked N, Qwest checks for dial tone at the end user (new loops) or at the spot pair (reuse facilities). If there is no dial tone present, Qwest contacts the CLEC gives them 30 minutes to get dial tone on the loop or the LSR is put in Jeopardy and a new LSR has to be written with a new due date. If the order contains multiple loops and one of the loops does not have dial tone, all of the loops are placed in Jeopardy. Qwest has responded to our concerns saying that this has always been their procedure but it was not being followed. Because these orders are not coordinated hot cuts, Qwest can make their cut anytime during the day. It could even happen over a lunch hour. We have also had situations where Qwest has put a loop on the wrong spot pair, had no dial tone at the customer's premise and placed the order in Jeopardy.

Status History

06/10/02 - CR Submitted by Alltel
 06/10/02 - CR acknowledged by P/P CMP Manager
 06/12/02 - CR posted to Web
 06/14/02 - Called Alltel and scheduled clarification call to be held 06/18/02 10:30 a.m. MST
 06/18/02 - Clarification call held with Alltel
 06/25/02 - Clarification call meeting minutes sent to Alltel and posted in database
 07/17/02 - CMP Meeting - Meeting discussions will be set forth in the Product/Process Meeting Minutes to be posted on the CMP Web site.
 CR status"Clarification" was not changed.

Project Meetings

Clarification Call
 Time/Date: 11:00 qa.m. (MDT) / Tuesday, June 18, 2002
 Place: Conference Call
 Conference: TEL: 877.521.8688
 Call-In No: CODE: 7901848
 CR No: PC061002-1 "LSR put in Jeopardy when no dial tone present when Qwests installs Unbundled Loop"

Attendees:
 Byron Dowding, Alltel
 Neil Houston, Qwest
 Linda Hendricks, Qwest
 Steve Hilleary, Qwest
 Michael Keegan, Qwest

1.0 Attendees introduced.

2.0 Description:

The following is extracted from the CR submitted by Alltel:

When ALLTEL orders an unbundled loop with a NC Code of LX--and the CHC marked N, Qwest checks for dial tone at the end user (new loops) or at the spot pair (reuse facilities). If there is no dial tone present, Qwest contacts the CLEC gives them 30 minutes to get dial tone on the loop or the LSR is put in Jeopardy and a new LSR has to be written with a new due date. If the order contains multiple loops and one of the loops does not have dial tone, all of the loops are placed in Jeopardy. Qwest has responded to our concerns saying that this has always been their procedure but it was not being followed. Because these orders are not coordinated hot cuts, Qwest can make their cut anytime during the day. It could even happen over a lunch hour. We have also had situations where Qwest has put a loop on the wrong spot pair, had no dial tone at the customer's premise and placed the order in Jeopardy.

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Clarification Call Discussion:

Alltel indicated that this problem started recently (60 – 90 days ago) and has occurred at both Omaha and Grand Island, Nebraska

Alltel said the problem is they get a call from Qwest on the due date when no dial tone is present and the order is placed in jeopardy if the problem is not corrected in 30 minutes.

Qwest does a Dial Tone check on both Basic and Coordinated LX - - (2W/4W Analog)type orders on DVA (Design Verify Assign) which is approximately 48 hours after application Date. If there is no Dial Tone at that time Qwest contacts the CLEC to let them know there is no dial tone at this time. The notification is approximately 24-36 hours before the Due Date. I have verified a couple of orders and we have called Alltel after the Dial Tone Check to notify them that there was No Dial Tone at DVA.

On Due Date Qwest does another Dial Tone check before they do the install or hot cut before Qwest starts to do the work. If Dial Tone is not present, the COT calls the QCCC (Qwest CLEC Coordination Center) Coordinator. The QCCC Coordinator calls the CLEC and lets them know that Dial Tone is not present at their CFA (Connecting Facility Assignment).

The CLEC is given 30 minutes to correct the Dial Tone situation. If the CLEC is not ready in 30 minutes they are requested to send a supplement to their LSR for a new Due Date.

If the LX- - has a Reverse Battery or No Signal NCI (Network Channel Interface) Qwest does not require Dial Tone to be present at the CLEC's CFA.

If the order has multiple loops the CLEC may split out the LSR and accept those that do have Dial Tone. The order without Dial Tone may be put on a separate LSR.

The Coordinated Appointment Time Option allows the CLEC to choose exactly when they want the installation or hot cut to be performed.

The Basic Option allows Qwest to start the installation or hot cut any time between 8AM and 5PM regional time.

The COT should be doing the ANI test on the loop before and after they perform the lift and lay. The correct number should be identified.

This is the process in place and should be followed to insure the accuracy of the request.

Linda Hendricks will prepare the Qwest response.

3.0 Confirmed that UNE Loop is the product impacted.

4.0 Qwest confirmed the correct personnel were on the call.

5.0 CLEC expects Qwest to change this process ASAP, give the CLEC a reasonable amount of time (90 minutes) to correct a no dial tone situation on a reuse of existing facilities and give loops to the CLEC if there is continuity to the spot pair on new facilities

6.0 No Dependent Systems Change Requests were identified,.

7.0 Action Items

Alltel can present this Change Request to the CLEC community at the July Product/Process CMP meeting scheduled for July 17

Qwest will issue draft response to this Change Request by Aug 14 (one week prior to the Aug 21 CMP meeting). Qwest will discuss the draft response at the Aug 21 CMP meeting.

CR #

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