

**Scenario # 629: CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided UNE analog loop/port combination.**

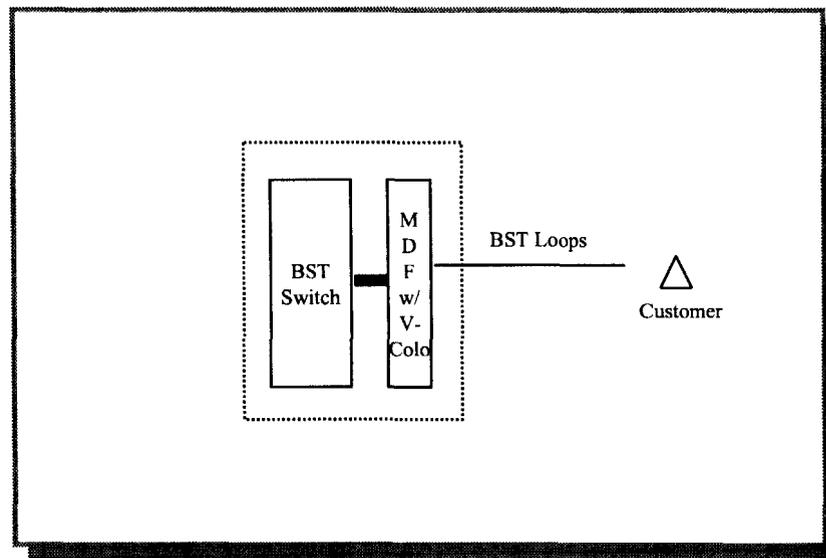
**Scenario Description:**

CLEC residential customer with BST provided UNE analog loop/port combination claims that they have been charged for a feature that they don't have on their line.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

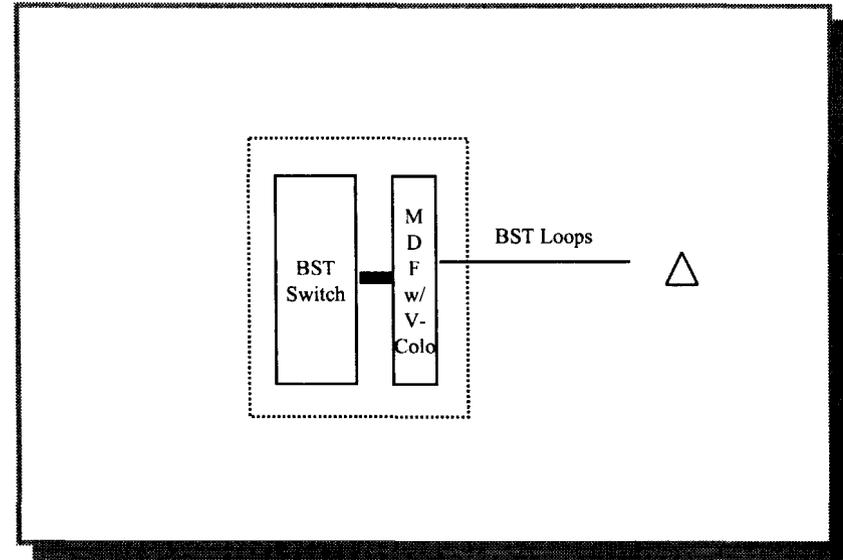
**Scenario #630: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided UNE analog loop/port combination.**

**Scenario Description:**

Small CLEC business customer with BST provided UNE analog loop/port combination requests Trouble History Report for all lines.

CLEC will query BST system to obtain information.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

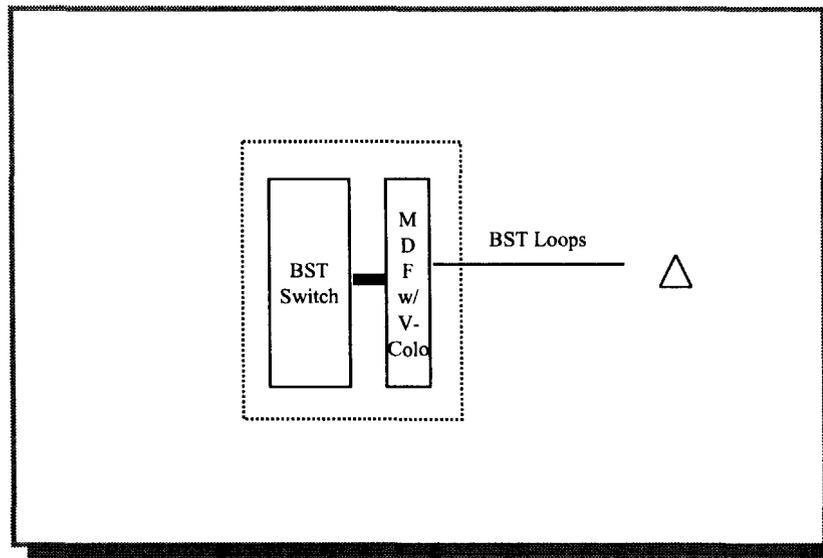
**Scenario #631: CLEC reports 3Way Calling is inoperable on a UNE BST provided UNE analog loop/port combination.**

**Scenario Description:**

CLEC residential customer with BST provided UNE analog loop/port combination reports 3Way Calling is not working.

CLEC isolates to BST port and submits trouble ticket.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

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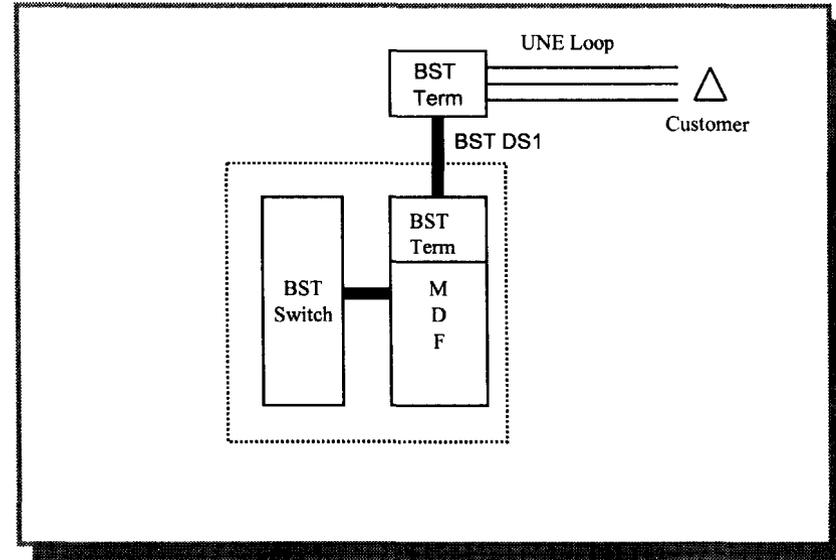
**Scenario # 633:** CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls.

**Scenario Description:**

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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**Scenario # 634:** CLEC reports trouble on ISDN-BRI UNE loop to BST on behalf of CLEC residential customer who cannot make or receive calls.

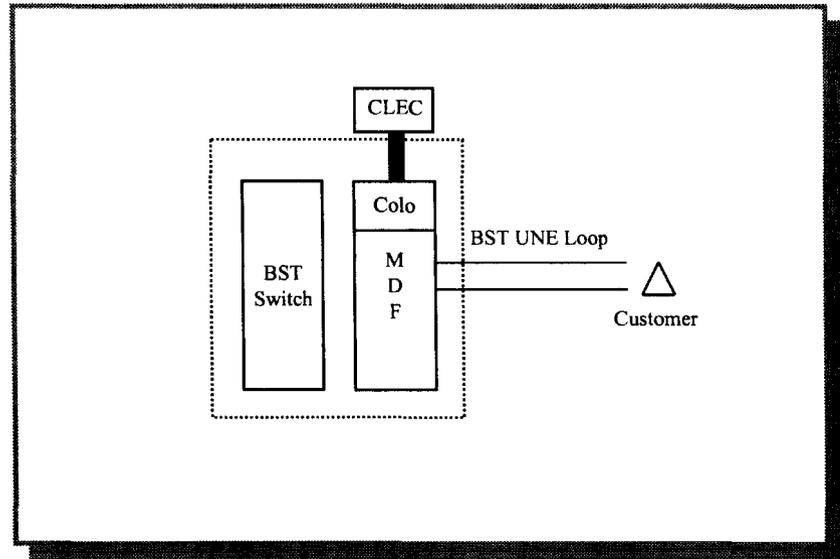
### Scenario Description:

A CLEC residential customer with BST provided ISDN-BRI UNE loop reports that they cannot receive or make calls on their line.

CLEC determines that problem is confined to BST UNE loop and submits trouble.

Customer calls regarding trouble status.

### Network Configuration:



### Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

### Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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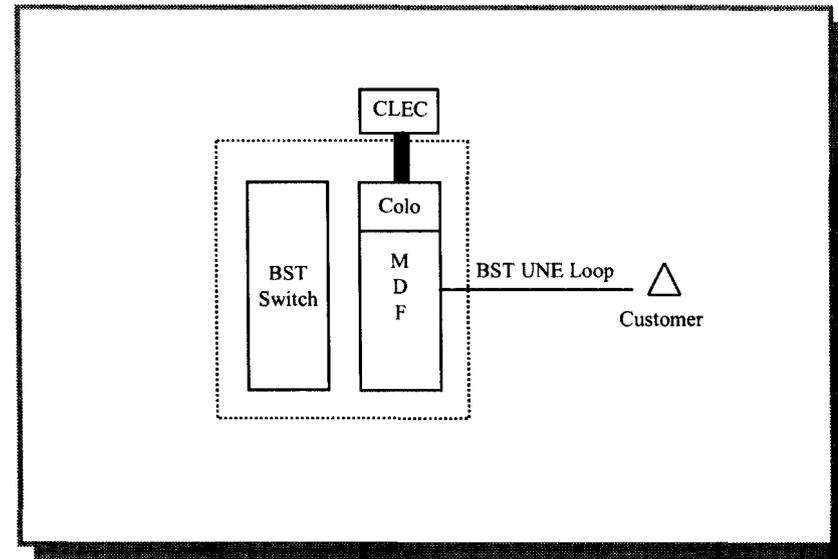
**Scenario # 635: CLEC submits troubles NDT on UNE ISDN-BRI Loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.**

**Scenario Description:**

A CLEC residential customer who is an on-call doctor with BST provided UNE ISDN-BRI loop reports NDT on their line. Because the doctor is on-call ticket requires emergency commitment.

CLEC determines that problem is confined to BST UNE port and submits trouble ticket into ECTA.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

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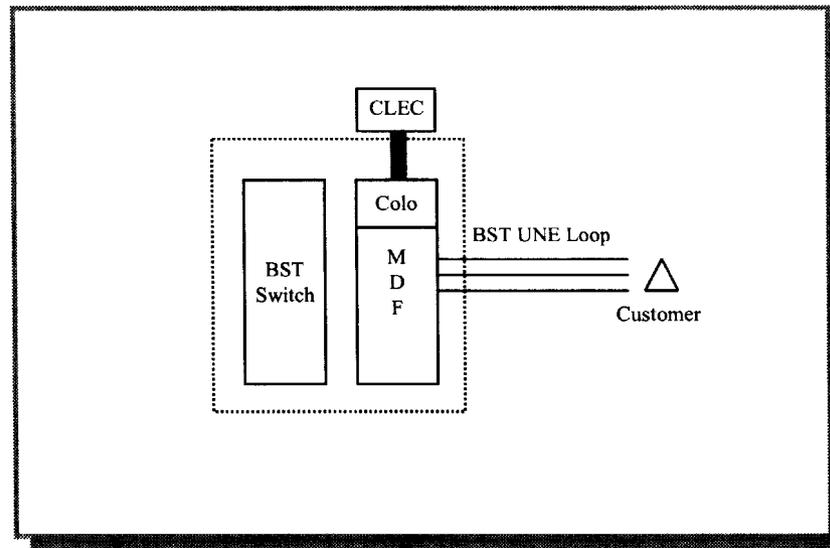
**Scenario # 636: CLEC reports trouble on three ISDN-BRI UNE loops to BST in response to CLEC business customer complaint that they cannot originate calls.**

### Scenario Description:

A CLEC business customer with BST provided design UNE ISDN-BRI loops complains that they cannot originate calls on all three lines.

CLEC determines that problem is confined to BST UNE loops and submits trouble into ECTA system.

### Network Configuration:



### Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

### Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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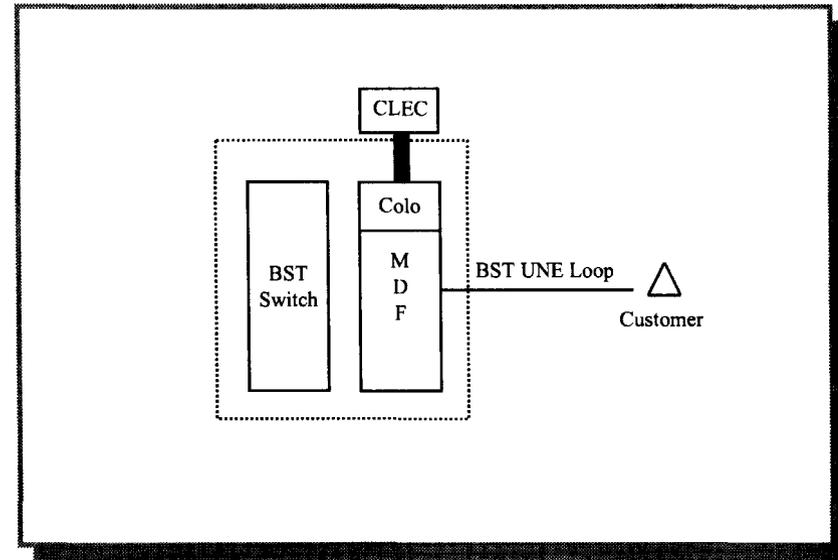
**Scenario # 637:** CLEC reports trouble on UNE ISDN-BRI Loop to BST on behalf of CLEC residential customer who cannot originate calls.

**Scenario Description:**

A CLEC residential customer with a BST provided UNE ISDN-BRI loop complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST UNE loop and submits trouble via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

**Scenario # 641: CLEC reports on behalf of residential customer who cannot call out on BST provided UNE Port.**

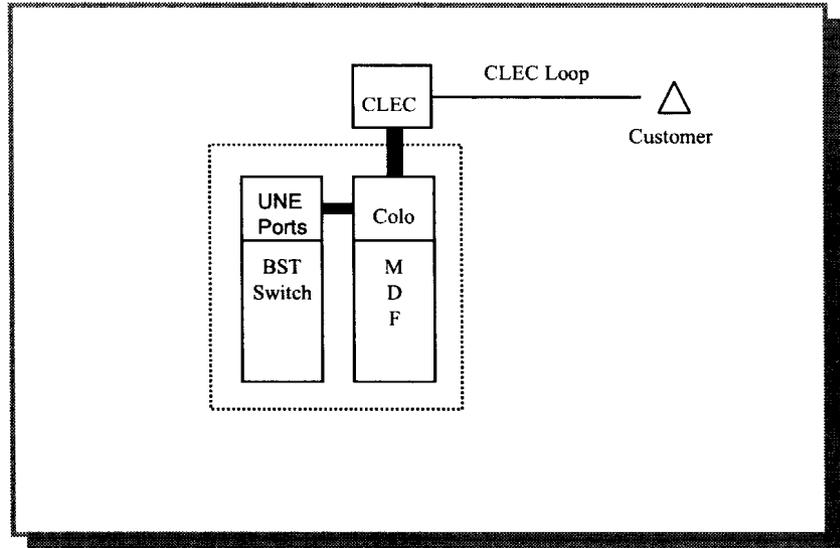
**Scenario Description:**

A CLEC residential customer with BST provided POTS UNE Port reports NDT trouble.

CLEC determines that problem is confined to BST UNE port and submits trouble report via the ECTA interface.

Customer calls back after initial trouble report inquiring as to status of trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X			X

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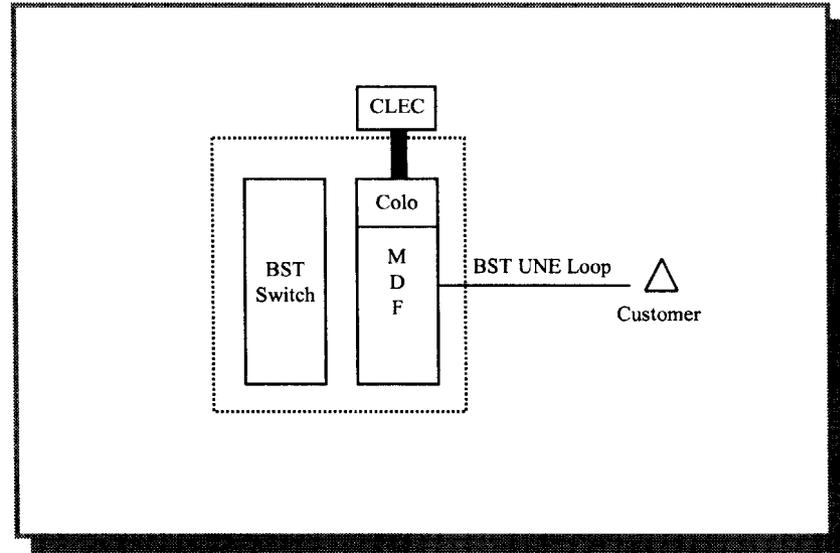
**Scenario # 643:** CLEC reports trouble on ISDN BRI UNE Loop to BST in response to CLEC residential customer's inability to receive calls.

**Scenario Description:**

CLEC residential customer with ISDN line reports inability to receive calls. Customer is serviced by BST provided ISDN BRI UNE Loop.

CLEC isolates problem to BST UNE loop and submits trouble report via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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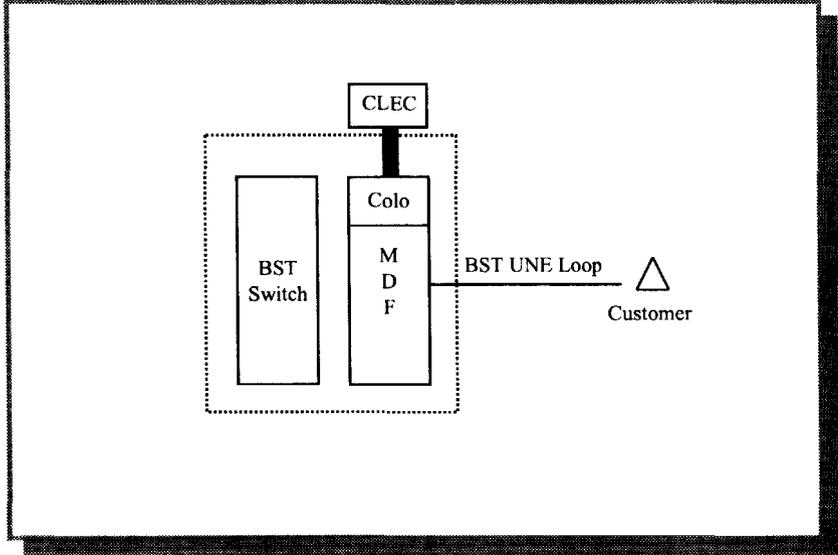
**Scenario # 644:** CLEC reports trouble ISDN-BRI UNE loop to BST in response to CLEC business customer complaint that they cannot originate calls.

**Scenario Description:**

CLEC business customer with BST supplied ISDN-BRI UNE loop reports that they cannot receive or originate calls.

CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 645: CLEC submits trouble report on POTS UNE port to BST in response to CLEC residential customer report of 3Way Calling not working.**

**Scenario Description:**

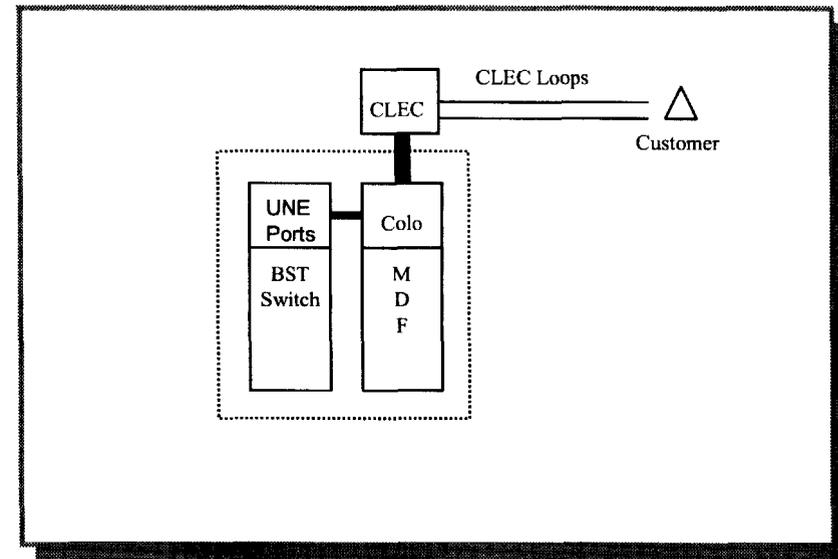
A residential CLEC customer with two BST provided UNE ports reports 3Way Calling inoperable on 1st line.

CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.

Customer calls in to cancel report.

CLEC cancels the trouble report before dispatch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

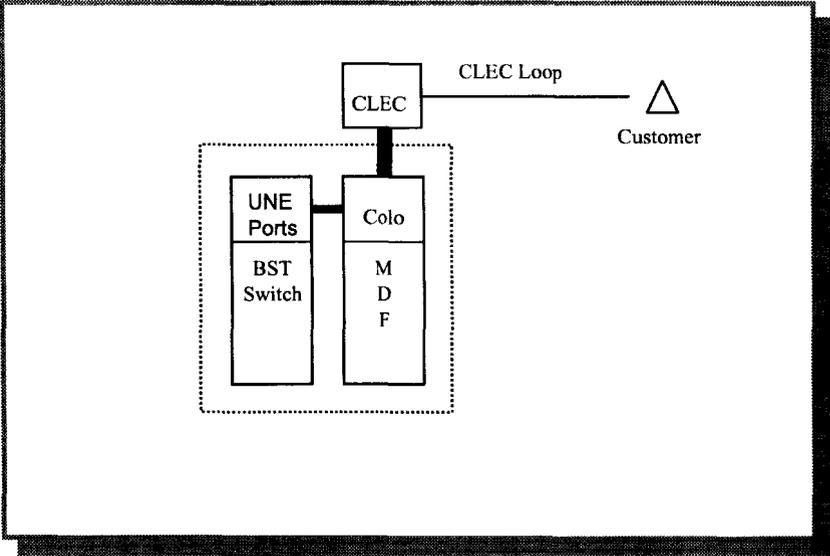
**Scenario # 646: CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that Call Forwarding is not working.**

**Scenario Description:**

CLEC business customer with BST UNE port reports that Call Forwarding is inoperable

CLEC issues test and determines that problem is confined to the BST port. CLEC enters trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

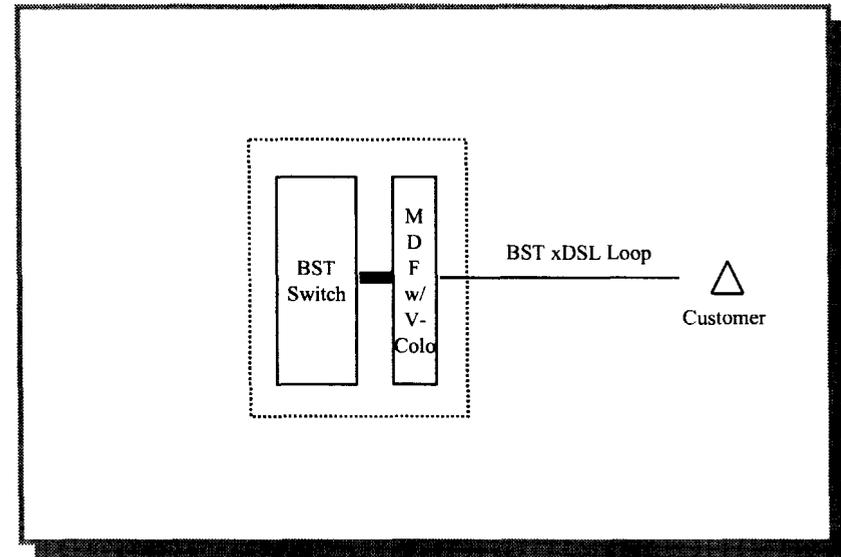
**Scenario # 648: CLEC reports trouble on Resale digital loop to BST in response to CLEC business customer's inability to originate calls on their ADSL.**

**Scenario Description:**

CLEC business customer with BST line unbundled digital port cannot originate calls on their ADSL line.

CLEC issues test and determines that problem is confined to the BST loop. CLEC enters trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

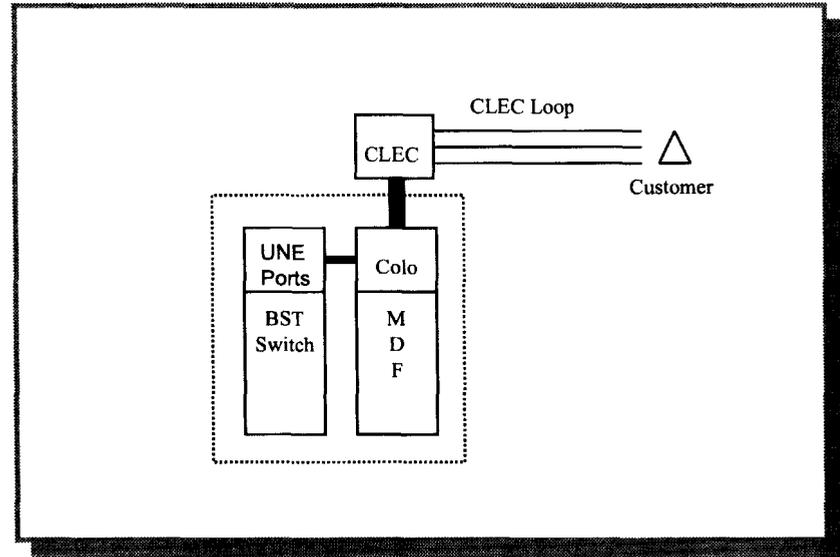
**Scenario # 650: CLEC reports to BST that features for CLEC business customer are not working properly on 3 UNE analog ports.**

**Scenario Description:**

CLEC business customer with BST provided analog UNE ports reports that vertical features are not working on all three lines.

CLEC isolates trouble to BST UNE ports.  
CLEC can enter trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

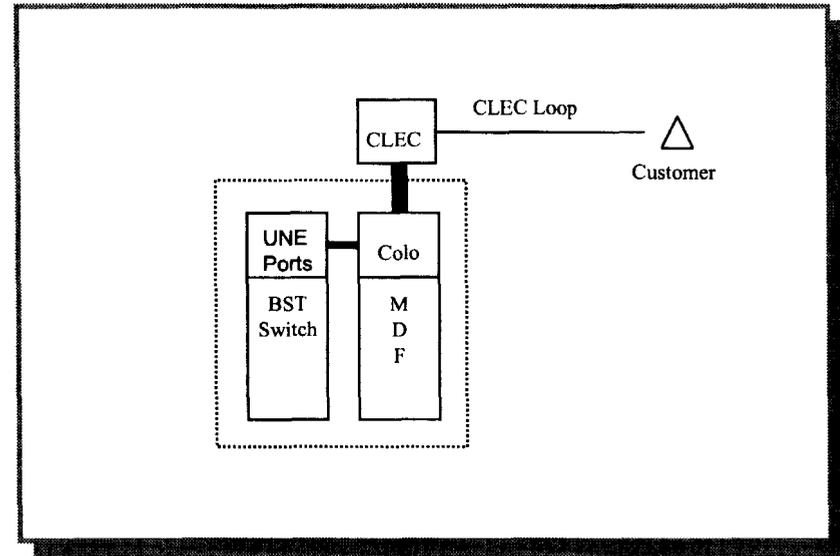
**Scenario # 651: CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.**

**Scenario Description:**

CLEC residential customer with BST provided analog UNE port reports that they are unable to originate calls.

CLEC enters trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

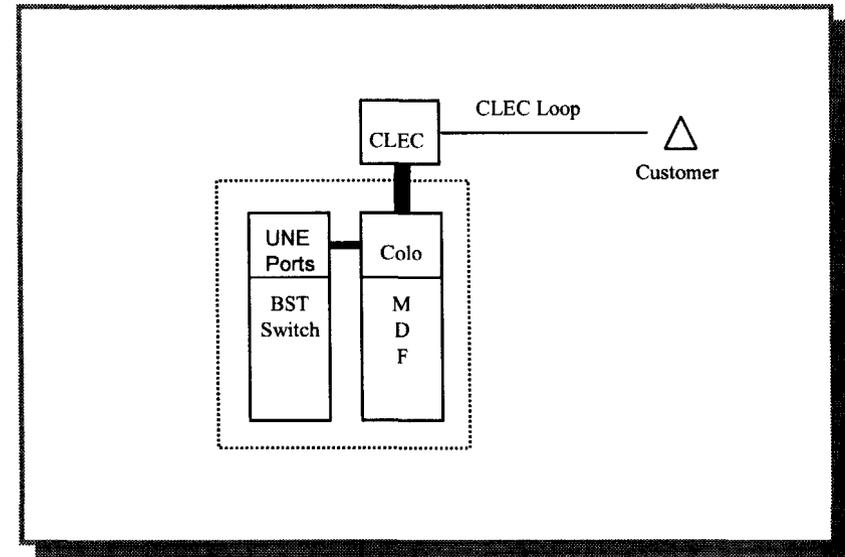
**Scenario # 652:** CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.

**Scenario Description:**

CLEC residential customer with BST provided UNE analog port claims that they are unable to originate calls.

CLEC enters trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

**Scenario # 653: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.**

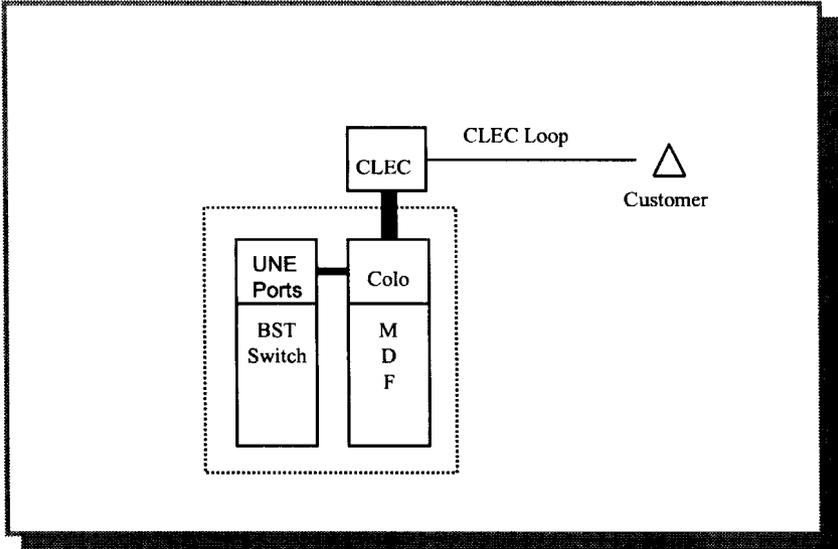
**Scenario Description:**

CLEC business customer with BST provided UNE analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

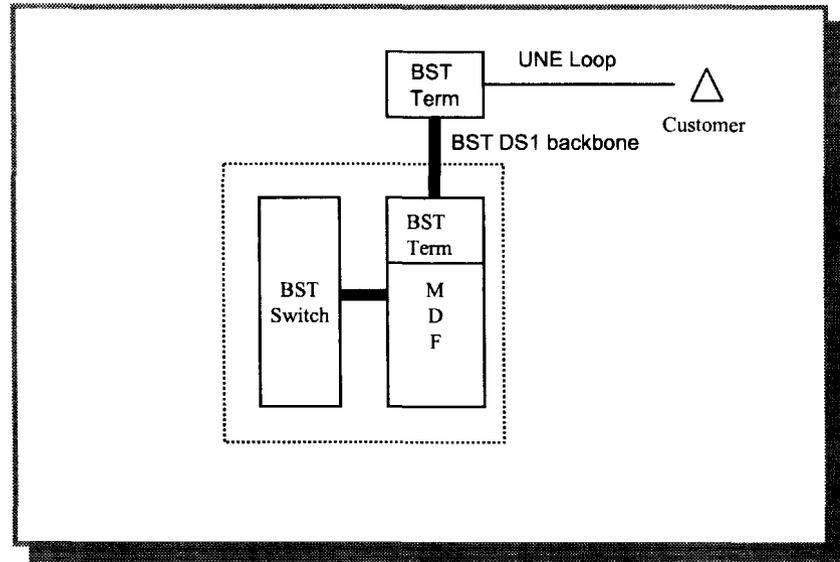
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**Scenario # 657: CLEC reports outage on DS1 UNE loop backbone to BST.**

**Scenario Description:**

CLEC reports outage on DS1 UNE loop backbone to BST via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

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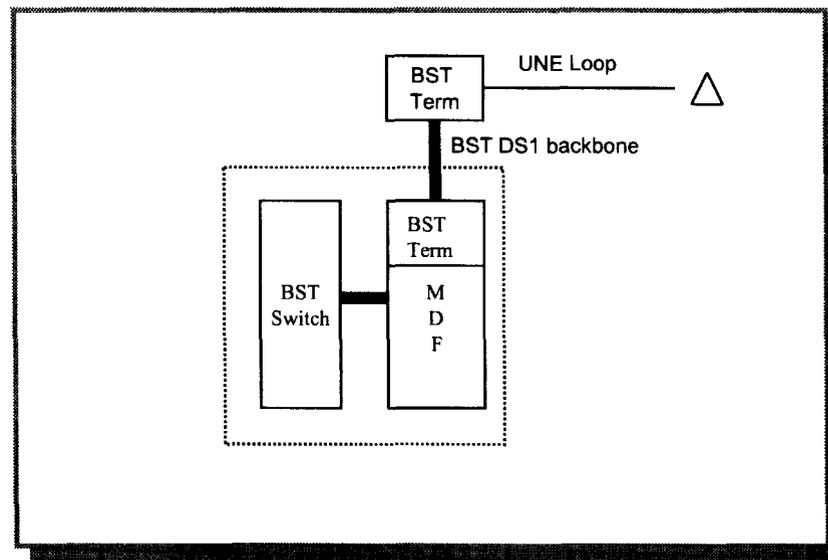
**Scenario # 658: CLEC reports transmission problems on DS1 UNE loop backbone to BST per CLEC business customer's complaint.**

### Scenario Description:

Multiple CLEC customers served by BST provided DS1 UNE loop report transmission problems.

CLEC conducts test and determines that problem is on BST backbone.

### Network Configuration:



### Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

### Scenario Characteristics:

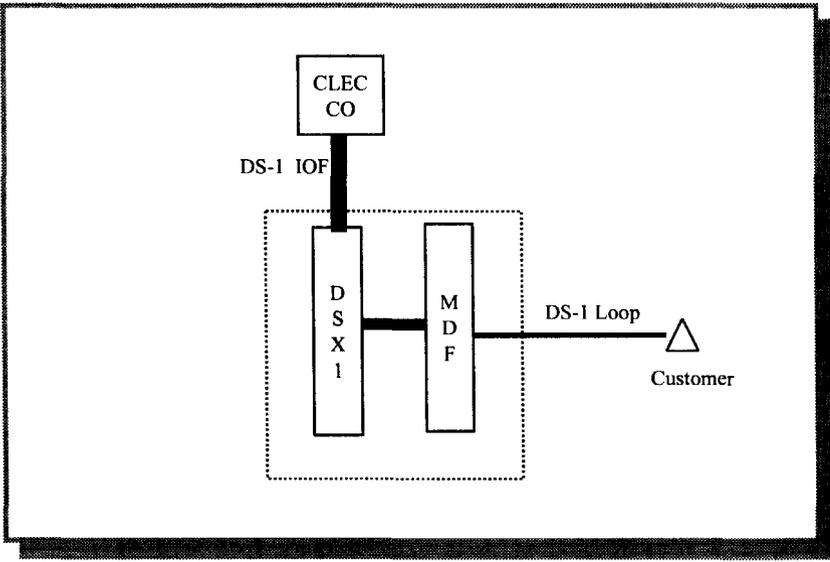
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

**Scenario # 659: CLEC reports PBX trunk failure on unbundled digital loop to BST.**

**Scenario Description:**

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

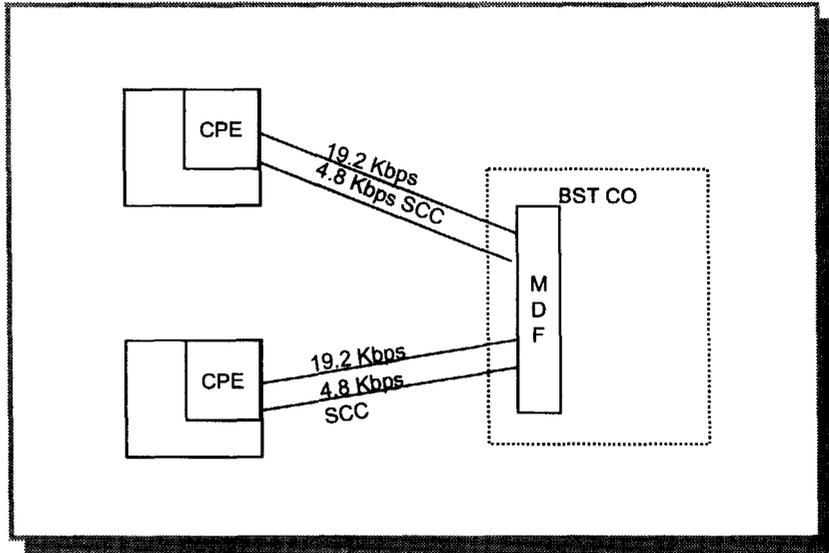
**Scenario # 666: CLEC reports trouble on resold Synchronet line to BST.**

**Scenario Description:**

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

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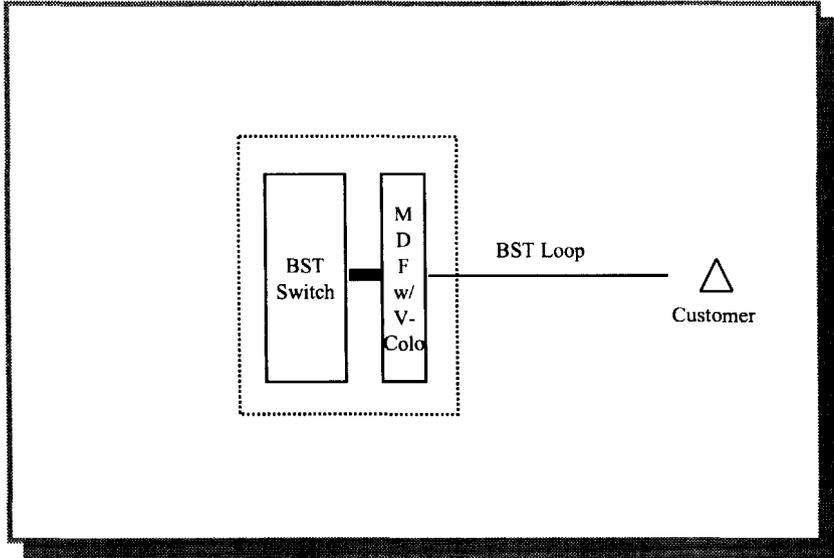
**Scenario # 667:** CLEC reports trouble on Resale POTS line to BST in response to CLEC business customer's inability to receive incoming calls.

**Scenario Description:**

CLEC business customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

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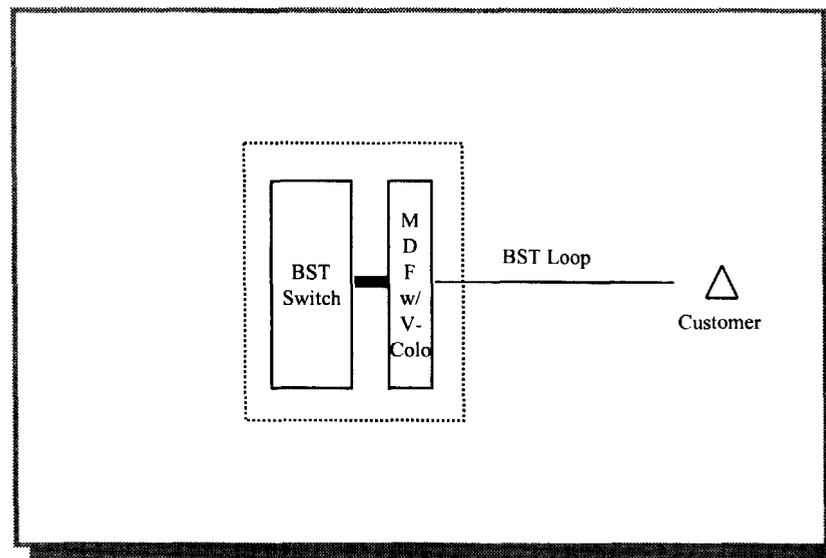
**Scenario # 668:** CLEC reports trouble on Resale POTS line to BST in response to CLEC residential customer's inability to receive incoming calls.

### Scenario Description:

CLEC residence customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

### Network Configuration:



### Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

### Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X