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**BellSouth**  
Suite 900  
1133-21st Street, N.W.  
Washington, D.C. 20036-3351

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Kathleen B. Levitz  
Vice President-Federal Regulatory

202 463-4113  
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kathleen.levitz@bellsouth.com

November 20, 2000

EX PARTE OR LATE FILED

WRITTEN EX PARTE

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> Street, S.W., Room TWB-204  
Washington, D.C. 20554

Re: CC Docket No. 98-147  
CC Docket No. 96-98

Dear Ms. Salas:

Attached are copies of documents that BellSouth has shared with data CLECs that attended contact points and escalation lists upon which data CLECs the FCC-sponsored meeting on line-sharing issues held on October 31, 2000. BellSouth has provided this information in compliance with the request of the FCC staff at that meeting. BellSouth has also shared copies of these documents with Jessica Rosenworcel of the Commission's Common Carrier Bureau.

In accordance with Section 1.1206(b)(1), I am filing two copies of this notice with you and ask that you place them in the dockets identified above. If you have any questions concerning this, please call me at 202.463.4113.

Sincerely,



Kathleen B. Levitz

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List A B C D E

Attachments

cc: Jessica Rosenworcel

November 17, 2000

## MEMORANDUM

To: Line Sharing Distribution List

From: Tommy Williams, BellSouth Telecommunications, Inc.

Subject: FCC Line Sharing Round Table Commitment

This correspondence contains the information that was requested of BellSouth at the October 31, 2000 Round Table meeting in Washington D.C. on Line Sharing Provisioning.

Additionally, we were asked to provide escalation lists and process last week which BellSouth provided. I am including those lists with this correspondence. One of those lists has been updated.

Through the end of September BellSouth had received less than 70 line sharing end user orders spread over four months and nine states. This volume increased significantly in October.

### Root Cause Analysis (RCA)

BellSouth began extensive root cause analysis of 225 Covad orders, for which they had questions. BellSouth began the RCA on October 27, 2000 and worked closely with Covad to determine the underlying cause of ordering and provisioning problems. Approximately half of the problems were found to be in BellSouth's processes. The other half was in Covad's processes, duplicate, or cancelled orders. Our analysis is ongoing but a number of gaps have been identified and filled. The primary activities to eliminate future problems and to correctly order and provision the line sharing service are identified below.

### Synchronization Of Records

Prior to the RCA BellSouth began identifying line sharing database mismatches between CLEC and BellSouth's records. Problems have been found with BellSouth and CLEC records. The record reconciliation is continuing and is expected to be completed before the end of November.

### Training

BellSouth conducted training of all personnel who are involved with line sharing. Unfortunately, many employees were trained in late May and early June. Most areas didn't experience significant volume until October. In addition to the training and methods and procedures, an easy-to-use job aid was made available to all central office personnel.

BellSouth conducted additional training of Atlanta technicians and supervisors November 16. Additional trainers from other states were trained in the same session. These trainers will be delivering follow-up training beginning the week of December 4. BellSouth conducted line sharing workshops during two technical symposiums for technicians and supervisors and managers. BellSouth has trained at least 279 central office employees. Most of these have been supervisors and managers in a “train-the-trainer” situation.

Additionally, BellSouth is planning video conferences region-wide to increase employee awareness of the importance of line sharing and to reinforce training of employees.

#### Joint Central Office Dispatches

Several joint dispatches have been arranged in the BellSouth region. At least one joint dispatch produced positive results when the BellSouth CO line sharing specialist was dispatched. BellSouth is willing to do more joint dispatches, where they are thought to be of value. If problems lie with assignments or faulty splitter installations having a CO technician meet a CLEC technician is not likely to produce meaningful results.

#### Use of Streaker Cards

BellSouth changed their splitter installation procedures to require the installation vendors to use the streaker card to insure splitters are properly cabled. Today, Covad provided a list of Atlanta COs that was most important to them. BellSouth plans to perform streaker card testing in those COs the holiday week of November 20. Covad committed to provide a prioritized list of other COs they wished to be tested. BellSouth will begin streaker card testing outside the Atlanta area the week of November 27.

#### Line Sharing Procedures and Processes

BellSouth has worked closely with the CLEC community to develop processes to successfully implement line sharing. Some of these process flows were baselined in the collaborative, and are so noted. Others are a work in progress. Two zip files are included in this message that contains process flows (flows~1.zip) and methods and procedures (M&Ps~1.zip). The following can be found in these zip files.

#### Line Sharing Process Flows

- Maintenance Flow
- Trouble Receipt Flow
- Customer Movement Processes
- End User Order Flow
- Splitter Provisioning Process
- Subsequent Order Process

#### Line Sharing Methods and Procedures

- Circuit Capacity Management
- CO Maintenance
- CO Provisioning
- Facility Inventory
- Complex Resale Support Group

Installation and Maintenance  
Local Carrier Service Center  
Work Maintenance Center  
BellSouth Business Rules  
Mechanization of Firm Order Confirmation  
Subsequent Order Matrix  
CO Training Status  
Test Plan For Pilot Orders  
Splitter Ordering Form  
DLEC TAFI  
Loop Qualification System  
Loop MakeUp

If you have questions on this, give me a call on 205-977-0056.

Tommy Williams  
Line Sharing Product Manager  
BellSouth Telecommunications, Inc.

# Escalation Process

## LCSC - Resale/Multi-Line/UNE Switched Combos

### **1st Escalation:**

**Main Telephone Number 800-872-3116**

*If the Service Representative who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Resale Operations Director.*

### **3rd Escalation: Operations Director**

**Diane Strickland 770-986-2092**

*Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)*

### **4th Escalation: Operation Assistant Vice-President**

**Bryant Green 770-986-2630**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours**

#### **Escalation:**

**Resale/UNE Combo Duty Officer: 800-946-4646**

**PIN 1402563**

## LCSC - UNE Group

### **1st Escalation:**

**Main Telephone Number 800-872-3116**

*If the Service Representative who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNE Group Operations Director.*

### **3rd Escalation: Operations Director**

**Joe Jamerson 770-986-2020 (Designed)**

**Michael McGovern 770-986-2047 (Non-Designed)**

*Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)*

### **4th Escalation: Operation Assistant Vice-President**

**Bryant Green 770-986-2630**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours**

#### **Escalation:**

**Resale Consumer Duty Officer: 800-946-4646**

**PIN 1405325**

November 13, 2000

**Atlanta Local Operations**

# Escalation Process (continued)

## LCSC - Complex

### **1st Escalation:**

**Main Telephone Number 800-872-3116**

*If the Service Representative who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the Complex Operations Director.*

### **3rd Escalation: Operations Director**

**Marbalene Jones 770-986-2105**

*Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)*

### **4th Escalation: Operation Assistant Vice-President**

**Bryant Green 770-986-2630**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours:**

#### **Escalation:**

**Comp. Duty Officer: 800-946-4646 PIN 1403942**

## BellSouth Resale Maintenance Center (BRMC)

### **1st Escalation:**

**Main Telephone Number 888-461-0612**

*If the Technician who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the BRMC Operations Director.*

### **3rd Escalation: Center Support Manager**

**Vicki Lay 404-541-4028**

*Sending an urgent voice mail message automatically pages Support Manager between 8am -6pm (M-F)*

### **4th Escalation: Operations Assistant Vice-President**

**Jim Argo 404-541-4019**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours:**

#### **1st Escalation:**

**Main Telephone Number 888-461-0612**

*If the Technician who answers is unable to assist you page the Duty Officer*

#### **2nd Escalation:**

**BRMC Duty Officer: 800-946-4646 PIN 1403974**

November 13, 2000

**Atlanta Local Operations**

# Escalation Process (continued)

## UNE- Provisioning

### **1st Escalation:**

**Main Telephone Number 800-795-0153**

*If the Technician who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.*

### **3rd Escalation: Operation Director**

**Wayne Lloyd 404-541-4054**

**Shelia Sanford 404-541-4064**

*Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)*

### **4th Escalation: Operations Assistant Vice-President**

**Jim Argo 404-541-4019**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours:**

#### **1st Escalation:**

**Main Telephone Number 800-795-0153**

*If the Technician who answers is unable to assist you page the Duty Officer*

#### **2nd Escalation:**

**UNEC Duty Officer: 800-946-4646 PIN 1404161**

## UNE- Maintenance

### **1st Escalation:**

**Main Telephone Number 800-795-0153**

*If the Technician who answers is unable to assist you - Ask for a manager to call you.*

### **2nd Escalation:**

*The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary contact the UNEC Operations Director.*

### **3rd Escalation: Operation Director**

**Ed Houppert 404-541-4004**

*Sending an urgent voice mail message automatically pages Director between 8am -6pm (M-F)*

### **4th Escalation: Operations Assistant Vice-President**

**Jim Argo 404-541-4019**

*Sending an urgent voice mail message automatically pages OAVP between 8am -6pm (M-F)*

### **After Hours:**

#### **1st Escalation:**

**Main Telephone Number 800-795-0153**

*If the Technician who answers is unable to assist you page the Duty Officer*

#### **2nd Escalation:**

**UNEC Duty Officer: 800-946-4646 PIN 1404161**

November 13, 2000

**Atlanta Local Operations**

# *BellSouth CWINS Contact and Escalation Guide*

## **Customer Wholesale Interconnection Network Services (CWINS) - Birmingham**

Provisioning & Maintenance for Unbundled Loops and number portability.

### **Escalation Procedure –**

1<sup>st</sup> Level - Escalate to a technician at one of the numbers below.

2<sup>nd</sup> Level - Escalate to the appropriate provisioning or maintenance manager.

3<sup>rd</sup> Level - Escalate to the Center Support Manager or Operations Director.

\* Urgent messages will automatically page all employees during normal business hours.

\* After Hours/Weekends – Escalate through a technician in the maintenance group.

### **Main numbers:**

<b>Eastern Region States:</b>	(NC, SC, GA, FL)	<b>780-6144</b>
<b>Western Region States:</b>	(MS, LA, KY, TN, AL)	<b>557-6144</b>
<b>Local:</b>		<b>(205) 714-0141</b>
<b>Toll Free:</b>		<b>(800) 811-9079</b>

Name	Title	Office
Jim Argo	Operations Assistant VP	404-541-4019
<b>Maintenance</b>	<b>GA, TN, LA, MS</b>	
Steve Spitzer	Operations Director	205-714-0072
David L. Jones	Center Support Manager	205-714-0073
Clay Cook	Maintenance Manager (GA)	205-714-0482
Grant Collom	Maintenance Manager (GA)	205-714-0334
Bessie White	Maintenance Manager (GA)	205-714-0224
Mike Hyre	Maintenance Manager (TN,LA,MS )	205-714-0447
David A. Jones	Maintenance Manager (TN,LA,MS )	205-714-0273
Bud Hathcox	Maintenance Manager (Load Balance)	205-714-0446
John Griffin	Maintenance Manager (3PM -11PM CDT )	205-714-0049
<b>Maintenance</b>	<b>FL, NC, SC, AL, KY</b>	
Vacant*	Operations Director	205-714-0045
Vacant*	Center Support Manager	205-714-0053
Joe Rejonis	Maintenance Manager (FL)	205-714-0496
Robert Richey	Maintenance Manager (FL)	205-714-0483
Steve Townsend	Maintenance Manager (NC,SC)	205-714-0131
vacant	Maintenance Manager (NC,SC)	205-714-0249
Eric Johnson	Maintenance Manager (AL,KY)	205-714-0495
Kevin Green	Maintenance Manager (Load Balance)	205-714-0251
David Patterson	Maintenance Manager (3PM -11PM CDT )	205-714-0126

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**BIRMINGHAM LOCAL CARRIER SERVICE CENTER**

**LOCAL CARRIER SERVICE CENTER (LCSC)****UNE**

600 North 19th Street  
17th Floor  
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967

Fax:: (888) 792-6271

CSR Fax (205) 323-6940

**LOCAL CARRIER SERVICE CENTER (LCSC)****Complex**

600 North 19th Street  
13th Floor  
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967

Fax:: (Complex) 877-672-0132

CSR Fax (205) 323-6940

Atl VSC Center 770-234-7613

**LOCAL CARRIER SERVICE CENTER (LCSC)****Resale (Single Line & Multi-Line)**

600 North 19th Street  
14th Floor  
Birmingham, AL. 35203

Main Number (205) 714-0001 or (800) 773-4967

Fax: (Multi-Line) 800-773-4970

Fax:: (888) 704-9368 CSR Fax (205) 323-6940

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres.	(205) 714-0020	(800) 350-4248 PIN: 17190529
Diane Myers	Operations Director-UNE	(205) 714-0158	(800) 350-4248 PIN: 17190533
Eddie Echols	Center Support Mgr.	(205) 714-0673	(800) 350-4248 PIN: 17209391
Shelley Miller	Load Capacity Mgr.	(205) 714-0097	(800) 350-4248 PIN: 17221511
Terilyn Whitton	Supervisor-UNE	(205) 714-0282	(800) 350-4248 PIN: 17221536
Bethany Edgeworth	Supervisor-UNE	(205) 714-0110	(800) 350-4248 PIN: 17221515
Cheryl Williams	Rel. Supervisor-UNE	(205) 714-0118	(800) 350-4248 PIN: 17221512
John Maske	Supervisor-UNE	(205) 714-0198	(800) 350-4248 PIN: 17221513
Tina Berard	Supervisor-UNE	(205) 714-0149	(800) 350-4248 PIN: 17221514
Andrew Harris	Supervisor-UNE	(205) 714-0456	(800) 350-4248 PIN: 17221516
Jill Kelly	Supervisor-UNE	(205) 714-0302	(800) 350-4248 PIN: 17221517
Lynn Massey	Rel. Sup.-Special Proj.	(205) 714-0338	(800) 350-4248 PIN: 17221518
Natalie Elrod	Supervisor-Clerical	(205) 714-0183	(800) 350-4248 PIN: 17221519

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres.	(205) 714-0020	(800) 350-4248 PIN: 17190529
Elaine Hunt	Oper. Director-Complex	(205) 714-0093	(800) 350-4248 PIN: 17200143
Barbara Pearson	Center Support Manager	(205) 714-0352	(800) 350-4248 PIN: 17209392
Jeff McGiinnis	Rel. Load Manager	(205) 714-0001 EXT: 4788	(800) 350-4248 Pending
Renee Diffie	Supervisor-Complex	(205) 714-0444	(800) 350-4248 PIN 17221533
Becky Grinder	Supervisor-Complex	(205) 714-0339	(800) 350-4248 PIN: 17221530
LaShaun Pryor	Supervisor - Complex	(205) 714-0458	(800) 350-4248 PIN: 17221529
Cathy Streeter	Supervisor - Complex	(205) 714-0210	(800) 350-4248 PIN: 17221528
Chris Houston	Supervisor-Complex	(205) 714-0218	(800) 350-4248 PIN: 17221532
Paula Smith	Supervisor-Clerical	(205-714-0044	(800) 350-4248 PIN: 17221534

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Dee Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	Oper. Asst. Vice Pres.	(205) 714-0020	(800) 350-4248 PIN: 17190529
Jim Hope	Oper. Director-Resale	(205) 714-0008	(800) 350-4248 PIN: 17200141
Berlene Means	Center Support Manager	(205) 714-0095	(800) 350-4248 PIN: 17209390
Pam Gholston	Load Mgr. - Resale	(205) 714-0032	(800) 350-4248 PIN: 17221520
Marie Jackson	Rel. Sup. - Resale	(205) 714-0111	(800) 350-4248 PIN: 17221527
Greg Beshears	Supervisor-Resale	(205) 714-0119	(800) 350-4248 PIN: 17221523
Michael Cox	Supervisor-Resale	(205) 714-0114	(800) 350-4248 PIN: 17221522
Pat Ward	Supervisor-Resale	(205) 714-0189	(800) 350-4248 PIN: 17221521
Romero Jones	Supervisor-Resale	(205) 714-0180	(800) 350-4248 PIN: 17221525
Denise Forsythe	Supervisor-Resale	(205) 714-0115	(800) 350-4248 PIN: 17221524
Karen Inman	Supervisor-Resale	(205) 714-0247	(800) 350-4248 PIN: 17221526
Tyeshia Houston	Supervisor-Clerical	(205) 714-0098	(800) 350-4248 PIN: 17221535

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

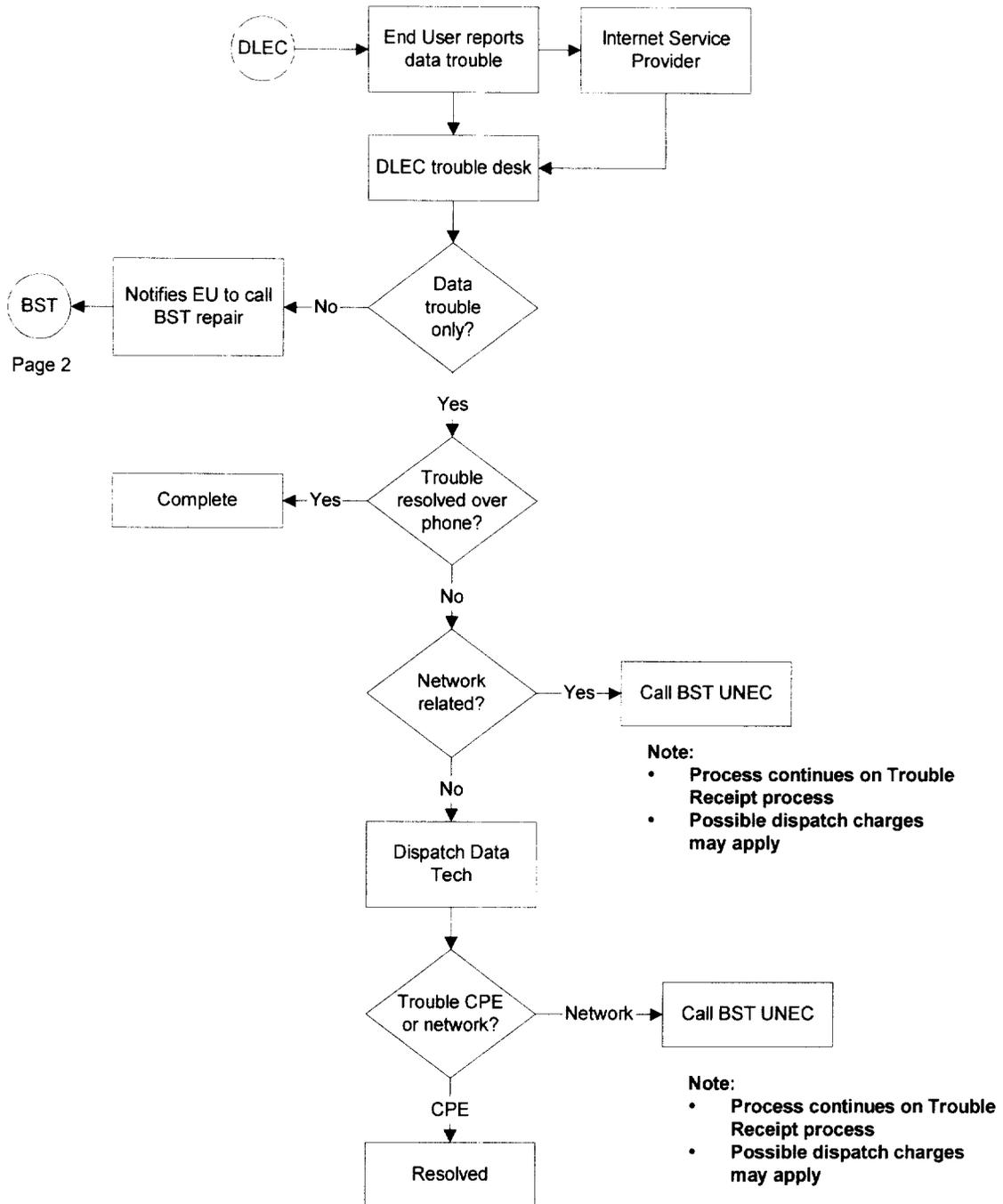
**BIRMINGHAM LOCAL CARRIER SERVICE CENTER**

Local Carrier Service Center (LCSC)  
 Project Management  
 600 North 19th Street  
 20th Floor  
 Birmingham, AL. 35203

Name	Title	Office	Pager
Jan Funderburg	Operations Vice President	(404) 927-7295	(800)719-0057
Doc Freeman-Butler	GM-Local Operations	(404) 927-3545	(800) 769-8266 PIN: 17024682
Bill Thrasher	OAVP	(205) 714-0020	(800) 350-4248 PIN: 17190529
Ann McMillon	Oper Director-Proj Mgmt	(205) 714-0700	(800) 350-4248 PIN: 17190532
Janice Wallis	Project Manager	(205) 714-0070	(800) 350-4248 PIN: 17217544
Earlie Hughes	Project Manager	(205) 714-0071	(800) 350-4248 PIN: 17204000
Bobby Stokes	Project Manager	(205) 714-0494	(800) 350-4248 PIN: 17219988
Bill Castleberry	Project Manager	(205) 714-0491	(800) 350-4248 PIN: 17217541
Clarence Davis	Project Manager	(205) 714-0076	(800) 350-4248 PIN: 17217540
Kimberly Purifoy	Project Manager	(205) 714-0188	(800) 350-4248 PIN: 17217543
Susan O'Malley	Project Manager	(205) 714-0192	(800) 350-4248 PIN: 17217542

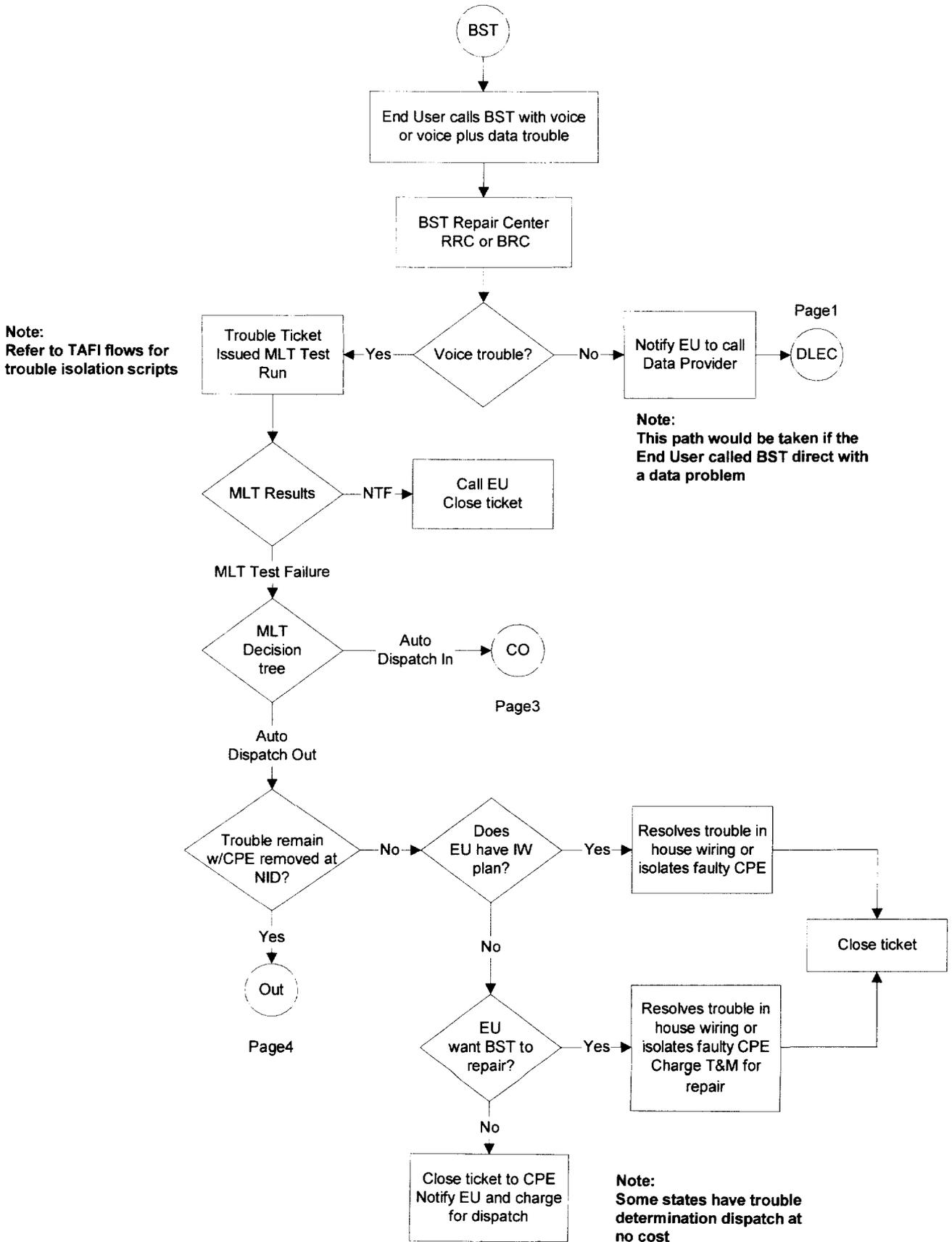
# BST-CO-BST Maintenance Process Flow

## 10/12/2000

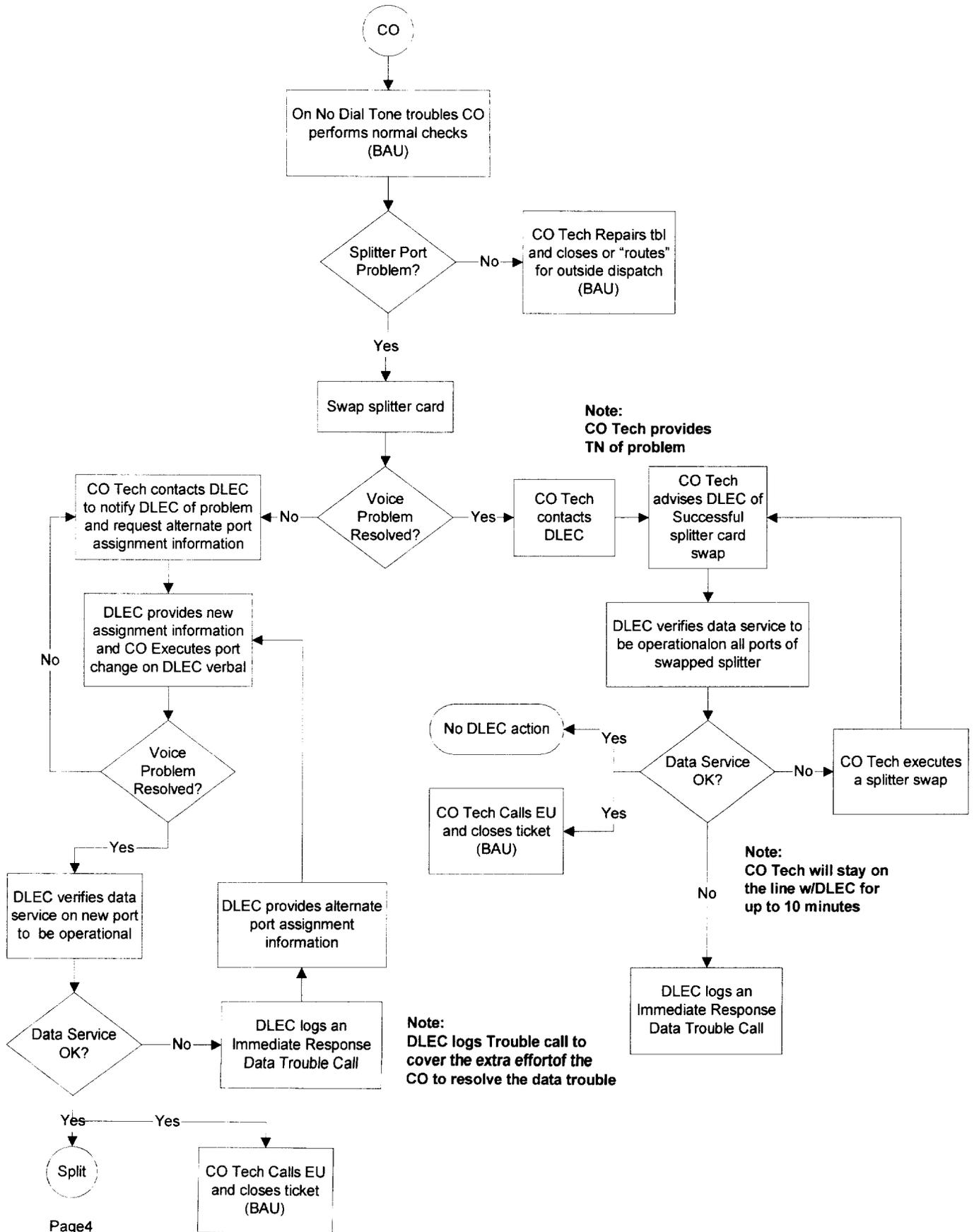


Page 2

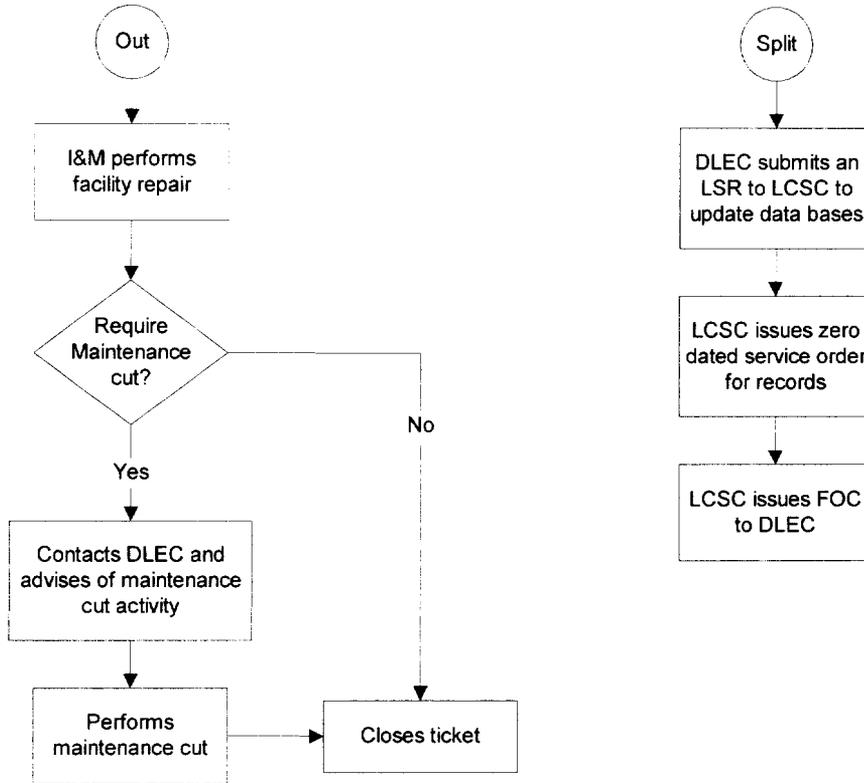
**BST-CO-BST Maintenance Process Flow**  
**10/12/2000**



**BST-CO-BST Maintenance Process Flow**  
**10/12/2000**

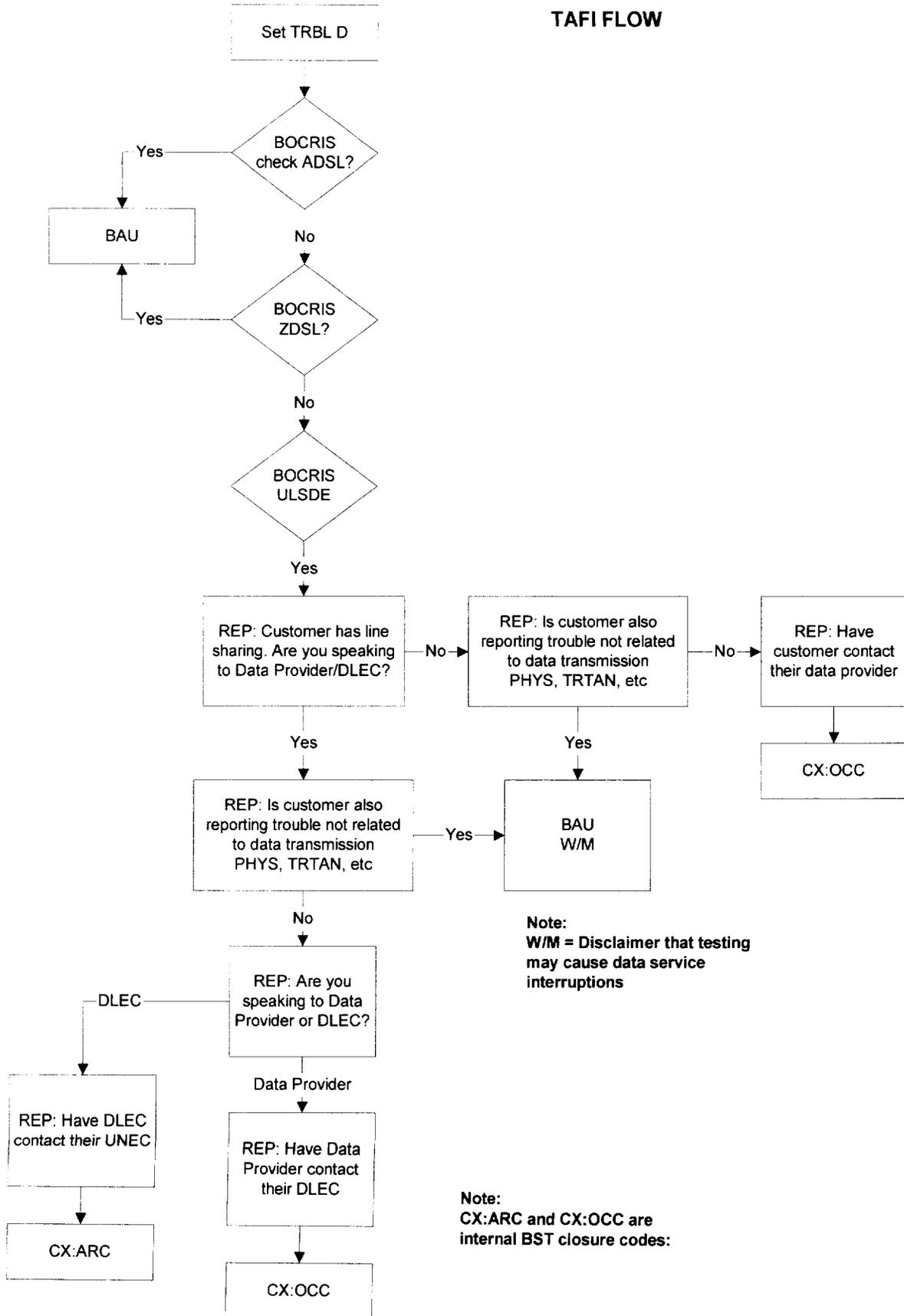


**BST-CO-BST Maintenance Process Flow**  
**10/12/2000**



**BST-CO-BST Maintenance Process Flow**  
**10/12/2000**

**TAFI FLOW**



**BST-CO-BST Maintenance Process Flow**  
**10/12/2000**

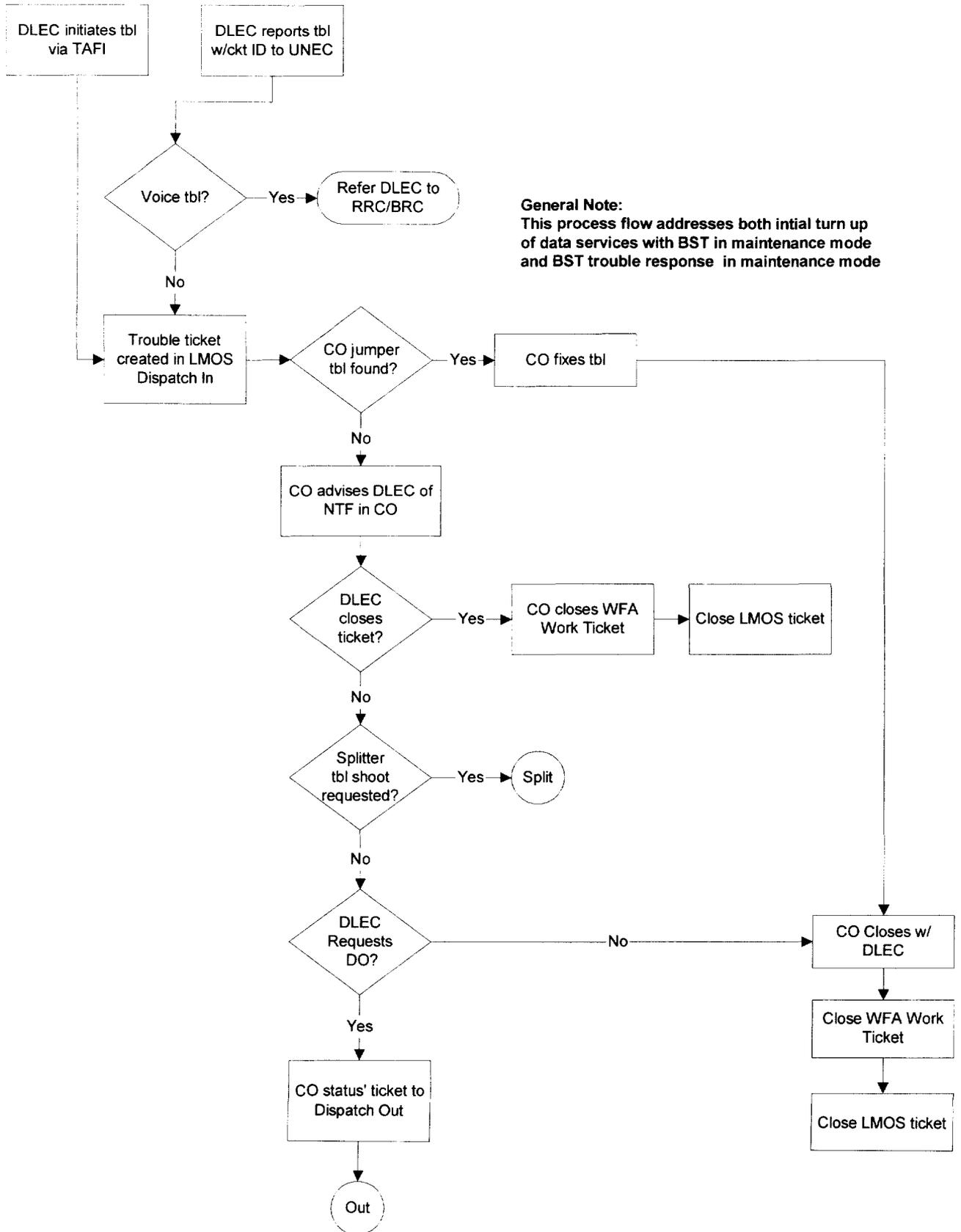
**BellSouth/CLEC Maintenance Flow**

- **End User calls BST with "voice" or "voice" and "data" trouble**
  - BST personnel follows TAFI flows to determine trouble routing
  - If "voice" trouble exists, "voice" trouble flow will be utilized
  - If reported trouble is "data" trouble only, End User is referred to ISP
  - "Voice" troubles will follow Business as Usual (BAU) flows for "voice" troubles within BST
- 
- **End User calls DLEC/ISP with DATA trouble**
  - Trouble referred by ISP to DLEC/CLEC
  - DLEC/CLEC trouble desk determines "voice" or "data" trouble
  - If "voice" trouble exists, DLEC/CLEC refers End User to call BST Repair
  - If "data" trouble only, DLEC/CLEC isolates trouble
  - If "data" trouble is not BST network, DLEC/CLEC will resolve
  - If "data" trouble is isolated to BST network, DLEC/CLEC may call BST UNE Center and initiate a "data" trouble. Refer to Trouble Receipt Flow

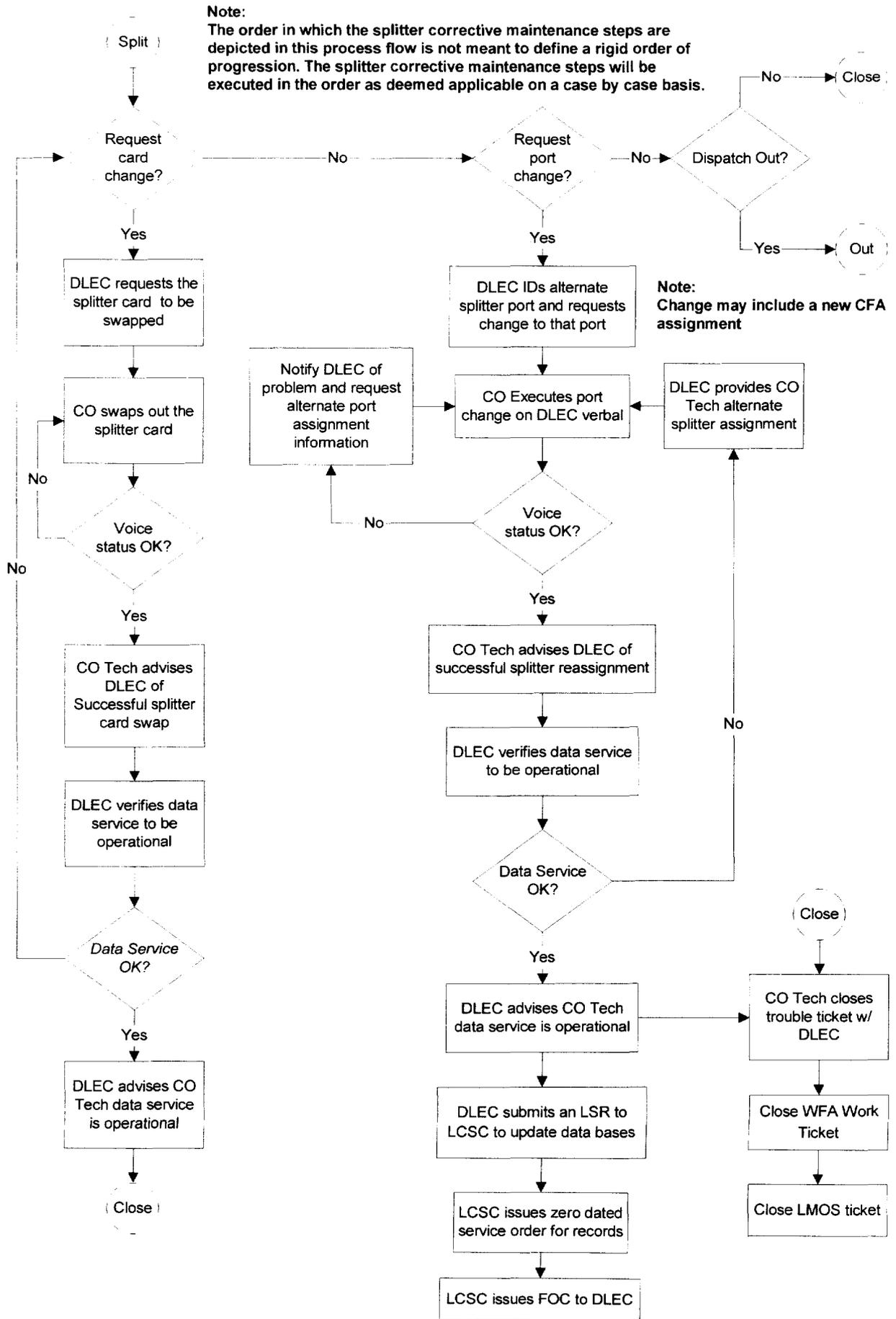
**Notes:**

1. BellSouth/CLEC Maintenance Flow was created to assist BST BRC/RRC personnel.
2. Enhancements to BRC/RRC TAFI scripts were developed to allow inclusion of line sharing "data" reports.
3. An assumed DLEC/CLEC End User flow was used

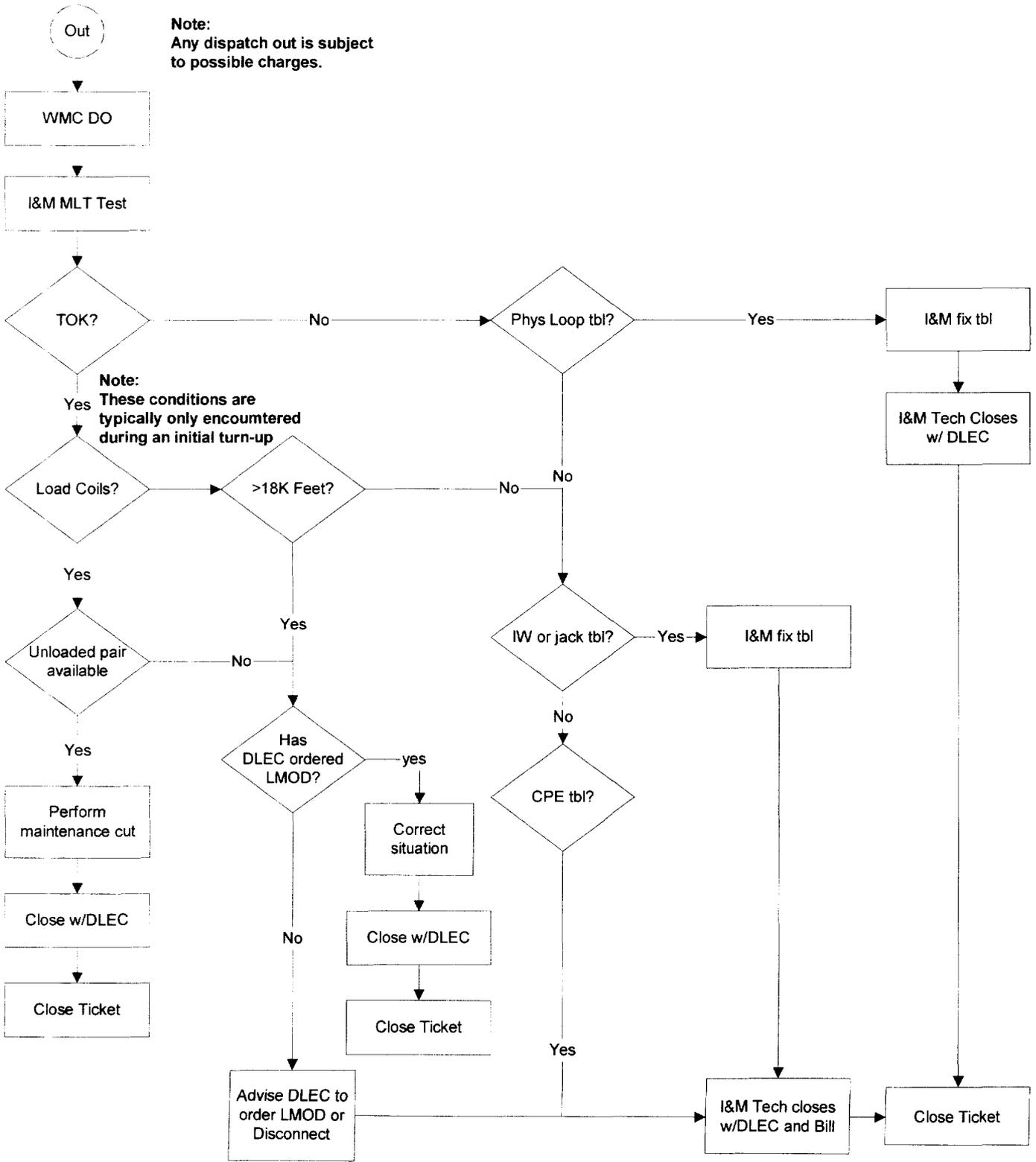
# BST-CO-BST Trouble Receipt Process Flow



## BST-CO-BST Trouble Receipt Process Flow



# BST-CO-BST Trouble Receipt Process Flow



**Note:**  
Any dispatch out is subject to possible charges.

**Note:**  
These conditions are typically only encountered during an initial turn-up

**Note:**  
At any point in the process the DLEC can open a new ticket for a Dispatch Out Vendor Meet.

## BST-CO-BST Trouble Receipt Process Flow

### Maintenance Flow Documentation

#### ASSUMPTIONS:

This is a data only trouble flow  
End User started repair process by calling their ISP  
ISP had first right to dispatch.  
When problem was not found, ISP referred trouble to DLEC  
DLEC calls UNE Center

#### FLOW:

DLEC calls UNEC to report trouble with circuit ID on LS circuit

UNEC determines if trouble involves voice

If trouble involves voice, UNEC refers DLEC to have the end user call RRC/BRC

If trouble is data only, UCEC creates trouble ticket in LMOS using the circuit id format, advises DLEC of ticket number and routes trouble ticket for dispatch into CO.

CO technician receives ticket and checks continuity of data jumper

If trouble is found in CO technician fixes trouble and closes with DLEC

If trouble is not found in CO technician advises DLEC of NTF

DLEC will direct CO on any further action

If DLEC does not request further trouble isolation, CO closes ticket

If DLEC requests further trouble isolation, CO will perform requested activities

DLEC requests splitter card to be replaced

- CO performs function
- CO validates voice status on subject line
- CO advises DLEC function is completed
- DLEC validates data status on all affected lines
- Good data: trouble ticket is closed
- Bad data: DLEC continues splitter problem correction

DLEC requests CO to rewire to another splitter

- CO rewires per DLEC verbal request
- CO validates voice status on subject line
- CO advises DLEC function is completed
- DLEC validates data status on all affected lines

## **BST-CO-BST Trouble Receipt Process Flow**

- Good data: trouble ticket is closed and DLEC submits records only order to update databases with new splitter assignments
- Bad data: DLEC continues splitter problem correction

DLEC requests a dispatch out, the CO routes trouble ticket for dispatch

Note: Any dispatch out is subject to possible charges.

Trouble ticket is routed to outside technician through MAPPER

Upon receipt of ticket, TECHNET initiates MLT test on line

If MLT tests passes (TOK) I&M technician advises DLEC that no trouble was found (possible bill to DLEC)

The I&M technician checks for load coils and loop length.

If load coils are found and an unloaded pair is available, the I&M Tech will perform a pair change to correct the situation.

If either condition exists and an unloaded pair is not available, the I&M technician verifies that DLEC has ordered a LMOD.

If the DLEC has ordered a LMOD, the I&M technician corrects situation and closes ticket with the DLEC.

If the DLEC has not ordered a LMOD, the I&M technician advises DLEC to order a LMOD, and closes the ticket with the DLEC and bills DLEC

If MLT test fails and trouble is determined to be in loop, I&M technician repairs trouble “business as usual” and closes ticket to DLEC

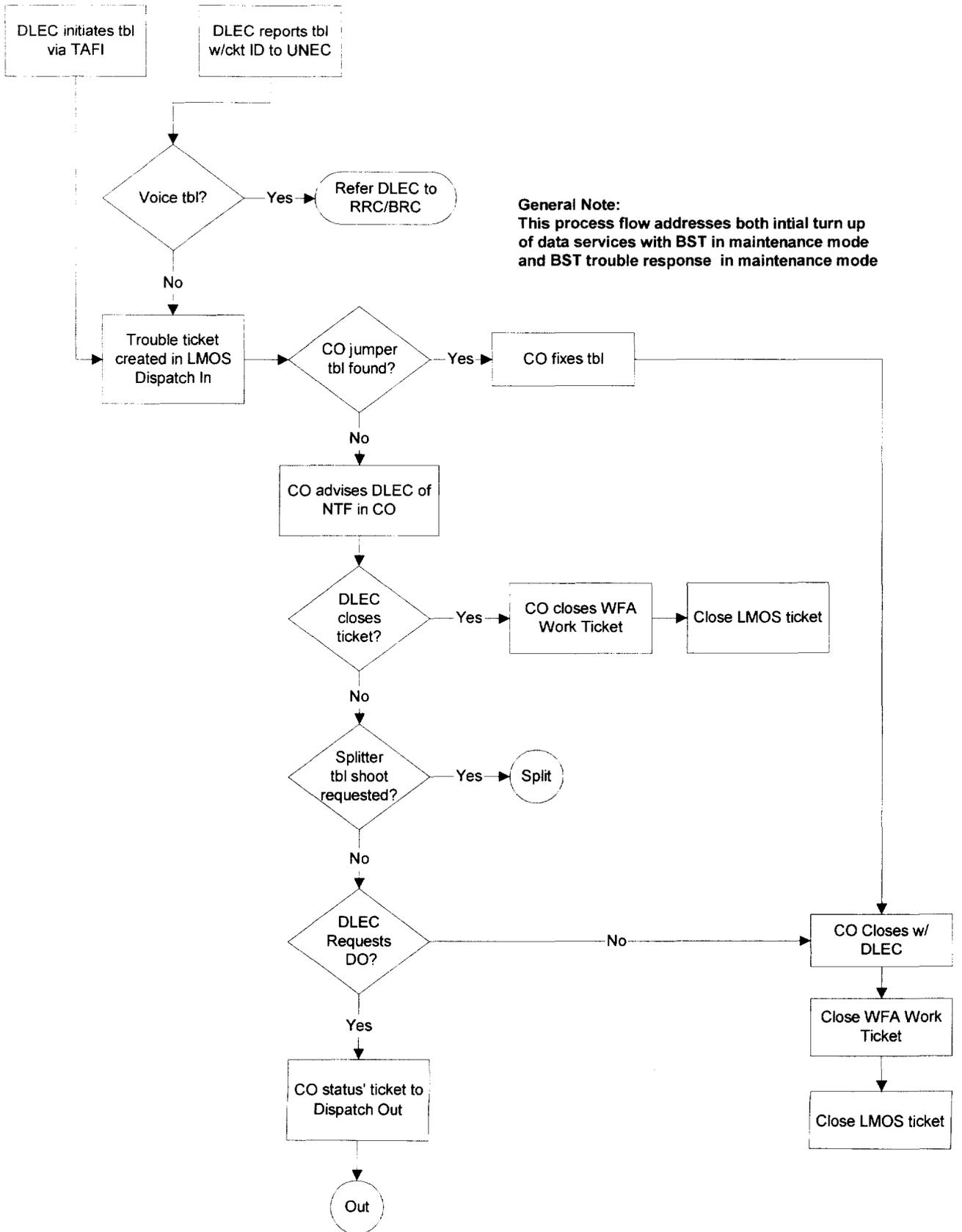
If MLT test fails and trouble is determined to be in inside wire I&M technician repairs trouble and bills DLEC for repairs

### **Initial Trouble Reported as VOICE**

CO technician will check for continuity and voice and will close ticket as NTF (ie technician cannot determine if problem is a bad splitter)

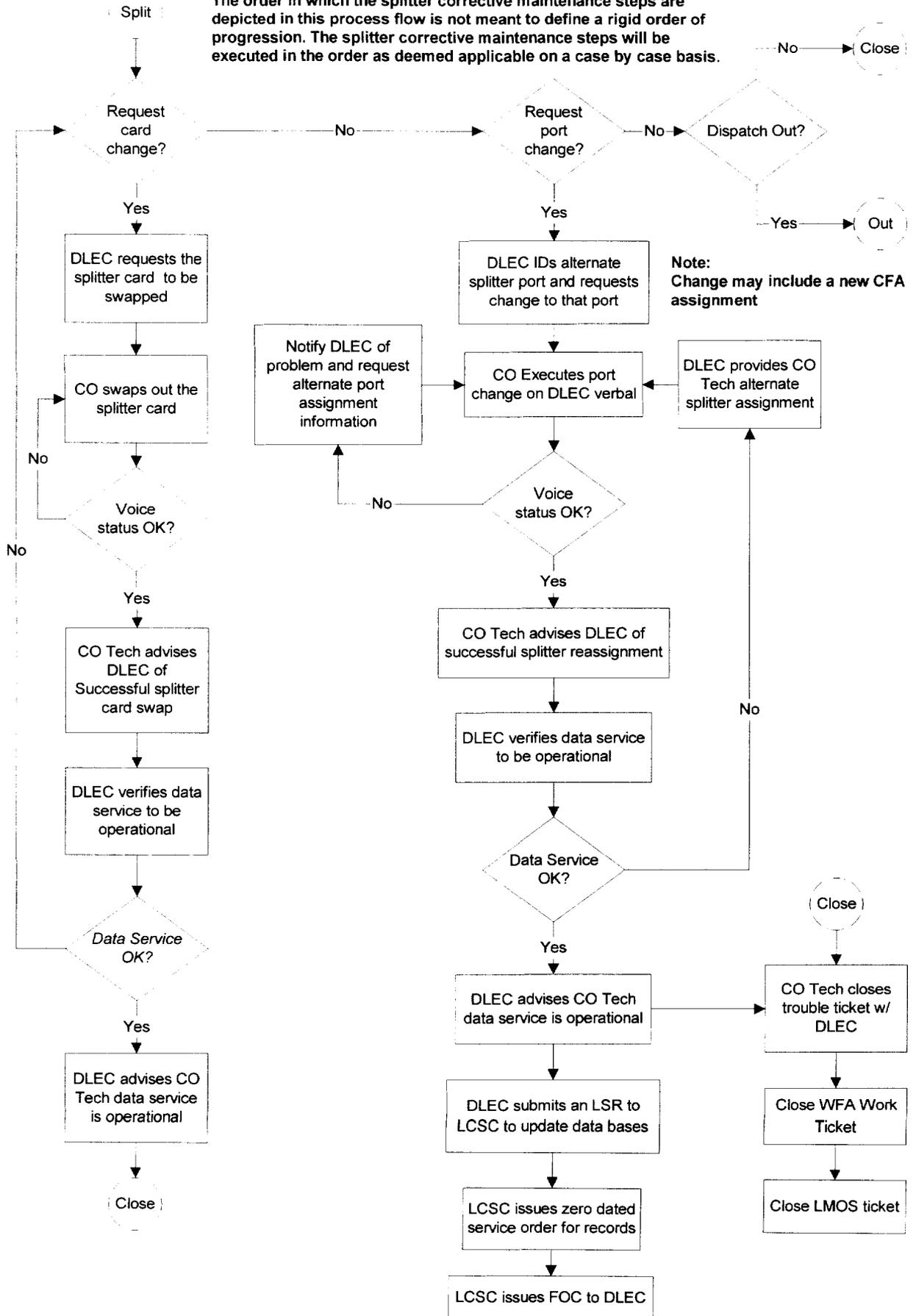
Outside technician also determines NTF.

# BST-CO-BST Trouble Receipt Process Flow

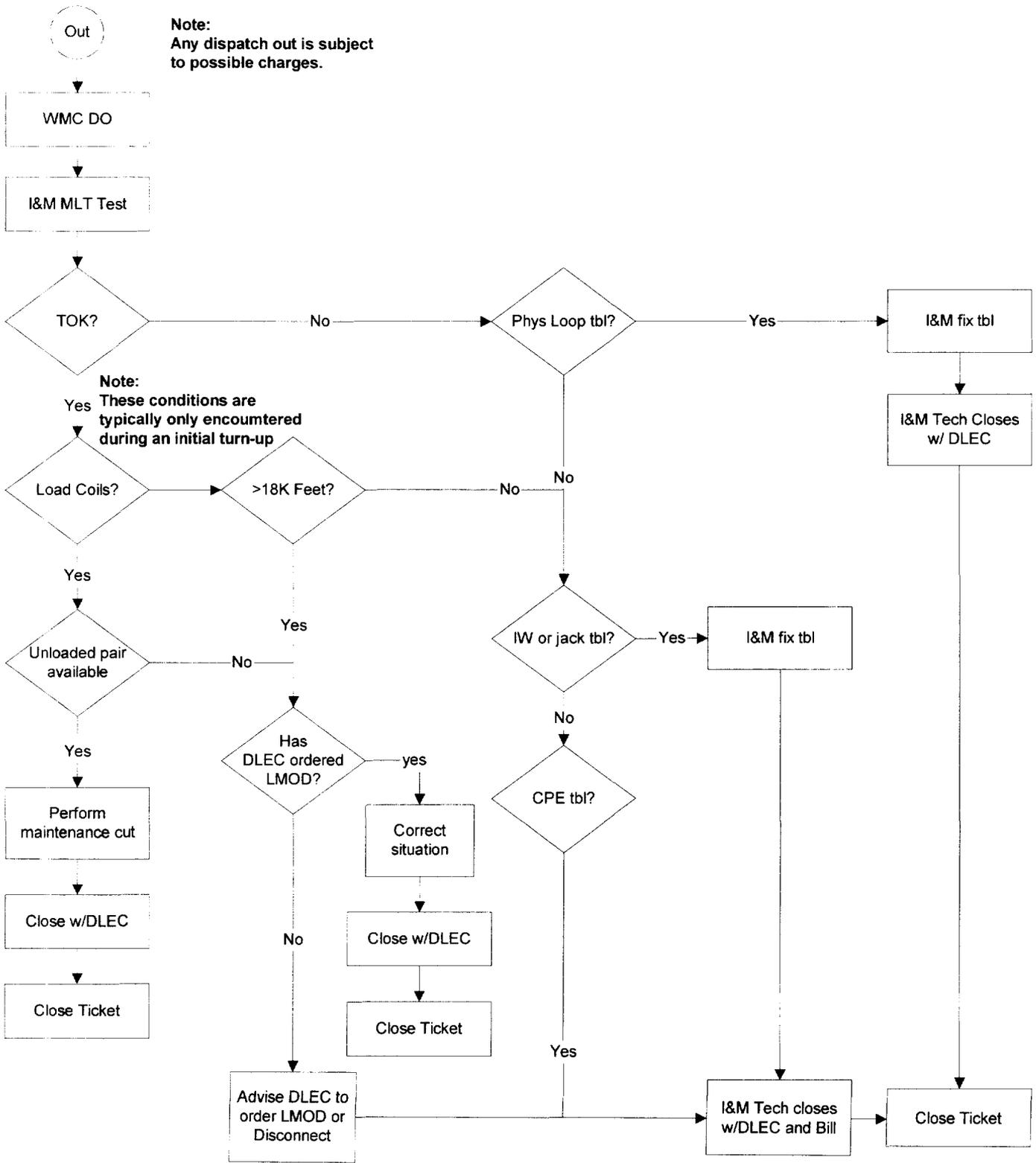


# BST-CO-BST Trouble Receipt Process Flow

**Note:**  
The order in which the splitter corrective maintenance steps are depicted in this process flow is not meant to define a rigid order of progression. The splitter corrective maintenance steps will be executed in the order as deemed applicable on a case by case basis.



# BST-CO-BST Trouble Receipt Process Flow



**Note:**  
At any point in the process the DLEC can open a new ticket for a Dispatch Out Vendor Meet.

## BST-CO-BST Trouble Receipt Process Flow

### Maintenance Flow Documentation

#### ASSUMPTIONS:

This is a data only trouble flow  
End User started repair process by calling their ISP  
ISP had first right to dispatch.  
When problem was not found, ISP referred trouble to DLEC  
DLEC calls UNE Center

#### FLOW:

DLEC calls UNEC to report trouble with circuit ID on LS circuit

UNEC determines if trouble involves voice

If trouble involves voice, UNEC refers DLEC to have the end user call RRC/BRC

If trouble is data only, UCEC creates trouble ticket in LMOS using the circuit id format, advises DLEC of ticket number and routes trouble ticket for dispatch into CO.

CO technician receives ticket and checks continuity of data jumper

If trouble is found in CO technician fixes trouble and closes with DLEC

If trouble is not found in CO technician advises DLEC of NTF

DLEC will direct CO on any further action

If DLEC does not request further trouble isolation, CO closes ticket

If DLEC requests further trouble isolation, CO will perform requested activities

DLEC requests splitter card to be replaced

- CO performs function
- CO validates voice status on subject line
- CO advises DLEC function is completed
- DLEC validates data status on all affected lines
- Good data: trouble ticket is closed
- Bad data: DLEC continues splitter problem correction

DLEC requests CO to rewire to another splitter

- CO rewires per DLEC verbal request
- CO validates voice status on subject line
- CO advises DLEC function is completed
- DLEC validates data status on all affected lines

## **BST-CO-BST Trouble Receipt Process Flow**

- Good data: trouble ticket is closed and DLEC submits records only order to update databases with new splitter assignments
- Bad data: DLEC continues splitter problem correction

DLEC requests a dispatch out, the CO routes trouble ticket for dispatch

Note: Any dispatch out is subject to possible charges.

Trouble ticket is routed to outside technician through MAPPER

Upon receipt of ticket, TECHNET initiates MLT test on line

If MLT tests passes (TOK) I&M technician advises DLEC that no trouble was found (possible bill to DLEC)

The I&M technician checks for load coils and loop length.

If load coils are found and an unloaded pair is available, the I&M Tech will perform a pair change to correct the situation.

If either condition exists and an unloaded pair is not available, the I&M technician verifies that DLEC has ordered a LMOD.

If the DLEC has ordered a LMOD, the I&M technician corrects situation and closes ticket with the DLEC.

If the DLEC has not ordered a LMOD, the I&M technician advises DLEC to order a LMOD, and closes the ticket with the DLEC and bills DLEC

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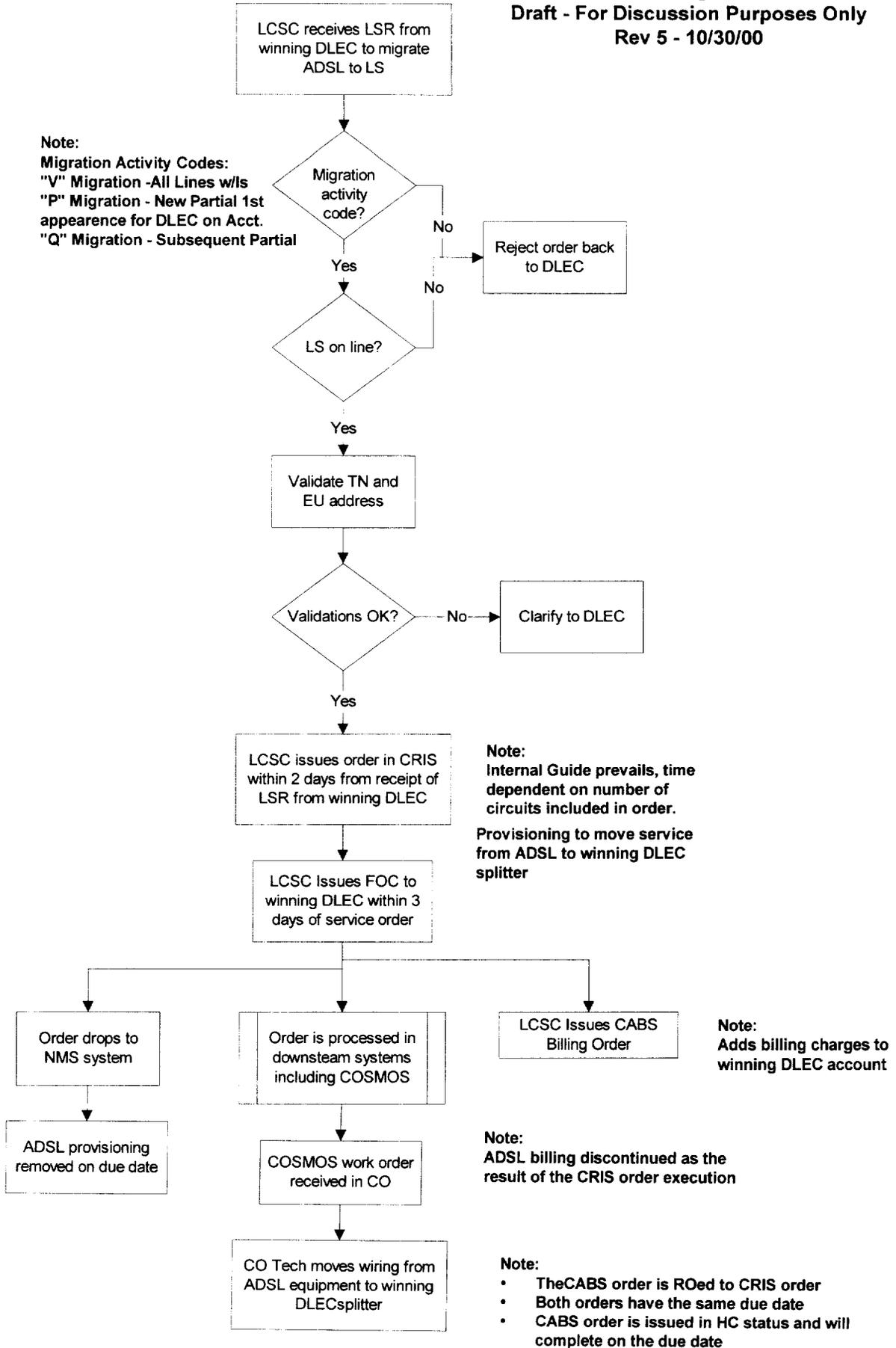
If MLT test fails and trouble is determined to be in inside wire I&M technician repairs trouble and bills DLEC for repairs

### **Initial Trouble Reported as VOICE**

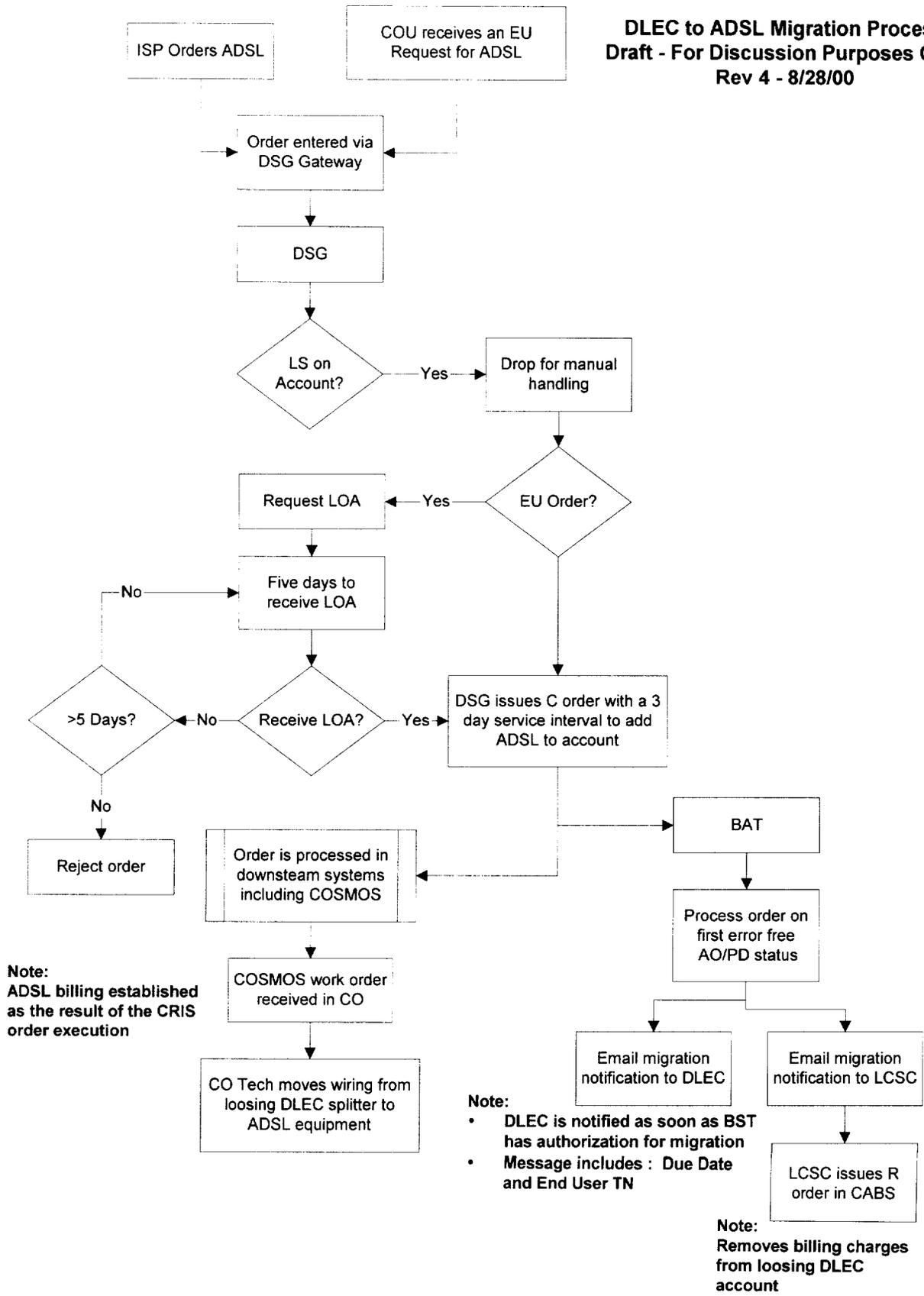
CO technician will check for continuity and voice and will close ticket as NTF (ie technician cannot determine if problem is a bad splitter)

Outside technician also determines NTF.

**ADSL to DLEC Migration Process  
Draft - For Discussion Purposes Only  
Rev 5 - 10/30/00**

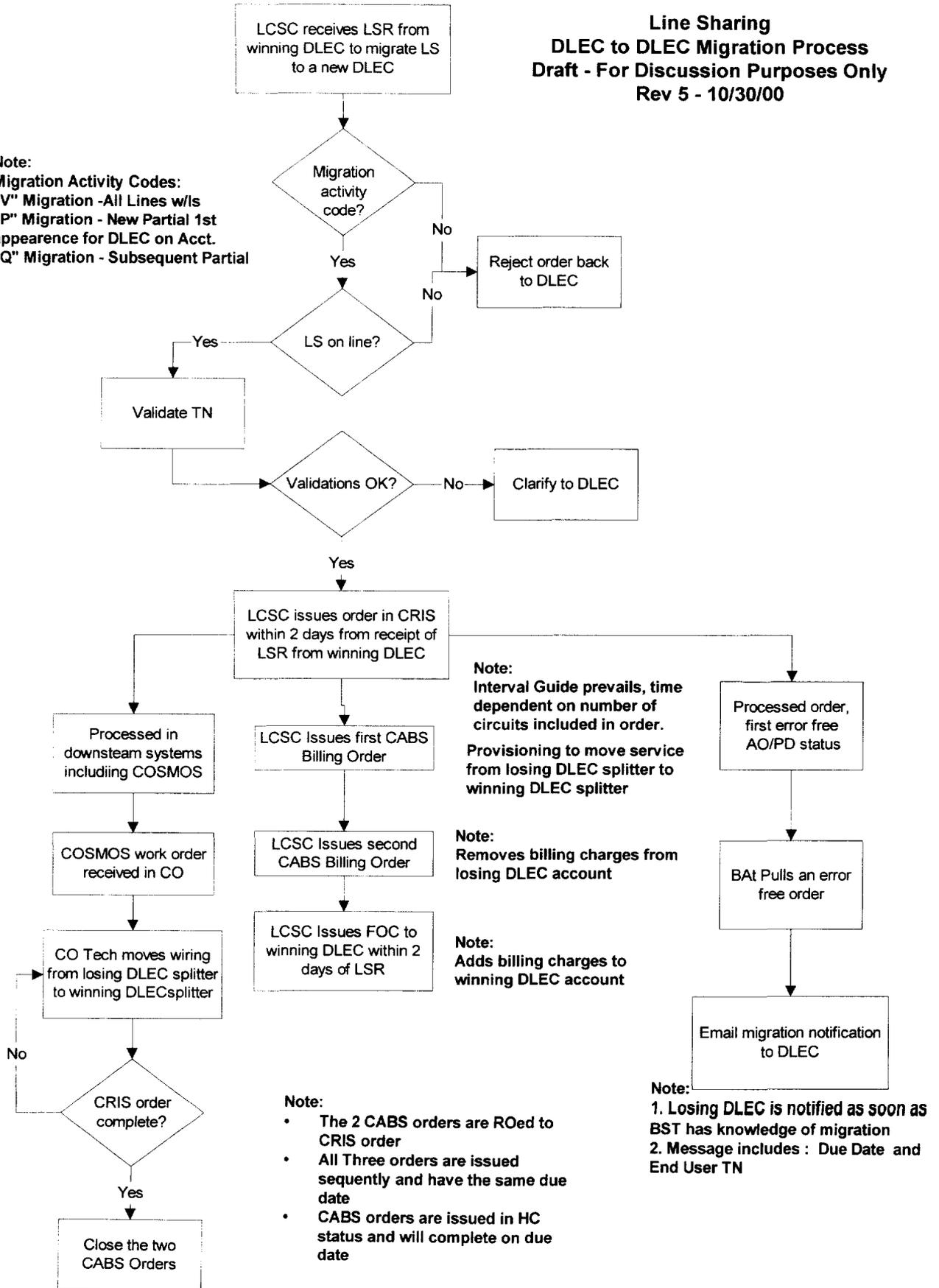


**DLEC to ADSL Migration Process**  
**Draft - For Discussion Purposes Only**  
**Rev 4 - 8/28/00**

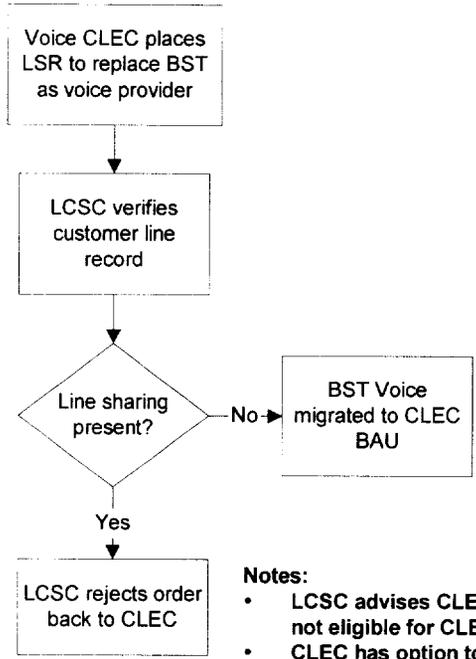


**Line Sharing  
DLEC to DLEC Migration Process  
Draft - For Discussion Purposes Only  
Rev 5 - 10/30/00**

**Note:**  
Migration Activity Codes:  
"V" Migration - All Lines w/l's  
"P" Migration - New Partial 1st  
appearance for DLEC on Acct.  
"Q" Migration - Subsequent Partial



**BST to CLEC Voice Change Process  
Baselined 10/5/2000**

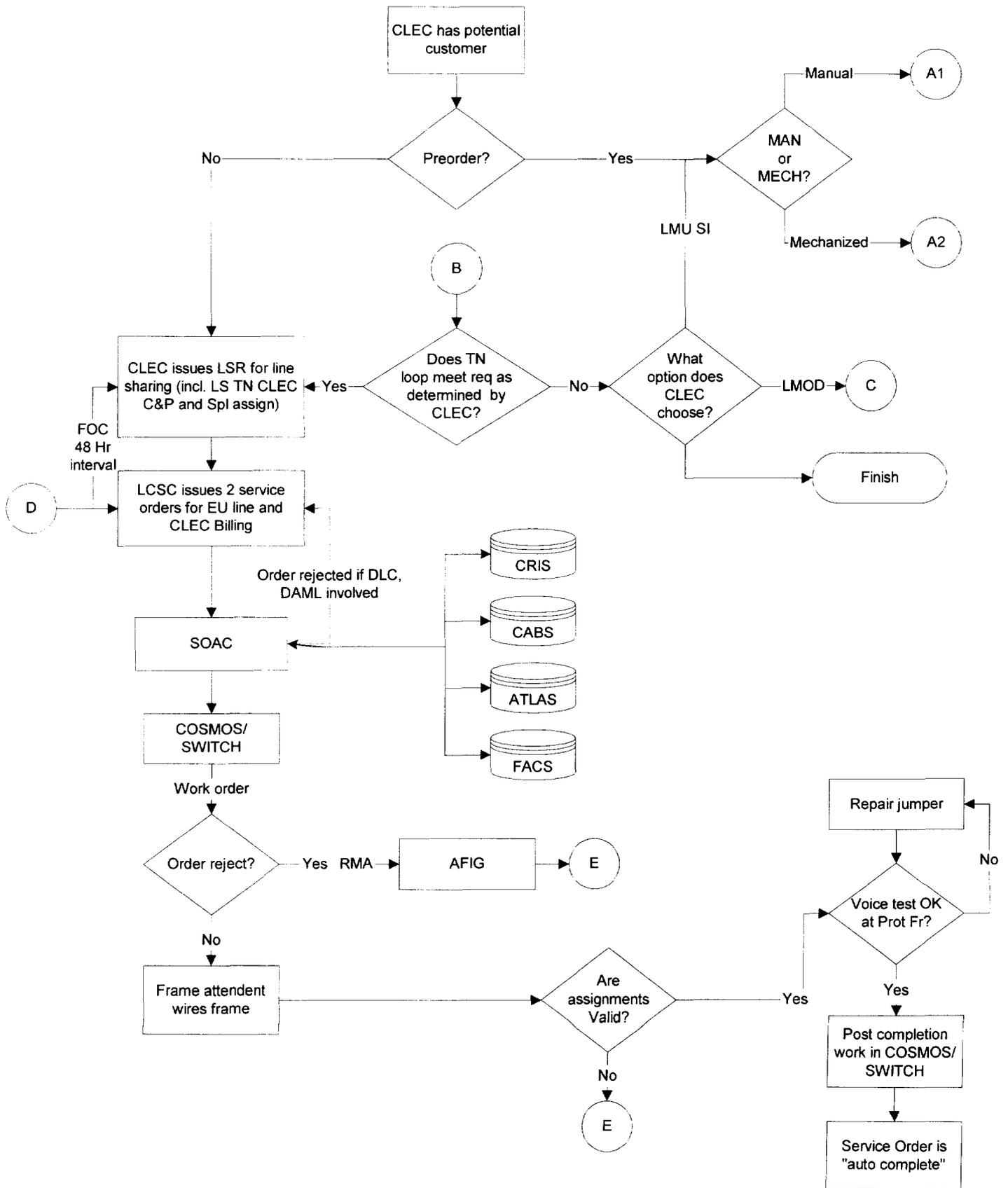


**Notes:**

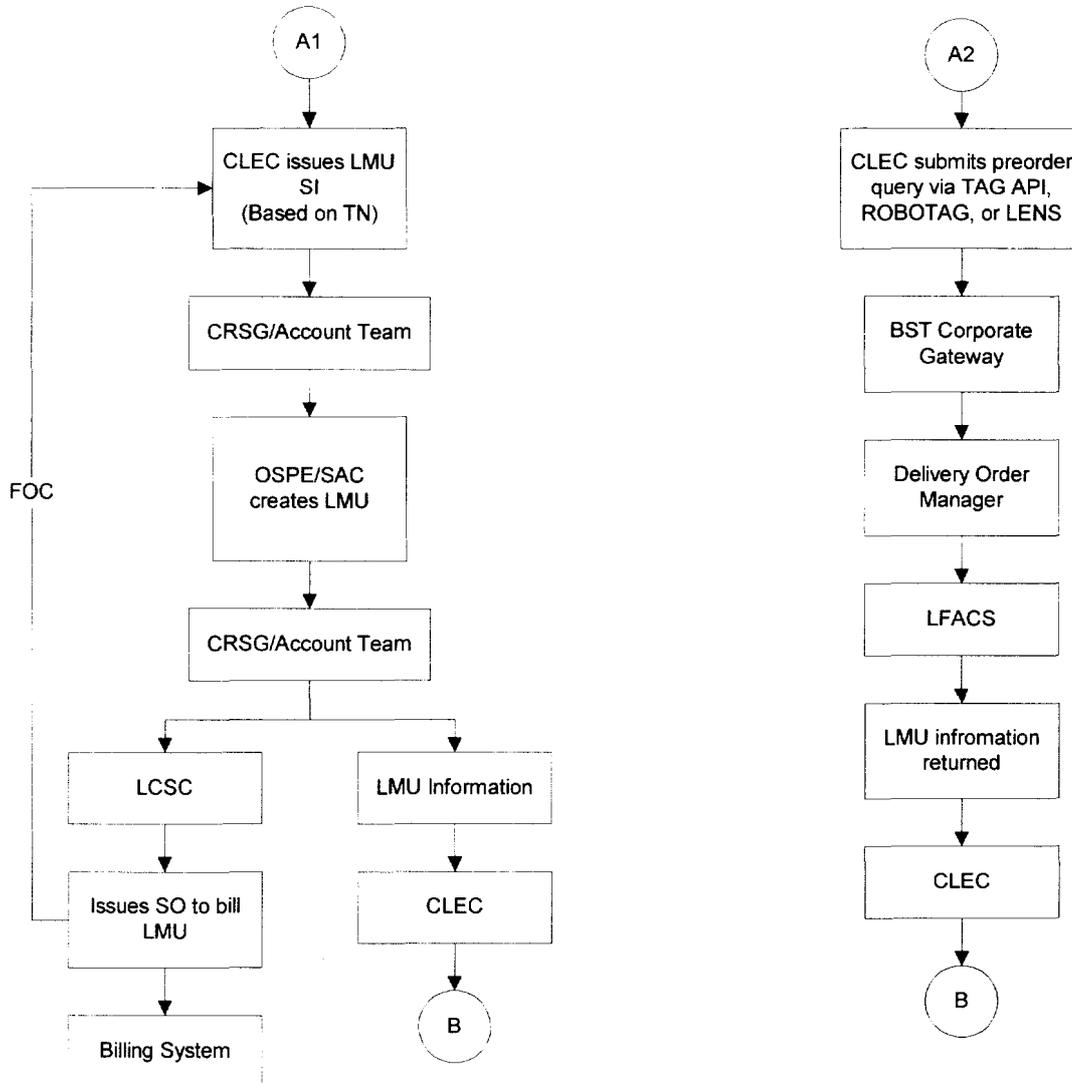
- LCSC advises CLEC line has line sharing and is not eligible for CLEC voice
- CLEC has option to contact EU and discuss options or cancel order
- In the event Line Sharing is disconnected, the normal DLEC notification process will apply

# Line Sharing End User Order Process Flow

9/29/2000

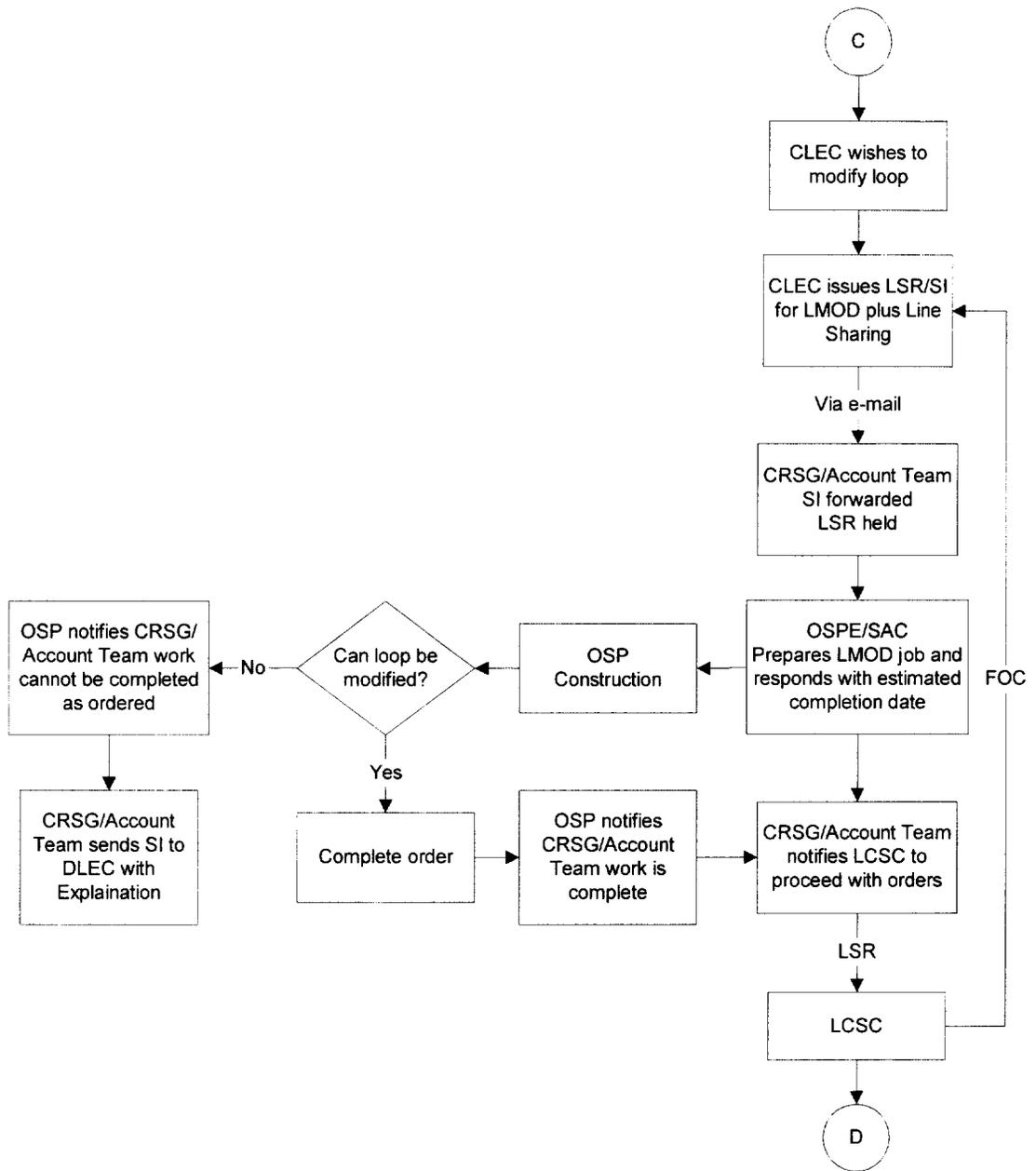


**Line Sharing End User Order Process Flow**  
9/29/2000



**Note:**  
Basic class of service = UMK

**Line Sharing End User Order Process Flow**  
**9/29/2000**



**Note:**  
**Basic class of service = ULS**

**Line Sharing End User Order Process Flow**  
9/29/2000

