

**AT&T ANALYSIS OF NYPS 11/8/99 REPLY EXHIBIT 5**

PON#	DD	DATE of OUT	Issue per Staff Exh. 5	Staff Notes per Exh. 5	Not wkng. due to BA prov. err? per Staff Exh. 5	Previous ATT Score	Previous BA Score	Previous Staff Score	ATT 11/19/99 Analysis	ATT 11/19/99 Analysis Category
NYCY9906604	7/2	6/29	early cut	reviewed in 1st reconciliation; cust had retail trouble on 6/29, activated call forwarding to avoid; trouble cleared as bad underground 6/30, cut ok 7/2	N	Met in July	Met in July	N/A	We scored as a met bcs in July tech conf data recon Staff determined was retail trbl. Staff note from Tech conf "cust activated call forwarding 6/29 - not premature cut " Trbl was bad underground. Our logs show we reported early cut to BA and cust was restored. ATT log notes consistent with early cut.	H
NYCY9906632	7/23	7/14	out of svc.	BA notified 7/19, ticket closed 7/19	?	Miss in July	Met in July but agreed to miss in Tech conf. Changed to Miss in July	N/A	BA reason for miss "agree with early cut. Will appear in 7/19 result data of trbl ticket repair. C2C miss."	B
NYCY9906772	8/23	8/23	no dialtone	BA repaired wire per AT&T log	?	Miss in Aug	Met in Aug	I-Code in Aug	Staff reason for I-Code "7/6 supp. In 1st July reconciliation; ring no answer reported within 1 hour window but trouble not identified till later in day" this was a 30th street wiring problem on BA side of network	C, E
NYCY9906851	7/9	7/9	no dialtone, buzzing	BA ticket closed 7/12 due to no access, trouble was cleared 7/16	N	I Code in July	I-Code in Tech conf	N/A	BA agreed to I-Code in Tech conf. Staff did not reconcile ATT scored I-Codes in July. BA reason for I Code "agree that there was trouble on the line associated with the install."	B, D
NYCY9906876	7/16	7/16	no dialtone	BA notified 7/19, corrected problem 7/19	?	Miss in July	Met in July but agreed to I-Code in Tech conf. Did not change in July	I-Code in July	Staff reason for I-Code "parties agreed in prior reconciliation" BA Reason for I-Code "ordr had prev push out. Finally cut w/facility trbl identified aftr the cut. Was corrected on trbl ticket." Staff notes in Tech conf "underground facilities problem - BA agrees I-code"	B, C, D
NYCY9906997	7/13	7/13	"not working properly"	reviewed in 1st reconciliation; AT&T was notified on 6/30 of 3 lines that couldn't be ported (coded terminals), told BA to proceed anyway	N	Met in July	Met in tech conf	Met in tech conf	Staffs reason for met "Everett @ AT&T accepted cut, index # 258". Only 2 TN's were aux trunks that could not be ported.	E

**AT&T ANALYSIS OF NYSPC 11/8/99 REPLY EXHIBIT 5**

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NYCY9907004	7/22	7/22	wired to wrong customer	BA closed ticket to CPE	N	Miss in July	Miss in July Supp in Tech conf	Miss in Tech conf	BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was due to BA outside facility problem. Staff reason for miss "1st notification less than 4 hours before FDT - left voice mail 10 am"	B
NYCY9907034	7/9	7/1	early cut	reviewed in 1st reconciliation; trouble 7/1 was with retail svc (static, cross-talk), BA replaced drop wire 7/2, cut ok 7/9	N	Miss in July	Met in July	Met in July and tech conf	Staff reason for met "scored in previous reconciliation" staff reason for met in tech conf "BA checklist shows no problem; AT&T log shows static problem prior to cut; no evidence of early cut" Cust claims that BA told him that he must cancel his order with ATT in order to get BA to dispatch and fix the problem. This is reflected in our logs supplied to staff. ATT log notes consistent with early cut.	H
NYCY9907062	7/9	7/9	no dialtone	AT&T reported NDT on 1 line after cut; BA installed new drop and interface block	N	Miss in July	Met in July and Met in tech conf. Changed to Miss in July	Miss in tech conf	ATT order presented in July technical conference as factually, hot cut loop did not work due to BA-NY's provisioning error. Staff reason for miss "AT&T reported NDT on 1 line after cut, BA installed new drop and interface block"	A, G
NYCY9907102	7/9	7/9	ring no answer	BA notified 7/12 @ 12:28; trouble cleared 7/13 @ 14:59	N	I Code in July	I-Code in Tech conf	N/A	BA agreed to I-Code in Tech conf. Staff did not reconcile ATT scored I-Codes in July. BA reason for I Code "Ordr comp on DD of 7/9. 2 TXNU are nt wrkng per ATT. ATT informed NDT and they did nt have test results. BA dispatched in and out multiple TT. troubles cleared on line and restored to service 7/13. TT=CC033731 12:28 on 7/12. We opened 4 TT's with BA. Cust line restored once BA dispatched.	D
NYCY9907112	7/23	7/16	early cut	reviewed in 1st reconciliation; cust reported NDT to AT&T on 7/16, but ticket was closed no trouble found, this order cut ok 7/23	N	Miss in July	Met in July	Met in July and in tech conf	Staff reason for met "scored in previous reconciliation" Staffs reason for tech conf met "BA doesn't show early cut; cust reported NDT to AT&T on 7/16 - BA ticket #CC034450; looks like closed NTF" We opened a early cut ticket with BA., once BA closed the ticket the cust lines were restored. ATT log notes consistent with early cut.	H
NYCY9907129	7/12	7/12	ring no answer, then no dialtone	BA notified of problem 7/17, fixed 7/20	N	I-Code in July	Met in tech conf but agreed to I-code	N/A	BA reason for I-Code "Outside plant problem after cut"	D, G

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NYCY9907156	7/12	7/12	ring no answer, then no dialtone	no documentation provided by AT&T	?	I-Code in July	I-Code in July tech conf	N/A	BA agreed to I-Code in July tech conf. Staff did not reconcile ATT reported I-Codes in July. BA reason for I-Code "TCG req cut for 7/12 at 4pm. This is an IDLC cut for both circuits. BA cmplt cut on 7/12 @ 1616 hrs. TCG opened a TT, TT=CC033981. Field dispatched, repaired at the demarc. cleared as CPE trbl." IDLC conversion to copper placed cust on new facilities, can't be retail.	D, E, F
NYCY9907170	7/12	7/12	out of svc.	BA notified 7/13, fixed 7/14	?	I-Code in July	I-Code in July tech conf	N/A	BA agreed to I-Code in July tech conf. Staff did not reconcile ATT reported I-Codes in July. We opened 2 TT's with BA. BA told us that cross connects were wrong in CO and were fixed. This is reflected in our logs supplied to staff.	D, E, F
NYCY9907262	7/16	7/16	no dialtone	reviewed in 1st reconciliation; AT&T logs don't clearly demonstrate any problem with this cut	N	Miss in July	Met in July but agreed to I-Code in Tech conf. Chngd to I-Code for July	I-Code in July	Staffs reason for I-Code "scored in previous reconciliation." BA-NY i code in technical conference. ATT's order presented in July technical conference as factually, hot cut loop did not work due to BA-NY's provisioning error. ATT's logs show that during cut testing, customer told us that she did not have service since 12pm her time. No TT's opened with BA	C, D
NYCY9907263	7/14	7/14	cross-talk	underground problem	N	Miss in July	Met in July agreed to I Code in Tech conf. Chngd to I-Code in July	I-Code in July	Staffs reason for I-Code "parties agreed in prior reconciliation" BA reason for I-Code "7/13 TCG verified C/P match and DT OK. 7/14 110hrs TCG gave BA go ahead for cut today. 7/14 at 1200hrs BA ntfd TCG cut OK DT OK at sub. 1531 TCG ntfd BA they are having prblms not to close. 1646 hrs TCG still having prblms will open TT OK to close out BA order."	C, D, G
NYCY9907293	8/4	8/4	ring no answer		?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "AT&T left voice mail to report ring no answer; trouble reported after window". BA told us it was a short in Cross connect at the frame according to our logs supplied to staff.	C, E, F
NYCY9907336	7/30	7/19	early cut	reviewed in 2nd reconciliation; no evidence of early cut - may be retail trouble	N	Miss in July	Met in July	Met in July	Staffs reason for met "no evidence of early cut; may be retail trouble." BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that the cust outage was due to an early cut caused by BA's provisioning error.	B

**AT&T ANALYSIS OF NYPSC 11/8/99 REPLY EXHIBIT 5**

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NYCY9907374	7/20	7/20	calls go to BA voicemail	BA notified 7/26, cleared 7/27	?	Miss in July	Miss in July	Met in Tech conf	BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was due to BA provisioning error. BA did not work "D" disconnect of TN's from BA switch. Cust was still getting BA VM due to this. BA did not cmplt disconnect order until 7/26 at 1748hrs. This is reflected in our logs supplied to staff.	B, E, F
NYCY9907432	7/19	7/19	out of svc.	BA notified 7/20 @ 11:06, closed 7/20 @ 13:11 as NTF	N	Miss in July	Met in July	I-Code in July	Staffs reason for I-Code "trouble reported after 1 hour testing window." BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was due to BA frame provisioning error.	B, C
NYCY9907435	7/19	7/19	cut late	reviewed in 2nd reconciliation; late completion was due to BA escalating within AT&T after encountering AT&T voice mail	N	Miss in July	Met in July	Met in July	Staffs reason for met "late completion was due to escalation after BA encountered voicemail." BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was due to BA frame provisioning error. BA WFA log also states that 1 line wasn't wrkg afr cut and frame fixed it. Prblm was due to TSOC order error accrdng to WFA.	B, E, F
NYCY9907504	7/27	7/27	ring no answer	alarm system (CPE) caused problem	N	Miss in July	Met in July	I-Code in July	Staffs reason for I-Code "trouble reported after 1 hour testing window." We did a Harris test and found there was a short in the line and reported to BA. This is reflected in our logs supplied to staff. 3 TT's opened with BA. Xconnects were not completed according to what BA told us. In addition there was a short on the alarm line supplied by BA (Not CPE). BA fixed both and cust line was restored. This is reflected in our logs supplied to staff.	C, E, F
NYCY9907569	7/20	7/20	static	according to AT&T's own log, customer experienced outage "for a short time"; log shows less than 1 day; issue was static, not out of svc	N	Miss in July	Met in July	I-Code in July	Staffs reason for I-Code "per AT&T notes, trouble reported after 1 hour window." BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that the cust outage was due to BA's outside facility problem. Although not mentioned by Staff, ATT information also shows that customer was unable to make outgoing calls and subsequently experienced noise and static on the line. Prior to the scheduled cutover, the customer confirmed the absence of any service problems on the lines.	B, C, F, G

**AT&T ANALYSIS OF NYPSA 11/8/99 REPLY EXHIBIT 5**

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NYCY9907665		8/3	premature disconnect	reviewed in 3rd reconciliation; cut ok, AT&T provided index number accepting cut; 3rd line wasn't part of order, should be retail trouble	N	Miss in Aug	Met in Aug	Met in Aug	We did all we cld on LSR to ensure BA did not cut 3rd TN but they did anyway. Staffs reason for met "cut ok, AT&T provided index number accepting cut; 3rd line wasn't part of order - trouble should be retail trouble." We designate partial port on LSR to ensure BA does not cut all TN's but they did anyway. Contrary to Staff's suggestion of a "retail trouble," the customer's loss of telephone service occurred solely because of BA-NY's hot cut loop provisioning error.	E
NYCY9907687	8/31	8/30	no dialtone	cut ok 8/31	N	Miss in Aug	Miss in Aug	N/A	BA reason for miss "3 Items. FDT: 0900. Order was supposed to have been pushed out but never was and went to Final Process. CLEC took early cut."	B, E, F
NYCY9907696	7/22	7/22	lines crossed	reviewed in 2nd reconciliation; pre-existing problem	N	Miss in July	Met in July	Met in July	Staffs reason for met "trouble was pre-existing cross talk problem; not related to hot cut." We rptd that lines were CROSSED, not cross talk and that cust cld not rec incoming calls. BA told us they had trbl outside the frame and tech was fixing it. BA RCCC gave us TT # cc035024. BA resolved by fixing network terminating wire in CO. This is reflected in <u>our logs supplied to staff.</u>	E, F
NYCY9907709	7/22	7/22	ring no answer	AT&T log shows cut and tested ok on due date; subsequent trouble with 1 line	N	I-Code in July	Met in July	N/A	Staff did not reconcile ATT scored I-Codes. BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was caused by BA frame provisioning error. BA did not complete Xconnects nor did they complete "D" disconnect order. BA fixed 7/24. This is reflected in <u>our logs supplied to staff.</u>	B, E, F
NYCY9907739	7/29	7/29	no dialtone	reviewed in 2nd reconciliation; AT&T order was 2 lines, trouble was with 3rd line - should be retail trouble	N	Miss in July	Met in July	Met in July	Staffs reason for met "AT&T order was 2 lines, trouble on 3rd line should be retail trouble." BA cut cust's 3rd line even though we asked them not to on LSR. We designate Partial port on LSR to ensure BA does not cut other line but they did anyway. Contrary to Staff's suggestion of a "retail trouble," the customer's loss of telephone service occurred solely because of BA-NY's hot cut loop provisioning error.	E

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NYCY9907789	7/23	7/23	early cut	reviewed in 2nd reconciliation, no evidence of early cut	N	Miss in July	Met in July	Met in July	Staffs reason for met "no evidence of early cut." BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that order was cut early due to BA provisioning error. Our log shows cust cld and cldnt rec calls. We opened early disco tick with BA and BA restored customer. Outage occurred 7/22 not 7/23 as staff has stated. We opened TT #CC0459392. Cust closed office due to outage on 7/22. BA restored 7/23 but did not call us when TT was closed. This is reflected in our logs supplied to staff.	B, F
NYCY9907856	7/26	7/26	ring no answer	reviewed in 2nd reconciliation; AT&T tried to supp this order after the cut was complete; cut ok 7/26	N	Miss in July	Met in July	Met in July	Staffs reason for met "logs show AT&T tried to supp this after cut was complete; cut ok 7/26." We sent a sup on 7/23 for DD of 8/9. BA did not call to get OK to cut on 7/26. BA cut 5th customer TN that was not on the LSR order, this is what the TT was for. We accepted the cut and ported the cust other 4 TN's on the 26th with no problems. This is reflected in our logs supplied to staff.	E, F
NYCY9907876	7/26	7/26	noise, busy signals	cut 7/26, noise called in on 7/28; cust also had hunting problem (AT&T's) that may have caused busy signals	N	Miss in July	Miss in July	N/A	We scored as miss due to late cut and nt wrkng afr. Busy signals was hunting problem, we did not report this problem to BA. Problem was Noise on the line. We opened 8 TT's with BA (BA kept closing NTF) until BA finally dispatched a tech and after the dispatch the problem was resolved but BA never called us to close the TT. This is reflected in our logs supplied to staff.	H
NYCY9907937	8/9	8/9	no voice mail	reviewed in 3rd reconciliation; "trouble" was no AT&T voice mail	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "cut timely per both companies' logs; alleged trouble was customer's loss of BA voice mail after cut". We scored as a miss because "Not wrkng afr cut. ba cldd bck 1 hr 20 mins afr FDT said cut now done.N-PAC 2:37pm. After initial cut completion notify from BA we tested and found not working. We Cldd BA back and they sd at 3:20pm Work is now done.". We had already activated LNP so cust was out of service for over 1 hour. This is reflected in our logs supplied to staff and as the reason for reporting the outage. DD and cut occurred on 8/6 not 8/9 as staff has noted.	E, F

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NYCY9908006	7/28	7/28	ring no answer	per AT&T log, BA replaced defective wire terminal cable	?	Miss in July	Met in July	I-Code in July	BA agreed via e-mail to ATT on August 18th during an ATT/BA-NY data reconciliation that cust outage was due to BA's outside facility problem. Staffs reason for I-Code "AT&T reported trouble after 1 hour testing window." Our logs show we opened 3 different TT's due to BA closing as NTF and CPE on one TT. WE sent our own Tech who found NDT at DEMARC. BA fixed after that. This is reflected in our logs supplied to staff	B, C, F, G
NYCY9908010	7/28	7/28	no dialtone	cut accepted ok 7/28, BA later notified of a problem; fixed within 1 hour of notice	N	I-Code in July	??	N/A	Staff did not reconcile ATT scored I-Codes. 2 TT's opened with BA. BA told us that cross connects were never punched down in CO at time of cut on one TN. BA fixed. This is reflected in our logs supplied to staff.	E, F
NYCY9908056	8/16	8/19	couldn't receive calls	cut ok 8/16 per AT&T log; cust couldn't receive calls 8/19 due to LNP problem; BA notified 8/20 @ 8:00, problem fixed 8/20 @ 8:26	N	Miss in Aug	Miss in Aug	N/A	LNP concurrence is part of the provisioning process, if BA does not do concurrence, cust will be out of service if cross connects are completed. We notified BA that they had removed concurrence on 8/19. BA fixed on 8/20. This is reflected in the logs and NPAC print outs provided to staff.	E, F
NYCY9908074	8/9	8/9	cross-talk	cut and tested ok 8/9; trouble called in to BA 8/12	N	Not Rprtd in Aug C2C	??	??	We opened 4 tickets due to BA closing NTF. We escalated within BA to get problem addressed. Both customers (who had cross talk) were recent local hot cut conversions from BA to ATT. BA fixed both customers after 8 days of escalating (8/17) by re-wiring cross-connects. All of this is reflected in our logs supplied to staff.	E, F
NYCY9908140	7/30	7/30	ring no answer, then no dialtone	lines tested ok after cut; cust reported NDT on 8/2, BA closed NTF	N	Met in July	??	N/A	Cust reported NDT to ATT on 8/2. We opened 2 TT's with BA and soon after customer reported that DT was restored. No changes were made to ATT's network.	H
NYCY9908142	7/30	7/30	NDT	AT&T accepted cut ok 7/30, reported NDT on 8/2, BA closed NTF	N	Met in July	??	N/A	Cust reported NDT on 8/2. We opened 2 TT's with BA, 1 was closed NTF in CO and the "out" TT BA found no wire connected to the binding post. BA fixed and cust reported that DT was restored. This is reflected in our logs supplied to staff.	F, G

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NYCY9908174	8/30	9/2	ring no answer	AT&T didn't send trouble ticket till 9/2, line tested ok 9/2	N	Miss in Aug	Not Rprtd	Miss	Staffs reason for miss "BA service order problems 8/12, not worked on 8/23 due to IDLC" BA SOP log indicates that there was a Rep error when pushing ordr out that failed to push out D ordr and the D ordr got cmpltd out (disconnecting cust), new ordr issued. BA provided wrong WFA log for this PON. Dates don't match up at all. This was an IDLC conversion. Cust had new facilities changed from IDLC to copper. BA told us that the BA internal "C" order number was not completed until 9/2 and that is why cust was out of service. BA cmpltd work 9/2 and cust in service. This is reflected in our logs supplied to staff.	E, F
NYCY9908220	8/2	8/2	TNs were reversed	not clear whose fault, cust had svc on both lines	?	Miss in Aug	Miss in Aug	N/A	BA reason for miss "3 Items. FDT : 1000. Missed conversion window. CLEC gave go ahead at : 0805. Frame advised problem with ticket. RCCC sent new ticket at : 0855. Frame completed at: 1146. Turned up to CLEC at : 1147." Prblm with ticket was pairs were swapped according to WFA. WE changed our switch assignment because BA cut to wrong pairs. This is reflected in our logs supplied to staff.	E, F
NYCY9908270	8/4	8/4	ring no answer	not clear what the problem was	?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "not clear from either log that trouble was reported within the 1 hour window." We ntfd BA of trbl at 3:14pm accrdng to our log. BA ended up snapping cust back because they clndt fix prblm. Cust had NDT for over 24hrs. Cust was out of service again on 8/9 because BA botched the snap-back. 4 different TT's were opened due to BA closing NTF. This is reflected in our logs supplied to staff.	C, E, F
NYCY9908346	8/4	8/4	no dialtone		?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "BA notified of trouble after window." We Cild 877hotcuts at 2:30pm TT #cc036487. Escalated to RCCC supervisor at 2:30 also. BA fixed bad cable problem. We opened 4 TT's bec BA closed NTF. BA finally fixed aftr we escalated. Cust was down again on 8/16 and BA fixed bad underground also. This is reflected in our logs supplied to staff.	C, F, G
NYCY9908378	8/6	8/6	ring no answer	BA notified 8/9, trouble cleared 8/10 defective wire terminal	?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "LSR for 8/5 @ 10:00 am; parties agreed to 8/6 cut, time not clear (no LSRC)." 2 diff TT's were opened. BA did not dispatch until 8/10 after we escalated. This is reflected in our logs supplied to staff.	C

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NYCY9908448	8/19	8/19	no dialtone on 1 line	BA was notified of problem on 8/23; BA tech showed up 8/23 and was told there was no problem; dispatched again 8/24 and problem cleared	?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "trouble reported after window." We Opened TT w/BA at 9pm. BA fixed prblm outside CO. WFA shows we rptd trbl at 1:14pm to RCCC and we wld put in trouble ticket. First reported to BA on 8/19, 2 TT's were opened. First TT was closed NTF. 2nd TT BA dispatched and after dispatch cust line was working. This is reflected in our logs supplied to staff.	C
NYCY9908492	8/17	8/17	ring no answer	BA defective cable and AT&T hunting error	?	Miss in Aug	Miss in Aug	N/A	This was an IDLC conversion, defective cable was with new cable when cust was converted from IDLC to copper. Cust told us after BA dispatch that BA tech informed cust that prblm was fixed at the DEmarc. We opened 5 TT's due to BA closing NTF. This is reflected in our logs supplied to staff.	E, F
NYCY9908558	8/9	8/9	ring, then DT, then fax tone	changed pairs	?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "trouble reported after window." We Cldd BA at 1:40pm to rpt that lines were crossed. BA RCCC sd to open a TT. BA had bad pair on their side, changed channel pairs and fixed. BA showed open "tip" (broken wire) at 21:25. Cable pairs that BA had in internal system did not match what was on LSRC. BA sd fastest way to fix was to change pairs to what they had. This is reflected in our logs supplied to staff.	C, E, F
NYCY9908568	8/9	8/9	ring no answer	bad underground pair	N	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "IDLC window; trouble called in after testing window." We Opened a BA TT at 1pm with 877hotcuts. BA replaced underground wire and had not worked disco order until 8/10. This was an IDLC conversion. The UNDGRND was new because cust was converted from IDLC to copper.	C, E, F, G
NYCY9908596	8/10	8/10	ring no answer	wiring problem	?	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "trouble reported after window." BA told us they fixed Bridal wire. Connected to wrng assignment. We opened 4 TT's due to ba closing NTF. On 8/11 BA RCMC confirmed that trigger and disco were not done correctly. 1 BA ticket closed as CPE. We escalated and BA repaired block bridal wire on 8/13. This is reflected in our logs supplied to staff..	C, E, F

**AT&T ANALYSIS OF NYSPC 11/8/99 REPLY EXHIBIT 5**

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NYCY9908628	8/11	8/23	no dialtone	cut with no problem 8/11; on 8/23 no dialtone reported to BA @ 22:15, restored 8/24 @ 13:29; not clear if problem was on BA side	N	I-Code for Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. BA dispatched tech 8/24, after dispatch line was restored. No changes in ATT network. BA Tech did not inform us what changes were made/fixd.	H
NYCY9908662	8/11	8/11	no dialtone	BA closed in ticket, NTF	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. BA informed us that tech reported "laid in" meaning the wiring in the frame was not punched down properly by BA-NY's frame technician. This is reflected in our logs supplied to staff.	E, F
NYCY9908672	8/11	8/11	noise	tested fine 8/11, noise reported 8/12 - changed pairs	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. 5 TT's were opened with BA. BA ntfd IDLC on the DD. BA changed facilities from IDLC to copper so problem was with new facilities. Our tech isolated problem to BA network. After a tech meet BA changed their underground pairs (which was converted in IDLC). Noise on line was so bad cust could not use phone. Cust also lost DT at one instance during our escalation. This is all reflected in our logs supplied to staff.	E, F
NYCY9908721	8/12	8/12	no dialtone	tested fine 8/12; no dialtone 8/13; AT&T logs show BA said problem was with loose cross-connects at AT&T end	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. ATT does not install cross connects, BA does. If Tech tested for DT prior, he would have caught problem. We opened 4 TT's with BA. Our tech said prblm on BA side. Tech meet determined that BA sd they fixed loose wire on our end. X-connects are all done by BA not ATT.	E

**AT&T ANALYSIS OF NYPSC 11/8/99 REPLY EXHIBIT 5**

PON#	DD	DATE of OUT	Issue per Staff Exh. 5	Staff Notes per Exh. 5	Not wkng. due to BA prov. err? per Staff Exh. 5	Previous ATT Score	Previous BA Score	Previous Staff Score	ATT 11/19/99 Analysis	ATT 11/19/99 Analysis Category
NYCY9908725	8/27	8/27	out of svc.	AT&T order was cancelled by the customer on 8/13; the customer was out of svc on 8/27 because BA botched the snap back; retail trouble	N	Added to Aug C2C. We did not rprtd. Rprtd as a met afr BA had on their list.	Met	n/a	Not rprtd due to cancel. Since BA botched the Snap-Back causing the customer to loose service, Staff's suggestion that this is a "retail trouble" is absurd. The cust would never have lost service except for BA NY's hot cut loop provisioning error. Customer lost DT because BA hot cut loop provisioning disco order flowed through even though it should not have done so. On the DD cust decided he did not want ATT. BA erroneously processed portion of order anyway after they agreed to cancel. This is reflected in our logs supplied to staff.	E, F
NYCY9908726	8/26	8/24	early cut	reviewed in 3rd reconciliation; there was a retail trouble on this line, both companies agreed to cut the line over anyway	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "there was a retail trouble on this line, both companies agreed to cut the line over anyway; WFA documents timely notice." BA shows in WFA that ordr was cut at 10:50am on 8/26. BA shows trouble out on circuit on 8/25. 8/26 tests showed NDT at Demarc. BA changed bad underground. Order was not cut over until 8/28. On 8/28 BA did not do X-connects. 8/27 BA found a broken wire in CO. 2 TT's opened with BA. This is all reflected in our logs supplied to staff.	E, F
NYCY9908759	8/19	8/18	early cut	broken wire in CO - may be retail trouble; order cancelled by AT&T	?	Miss in Aug	Miss in Aug	N/A	BA reason for Miss "2 Items. CLEC advised could not make or receive calls. RCCC tested open in, referred to frame. Frame fixed broken wire at : 1737." Cust initially called BA who said they cant help because he is an ATT customer. BA sd D order was not worked bcs DD was pushed out. BA then sd DD was not pushed out and order had been worked. Cust cnxld bcs of outage. This is reflected in our logs supplied to staff.	B
NYCY9908793	8/13	8/13	ring no answer	reviewed in 3rd reconciliation; per AT&T log both lines were tested and working within the testing window	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "per AT&T log, both lines tested and working within the testing window." After cut cust reported lines were reversed. After checking we found BA punched down to incorrect pairs (swapped). Rather than spending hours getting BA to fix we swapped in our switch to fix. This is reflected in our logs supplied to staff.	E, F

**AT&T ANALYSIS OF NYPSC 11/8/99 REPLY EXHIBIT 5**

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NYCY9908804	8/13	8/13	no dialtone on 1 line	tested ok 8/13; 8/16 no dialtone reported; fixed 8/20 via miracle	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. 6 TT's opened with BA. 1 TT was closed and tech sd he fixed cable in CO but cust was still without DT. We sent our own tech who sd there is a short in BA network. BA replaced tie pair on 8/19. Cust reported 2 other lines NDT after BA fixed tie pair. Cust reported these lines restored after we opened another TT with BA and BA dispatched. This is reflected in our logs supplied to staff.	E, F
NYCY9909002	8/17	8/19	no dialtone	per AT&T log cut ok on 8/17; trouble reported 8/19 @ 23:15, closed 8/23 @ 13:53; not clear if BA was at fault	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. We opened 3 TT's with BA. BA reported on 8/23 to ATT that they failed to work their "D" order and the disconnects were not completed out of BA switch. This is reflected in our logs supplied to staff.	E, F
NYCY9909078	8/26	8/26	static	reviewed in 3rd reconciliation; trouble was static on line, AT&T did not verify line was ok prior to cut	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "per AT&T log, trouble reported was static on line; AT&T did not verify that line was ok prior to cut". BA cut at 11:38am. We Ntfd BA of trbl at 1:45pm. Opened TT with 877hotcuts at 5pm. . RCCC told us that their records don't match LSRC. Cust lines were restored aftr we opened TT with BA. No resolution given by BA. This is reflected in our log supplied to staff.	H
NYCY9909170	8/19	8/20	no dialtone	cut and tested ok 8/19; no dialtone reported by customer 8/20, BA notified 8/23, fixed outside plant problem 8/23; AT&T had hunting and voice mail problems until 8/24	N	I-Code in Aug	??	N/A	We were notified that this order was an IDLC conversion 4 days aftr the DD. The customer was converted from IDLC to Copper on the DD. Any outside plant prblms were caused by this conversion. Problem was due to provisioning of new facilities from IDLC to copper.	E, F, G
NYCY9909239	8/23	8/23	no dialtone	retail trouble	N	Not Rprtd in Aug C2C	??	N/A	We told BA nt to wrk ordr on 8/19. We pushed out order to 8/31 but LSRC came back with 9/1. On 8/30 cust line was out of service. Cust dealt with BA directly so we are not sure what resolution was. ATT log notes consistent with early cut.	H

**AT&T ANALYSIS OF NYPSC 11/8/99 REPLY EXHIBIT 5**

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NYCY9909246	8/20	8/20	computer line doesn't flash (RNA)	reviewed in 3rd reconciliation; not clear if problem was on BA side	?	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "not clear problem was on BA side; customer had dialtone." We opened a TT with 877hotcuts at 1pm. BA sd at 2:33pm that work had not been cmplt'd in frame and is now. This is reflected in our logs supplied to staff.	E, F
NYCY9909284	8/18	8/18	no dialtone	reviewed in 3rd reconciliation; retail trouble 8/18 and AT&T no dialtone problem 8/18	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "no AT&T dialtone 8/18, there may also be a retail trouble 8/18." Cust reported NDT to us on 8/18 at 9:22am. Cldd 877hotcuts at 10:42am. BA restored cust. TT#0231635. BA told us that RCMC "Might" have fixed prblm but no confirmation on what was fixed. This is reflected in our logs supplied to Staff.	H
NYCY9909286	8/20		no dialtone	cut ok and tested ok 8/20; no dialtone reported 8/23, closed 8/25 to underground problem	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. We opened 6 TT's. Fax line had NDT aftr cut and then a 2nd TN went down 8/24. BA sd cust was assigned to pairs in bldng that did not exist (if BA did not chng anything but Xconnects how could this be?). 3rd and 4th line went down on 8/25 & 8/26. BA finally resolved by assigning cust back to original pairs in the bldng. This is reflected in our logs supplied to staff.	E, F
NYCY9909291	8/31	8/31	cross-talk	reviewed in 3rd reconciliation; cut and tested ok, then AT&T reported cross-talk problem later	N	Miss in Aug	Met in Aug	I-Code Aug	Staffs reason for I-Code "Problem was cross talk, ATT reported aftr gave BA index #." Our logs show that BA escalated to Frame sup at 10:17am. RCCC still working to fix prblm at 12:50pm. RCCC opened ticket CC039590 for us. the RCCC opened an additional tckt for us at 3:28pm CC039635. We escalated on 9/1 bcs prblm not fixed, ecit within RCCC. BA fixed approx 3pm. This is reflected in our logs supplied to staff.	C
NYCY9909292	8/20	8/13	early cut	reviewed in 3rd reconciliation; retail trouble 8/13, not early cut	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "retail trouble 8/13." The cust called in a NDT condition on 8/13 at 2:26pm. We Rprtd to BA at 5:53pm. BA said cross connects in Frame were cmplt'd prematurely. Cust stated that when he cldd BA first, they sd cust was with ATT. Advsd cust to call BA and they were working on prblm. This is reflected in our logs supplied to Staff. NO BA log notes for 8/13, no TT provided.	E, F

**AT&T ANALYSIS OF NYSPSC 11/8/99 REPLY EXHIBIT 5**

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NYCY9909327	8/24	8/24	no dialtone	AT&T tested and accepted cut 8/24; trouble cleared 8/25 @ 16:21, not clear what problem was.	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. BA told us they re-wired the lines in CO. This is reflected in our logs supplied to staff.	E, F
NYCY9909344	8/31	8/31	hum on line	problem was hum on line, may have been AT&T side; AT&T logs note that AT&T didn't escalate because it was just a hum, cust not out of svc	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "problem is on ATT side". We Rprtd trbl at 1:03pm to RCCC coordinator. We Req Frame tech to check wiring. RCCC cld back at 1:43 stated that it is an underground prblm, and they opned a BA TT with 877hotcuts to be fixed by 8pm. BA sd they fixed at 3:50pm but cust rprtd still not wrkng. We escalated for weeks. BA finally fixed on SEPT 21!!! This is reflected in logs supplied to staff. Contrary to Staff's claim, ATT logs plainly show at least 10 escalations to various BA-NY managers and supervisors identified either by name or title.	F
NYCY9909502	8/24	8/24	out of svc.	AT&T tested and accepted cut 8/24; underground problem, no escalation to BA mgrs.	N	I-Code in Aug	??	N/A	Staff did not reconcile ATT reported I-Codes. Our logs show ba repaired bad underground. Contrary to Staff's claim, ATT's logs plainly show at least 4 escalations to BA-NY managers and supervisors identified either by name or title (e.g., "shift supervisor").	F, G
NYCY9909521	8/31	8/31	out of svc.	reviewed in 3rd reconciliation; trouble was with AT&T translations, hunting; also "non-portable TNs"	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "trouble was with AT&T translations, hunting, "non-portable TNs". We specified partial port on LSR and told BA "NOT" to port the other 2 TN's but BA did anyway. This is reflected in our logs supplied to staff.	E, F
NYCY9909526	8/26	8/26	no dialtone	reviewed in 3rd reconciliation; AT&T accepted cut 8/25 w/index #; trouble was with AT&T voice mail	N	Miss in Aug	Met in Aug	Met in Aug	Staffs reason for met "trouble was with AT&T voice mail." BA has LOG entry at 10:28am from Frame saying work was done then. BA RCCC agent turned up to us prematurely prior to frame wrkng cut. After cut cust reported NDT. BA fixed "open" in CO. We opened 2 TT's with BA. The VM problem was after BA restored the customer. This is reflected in our logs supplied to staff.	E, F

**AT&T ANALYSIS OF NYPSC 11/8/99 REPLY EXHIBIT 5**

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NYCY9909717	8/31	8/31	can't make outgoing calls	AT&T tested and accepted cut; customer later reported couldn't make outgoing calls; can't tell what repair was made	N	Miss in Aug	Met in Aug	Miss in Aug	Staffs reason for miss "TISOC error caused BA to miss 8/27 due date" BA did not tell us what was repaired just that they repaired. After TT was closed cust reported TN's were working now. This is reflected on our logs supplied to Staff.	H
NYCY9909723	8/27	8/27	ring no answer	BA notified 8/27 @ 15:20, repaired 8/27 @ 19:35	?	Miss in Aug	Met In Aug	I-Code	Staffs reason for I-Code "trouble reported after window (AT&T reported only RNA within window)." WE opened TT after cut. BA closed as "Open in" meaning broken or incomplete wiring in frame. This is reflected in our logs supplied to Staff.	C
NYCY9909772	8/30	8/25	early cut	BA showed order cancelled, AT&T shows this order worked, not coordinated	?	Miss in Aug	Not Rprtd	Miss in Aug	Staffs reason for miss "early cut 8/25; BA shows order cancelled due to wrong SBN."	A
NYCY9909787	8/30	8/30	no dialtone	closed via miracle 8/31	N	Miss in Aug	Met in Aug	Miss in Aug	Staffs reason for miss "BA informed of no dialtone on 1 line within 1 hour testing window". We opened 2 TT's with BA. Cust line was restored after we opened 2nd TT.	A
NYCY9909793	8/31	8/31	no dialtone	BA trouble ticket closed for no access on 9/1, fixed bad cable 9/2	N	Miss in Aug	Met in Aug	I-Code Aug	Staffs reason for I-Code "Trouble reported after the window." We opened 7 TT's with BA. BA repaired cable outside frame. This is reflected in our logs supplied to staff.	C
NYCY9909801	8/30	8/31	no dialtone	cut and tested ok 8/30, no dialtone reported 8/31; cable problem at frame	N	Miss in Aug	Met in Aug	I-Code in Aug	Staffs reason for I-Code "AT&T dialtone problem during cut caused delay; cable problem day after cut." BA told us line was dead in frame and they re-wired it.	C
NYCY9909957	8/31	8/31	hollow sound on line	BA changed underground 9/1	N	Miss in Aug	Met in Aug	Miss in Aug	Staffs reason for miss "Notified BA within 1 hr test window." Our log also shows BA replaced underground to fix.	A, G

## CERTIFICATE OF SERVICE

I, John Arsala, do hereby certify that on this 22<sup>nd</sup> day of November, 1999, I caused one copy of the foregoing Motion of AT&T Corp. to Strike or to Disregard Portions of the Reply Submission of Bell Atlantic and of The New York Public Service to be served by first class mail on all parties on the attached service list. Pursuant to the Commission rules, Bell Atlantic and the New York Public Service Commission have been served by facsimile, as noted in the attached service list



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