

UNE-P CONVERSION  
 GEORGIA LOSS OF DIAL TONE ANALYSIS  
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NO8LPJG3	7/27/2001	7/28/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPBVWD86	7/27/2001	7/30/2001	The OE or Facilities were changed during the conversion process
NP6JW8P2	7/29/2001	8/1/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected. The OE or Facilities were changed during the conversion process
NOCB36M3	7/30/2001	7/31/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NP1LWWG8	7/30/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP9WC6D7	7/30/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP5HXTJ8	7/31/2001	8/1/2001	Line was suspended/denied at time of conversion.
NOCLQ4V2	8/1/2001	8/1/2001	The OE or Facilities were changed during the conversion process
NP8MG3C2	8/1/2001	7/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO237271	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO30QCL0	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO3CGFX2	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO8B3281	8/2/2001	7/31/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO4J3FT6	8/6/2001	8/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODH64F0	8/7/2001	8/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOF2GPW8	8/7/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOF2GPW8	8/7/2001	8/11/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP35K7M4	8/8/2001	8/8/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP73G1N0	8/8/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPB181D7	8/8/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6MY292	8/9/2001	8/14/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NO35C021	8/11/2001	8/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO3PBYX1	8/13/2001	8/15/2001	The OE or Facilities were changed during the conversion process
NO4DWYP7	8/13/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0D33G5	8/13/2001	8/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPD8M6D6	8/13/2001	8/16/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5P07V2	8/14/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO86DDG8	8/15/2001	8/15/2001	The OE or Facilities were changed during the conversion process
NOCP8L53	8/15/2001	8/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP7DCK86	8/15/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO786DV6	8/16/2001	8/17/2001	The OE or Facilities were changed during the conversion process
NOD9X7N3	8/16/2001	8/20/2001	The OE or Facilities were changed during the conversion process
NOFTR4H3	8/16/2001	8/15/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCFCVW8	8/17/2001	8/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NP1FGRK3	8/20/2001	8/23/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO6TJ2H7	8/21/2001	8/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOF0TL03	8/21/2001	8/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO221VT6	8/22/2001	8/22/2001	The OE or Facilities were changed during the conversion process
NO2B7DX2	8/22/2001	8/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO30GTM2	8/22/2001	8/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0FXYW5	8/22/2001	8/29/2001	Line was suspended/denied at time of conversion.
NP8V2K36	8/22/2001	8/27/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NPF8HTK8	8/22/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO5QLR46	8/23/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO14K7Y5	8/27/2001	8/29/2001	Line was suspended/denied at time of conversion.
NO528FJ2	8/28/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO8959T3	8/28/2001	8/25/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO1XPB36	8/29/2001	8/24/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO6GKX51	8/29/2001	9/1/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO992CW3	8/29/2001	8/28/2001	Line was suspended/denied at time of conversion.

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NOCP0T08	8/31/2001	9/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCBK7V4	9/4/2001	8/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOD9YWY9	9/4/2001	8/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP1JGR98	9/4/2001	9/5/2001	Line was suspended/denied at time of conversion.
NO5Y7JV9	9/5/2001	8/31/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1V8YW8	9/7/2001	9/12/2001	The line was disconnected prior to the conversion by a Disconnect order that was not related to the conversion process and was not issued by the LCSC.
NOG3VB44	9/7/2001	9/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5G0W41	9/10/2001	9/14/2001	The PIC or LPIC are not updated properly with the covnersion order.
NOCVYKX4	9/10/2001	9/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO98XML7	9/11/2001	9/12/2001	The PIC or LPIC are not updated properly with the covnersion order.
NODWTN08	9/11/2001	9/13/2001	The OE or Facilities were changed during the conversion process
NO8BY2K3	9/12/2001	9/15/2001	An off premise extention was removed during the conversion because it was on the D order but not included on the N order.
NOBF6CG2	9/14/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOC83CV0	9/14/2001	9/15/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NP6B1Y80	9/14/2001	9/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1RP8M8	9/17/2001	9/17/2001	The OE or Facilities were changed during the conversion process
NO4RXQQ0	9/17/2001	9/15/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP69V728	9/17/2001	9/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOFXTT35	9/18/2001	9/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP4KB257	9/18/2001	9/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5CMVY8	9/20/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7MGCJ7	9/20/2001	9/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBRDVH7	9/20/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NOFKMMF5	9/20/2001	9/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7X3Q30	9/21/2001	9/24/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO8493X1	9/21/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP9VLMDB	9/21/2001	9/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6P4JJ1	9/24/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP1QRQC6	9/24/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NPB4PV76	9/24/2001	9/25/2001	The OE or Facilities were changed during the conversion process
NPDP2VB9	9/24/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NO8H37F6	9/25/2001	9/25/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO97D0P5	9/25/2001	9/25/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP01F4F6	9/25/2001	9/26/2001	Line was suspended/denied at time of conversion.
NP0DDWY9	9/25/2001	9/25/2001	The OE or Facilities were changed during the conversion process
NPD21477	9/25/2001	9/27/2001	The OE or Facilities were changed during the conversion process

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NPG6NJY1	9/25/2001	9/28/2001	The OE or Facilities were changed during the conversion process
NO20B350	9/26/2001	9/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP4NN081	9/26/2001	9/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0BXXR1	9/27/2001	9/26/2001	The line was disconnected prior to the conversion by a Disconnect order that was not related to the conversion process and was not issued by the LCSC.
NP530X15	9/28/2001	10/1/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPD7TTG0	9/28/2001	10/2/2001	The OE or Facilities were changed during the conversion process
NO73R2X0	9/30/2001	10/2/2001	Line was suspended/denied at time of conversion.
NP5F18N6	9/30/2001	10/1/2001	The OE or Facilities were changed during the conversion process
NO791F48	10/1/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9HHFC7	10/1/2001	10/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPF4GLJ2	10/1/2001	10/3/2001	The OE or Facilities were changed during the conversion process
NO2FRG08	10/2/2001	10/3/2001	The OE or Facilities were changed during the conversion process
NO9F6XD1	10/2/2001	10/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9F6XD1	10/2/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP12HCY8	10/3/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP10F2T9	10/4/2001	10/10/2001	Line was suspended/denied at time of conversion.
NP28J195	10/4/2001	10/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7HGVC8	10/5/2001	10/6/2001	The OE or Facilities were changed during the conversion process
NO989FK0	10/5/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NO8G2CM0	10/9/2001	10/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPG5RLW3	10/9/2001	10/8/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO4M22J5	10/10/2001	10/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6H97K8	10/11/2001	10/11/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6326Y5	10/12/2001	10/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9W5WC1	10/12/2001	10/17/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPG0HYD4	10/12/2001	10/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO46PGQ9	10/15/2001	10/19/2001	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.
NOBVXH16	10/16/2001	10/16/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODLP926	10/16/2001	10/17/2001	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.
NOFN66W5	10/16/2001	10/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOY0F252	10/16/2001	10/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0TQB26	10/17/2001	10/22/2001	Line was suspended/denied at time of conversion.
NO8C75P0	10/17/2001	10/18/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP8NDFH9	10/17/2001	10/18/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.

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NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NO2F8L69	10/18/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO2H8HC9	10/18/2001	10/23/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO7M7PX7	10/18/2001	10/22/2001	Line was suspended/denied at time of conversion.
NP0B48B1	10/18/2001	10/23/2001	The OE or Facilities were changed during the conversion process
NO0H5J28	10/19/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBG4WR9	10/19/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCY5RY1	10/19/2001	10/19/2001	The OE or Facilities were changed during the conversion process
NO0CXDN0	10/23/2001	10/24/2001	The OE or Facilities were changed during the conversion process
NO8255M9	10/23/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOD67WQ3	10/23/2001	10/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPB542J2	10/23/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0CLVW8	10/24/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NO7FFTD9	10/24/2001	10/30/2001	Line was suspended/denied at time of conversion.
NO8JTT79	10/24/2001	10/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO8PF6R7	10/24/2001	10/26/2001	Line was suspended/denied at time of conversion.
NP08F1N7	10/24/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NPDX01R0	10/24/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPHWR847	10/24/2001	10/25/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0CQ742	10/25/2001	10/26/2001	The OE or Facilities were changed during the conversion process
NO1C9RV7	10/25/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NO2CJ8N7	10/25/2001	10/26/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7TXLV5	10/26/2001	10/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP5PWYR6	10/31/2001	10/28/2001 6:54:00 PM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NP5PWYR6	10/31/2001	10/29/2001 8:52:00 AM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NO1XTH25	11/1/2001	11/2/2001 18:19	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6FRXT9	11/1/2001	11/5/2001 10:00	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO70XM21	11/1/2001	11/1/2001 20:54	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.

UNE-P CONVERSION  
 GEORGIA LOSS OF DIAL TONE ANALYSIS  
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NODBGTY2	11/1/2001	11/2/2001 10:40	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP03M698	11/2/2001	11/6/2001	Line was suspended/denied at time of conversion.
NO28TTQ8	11/5/2001	11/5/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6GGYV1	11/5/2001	11/7/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6GGYV1	11/5/2001	11/8/2001	The OE or Facilities were changed during the conversion process
NO92WT56	11/5/2001	11/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0P14Q5	11/5/2001	11/6/2001	The OE or Facilities were changed during the conversion process
NPBYJTD1	11/5/2001	11/10/2001	The OE or Facilities were changed during the conversion process
NO0NCH17	11/6/2001	11/7/2001	The OE or Facilities were changed during the conversion process
NO4816C6	11/6/2001	11/12/2001	Touch Tone was being removed during the conversion.
NP1C8X55	11/6/2001	11/8/2001	The PIC or LPIC are not updated properly with the covnersion order.
NP3RBB70	11/6/2001	11/8/2001	The OE or Facilities were changed during the conversion process
NO75K094	11/7/2001	11/7/2001	Touch Tone was being removed during the conversion.
NO055Q75	11/8/2001	11/13/2001	The PIC or LPIC are not updated properly with the covnersion order.
NO08R043	11/8/2001	11/9/2001	The OE or Facilities were changed during the conversion process
NO1TGWM4	11/8/2001	11/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOGBP049	11/8/2001	11/9/2001	The OE or Facilities were changed during the conversion process
NOQ9D766	11/8/2001	11/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO368MQ0	11/9/2001	11/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0M54K1	11/12/2001	11/16/01	The OE or Facilities were changed during the conversion process
NO3VX3X1	11/12/2001	11/09/01	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.

UNE-P CONVERSION  
 GEORGIA LOSS OF DIAL TONE ANALYSIS  
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NO1CVH42	11/13/2001	11/15/01	The OE or Facilities were changed during the conversion process
NO7C51Q0	11/13/2001	11/12/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9FG9L5	11/13/2001	11/13/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO62VBD9	11/14/2001	11/13/2001	Line was suspended/denied at time of conversion.
NO96FM14	11/15/2001	11/15/01	Line was suspended/denied at time of conversion.
NP78KR77	11/15/2001	11/15/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5J1LN8	11/19/2001	11/16/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO4MFVV2	11/20/2001	11/19/2001 10:27:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPC98LT3	11/21/2001	11/21/2001 3:16:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPF12KF9	11/21/2001	11/20/2001 2:10:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFHBV26	11/21/2001	11/26/2001 1:45:00 PM	Line was suspended/denied at time of conversion.
NO18H3X8	11/23/2001	11/19/2001 11:54:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO0K5X89	11/26/2001	11/26/2001 2:13:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9KMQL3	11/27/2001	11/28/2001 4:53:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

UNE-P CONVERSION  
 GEORGIA LOSS OF DIAL TONE ANALYSIS  
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NO04C7G2	11/28/2001	11/29/2001 9:57:00 AM	The OE or Facilities were changed during the conversion process
NO3QG6D1	11/28/2001	11/29/2001 5:48:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO2P6195	11/29/2001	12/3/2001 7:41:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5TWN27	11/30/2001	11/29/2001 12:42:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NOBG8BF3	12/1/2001	12/3/2001 2:10:00 PM	The OE or Facilities were changed during the conversion process
NO0CYB50	12/10/2001	12/11/2001 10:35:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1N06P2	12/10/2001	12/13/2001 1:01:00 PM	The OE or Facilities were changed during the conversion process
NO1VXKV9	12/10/2001	12/12/2001 4:56:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBR1K52	12/11/2001	12/13/2001 9:47:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9X50C2	12/12/2001	12/11/2001 8:53:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP1B1KR3	12/14/2001	12/15/2001 6:25:00 PM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NP9R06C6	12/17/2001	12/18/2001 12:36:00 PM	Line was suspended/denied at time of conversion.
NPCQY208	12/17/2001	12/18/2001 10:06:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1M0KQ9	12/18/2001	12/18/2001 11:38:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0G7KR3	12/19/2001	12/20/2001 9:24:00 PM	Line was suspended/denied at time of conversion.
NO0HD6Y9	12/19/2001	12/22/2001 10:32:00 AM	The OE or Facilities were changed during the conversion process
NO7J0625	12/20/2001	12/15/2001 6:30:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP1LCGR6	12/20/2001	12/21/2001 1:37:00 PM	Line was suspended/denied at time of conversion.

UNE-P CONVERSION  
 GEORGIA LOSS OF DIAL TONE ANALYSIS  
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NP19VJL4	12/26/2001	12/27/2001 5:15:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP80WX37	12/27/2001	12/28/2001 10:34:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPBRM643	12/27/2001	12/29/2001 6:33:00 PM	The PIC or LPIC are not updated properly with the covnersion order.
NO0FTXM1	12/28/2001	12/28/2001 5:09:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO0XRT64	12/3/2001	11/30/2001 2:53:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0NGGT5	12/5/2001	12/7/2001 9:35:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0LH8D1	12/6/2001	12/6/2001 10:27:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO181275	12/6/2001	12/10/2001 9:40:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO183CV0	12/6/2001	12/6/2001 1:42:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0JRTJ0	12/6/2001	12/6/2001 8:49:00 PM	The OE or Facilities were changed during the conversion process
NO8G56L9	12/7/2001	12/6/2001 9:36:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.

**CERTIFICATE OF SERVICE**  
**Docket No. 6863-U**

This is to certify that I have this day served a copy of the within and foregoing, upon all known parties of record, via electronic mail, addressed as follows:

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This 25<sup>th</sup> day of February, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

*Bennett L. Ross*

BENNETT L. ROSS

(PME)

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173056 (02/25/02)

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404 986 1718  
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February 25, 2002

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

**RECEIVED**

FEB 25 2002

**EXECUTIVE SECRETARY  
G.P.S.C.**

Re: *BellSouth Telecommunications, Inc.'s Entry into InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996; Docket No. 6863-U*

Dear Mr. McAlister:

Enclosed please find the original and eighteen (18) copies, as well as an electronic version, of Affidavits of William N. Stacy and Ken L. Ainsworth on behalf of BellSouth Telecommunications, Inc. in response to the Commission's letter dated February 18, 2002. I would appreciate your filing same and returning three (3) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Thank you for your assistance in this matter.

Very truly yours,

*Bennett L. Ross*  
Bennett L. Ross (BMR)

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles  
Mr. Ken Ellison  
Parties of Record (via electronic mail)

435416

BEFORE THE  
GEORGIA PUBLIC SERVICE COMMISSION

In Re: )  
 )  
BellSouth Telecommunications, Inc.'s Entry into ) Docket No. 6863-U  
InterLATA Services Pursuant to Section 271 of )  
the Telecommunications Act of 1996 )

**BELLSOUTH TELECOMMUNICATIONS, INC.'S**  
**STATEMENT OF CONFIDENTIALITY**

BellSouth Telecommunications, Inc. ("BellSouth") hereby files this Statement of Confidentiality pursuant to Section 515-3-1.11 of the Rules of the Georgia Public Service Commission ("PSC"), and states as follows:

1. Rule 515-3-1.11 requires that a party claiming that information constitutes a trade secret provide, in writing, the basis of this claim. Rule 515-3-1.11(c) specifically requires that this statement detail (1) the economic benefit derived from the information not being generally known; (2) the economic benefit to others if disclosure were to occur; and (3) the procedures utilized to maintain confidentiality. This statement is submitted to meet these requirements. The confidential trade secret information appears in the Affidavit and Exhibits of William N. Stacy filed on behalf of BellSouth in the above-referenced docket.
2. The subject trade secret material is comprised of customer specific data and vendor specific information that BellSouth is obligated to protect. The customer specific information contained therein pertains to the end user service volumes of various competing local exchange carriers ("CLECs") and data for CLECs' end users. Disclosure of such information would provide CLECs competing with

each other valuable market information relating to each company's customers and the manner each intends to offer service to their customers.

3. In the current emerging competitive market for local services, disclosure of this information to competitors will allow CLECs an unfair competitive advantage.
4. Also included in the trade secret material is vendor specific information. BellSouth is contractually obligated to maintain the confidentiality of the vendor's name with respect to third parties.
5. The trade secret information BellSouth seeks to protect is not generally known, and this information is not readily ascertainable to third parties by any proper means. BellSouth takes all appropriate and legal measures to ensure that such information is disseminated internally only to those with a need to know, and that all public measures are taken to protect the information when it is required to be filed in a public forum.
6. BellSouth has provided this confidential information to the Commission under protective seal as part of an application labeled "Trade Secret." BellSouth also is providing the Commission with a public version of the material, designated "Public Disclosure Document," which does not include the confidential information.

Dated this 25th day of February 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

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Before the  
GEORGIA PUBLIC SERVICE COMMISSION

In the Matter of	)	
	)	
Application by BellSouth Corporation,	)	Docket No. 6863-U
BellSouth Telecommunications, Inc.,	)	
and BellSouth Long Distance, Inc., for	)	
Provision of In-Region, InterLATA	)	
Services in Georgia	)	

AFFIDAVIT OF WILLIAM N. STACY

I, William N. Stacy, being of lawful age and duly sworn upon my oath, hereby depose and state:

**I. INTRODUCTION**

1. My name is William N. Stacy, I am employed by BellSouth Telecommunications, Inc. ("BellSouth") as the Network Vice President-Interconnection Services.
  
2. The purpose of this affidavit is to provide information responsive to the issues addressed in the request of the Georgia Public Service Commission ("GPSC") dated February 18, 2002.

## Public Disclosure Document

### II. MIGRATION BY TELEPHONE NUMBER

3. "Telephone Number" or "TN" migration is a functionality that significantly reduces the information that a CLEC must include on an LSR for UNE-P<sup>1</sup>, and consequently the likelihood that errors will lead to the rejection of the LSR.
4. In its October 19, 2001 Order in Docket No. 8663-U, the GPSC ordered BellSouth to "implement by November 3, 2001, migration by Telephone Number and name." On November 3, 2001, BellSouth implemented Release 10.2. As part of this Release, BellSouth removed the edits that had required the End User Service Address field to be populated on valid activity types for the UNE-P (Req Type M). As a result of this modification, a CLEC seeking to migrate a retail customer to UNE-P needs only populate the name and Telephone Number fields on LSR, and BellSouth's systems will validate the customer's telephone number as it appears on the LSR. It is BellSouth's understanding that this is the same manner in which other incumbents handle UNE-P migration.
5. As part of its testing of Release 10.2 during the 30 day period between the Commission's order and the implementation date, BellSouth determined that LSRs would process correctly using this new functionality when BellSouth's Regional Street Address Guide (RSAG) associated only one address with the telephone number appearing on the LSSR. Based on a review of actual requests, BellSouth estimated that approximately 70% of LSRs would fall into this category. When there were two or more addresses associated with the telephone number in RSAG, which BellSouth estimated would occur with approximately 30% of LSRs, the

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<sup>1</sup> On February 2, 2002 BellSouth expanded the CLECs' ability to order by telephone numbering to include resale (non-complex plus, ISDN-BRI, and PBX) and loops (excluding DSL).

## Public Disclosure Document

associated LSR would be rejected or auto clarified back to the CLEC with a request for a valid address. In a Carrier Notification Letter issued on November 2, 2001, BellSouth advised CLECs of the implementation of this enhanced functionality to facilitate UNE-P migrations, but also noted the problems that might be encountered in a UNE-P migration when an LSR was submitted with a Name and Telephone Number and there were one or more non-working addresses associated with that telephone number. BellSouth encouraged CLECs to continue to populate the End User Service Address field on the LSR until this situation was remedied. BellSouth explained that it would implement a fix, no later than November 17, 2001, that would allow the processing of LSRs when a working address as well as one or more non-working addresses were reflected in RSAG.

6. BellSouth and the CLECs, via the CCP, held a meeting on November 16, 2001, to discuss the results of BellSouth's internal testing results and WorldCom's testing results for the release correcting the problem identified with Release 10.2. Attached as Exhibit WNS-1 are the minutes from that meeting. During that meeting, WorldCom indicated that it would be submitting requests on November 17, 2001, after the release to ensure that no problems were experienced. See Exhibit WNS-1, p.2. During the weekend of November 17, 2001, BellSouth implemented the release that corrected the problem encountered earlier when an LSR for UNE-P migration was submitted with a Telephone Number for which were one or more non-working addresses associated with that telephone number.
7. In implementing TN migration, BellSouth was confronted with two different pending change requests, one submitted by WorldCom that would have involved

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validating the customer's name in order to ensure that the correct customer record is being processed, while the other was submitted by AT&T that involved validating the house number on the LSR. Based on an analysis of LSRs submitted by CLECs, BellSouth determined that implementing WorldCom's approach would actually cause reject rates to increase. Consequently, BellSouth recommended that AT&T's proposal to validate the house number be adopted, and the members of the CCP agreed.

8. Although World Com has complained that BellSouth's implementation of TN migration by telephone number and street address did not comply with the GPSC's October 19, 2001 Order, WorldCom voiced no such complaints during the CCP discussion. BellSouth implemented TN migration consistent with the desires of the CCP. This is clear from even a cursory review of the minutes of the CCP meeting conducted on November 12, 2001, which is attached as Exhibit WNS-2.
9. BellSouth has continually sought feedback from all of the CLECs making use of the TN migration process. On November 29, 2001, BellSouth's Change Control Manager ("CCM") sent an e-mail to all CLECs participating in the CCP asking whether there were any outstanding issues associated with TN migration that BellSouth needed to address. The CCM asked CLECs to identify any problems they had found with TN migration and to send e-mails describing them. Before that date, with the exception of WorldCom's inquiry as noted above, no CLEC had expressed any concerns about the operation of the TN migration capability. No CLEC other than WorldCom responded to the CCM e-mail.

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10. On December 10, 2001, a follow-up meeting was conducted by the CCP to discuss any outstanding issues associated with the implementation of TN migration.  
WorldCom questioned whether other CLECs had issues associated with the implementation of this functionality. None of the CLECs present at the December 10, 2001 CCP meeting expressed any problems. The minutes of the December 10, 2001 CCP meeting are attached as Exhibit WNS-5.
11. The TN versus Address transaction flow is as follows: if present and valid, the full address will be used to calculate a due date. If an address is not valid or not present on the request, the LSR is scanned for the presence of an account telephone number ("ATN"), existing account telephone number ("EATN") or line existing account telephone number ("LEATN"), which is then used to calculate the due date. If successful, the transaction will proceed. If a valid telephone number cannot be found, an auto-clarification will be sent back to the CLEC. If a valid telephone number matches the street number (known as the SANO field) the LSR will then proceed to SOCS for the processing of a service order and the return of a firm order confirmation.
12. When BellSouth released the TN migration functionality on November 3, 2001, BellSouth also performed a secondary check of the RSAG-validated address on the LSR against the CSR. However, because mismatches between the RSAG and CSR databases were causing orders to be rejected back to the CLECs, this check was removed from the sequence with Release 10.3.1 on February 2, 2002. While WorldCom has complained about this issue, the fact is that \*\*\*\* \* of WorldCom's orders were rejected due to BellSouth checking the address on the