



*allegiance*telecom,*inc.*

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# Process & Performance Discussion

# Allegiance Telecom

## MINIMUM PROCESS REQUESTS

- I. Firm Order Confirmations should include a complete engineering check to verify that facilities are available**
- II. Order success must be measured by first FOC date – customers will not tolerate multiple date changes**
- III. Electronic Order Conversion - the industry needs to reduce or eliminate down time during UNE conversion**
- IV. Database Reconciliation - ILECs must develop processes to reconcile internal databases housing CLEC information including Customer Facility Assignment (CFA) and Circuit ID's.**
  - a. Allow CLEC's to use their own facilities (busy CFA's)**
  - b. Stop overbilling**



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## PROCESS REQUESTS CONT'D

- V. Standardize Billing – ILEC' must provide billing data electronically in a standard CABS format billed by LATA. Different formats do not allow electronic auditing of bills.**
  
- VI. Access to POI – Provisioning and maintenance work can be done at the POI to eliminate 'No Man's Land'. When a CLEC has dial tone at the collocation but the ILEC has none at the frame, trouble resolution is lengthy.**
  - a. Access to the Main Distribution Frame**
  - b. Ownership of cable between the ILEC frame and the CLEC collocation cage**
  
- VII. Aggressive Anti-competitive Winback Programs Must be Stopped**
  - a. Technicians making anti-competitive statements to customers**
  - b. ILEC's calling customer and offering discounts after CSR is pulled**

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## MINIMUM PERFORMANCE REQUESTS

### I. PROVISIONING

- a. **Timeliness and Accuracy of Firm Order Confirmations (“FOC”)**
- b. **Provisioning intervals for interoffice transport should be at parity with ILEC retail provisioning intervals.**
- c. **Standards for UNE hot cut intervals need to be 4 minutes per line. (NEW)**

### II. INSTALLATION

- a. **Delivery of facilities should meet the install date provided on the FOC. This date should also meet the published install intervals per ILEC.**
- b. **If no facilities, ILEC must provide accurate delivery date within 24 hours after receipt of an acceptable, clean LSR. Notification needs to be automated.**



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## PERFORMANCE REQUESTS CONT'D

### III. MAINTENANCE

- a. A measure should be adopted requiring that the Mean Time to Repair (MTTR) standard be 24 hours or less for all out of service conditions.
- b. A measure for Mean Time Between Failure (MTBF) and repeat Trouble Tickets must be adopted. (NEW)
- c. Verification of NTF charges for trouble tickets (NEW)
- d. Modifications to the Circuit ID need to be communicated to the CLEC within 24 hours and the ILEC's must provide a process to acquire the correct Circuit ID when the one in the CLEC records shows to be incorrect. (NEW)