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August 1, 2003

**Ex Parte Presentation**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

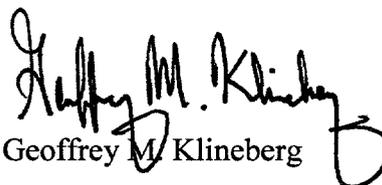
Re: *Application by SBC Communications Inc., et al. for Provision of In-Region, InterLATA Services in Michigan, WC Docket No. 03-138*

Dear Ms. Dortch:

On behalf of SBC Communications Inc. ("SBC"), I am attaching a copy of a filing that Michigan Bell made yesterday with the Michigan Public Service Commission. See Attachment. This filing consisted of status reports for the Pre-Order Processing Timeliness Plan, the Bill Auditability and Dispute Resolution Plan, and the Change Management Communications Plan. In addition, the filing included SBC's Quarterly Report summarizing the results of the Management Review conducted as part of the Special and UNE Circuit Repair Coding Accuracy Plan.

In accordance with this Commission's Public Notice, DA 03-2039 (June 19, 2003), SBC is filing this letter electronically through the Commission's Electronic Comment Filing System. Thank you for your kind assistance in this matter.

Sincerely,

  
Geoffrey M. Klineberg

Attachment

cc: Gina Spade                      Layla Seirafi-Najar  
      Susan Pié                      Qualex International  
      Rodney Gregg

## **ATTACHMENT**



Regulatory  
Suite 1670  
444 Michigan Ave.  
Detroit, Michigan 48226  
Office: 313/223-0729  
Fax: 313/496-9332

Kelly Ann Fennell  
Director

July 31, 2003

Executive Secretary  
Michigan Public Service Commission  
6545 Mercantile Way  
P.O. Box 30221  
Lansing, MI 48909

**Re: MPSC Case No. U-12320**  
**SBC's Status Reports**

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of SBC's Status Reports for the following plans:

- Change Management Communications Plan
- Bill Auditability and Dispute Resolution Plan
- Pre-Order Processing Timeliness Plan

Additionally, as required by the referenced Commission Order, please find enclosed for filing an original and fifteen (15) copies of SBC's Quarterly Report summarizing the results of the Management Review conducted as part of the Special and UNE Circuit Repair Coding Accuracy Plan.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

A handwritten signature in black ink that reads "Kelly Ann Fennell". The signature is written in a cursive, flowing style.

Enclosures

cc: Mr. Orjiakor Isiogu  
Ms. Elizabeth Durbin  
Mr. Rodney Gregg



## PRE-ORDER PROCESSING TIMELINESS PLAN SBC MIDWEST STATUS REPORT

### *Overview*

SBC Midwest has filed a Pre-Order Processing Timeliness Plan with each of the State Commissions. This document provides a status report on SBC's implementation of the actions described in the Pre-Order Processing Timeliness Plan ("the Plan").

The goal of the Pre-Order Plan was to improve SBC's response time to the CLECs with respect to the processing of EDI pre-order transactions. The Pre-Order Plan outlines actions that SBC will take or had undertaken that have the potential to enhance and monitor the performance of EDI protocol translation, a required step in processing CLEC EDI pre-order transactions. The specific actions outlined by SBC in the Pre-Order Plan include:

1. Investigate the feasibility of improving the performance of the then-existing version of the EDI translator software, and implement any practical improvements.
2. Install the most current version (Gentran: 6.0) of EDI translation software available from the software vendor.<sup>1</sup>
3. Evaluate a new type of EDI translation software (Integrator) available from the software vendor.<sup>2</sup>

The Pre-Order Plan also discusses an important change to SBC's Performance Measurement 2 (Pre-Order Transaction Timeliness), that tracks SBC's timeliness in providing responses to pre-order inquiries. In particular, to monitor future processing performance, SBC and the CLECs agreed to new disaggregations and benchmarks to Performance Measurement 2 that measure EDI protocol translation time. As a result, EDI protocol translation time is now measured separately and compared to an industry set benchmark. Each State Commission approved this proposal and these changes have been fully implemented. (See Version 1.9, PM 2. Percent Responses Received within "X" seconds – OSS Interface: Protocol Translation Time – EDI (input and output), 95% in <= 4 seconds.)

The purpose of this update is to summarize the status of actions outlined in the Pre-Order Plan. Of course, since these actions are intended to improve SBC's pre-order response time, the most pertinent measure of gauging the current status of this issue is to look at SBC's actual response time performance. At the time this Plan was proposed, SBC did not separately report EDI translation processing time. As a result BearingPoint's OSS testing assumed an EDI processing time of 95% within 4 seconds, but concluded that SBC was not meeting that benchmark. As this status report shows, with the exception of one month discussed below, current performance results are now consistently above the

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<sup>1</sup> SBC proposed this action item because it assumed it would be possible to further improve the EDI pre-order response speeds.

<sup>2</sup> As with Gentran 6.0, SBC thought this software also had the potential to improve response time.



**PRE-ORDER PROCESSING TIMELINESS PLAN  
SBC MIDWEST STATUS REPORT**

threshold agreed to in PM 2 and used by BearingPoint during the test to determine the adequacy of SBC’s Pre-Order Response timeliness.

***Current Production Performance – Performance is already consistently exceeding the Industry agreed-upon benchmark target***

As noted above, starting in February 2003, SBC began reporting its EDI protocol translation processing timeliness on a monthly basis. The results to date demonstrate that SBC is, and has repeatedly been meeting the prescribed target level. As can be seen from the table below, pre-order EDI protocol translation timeliness has exceeded the benchmark of 95% of responses within 4 seconds in four of the last five months.

**PM 2 % Responses Received w/in 4 sec – OSS Interface – Protocol Translation Time – EDI**

	<b>Responses Within Time Interval</b>	<b>Total Responses</b>	<b>% Responses Received Within Time Interval</b>
<b>February 2003</b>	354,490	358,626	98.85%
<b>March 2003</b>	371,799	376,318	98.80%
<b>April 2003</b>	397,387	402,026	98.85%
<b>May 2003</b>	344,064	473,710	72.63%
<b>June 2003</b>	457,954	474,074	96.60%

Performance was excellent in the months of February, March and April. The benchmark was not met in May 2003. The cause for this miss was related to a significant shift in load between platforms that required a modification to software tuning parameters to increase processing efficiency in the LSOG 5/6 environment.<sup>3</sup> The corrective action to address this isolated event was successful and June results are again exceeding the 95% within 4 seconds benchmark.

***Action item 1 Status – Enhancement of existing translator software performance***

During 3Q02, SBC and its EDI software vendor, Sterling Commerce<sup>4</sup>, worked to determine whether it was possible to improve the performance of its Gentran EDI translation software, Version 5.3. After initially concluding that no performance improvement was possible, additional analysis was performed that identified a potential response-enhancing software change. A custom modification was implemented on September 11, 2002 that provided this enhancement and effectively reduced the amount of system processing performed on each transaction. This was accomplished by bypassing a data management feature of the software. Despite this significant improvement, SBC believed at the time that additional improvement might be achieved by continuing its work with Sterling (see the additional action items below).

<sup>3</sup> Platform shifts occurred in SBC Midwest specifically between LSOG4 EDI and LSOG5/6 EDI and in other SBC regions between then current production interface versions.

<sup>4</sup> Sterling Commerce is a wholly-owned affiliate of SBC.



PRE-ORDER PROCESSING TIMELINESS PLAN  
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***Action item 2 Status – Installation of most current version of EDI translator software***

In particular, when the Plan was proposed, SBC believed that the installation of a newer version of Gentran EDI translation software, i.e. replacing Version 5.3 with Version 6.0, would decrease processing times even more. The upgrade to EDI translator version Gentran: Server 6.0 was originally scheduled to be installed during the weekend of June 28, 2003, but was delayed because a prerequisite operating system software upgrade was not completed successfully. This needed operating system software upgrade was successfully performed during the weekend of July 12th, and Gentran: Server 6.0 was installed Monday evening, July 14th. (See, Accessible Letter CLECALLS03-099 issued June 30, 2003, a copy of which is attached.)

On July 16th, the second day after the pre-order EDI translator began processing production transactions using the new software version, SBC noted that the translator was sporadically failing to return responses. Two days later, SBC received CLEC reports that pre-order responses, in certain irregular circumstances, were overwritten with data from another transaction, and thus returning an inaccurate response. On July 19, 2003, SBC removed the upgrade and restored the pre-order EDI translator to the prior version of the Gentran:Server software (i.e., version 5.3). The identified problems disappeared following the restoration of the 5.3 version. (See, Accessible Letter CLECALLS03-125 issued July 22, 2003, a copy of which is attached.)

After investigation, the third-party software vendor (Sterling) verified that the problem stemmed from the 6.0 software version. This version introduced architectural changes that relied upon the previously-removed data management functionality of the software. Since this functionality had been bypassed by SBC to gain the significant response time improvements discussed above (see Action item #1 above), Version 6.0 could not function as intended. Because of the incompatibility, not only were no further improvements in response times realized, but the possibility existed that processing timeliness and the accuracy of the responses could be degraded compared to prior results using Version 5.3.

SBC has not received any assurances that the incompatibility can be resolved. In addition, while the 6.0 software version might have improved performance relative to SBC's 2002 experience, the subsequent changes made in the existing software version 5.3 (discussed in Action item 1, above) have so improved pre-order response performance that the pursuit of the 6.0 software changes no longer make any sense. Consequently, it is SBC's proposal that it not pursue the implementation of this release any further.

***Action item 3 Status – Evaluation of new third-party translation software***

In addition to attempting the installation of Version 6.0 of Gentran, SBC is also evaluating new EDI translation software that Sterling Commerce released in late 2002, to determine if additional decreases in processing times can be reasonably achieved. . This



## PRE-ORDER PROCESSING TIMELINESS PLAN SBC MIDWEST STATUS REPORT

new software ( which is different from Gentran, Version 6.0 discussed above) is referred to as Sterling Integrator. SBC is evaluating this new translator software to determine whether it can further improve overall performance.

During October 2002, the SBC EDI group examined the technical documentation, viewed product demonstrations, and held discussions with the Sterling Integrator development team. Although these initial sessions failed to identify opportunities for further response time improvement, SBC subsequently decided to replicate its translator operating environment for Sterling to allow it to perform more in-depth technical comparisons in its labs. On February 6, 2003, the Sterling technical team identified a modification that had the potential to further improve translator response time using the new Sterling Integrator software. This solution, however, has limitations in its ability to handle multiple versions and trading partners, which would degrade the current flexibility of the EDI pre-order interface. Given those limitations and the fact that the current EDI protocol translation processing performance is meeting industry agreed upon performance measurement benchmarks, SBC proposes to continue to monitor progress of this software, but does not currently plan to implement the Sterling Integrator product.

### *Conclusion*

SBC has and will continue to manage its pre-order system software and hardware configuration to maintain the timeliness of transaction processing. The goal and intent of the Pre-Order Plan has been achieved – the timeliness of EDI pre-order transactions has been improved and consistently meets industry-agreed benchmarks. Equally important, SBC has satisfied its commitments in the Pre-Order Plan. In particular, SBC made improvements to its existing Gentran EDI software (Pre-Order Plan section 3.A), attempted to install Gentran version 6.0 (Pre-Order Plan section 3.B)<sup>5</sup> and conducted extensive analysis of the new Sterling Integrator software (Pre-Order Plan section 3.B). SBC also modified the relevant performance measurement (Pre-Order Plan section 3.C).

Under the Pre-Order Plan, SBC is to file this status report in July 2003 and quarterly thereafter if needed. SBC believes that it has fully complied with the requirements of the Pre-Order Plan and that no additional status reports are needed. Nonetheless, SBC will file at least two additional quarterly status reports on this issue in October 2003 and January 2004 to provide the Commission assurance that SBC's EDI preorder timeliness performance has been maintained.

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<sup>5</sup> As noted above, the Gentran version 6.0 did not improve performance but actually appeared to have the potential to degrade timeliness and accuracy, in comparison to the significant improvements made to version 5.3. Accordingly, SBC has interpreted the Pre-Order Plan as not requiring the installation of this particular item. Of course, SBC will continue to make necessary adjustments to maintain its response time benchmarks, and will continue to evaluate other potential enhancements, consistent with action item 3.B.



Date: **June 30, 2003**

Number: **CLECALLS03-099**

Effective Date: **July 14, 2003 and other dates** Category: **OSS**  
as explained below

Subject: **Delay to Operating System Upgrade for CORBA and EDI Pre-Order in All Regions and the Interactive Agent in SNET and SBC Midwest**

Related Letters: **CLECALLS03-066**

Attachment: **No**

States Impacted: **All States**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Ohio, SBC Michigan, SBC Wisconsin, SBC California, SBC Nevada, SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, SBC Texas and The Southern New England Telephone Company (collectively referred to for purposes of this Accessible Letter as "SBC 13-State")**

Response Deadline: **July 8<sup>th</sup>**

Contact: **Change Management Mailbox at**  
[sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com)

Conference Call/Meeting: **NA**

This Accessible Letter provides notification that the operating system upgrade scheduled for the weekend of June 28<sup>th</sup> (**CLECALLS03-066**) was unsuccessful due to problems with third-party software. As a result, the TPEOSS3 (CORBA Pre-order versions 5.2, 5.3 and 6.0, EDI Pre-order versions 5.2, 5.3 and 6.0 and the SNET Interactive Agent) upgrade has been rescheduled for the weekend of July 12<sup>th</sup>. The previously mentioned Pre-order interfaces will be unavailable from 1:00 AM CDT on Saturday, July 12<sup>th</sup> until 5:00 AM CDT Monday, July 14<sup>th</sup>.

The upgrade of the Pre-order EDI translator to Gentran Server 6.0, which will occur after the operating system upgrade referenced above is complete, is scheduled to take place Monday night and will be available Tuesday, July 15<sup>th</sup>. No additional downtime will be required for the Gentran upgrade.

The upgrade to TSTECLEC1 (CLEC test system for Pre-order applications of EDI and CORBA, Interactive Agent for Order) was successfully implemented as scheduled, the weekend of June 21<sup>st</sup>. CLECs that have not yet tested with the new Gentran version are encouraged to do so before the upgrade.

The other operating system upgrades announced in **CLECALLS03 066** are changed as follows:

**TSPEOSS1 – Verigate**

Upgrade will occur on the weekend of 7/19. There is no extended Verigate downtime required for this upgrade.

**TSPEOSS2 – Verigate**

Upgrade will occur on the weekend of 7/26. There is no extended Verigate downtime required for this upgrade.

**TSPEOSS4 – SBC Midwest Interactive Agent**

Upgrade will occur on the weekend of August 2nd. The SBC Midwest IA will be unavailable beginning 1:00 a.m. on Saturday, August 2nd until 5:00 a.m. Monday, August 4th.

CLECs should address any schedule concerns to the Change Management mailbox at [sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com) through July 8th.

The text of **CLECALLS03-066** is below in gray.

In order to perform an operating system upgrade (Solaris 2.6 to Solaris 2.8) on the platforms used for EDI Pre-order, CORBA Pre-order and the Interactive Agents for SBC Midwest and SNET, these applications will be unavailable according to the schedule below. (All times indicated are for the Central Time Zone) In addition to the Solaris upgrade, we will be upgrading to Gentran Server 6.0 on the CLEC test system and the system running CORBA, EDI Pre-order and SNET Interactive Agent. However, EDI Pre-order is the only application that uses Gentran Server 6.0.

**TSTCLEC1 – CLEC test system for Pre-order applications of EDI and CORBA, Interactive Agent (IA) for Order**

Upgrade will occur during the weekend of 6/21. The test system is not available during this period, and there is no additional downtime requested. This upgrade includes the GENTRAN Server 6.0 upgrade.

**TSPEOSS3 – CORBA Pre-order versions 5.2, 5.3 and 6.0, EDI Pre-order versions 5.2, 5.3 and 6.0 and the SNET Interactive Agent**

Upgrade will occur on the weekend of 6/28. These applications will be unavailable beginning 1:00 a.m. on Saturday, June 28th until 5:00 a.m. Monday, June 30<sup>th</sup>.

**TSPEOSS3 – CORBA Pre-order versions 5.2, 5.3 and 6.0, EDI Pre-order versions 5.2, 5.3 and 6.0 and the SNET Interactive Agent – GENTRAN Server 6.0 upgrade**

Upgrade will occur after the normal downtime for the production day of June 30th. The system will be on the new GENTRAN Server for July 1<sup>st</sup> production. This upgrade will occur during the normal maintenance window.

**TSPEOSS1 – Verigate**

Upgrade will occur on the weekend of 7/12. There is no extended Verigate downtime required for this upgrade.

**TSPEOSS2 – Verigate**

Upgrade will occur on the weekend of 7/19. There is no extended Verigate downtime required for this upgrade.

**TSPEOSS4 – SBC Midwest Interactive Agent**

Upgrade will occur on the weekend of July 26th. The SBC Midwest IA will be unavailable beginning 1:00 a.m. on Saturday, July 26th until 5:00 a.m. Monday, July 28th.

The extended downtime is required for the operating system upgrade. The operating system upgrade allows SBC to install other future software upgrades including the Gentran Server 6.0 upgrade. Each operating system upgrade takes 32 hours to perform. The extended downtime is needed on the TSPEOSS3 and TSPEOSS4 platforms to avoid requiring the CLECs to change IP addresses for the conversion weekend. Without the extended downtime, CLECs would be required to change IORs for use on Saturday and Sunday (days of the conversion) to pick up the temporary IP address changes, and return to the original IOR on Monday. While extended downtime is not required for the Verigate application and the work should be transparent to CLECs, this notification is being provided to alert CLECs that work is being performed on systems that support Verigate on the weekends shown in the schedule above.

The CLEC test system (TSTCLEC1) is converting first to provide CLECs with an opportunity to test the pre-order interfaces (EDI and CORBA) and the Interactive Agent for Order to ensure that

these changes do not create problems for their applications. **It is important that each impacted CLEC test with SBC during the week between TSTECLEC1 and TSPEOSS3 (June 23rd through June 27th). CLECs should contact their OSS Account Manager for assistance with this testing.**



Date: **July 22, 2003**

Number: **CLECALLS03-125**

Effective Date: **NA**

Category: **OSS**

Subject: **Back-off of Gentran:Server 6.0 for Pre-Order**

Related Letters: **CLECALLS03-066 &  
CLECALLS03-099**

Attachment: **No**

States Impacted: **All States**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Ohio, SBC Michigan, SBC Wisconsin,  
SBC California, SBC Nevada , SBC Arkansas, SBC Kansas, SBC  
Missouri, SBC Oklahoma, SBC Texas and The Southern New England  
Telephone Company**

Response Deadline: **NA**

Contact: **Change Management Mailbox at  
[sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com)**

Conference Call/Meeting: **NA**

This Accessible Letter provides notification that the upgrade to Gentran:Server 6.0 for EDI Pre-Order that was applied effective 7/15/03 was backed off effective 7/19/03. Problems were encountered with the 6.0 version that were not apparent in testing. The software was restored to the 5.3 version of Gentran:Server that was running previously.

This change in vendor software versions should have no effect on CLECs. Future upgrade path and dates will be determined pending resolution of the problems by the vendor.

The text of **CLECALLS03-099** is below in gray.

This Accessible Letter provides notification that the operating system upgrade scheduled for the weekend of June 28<sup>th</sup> (**CLECALLS03-066**) was unsuccessful due to problems with third-party software. As a result, the TPEOSS3 (CORBA Pre-order versions 5.2, 5.3 and 6.0, EDI Pre-order versions 5.2, 5.3 and 6.0 and the SNET Interactive Agent) upgrade has been rescheduled for the weekend of July 12<sup>th</sup>. The previously mentioned Pre-order interfaces will be unavailable from 1:00 AM CDT on Saturday, July 12<sup>th</sup> until 5:00 AM CDT Monday, July 14<sup>th</sup>.

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## **BILL AUDITABILITY & DISPUTE RESOLUTION PLAN SBC MIDWEST STATUS REPORT**

### **I. Introduction**

SBC Midwest has filed a Bill Auditability and Dispute Resolution Plan with each of the state Commissions. This document provides a status report on SBC's implementation of the actions described within the Bill Auditability and Dispute Resolution Plan ("the Plan"). This report consists of four additional sections as follows:

Section II Status – Provides a summary of SBC's progress to date and schedule for implementing remaining tasks.

Section III Other Issues – Provides an overview of miscellaneous issues, if any, related to the Plan.

Section IV Recently Completed Tasks – Provides details concerning tasks completed since the April 30, 2003 Status Report ("4/30/03 Status Report").

Section V Tasks in Progress – Provides details concerning tasks expected to be completed by the next reporting cycle.

### **II. Status**

All actions scheduled for completion within the current reporting period have been completed, including the development and delivery of a state specific USOC Reference Guide for Tariff 20, Parts 19 and 23. To date, approximately 90% of all identified actions documented within the plan have been completed. SBC is on target to complete all remaining actions during the next reporting cycle (October 2003).

As noted in the 4/30/03 Status Report, dialog with the CLECs to address billing dispute resolution issues continues via the CLEC Billing Sub-committee formed at the CLEC User Forum (CUF). This subcommittee continues to provide a venue for open discussion of the CLECs billing claim issues. Fifty-six CLEC billing issues have been raised since the subcommittee formed on February 19, 2003. To date, 32 of those issues have been fully resolved; the issues log details status of each issue raised and is updated and posted prior to the next meeting on the CLEC Online. A key improvement delivered was enhancing the subject line of the confirmation and completion notices to more clearly identify the claim. Several of the remaining open items relate to defining processes. For example, a Claims Trial is currently underway to allow CLECs to utilize the current standard forms and procedures but reduce the amount of information a CLEC must submit for multiple occurrences of the same issue. This may allow the LSC to investigate and resolve certain types of claims on an "issue" level, instead of an "item" level, potentially leading to more timely and efficient processing. Phase I of this trial which used simulated claims from three CLECs ended on 6/12/03 and the results have been shared with the billing sub-committee members. Phase II using live claims began on



## **BILL AUDITABILITY & DISPUTE RESOLUTION PLAN SBC MIDWEST STATUS REPORT**

July 9, 2003; the same three CLECs are participating. The next meeting of the CLEC Billing subcommittee is scheduled for 7/29/03. This subcommittee is expected to continue to meet periodically through the third quarter of 2003 with an evaluation of continuation made during this time.

### **III. Other Issues**

SBC stated in its 4/30/03 Status Report that feedback from the March and April CLEC User Forum (CUF) meetings indicated that a CABS billing overview was not needed. The CLECs had indicated that there may be value to an overall billing overview after process definition under discussion at the Billing Subcommittee calls was completed. SBC's CLEC & Service Center Education organization regularly participates on these calls as well as on the CUF meetings to insure any additional training needs are identified in a timely manner.



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
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**IV. Recently Completed Tasks**

Action Plan/Task	Begin	End	Status
<p><b>(A) CABS Billing Auditability – Bill Auditability Support Actions</b></p>			
<ul style="list-style-type: none"> <li>Review of CLEC Billing Workshop including any related course material updates</li> </ul>	2/17/03	6/30/03	<ul style="list-style-type: none"> <li>SBC reviewed its Billing Workshop and completed course revisions on 6/30/03. Updates include: instruction on the new SBC Billing Claims Dispute Form, a UNE-P CABS sample and a CSR sample, an Additional Resources section containing USOC billing scenarios, a UNE-P Question and Answer section (taken from the CUF Issues Log), and directions on obtaining AEBS public information from the SBC website.</li> <li>SBC’s CLEC &amp; Service Center Education organization continues to attend the Billing Subcommittee calls to determine whether additional revisions are needed.</li> </ul>
<ul style="list-style-type: none"> <li>Prepare USOC reference guide for CLEC specific ICA upon CLEC’s request via its account manager</li> </ul>	4/7/03	Ongoing	<ul style="list-style-type: none"> <li>To date, SBC has received and completed a total of four CLEC-specific ICA mapping requests submitted by two different CLECs (one of which requested mapping for 3 states).</li> </ul>



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
SBC MIDWEST STATUS REPORT**

Action Plan/Task	Begin	End	Status
<ul style="list-style-type: none"> <li>Develop a USOC Reference Guide for State Specific Tariffs No. 20, Part 19 (UNEs) and Part 23 (Interconnection/Collocation) and provide this information at the June 2003 CLEC User Forum</li> </ul>	4/1/03	6/1/03 through 6/30/03	<ul style="list-style-type: none"> <li>State Specific Tariff USOC Reference Guides mapping USOCs to the UNE and Interconnection Parts of the Michigan, Illinois, Wisconsin, and Indiana tariffs (Tariff No. 20, Part 19 and Tariff No 20, Part 23) were developed and documented on CLEC Online as of the following dates:               <ul style="list-style-type: none"> <li>Michigan - 6/1/03</li> <li>Illinois - 6/1/03</li> <li>Wisconsin - 6/30/03</li> <li>Indiana - 6/30/03</li> <li>Ohio – Not Applicable (No tariff)</li> </ul>               Go to <a href="https://clec.sub.com/clec">https://clec.sub.com/clec</a>, click on INTERCONNECTION AGREEMENTS, choose Multi-state Interconnection Agreement and click on Agreement. On the Multi-State Generic Interconnection/Resale Agreement page under Resources, click on the link to Tariff USOC Reference Guides, then arrow down to the State specific section of the Tariff to be viewed.             </li> <li>This guide, including an instruction sheet for accessing the guide Online, was presented at the June 4, 2003 SBC Midwest CLEC User forum. Go to <a href="https://clec.sbc.com/clec">https://clec.sbc.com/clec</a>, click on the CLEC User Forum box, under SBC Midwest Region 5-State choose Documents for the Next Meeting dated 06/04/03, and click on USOC Reference Guide – Part 19, Section 12, USOC Reference Guide – Part 19, Section 18 and Instructions for Accessing Tariff USOC Reference Guides.</li> </ul>



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
SBC MIDWEST STATUS REPORT**

<b>Action Plan/Task</b>	<b>Begin</b>	<b>End</b>	<b>Status</b>
<b>(B) Billing Dispute Resolution – Dispute Resolution Process Improvements</b>			
<ul style="list-style-type: none"><li>Report summary of results of quality assurance review program, including deviations found and corresponding corrective action.</li></ul>	3/3/03	Ongoing	<ul style="list-style-type: none"><li>Report Summary of the results of the quality assurance review program is included as Attachment A.</li></ul>



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
SBC MIDWEST STATUS REPORT**

Action Plan/Task	Begin	End	Status
<ul style="list-style-type: none"> <li>Deliver enhanced training for all Billing Claim/Dispute Service Representatives</li> </ul>	3/31/03	7/31/03	<ul style="list-style-type: none"> <li>A total of 15 training sessions were completed between 3/31/03 and 7/31/03.</li> <li>Forty-two existing Billing claim service representatives were trained during this period.<sup>1</sup> Each of these service representatives participated in the Billing Initial Training course as well as a product overview specific to the product segment they support. This approach was taken to insure that all Billing Claim and Dispute service representatives, new and existing, had the same timely information and understood the correct processes to follow.</li> <li>The Billing Initial Training course is a three week session. The product specific training varied by product with a minimum of 2 days and a maximum of 5.</li> <li>This curriculum is utilized ongoing to train new billing claim and dispute service center personnel. To date, an additional 23 service representatives have attended both the Billing Initial Training course and product overview.</li> <li>Key topics covered in training included: Reading Tariffs and Contracts, Service order basics including Recurring and Non-recurring USOCs/FIDs, and hands on instruction using available internal systems (i.e. ACIS, CABS, WebTaxi, WFA).</li> </ul>

<sup>1</sup> Forty two of the 44 existing Billing Claim & Dispute representatives in place at the time of the April 2, 2003 filing at the Michigan Public Service Commission (MPSC) of the Bill Auditability and Dispute Resolution Plan have been trained. The remaining two were unable to complete training due to extenuating circumstances, i.e. disability, vacation schedule. These two individuals will complete training during the next reporting period.



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
SBC MIDWEST STATUS REPORT**

Action Plan/Task	Begin	End	Status
<ul style="list-style-type: none"> <li>Work with Billing Subcommittee formed during CUF and report progress</li> </ul>	3/5/03	TBD	<ul style="list-style-type: none"> <li>Fifty-six CLEC billing issues have been raised since the subcommittee formed on February 19, 2003. To date, 32 of these issues have been closed.</li> <li>The Issues Log details status of each issue raised and is updated and posted prior to the next meeting on CLEC Online; it can be found at <a href="https://clec.sbc.com/clec">https://clec.sbc.com/clec</a>, click on the CLEC User Forum box, under SBC – All Regions choose BILLING DISPUTE LOG-for 7/18/03 Sub-Team Meeting (FINAL).</li> <li>Several of the remaining open items relate to re-defining processes. For example, a Claims Trial is currently underway to allow CLECs to utilize the current standard forms and procedures but reduce the amount of information a CLEC must submit for multiple occurrences of the same issue. This may allow the LSC to investigate and resolve certain types of claims on an “issue” level, instead of an “item” level, potentially leading to more timely and efficient processing. Phase I of this trial which used simulated claims from three CLECs ended on 6/12/03 and the results have been shared with the billing sub-committee members. Phase II using live claims is currently in progress; the same three CLECs are participating.</li> </ul>



**BILL AUDITABILITY & DISPUTE RESOLUTION PLAN  
SBC MIDWEST STATUS REPORT**

**V. Tasks In Progress** *(to be completed by the next report, due October 31, 2003)*

<b>Action Plan/Task</b>	<b>Begin</b>	<b>End</b>	<b>Status</b>
<b>(A) CABS Billing Auditability – Bill Auditability Support Actions</b>			
<ul style="list-style-type: none"><li>Evaluate the feasibility of other CLEC training delivery methods.</li></ul>	4/1/03	9/30/03	SBC continues to move forward with efforts to provide self-paced, alternative media training to CLECs

**SBC Midwest CLEC Billing Claim Quality Review Process  
Summary of Review Results  
April through June 2003**

**I. Overview**

The Bill Auditability and Dispute Resolution Plan was developed to address comments raised by CLECs regarding difficulties in reconciling CABS billing statements and with utilizing SBC's billing dispute resolution process when issues arose. One of SBC's action initiatives to address dispute resolution process concerns was the implementation of a Claims Investigation Process Checklist to improve upon the accuracy and completeness of resolved CLEC billing claims. This checklist is a living tool that is revised regularly based upon the need to accurately research and resolve billing claims. Feedback from CLECs and internal reviews are considered in making updates to the checklist.

An internal quality review process was developed in the SBC Midwest region's Local Operations Billing Claims and Disputes department to perform a random sampling of processed claims to ensure the accuracy and completeness of those responses. This sampling process was implemented on March 3, 2003. In the following sections, SBC describes the process used by this organization to conduct the reviews, and summarizes the results obtained during the April through June 2003 timeframe.

**II. Management Review Process**

The Billing Claims & Disputes work group conducts their management reviews on a weekly basis. Each reviewer compares the representative's checklist to the action taken by the representative when resolving the claim. A description of the process followed is provided below.

Billing Managers randomly select resolved claims for review. The objective is for each manager to sample 3 resolved claims per week. The quality review process includes comparisons of the representative's completed Claims Investigation Process Checklist to the associated CLEC claim for accuracy and completeness of its resolution. Individual coaching sessions are held with reps if errors are found. If a global issue is identified by the billing managers, the issue will be covered via a team meeting. The results of the claims quality reviews are logged into a mechanized tracking database weekly by the Billing Manager, which includes any corrective actions taken.

**III. Summary Results**

The results of the Billing claim resolution quality reviews is summarized below. These results include summary information on errors identified and corrective measures taken to address them.

**SBC Midwest CLEC Billing Claim Quality Review Process  
Summary of Review Results  
April through June 2003**

Of the 63 claims reviewed for the period of April through June 2003, 100% were resolved accurately, either sustained or adjusted. Of all claims reviewed, the LSC reviewed a minimum of 9 quality items per claim, up to a maximum of approximately 20 points. The number of quality points reviewed was dependant on the type of claim and whether the claim was sustained or adjusted. These quality items include such things (where applicable) as review of SBC systems to verify rates, review of the Interconnection Agreement site for contract information, and review of SBC's online documentation for determination of billable USOCs and when these USOCs are applicable. Of the 63 claims reviewed, a total of 665 quality items were reviewed, and 644 items were found to have met the expectations for quality, an accuracy rate of 96.8%. Where a claim was deemed to contain an inaccuracy, it is important to note the claim was processed accurately and the proper credit was issued where applicable.

For the quality items reviewed that were identified as incorrect, the most common finding was incomplete resolution text provided back to the CLEC on the claim. For example, the LSC management expectation is that each claim will contain resolution text that provides a reference to the contract or tariff upon which the resolution is based, where applicable. In some instances, the resolution text was found to be incomplete. Despite the overall high degree of accuracy of quality items reviewed, the LSC remains committed to further improve in this area. To address the issues found to be below expectation, the LSC has developed the following action steps:

- 1) Continued Claims Quality Reviews
- 2) Corrective Action in the form of Coaching when errors found
- 3) Review of Areas of Concern at Team Meetings
- 4) Tracking of Quality Review data in the Quality Database tool
- 5) Routine review for trends in the Quality Review Database tool



**SBC Midwest Trouble Ticket Coding Accuracy  
Management Review Results  
April 1, 2003 – June 30, 2003**

**I. Overview**

In reporting the results of its OSS testing conducted within the five-state SBC Midwest region, BearingPoint determined that SBC had failed to meet a 95% accuracy benchmark for trouble ticket closure coding for reported trouble on UNE circuits in Michigan, and for Special circuits in Illinois, Indiana, Michigan and Ohio. To address this issue, SBC Midwest developed a Repair Coding Accuracy Plan (“the Plan”), which detailed several initiatives the Company would implement to improve upon the accuracy of the coding used on trouble ticket closures. One of those initiatives entailed ongoing management reviews of the coding applied by various work center staff on a monthly or bi-monthly sample of closed tickets. The Plan calls for SBC to provide each state commission with a quarterly report of the results of these management reviews and any corrective actions taken to address any shortcomings identified. As the third-party evaluator of the Plan, BearingPoint has verified that these reviews are being conducted in each of the four work groups involved (i.e., the Local Operations Center (“LOC”), the Installation and Repair Centers (“I&R”), the Special Services Test Centers (“SSTC”) and the Central Offices (“CO”). In the following sections, we describe the processes used by these work groups to conduct the reviews, and summarize the results obtained during the 2<sup>nd</sup> quarter of 2003.

**II. Management Review Process**

The I&R, SSTC and CO centers conduct (and report on) their management reviews on a weekly or monthly basis. The LOC validates (on a daily basis) the coding applied to the tickets prior to final closure, and then conducts (and reports on) a bimonthly sample pulled from all closed tickets. Reviewers compare the narrative description of the trouble found and corrective actions taken with the disposition and cause code (UNE-P) or trouble and analysis code (UNE-L and Specials) applied. A detailed description of the process followed within each work group is provided below.

**LOC**

The LOC managers observe (remote or desk-side) and/or review at least two trouble tickets on each of their direct-report employees every month. At that time they verify the closure codes used by the Maintenance Administrator (“MA”), identify accurate/inaccurate closure information, and complete a Quality Observation Form. In addition to the monthly quality checks performed by the LOC managers, the LOC performs an internal bi-monthly audit. A Product Manager retrieves a 10% sample for each segment (i.e., UNE-P & UNE-L). The manager then reviews the ticket history contained within the WFA or LMOS databases to determine if the Trouble & Analysis codes (WFA) or Disposition & Cause codes (LMOS) match the ticket histories. The results are compiled and a report is produced and loaded onto an internal website every two months. The results are also discussed with the Operations Team. If faults were encountered, Success/Improvement Plans are developed and discussed with the affected employee and filed within the individual’s personnel file. In some situations, a discipline letter is also written and retained in the employee’s file. In addition, for UNE-P tickets, key personnel (scrubbers) review every ticket, prior to closure, to ensure the appropriate closure information is used. This is done until the technician reaches a 95% accuracy rate.



**SBC Midwest Trouble Ticket Coding Accuracy  
Management Review Results  
April 1, 2003 – June 30, 2003**

25 tickets are randomly selected by an automated program developed by the Project Manager. For this reporting period only, the sample includes both measured and non-measured items and all service categories – both CLEC and SBC retail customer troubles. The selected tickets are e-mailed to the SSTC Manager in the centers by 8:00 AM Monday morning. During the week, the Maintenance Trouble Administrators (“MTAs”) review the narratives and Trouble & Analysis codes that were applied to these tickets and report their findings via an automated system. Spreadsheets are also compiled for these evaluations and forwarded to the Project Manager by the following Monday. The Project manager compiles the data and publishes the results to the internal website on a weekly basis. Individual coaching sessions are held with technicians if faults are identified, as are quizzes and awareness sessions for the involved groups. Weekly conference calls are conducted to monitor progress and address any concerns.

**I&R**

Field Managers with technician reportees select tickets randomly for review. The field manager's Area Manager also participates in the sample review during manager ride-along sessions. The objective is to sample at least 2 tickets per technician per month. The ticket reviews include both physical checks of the work performed at the customer location (i.e., post inspections) and comparisons of the ticket narratives with the coding applied. The results are tallied by the Field Managers and posted on the internal website on a monthly basis. Employees that have errors are coached individually and may be subjected to other corrective measures, such as disciplinary actions, if warranted. Sessions are also held, as needed, to review the procedures. New Job Aids are also distributed, as necessary.

**CO**

Tickets are randomly sampled by the Senior Network Project Manager. If the trouble reports on a specific circuit category are minimal, all closed tickets are sampled. For other circuit categories with a higher volume of reports, the sample is pulled from several different central offices. For the sampled tickets, using the official coding documentation descriptions, a comparison is made between the narrative contained in the closed report with the coding that is applied. Results are tallied and posted on the internal website on a monthly basis. The results are also presented by the Senior Network Project Manager to representatives from each state's Local Field Operations (“LFO”) Group. If coaching sessions are required, notices are forwarded by the LFO representative to the specific CO manager. If the coding error occurred within the LOC or SSTC organization, the information is forwarded to a contact therein for further follow-up.

**III. Summary Results**

The results of the management reviews in each of the four work groups are summarized below. Since these reviews were conducted on literally thousands of closed trouble tickets, information on individual faults identified and corrective measures taken have not been included.



**SBC Midwest Trouble Ticket Coding Accuracy  
Management Review Results  
April 1, 2003 – June 30, 2003**

**Trouble Ticket Coding Accuracy Reviews  
– April, May, June '03**

<b>Work Center</b>	<b>Quantity of Tickets Reviewed</b>	<b>Quantity of Correct Closures</b>	<b>Percentage Accurate %</b>	<b>Corrective Actions Taken</b>
<b>SSTC*</b>				
• April Specials	384	336	87.5%	Note 1
• May Specials	684	586	85.7%	Note 1
• June Specials	537	448	83.4%	Note 1
<b>Central Office</b>	Not Applicable <sup>1</sup>	Not Applicable	Not Applicable	
<b>LOC**</b>				
• February UNE-P	150	102	68%	Note 2
• February UNE-L	756	684	90.5%	Note 2
• April UNE-P	692	637	92%	Note 3
• April UNE-L	1767	1573	89%	Note 3
• June UNE-P	1611	1370	85%	Note 4
• June UNE-L	1904	1771	93%	Note 3
<b>I &amp; R</b>				
• April UNE	19425	18841	97%	Not required.
• May UNE	20282	19910	98.2%	Not required
• June UNE	22725	22153	97.5%	Not required

\* Results include both CLEC and SBC specials

\*\* Results from the bi-monthly review.

Notes:

1) The current results contain both retail and wholesale special services types, not solely wholesale. Since the focus of SBC's attention has been on CLEC ticket coding, SBC believes that coding accuracy for wholesale actually exceeds what is reported here for all special service categories. In the future, only wholesale results will be reported. Most of the deficiencies found thus far appear to be incorrect selections of the analysis codes applied, rather than incorrect trouble codes. To address those deficiencies, an educational quiz was administered to all Maintenance Administrators (MAs) in all centers during the weeks of 4/7 through 5/5. Since subsequent performance has not met expectations, revisions to this process will be implemented by 8/1/03 to make each center more

<sup>1</sup> Although the Trouble Ticket Coding Accuracy Plan included management reviews of trouble tickets handled by Central Office technicians, this work group is not currently responsible for applying the codes to UNE or Special circuit troubles at the time of closure. Rather, the LOC personnel are responsible for coding all UNE circuit troubles and the SSTC personnel code all Special circuit troubles. If there is a shift in this responsibility to CO personnel in the future, results of such management reviews will be reported.



**SBC Midwest Trouble Ticket Coding Accuracy  
Management Review Results  
April 1, 2003 – June 30, 2003**

accountable for their individual results. In the past, the review was performed by staff personnel and the results forwarded to field. The review and tracking software will now be provided to each manager with maintenance responsibilities no later 7/31/03, who will assume responsibility for sampling, tracking and reporting their work force's closed wholesale tickets on a daily basis. Each manager must identify the causes for errors, and take the necessary corrective actions (e.g. refresher training, disciplinary actions, etc.) to show improvement. SBC believes that transitioning responsibility for these reviews down to the maintenance managers themselves will result in an increased awareness of the issue, a more precise identification of problem areas and a faster response.

2) Coaching provided to the associates who made the errors, including a reiteration of the procedures. SBC notes that during the course of the LOC's extensive focus on closure code accuracy, essentially every associate has received coaching due to improperly coded tickets at one time or another. Over the last few months, this number has been significantly reduced, with the LOC's continued efforts focusing on those associates causing the bulk of the errors. Less than 5% of the LOC work force is now on a formal coaching and/or development plan. The LOC has increased its attention to these employees, providing one-on-one coaching and additional class time to assist them. The individuals on the coaching and development plans have also demonstrated improvement, and at this time the LOC has not identified a need to take disciplinary action.

3) Reviewed errors for overall trends to identify training needs, as well as common associates making errors. To date no common problems or trends have been identified. Thus, the focus has been on which individuals are making the errors and whether the corrective measures taken are having the intended effect. All errors and proposed corrective actions are discussed in a special management meeting held twice weekly by the LOC Senior Director. As a result of these meetings, individual MAs continue to be provided one on one coaching sessions and/or subjected to more comprehensive development plans, as warranted.

4) The decrease in UNE-P accuracy in the most recent results appears to be mainly due to situations whereby the reported trouble was caused by a customer error or misuse of CLEC or vendor-provided products or features such as voice-mail. The errors involved a miscoding as tested ok or incorrectly associating the trouble as being related to an SBC feature or product, rather than one provided by the CLEC. A remedial training session was held for the responsible employees and they have been subjected to further screening of all of their tickets at the time of closure.



## CHANGE MANAGEMENT COMMUNICATIONS PLAN STATUS REPORT

### **I. Introduction**

SBC Midwest has filed a Change Management Communications Plan with each of the state Commissions. This document provides a status report on SBC's implementation of the action plans described in the Change Management Communications Plan ("the Plan"). This report consists of four additional sections as follows:

Section II Status – Provides a summary of SBC's progress to date and schedule for implementing remaining tasks.

Section III Other Issues – Provides an overview of miscellaneous issues, if any, related to the Plan.

Section IV Recently Completed Tasks – Provides details concerning tasks completed since the April 30, 2003 Status Report ("4/30/03 Status Report").

Section V Tasks in Progress – Provides details concerning tasks expected to be completed by the next reporting cycle.

### **II. Status**

In Sections 4 (a) – (h) of the Change Management Communications Plan, SBC committed to implement eight action plans to address CLEC-impacting changes to SBC's Operations Support Systems ("OSS") made outside the normal quarterly release cycles. As noted in the 4/30/03 Status Report, all actions scheduled to be completed by that date, did in fact complete. Since that time, SBC's efforts included: continued adherence to the processes implemented pursuant to the Plan; completion of make-up training sessions for employees who were not able to attend initially; continued work with CLECs through the CLEC User Forum; and, implementation and execution of the Quality Assurance Review ("QAR"). Included as part of this Status Report is the first Quality Assurance Review, conducted for the period of April 21st through June 14<sup>th</sup>.

### **III. Other Issues**

No other issues at this time.



**CHANGE MANAGEMENT COMMUNICATIONS PLAN  
STATUS REPORT**

**IV. Recently Completed Tasks**

<b>Action Plan/Task</b>	<b>Begin</b>	<b>End</b>	<b>Status</b>
<p>(a) <b>New Edits for Existing Business Rules (Pre-Order and Order)</b></p> <ul style="list-style-type: none"><li>New Edits follow the Exception Process</li></ul>	3/13/03	4/21/03  On-Going	<ul style="list-style-type: none"><li>Processes fully implemented.</li><li>Exception Request ALs sent during the current reporting period under this category are as follows:<ul style="list-style-type: none"><li>CLECALLS03-074, dated 5/9/03</li><li>CLECALLS03-106, dated 7/9/03</li><li>CLECALLS03-110, dated 7/11/03</li><li>CLECALLS03-127, dated 7/25/03</li></ul></li><li>As is required by the Exception Process, a conference call was held with the CLECs to discuss the proposed change.</li></ul>





**CHANGE MANAGEMENT COMMUNICATIONS PLAN  
STATUS REPORT**

Action Plan/Task	Begin	End	Status
<p>(c) <b>EDI Mapping and CORBA IDL Changes</b></p> <ul style="list-style-type: none"> <li>• EDI Mapping/CORBA DLI structure changes follow Exception Process</li> </ul>	<p>3/13/03</p>	<p>4/21/03</p> <p>On-Going</p>	<ul style="list-style-type: none"> <li>• Processes fully implemented.</li> <li>• Exception Request ALs sent during the current reporting period under this category are as follows:               <ul style="list-style-type: none"> <li>• CLECALLS03-073, dated 5/9/03</li> <li>• CLECALLS03-078, dated 5/14/03</li> <li>• CLECALLS03-088, dated 6/12/03</li> <li>• CLECALLS03-089, dated 6/13/03</li> <li>• CLECALLS03-094, dated 6/27/03</li> <li>• CLECALLS03-112, dated 7/14/03</li> <li>• CLECALLS03-120, dated 7/17/03</li> <li>• CLECALLS03-123, dated 7/28/03</li> <li>• CLECAM03-034, dated 5/9/03</li> </ul> </li> <li>• As is required by the Exception Process, conference calls with the CLECs were held to discuss the proposed changes.</li> </ul>



**CHANGE MANAGEMENT COMMUNICATIONS PLAN  
STATUS REPORT**

Action Plan/Task	Begin	End	Status
<p>(d) <b>Third Party Information to be Provided by SBC to CLECs</b></p> <ul style="list-style-type: none"> <li>• SBC provides list of 3<sup>rd</sup> party vendors and software versions</li> </ul>	2/3/03	3/20/03  On-Going	<ul style="list-style-type: none"> <li>• Processes fully implemented.</li> <li>• Web site with version information of 3<sup>rd</sup> party vendor software involving connectivity was made available on 3/20/03. Below is a list of Accessible Letters providing notification on version changes to that 3<sup>rd</sup> party software.               <ul style="list-style-type: none"> <li>• CLECALLS03-105, dated 7/9/03</li> <li>• CLECALLS03-108, dated 7/10/03</li> </ul> </li> </ul>
<p>(e) <b>CLEC Profile</b></p>	3/13/03	On-Going	<ul style="list-style-type: none"> <li>• SBC added this issue to the agenda for the May, June and July 2003 CLEC User Forums held on May 7<sup>th</sup>, June 4<sup>th</sup>.and July 9<sup>th</sup>.</li> </ul>



**CHANGE MANAGEMENT COMMUNICATIONS PLAN  
STATUS REPORT**

Action Plan/Task	Begin	End	Status
<p><b>(g) Internal Training and Awareness Sessions</b></p> <p>SBC communicates informative document to OSS Application teams.</p>	4/1/03	4/18/03  Ongoing	<ul style="list-style-type: none"> <li>• As reported in the 4/30/03 Status Report, over 1,000 SBC OSS Application team members attended.</li> <li>• For the few that were not able to attend, make up sessions were held on July 22<sup>nd</sup> and 24<sup>th</sup> for more than 100 additional personnel.</li> </ul>
<p><b>(h) Quarterly Quality Assurance Review Program</b></p> <p>SBC executes quarterly assurance reviews.</p>	3/13/03	On-going	<ul style="list-style-type: none"> <li>• The first quality assurance review began the week of June 16, 2003, immediately following the June 14-15, 2003 release implementation. The June 14 release is the appropriate commencement for review because it was the first quarterly release after April 30, 2003.</li> <li>• The period under this first review is April 21, 2003 (implementation date of plan actions) through June 14, 2003.</li> <li>• A summary of the results of this first quality assurance review, is provided in Attachment B of this Status Report. Where applicable, details on deviations and corresponding corrective actions have been provided.</li> </ul>



**CHANGE MANAGEMENT COMMUNICATIONS PLAN  
STATUS REPORT**

**V. Tasks In-progress** *(to be completed by the next report, due October 31)*

<b>Action Plan/Task</b>	<b>Begin</b>	<b>End</b>	<b>Status</b>
<p>(h) <b>Quarterly Quality Assurance Review Program (continued)</b></p> <p>SBC executes quarterly assurance reviews.</p>	<p>June 14, 2003</p>	<p>On going</p>	<ul style="list-style-type: none"><li>• The second quality assurance review will cover the period from June 14, 2003 through the implementation of the September quarterly release on 9/27/03.</li></ul>

**Attachment A**

**Change Management Communications Plan  
Status Report**

**Enhanced Defect Report  
Dated July 28, 2003**

Open - CLEC Impacting Defects					Report Date 07/29/2003								
The Defect Report posted on this TAB identifies all known CLEC impacting defects. This report will be updated daily, Monday through Friday by 3 PM Pacific Time													
DR#	Ver.	C L	Region	Sev.	Date Open	Short Description	REQ	ACT	Status	Description	Comments	Target Date	Acc. Letter
66186	5.03		Southwest	3	2/10/03	Pre-Order: no values are being returned for WPP and LTEXT	CSI		Fix Returned	Migration Pending	Code update	8/13/03	
66315	5.02		Midwest	2	2/11/03	Edit for Move pending orders causes cancel to fail			Fix Pending				
66581	5.02		Midwest	2	2/14/03	Multiple PONs generated			Fix Returned	Retest	Code fix: New Table will be created	8/2/03	
67280	5.02		Midwest	2	2/27/03	MOR not passing LOR_MSG ID to LASR	M, A		Fix Pending				
68045	5.02		Midwest	3	3/14/03	IF0143 INVALID DATA: Invalid value, invalid fieldname: FEATURE DETAIL	M	V	Fix In Progress		Code update	8/27/03	
68200	5.02		Midwest	3	3/17/03	IF0019LSNP-PORTED NUB not found	B	V	Fix Returned	Retest	code fix: edit will be done	8/2/03	
68267	5.03		Midwest	3	3/18/03	IF0020-Ported NBR not found 7346979550	C	V	Fix Returned	Retest	code fix	8/2/03	
68282	5.02, 5.03		Midwest	1	3/18/03	Implement Missing OCP Edits	E		Production Validation			7/24/03	
68466	5.03		Midwest	3	3/21/03	IF0143-Invalid data: TN is invalid or unavailable	M	V	Fix In Progress			8/13/03	
68481	5.03		Midwest	2	3/21/03	Pre-Order-Additional listings not showing up	CSI		Fix Returned	Migration Pending	Code fix. Did not make 6/14/03 release due to testing issues	8/13/03	
68668	5.02, 5.03		Midwest	2	3/25/03	Duplicate service orders	A	N	Fix Returned	Retest		8/2/03	
69624	5.03	P	Midwest	3	4/8/03	LS6387-RS-Feature detail invalid or code set is included without a space after the FID for Feature 1	E	V	In Analysis				
69644	5.03	P	Midwest	3	4/8/03	503 error on loop request	Loop Request		Fix In Progress		Code change to exapnd field characters	9/27/03	
69654	5.03	P	West	3	4/8/03	IF0146-EU-Service address invalid 105-2	E	N	In Analysis	Coded to Spec			
69906	5.02	P	Midwest	3	4/10/03	Telephone Assistance Plan not allowed	M	V	Fix Returned	Retest	New requirements for rules on TAP for ACT V orders	8/2/03	
70851	5.03		Midwest	2	4/23/03	Multiple Service Orders created in error for a CLEC PON	E	N	Fix Returned	Retest	Orders are getting processed multiple times	8/2/03	
70853	5.03		Southwest	3	4/23/03	DL-LTEXT data invalid; special char (% , \$ , .)	M	R	Fix Returned	Deferred	Documentation issue	9/27/03	
71079	5.03	P	Midwest	3	4/25/03	IF3067-PS-FEATURE DETAIL /RCU NSQ and FEATURE are prohibited together: NSQ LS5493 with Error Me	M, B	C	Fix Returned	Retest	Mapping error	8/2/03	

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71609	5.03	P	West	3	5/2/03	IF0154-CCEA not found	F	N	In Analysis				
71615	5.03	P	Southwest	3	5/2/03	IF0048-REQTYP invalid for ECCKT/TNS/OTN	E	W	Fix Returned	Retest	Code change to add features even after separator	8/2/03	
71682	5.03	P	Midwest	1	5/5/03	Service order to remove DNP is removing additional USOCs/FIDs that are not valid on a DNP removal	M	V	Fix Returned	Retest	Code update.to stop removal of addl USOC on DNP orders	8/2/03	
71759	5.02,5.03,6.00	P	Midwest	2	5/5/03	L400-I500 CCI not found	M	N	Fix In Progress		Code fix to allow different components of Living U	8/13/03	
71761	5.03	P+	Midwest, Southwest	4	5/5/03	LS1265 - VCFA must be 18-42 alpha/numeric/special characters. Refer to the LSOR for valid entries	A	N	Fix Returned	Deferred	Table update	9/27/03	
71763	5.02	P	Southwest	3	5/5/03	Service order error for ANR T	F	S	In Analysis				
71873	5.03	P	SNET	3	5/6/03	IF0127 - LS-CCEA not found	A	N	In Analysis				
71888	5.03, 6.00	P	Midwest	2	5/6/03	Incorrect BAN numbers added	M	V	Fix Returned	Retest	Fix to apply logic to 5.02	8/2/03	
72122	5.03	P	Midwest	3	5/9/03	ACT C for hunting change stuck in LASR in new status	M	C	Fix Returned	Retest	Code fix to all recap of all hunt group lines	8/2/03	
72352	5.02	P	Midwest	3	5/13/03	IF0143-INVALID DATA: Invalid Value-Class of Service	E	N	Fix In Progress		CR to be issued. Code change identify or handle 86	8/13/03	
72409	5.03, 5.03	P	West	3	5/14/03	Fatal error in AOG for UNE-P Coin	M	C	In Analysis				
72484	5.02	P	Southwest	3	5/15/03	LS6390-Feature OBK2X invalid for TOS value	E	C	In Analysis				
72485	5.02	P	Southwest	3	5/15/03	LS6327-Feature OBK2X invalid value	E	C	In Analysis				
72542	5.03	P	Southwest	3	5/15/03	IF0081 LSR-ACT invalid for account status	M	D	Fix In Progress			8/13/03	
72611	5.03	P	Midwest	3	5/16/03	Error code not applicable with error message	M	S	In Analysis				
72715	5.02	P	Midwest	3	5/19/03	IF0143: INVALID DATA: Listing incomplete, invalid or missing	M	V	In Analysis				
72811	5.03	P	Midwest	2	5/20/03	O1 NR9UV FID applied incorrectly on service order	M	V	Fix In Progress			8/13/03	
72961	5.03	P	Midwest	3	5/21/03	IF0001 PIC INVALID FOR CENTRAL OFFICE	E	C	Fix Returned	Retest	Code change for PIC validation	8/2/03	
72965	5.02, 5.03	P	Midwest	2	5/21/03	Internal Synchronous Notifications error	ALL		Fix Returned	Retest	Code fix to backend	8/2/03	
73090	5.03	P	Midwest	3	5/23/03	Pre-order: Host System Unable To Process Transaction:BIS_SF	CSI		Fix In Progress			10/4/03	
73117	5.03	P	West, Midwest, Southwest	3	5/23/03	IF0127 LS-CCEA not found	A	N	In Analysis				

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73165	5.03	P	Midwest	3	5/27/03	LS4390 LSR-APPTIME invalid. Range of hours	A	N	Monitor		Pre existing condition corrected	7/30/03	
73273	5.03	P	Southwest	3	5/28/03	Invalid USOC SC22F allowed. PON should have rejected	M	C	In Analysis				
73367	5.02	P	Midwest, West	3	5/29/03	LS0105-LSR-HTSEQ is required when HLA is N or E, otherwise prohibited	M	C	Fix Pending		EDI Code fix		
73387	5.03	P	Midwest	2	5/29/03	Service order generation error for circular/serial hunting	M	C	Fix Returned	Retest	Data change fix to table value	8/2/03	
73389	5.02	P	Midwest	2	5/29/03	PON did not reject for N8D Not valid for switch	M	C	Fix Returned	Retest		8/2/03	
73436	5.02	P	SNET	3	5/30/03	LS0693-EU-SANO is required when SASN is provided	M	V	Fix Returned	Retest	Code fix	8/2/03	
73463	5.03	P	Southwest	2	6/2/03	Pre-order: Error table update for Dispatch Inquiry	Dispatch Inq.		Fix In Progress			8/2/03	
73468	5.03	P	West	3	6/2/03	Pre-order: 503 error – No information found for CFA Inquiry, CCEA option	CFA		In Analysis		coded to spec		
73582	5.03	P	Midwest	3	6/3/03	Pre-order: Address will not validate	Addr. Val		Fix In Progress		Logic update between backend systems	9/27/03	
73613	5.02	P	Midwest	2	6/4/03	PS-FEATURE DETAIL /RCU WBKB2 and FEATURE are prohibited	M	V	Fix In Progress		Backend system will be modified to perform CPO val	8/13/03	
73680	5.03	P	Southwest	2	6/4/03	Pre-order: Error 503: No information found when pulling CLLI	CLLI		Fix In Progress		To be fixed by DR 72620. New logic to do the look	8/2/03	
73741	5.03	P	Midwest	2	6/5/03	IF0018-PS-TNS NOT FOUND	M	D	Fix In Progress			8/13/03	
73793	5.02	P	Southwest	3	6/6/03	Incorrect RC code sent on Jeopardy	MV	N	In Analysis				
73803	5.03	P	Midwest	2	6/6/03	IF0018 PS-TNS NOT FOUND	M	D	Fix In Progress			8/13/03	
73888	5.02	P	Midwest	2	6/9/03	FOC missed due to service order error adding TBE with DFDT	M	C	Fix Returned	Retest		8/2/03	
73898	5.03	P	Midwest	3	6/9/03	IF0027-LSR - ATN NOT FOUND	E	N	Fix In Progress			8/13/03	
73925	5.03	P	Midwest	3	6/9/03	IF0020 NP: PORTED NBR NOT FOUND	C	V	Fix In Progress		Code update	8/27/03	
74063	5.02		Midwest	3	6/10/03	IF0018-PS-TNS NOT FOUND	M	N	Fix In Progress			8/13/03	
74224	5.03	P	Midwest	3	6/11/03	IF0104-PS: TNS FOUND ON RESERVATION TABLE, CC DOES NOT MATCH	M	N	In Analysis				
74422	5.03	P	Southwest	3	6/12/03	IF3061-PS-FEATURE ESC DOES NOT EXIST ON CSR	M	C	Production Validation		User issue	7/28/03	

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74423	5.02	P	Southwest	3	6/12/03	IF0148-LS-SCFA not found, IF0139-LS-LCFA not found, IF0137-LS-VCFA not found	A	N	In Analysis				
74443	5.03	P	Midwest	3	6/12/03	IF3064-RS-FEATURE NSQ is prohibited with FEATURE : NSQ	M	V	Fix Returned	Retest	Logic error	8/2/03	
74696	ALL	P	Midwest	3	6/13/03	New order recvd by AAS with additional DL preceding main DL	J	N	Fix In Progress			8/13/03	
74750	6.00	P	SNET	3	6/14/03	Pre-order: 503 error no information found when asking for 24 channels. System timeout	CFA		Fix Returned	Retest Rejected	Workaround implemented: Submit 2 separate transac	8/2/03	
74982	5.02	P	Midwest	3	6/16/03	IF0143 Error Message Invalid Data: LTN must be associated with working telephone number	M	C	Fix In Progress			8/27/03	
75042	6.00	P	Southwest	3	6/16/03	Pre-order: Invalid value returned for DIRIDL	CSI		Fix Returned	Migration Pending		8/13/03	
75046	6.00	P	Southwest	3	6/16/03	Pre-order: LA and LN FIDS are proceeded by virgule on CSI response	CSI		Fix Returned	Migration Pending		8/13/03	
75050	6.00	P	Midwest	3	6/16/03	Pre-order: Returning invalid STYC codes in CSI.	CSI		Fix Returned	Migration Pending		8/13/03	
75162	6.00	P	West	3	6/16/03	Backend system cannot retrieve LSRs with malformed captions	JB		Monitor		Listings Gateway Code fix	7/25/03	
75262	5.02	P	West	3	6/17/03	F0148-LS-SCFA not found; IF0139-LS-LCFA not found; IF0137-LS-VCFA not found	A	N	In Analysis				
75336	6.00	P	Southwest	3	6/17/03	Incorrect OCN returned on Jepoardy notification	CB		Fix Returned	Retest	Code fix for OCN identification	8/2/03	
75364	5.02, 5.03, 6.00	P	Southwest	2	6/17/03	LSRs not receiving auto FOC. Require manual intervention	M,A	V, C	Fix In Progress		Code fix to edit trigger	8/13/03	
75368	6.00	P	Southwest	3	6/17/03	SD2097-DL-RTY INVALID NUMBER OF LISTINGS	M	V	In Analysis	Coded to Spec			
75383	5.03, 6.00	P	Southwest	3	6/17/03	LS5335 is triggering in error	C	V	Fix Returned	Retest	Code change	8/2/03	
75404	5.02	P	Midwest	2	6/17/03	Zone USOC being applied to Service order in error resulting in failure to flow-through	M	N	Fix Pending				
75406	6.00	P	Midwest	3	6/17/03	IF0143-INVALID DATA: TN is invalid or unavailable	M	N	In Analysis				
75503	5.02	P	Midwest	3	6/18/03	INVALID CHANGE TO DIRECTORY LISTING AND ATN ON ASSUME REQUES	M	V	In Analysis				
75602	6.00		Southwest	3	6/18/03	IF0182 EU-C required when TNS is part of a hunt arrangement	M	V	Fix Pending				

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75603	ALL		ALL	4	6/18/03	Pre-order/Ordering: bus rules - processing non-standard wire/cable gauges missed	Loop Qual		Fix Returned	Retest	Missed requirement on coding for loop length	8/2/03	
75643	6.00		Midwest	3	6/18/03	IF0081- IF0143-TN 248xxxxxxx has a Suspended status, no pending orders found.	E	B	Fix In Progress		Correctly map SUS (Suspended Service) for resale POTS with ACT B, LNA L	8/27/03	
75683	6.00	P	Midwest	3	6/18/03	LS6296 DL-LASN required when LTXTY is ADR	P	C	Fix Returned	Retest	Module code fix		
75785	6.00	P	ALL	4	6/18/03	Pre-order: MLR Form assigning a value of 'YELLOW' instead of 'Not Avlbl'	Loop Qual		Fix Returned	Migration Pending		9/27/03	
76224	5.03	P	Midwest	3	6/19/03	IF0143- INVALID DATA: Account is a Special Aid Account	A	N	In Analysis				
76542	5.03	P	Midwest	3	6/20/03	n/a-RS-FEATURE RTV1N is prohibited with FEATURE : RTV1N	E	T	Fix Returned	Retest		8/2/03	
76562	6.00	P	SNET	3	6/20/03	IF0128 - LSNP-CCEA not found	B	V	In Analysis				
76763	6.00	P	Midwest	3	6/20/03	IF3064-RS-FEATURE ESX is prohibited with FEATURE : ESX	M	C	Fix In Progress			8/13/03	
76944	6.00	P	Southwest	3	6/23/03	IF0018 PS-TNS not found	M	C	In Analysis				
76984	6.00	P	ALL	4	6/23/03	Differences for CR020670 - RPL between LSOR 6.0 & Bus. Req's	K	N/A	Fix Pending				
77062	ALL	P	Midwest	1	6/23/03	PM 28 misses show N orders with no field work	M.E	N	In Analysis	Coded to Spec			
77862	6.00	P	SNET	3	6/24/03	LS6389 - RS-FEATURE 2 or more LAU prohibited per LNUM.	E	T	In Analysis				
77863	6.00	P	ALL	4	6/24/03	Differences between CR02059 and LSOR V 6.0 for LSNP updates	K	N/A	Fix In Progress				
77864	6.00	P	Midwest	3	6/24/03	LS6327-RS-FEATURE 973-9152 invalid value entered: NGB	M	C	In Analysis				
77865	6.00	P	Midwest	3	6/24/03	Line splitting orders are not populating Loop Type (DS02)	F	N	Fix Pending		Code change to Modues		
78102	6.00	P	Midwest	3	6/25/03	LS1527 CRS-CB is required when ACT is C, T, V, or W,	X	D	Fix Returned	Retest	code change: check request activity to determine if no common block are valid on request	8/2/03	
78122	5.03	P	Southwest	3	6/25/03	LS4279 LS-CFA must be 26-42 alpha/numerics/special char	A	N	Fix Returned	Retest	Logic change to CFA length values	8/2/03	
78142	6.00	P	Midwest	3	6/25/03	PON exception for station number	X	V	In Analysis				
78587	6.00	P	Midwest	3	6/26/03	Pre order; Error 503 no information on TN inquiry	TN Inquiry		Fix In Progress			8/2/03	
78684	5.02	P	Midwest	3	6/27/03	IF0140-LS-SCFA invalid IF0053-LS-VCFA	A	V	In Analysis				

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78724	5.03	P	Southwest	2	6/27/03	Error says ECCKT is not in database when ECCKT is in Database.	M	T	In Analysis				
78763	5.03	P	Southwest	3	6/27/03	1st character of TOS is 2 and RES/BUS indicator	M	C	Fix Pending				
78783	6.00	P	Midwest	3	6/27/03	LSR: HA INVALID, HT WITH HLA OF E OR D NOT FOUND	M	C	In Analysis				
78867	6.00	P	Midwest	3	6/27/03	Invalid BAN error	A	N	In Analysis	Coded to Spec			
78883	6.00	P	Midwest	3	6/27/03	Pre order; incorrect service info listed under SPIDS	CSI		Fix In Progress				
78884	5.02	P	West	3	6/27/03	LS4152 DL-LTEXT reqd when ADI O andLTXTY ITX andDOI provided	M	V	Fix In Progress				
79402	5.03	P+	Midwest	2	6/30/03	IF3073-RS-FEATURE (xxx) xxx-xxx* : ADF invalid Rate of Service for this Switch not available in switch	E	N	Fix In Progress			8/13/03	
79422	ALL	P	West	2	6/30/03	N2 ( REU) Frame jeopardy not passing to LASR from DISC	A,B		Fix In Progress			8/2/03	
79423	5.03	P	Midwest	3	6/30/03	IF0098 -DL: INVALID VALUE FOR BOOK	M	C	Fix In Progress			8/27/03	
79483	5.03	P	Midwest	2	7/1/03	IF3023 RS-FEATURE OCP Invalid Data: QQAA3 QQABX	E	V	Fix Returned	Migration Pending	Table update made		
79808	6.00	P	Southwest	2	7/1/03	System is changing APP DATE on multiple supps.	M	V	Fix In Progress			8/13/03	
79842	6.00	P	Southwest	2	7/1/03	Pre order; CLLI code not returned in Verigate	TN Resv.		Fix In Progress			8/2/03	
79845	6.00	P	West	3	7/1/03	LS7434-SUP prohibited when orig req foc'd and not futur	P	N	Fix In Progress				
79851	6.00	P	Midwest	2	7/1/03	Pre order; Verigate Feature Inquiry shows RTVX5 available for this IN	Fea. Inq.		In Analysis				
79943	6.00	P	Southwest	2	7/2/03	Pre order; NPA/NXX 785-002 needs to be validated	TN Resv.		In Analysis	Coded to Spec			
79984	5.03, 6.00	P	Midwest	2	7/2/03	Feature Detail codes are not being processed correctly-Pay per use blocking rejecting	M		In Analysis				
80022	6.00	P	Southwest	3	7/2/03	LS0610 PS-FEATURE ZUNEL required when NC=SNAL,SNAI,SPSL,	M	N	In Analysis		New CR to be written		
80344	6.00	P+	SNET	2	7/2/03	Loop order not dropping to manual for incorrect Spec Code	A	C	Fix Returned	Migration Pending	Code error	8/13/03	
80442	6.00	P	Southwest	3	7/2/03	NR98U billing USOC not being added to DSL Loop order	A	N	Fix In Progress		Billing USOC to be added to MOG	9/27/03	
80582	5.03	P	West	3	7/3/03	IF0006-PS-PIC already working	C		In Analysis	Coded to Spec			
80802	5.03	P	Midwest	2	7/3/03	Invalid service order generated when Line assignable USOC was recapped	M	V	Monitor			8/5/03	
80882	5.02, 5.03	P	Midwest	3	7/3/03	SF1340 error for CC/RVER invalid	M	D	In Analysis	Coded to Spec			

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81183	6.00	P	Southwest	3	7/7/03	LS2023-DPU-DID IND req when 2nd position of TOS is 5 or 6	W	D	In Analysis				
81226	6.00	P	Midwest	2	7/7/03	Pre order: address validation returning blank screen	Address Validation		Fix In Progress			9/27/03	
81342	6.00	P	ALL	3	7/8/03	fix the internally maintained 'Suggested OBF RESPD'	Loop Qual		In Analysis				
81383	5.02	P	Midwest	3	7/8/03	IF3117-PS-FEATURE NSD not available in switch.	M	N	In Analysis				
81522	6.00	P	Southwest	3	7/8/03	Pre-order; web verigate - error 503-no info found on TN#	TN Inq.		Fix Pending			8/2/03	
81826	6.00	P	Midwest	3	7/8/03	LS0422-DL-ALI data invalid	J	R	Fix In Progress				
82116	5.02,5.03,6.00	P	Midwest	2	7/9/03	Stored in Error Pending Orders are not being read as Stored	ALL		Fix In Progress			8/27/03	
82118	5.03	P	Midwest	2	7/9/03	LS2063-CUS-FEATURE ea LNUM req Line Assignable USOC	X	C	Fix In Progress			8/13/03	
82119	5.03	P	Southwest	2	7/9/03	CC, LATA, REQTYP not found on table	M	N	Fix Pending				
82120	6.00	P	Southwest	2	7/9/03	IF0018 PS-TNS not found	M	D	In Analysis	Coded to Spec			
82123	5.02	P	Midwest	2	7/9/03	DDA FID on existing CSR	M	V	Fix In Progress			8/27/03	
82182	5.03	P	Southwest	3	7/10/03	IF1006 LS-SHARED NBR does not contain Line Sharing	A	V	Fix Pending			8/27/03	
82202	5.02	P	West	2	7/10/03	AOG is not distributing orders in the correct sequence.	M	N	Fix In Progress			7/29/03	
82244	6.00	P	Midwest	2	7/10/03	T&F with C order against pending New connect.	M	T	Fix Pending				
82482	6.00	P	West	2	7/10/03	Pre-order: Customer records not shown in Pre Qual	Loop Pre-Qual		Production Validation			7/29/03	
82703	5.02	P	Midwest	2	7/11/03	Caption listing established but not requested by CLEC	M	V	Fix In Progress			8/27/03	
82742	5.03	P	Midwest	2	7/11/03	L562 : RS-FEATURE RTV1N is prohibited with FEATURE : RTV1N	E		Fix Pending				
82942	6.00	P	Southwest	3	7/11/03	Notification did not include N order for toll file guide on FOC	M	C	Fix Pending			8/27/03	
83014	5.03	P	Midwest	3	7/14/03	Service order error for DNP accounts where CLEC assumes MBN not ADL	V	V	In Analysis				
83015	6.00	P	Southwest	3	7/14/03	LS0585-Required form EU is missing	S	R	Fix Pending				
83046	5.03	P	Midwest	2	7/14/03	IF0018; PS: TNS NOT FOUND: 920XXXXXXX	M	T,V,C	In Analysis				
83053	6.00	P	Midwest	1	7/14/03	LCC code is not being added from LSR	M	T	Fix Returned	Retest		8/2/03	

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83063	6.00	P	Southwest	3	7/14/03	Pre order; enhanced verigate - Addsr. Validation problem. Wrong load coil data returned	Addsr. Validation		In Analysis				
83074	6.00	P	West	3	7/14/03	Pre order error 034- Telephone Number(s) Not Available	TN Resv.		In Analysis				
83185	6.00	P	Midwest	3	7/15/03	LS6547-FEA. RWW invalid for TOS value, LS6643-FEA.RWW invalid value entered	M	C	In Analysis	Coded to Spec			
83230	5.02,5.03	P	Midwest	3	7/15/03	service order tn does not match LASR TN. Can't process	C	V	In Analysis				
83304	5.03	P	Midwest	3	7/16/03	FEATURE EVB is prohibited with FEATURE : EVB	M	V	In Analysis				
83326	ALL	P	West	3	7/16/03	LASR Passing Incorrect ASG to AOG	M	C	Fix Pending				
83442	6.00	P	Southwest	3	7/17/03	IF0009 EU-SERVICE ADDRESS INVALID	M	N	Production Validation			7/22/03	
83467	5.03	P+	Midwest	2	7/17/03	LS4293, LS7254, LS4294, LS7516 rejects for AFA not valid	Y	V	In Analysis				
83546	5.03	P	Midwest	2	7/17/03	MOR is populating fid RUF 01 instead of RUF 1	B	V	Fix Pending				
83562	5.03	P	Southwest	3	7/17/03	IF0078-LSR-ACT invalid. Account not eligible	A	N	In Analysis	Coded to Spec			
83605	ALL	P	Midwest	3	7/18/03	SM time taken from pending order and placed along with valid SM	M	B	Fix Pending				
83628	5.03	P	Southwest	2	7/18/03	IF0143-INVALID DATA- EULOC	E	B	Fix Pending			8/27/03	
83664	6.00	P	Southwest	3	7/18/03	LS7316 EU-ELT C req'd when LNA N and TNS is populated	M	V	Fix Pending				
83766	5.02,5.03	P	Midwest	4	7/18/03	Pre order; web verigate - Error 014 pulling CSI on one TN	CSI		In Analysis				
83786	6.00	P	SNET	3	7/18/03	Pre-order; Setting the FAINFO field with data from the ALI code.	CSI		Fix In Progress				
83788	6.00	P	Midwest	3	7/18/03	Pre order; web verigate - extra feature details on TN's	CSI		Fix In Progress				
83859	6.00	P	West	2	7/21/03	Provider notification doesn't include all lines lost.	M	V	Fix Pending				
83864	6.00	P	Southwest	4	7/21/03	Pre order; web verigate - Error 503 pulling CLLI code on one TN	TN Resv.		In Analysis				
83869	5.03	P	SNET	3	7/21/03	Rcvd ESOL for working chan pair	A	N	In Analysis				
83876	5.03	P	Midwest	3	7/21/03	ACT INVALID, CANNOT MOVE BETWEEN LATAS	M	T	In Analysis				
83925	5.03	P	Midwest	3	7/21/03	IF0143: INVALID DATA-INVALID NC/NCI COMBO	M	S	In Analysis				
84007	6.00	P	Southwest	3	7/22/03	IF0156-PS-All TNs must be moving from the same physical addr	M	T	Fix Pending				

DR#	Ver.	C L	Region	Sev.	Date Open	Short Description	REQ	ACT	Status	Description	Comments	Target Date	Acc. Letter
84010	6.00	P	Midwest	4	7/22/03	Pre order; web verigate - cannot validate address	Addr. Valid.		In Analysis				
84015	5.03	P	Midwest	3	7/22/03	IF3126 RS: FEATURE DETAIL CONTRACT REQUIRED	E	C	In Analysis				
84021	5.03	P	Midwest	3	7/22/03	FEATURE LAU USOC required when ACT N, T, V LNA N, V	E	N	Production Validation			7/28/03	
84044	5.03	P	Southwest	2	7/22/03	IWJK and IWJQ fields on 150 record write in IWJK4 and IWJQ4 positions (271, 276) instead of IWJK1 and IWJQ1 positions (250, 255);	E	ALL	In Analysis				
84085	6.00	P	Southwest	3	7/22/03	IF0009-EU-SERVICE ADDRESS INVALID	M	T	Production Validation			7/29/03	
84105	5.03	P	ALL	2	7/22/03	TERS field on 602 record (position 66) is writing incorrectly	ALL		In Analysis				
84107	5.03	P	Southwest	3	7/22/03	DISC-TER field on the 105 record not writing in position 53.	ALL	ALL	In Analysis				
84108	5.02	P	Midwest	2	7/22/03	MOR BRS is recapping USOC, OFRA3	M	V	In Analysis				
84111	ALL	P	Midwest	3	7/22/03	Pre order; 503 Error-CLLI code not being returned	CLLI Inq.		In Analysis	Coded to Spec			
84112	5.03	P	ALL	3	7/22/03	Centrex order generated no response to CLEC	X	C	Monitor				
84123	5.03	P	ALL	2	7/22/03	LD values on the 603 record not writing when value = 63/64	ALL	ALL	In Analysis				
84206	5.03	P	Midwest	2	7/23/03	ACT C change Hunt & remove addl lines	E	C	In Analysis				
84222	5.03	P	Southwest	2	7/23/03	LNA field writes incorrectly on 2nd 806 record, position 44	R	ALL	In Analysis				
84226	5.03	P	Southwest	2	7/23/03	CFA field writes incorrectly on 2nd 806 record, position 111	R	ALL	In Analysis				
84229	ALL	P	Southwest	3	7/23/03	Pre order; Java Error when trying to pull ATN	CSI		In Analysis	Coded to Spec			
84235	5.03	P	Southwest	3	7/23/03	IF1004-LS-SHARED NBR already has Line Sharing	A	N	In Analysis				
84257	5.03	P	ALL	2	7/23/03	155 record writing before 800	ALL		In Analysis				
84262	5.03	P	Midwest	2	7/23/03	EDI is only writing the first DTNR per DIDNUM.	T	N	In Analysis				
84283	5.03	P	SNET	3	7/23/03	IF1006 - LS-SHARED NBR DOES NOT CONTAIN LINE SHARING	A	D	Fix Returned	Fix Ready			
84285	5.02	P	West	3	7/23/03	IF0128-LSNP-CCEA not found	B	V	In Analysis				
84287	6.00		West	3	7/23/03	Pre order; Missing TNS from CSI Response on NV Number	CSI		In Analysis				
84288	5.03	P	ALL	2	7/23/03	TNKIND field on 806 field passing invalid values	ALL	ALL	In Analysis				

DR#	Ver.	C L	Region	Sev.	Date Open	Short Description	REQ	ACT	Status	Description	Comments	Target Date	Acc. Letter
84290	5.03	P	SNET	3	7/23/03	wholesale USOC (uryx9) was not installed	M	V	In Analysis				
84292	6.00	P	Midwest	3	7/23/03	Pre order; 014 error in V erigate -"Host system unable to process"	Inquiry		In Analysis				
84302	6.00	P	Midwest	3	7/23/03	LS6538- RS-FEATURE EVB permitted only last line of hunt grp	E	V	In Analysis				
84304	6.00	P	Midwest	3	7/23/03	LS1729-DPR-DTNR must be 10-48 numeric/special characters	T	N	In Analysis				
84408		P	Midwest	3	7/24/03	IF3023-RS-FEATURE OCP Invalid Data: OEZLX,	E	C	In Analysis				
84443	5.03	P	Midwest	2	7/24/03	MR0175 DTNR1 -counter limitation - Invalid/Incomplete-	T	N	Fix Pending			8/2/03	
84444	6.00	P	Midwest	3	7/24/03	IF1017-LMT invalid no bridged tap present on loop	A	N	In Analysis				
84446	5.03		ALL	2	7/24/03	AAI field on the 683 record (position 55) is not writing.		ALL	In Analysis				
84487	5.03	P	Southwest	3	7/24/03	IF0066-PS-LST INCORRECT FOR TNS 9155424557	M	V	In Analysis				
84491	6.00	P	Midwest	3	7/24/03	MI requires TAP USOCs ASGFX, ASGSX, and ATLST or ATLLT.	M	V	In Analysis				
84494	5.02,5.03	P	Midwest	3	7/24/03	IF0143-Invalid Value-Invalid data,330-253-6216,Acct Not Foun	E	C	In Analysis				
84507	6.00	P	Midwest	3	7/24/03	Pre order; enhanced verigate -503 error qualifying TN	Loop Qual		In Analysis	Coded to Spec			
84508	5.02,5.03	P	West	3	7/24/03	LASR Malformed "AS IS" Listing	ALL	E,F,M	In Analysis				
84622	6.00	P	Midwest	3	7/25/03	IF0143 INVALID DATA: TN is invalid or unavailable	M	C	In Analysis	Coded to Spec			
84642	6.00	P	Southwest	3	7/25/03	IF0057-PS-ECCKT INVALID FOR SPEC/LATA/NC/NCI	A	N	In Analysis	Coded to Spec			
84643	5.02	P	Midwest	3	7/25/03	IF0065 BA Invalid, Block not found on TNS	M	C	In Analysis				
84645	5.03	P	Southwest	1	7/25/03	LSR req add new block and remove existing, no TFG generated	M	C	Fix Returned	Migration Pending			
84650	5.03	P	Midwest	2	7/25/03	Feature USOCs are not being captured by BRS on remove orders	B	V	In Analysis				
84653	5.03	P	Midwest	2	7/25/03	Resale, ACT N orders dropping to manual for DM0652 DTM	E	N	In Analysis				
84660	6.00	P	Midwest	3	7/25/03	DR LS0863 HTSEQ if hyphen is present	T	C	In Analysis				
84682	6.00	P	Southwest	3	7/25/03	IF0042-LSR-ACT requires full disposition	E	T	In Analysis				
84687	5.02	P	Southwest	3	7/25/03	IF0015-LS-ECCKT NOT FOUND	A	C	In Analysis				
84747	5.02,5.03	P	Midwest	3	7/25/03	HID value on a FOC	M	N,C	In Analysis	Coded to Spec			

DR#	Ver.	C L	Region	Sev.	Date Open	Short Description	REQ	ACT	Status	Description	Comments	Target Date	Acc. Letter
84902	6.00	P	SNET	3	7/28/03	Pre order; error 014 -Host system unable to process	CFA Inq		In Analysis				
84942	5.02	P	West	3	7/28/03	LS4117-DL-LASN data invalid special characters	M	N	In Analysis				
85002	5.03	P	Southwest	3	7/28/03	IF0126-LS-CCEA invalid, channel occupied	A	N	In Analysis				
85004	6.00		Midwest	3	7/28/03	LS6327 RS-FEATURE 277-1983 invalid value entered: RBVXR	M	V	In Analysis				
85022	6.00	P	West	3	7/28/03	DMU Caption Confirmation Report - Missing Pages	R	J	In Analysis				
85089	6.00	P	Southwest	3	7/28/03	IF0018 PS-TNS not found	M	C	In Analysis				
85248	5.03	P	West	3	7/29/03	IF0029-EU-All telephone numbers must be on the same account	M	V	In Analysis	Coded to Spec			
85262	5.02	P	Midwest	3	7/29/03	LS5493 PS-FEATURE 724-6324 dupl FEATURES prohibited: RCU	M	C	In Analysis				
85282	5.03	P	Southwest	3	7/29/03	LS5535 -not triggering when invalid NNSP value is used in IMA8	C	V	In Analysis				
85284	5.02,5.03	P	Midwest	2	7/29/03	Feature MOR BRS is not removing FID 'ZCCT'	M	V,D	In Analysis				

Closed - CLEC Impacting Defects -						Report Date 07/29/2003							
The Defect Report posted on this web-site identifies all known CLEC impacting defects. This report will be updated daily, Monday through Friday by 3 PM Pacific Time													
DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
68198	5.03		SNET	3	3/17/03	IF0015-ECCKT not found	A	D	Closed	Cancelled - Open in Error		3/18/03	
68217	5.03		Midwest	3	3/17/03	IF0126-CCEA invalid, channel occupied	A	C	Closed	Cancelled - Open in Error		3/18/03	
68184	5.03		Southwest	3	3/17/03	IF0114-PS-TNS all TNS in hunt group must be suspended	M	S	Closed			3/18/03	
68202	5.03		Southwest	3	3/17/03	IF00115-TNS all TNS in hunt group must be restored	M	B	Closed			3/18/03	
68213	5.03		Southwest	3	3/17/03	IF0080-LST-ACT invalid for Account status	M	D	Closed			3/18/03	
68154	5.03		West	3	3/16/03	XG0569 error not generated accounting to Requirements	E	C	Closed			3/18/03	
68225	5.03		Midwest	3	3/17/03	IF0068-LSR-BAN1 invalid for CC/LATA/REQTYP	M	N,V	Closed	Cancelled - Open in Error		3/18/03	
68209	5.03		West	3	3/17/03	IF0067-LSR-BAN1 not found	A	N	Closed			3/19/03	
68322	5.03		Midwest	3	3/19/03	IF0067-LSR-BAN1 not found	M	B	Closed	Cancelled - Open in Error		3/19/03	
68164	5.03		Midwest	3	3/16/03	REQTYP B ACT V OUT OF SCOPE FOR FLOW THROUGH	B	V	Closed	Cancelled - Open in Error		3/19/03	
68152	5.03	P	SNET	2	3/16/03	LS6823. - YPH is not on 328 table.	E	V	Closed			3/19/03	
68190	5.03		Southwest	2	3/17/03	FOC not sent on Supp 2	M	T,N	Closed			3/20/03	
68337	5.02		Midwest	3	3/19/03	IF0018-PS-TNS not found	M	V	Closed	Cancelled - Open in Error	PON resubmitted and FOC'd	3/20/03	
68197	5.03		West	3	3/17/03	LS6644-CRS feature RAFCX invalid value entered	P	C	Closed			3/21/03	
68222	4.02		Midwest	2	3/17/03	IF0126-CCEA invalid, channel occupied	A	C	Closed	Cancelled - Open in Error	Corrected Version to 4.02. Enhancement would take	3/21/03	
67200	5.02		West	2	2/26/03	CR034-Must have all levels from 0 to DOI in order	J	N	Closed			3/21/03	
68470	5.03		Southwest	3	3/21/03	IF3044-RS-Feature LFV is required with feature 9ZRL	E	C	Closed	Cancelled - Open in Error		3/24/03	
66509	5.02		Southwest	2	2/13/03	IF0148-SCFA not found	M	C	Closed			3/24/03	
68330	5.03		SNET	3	3/19/03	LS6389-FEATURE 2 or more LAU prohibited per LNUM	E	V	Closed			3/26/03	
67520	5.02		SNET	3	3/5/03	LS5910-RS-FA D prohibited on Line Assignable USOC	E	C	Closed			3/26/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
67926	5.02		SNET	3	3/12/03	LS6390-RS Feature U3V invalid for TOS value entered	E	T	Closed			3/26/03	
66477	5.02		SNET	3	2/13/03	LS6644-CRS feature UKN invalid value entered	P	C	Closed			3/26/03	
68156	5.03		West	2	3/16/03	XG0575-CC,LATA,REQTYP NOT FOUND ON TBL - UNABLE TO DERIVE BAN	A	N	Closed			3/26/03	
68602	5.03	P	Midwest	2	3/24/03	IF1003: LSR-SPEC invalid PAIR GAIN/DLC is found.	A	N	Closed	Cancelled - Open in Error		3/28/03	
68280	5.03	P	West	2	3/18/03	LS2005 CUS invalid	X	V	Closed		CR 030097 issued	3/28/03	
68885	5.02		West	3	3/27/03	IF0075-LSNP-CCEA invalid, channel occupied	B	V	Closed			3/28/03	
68645	5.02		West	3	3/25/03	CF296-Original transaction already processed. Unable to supplement	M	R	Closed	Cancelled - Open in Error	CLEC is trying to do a supplement on something tha	3/28/03	
67969	5.02		Southwest	3	3/13/03	IF0016-PS ECCKT not found	M	C	Closed			3/31/03	
68759	5.03	P	Southwest	2	3/26/03	IF0018-TNS not found.	M	T	Closed	Cancelled - Open in Error		3/31/03	
68346	5.03		SNET	3	3/19/03	LS1015-Feature LAU USON required when ACT N,T,V LNA N,V	E	V	Closed			3/31/03	
68038	5.02	P	SNET	3	3/14/03	LS5910: RS-FA D prohibited on Line Assignable USOC	C	C	Closed		Table update	3/31/03	
67037	5.02		SNET	3	2/24/03	IF1024-EU-SASN Address differs from working address on current record	C	V	Closed			3/31/03	
68840	5.02	P	Southwest	3	3/27/03	IF3122-Feature detail /RCYC required	M	C	Closed			3/31/03	
68903	5.03	P	Southwest	2	3/27/03	Pre-order. CSI/Listing Query	CSI		Closed	Cancelled - Open in Error		3/31/03	
68648	5.03		Midwest	3	3/25/03	LS4497 RS-FEATURE RCU duplicate FEATURES prohibited.: RCU	E	T	Closed	Cancelled - Duplicate		4/1/03	
68601	5.02	P	Southwest	3	3/24/03	IF0068 LSR-BAN1 INVALID FOR CC/LATA/REQTYP	M	V	Closed			4/2/03	
67028	5.02		West	3	2/24/03	IF0033-RS All telephone numbers must be on the same account	E	D	Closed		CR021010	4/2/03	
68333	5.03		Southwest	3	3/19/03	F0114-PS-TNS all TNS in hunt group must be suspended	M	S	Closed			4/3/03	
66814	3.06		Southwest	3	2/19/03	LS1416-No load coil present on loop	A	N	Closed			4/3/03	
67490	5.02		West	3	3/5/03	LS6390-RS-Feature PUB invalid TOS value entered	E	N	Closed			4/3/03	
67495	5.02		West	3	3/5/03	LS6579-LSR-TOS when 1st position of TOS is 1 or 3, then pos. 3 must be M or F	E	N	Closed	Cancelled - Open in Error		4/3/03	
67494	5.02		West	3	3/5/03	LS6327-RS-Feature PUB invalid value entered	E	N	Closed	Cancelled - Open in Error		4/3/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69153	5.03		SNET	3	4/1/03	IF0015-ECCKT not found	A	D	Closed	Cancelled - Open in Error		4/3/03	
69313	5.03	P	West	3	4/3/03	LS0946-RS-PIC is required when ACT is N or T, or ACT is V	E	V	Closed	Cancelled - Open in Error		4/3/03	
67737	5.02		West	3	3/10/03	IF3063-Feature CNM is req'd with feature NWL	M	C	Closed		Fixed	4/3/03	
67518	5.02		Southwest	3	3/5/03	IF1006-LS-Shared NOR doesn't contain Line sharing	A	V	Closed		Fixed	4/3/03	
67405	5.02		West	3	3/3/03	IF3063-Feature COM is req'd with feature NIL	M	C	Closed		Fixed	4/3/03	
68568	5.02	P	West	2	3/24/03	Error 034-not telephone numbers available	Pre Order		Closed	Cancelled - Open in Error		4/3/03	
67204	5.02		Southwest	3	2/26/03	IF0009 EU Service address invalid	A	V	Closed		Fixed	4/4/03	
69424	5.03	P	Midwest	3	4/4/03	Error Code IF0143 with Error Message INVALID VALUE: RTVX5	E	N	Closed	Cancelled - Duplicate		4/4/03	
69129	5.03	P	SNET	3	4/1/03	LS6793 Feature (PRILOC) WWZU9 invalid value entered & LS6764 Feature (SECLOC)WWZU9 invalid value ent	K	C	Closed	Cancelled - Open in Error	retail USOC not eligible for conversion	4/4/03	
67964	5.02		Southwest	3	3/13/03	IF0027-LSR-ATN not found	E	D	Closed		error in CRIS acct-CLEC issued order manually	4/4/03	
67965	5.02		Southwest	3	3/13/03	IF0059-LSR-CC invalid for ATN	E	D	Closed		error in CRIS acct-CLEC issued order manually	4/4/03	
68781	5.03		Southwest	3	3/26/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	S	V	Closed			4/4/03	
68783	5.03		Southwest	3	3/26/03	LS6650-DTU-FEATURE (trks) T16CB invalid value entered	S	V	Closed			4/4/03	
69519	5.03	P	Southwest	3	4/7/03	IF0081-LST ACT invalid for TNS/ECCKT status	E	B	Closed	Cancelled - Duplicate		4/7/03	
69362	5.03		West	3	4/3/03	CF295-Original transaction not found	J	N	Closed		coding error	4/8/03	
69414	5.03	P	Southwest	3	4/4/03	Pre-order: 501-Unable to Reserve TN - Error "Reservation Failed"	TN Resv.		Closed	Cancelled - Open in Error	unable to duplicate	4/8/03	
68588	5.03	P	Midwest	2	3/24/03	Pre-order: 503-Information not found	Address Validation		Closed	Cancelled - Open in Error	Living Unit database dose not contain this address	4/8/03	
68105	5.03	P	Southwest	3	3/15/03	The ACNA field returns 320 when searching by ECCKT	Pre-order		Closed			4/8/03	
69463	5.03	P	ALL	2	4/4/03	Pre-order: cc not authorized	CSI		Closed	Cancelled - Open in Error		4/8/03	
68109	5.03	P	West	3	3/15/03	The ACNA field returns on the order status detail transaction, but the ACNA field is "blank" on the	Pre-order		Closed			4/8/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
68276	5.03		SNET	3	3/18/03	Delivery Section is being returned on CSI only transaction	Pre-order CSI		Closed		Backend system updated	4/8/03	
68415	5.03		Southwest	2	3/20/03	Pre-order. Account service info missing	CSI		Closed			4/8/03	
69274	5.03	P	Southwest	2	4/2/03	IF0018-PS-TNS not found	M	D	Closed		CR 030196 issued	4/8/03	
68552	5.03	P	West	2	3/24/03	Pre-order: QDT Field being returned in error	CSI		Closed		Code change	4/8/03	
68402	5.03		West	3	3/20/03	IF0034-All TN's must be on the same account	M	D	Closed		Errors are related to an end user failing to pay o	4/8/03	
68555	5.03	P	SNET	2	3/24/03	Pre-order-Invalid ZIP	Address Validation		Closed		RM90290 issued	4/8/03	
69535	5.02		Midwest	2	4/7/03	LS4071- DL-DIRTYP prohibited when DACT is not populated; LS4057- DL-DIRQTY required when DIRTYP pro	J	N	Closed	Cancelled - Duplicate	Duplicate of DR 69550	4/8/03	
68955	5.03		Southwest	3	3/28/03	IF0080-ACT invalid for account status	M	D	Closed		CLEC issued PON manually	4/8/03	
68486	5.02	P	Southwest	3	3/21/03	Class of service not changed on res to bus order	M	V	Closed			4/9/03	
68948	5.03		SNET	3	3/28/03	LS6644-Features WZBKA & UYW invalid value entered	P	C	Closed		Table update	4/9/03	
69525	5.02	P	West	2	4/7/03	F1001 LSR-SPEC	A	N	Closed	Cancelled - Open in Error		4/9/03	
69655	5.02		Southwest	3	4/8/03	IF0016 ECCKT not found & IF0067 BAN1 not found	M	D	Closed		No error found. CLEC re-submitted PON and it FOC'	4/10/03	
68428	5.03	P	SNET	2	3/20/03	IF0148-edit recv'd- but shows spare	A		Closed		software coding	4/10/03	
69676	5.03		SNET	3	4/8/03	IF0015 - LS ECCKT not found	A	D	Closed		No error found in Pre-order or ordering systems	4/10/03	
69763	5.03	P	SNET	3	4/9/03	IF0073-LSR-BAN1 invalid for ECCKTS/TN	A	D	Closed		No error found in Pre-order or ordering systems	4/10/03	
69793	5.03	P	Southwest	2	4/9/03	Pre-order: TNs in CSI incorrect	CSI		Closed		Updated information provided to the LSC	4/10/03	
69819	5.03	P	Southwest	3	4/9/03	Pre-order: 034 error on TN Resv.	TN Resv.		Closed	Cancelled - Open in Error		4/14/03	
69360	5.03	P	SNET	3	4/3/03	IF1006 - LS-SHARED NBR DOES NOT CONTAIN LINE SHARING	A	D	Closed		CR030308 issued	4/14/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69815	5.02	P	West	2	4/9/03	Pre-order: CSI error on TXNUM	CSI		Closed			4/14/03	
69874	5.03	P	Midwest	3	4/10/03	Pre-order: Response Code (RESPC) 014-Host System Unable To Process-RM-SystemFailure-00014	Loop Qual		Closed	Cancelled - Duplicate	Duplicate of 69644	4/14/03	
69448	5.02	P	Southwest	2	4/4/03	Order completed incorrectly from CLEC original order	J	R	Closed	Cancelled - Open in Error		4/15/03	
69218	5.03	P	West	2	4/2/03	Pre-order: 503 error	CSI Inquiry		Closed		Validated	4/15/03	
70060	5.03	P	SNET	2	4/11/03	LS6482 - LS-CFA required when the NCI represents a higher level service than the NC)	A	N	Closed	Cancelled - Duplicate	Duplicate of 70058	4/15/03	
68561	5.02	P	West	3	3/24/03	IF0128-LSNP-CCEA not found	B	V	Closed	Cancelled - Open in Error		4/15/03	
70054	5.03	P	Southwest	3	4/11/03	IF0009 EU-SERVICE ADDRESS INVALID	M	N	Closed			4/16/03	
68798	5.03		Midwest	3	3/26/03	IF0129 with Error Message LS-CFA not found	A	N	Closed	Cancelled - Open in Error		4/16/03	
70226	3.06	P	West	1	4/15/03	LSR exceptioned to LSC-not able to dogleg order	M	V	Closed			4/16/03	
70057	5.03	P	Midwest	2	4/11/03	Pre-order: No error when loop length is exceeding 14,500 KIT Spec code UALM13 (26 gauge loop).	Loop Qual		Closed	Cancelled - Open in Error		4/16/03	
70055	5.03	P	Southwest	3	4/11/03	LS6705-LSNP-CFA required when the NCI represents a higher level service than the NC	B	V	Closed	Cancelled - Duplicate	Duplicate of 70058	4/16/03	
70049	5.03	P	West	3	4/11/03	LS6482-LS-CFA required	A	V	Closed	Cancelled - Duplicate	Duplicate of 70060	4/16/03	
69625	5.03	P	Southwest	3	4/8/03	IF0066=PS-LST incorrect for TNS 2105251987	M	V	Closed		Order posted	4/16/03	
69567	5.03		SNET	3	4/7/03	LS5910-FA D prohibited on LAU USON	E	C	Closed		Table update	4/16/03	
70291	5.02	P	Southwest	1	4/15/03	LS6705-CFA req'd when the NCI represents a higher level service than the NC	B	V	Closed	Cancelled - Open in Error	Coded to spec. The only valid special character a	4/17/03	
70061	5.02	P	SNET	2	4/11/03	LS ECCKT NOT FOUND	A	D	Closed	Cancelled - Open in Error		4/17/03	
70058	5.03	P	SNET	1	4/11/03	LS6482-LS-CFA required when the NCI represents a higher level service than the NC	A	N	Closed			4/17/03	
70186	3.06 & 5.03	P	West	1	4/14/03	LSR'S exceptioning to LSC FOR CR1060	A	D	Closed			4/17/03	
68476	5.03		Southwest	3	3/21/03	IF0018-PS-TNS not found	M	D	Closed		Module loaded 4/11- will confirm if fix in Producti	4/17/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
68471	5.03		Southwest	3	3/21/03	IF0059 LSR-CC invalid for ATN	E	C	Closed		AECN modified	4/17/03	
69985	5.03	P	Midwest	3	4/11/03	Pre-order: 503 no information found	CSI		Closed	Cancelled - Open in Error	TN is disconnected	4/17/03	
70565	5.03	P	Midwest	2	4/18/03	incorrect ACNA and CCNA	A	N	Closed	Cancelled - Open in Error		4/18/03	
68895	5.02		Midwest	2	3/27/03	IF3061PS:Feature doesn't exist:RTV1N	M	C	Closed	Cancelled - Open in Error		4/18/03	
68396	5.03		SNET	3	3/20/03	IF0105-Address does not match lite CSR address check	M	V	Closed			4/18/03	
69979	5.03	P	West	3	4/11/03	Pre-order: invalid address returned	Address Validation		Closed	Cancelled - Open in Error		4/18/03	
70587	5.03	P	West	3	4/18/03	Pre-order: Unable to view order status	Order Status		Closed	Cancelled - Duplicate		4/18/03	
70487	5.03	P	Midwest	2	4/17/03	XG0025 error causing drop to manual	M	C	Closed	Cancelled - Open in Error		4/21/03	
69616	5.03	P	Southwest	2	4/8/03	IF3205-Feature Detail/LRS required with feature ZUNEL when SRRAN is present	M	C	Closed		Per user	4/21/03	
70426	3.06	P	Southwest	2	4/17/03	LSR did not drop to manual	M	D	Closed	Cancelled - Open in Error		4/21/03	
70329	5.02	P	Southwest	3	4/16/03	IF0067 BAN1 not found	B	V	Closed			4/21/03	
70188	5.03	P	Midwest	3	4/14/03	Asterisk in listing section of order	M	C	Closed	Cancelled - Open in Error		4/21/03	
70366	5.03	P	Midwest	2	4/16/03	Default BAN error	M	N	Closed	Cancelled - Open in Error	Open in error	4/21/03	
70673	5.03	P	Southwest, Midwest	1	4/21/03	Pre-order: Unable to run any Pre-order transactions; receiving error code 014]	ALL		Closed		coding error	4/22/03	
68590	5.02, 5.03	P	West	2	3/24/03	QDT FDT Times Formatted Incorrectly	E	D	Closed		coding error	4/22/03	
70445	5.03	P	SNET	3	4/17/03	IF1004-Shared NBR already has line sharing	A	C	Closed	Cancelled - Open in Error		4/22/03	
70777	5.03	P	Southwest	2	4/22/03	IF0178 EU-Service address does not match existing lines	M	C	Closed	Cancelled - Duplicate	Duplicate of 68283	4/22/03	
70669	5.03	P	West	3	4/21/03	IF0081-LSR-ACT invalid for TNS/ECCKT	M	C	Closed	Cancelled - Open in Error	Suspension USOC is correct	4/22/03	
70373	5.03	P	West	2	4/16/03	Pre-order: 050 Company Code (CC) Not Authorized	Order status		Closed	Cancelled - Open in Error		4/22/03	
70541	5.03		Southwest	2	4/18/03	Pre-order: Unable to view order status	Order Status		Closed	Cancelled - Open in Error		4/22/03	
70452	5.03	P	Southwest	3	4/17/03	Pre-order: address validation error	Address Validation		Closed	Cancelled - Open in Error		4/22/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
70185	5.03	P	Southwest	3	4/14/03	IF0032-NP-All TN's must be on the same account	C	V	Closed	Cancelled - Open in Error		4/22/03	
70778	5.03	P	Southwest	3	4/22/03	Pre-order: 99 error on CSI Inquiry	CSI		Closed	Cancelled - Open in Error		4/22/03	
70585	5.03	P	Southwest	2	4/18/03	Pre-order: Verigate does not match Premise for Due Dates	Due date		Closed	Cancelled - Open in Error		4/22/03	
69982	5.03	P	Midwest	3	4/11/03	Pre-order: 503 no information found	Address Validation		Closed	Cancelled - Open in Error		4/22/03	
69158	5.03	P	SNET	3	4/1/03	LS1015-Feature LAU USOC required when ACT N,T,V,LNA N, V	E	V	Closed	Cancelled - Open in Error		4/23/03	
70547	5.03	P	Southwest	3	4/18/03	LS7010 DL-LNFN data invalid	M	N	Closed	Cancelled - Duplicate	Duplicate of 50699 - CR020383 issued to fix	4/23/03	
70059	5.03	P	Midwest	2	4/11/03	Pre-order: 503 no information found	Address Validation		Closed	Cancelled - Duplicate	duplicate of 69982	4/23/03	
69735	5.03	P	West	2	4/9/03	IF0034 - PS-All telephone numbers must be on the same account.	M	T	Closed		Bad test data	4/23/03	
67750	5.02		West	2	3/10/03	Listing LSR invalid reject for OCN	J	N	Closed		coding error	4/23/03	
67855	5.02	P	Midwest	2	3/11/03	IF0070-LSR-BAN1 invalid for CC	A		Closed			4/24/03	
68168	5.03		Midwest	1	3/17/03	LASR abending when sending records to AAS			Closed			4/24/03	
70760	5.03	P	Southwest	2	4/22/03	Pre-order: TN Resv. pulling from different wire center	TN Resv..		Closed	Cancelled - Open in Error		4/24/03	
68114	5.03		Midwest	3	3/15/03	PON WAS BUILT ON A DROP TO MANUAL	A	N	Closed		CR30249 issued	4/24/03	
68163	5.03		Midwest	2	3/16/03	Remarks sections contains DISC CHRG in error	M		Closed			4/24/03	
68160	5.03		Midwest	2	3/16/03	Double Remark on F order	F		Closed			4/24/03	
68293	5.02		Midwest	3	3/18/03	LS6390 RS-FEATURE ZRUS invalid for TOS value entered. LS6327 RS-FEATURE ZRUS invalid value entered	E	Y	Closed		Table update	4/24/03	
67392	5.02		Midwest	2	3/3/03	LS6539-Feature EVB prohibited on circle hunt groups	E	N	Closed			4/24/03	
67584	5.02		Midwest	3	3/6/03	IF3206-Invalid attempt to remove all secondary lines from Hunt Group	M	V	Closed		Code fix to allow Drop to Manual	4/24/03	
68596	5.02	P	Midwest	3	3/24/03	IF0067-LSR-BAN1 not found	M	V	Closed			4/24/03	
70844	5.02	P	Midwest	2	4/23/03	PON Stuck in New Status	M	V	Closed		Environment problem	4/24/03	
67828	5.02		Midwest	3	3/11/03	LS6390-Feature NBA invalid for TOS value entered	E	C	Closed			4/24/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
67831	5.02		Midwest	3	3/11/03	LS6327-Feature NBA invalid value entered	E	C	Closed		CR03024 - table update	4/24/03	
68052	4.02		Midwest	2	3/14/03	S3087 indicating YPH value is invalid.	M	N	Closed		Checking for System Error S3087 in production to s	4/24/03	
68395	5.03		ALL	3	3/20/03	Pre-order. Remove SMC drop down in accordance with LSOR	TXTYP		Closed			4/24/03	
68397	5.03		ALL	2	3/20/03	Pre-order. Add a "Request Manual Loop Report" button to be returned on all Loop Qual responses when	Loop Qual		Closed			4/24/03	
68398	5.03		ALL	2	3/20/03	Missing field AAI on the validated address response screen	Pre-order		Closed			4/24/03	
68565	5.03	P	Midwest	3	3/24/03	LS4424-SECNCI is req'd if REQ TYP is K	K	W	Closed		CR020907 issued	4/24/03	
68475	4.02		Midwest	2	3/21/03	Shared NBR field is required when the circuit is UAFU	A	D	Closed			4/24/03	
68570	5.03	P	Midwest	2	3/24/03	LS4413-NC must be compatible with NCI & SECNCI	N	A	Closed		CR30215 to be implemented 4/2	4/24/03	
68647	5.03	P	Midwest	2	3/25/03	IF0070 LSR-BAN1 invalid for CC include error code	A	N	Closed		CR 030269 issued	4/24/03	
68286	5.03		Midwest	3	3/18/03	LS3382 PS-FEATURE Line Assignable Feature required per LNUM	W	V	Closed			4/24/03	
68429	5.03		ALL	2	3/20/03	Manual FOC on REQ TYP A ACT T when CFA/CCEA not populated	A	T	Closed		CR030267 issued	4/24/03	
68102	5.03	P	Midwest	3	3/15/03	The ACNA field returns 320 when searching by ECCKT.	Pre-order		Closed			4/24/03	
68326	5.03		Midwest	2	3/19/03	IF0070-LSR-BAN1 invalid for CC	M	V.D	Closed			4/24/03	
70038	5.02		Midwest	2	4/11/03	LSRN should have been rejected for incomplete location info	M	V	Closed	Cancelled - Open in Error		4/24/03	
70652	5.02	P	West	3	4/21/03	IF0075-LSNP-CCEA invalid, channel occupied	B	V	Closed		Undetermined	4/24/03	
68592	5.03	P	ALL	2	3/24/03	Pre-order: Verigate returns only a single loop	Loop Qual		Closed			4/24/03	
68774	5.03	P	Midwest	2	3/26/03	LS2531: LS-ECCKT valid format is .AAAA.NNNNNN..AA or NA.AAAA.NNNNNN..AA)	A	N	Closed		CR030280 issued	4/24/03	
67235	5.02		Midwest	3	2/27/03	LS6390-RS-Feature ZCFBA invalid TOS value entered	E	C	Closed			4/24/03	
67236	5.02		Midwest	3	2/27/03	LS6327-RS-Feature ZCFBA invalid value entered	E	C	Closed			4/24/03	
68738	5.02		Midwest	2	3/26/03	LS3382 & LS0091 rejected for the features not being on the order.	M	V	Closed			4/24/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
67303	5.02	P	Midwest	2	2/28/03	CSI PIC VALUE RETURN INVALID "UN"	Pre-order		Closed		Fixed	4/24/03	
68401	5.03		Midwest	3	3/20/03	Pre-order. 501 error for CLLI Code not returned	CLLI		Closed		Table update	4/24/03	
68949	4.02		Midwest	2	3/28/03	T410 Shared NBR not found & L125-Act invalid for TNS/ECCKT status	E	D,C	Closed		Fixed	4/24/03	
70644	5.02, 5.03	P	West	1	4/21/03	Error CR 1060: Orders exceptioning to LSC for manual intervention for CR 1060	A		Closed		Bad test data	4/24/03	
67394	4.02		Midwest	2	3/3/03	BRS NRC'ing the change from aux to main	M	V	Closed			4/24/03	
68679	5.02/0 3	P	Midwest	3	3/25/03	Error message IF3206 not found in the LSOR	M		Closed		miss-type	4/24/03	
68752	5.02	P	Midwest	2	3/26/03	IF1005 LS: SHARED NBR CANNOT BE LINE SHARED	A	N	Closed		CR 030301 issued	4/24/03	
67923	5.02		SNET	3	3/12/03	LS2471-CCEA Element 4 formatted incorrectly & should trigger LS2471 CCEA invalid format	A	N	Closed		fixed	4/24/03	
68271	5.03		Midwest	3	3/18/03	LS6390-Feature ZCSAC invalid for TOS value entered	E	C	Closed		Table update	4/24/03	
68272	5.03		Midwest	3	3/18/03	LS6327-Feature ZCSAC invalid value entered	E	C	Closed		Table update	4/24/03	
68693	5.03		Midwest	3	3/25/03	LS3382-PS-Feature Line Assignable feature required per LUNUM	S	N	Closed		Table update	4/24/03	
68024	5.02	P	Midwest	3	3/14/03	Request to change TN generated invalid service orders	M	C	Closed		Undetermined	4/24/03	
70134	5.02	P	Midwest	1	4/14/03	Stuck in new status	M	V	Closed		Re-started apps	4/24/03	
68051	5.02		Midwest	3	3/14/03	SCD DEFECT	J	N	Closed		Business Reqmts.	4/24/03	
68603	5.02		Midwest	2	3/24/03	Incorrect Jep message on DD ( End User/Premise Not Ready )	B	V	Closed		Fix on buffer between backend systems	4/24/03	
70894	5.03	P	Midwest	2	4/23/03	SOC not displayed to the CLEC in LEX	J	N	Closed	Cancelled - Open in Error		4/24/03	
70578	3.06	P	Southwest	2	4/18/03	LS0287 NETWORK CHANNEL and NCI / SECNCI invalid combination	A	C	Closed		Bus. Table data	4/24/03	
70044	5.03		Midwest	3	4/11/03	Orders confirmed in error	M	C	Closed		Covered under CR 030109	4/25/03	
67275	4.02		Midwest	3	2/27/03	G110-Invalid/Missing value for fieldname, value: SPEC, ualnx	A	N	Closed			4/25/03	
68868	5.03	P	Midwest	2	3/27/03	LS2485: LS-ECCKT	M	C	Closed		coding error	4/25/03	
68896	5.02	P	Midwest	2	3/27/03	LS1015 RS-Feature LAU USOC required when ACTG N, T, V; LNA N, V	E	N	Closed		USOC added	4/25/03	
69221	5.02		ALL	2	4/2/03	LS4153-DK-LTEXT required & LS4088-DL-DOI data invalid	M	N,C	Closed			4/25/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69820	5.03		Midwest	3	4/9/03	IF0009-EU: SERVICE ADDRESS INV	A	N	Closed		PON issued manually. SAG also did address correct	4/25/03	
70313	5.02	P	Midwest	2	4/16/03	Error causing a Drop to Manual	M	V	Closed			4/25/03	
70388	4.02, 5.02, 5.03	P	Midwest	2	4/16/03	Invalid data for CCI transaction			Closed		Table update	4/25/03	
70440	5.03	P	ALL	1	4/17/03	LS6661 Feature NSD is req'd with feature NWT-Feature NMP is req'd with feature NWT- Feature ESX is r	M	N	Closed		Module backed out	4/25/03	
68264	5.02		Midwest	2	3/18/03	ACT Y LNA Y flow through request generated invalid service order	E	Y	Closed		Coding error	4/25/03	
69017	5.02		Midwest	2	3/31/03	Invalid TN Format	M	N	Closed		CR020286 issued	4/25/03	
69247	5.03	P	Midwest	3	4/2/03	Pre-order: 014 RM system failure	Dispatc h		Closed		Date updated	4/25/03	
69864	5.03	P	Midwest	3	4/10/03	Pre-order: TN Resv. provided TN already in use	TN Resv.		Closed			4/25/03	
70959	5.03	P	Southwest	3	4/24/03	LS4731 IRS-NBANK must be 3-5 alpha/numeric characters.	Z	T	Closed	Cancelled - Open in Error		4/25/03	
70422	5.02, 5.03	P	West	2	4/17/03	PON Post error	ALL		Closed	Cancelled - Open in Error	CLEC not required to submit a second LSR to discon	4/25/03	
68283	5.03		Southwest	1	3/18/03	IF0178 EU-Service address does not match existing lines	M	C	Closed		coding error	4/25/03	
67206	4.02		Midwest	2	2/26/03	M222-Required field missing: need WIRE count	E	N	Closed		coding error	4/25/03	
67245	5.02		Midwest	3	2/27/03	LS6387-RS-Feature detail invalid or code set is included without a space after the FID for Feature X	E	C	Closed		Business Reqmts.	4/25/03	
71056	5.02	P	Midwest	2	4/25/03	IF0070-LSR-BAN1 invalid for CC	A	N	Closed	Cancelled - Open in Error	Table update	4/25/03	
68218	4.02	P	Midwest	2	3/17/03	Error for EXK/INVU FID	M	V	Closed		Account being assumed has /EXK or /LRN FID (S&E f	4/25/03	
68784	5.03		Southwest	2	3/26/03	Service order error when Listings sent	M	C	Closed		Placed in Production on 4/17. Placed into Monitor	4/25/03	
68692	5.03		Midwest	3	3/25/03	LS6650-DTU Feature U9Z-invalid value entered	S	N	Closed		Business Table data	4/28/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69457	5.02	P	Midwest	3	4/4/03	IF0148-LS-SCFA not found. IF0139-LS-LCFA not found. IF0137-LS-VCFA not found	A	N	Closed		Current data returned to table	4/28/03	
69459	5.03	P	Midwest	3	4/4/03	LS6547-PS-FEATURE NBA invalid	M	C	Closed		Business Reqmts.	4/28/03	
66784	5.02		Midwest	2	2/19/03	IF3067-Feature detail /RCU ESL & feature are prohibited	M	V	Closed		No new examples	4/28/03	
70244	5.03	P	Midwest	2	4/15/03	LS6391 Feature PCV6F is grandfathered	E	N	Closed		Misunderstood reqmts	4/28/03	
70879	5.03	P	SNET	2	4/23/03	EDI: 997 ACK sent to CLEC, no EDR10 created	A	N	Closed		missed step in trading partner set up	4/28/03	
68390	4.02	P	Midwest	2	3/20/03	LSNP-CCEA not found	B	V	Closed			4/28/03	
69415	5.02	P	Midwest	2	4/4/03	IF3117 - PS-FEATURE N8D not available in switch	M	N	Closed		Version upgrade of service CLEC Test environment	4/28/03	
69882	5.03	P	Midwest	3	4/10/03	IF3067 with Error Message PS-FEATURE DETAIL /RCU WBKAT and FEATURE are prohibited together: Optiona	M	V	Closed		fixed indirectly	4/28/03	
70995	5.03	P	SNET	3	4/24/03	LS4907 - DL-LACT data invalid; valid entry is N when ACT N,	E	V	Closed	Cancelled - Open in Error		4/28/03	
70141	5.03		Midwest	3	4/14/03	LS6387-Feature detain invalid or code set is included w/o a space after the FID	E	N	Closed		CR30221 will address this issue	4/28/03	
70142	5.03		Midwest	3	4/14/03	LS6389 Feature 2 or more LAU prohibited per LNUM	E	N	Closed		CR30221 will address this issue	4/28/03	
70857	5.03	P	Southwest	3	4/23/03	C added to USOC in error	M	D	Closed	Cancelled - Open in Error	missing value	4/28/03	
69230	5.02		Midwest	3	4/2/03	LS6327-Feature PGOEB invalid value entered	E	V	Closed		Table update	4/29/03	
69224	5.03		Midwest	3	4/2/03	LS6390-Feature PGOEB invalid for TOS value entered	E	V	Closed		Table update	4/29/03	
70146	5.02		Southwest	3	4/14/03	IF0148-SCFA not found-IF0139-LCFA not found -IF0137-VCFA not found	A	N	Closed		Bus. Table data	4/29/03	
69798	5.02	P	West	2	4/9/03	Pre-order: Account not recognized in CSI	CSI		Closed		When client first looked up account, the account w	4/29/03	
70956	5.03	P	Southwest	2	4/24/03	DID IND is X'd and grayed out, CLECs unable to choose	R	N	Closed	Cancelled - Open in Error	coded to spec	4/29/03	
70980	3.06	P	Southwest	2	4/24/03	Conversion PON did not error for suspended account		C	Closed		CR20489 issued	4/29/03	
68782	5.03		Southwest	3	3/26/03	LS0610-PS-FEATURE ZUNEL	S	V	Closed		Coding error	4/30/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69637	5.03	P	Southwest	3	4/8/03	IF0048-LSRPREQTYP invalid for ECCKT/TNS/OTN	E	D	Closed		Acct. disconnected-can't re-create	4/30/03	
67619	5.02		Midwest	3	3/6/03	L500-TN is invalid or unavailable	M	N	Closed		Code change made to allow Drop to Manual on 3/21	4/30/03	
71221	5.03	P	West	2	4/28/03	Pre-order: 014 error-Host System Unable To Process	CSI		Closed		Data timing issue-order resent-OK	5/1/03	
69876	5.03	P	West	3	4/10/03	CF294-Main listing locality & exch. Not valid for a PB/NB directory	M	N	Closed	Cancelled - Open in Error	valid error	5/1/03	
70942	5.03	P	Midwest	2	4/24/03	IF0143: Invalid Data: Cannot delete service		E	Closed	Cancelled - Open in Error		5/1/03	
69758	5.03		West	3	4/9/03	Pre-order: 503 error on CSI inquiry	CSI		Closed		fixed indirectly	5/1/03	
70849	5.03	P	West	2	4/23/03	Pre-order: working service does not exist	CSI		Closed	Cancelled - Open in Error		5/1/03	
69312	5.02	P	Midwest	2	4/3/03	Pre-order: 506 error	CSI		Closed		fixed indirectly	5/1/03	
70484	5.03	P	ALL	2	4/17/03	Pre-order: Listing Style code errors	Listing Request		Closed	Cancelled - Duplicate		5/1/03	
71309	5.03	P	West	2	4/29/03	Pre-order: 014: Host System Unable To Process when pulling CSI	CSI		Closed	Cancelled - Open in Error		5/1/03	
71320	5.03	P	Southwest	2	4/29/03	Pre-order: Consolidated CSI not returned	CSI		Closed	Cancelled - Open in Error		5/1/03	
70999	5.03	P	Southwest	2	4/24/03	IFO178- EU-Service Address does not match existing lines	M	C	Closed		CR30369 iss'd	5/1/03	
71473	5.02	P	Midwest	1	5/1/03	PON stuck in New	M	V	Closed	Cancelled - Duplicate		5/1/03	
71055	5.03	P	West	2	4/25/03	Pre-order: Customer account not recognized	TN Resv.		Closed		fixed indirectly	5/1/03	
71316	5.03	P	Southwest	3	4/29/03	IF3060-PS-FEATURE RC3 ALREADY EXISTS	M	C	Closed		fixed indirectly	5/1/03	
70475	5.03	P	Southwest	2	4/17/03	KSTOL USOC removed in error	M	V	Closed		fixed	5/1/03	
71277	5.02	P	West	2	4/29/03	IF0030 LS-All telephone numbers must be on the same account	A	N	Closed		Data timing issue-order resent-OK	5/1/03	
71066	5.02	P	Southwest	3	4/25/03	LS6705-LSNP-CFA required	B	V	Closed		Table update	5/1/03	
70866	5.03	P	Southwest	2	4/23/03	LS6482-LS-CFA required	A	N	Closed		Table update 4/30	5/1/03	
70994	5.03	P	Midwest	3	4/24/03	LS6538-RS-FEATURE EVB permitted on only last line of hunt group	E	C	Closed		Undetermined	5/1/03	
70176	5.03		Southwest	3	4/14/03	IF0177-TNS all lines must exist at same physical address	M	C	Closed		Fixed	5/1/03	
71074	5.03	P	Southwest	3	4/25/03	IF0056-LS-CFA invalid, channel occupied	A	N	Closed		fixed indirectly	5/1/03	
70435	5.03	P	Southwest	3	4/17/03	LS6331-Feature 9Z4LL is req'd with feature LFV	E	V	Closed			5/1/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
71299	5.03	P	Midwest	3	4/29/03	IF1017-LSR-SPEC invalid no bridged tap present on loop	A	N	Closed	Cancelled - Open in Error	CLEC resubmitted with SPEC= UALM32, the order conf	5/1/03	
70335	5.02	P	West	3	4/16/03	Pre-order: Account not recognized in CSI	CSI		Closed		fixed indirectly	5/1/03	
70386	5.03	P	Southwest	3	4/16/03	IF3200-PS-FEATURE SRPAN REQUIRED WITH /ELC	M	C	Closed		PON completed	5/2/03	
70064	5.03	P	Midwest	3	4/11/03	LS6327-RS-FEATURE ZCFDA invalid value entered	E	V	Closed		Table update	5/2/03	
70337	5.03	P	Midwest	3	4/16/03	IF0070-Recv'g reject BAN1 invalid for CC	A	N	Closed	Cancelled - Open in Error		5/2/03	
70862	5.03	P	SNET	3	4/23/03	Pre-order: CKT displayed working in two areas	Loop Qual		Closed			5/2/03	
71515	5.03	P	Southwest	3	5/1/03	IF0009-EU-SERVICE ADDRESS INVALID	M	C	Closed		Error checker temporarily turned off	5/2/03	
71517	5.03	P	West	3	5/1/03	Pre-order: 034, no TNs available, when trying to reserve random TN.	TN Resv.		Closed	Cancelled - Open in Error	CLEC retried reservation and was successful	5/2/03	
71425	5.03	P	SNET	3	4/30/03	IF0015 - LS-ECCKT not found	A	D	Closed	Cancelled - Open in Error	Not an order system issue	5/2/03	
71322	5.03	P	West	2	4/29/03	Pre-order: 034 error No Telephone numbers available	TN Resv.		Closed		TCAT added	5/5/03	
71081	5.03	P	West	2	4/25/03	Pre-order: TNs not available for reservation	TN Resv.		Closed		TCAT added	5/5/03	
70290	5.03	P	Midwest	2	4/15/03	Pre Order-unable to reserve valid TNs	TN Resv.		Closed			5/5/03	
70661	5.03	P	Midwest	3	4/21/03	ACT S to add ZRUS generated incorrect service order.	M	S	Closed			5/5/03	
69750	5.03		West	3	4/9/03	IF0075-LSNP-CCEA invalid, channel occupied	B	V	Closed		fixed indirectly	5/5/03	
69117	5.03		Midwest	2	4/1/03	RTV1N in block field should have rejected	E	N	Closed		CR20009 (implemented 3/15/03) indicates the CLEC n	5/5/03	
68477	5.02		Midwest	3	3/21/03	IF1006-LS-Shared NOR doesn't contain Line sharing	A	D	Closed		fixed indirectly	5/5/03	
68800	5.02		Midwest	3	3/26/03	IF1021- LSR: SPEC IS NOT VALID WITH NC/NCI/SECNCI COMBINATION.: UNBLDA	A	C	Closed		Fixed	5/5/03	
69439	5.03	P	Southwest	2	4/4/03	Abend in production LR16511A Transaction			Closed		Fixed	5/5/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
71184	5.02	P	Southwest	2	4/28/03	EDI PON rejected for excessive TNs	J	V	Closed		Reflowed successfully	5/6/03	
68387	5.03		Midwest	3	3/20/03	IF0157-BLOCK values K & M must be requested together	M	V	Closed		Blocking field increased in size	5/6/03	
67365	5.02		Midwest	3	3/3/03	IF0002 PS: PIC INVALID FOR CENTRAL OFFICE	M	V	Closed		Fixed	5/6/03	
71689	5.03	P	Southwest	2	5/5/03	IF3123-Feature Detail invalid data /CFN req'd	E	C	Closed		To Be covered by CR 000050	5/6/03	
71764	5.02	P	West	3	5/5/03	IF1004-LS-SHARED NBR already has Line Sharing	A	N	Closed		Error code was returned correctly	5/6/03	
70622	5.02	P	Midwest	2	4/21/03	DM1100 (S1405) PON dropped to manual	M	V	Closed		fixed	5/6/03	
71210	5.03	P	Southwest	2	4/28/03	LS6482-LS-CFA required	A	N	Closed		Table update	5/6/03	
67974	ALL		Midwest	2	3/13/03	Combined Loop w/ Unbundled Local Switching	M	N	Closed		fixed	5/6/03	
66886	5		Midwest	3	2/20/03	A message text was changed for T103			Closed		Fixed	5/6/03	
71870	4.02	P	Midwest	1	5/6/03	Retain listing requested by CLEC not on order	M	V	Closed	Cancelled - Open in Error	Working as designed. A new project initiative ma	5/6/03	
70583	5.02	P	Midwest	3	4/18/03	IF0027-LSR - ATN NOT FOUND	E	N	Closed		Could not duplicate the error. No new examples fou	5/6/03	
71622	5.02	P	West	1	5/2/03	Unexpected triggering of XG0127	A	N	Closed		This is not a system error. The orders had not co	5/6/03	
71327	5.03	P	Southwest	3	4/29/03	IF0067-LSR-BAN1 not found	M	V	Closed		fixed indirectly	5/7/03	
69965	5.02	P	West	2	4/11/03	Pre-order: CSR not appearing in backend systems	CSR		Closed		Table update	5/7/03	
71163	5.03	P	West	2	4/28/03	Pre-order: 014 error-Host System Unable To Process	CSI		Closed		Retest Successful	5/7/03	
71296	5.03		Southwest	3	4/29/03	Pre-order-BILL-ON returned for ATN-CSI response for EDI/CORBA	CSI		Closed		Retest Successful	5/7/03	
71212	5.03	P	Midwest	3	4/28/03	Pre-order: 034 error 03 TN Resv. failed	TN Resv.		Closed		fixed indirectly	5/8/03	
71058	5.03	P	Midwest	3	4/25/03	Pre-order: incorrect NPA/NXX	Address validation		Closed	Cancelled - Open in Error		5/8/03	
69460	5.02	P	Midwest	2	4/4/03	No TN validation done for DRS1 feature	M	N	Closed		fixed indirectly	5/8/03	
70425	5.02, 5.03	P	West	2	4/17/03	Post status error	ALL		Closed		Fixed	5/8/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
71492	5.03	P	West	2	5/1/03	Pre-order: 034, no TNs available, when trying to reserve random TN.	TN Resv.		Closed		Fixed	5/8/03	
71818	5.03	P	Southwest	3	5/6/03	IF3060 PS-FEATURE RC3 ALREADY EXISTS	M	C	Closed		Fixed	5/8/03	
68214	5.03		Midwest	2	3/17/03	IF3117-FEATURE Block 976 only calls not available in switch	M	V	Closed		Fixed	5/8/03	
68575	5.02 & 5.03	P	West	2	3/24/03	Unexpected drop to manual	A	N	Closed		Table update	5/8/03	
68192	5.02		West	3	3/17/03	IF0075-LSNP-CCEA invalid, channel occupied	B	V	Closed	Cancelled - Open in Error	PON cancelled	5/8/03	
71468	5.03	P	West	2	5/1/03	Pre-order: 034-Telephone Number(s) Not Available	TN Resv.		Closed		fixed indirectly	5/8/03	
71483	5.02	P	West	3	5/1/03	LS7235 DL-LNFN invalid	J	R	Closed		Table update	5/8/03	
71520	5.03	P	Southwest	3	5/1/03	IF0066-PS-LST INCORRECT FOR TNS	M	V	Closed		CR30384 issued	5/8/03	
68403	5.02		West	3	3/20/03	IF0148,0139 & 0137-SCFA, LCFA & VCFA not found	A	N	Closed	Cancelled - Open in Error	Open in error	5/8/03	
69167	5.03		Midwest	2	4/1/03	Block activity on LSR not being forwarded to order	M	N	Closed		Table update	5/8/03	
67595	5.02		Southwest	3	3/6/03	IF0066 PS-LST INCORRECT FOR TNS	N	V	Closed		CABS table updated	5/8/03	
70172	5.03	P	West	3	4/14/03	Pre-order: 034-Unable to reserve address	Address reservation		Closed		CR20878 issued	5/8/03	
70998	5.02, 5.03	P	West	2	4/24/03	PON did not error for blocking G on residence account	M	C	Closed		CR030397 issued	5/8/03	
68654	5.03	P	Midwest	2	3/25/03	Pre-order: DIRIDL- directory identifier. is giving the primary directory code instead of the fore	DL inquiry		Closed		To be covered by CR 020944	5/8/03	
68029	5.03		Midwest	2	3/14/03	RTV1N added in error	E	U	Closed		CR30393 issued	5/8/03	
69914	5.03	P	Southwest	3	4/10/03	IF0018-PS-TNS not found	M	C	Closed	Cancelled - Duplicate	CR03196 issued	5/8/03	
71518	5.03	P	Midwest	3	5/1/03	Pre-order: address validation error	Address validation		Closed	Cancelled - Open in Error	No LIV entries for the address which is why the ra	5/8/03	
71975	5.03	P	Midwest	3	5/7/03	Pre-order: 503-No information found. Can't pull up C orders in order status	Order Status		Closed	Cancelled - Open in Error	Able to see service orders. Not a systems issue.	5/8/03	
70782	5.03	P	Southwest	2	4/22/03	Missing LA and Primary FID	M	N	Closed		Table update	5/9/03	
69890	5.03	P	Southwest	2	4/10/03	DEL ENTRY IS MISSING FROM TOLL FILE GUIDE SERVICE ORDER	M	N	Closed		Table update	5/9/03	
67309	5.02		West	2	2/28/03	IF0058 LSR-CC invalid for TNS/ECCKT	A	D	Closed		Table update	5/9/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
72039	5.02, 5.03	P	Midwest	2	5/8/03	Line losses not generated on circuits	ALL		Closed	Cancelled - Open in Error	TNS not on order	5/9/03	
70686	5.03		West	3	4/21/03	LS6650-DTU-FEATURE (trks) T16CB invalid value entered	S	V	Closed		Table update req'd	5/9/03	
70221	5.02	P	ALL	3	4/15/03	Order stuck in queue	M	V	Closed		software update	5/9/03	
66428	5.02		Midwest	3	2/12/03	PON ATS063830001CD1A did not get processed.	A	D	Closed		corrected code	5/9/03	
66569	5		Midwest	3	2/14/03	Receiving incorrect DM 0014	C	V	Closed		Table update	5/9/03	
66717	4.02		Midwest	3	2/18/03	Error code G343-Change on nonexistent Line/Feature RCU	M	C	Closed		corrected code	5/9/03	
69169	5.03	P	Midwest	3	4/1/03	LS6483-CCEA req'd when NC/NCI represent the same level of service	A	N	Closed		fixed indirectly	5/9/03	
71076	5.03	P	SNET	3	4/25/03	LS6390 - RS-FEATURE (UV6, UV5, UV2, HBR) invalid for TOS value entered.	E	T	Closed		Table update	5/9/03	
68767	5.03		Southwest	2	3/26/03	Pre-order: address validation error	Address validation		Closed	Cancelled - Open in Error		5/9/03	
71817	5.03	P	SNET	3	5/6/03	IF0018-PS-TNS NOT FOUND	M	V	Closed		One time occurrence-can't re-create	5/12/03	
71463	5.02	P	Midwest	1	5/1/03	EDI 865 Transactions: DTM 01segment is missing	E	V	Closed		Vendor patch received and installed-being monitore	5/12/03	
71938	4.02	P	Midwest	2	5/7/03	M301 - Info incomplete: need service details on the order	K	C	Closed	Cancelled - Open in Error		5/12/03	
70085	3.06, 5.03	P	Midwest	2	4/12/03	LSR Versions processed incorrectly	M		Closed	Cancelled - Open in Error		5/12/03	
66957	5.02		Southwest	3	2/21/03	LS6348-RS-Feature EXCA+ or OLK++ requires/ELC LCP with Line Assignable USOC	E	C	Closed			5/13/03	
71882	5.03	P	Midwest	2	5/6/03	XG0580 -BAN not found on table, unable to derive	A	N	Closed	Cancelled - Open in Error		5/13/03	
71611	5.03	P	Southwest	3	5/2/03	IF0075-LSNP-CCEA invalid, channel occupied	B	V	Closed		can't recreate	5/13/03	
71694	5.03	P	West	3	5/5/03	IF0081 LSR-ACT invalid for TNS/ECCKT status	M	C	Closed		Undetermined	5/13/03	
72051		P	Midwest	1	5/8/03	Requests stuck in Pending			Closed		Table update	5/13/03	
70289	5.03	P	Midwest	3	4/15/03	LCC populating incorrectly	M	N	Closed		fixed indirectly	5/14/03	
71823	5.03	P	West	1	5/6/03	Invalid format for IMP on service order	A	D,N	Closed		SORD CR#O-1597B being worked on	5/14/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69671	5.03	P	Southwest	3	4/8/03	LS6764 AND LS6763 RPL-FEATURE (SECLOC) 1RA1X invalid value	K	N	Closed		Table update	5/14/03	
67972	5.02		Midwest	3	3/13/03	IF0002-PIC invalid for C.O & IF0004-LPIC invalid for CO	M	V	Closed		fixed indirectly	5/14/03	
71051	5.03	P	Midwest	3	4/25/03	IF0127-LS-CCEA not found	A	V	Closed	Cancelled - Open in Error		5/14/03	
68872	5.02		SNET	2	3/27/03	IF0140 LS-SCFA invalid, channel occupied. IF0138 LS-LCFA invalid, channel occupied. F0053	A	N	Closed	Cancelled - Open in Error		5/14/03	
71892	5.03	P	Midwest	2	5/6/03	IF0112 -LSR: TOS INVALID, CHANGE FROM BUS TO RES PROHIBITED	E	C	Closed	Cancelled - Duplicate		5/14/03	
70848	5.03	P	West	2	4/23/03	Pre-order: working service does not exist	CSI		Closed	Cancelled - Open in Error		5/14/03	
68416	5.03		Midwest	3	3/20/03	IF0143-Invalid value, TAP only allowed on one line	M	V	Closed		Table update	5/15/03	
68219	5.03		Midwest	3	3/17/03	IF0081-LSR-ACT invalid for TNS/ECCKT status	E	B	Closed			5/15/03	
68050	5.02		Midwest	3	3/14/03	IF0143 INVALID DATA: Invalid Value-Class of Service	M	N	Closed		unable to duplicate	5/15/03	
67656	5.02		Midwest	2	3/7/03	IF0143-Invalid data-Listing incomplete, invalid or missing	M	V	Closed		Coding error	5/15/03	
67646	5.02		Midwest	3	3/7/03	IF0143-Invalid value: Invalid data: Product EVD is not valid for the account switch DTRTMUVDSDO	M	N	Closed		Coding error	5/15/03	
67918	5.02		Midwest	2	3/12/03	LS6328-RS-Feature detail req'd for Feature OCR	E	N	Closed		Table Update	5/15/03	
72007	5.02		Midwest	2	5/8/03	Req. B & C PON's stuck in New status	B,C		Closed		User issue	5/15/03	
70183	5.02, 5.03	P	ALL	3	4/14/03	LS5000 edit not triggering	Y	2	Closed		Table update	5/15/03	
69737	5.03	P	Southwest	3	4/9/03	IF3004-Feature Detail/ELC invalid data	E	C	Closed		Code Fix	5/15/03	
67931	5.03		Midwest	2	3/12/03	IF0070-Recv'g invalid reject for CC	A	N	Closed		To be comp'd by CABS	5/15/03	
70581	5.03	P	Southwest	3	4/18/03	MTP N did not populate on service order	E	D	Closed		Code Fix	5/15/03	
69879	5.02	P	Midwest	3	4/10/03	Can't remove a feature in an active pkg	E	Y	Closed		can't recreate	5/15/03	
70772	5.03	P	Midwest	3	4/22/03	IF0123 PS: BLOCK ALREADY EXISTS DRS1X	M	C	Closed		CR30402 issued	5/15/03	
71082	4.02		Midwest	2	4/25/03	Incorrect Due on CLEC order	A	N	Closed		Code is corrected	5/15/03	
71766	5.03	P	Midwest	2	5/5/03	IF 0123 Block already exists.	M	C	Closed		CR30402 issued	5/15/03	
68604	4.02		Midwest	2	3/24/03	Invalid reject for "NO CALLING PLANS FOR USOCs	E	V	Closed	Cancelled - Duplicate		5/15/03	
70791	5.03	P	Midwest	2	4/22/03	Pre-order: Incorrect zip code on CSI	CSI		Closed		coding change	5/15/03	
70663	5.03	P	Midwest	2	4/21/03	Pre-order: error code 014 for CSI on ATN	CSI inquiry		Closed		corrected code	5/15/03	

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69896	5.03		Midwest	3	4/10/03	Pre-order: Wrong Class of Service on CSI response	CSI		Closed		Code fix	5/15/03	
71872	4.02, 5.02	P	Midwest	1	5/6/03	USOC's are appearing on the CSR, but are not being shown on the migration service order.	M	V	Closed		Design fix	5/16/03	
71885	5.03	P	West	3	5/6/03	Pre-order: unable to validate address	CSI		Closed		Table update	5/16/03	
72607	5.02	P	Southwest	3	5/16/03	IF3060-Feature NWT already exists	M	C	Closed	Cancelled - Open in Error		5/16/03	
72230	5.02	P	Southwest	3	5/12/03	LS0657 didn't trigger as expected in ver 5.02	M	F,M	Closed		fixed indirectly	5/16/03	
71423	5.03	P	West	3	4/30/03	IF0128 LSNP-CCEA not found	B	V	Closed		Order resubmitted and was successful	5/16/03	
71490	5.03	P	Midwest	3	5/1/03	IF0126-LS-CCEA invalid, channel occupied	A	C	Closed	Cancelled - Open in Error		5/16/03	
68394	4.02		Midwest	1	3/20/03	ACT V order erring in 1PE for E456 NOT ALLOWED WITH BTN	M	V	Closed		Code update	5/16/03	
69099	4.02		Midwest	3	4/1/03	DNP removed in error	M	V	Closed		Code update	5/16/03	
70444	5.03	P	SNET	3	4/17/03	IF0015 LS-ECCKT not found	A		Closed		Fixed	5/19/03	
72037	5.03	P	Midwest	2	5/8/03	Number portability NP, Act V , Conv. w/change	C	V	Closed		fixed indirectly	5/19/03	
70841	5.03	P	Midwest	2	4/23/03	Pre-order: 503-No information found:BIS_ONF	Loop Qual		Closed		Hardware limitation	5/19/03	
72417	5.0x	P	Midwest	3	5/14/03	Pre order-Enhanced Verigate can't validate address	Address Validation		Closed		Table update	5/19/03	
70764	5.03	P	Midwest	2	4/22/03	LS1015-RS-FEATURE LAU USOC required when ACT N, T, V LNA N, V	E	N	Closed		Table update	5/19/03	
71521	5.02	P	West	2	5/1/03	Feature error on service orders from a CLEC change PON	M	C	Closed		USOC Table update	5/19/03	
70797	5.03	P	West	3	4/22/03	Pre-order: PON & TN - POS Inquiry not pulling by WTN	POS Inquiry		Closed	Cancelled - Open in Error	coded to spec. WTN is not a search option in the	5/19/03	
69454	5.03	P	Southwest	3	4/4/03	IF0081 LSR-ACT invalid for TNS/ECCKT status	E	V	Closed		fixed indirectly	5/20/03	
71729	5.03	P	Southwest	2	5/5/03	Pre-order: CC not authorized	Posted order status		Closed		Code fix	5/20/03	
70465	5.03	P	SNET	3	4/17/03	IF0015 - LS-ECCKT not found	A	D	Closed		Timing issue in CABS fixed	5/20/03	
70569	5.03	P	SNET	3	4/18/03	Pre-order: CCEA data incorrect	CFA Inquiry		Closed		Table update	5/20/03	

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69881	5.03		Midwest	2	4/10/03	Pre-order: incorrect ZIP Code on CSI inquiry	Pre Order		Closed		Code update	5/20/03	
72257	5.01	P	Midwest	3	5/12/03	Recvd by AAS with :in: only, no corresponding "out"	J	R	Closed		Table update	5/20/03	
72254	5.03	P	SNET	3	5/12/03	IF0128-CCEA not found-PON H01281388	B	V	Closed	Cancelled - Open in Error		5/20/03	
72612	5.0X	P	Midwest	2	5/16/03	Loop Qual & MLR got no response	Loop Qual		Closed	Cancelled - Open in Error		5/20/03	
72749	5.03	P	Midwest	3	5/19/03	Pre-order: 050: description company code not authorized	Provisioning order Status		Closed	Cancelled - Open in Error		5/20/03	
72221	5.03	P	SNET	3	5/12/03	IF0015-ECCKT not found	A	D	Closed		Timing issue in CABS fixed	5/20/03	
72582	5.03	P	Midwest	2	5/16/03	Orders DTM that should be flow through	B	V	Closed		Table Update	5/20/03	
72167	5.03	P	Midwest	2	5/9/03	Pre order-not receiving "sent" info for MLR	Loop Qual		Closed	Cancelled - Open in Error		5/20/03	
70378	5.03	P	Midwest	2	4/16/03	Pre-order: CSI responses not coming back on ATNs or WTNs	CSI		Closed		Code update	5/20/03	
67685	5.02		West	3	3/7/03	IF0146 Error triggering incorrectly	E	N	Closed		No new examples	5/20/03	
72647	5.0X	P	Midwest	2	5/16/03	Pre order-Web Verigate returning wrong RACF	Loop Qual		Closed		Table update	5/20/03	
67581	5.02,5 .03	P	Midwest	2	3/6/03	The LNP service order of a REQ Type B request is erring in 1PE for missing CRO and RRSO data. RUF is also missing at line level	C	V	Closed		Coding error fixed	5/21/03	
70051	5.02	P	Midwest	3	4/11/03	LS6441-PS-FEATURE MWN, MV5, or M1W require FEATURE EVB or EVD	M	V	Closed		No new examples	5/21/03	
68742	5.03		Midwest	2	3/26/03	IF0127 - LS-CCEA not found	A	N	Closed		fixed indirectly	5/21/03	
72858	5.03	P	Midwest	3	5/20/03	Error 503 pulling CLLI code	CLLI Inquiry		Closed	Cancelled - Open in Error		5/21/03	
72634	5.03	P	Midwest	2	5/16/03	OBTN in bill section of CPO POTS order invalidly	M	C	Closed		Code update	5/21/03	
72428	5.02	P	Midwest	3	5/14/03	IF1006-Shared NBR doesn't have line sharing	A	D	Closed		No fix	5/21/03	
72796	5.02	P	Midwest	2	5/20/03	Service Order error for missing RUF 1 FID	M	V	Closed	Cancelled - Duplicate		5/21/03	
71170	5.02	P	Midwest	3	4/28/03	TCID applied incorrectly on service orders	M, E	D	Closed		No fix	5/21/03	
72408	5.03	P	Southwest	3	5/14/03	IF0018-TNS not found	F	C	Closed			5/21/03	
68281	5.02		Midwest	2	3/18/03	Drop to manual error for LSNP	B	V	Closed		Code modification	5/21/03	
68660	5.02,5 .03		Midwest	2	3/25/03	Directory Listing generated invalid service order	E	V	Closed		Code update	5/21/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
69241	5.03	P	Midwest	2	4/2/03	DRS1X USOC generated invalid service order	M	C	Closed		Code update	5/21/03	
70428	5.02, 5.03	P	Midwest	2	4/17/03	Duplicate jeopardy messages	A		Closed		Code update	5/21/03	
70792	4.02	P	Midwest	2	4/22/03	Invalid reject for DTNRQ	T	C	Closed		Code update	5/21/03	
69731	5.03	P	Midwest	3	4/9/03	LS5535-LSR-NNSP invalid	C	V	Closed		Code update	5/21/03	
70254	5.03		Southwest	3	4/15/03	LS6647 Feature NST invalid value entered	W	V	Closed		Table update	5/21/03	
71075	5.03	P	SNET	3	4/25/03	LS6327- RS-FEATURE (UV6, UV5, UV2, HBR) invalid value entered.	E	T	Closed		Table update	5/21/03	
72222	5.03	P	Midwest	3	5/12/03	LS6389-Feature 2 our more LAU prohibited per LNUM	E	V	Closed		Table update	5/21/03	
71570	5.02	P	Midwest	3	5/2/03	Feature detail /RCU DRS2S & Feature are prohibited	M	C	Closed	Cancelled - Duplicate		5/21/03	
67921	5.02		Southwest	3	3/12/03	LS0126-CCEA invalid, channel occupied	A	N	Closed		PON completed	5/22/03	
72306	5.03	P	West	3	5/13/03	IF0126-LS-CCEA invalid, channel occupied	A	N	Closed		No fix	5/22/03	
68957	5.03		West	3	3/28/03	IF0127-LS-CCEA not found	A	C	Closed	Cancelled - Open in Error	NAC reports TN is ported out to a CLEC	5/22/03	
71956	5.03	P	Midwest	2	5/7/03	Pre-order 503-No information found			Closed	Address validation	Cancelled - Open in Error	5/22/03	
72610	5.03	P	Southwest	3	5/16/03	IF0009 Service address invalid	M	T	Closed		Table update	5/22/03	
72305	5.03	P	West	3	5/13/03	LS5561-Feature PUB req'd when Name populated	E	C	Closed		No fix	5/22/03	
71493	5.03	P	West	3	5/1/03	LS6721 PS-PIC data invalid	M	C	Closed		Table update	5/22/03	
72342	5.03	P	SNET	3	5/13/03	IF0015-ECCKT not found	A	D	Closed	Cancelled - Open in Error	Not an order system error. Awaiting billing recor	5/22/03	
71167	5.03	P	Midwest	2	4/28/03	Pre-Order: no pots line established on CSI	CSI		Closed		Table update	5/23/03	
71168	5.03	P	Midwest	2	4/28/03	Pre-Order: no pots line established on CSI	CSI		Closed		Table update	5/23/03	
72802	5.02	P	Midwest, West, Southwest	2	5/20/03	Invalid ECCKT formats on FOC	A	N	Closed	Cancelled - Open in Error	The UNE1 on the order data sent was the invalid fo	5/23/03	
72083	5.02	P	Midwest	1	5/9/03	IF0143-Invalid data: TN is invalid or unavailable	E	N	Closed		Fix applied	5/23/03	
72601	5.03	P	Midwest	2	5/16/03	IF0098-DL Invalid value for book	J		Closed		Table update	5/23/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
72654	5.02	P	West	3	5/16/03	Pre order- "no pots line established"	CSI Inquiry		Closed	Cancelled - Open in Error	There were 2 live accounts associated with the TN.	5/23/03	
69891	5.03	P	Midwest	2	4/10/03	Pre-Order: 014 error when attempting CSI inquiry	CSI		Closed		Code update	5/23/03	
72590	5.0X	P	Southwest	2	5/16/03	Pre order-Acct TN can't be retrieved	Loop Qual		Closed	Cancelled - Open in Error	Cannot duplicate the error	5/23/03	
72347	5.03	P	Midwest	2	5/13/03	Pre order web Verigate recv'g 503 error code	CSI		Closed		No fix	5/23/03	
72750	5.03	P	West	2	5/19/03	Pre order- "no pots line established"	CSI Inquiry		Closed	Cancelled - Open in Error	Pre-qual done by Service address requiring the tra	5/23/03	
72822	5.03	P	Midwest	2	5/20/03	Pre-order: Loop Qual response error	Loop Qual		Closed	Cancelled - Open in Error	MLR takes 3-5 days to process,	5/23/03	
72840	5.03	P	Midwest	2	5/20/03	Pre-order: 503 error. Loop Qual response	Loop Qual		Closed	Cancelled - Duplicate		5/23/03	
72845	5.02	P	West	2	5/20/03	Order did not flow-through. Error: EACH TNGRP MUST HAVE AT LEAST 1 SI AGGREGATE	M	D	Closed		Code update	5/27/03	
72728	5.03	P	Midwest	2	5/19/03	LS6646 DPR-FEATURE TMBCX invalid value entered	T		Closed		Table update for TVX and TMBCX	5/27/03	
72923	5.03	P	Midwest	2	5/21/03	LS6390: RS-FEATURE ZCFV1 invalid for TOS value entered. and LS6327: RS-FEATURE ZCFV1 invalid value	E		Closed		Table update for USOC ZCFV1	5/27/03	
73062	5.03	P	Midwest	1	5/23/03	PON stuck in New status	M		Closed		System was not up for testing. No system problem	5/27/03	
72655	5.02	P	West	3	5/16/03	Pre order- "no pots line established"	CSI Inquiry		Closed		CSI lookup conducted before accounts established i	5/27/03	
72916	5.03	P	Southwest	3	5/21/03	IF0066 PS-LST INCORRECT FOR TNS	M	V	Closed		CABS updated with correct CLLI and LERG	5/28/03	
72841	5.03	P	West	3	5/20/03	IF0058-CC invalid for TNS/ECCKT	A	D	Closed		MI records corrected. CLEC issued a manual order	5/28/03	
72423	5.03	P	Southwest	3	5/14/03	LS4319-ATN req'd when REQ TYP E,K,P,R,T or Z	E	T	Closed	Cancelled - Open in Error	PON submitted manually	5/28/03	
69585	5.03	P	SNET	3	4/7/03	IF0018 - PS - TNs not found -	M	V	Closed		Account corrected in Billing	5/28/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
71935	5.03	P	SNET	3	5/7/03	LS6387 - RS-FEATURE DETAIL invalid	E	C	Closed		Table update for DPA FID. Defect has been in a pr	5/28/03	
72125	5.03	P	Southwest	3	5/9/03	IF0009-Service address invalid	M	T	Closed		Out of sync error with address update. Address up	5/28/03	
72653	5.03	P	Southwest	3	5/16/03	LS6390-Feature OANX1 invalid for TOS value entered	E	C	Closed		Table update for USOCs OANX1 and OANA1	5/28/03	
72733	5.03		West	3	5/19/03	IF0127 LS-CCEA not found	P	V	Closed	Cancelled - Open in Error	TN part of DID and can't have line share	5/28/03	
68890	5.03		Midwest	3	3/27/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	Pre Order		Closed		Table update	5/28/03	
70577	5.03	P	Midwest	3	4/18/03	Invalid value for fieldname, value: TITLE1	M	N	Closed		CR 030358 opened for EDIT change	5/28/03	
72414	5.03	P	Midwest	3	5/14/03	IF0067-LSR-BAN1 not found	B	V	Closed		Accessible Letter sent (CLECAM03-131) on 4-17-200	5/29/03	
68597	5.03	P	Midwest	2	3/24/03	PON did not flow-through	M	N	Closed		Retest rejected on 5/16/03. Fix will be incorpora	5/29/03	
73082	5.03	P	Midwest	2	5/23/03	Pre-order: CSI Response: RESPD 509: System Time out	CSI		Closed		Transaction re-sent with no issues	5/29/03	
66470	5.02		Midwest	3	2/13/03	LS5493-PS-Feature duplicate features prohibited: RCU	M	C	Closed		fixed	5/29/03	
72850	5.03	P	Midwest	2	5/20/03	EDI error for NBANK SA59, but not appearing	T		Closed	Cancelled - Open in Error	Input not formatted correctly	5/29/03	
70947	5.02	P	Midwest	3	4/24/03	Telephone Assistance Plan not allowed on CLEC order	M	V	Closed		No new examples have occurred. Unable to reproduc	5/29/03	
73081	5.03	P	West	3	5/23/03	Pre-order: 009 CC not valid	Address Validation		Closed	Cancelled - Open in Error	Issue with user ID and not CC. ID updated	5/30/03	
73428	5.03	P	Midwest	2	5/30/03	Pre-order: POTS line not established	TN Reservation		Closed		TN was disconnected	5/30/03	
72904	5.02	P	Southwest	4	5/21/03	PON flow-through error	J	R	Closed	Cancelled - Open in Error	REQTYP J is not mech order gen eligible	5/30/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
72656	5.02	P	Midwest	3	5/16/03	Pre order- "no pots line established"	CSI Inquiry		Closed		TN Range updated	5/30/03	
67320	5.02		Midwest	3	2/28/03	LS2992 RPL-LNA (PRI) req'd when CKTA is N,V, or T, prohibited with D or W	K	C	Closed		CR30149 issued	5/30/03	
73141	5.03	P	Midwest	1	5/27/03	PON stuck in New status	M		Closed		Internal fix	5/30/03	
73200	5.03	P	Southwest	3	5/27/03	Pre-order: address mismatch	Address Validation		Closed	Cancelled - Open in Error	SBC does not access to these addresses due prior a	5/30/03	
73225	5.03	P	West	3	5/27/03	IF3061 PS-FEATURE EVD does not exist on CSR.	M	C	Closed	Cancelled - Open in Error	Determined to be valid reject	5/30/03	
71814	5.03	P	Southwest	2	5/6/03	Pre-order: 014-Host System Unable To Process for TN Resv.	TN Resv.		Closed		Table update	6/1/03	
72732	5.03	P	Midwest	2	5/19/03	Pre-order: 014 Host system unable to process transaction	CSI Inquiry		Closed	Cancelled - Open in Error	Error no longer being returned	6/2/03	
68480	5.03		Midwest	2	3/21/03	Pre-order-Additional listings showing incorrect format	CSI		Closed		Code update	6/2/03	
72502	5.03	P	West	3	5/15/03	IF0042-ACT requires full disposition	E	Y	Closed		Record order issued to correct MI records	6/2/03	
71324	3.06	P	Southwest	3	4/29/03	LS0969-INTERLATA PIC IND data is invalid, valid entries: NNNN,NONE,NA	M	N	Closed		Table update	6/2/03	
73478	5.03	P	Midwest	2	6/2/03	Pre-order: 034: no TN's available.	Address Validation		Closed	Cancelled - Duplicate		6/2/03	
72216	5.02	P	Midwest	1	5/12/03	LSR had SBC project name, instead of DTM	B	V	Closed		Code fix on the code hierarchy for LSNP.	6/2/03	
70260	5.03		West	3	4/15/03	IF0033 All TN's must be on the same account	E	V	Closed		Code correction	6/2/03	
69220	5.03	P	Southwest	3	4/2/03	IF3180-Feature invalid, must be equivalent of CSR Laura	M	V	Closed		code fix to check class of service for 3 character	6/2/03	
70495	5.02	P	Midwest	2	4/17/03	LS6661 - PS-FEATURE NSD is required with FEATURE N8D	M	T	Closed		Code correction	6/2/03	
70173	5.02		Midwest	2	4/14/03	IF0128-LSNP-CCEA not found	B	V	Closed		Code fix to Circuit Provisioning	6/2/03	
73102	5.03	P	Midwest	4	5/23/03	LS4432 LSR-REMARKS valid entry is 1-160 A/N/S. See LSOR for valid spec characters	X	V	Closed	Cancelled - Open in Error	Dash not entered on PON	6/3/03	
69018	5.02	P	ALL	2	3/31/03	IF0143-Invalid Data: LTN must be associated with WTN	M	V	Closed		Table update	6/3/03	

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71731	5.03	P	Southwest	2	5/5/03	Pre-order: 503 no information found	Loop Qual		Closed	Cancelled - Open in Error	Data is received by the PREMIS/SAG bureaus directl	6/3/03	
73381	5.03	P	Midwest	2	5/29/03	Unprintable characters being generated for Service Order	A	D	Closed		Internal code fix	6/3/03	
73403	5.03	P	Southwest	3	5/29/03	014 - Host System Unable To Process Transaction when trying a Directory Listing Inquiry	DL inquiry		Closed		Reset database	6/3/03	
73453	5.02	P	Midwest	3	5/30/03	IF0002-PS: PIC INVALID FOR CENTRAL OFFICE	M	V	Closed	Cancelled - Duplicate		6/3/03	
73439	5.03	P	Southwest	3	5/30/03	IF0018 PS-TNS not found	M	D	Closed	Cancelled - Duplicate		6/3/03	
70558	4.02	P	Midwest	2	4/18/03	900/976 Blocking error	M	C	Closed		Code update	6/3/03	
71384	5.03	P	SNET	3	4/30/03	LS2590 -DPR-TNS must be the same as the ATN "NNNNNNNNNN"	T	D	Closed		Incorrect TOS used	6/3/03	
70052	5.03	P	Southwest	3	4/11/03	IF0102-PS-TNS NOT Available	M	N	Closed		When the TN was disconnected from the SBC switch,	6/3/03	
73479	4.02, 5.02, 5.03	P	Midwest	2	6/2/03	IF0143 INVALID DATA:			Closed	Cancelled - Duplicate		6/3/03	
73398	5.02	P	Midwest	3	5/29/03	LS6441 Error Message PS-FEATURE MWN, MV5, or M1W require FEATURE EVB or EVD	M	V	Closed	Cancelled - Open in Error	Incorrect Feature activity used	6/3/03	
69450	5.03	P	Midwest	3	4/4/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	W	V	Closed	Cancelled - Duplicate		6/3/03	
72783	5.03	P	Midwest	2	5/20/03	Pre-order: RESPC=[014] RESPD=[Host System Unable To Process Transaction	Loop Qual		Closed		Code fix: Initialize fields correctly	6/3/03	
69038	5.03	P	West	3	3/31/03	LASR is not passing a required tag to AOG	A		Closed		Code update	6/3/03	
73176	5.03	P	Midwest	3	5/27/03	Pre-order: MLR returned all zeros	Manual Loop Request		Closed	Cancelled - Open in Error	MLR response confirmed	6/3/03	
71424	5.03	P	Midwest	3	4/30/03	IF0020-NP:PORTED NBR NOT FOUND	C	V	Closed		Billing account corrected	6/3/03	
73269	5.03	P	Midwest	2	5/28/03	865 negative response should have included MTX and N9 fields	E		Closed		Code fix to correct error message	6/4/03	
72509	5.03	P	Midwest	3	5/15/03	LS4135 LNFN data invalid when TOA R or RP valid special char. is &'-./.	M	R	Closed		Fix in CR 030358 to update error message document	6/4/03	

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73045	5.03	P	Midwest	3	5/22/03	Pre-order: host system unable to process transaction;BIS_SF;AM-system failure-00107 no information f	CSI		Closed		CABS table had incorrect line number entry. The t	6/4/03	
73433	5.02	P	SNET	3	5/30/03	IF1006 - LS-SHARED NBR DOES NOT CONTAIN LINE SHARING	A	D	Closed		CR 030308 opened to correct the issue	6/4/03	
73497	5.03	P	Southwest	2	6/2/03	Pre-order: 503 error, unable to pull Rate Group info	Rate Group Inquiry		Closed	Cancelled - Open in Error	A response of 503 is a normal response for the Rat	6/4/03	
70374	5.02	P	Midwest	2	4/16/03	Error causing a Drop to Manual	M	C	Closed		Table update	6/4/03	
72844	5.03	P	Southwest	3	5/20/03	IF0066-LST incorrect to TNS 5018684699	M	N	Closed		CABS update verified, Fix confirmed	6/4/03	
73272	5.03	P	Southwest	2	5/28/03	Hunting change orders are falling out in billing due to recap of hunt sequence	M	C	Closed		CR 030451 opened to correct the issue	6/4/03	
73499	5.03	P	Southwest	3	6/2/03	Pre-order: 503 error: No Information Found: BIS_ONF	Dispatch Inquiry		Closed	Cancelled - Open in Error	CLEC cancelled Trouble Ticket	6/4/03	
73500	5.02	P	West	1	6/2/03	3rd Associated Service not being created, effecting flow-through	A	N	Closed		Code fix	6/4/03	
72963	5.03	P	Southwest	3	5/21/03	IF0066 PS-LST INCORRECT FOR TNS	M	V	Closed		CABS update verified, Fix confirmed	6/4/03	
69916	5.03		West	2	4/10/03	IF0034-PS-All telephone numbers must be on the same account	M	B	Closed		Project nos.#-EAP 510092 PMT 241808.	6/5/03	
73203	5.03	P	Southwest	2	5/27/03	Pre-order: Invalid format on pre-qual address	Pre-Qual inquiry		Closed		Code fix to network	6/5/03	
68684	4.02		Midwest	1	3/25/03	Order drop to manual	M	N	Closed		Code update	6/5/03	
73469	5.03	P	Midwest	2	6/2/03	Pre-order: Error 034: No TN's available	Address Validation		Closed		TNs are being returned	6/5/03	
73274	5.03	P	SNET	3	5/28/03	LS5910-RS-FA D prohibited on Line Assignable USOC	E	D	Closed		Table update	6/5/03	
73670	5.03	P	Southwest	3	6/4/03	Pre-order: Unable to process loop qual	Loop Qual		Closed	Cancelled - Open in Error	Input error	6/5/03	
73669	5.03	P	Midwest	3	6/4/03	Pre-order: TOS value in error on CSI Inquiry	CSI		Closed	Cancelled - Duplicate		6/6/03	

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73781	5.02	P	Midwest	2	6/6/03	PON stuck in New status	M	V	Closed		Code change for timestamp mismatch	6/6/03	
73682	5.03	P	Southwest	3	6/4/03	System not recognizing LST - IF0066 PS-LST INCORRECT	M	V	Closed	Cancelled - Open in Error	Incorrect CLLI code used	6/6/03	
68649	4.02	P	Midwest	2	3/25/03	Invalid LPIC change error	M	C	Closed		code fix for logic error	6/6/03	
70279	5.02		Midwest	2	4/15/03	IF3067 with Error Message PS-FEATURE DETAIL /RCU DRS2X and FEATURE are prohibited together:	M	V	Closed		error in system requirements on the edit. Target	6/6/03	
70546	5.02	P	Midwest	2	4/18/03	Wrong error message for CCI	A		Closed		code fix. Update error code: For all errors other	6/6/03	
68646	5.03		Midwest	3	3/25/03	IF3170 ACCOUNT FEATURE RCUA requires FEATURE	E	T	Closed		code fix	6/6/03	
73475	5.03	P	SNET	3	6/2/03	Pre-order: Incorrect indicator for Working Service on Premises	TN Reserv ation		Closed	Cancelled - Open in Error	Users should not be relating on the WSOPI field to	6/6/03	
73623	5.03	P	Midwest	3	6/4/03	IF0162-PS- OTN REQUIRED	M	T	Closed	Cancelled - Open in Error	The incoming order has no OTN populated	6/6/03	
72548	5.03	P	Midwest	3	5/15/03	LS6390-Feature ACFV1 invalid for TOS value entered. LS6327 Feature. ZCFV1 invalid value entered	E	V	Closed		table update add ZCFV1	6/6/03	
72809	5.03	P	Midwest	3	5/20/03	LS6951-ATN NPA NXX invalid	J	R	Closed		Table update	6/6/03	
69231	5.02	P	Midwest	3	4/2/03	IF0018-PS-TNS not found	M	N	Closed		code fix to edit for accounts that are not special	6/6/03	
73635	5.03	P	Midwest	3	6/4/03	IF0034-PS-All telephone numbers must be on the same acct	M	D	Closed		To be addressed by CABs project EAP 510092, PMT 24	6/6/03	
73496	5.02, 5.03	P	SNET	3	6/2/03	Toolbar update for USOC UFD (CALL FORWARDING - DON'T ANSWER - BUSINESS AND RESIDENCE - WHOLESALE).	E, F, M		Closed		Table update	6/9/03	
73092	5.03	P	Midwest	2	5/23/03	Pre-order: Supplemental address list not received	Adres s Validati on		Closed		The entire street name is State Line Rd S*E. This	6/9/03	
72931	5.03	P	Midwest	2	5/21/03	Pre-order: Loop Qual response error	Loop Qual		Closed	Cancelled - Open in Error	The NPA and NXX is not used by SBC anymore but was	6/9/03	

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73901	5.03	P	Southwest	3	6/9/03	503 no information when doing CSI	CSI		Closed	Cancelled - Open in Error	Linked to outage identified in ticket V11287075.	6/9/03	
73920	5.02	P	Southwest	3	6/9/03	IF3122:-PS Feature Detail/RCYC Req'd	M	C	Closed	Cancelled - Open in Error		6/9/03	
73753	5.03	P	Southwest	3	6/5/03	Class of Service error on conversion	MB	V	Closed		To be corrected with CR 020921	6/9/03	
72437	5.03	P	Southwest	3	5/14/03	IF0078-ACT invalid. Acct. not eligible for Conversion/Reconfiguration	M	V	Closed	Cancelled - Open in Error	Subsequent PON posted with no errors	6/10/03	
73537	5.03	P	Southwest	3	6/3/03	Pre-order: TN reservation allowed on non-SBC TNs	TN Reservation		Closed		Add number ranges to Switch Table	6/10/03	
73806	5.03	P	Midwest	3	6/6/03	IF3064-RS-FEATURE RTV1N is prohibited with FEATURE : RTV1N	M	T	Closed	Cancelled - Duplicate		6/10/03	
73177	5.03	P	Midwest	2	5/27/03	Invalid service order generated for name and address	M	V	Closed		To be corrected by CR 030474	6/10/03	
73748	5.02	P	Midwest	3	6/5/03	Pre-order: Address validation error-Address Near Match/Alternatives	Address Validation		Closed	Cancelled - Open in Error		6/10/03	
72929	5.03	P	Southwest	3	5/21/03	LS6422: FEATURE XRELB FEATURE DETAIL CODE SET Invalid	M	V, N, T	Closed		To be corrected by CR 030432	6/10/03	
68210	5.03		Southwest	3	3/17/03	IF0018-PS-TNS not found	M	D	Closed		CABs CR 03196 issued	6/10/03	
73802	5.03	P	Midwest	2	6/6/03	Pre-order: 503 error-no information found	Order status		Closed	Cancelled - Open in Error	DL requests will not generate an order number. To	6/10/03	
70780	5.03	P	SNET	3	4/22/03	Pre-Order: Circuit Status in error on CFA Inquiry	CFA Inquiry		Closed		Updated records to reflect circuit posted to CLEC	6/11/03	
72252	5.03	P	Southwest	3	5/12/03	Err. 503--web Verigate-no info found	Pre Order		Closed		Table update	6/11/03	
69418	5.03	P	Southwest	3	4/4/03	Pre-order: 503-No information found	CSI		Closed		Not following process	6/11/03	
69802	5.03	P	SNET	3	4/9/03	Pre-Order: 503 - no information found	CFA		Closed		Circuits corrected in backend systems	6/11/03	
72445	5.03	P	Midwest	2	5/14/03	Pre-order: Address Validation not passing "TRLR" in response	Address Validation		Closed		Backend data issue corrected	6/11/03	
72941	5.03	P	SNET	2	5/21/03	Pre-order: 504, partial information found when trying to pull a CSI	CSI		Closed		Boss info corrected	6/11/03	

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73477	5.03	P	West	3	6/2/03	Pre-order: 503 error no information found	CSI		Closed	Cancelled - Open in Error	TN range not available to SBC	6/11/03	
73962	5.02	P	Southwest	1	6/10/03	Pre-order: error on CSI Inquiry, Resp. 014	CSI		Closed		Bad data from backend. Workaround put in place.	6/11/03	
70767	5.03	P	Southwest	2	4/22/03	Hunting sequence not removed as requested on the LSR	M	C	Closed		Coding logic change	6/11/03	
70975	5.03	P	Southwest	2	4/24/03	FID error causing invalid service orders	M	C	Closed		System requirements in error. Code change. related	6/11/03	
73966	5.03	P	Southwest	2	6/10/03	Pre-order: RESPD=Missing Required Field: FACDESG, CABLEID, LSCFA, RELAY RACK	CFA		Closed		There should be no spaces in the fieldnames, just	6/11/03	
69316	5.03	P	Midwest	3	4/3/03	IF0128-LSNP-CCEA not found	B	V	Closed		Table update	6/11/03	
69901	5.02		Midwest	3	4/10/03	Invalid error message: Original order cancelled, rejected, or complete	M	V	Closed		Order Reflowed	6/11/03	
68306	5.02		Midwest	3	3/19/03	LS6788-Feature detail requires code set	M	C	Closed		changed table from code set required to optional	6/11/03	
73726	5.03	P	Midwest	3	6/5/03	Pre-order: 503 No Information Found	Loop Qual		Closed	Cancelled - Open in Error	This particular NPA/NXX belongs to Arch Wireless H	6/12/03	
73397	5.02	P	Southwest	2	5/29/03	IF0148, IF0139, IF0137 CFA not found	A	N	Closed		Table update for NPAs	6/12/03	
73746	5.03	P	Midwest	3	6/5/03	No error code: RS-FEATURE RTV1N is prohibited with FEATURE : RTV1N	N	E	Closed		MK is not an accepted blocking. Instead 'KM' shou	6/12/03	
73744	5.03	P	Midwest	2	6/5/03	Pre-order: no response on MLR	Loop Qual		Closed	Cancelled - Open in Error	Can not validate this address in Verigate, there i	6/12/03	
74153	5.03	P	SNET	2	6/11/03	Pre-order: 503 no information found when pulling CLLI code info	CFA		Closed	Cancelled - Open in Error	A and Z location are the same. User Error.	6/12/03	
73945	5.03	P	Midwest	2	6/10/03	LS4410: LSR-NC req'd with ACT C, LNA is N or LNA	M	C	Closed		The CLEC is trying to incorrectly place a change i	6/12/03	
73903	5.03	P	West	3	6/9/03	IF0127-LS-CCEA not found	A	C	Closed	Cancelled - Open in Error	SHARED NBR field has all zeros.	6/12/03	

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73024	5.03	P	Southwest	3	5/22/03	LS6300-DL-LASN optional when 1st position of RTY is not F and AID is not populated	M	R	Closed		Edit LS6300 has been turned off TX, KS, OK, MO and	6/12/03	
68599	5.02	P	Midwest	3	3/24/03	IF0143 INVALID DATA: TN is invalid or unavailable	A	N	Closed		Code update for error message	6/12/03	
74403	5.03	P	Midwest	3	6/12/03	Pre-order: 503 error no information found on loop qual	Loop Qual		Closed	Cancelled - Open in Error	Input error	6/12/03	
74154	5.03	P	Southwest	2	6/11/03	Server order error for hunting causes customer loss of service	M	C	Closed		To be corrected by CR 030487	6/12/03	
73915	5.03	P	SNET	3	6/9/03	Pre-order: Error 503 No Info Found CFA Inq	CFA		Closed	Cancelled - Open in Error	Data reload	6/13/03	
72406	5.03	P	West	3	5/14/03	LASR passing Multi Serv Wire Center Line Share req's to AOG	A	N	Closed	Cancelled - Open in Error	No error found in systems	6/13/03	
72842	5.03	P	Southwest	3	5/20/03	IF0101-TNS not available for SBC	E	N	Closed		When the TN was disconnected from the SBC switch,	6/13/03	
73021	5.02	P	Southwest	3	5/22/03	IF0066 PS-LST INCORRECT FOR TNS	M	N	Closed		table has been updated to show a CLLI of LTRKARTOR	6/13/03	
68862	5.03	P	Southwest	3	3/27/03	LSOR discrepancy for feature detail requires only virgule and comma but data format after /CFN requi	M	V	Closed		CR30489 issued for the call forward telephone numb	6/13/03	
72407	5.03	P	Southwest	3	5/14/03	LS6705-CFA req'd when the NCI a higher level service that the NC	B	V	Closed		NC/NCI table update	6/13/03	
74043	5.03	P	Midwest	3	6/10/03	Pre-order: Incorrect CLLI on address validation	Address Validation		Closed	Cancelled - Open in Error	Correct CLLI is being returned	6/13/03	
74142	5.03	P	SNET	2	6/11/03	Pre-order: 503 no information found when pulling CLLI code info	CFA		Closed		Data reload	6/13/03	
73638	5.02	P	Midwest	3	6/4/03	IF0143-INVALID VALUE: INVALID DATA:	M	V	Closed		Unable to recreate error. No new examples can be	6/13/03	
70285	5.03	P	Midwest	3	4/15/03	NR9UU invalid in MI	M	N	Closed	Cancelled - Open in Error	Logic exists to add the appropriate NRC codes. The	6/13/03	
73605	5.03		Midwest	3	6/4/03	Pre-order: PID FID blocked	CSI		Closed		To be fixed by CR 030344	6/14/03	
69987	5.03	P	Southwest	3	4/11/03	Pre-order: 503 no information found	ECCKT pull		Closed		Test case issued with no errors	6/14/03	
74344	5.03	P	SNET	3	6/12/03	Pre-order: 503 error no information on CFA inquiry	CFA INQ		Closed	Cancelled - Open in Error		6/16/03	

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70845	5.02	P	Midwest	3	4/23/03	IF0112 & IF0018 TNS & TOS Invalid	M	V	Closed		code fix	6/16/03	
74787	6.00	P	West	2	6/15/03	Loop qual tag error	A	N	Closed	Cancelled - Duplicate	edit IF1023 has been temporarily turned off	6/16/03	
73534	5.03	P	West	3	6/3/03	Pre-order: No POTS line established	CSI		Closed		Table update for TN range	6/16/03	
73533	5.03	P	West	3	6/3/03	Pre-order: No POTS line established	CSI		Closed		Backend systems now recognize POTS line	6/16/03	
73375	5.03	P	Midwest	2	5/29/03	Pre-order: Unable to validate basic address	Address Validation		Closed		Backend system now showing wire center info	6/16/03	
73385	5.03	P	Midwest	2	5/29/03	Pre-order: 503-No information found on MLR	Loop Qual		Closed		Backend system now showing wire center info	6/16/03	
74465	5.03	P	West	3	6/12/03	IF0029-EU-All telephone numbers must be on the same account; IF1011-PS-TNS contains line sharing, un	M	V	Closed	Cancelled - Open in Error	Incorrect LSR entries-sent aTNS with prefix 454 an	6/16/03	
68843	4.02	P	Midwest	3	3/27/03	M301 - Info incomplete: need TC	P	C	Closed		This defect is only present in 4.02. This issue w	6/16/03	
70793	4.02	P	Midwest	3	4/22/03	2ndDID/PBXResale trunk record not appearing on order	T	C	Closed		This defect is only present in 4.02. This issue w	6/16/03	
73820	5.03	P	Southwest	3	6/6/03	IF0068-LSR-BAN1 invalid for CC/LATA/REQTYP	A	N	Closed		Incorrect ACTL used	6/16/03	
74006	5.02	P	West	3	6/10/03	IF0078-LSR-ACT invalid.	M	V	Closed	Cancelled - Open in Error		6/16/03	
66638	5.02		West	3	2/17/03	LS6487-Feature Detail invalid or code set is included without a space after FID for Feature	E	V	Closed		update to table add FID DAE to line assignables	6/16/03	
71893	5.03	P	SNET	3	5/6/03	LASR errors not sent on PONS	A	N	Closed		Error occurred during rollover of CLEC data betwee	6/16/03	
74902	6.00	P	West	1	6/16/03	SOCs not being sent	M	C	Closed		Code fix to memory position	6/16/03	
74904	6.00		ALL	1	6/16/03	Post to Bill process incorrectly triggering mismatch	All		Closed		Code error	6/16/03	
75025	6.00	P	West	3	6/16/03	IF0033- PS-All telephone numbers must be on the same account	E	C	Closed	Cancelled - Open in Error	EATN and OTN were on separate BTN's.	6/17/03	
74542	5.02	P	Southwest	2	6/13/03	LS1193 Triggering in error	M		Closed		Code fix	6/17/03	

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68295	5.02		Midwest	3	3/18/03	IF0112 TOS invalid, change from Bus to Res prohibited.-IF0018-TNS not found	M	V, C	Closed		Code change: Backend system returning empty values	6/17/03	
75207	6.00	P	Southwest	3	6/17/03	IF0143-INVALID DATA- EULOC			Closed	Cancelled - Duplicate	Dupe of DR75204	6/17/03	
74345	5.03	P	Southwest	2	6/12/03	Pre-order: 509 Error received during TNI inquiry in CLEC test TNTYP = D	TN INQ		Closed			6/17/03	
72124	5.03	P	Midwest	2	5/9/03	LS6547 - PS-FEATURE UYC invalid for TOS value entered. - LS3382 - PS-FEATURE Line Assignable Feat	M	V	Closed		CR 020304 issued to address issue of the edit to a	6/17/03	
71927	5.03	P	Midwest	2	5/7/03	Pre-order: incorrect NPA/NXX displayed	Address Validation		Closed			6/17/03	
74700	5.03	P	Midwest	3	6/13/03	Pre-order: LTY published vs. non-published in error on CSI	CSI		Closed	Cancelled - Duplicate		6/17/03	
74702	5.03	P	Midwest	3	6/13/03	Pre-order: Listing instructions missing	Directory Listing		Closed	Cancelled - Duplicate		6/17/03	
74364	5.03	P	Southwest	3	6/12/03	IF0180- LSR-HID and HT(s) combination could not be validated	M	C	Closed		Fix indirectly as a result of the June release	6/17/03	
73742	5.03	P	Southwest	3	6/5/03	IF0015 LS-ECCKT not found	A	C	Closed		coded to spec	6/17/03	
74362	5.03	P	Southwest	3	6/12/03	IF3122-PS-FEATURE DETAIL /RCYC REQD	M	C	Closed			6/17/03	
72247	5.03	P	Midwest	3	5/12/03	LS2881-If CKTA is C, must have one occurrence of LNA (PRI) or LNA (SEC)	K	C	Closed	Cancelled - Duplicate		6/17/03	
72869	4.02	P	Midwest	2	5/20/03	Missing RVER value on the LS1 record	M	C	Closed		Design error: A check is made to see if a completi	6/17/03	
71760	5.02	P	SNET	3	5/5/03	IF0148 - LS-SCFA not found, IF0139 - LS-LCFA not found and IF0137 - LS-VCFA not found	A	N	Closed		TN ported out from SNET over two years ago. The n	6/17/03	
75326	5.03	P	Midwest	3	6/17/03	EDI 034 error: no TNs available for a TN reservation request	TN Reservation		Closed	Cancelled - Open in Error	User canx ticket. Possible error on their side	6/17/03	
69918	4.02	P	Midwest	2	4/10/03	Order_line - refnum_map connection. 860 with additional line causing order to error.	M	V	Closed		root cause - system and manual process conflict. f	6/17/03	
73671	5.03	P	Southwest	3	6/4/03	IF0033-RS: ALL TELEPHONE NUMBERS MUST BE ON SAME ACCT	E	D	Closed			6/17/03	
70278	4.02	P	Midwest	3	4/15/03	2 files from EDI 850 are missing	M	C	Closed		This defect is only present in 4.02.	6/17/03	

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75331	6.00	P	Midwest	3	6/17/03	LS4445-LSR-SPEC required	A	N	Closed	Cancelled - Open in Error	SPEC data prohibited	6/17/03	
73373	5.02	P	Midwest	2	5/29/03	LS5493PS-FEATURE 543-5329 duplicate FEATURES prohibited	M	C	Closed	Cancelled - Duplicate	Duplicate of 73281	6/17/03	
74703	5.03	P	Midwest	3	6/13/03	Pre-order: Non Listed Listing is being returned with a LTY value of 1, instead of expected LTY value	CSI		Closed	Cancelled - Duplicate	Duplicate of 75048	6/17/03	
75065	6.00	P	Midwest	3	6/16/03	LS2142-CUS-SNA required	X	C	Closed		Coded fix to linklist	6/18/03	
68894	4.02	P	Midwest	3	3/27/03	H125-Invalid Class of Svc Change. H325-More TNs on order than on CSR	M	V	Closed			6/18/03	
73662	5.02, 5.03	P	Midwest	1	6/4/03	Information not being translated onto order appropriately	A, F, M	N, D	Closed		Missed system requirement for CUS	6/18/03	
74689	5.03	P	Midwest	3	6/13/03	LS2536-LSNP-ECCKT must be 15-41 alpha/numeric/special character allowed	B	V	Closed		CR020576 issued	6/18/03	
73378	5.03	P	ALL	2	5/29/03	EDI is not correctly mapping SLN loops (the 640 record) correctly and is creating an additional 105	T		Closed		EDI code fix	6/18/03	
73388	5.03	P	Midwest	3	5/29/03	Pre-order: 503-No information found on MLR	Loop Qual		Closed	Cancelled - Open in Error	CLEC resubmitted MLR	6/18/03	
72029	All		ALL	3	5/8/03	Internal fix to return the intra-wire center remote switch CLLI code on the email MLR notification w	Pre Order		Closed		Code fix	6/18/03	
72315	5.03	P	Midwest	2	5/13/03	Orders flow thru with Holiday DD of 5/26/03	M	D	Closed		To be correct by CR 030473	6/19/03	
71933	5.03	P	SNET	2	5/7/03	Pre-order: 503-No Information Found on address validation	Address validation		Closed		misinterpreted requirements caused coding error.	6/19/03	
71436	5.03	P	Southwest	3	4/30/03	Pre-order: Load Coils not showing	Loop Qual		Closed		Code fix	6/19/03	
73727	5.03	P	Midwest	3	6/5/03	Pre-order: 503 No Information Found	Loop Qual		Closed		Data update in Wire Center	6/19/03	
74701	5.03	P	Midwest	3	6/13/03	Pre-order: TN information error on CSR	CSI		Closed	Cancelled - Open in Error		6/19/03	
74693	5.03	P	Midwest	3	6/13/03	Pre-order: TN information on CSR	CSI		Closed	Cancelled - Open in Error		6/19/03	
74699	5.03	P	Midwest	3	6/13/03	TOS data in error on CSI	CSI		Closed	Cancelled - Duplicate	Duplicate of DR72503	6/19/03	
73099	5.03	P	Southwest	3	5/23/03	IF0066-PS-LST INCORRECT FOR TNS	M	V	Closed		Code change	6/19/03	
75208	6.00	P	Midwest	3	6/17/03	PON did not reject for missing DL0 record	J	N	Closed		Missing requirements-CR to be issued	6/19/03	

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76268	5.03	P	Southwest	3	6/19/03	Pre-order-Slow response-timing out	TN Resv		Closed	Cancelled - Open in Error	No issue found	6/19/03	
75365	6.00	P	Southwest	3	6/17/03	Pre-order: Cannot retrieve customer info on CSI	CSI		Closed	Cancelled - Open in Error		6/19/03	
73320	5.02	P	Midwest	3	5/28/03	IF0004 LPIC INVALID FOR CENTRAL OFFICE	M	N	Closed		Fixed indirectly	6/19/03	
75386	6.00	P	Southwest	3	6/17/03	IF0066-PS-LST INCORRECT FOR TNS	M	N	Closed			6/20/03	
71321	4.02	P	Midwest	3	4/29/03	Incorrect ICSC code on service order	A	D	Closed		Loop Logic error for ICSC code	6/20/03	
76223	5.03	P	ALL	3	6/19/03	IF0081 IF0143-	E	B	Closed	Cancelled - Duplicate	Duplicate of DR75643	6/20/03	
74935	5.02	P	West	3	6/16/03	ASR transactions with a Listings page are timing-out	Multi.		Closed		Code fix	6/20/03	
75068	6.00	P	Southwest	3	6/16/03	LS6483 LS-CCEA required when the NC and NCI represent the same level of service	A	T	Closed		Code change to edit	6/20/03	
76245	5.03	P	West	2	6/19/03	Invalid SM Time Stamp	M	V	Closed		Input error on the Interactive Agent specification and sent multiple ISA envelopes inside of one IA transaction.	6/20/03	
74690	5.02	P	Midwest	3	6/13/03	IF3117-PS-FEATURE NWT not available in switch.	M	C	Closed		Switch does not have this feature	6/20/03	
73928	5.03	P	Southwest	3	6/9/03	IF0009-EU-SERVICE ADDRESS INVALID	M	T	Closed		Premise update	6/20/03	
74926	6.00	P	Southwest	3	6/16/03	IF3036-RS-FEATURE 9ZR PROHIBITED WITH SERVICE	E	N	Closed		Code fix to LASR logic	6/20/03	
68891	3.06	P	West	3	3/27/03	LSR did not exception	M	C	Closed			6/20/03	
72334	5.03	P	ALL	3	5/13/03	Return a reply code of '0601' when neither WTN or adds provide	Loop Qual		Closed		Code fix to enforce edit	6/20/03	
72493	5.03	P	ALL	3	5/15/03	Error in populating the Loop Medium Address and Loop Medium CLLI ID	Loop Qual		Closed		Code fix	6/20/03	
72495	5.03	P	ALL	3	5/15/03	Remote Terminal ADSL Available Date not populating	Loop Qual		Closed		Code fix	6/20/03	
72496	5.03	P	Midwest	3	5/15/03	additional loop length segments not returned	Loop Qual		Closed		Code fix	6/20/03	
74363	5.02	P	Southwest	3	6/12/03	IF1003-LSR-SPEC invalid PAIR GAIN/DLC is found. DSL	A	N	Closed	Cancelled - Open in Error	Supps to the PON processe	6/20/03	
72651	5.03	P	Midwest	3	5/16/03	LS6279-ADI prohibited when STYC is SL	Y	N	Closed		code change for correct LS Number	6/20/03	
73910	5.02, 5.03	P	SNET, Southwest, West	4	6/9/03	If 'RSS' Switch Type, Return The CLLI Value On All Loops:	A		Closed		Code change	6/20/03	

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75045	6.00	P	Midwest	3	6/16/03	Pre-order: not returning a listed address information on the Directory Listings Response	CSI		Closed		Backend module update	6/23/03	
76946	5.03	P		2	6/23/03	4P = All TNs Not Activated, Dup Billing Possible - Send Supp			Closed	Cancelled - Open in Error		6/23/03	
76902	6.00	P		2	6/23/03	Prob 11355168 corba - edi pre-order			Closed	Cancelled - Open in Error		6/23/03	
74925	5.02	P	Southwest	2	6/16/03	Missing line assignable USOC and information following (LAU) and PIC, and information is on the LSR	E	N	Closed		Code fix to LASR logic	6/23/03	
74964	5.03	P	West	3	6/16/03	LS4007-DSR-SASN invalid, valid special character is @ / - Comma ? * Space	M	V	Closed		coded to spec	6/23/03	
76207	5.03	P	Midwest	3	6/19/03	LS1525-CRS-CB invalid. Valid entry is 3-11 alpha/numerics.	P	C	Closed	Business reqmts	Documentation	6/23/03	
76522	6.00	P	Southwest	2	6/20/03	LS6483 LS-CCEA required when NC/ NCI represent same serv lvl	A	T	Closed	Cancelled - Duplicate	Dupe of DR76265	6/23/03	
76502	6.00	P	Southwest	3	6/20/03	IF0015 ECCKT not found) however ECCKT is in CABs.	A	C	Closed	Cancelled - Duplicate	Dupe of DR75215	6/23/03	
69243	5.03	P	SNET	3	4/2/03	Pre Order-Address Validation by WTN - 014 LIM-SystemFailure-00738	Addr. Val		Closed		code fix. Missed requirement	6/23/03	
73473	5.02	P	SNET	2	6/2/03	IF0148 CFA not found	A	N	Closed			6/24/03	
75622	6.00	P	Midwest	3	6/18/03	Pre order; enhanced verigate - Address Validation Inq	Addr. Val.		Closed		Other	6/24/03	
77622	5.03	P		2	6/24/03	IF0018; PS: TNS NOT FOUND			Closed	Cancelled - Open in Error		6/24/03	
75211	5.02	P	Midwest	1	6/17/03	RCYC value assigned service order does not match RCYC on LSR	M	N	Closed			6/24/03	
75204	6.00	P	Southwest	3	6/17/03	IF0143-INVALID DATA- EULOC	E	N	Closed			6/24/03	
73985	5.03	P	Southwest	2	6/10/03	Pre-order: LLC not formatted correctly	Loop Qual		Closed		Data reload	6/24/03	
73430	5.03	P	West	2	5/30/03	Pre-order: No POTS line established	TN Resv.		Closed		NAC table update	6/24/03	
72137	5.03		Southwest	3	5/9/03	IF0178-TNS, all lines must exist at same physical address	M	C	Closed			6/24/03	
73487	5.03	P	Midwest	2	6/2/03	LS2508-LSR-TOS is prohibited with REQYP C or when ACT is D	K	w	Closed		LSOR to show that the TOS field is "R" for REQYPs	6/24/03	
76702	6.00	P	Midwest	3	6/20/03	Pre-order: Looping error on Address Validation	Address Validation		Closed	Cancelled - Open in Error		6/25/03	
75215	6.00	P	Southwest	3	6/17/03	IF0015-LS-ECCKT not found	A	C	Closed			6/25/03	

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74698	5.02	P	Midwest	1	6/13/03	PROX fid placed on service orders in error	M	V	Closed			6/25/03	
76462	6.00	P	Midwest	1	6/20/03	811 in LR16711A transaction			Closed		Missing design spec	6/25/03	
73574	5.02,0 5.03	P	Midwest	2	6/3/03	Hanging Query on Production.	Multi		Closed			6/25/03	
73986	5.03	P	Southwest	3	6/10/03	IF0018-PS-TNS not found	M	C	Closed		To be corrected by CABS CR 03196	6/25/03	
75371	6.00	P	ALL	3	6/17/03	LS7472 triggering in error	Z	R	Closed		Code change	6/25/03	
76262	6.00	P	Southwest	3	6/19/03	LS6992 DL-LACT data invalid;	E	R	Closed	Coding error	code update	6/25/03	
78065	6.00	P	Midwest	3	6/25/03	LS2142 CUS-SNA required when ACT is T or V,	X	D	Closed	Cancelled - Duplicate		6/25/03	
72048	5.02, 5.03	P	SNET	2	5/8/03	IF1009-RS TNS contains Line Sharing, unable to convert	C	V	Closed			6/25/03	
76142	5.03	P	Midwest	1	6/19/03	code on the service order text shows incorrect values.	B, C		Closed		Coding error-code update	6/25/03	
75023	6.00		Midwest	1	6/16/03	Jeopardy notifications not being sent correctly	All		Closed		Table update: modification to the database naming	6/25/03	
76982	5.03	P	Midwest	3	6/23/03	IF-0143 INVALID DATA: TN is invalid or unavailable	E	N	Closed	Cancelled - Open in Error		6/25/03	
75245	5.03		Southwest	2	6/17/03	LSRs that were supped are falling to manual instead of flow-through	E	N	Closed		coded to spec	6/25/03	
78305	5.03	P	SNET	3	6/25/03	LS6663 PS-FEATURE DETAIL invalid	M	L	Closed	Cancelled - Duplicate		6/25/03	
77942	6.00	P	West	2	6/24/03	Pre order; enhanced verigate- CC Not Valid	TN Valid.		Closed	Cancelled - Open in Error		6/25/03	
77702	5.02	P	Midwest	2	6/24/03	MOR is writing Listed Names-inserting 2 commas	M	V	Closed	Cancelled - Duplicate	Dupe of DR77162	6/25/03	
75363	6.00	P	Midwest	2	6/17/03	Pre-order: 99 error on order status inquiry	Order Status		Closed			6/26/03	
75103	6.00	P	Midwest	3	6/16/03	Pre-order: not returning both names on Dual Name accounts in the LNFN	Dir. Listings		Closed		Code fix to backend systems	6/26/03	
75842	6.00	P	Southwest	2	6/18/03	Pre order; cannot retrieve TN on CSI FEATURE-UWC not in USOC Search tool.	CSI		Closed		Business Table updated	6/26/03	
77802	5.03		SNET	1	6/24/03		M	V	Closed	Business table date	Table update	6/26/03	
74686	5.03	P	West	3	6/13/03	Pre-order: Customer account not recognized on CSI Inquiry	CSI		Closed		coded to spec	6/26/03	
78391	5.03	P	West	1	6/26/03	Stuck in Pending awaiting response from VAL	E	N	Closed		Other	6/26/03	
78323	6.00		Midwest	3	6/25/03	Pre-order: State missing in CSI	CSI		Closed	Cancelled - Open in Error		6/26/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
75048	6.00	P	Midwest	3	6/16/03	Pre-order: LTY is returning 1 on NON-Listed accounts	CSI		Closed			6/26/03	
78443	6.00	P	Midwest	3	6/26/03	Pre order- web verigate - error 034			Closed	Cancelled - Open in Error		6/26/03	
77682	5.02	P		3	6/24/03	LASR is sending requests to MOG-SN in error.			Closed	Missing reqmts	Table update	6/26/03	
76243	5.02,5.03,6.00	P	Midwest	3	6/19/03	Pre-order; PON not showing up on list by WTN/ATN	WTN/ATN List		Closed			6/26/03	
78447	6.00	P	Midwest	3	6/26/03	Pre order enhanced verigate -didn't show the LAST field	CSI		Closed	Cancelled - Open in Error		6/26/03	
76265	6.00	P	Southwest	3	6/19/03	LS7471-DL-LTXTY invalid & LS7472-DL-LTEXT invalid number of occurrences	W	N	Closed	Coding error	code update	6/26/03	
71617	5.03	P	West	2	5/2/03	Pre-order: Web Verigate getting "reserved failed:	TN Reservation		Closed		Code change to backend system	6/26/03	
71944	5.03	P	West	3	5/7/03	Pre-order: 034 error on TN Reservation	TN Reservation		Closed		Middleware fix to bill date	6/26/03	
78448	5.02	P	Midwest	1	6/26/03	PON stuck in New status	M	V	Closed			6/26/03	
75410	5.03	P	Midwest	3	6/17/03	IF3117-PS-FEATURE NSD	MB	N	Closed			6/26/03	
73812	5.03	P	Midwest	3	6/6/03	LS6387-RS-FEATURE DETAIL invalid or code set is included without a space after the FID for FEATURE 1	E	V	Closed			6/26/03	
77103	ALL	P	Midwest	2	6/23/03	Pre order; web verigate - 034, no TNS available	TN Resv.		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
78286	6.00	P	Midwest	3	6/25/03	Pre-order: 034 error TNs not available	TN reservation		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
76402	6.00	P	Midwest	2	6/20/03	Prob 11350226 error no TN's available	TN Resv.		Closed	Cancelled - Duplicate		6/26/03	
77122	ALL	P	Midwest	2	6/23/03	Pre order: web verigate - error 034-TN Resv	TN Resv		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
78022	ALL	P	Midwest	2	6/25/03	Pre order: Error 034 trying to reserve a TN	TN Resv.		Closed	Cancelled - Open in Error		6/26/03	
76442	6.00	P	Midwest	2	6/20/03	Pre-order- ERROR 034 WHEN RESERVING A TN	TN Resv.		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
78024	ALL:	P	Midwest	2	6/25/03	Pre order; Error 034 trying to reserve a TN	TN Resv.		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
78389	6.00	P	Midwest	2	6/26/03	Pre order- Error 034 trying to reserve TNSs	TN Resv.		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
77762	6.00	P	Midwest	3	6/24/03	Pre order; error 034-TN Resv.	TN Resv.		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
77923	6.00	P	Midwest	3	6/24/03	Pre order; web lex - error 034-no TN's available	TN Resv.		Closed	Cancelled - Duplicate		6/26/03	
78322	6.00	P	Midwest	3	6/25/03	Pre-order: 034 error TN not found	TN inquiry		Closed	Cancelled - Duplicate	Dupe of DR77142	6/26/03	
78524	6.00	P	Midwest	3	6/26/03	Pre order- error 034	TN Resv		Closed	Cancelled - Duplicate	Dupe of 77142	6/26/03	
78382	6.00	P	Midwest	3	6/26/03	Community Name different from ACIS	Dir. Listing inq.		Closed	Cancelled - Open in Error		6/27/03	
78063	ALL	P	West	3	6/25/03	LS4435 - If REQTYP is A or B and the 1st position of TOS is 2 and NC is LX-and SECNCI is not 02IS5 continue otherwise prohibited	A, B	N, C, T, V	Closed	Documentation issue	System reqmt.	6/27/03	
78543	6.00	P	Southwest	2	6/26/03	Edit LS7478 triggered in error		C	Closed		CR10392 Written	6/27/03	
75642	5.02	P	West	3	6/18/03	LS2142 CUS-SNA required when ACT is T or V	X	D	Closed		Coding error: recompile-retest	6/27/03	
78284	6.00	P	Southwest	3	6/25/03	Pre-order: TN reservation error	TN Reserv ation		Closed	Cancelled - Open in Error		6/27/03	
78782	6.00	P		3	6/27/03	Pre order;web verigate - error 034			Closed	Cancelled - Open in Error		6/27/03	
71984	5.03		Southwest	3	5/8/03	Pre-order: CSI -- LTXTY field "OP" response invalid	CSI		Closed		Code fix to backend. Did not make 6/14/03 release	6/27/03	
69336	5.03	P	Midwest	2	4/3/03	Pre-Order: FID /CPU xx is not returning on CSI	CSI		Closed		Code fix. Did not make 6/14/03 release due to tes	6/27/03	
72135	5.03		West	3	5/9/03	Pre-order: PIC & LPIC output fields error	CSI		Closed		Code fix. Did not make 6/14/03 release due to tes	6/27/03	
71986	6.00		SNET	3	5/8/03	Pre-order: CSI transaction returns the LTXTY value "ITX" three times.	CSI		Closed		DR opened in test and fixed. Code backed out of p	6/27/03	
71181	5.03	P	Southwest, West	3	4/28/03	Pre-Order: LTN not returned in the listings portion of CSI	CSI		Closed		Logic error. Did not make 6/14/03 release due to	6/27/03	
72926	5.03	P	Midwest	3	5/21/03	Pre-order: Missing Listings info	CSI		Closed		Code fix to backend. Did not make 6/14/03 release	6/27/03	
69787	5.03		Southwest	3	4/9/03	Pre-order: ECCKT is not being parsed in the ECCKT field on the CSI response.	CSI		Closed		Code fix to a controller. Did not make 6/14/03 re	6/27/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
70891	5.03	P	Midwest	2	4/23/03	Pre-order: CH" and "CS" style codes appears in Verigate. Discrepancy with LSPOR	Listing Request		Closed		Code fix: backend database contained invalid STYC	6/27/03	
73328	5.03	P	Midwest	4	5/28/03	Pre-order: Address not returned when pulling by WTN on CSI	CSI		Closed		Code fix to backend.	6/27/03	
76602	6.00	P	ALL	3	6/20/03	REQ Type J orders W/ FOC info in LEX not in extract file	J		Closed		Code update	6/27/03	
76563	ALL	P	Southwest	2	6/20/03	LS1502 DPR-DID IND required when 2nd position of TOS is 5	T	C	Closed		CR030524 issued	6/30/03	
73791	5.03	P	Midwest	2	6/6/03	Pre-order: Address error on CSI	CSI		Closed			6/30/03	
78387	5.03,6.00	P	West	1	6/26/03	Abend in LR131 tran	E	C	Closed		Misunderstood design spec. Code updated.	6/30/03	
75663	6.00		SNET	2	6/18/03	IF0128 - LSNP-CCEA not found	B	V	Closed	Cancelled - Open in Error		6/30/03	
72711	5.03	P	West	3	5/19/03	IF0032 NP- All telephone numbers must be on the same account	C	V	Closed		Increase MI table limit from 100 to 200 TNs	6/30/03	
75702	6.00	P	Southwest	2	6/18/03	LS7498 RS-Feature only permitted in account feature	E	V	Closed		Table updated	6/30/03	
78744	6.00	P	Southwest	3	6/27/03	IF3205 /LRS REQUIRED WITH FEATURE ZUNEL WHEN SRPAN IS PRESENT	M	C	Closed		Fixed	6/30/03	
77162	5.02	P	Midwest	1	6/23/03	MOR/BRS incorrectly inserting an extra comma.	M	V	Closed		Coding error fixed	6/30/03	
78066	6.00	P	Midwest	1	6/25/03	TYS USOC erroneously added on order	M	B	Closed		Coding error- Code updated	6/30/03	
75026	5.02	P	Midwest	1	6/16/03	Directory Listing Name display incorrectly	M	V	Closed		Coding error updated	6/30/03	
73681	5.03	P	Midwest	2	6/4/03	Pre-order: 503: no information found when doing MLR	MLR		Closed		Backend system now showing wire center info	7/1/03	
74386	5.03	P	SNET	3	6/12/03	IF0020-NP-PORTED NBR NOT FOUND	C	V	Closed	Cancelled - Open in Error		7/1/03	
78303	6.00	P	Southwest	3	6/25/03	LS6327, LS6390, LS6387- clec trying to add local plus EXCAP to an existing ISDN BRI	E	C	Closed	Business table date	Table update	7/1/03	
79303	5.03	P	SNET	1	6/30/03	MSAP not recognizing 11 digits on FID CFNB	M	V	Closed		Business req's. CR030527 issued	7/1/03	
78062	6.00	P	Midwest	3	6/25/03	LS2142-CUS-SNA required when ACT is T or V	X	R	Closed	Cancelled - Duplicate	Dupe of DR75462	7/1/03	
79062	6.00	P	Midwest, Southwest	3	6/30/03	Pre order; EDI user-getting system err in TX only	TN Resv.		Closed	Cancelled - Open in Error		7/1/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
79122	6.00	P	Southwest, SNET	2	6/30/03	Pre order; LPIC being rejected	Addsr valid.		Closed	Cancelled - Open in Error		7/1/03	
78944	6.00	P	West	3	6/27/03	Pre order EDI - error 034 in TN reservation!	TN Resv		Closed	Cancelled - Open in Error		7/1/03	
78903	ALL	P	ALL	1	6/27/03	The Website Has Encountered an Error	Verigate Web Link		Closed		Data validation link updated	7/1/03	
71784	6.00		ALL	3	5/6/03	Pre-order: LTEXT field blank	CSI		Closed		DR opened in test and fixed. Code corrected	7/1/03	
72863	5.02,5 .03	P	Midwest	1	5/20/03	Holiday of 4/18/03 was assigned as due date.	ALL		Closed		System requirement change-no holiday or Sunday DD	7/1/03	
79503	6.00	P	Southwest	3	7/1/03	IF3036-RS-FEATURE 9ZR PROHIBITED WITH SERVICE	E	N	Closed	Cancelled - Duplicate	Dupe of DR78702	7/1/03	
78862	6.00	P	Midwest	1	6/27/03	Change order received by AAS, but DLT0andCL0 records missing	J	R	Closed		Code updated	7/1/03	
79222	6.00	P	Midwest	2	6/30/03	Pre order; error 014 in LQ address validation	Addsr Valid.		Closed	Cancelled - Duplicate	Dupe of DR76062	7/1/03	
73431	5.03	P	Midwest	2	5/30/03	Pre-order: No information on CSR	CSI		Closed		Line range to loaded in backend database	7/1/03	
78583	6.00	P	West	3	6/26/03	IF0059 LSR-CC invalid for ATN	E	C	Closed	Cancelled - Open in Error		7/1/03	
79563	5.02	P	Midwest	3	7/1/03	LSR-HLA is required if HA is provided, otherwise prohibited	M	C	Closed	Cancelled - Open in Error		7/1/03	
78422	5.03	P	Midwest	2	6/26/03	Error Code and Description not populating in EDI	M	C	Closed	Cancelled - Duplicate	Dupe of DR67280	7/1/03	
78222	5.03	P	West	3	6/25/03	Pre-order: CORBA 034 error TN not available	TN Inquiry		Closed		Not enough residenc TN' loaded.	7/1/03	
76723	6.00	P	ALL	4	6/20/03	Condition not added to LSOR Ver 6.0 Vol III Sec 15 Field 7 Common Block CB	Various		Closed		Business Reqmts. Fixed indirectly	7/1/03	
78465	6.00	P	West	1	6/26/03	Pre order-server timed out			Closed		System update.	7/2/03	
79382	5.03	P	Midwest	2	6/30/03	IF0004-PS: LPIC INVALID FOR CENTRAL OFFICE	M	V	Closed		Code update	7/2/03	
78925	5.02	P	West	3	6/27/03	IF0105 EU-Address does not match LITE CSR address check	M	V	Closed		Business table data. No plan to fix	7/2/03	
80042	6.00		Midwest	3	7/2/03	LS6483 LS-CCEA reqrd when NC/NCI represent same lvl of srvc	A	T	Closed		Code fix to the EDIT	7/2/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
79102	5.02	P	Midwest	3	6/30/03	S-FEATURE DETAIL /RCU WBKB4 & FEATURE prohibited together	M	V	Closed	Cancelled - Duplicate		7/2/03	
78745	6.00	P	Midwest	3	6/27/03	LS6327-RS-FEATURE ZCFV1 invalid value entered	E	V	Closed		Table update	7/3/03	
78751	6.00	P	Midwest	3	6/27/03	LS6390-RS-FEATURE ZCFV1 invalid for TOS value entered.	E	V	Closed		Table update	7/3/03	
78004	6.00	P	West	2	6/25/03	LS6327 RS-FEATURE *RLSL invalid for TOS value entered	E	C	Closed		Table update	7/3/03	
75802	5.02	P	Midwest	2	6/18/03	Wrong order numbers being used on DSL Broadband orders	A	D	Closed		CR 030542 issued	7/3/03	
77142	ALL	P	Midwest	1	6/23/03	Pre order- web verigate - error 034-TN Resv	TN Resv.		Closed		Missing req's corrected	7/3/03	
76722	6.00	P	Midwest	1	6/20/03	Pre-order: 034 error on TN Reservation	TN Reservation		Closed		Missing req'. Corrected.	7/3/03	
78444	5.03	P	Midwest	1	6/26/03	LS2005, LS2063-Only one COMMON BLOCK is allowed for each LSR.	X	C,V	Closed	Cancelled - Open in Error	CLEC EDI Mapping error	7/3/03	
80062	5.03	P	Midwest	3	7/2/03	IF0162-PS- OTN req when moving to diff switch/central offic	M	T	Closed	Cancelled - Open in Error	TNs out of different Cos	7/3/03	
78924	6.00	P	Midwest	3	6/27/03	Pre order: EDI incorrect Listing Type	CSR Listing		Closed	Cancelled - Open in Error	Account has two TNs, One listed and one non-pub	7/3/03	
79762	5.02	P	Midwest	3	7/1/03	Pre order; 502 error missing LV	Addr validation.		Closed	Cancelled - Duplicate		7/3/03	
79743	6.00	P	West	3	7/1/03	Pre order; TN can't be retrieved frm telco records	TN validation		Closed	Cancelled - Duplicate		7/3/03	
80142	6.00	P	Midwest	3	7/2/03	LS6391-RS-FEATURE PGOPC is grandfathered.	E	N	Closed	Cancelled - Open in Error	Wrong USOC used	7/7/03	
76122	6.00	P	Southwest	3	6/19/03	IF0042 LSR-ACT requires full disposition	E	T	Closed		CLEC submitted manually	7/7/03	
79942	5.03	P	Midwest	3	7/2/03	IF0143-INVALID VALUE: INVALID DATA: MI requires TAP USOCs	M	C	Closed		PON resubmitted with no errors	7/7/03	
74695	5.03	P	West	3	6/13/03	IF3060-PS-FEATURE NWL already exists. PS-FEATURE ESX already exists. PS-FEATURE CNM already exists.	M	C	Closed		Error did not re-occur	7/7/03	
75142	6.00	P	ALL	3	6/16/03	LS7471 - DL-LTXT invalid number of occurrences	Z	R	Closed		code fix to edit logic	7/7/03	
80963	5.00	P	SNET	2	7/7/03	Pre order; error 014 when retrieving CSI	CSI		Closed	Cancelled - Open in Error	Being addressed as an SNET outage	7/7/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
78702	6.00	P	Southwest	1	6/27/03	Request type E/act N missing line assignable USOC	E	N	Closed		Query fix to feature code table	7/7/03	
78922	5.02	P	Midwest	1	6/27/03	No caption records (LASR CL0 records) were received.	J	N	Closed		Coding error. Recompile/Retest	7/7/03	
76724	5.02	P	West	3	6/20/03	IF1003-LSR-SPEC invalid PAIR GAIN/DLC is found.	A	N	Closed	Cancelled - Open in Error	Loop Medium information was correct	7/7/03	
75662	6.00	P	SNET	3	6/18/03	IF0128 - LSNP-CCEA not found	B	V	Closed		Out of sync issue. Data updated	7/7/03	
74062	5.02	P	Southwest	2	6/10/03	Reject for CFA not found	A	N	Closed	Cancelled - Open in Error	Cannot identify the error. No response from the CLEC to clarify the issue.	7/7/03	
80422	5.03	P	West	3	7/2/03	IF1006-LS-SHARED NBR does not contain Line Sharing	A	D	Closed		Line Sharing not on TN	7/7/03	
80103	6.00	P	West	3	7/2/03	Pre order: acct tn cant be retrieved frm telco records	Loop Quat		Closed	Cancelled - Open in Error		7/7/03	
74962	5.02	P	Midwest	3	6/16/03	Reject message(s) missing on 400 record.	M		Closed			7/7/03	
74008	5.03	P	SNET	1	6/10/03	Incorrect data passed causing PON to exception	EB		Closed		Coding error corrected	7/7/03	
79183	5.02	P	West	3	6/30/03	IF0128-LSNP-CCEA not found	B	V	Closed	Bad test data	Fixed indirectly	7/8/03	
78864	5.03	P	Southwest	3	6/27/03	Unreadable character in edit LS3934	E		Closed		Table update	7/8/03	
76962	ALL	P	Midwest	3	6/23/03	Processed the PIC/LPIC transaction with a CLLI from another state	TN Resv.		Closed		Code change to table logic	7/8/03	
77602	6.00	P	SNET	2	6/24/03	IF0128 - LSNP-CCEA not found	B	V	Closed	Cancelled - Open in Error		7/8/03	
68422	5.03		Midwest	3	3/20/03	IF0073-BAN1 invalid for ECCKT/TNS	A	D	Closed			7/8/03	
79982	5.03	P	Midwest	2	7/2/03	Pre order; No information found in EDI Corba	Loop Qual		Closed		Invalid space	7/8/03	
73679	5.03	P	Southwest	3	6/4/03	IF0156 PS-All TNs must be moving from the same physical address	M	T	Closed	Cancelled - Open in Error	coded to spec	7/8/03	
75902	6.00	P	SOUTHWEST	2	6/18/03	Pre-orde: ERROR 014-Host system unable to process for TN Resv.	TN Resv		Closed		SAGA data to be updated	7/8/03	
81502	5.03	P	SNET	2	7/8/03	responses not coming out of LASR	A	T	Closed	Cancelled - Open in Error	End user input error	7/8/03	
79847	6.00	P	West	3	7/1/03	Pre order; TN reservation failed	TN Resv.		Closed		TN availability	7/9/03	
78304	5.03	P	SNET	2	6/25/03	LS6663 PS-FEATURE DETAIL invalid or code set is included	M	V	Closed		Table update	7/9/03	
79242	6.00	P	Midwest	1	6/30/03	Change order received by AAS, CL0 records missing.	J	R	Closed	Cancelled - Open in Error	End user input error	7/9/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
81844	6.00	P	Southwest	3	7/8/03	Pre order-corba - error 034			Closed	Cancelled - Open in Error	End user error	7/9/03	
77922	5.02	P	West	3	6/24/03	Force FOC for RTN/OLDP/NEWP/ZPOL	M	Multi.	Closed		CR30553 issued	7/9/03	
76266	6.00	P	Southwest	2	6/19/03	System not recognizing LST - IF0066 PS-LST	M	V	Closed		Test data corrected	7/9/03	
73795	5.03	P	Midwest	3	6/6/03	Invalid C order generated	M	T	Closed		More info required	7/9/03	
73480	5.02	P	Midwest	3	6/2/03	IF0143: INVALID DATA: Invalid Value-Class of Service :	A	N	Closed		More info req'd.	7/9/03	
73543	5.02, 5.03	P	Midwest	3	6/3/03	PON missing from backend system	M		Closed		More info req'd.	7/9/03	
79542	5.02	P	Midwest	3	7/1/03	IF3138 FEATURE requires additional USOC's	M	V	Closed	Cancelled - Open in Error		7/10/03	
80122	6.00	P	Southwest	3	7/2/03	Pre order: Address Validation Inquiry-line share error message		Address Validation	Closed		Telco records problem	7/10/03	
81607	5.03	P	SNET	1	7/8/03	Receiving OG Error for USOC 3BL-data not allowed after feature detail	M	V	Closed		CR030557 issued	7/10/03	
77004	5.03	P	SNET	2	6/23/03	Pre order; 509 Error-Times out on TN reservation	R	B	Closed		Table update	7/10/03	
78390	5.03	P	West	2	6/26/03	LS4140:error message translating to invalid character in EDI	M	N	Closed		Code updated	7/10/03	
80865	5.03	P	Southwest	2	7/3/03	Service order error for line sharing Resale accounts	A	N	Closed		CR030549 issued	7/10/03	
73014	5.02	P	Midwest	2	5/22/03	Internal error causing additional service order generated instead of dropping to manual	M	V	Closed		CR030556 issued	7/10/03	
71612	5.03	P	Midwest	2	5/2/03	IF3061-Feature doesn't exist RTV1N	M	C	Closed		Fixed indirectly	7/10/03	
76465	5.03	P	Midwest	2	6/20/03	IF0143: INVALID DATA: TN is invalid or unavailable	M	C	Closed	Cancelled - Open in Error	Not a valid order scenario. For 13 states UNE P is billed in CABS by BAN and for 13 states end user accounts are not maintained by "BTN" for UNE P CLECs. For ACT C LNA C the ATN is not used.	7/10/03	
76725	5.02, 5.03, 6.00	P	West	2	6/20/03	TOS and USOC combination not compatible	M	N	Closed		USOC search tool update	7/10/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
82283	5.03	P	Midwest	2	7/10/03	LNP 1PE for E340 FID Splitting Error-Data behind TN split incorrectly	C	V	Closed	Cancelled - Open in Error	The line that contains the LA FID was greater than 30 characters and had to be split for that reason. The /TN FID should not appear on the Primary List Address. It should only appear on Additional Listings. The error E340 can be attributed to a bad Primary	7/11/03	
72251	5.03	P	SNET	3	5/12/03	IF0128-CCEA not found-PON H08283179	B	V	Closed		Table update	7/11/03	
73535	5.03	P	Midwest	2	6/3/03	LS2590-DPR-TNS must be the same as the ATN "NNNNNNNNNN" format when ACT is N, V or T	T	V	Closed		CLEC Online updated: There is a system edit that prevents the LSR, when the REQTYP is E or T, from being submitted under any telephone number in the ATN field other than a POTS number shown on the CSR. Therefore, until a mechanical fix can be implemented	7/11/03	
79643	6.00	P	Southwest	3	7/1/03	IF0066 PS-LST INCORRECT FOR TNS 806XXXXXXX	M	V	Closed		Change order issued to correct database	7/11/03	
69446	5.03	P	ALL	2	4/4/03	CFA Timeout	A		Closed		This defect was indirectly fixed through the June release	7/11/03	
78388	6.00	P	Midwest	3	6/26/03	Community Name different from ACIS	Dir. Listing Inquiry		Closed		Code fix to return required data	7/11/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
70187	5.02	P	Midwest	2	4/14/03	LS5493-Feature duplicate features prohibited: NSD	M	C	Closed		Issued CR030565 for REQTPs E, F and M. CR030566 issued for the Complex REQTPs.	7/11/03	
82945	5.03	P	Southwest	2	7/11/03	IF0180 - LSR-HID and HT(s)combination could not be validated	M	C	Closed	Cancelled - Open in Error	This is a data issue. A new order cannot be placed to work a subsequent C in SWBT against the pending order file. It will not reconize hunting, CABS does not update this information from the pending order file. Will have to provide the hunting to cha	7/14/03	
75786	5.02	P	Midwest	3	6/18/03	Error code E630 - invalid PCL FID data content.	M	V	Closed		Monitor for additional examples. No re-occurrence of error.	7/14/03	
69268	5.03	P	Southwest	3	4/2/03	IF0127-CCEA not found	A	N	Closed		Cannot reproduce the error	7/14/03	
82688	5.03	P	Midwest	2	7/11/03	Creating caption listing on LN in error	M	V	Closed	Cancelled - Duplicate	Dupe of DR82703	7/14/03	
73808	5.03	P	Midwest	2	6/6/03	Invalid reject for additional TN's in the range for : CUS-FA required when ACT N or V	X	V	Closed	Cancelled - Open in Error	CLEC input a station number that was outside and in addition to the range input.	7/14/03	
82115	6.00	P	Southwest	2	7/9/03	Verigate-Load coils not being shown on loop lenghts greater than 18K	Loop Qual		Closed	Cancelled - Open in Error		7/14/03	
78582	5.03	P	Midwest	2	6/26/03	IF0067 - LSR-BAN1 not found	M	D	Closed		Fixed	7/14/03	
79344	6.00	P	Midwest	2	6/30/03	Pre order; enhanced verigate - incorrect info was populated	CSI		Closed		Software fix to backend system	7/14/03	
82928	6.00	P	ALL	2	7/11/03	Pre-order:unable to validate address due to the Supplemental List looping back to the range.			Closed	Cancelled - Open in Error		7/15/03	
68347	5.02, 5.03		Midwest	3	3/19/03	PON in posted state-cannot PTB	A	V	Closed		code fix	7/15/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
72438	5.02, 5.03		Midwest	2	5/14/03	Incorrect data for carrier in ACM & CCN	LASR GUI		Closed		Fix to initialize WS-HOLD-CCNA, WS-HOLD-ACNA	7/15/03	
82464	6.00	P	Midwest	3	7/10/03	Service Order error: Disconnect issued at the account level instead of TN level	M	D	Closed		CR030569 issued	7/15/03	
82683	5.03	P	Midwest	3	7/11/03	IF3126: FEATURE DETAIL Contract Required	E	C	Closed	Cancelled - Open in Error		7/15/03	
80008	6.00	P	Southwest	3	7/2/03	IF0009 EU-SERVICE ADDRESS INVALID	M	T	Closed		Address corrected	7/15/03	
78262	5.03	P	Midwest	1	6/25/03	Caption Listing error	J	R	Closed		Caption data is pulled correctly	7/15/03	
79822	5.03	P	Southwest	3	7/1/03	IF3063 PS-FEATURE NWT IS REQUIRED WITH FEATURE NMP	M	C	Closed		Data updated	7/15/03	
82504	6.00	P	Midwest	2	7/10/03	Pre-order: 503 error no information on order status	POS		Closed	Cancelled - Open in Error		7/15/03	
80622	5.03	P	Midwest	3	7/3/03	LS6327-RS-FEATURE PGOEA invalid value entered	V		Closed		USOC Table update	7/15/03	
80643	5.03	P	Midwest	3	7/3/03	LS6390 -Error Message RS-FEATURE PGOEA invalid	E	V	Closed		USOS table update	7/15/03	
70752	5.03	P	Midwest	3	4/22/03	F1016-LSR-SPEC invalid no load coil present on loop	A	N	Closed		CR020669 written	7/15/03	
72544	5.03	P	Midwest	2	5/15/03	IF0058-CC invalid for TNS/ECCKT	A	D	Closed			7/15/03	
68485	5.02, 5.03	P	Midwest	1	3/21/03	Comma added in error to multi word name in LNLN field	ALL		Closed		Code updated.	7/16/03	
72112	5.03	P	Midwest	3	5/9/03	LS2881-If CKTA is C, must have one occurrence of LNA (PRI) or LNA (SEC)	K	C	Closed			7/16/03	
82111	6.00	P	West	2	7/9/03	Pre order; Resp. 014: Host System Unable To Process Transaction:	Feature Availabi lity		Closed		Fixed indirectly	7/16/03	
72309	5.03		Midwest	2	5/13/03	Pre-order-Main listing returning incorrect/additional listing missing	CSI		Closed		Coding error fixed	7/16/03	
72504	5.03	P	Midwest	3	5/15/03	Pre order-No parsed Zip returned	CSI		Closed		Pre existing condition fixed	7/16/03	
69042	5.03		West	3	3/31/03	IF0042-LSR-ACT requires full disposition	E	T	Closed		database	7/16/03	
81208	6.00	P	West	2	7/7/03	Pre order; user gets error 014 not able to pull CSI	CSI		Closed		Extra character in field removed	7/16/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
70321	5.03	P	Midwest	3	4/16/03	LS6450 Feature detail /HLN invalid format for feature ODC	M	C	Closed		updated USOC Search tool to reflect correct format. Correct format /HLN 1 XXX XXX-XXXX. USOC search tool previously had a dash after the area code which was not correct.	7/16/03	
69213	5.03	P	Southwest	3	4/2/03	IF0127-LS-CCEA not found	A	N	Closed		More info req'd.	7/16/03	
82922	6.00	P	Midwest	3	7/11/03	Pre-order: 503 error. Unable to validate address	Address Validation		Closed	Bad test data	Fixed indirectly	7/16/03	
75803	6.00	P	SNET	3	6/18/03	Pre order; Verigate - incorrect date availability on CT'd address	Addr. Val.		Closed		Fixed indirectly	7/16/03	
83149	6.00	P	Southwest	3	7/15/03	LS4451 LSR-TOS valid entry is: 1 or 2; H or 8 or C; Hyphen; G, P, Z or Hyphen	M	C	Closed	Cancelled - Open in Error		7/16/03	
83146	6.00	P	Southwest	3	7/15/03	LS6547 PS-FEATURE ESD invalid for TOS value entered	M	C	Closed	Cancelled - Open in Error		7/16/03	
83148	6.00	P	Southwest	3	7/15/03	LS6643 PS-FEATURE ESD invalid value entered.	M	C	Closed	Cancelled - Open in Error		7/16/03	
83164	5.03	P	Southwest	2	7/15/03	LS7063 LSR-CC ACNA/CCNA default not found for CC/SC combo	M	V	Closed		Table data updated	7/16/03	
83011	5.02	P	Midwest	1	7/14/03	PROX retained on service order & CSR incorrectly.	M	V	Closed		Fixed	7/16/03	
75285	6.00	P	Southwest	3	6/17/03	IF3122 PS-FEATURE DETAIL /CFN FORMAT	M	C	Closed			7/16/03	
75822	6.00	P	ALL	4	6/18/03	Pre-order: Move LV fields left of Verigate screen	Address validation		Closed		Requirements updated	7/16/03	
79702	6.00	P	Southwest	3	7/1/03	Pre order.Web VerigOrder status. Not showing all info	Ord. Status		Closed	Cancelled - Open in Error		7/16/03	
80004	5.03	P	Midwest	2	7/2/03	Pre order; Missing Required Field- LV	Addr. Validation		Closed	Cancelled - Open in Error		7/16/03	
81362	6.00	P	SNET	3	7/8/03	LS1746 - DPR-ECCKT is required when ACT is N, C, T or V	T	C	Closed		CR030110 issued	7/16/03	
81945	6.00	P	Midwest	2	7/9/03	Pre order; Error 503-no info found	TN Inq.		Closed	Cancelled - Open in Error		7/16/03	

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82248	6.00	P	West	3	7/10/03	CF295 SUP is prohibited	J	N	Closed		Listings Gateway put in an emergency fix into production to stop the erroneous return of CF295.	7/16/03	
83022	5.03, 6.00	P	Midwest	3	7/14/03	Service order error when conditioning SPC/LMT is requested	A	N, C, V	Closed	Cancelled - Open in Error		7/17/03	
80562	6.00	P	SNET	3	7/3/03	Verigate providing incorrect date availability		Address Validation	Closed		Undetermined-possible timing issue	7/17/03	
82946	5.02, 5.03	P	ALL	1	7/11/03	Features not being associated with the correct Centrex form	X		Closed		Enhancement request	7/17/03	
83392	5.02	P	West	3	7/16/03	Incorrect Triggering of IF0146 Error	A	N	Closed	Cancelled - Open in Error		7/17/03	
83462	6.00	P	Midwest	3	7/17/03	Pre order; 501 invalid field		Addr Validation	Closed	Cancelled - Open in Error		7/17/03	
81002	6.00	P	Southwest	3	7/7/03	LS3454 DTU-DID IND reqd when 2nd pos of TOS = 5 or 6,	S	N	Closed	Cancelled - Open in Error		7/17/03	
73814	5.02	P	Midwest	3	6/6/03	IF0143 Invalid data - TN is invalid or unavailable	M	V	Closed	Cancelled - Open in Error		7/17/03	
73434	5.02, 5.03	P	Midwest	3	5/30/03	USOC MNWDP removed in error from Service Order	All		Closed		Code updated.	7/17/03	
71434	5.03	P	Midwest	3	4/30/03	IF0018 with PS: TNS NOT FOUND	M	D	Closed		Trying to reproduce the error	7/17/03	
75862	6.00	P	SNET	2	6/18/03	Pre-order; zip code erro on address validation	Addr Val		Closed		Pre-existing condition	7/17/03	
74221	5.03	P	Midwest	2	6/11/03	IF0002-PS: PIC INVALID FOR Central Office	M	V	Closed			7/17/03	
83045	5.03	P	Midwest	1	7/14/03	EDI is not passing all of the SN information to LASR	X	T,V,W	Closed		Code updated	7/17/03	
81604	6.00	P	West	2	7/8/03	Pre order edi - error 034 PacBell-TN availability	TN Resv.		Closed		Table update	7/17/03	
82503	6.00	P	Midwest	2	7/10/03	Pre-order: DIR LISTING SCREEN address different from CSI	CSI		Closed		Code updated	7/17/03	
74168	5.02	P	Midwest	3	6/11/03	IF0148-LS-SCFA not found, IF0139-LS-LCFA not found, IF0137-LS-VCFA not found	A	N	Closed		Fixed indirectly	7/17/03	
83308	5.03	P	Southwest	3	7/16/03	IF0015 LS-ECCKT NOT FOUND	A	C	Closed	Cancelled - Open in Error		7/18/03	
83564	5.03	P	Midwest	1	7/17/03	LS4484-LSR VTA segment 5 is req'd if segment 2 provided	P	V	Closed	Cancelled - Open in Error		7/18/03	

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83662	5.03	P	Midwest	2	7/18/03	EF37 and EE91 1PE Error for OFRA1 on Line Share orders	A	D	Closed	Cancelled - Open in Error		7/18/03	
78926	5.02	P	Midwest	1	6/27/03	Blocked FIDs not removed on Assume Activity	M	V	Closed		Code update	7/18/03	
83156	5.03	P	Midwest	3	7/15/03	Same PON created 2 different orders	A	D	Closed		Fixed	7/18/03	
81906	5.02	P	West	3	7/9/03	LS4432-LSR-REMARKS valid entry is 1-160 A/N/S.	A	V	Closed		Undetermined	7/18/03	
83214	6.00	P	West	3	7/15/03	IF0070 LSR-BAN1 INVALID FOR CC	A	N	Closed		Table update	7/18/03	
71724	5.03	P	West	3	5/5/03	Pre-order: 503 unable to pull CSI	CSI		Closed		Fixed indirectly	7/18/03	
79622	6.00	P	SNET	2	7/1/03	IF0128: LSNP-CCEA not found	B	V	Closed	Cancelled - Open in Error		7/21/03	
73446	5.03	P	Southwest	3	5/30/03	FID ACTION CODE ERROR	E	T	Closed		Code fix	7/21/03	
78287	5.03	P	Midwest	2	6/25/03	LS2874-RPL-CITY (SECLOC) required when SASN (SECLOC) is provided, otherwise prohibited.	X	V	Closed		Code updated	7/21/03	
79264	5.02	P	Midwest	3	6/30/03	MR0175-TC OPT INVALID/INCOMPLETE INFORMATION	M	V	Closed		Code updated	7/21/03	
72532	5.03	P	Midwest	3	5/15/03	LS6449-Feature detail /HLN invalid code set	E	V	Closed		Code change for number of characters allowed	7/21/03	
70184	5.03	P	Midwest	2	4/14/03	Order should have rejected, but didn't	J	D	Closed			7/21/03	CLECALLS 03-074
73386	5.03	P	ALL	2	5/29/03	Errors on 806 records	R	R	Closed		Documentation change fix	7/21/03	CLECALLS 03-088
69383	5.03	P	ALL	2	4/4/03	LS0819 LSR-HT is required when HLA is provided, otherwise prohibited. LS0819 LSR-HT is required when	M	N	Closed		Coding error- code update	7/21/03	CLECALLS 03-088
69514	5.03	P	Southwest	2	4/7/03	LS0903 is triggered when an alpha characters is populated	M	N	Closed		Code fix	7/21/03	CLECALLS 03-088
69550	5.02		ALL	2	4/7/03	DACT & DIRQTY not writing on 420.	J		Closed		code fix.	7/21/03	CLECALLS 03-088
70742	5.03	P	West	2	4/22/03	LS6282 DL-DACT data missing	J	R	Closed			7/21/03	CLECALLS 03-088
71209	5.03	P	ALL	3	4/28/03	ISDN-NPI field is not allowed on 840 record, ISDN UNE, documentation error	Y, Z, 3	ALL	Closed			7/21/03	CLECALLS 03-088
71394	5.03	P	ALL	2	4/30/03	EDI - 550 record is writing multiple times.	ALL		Closed		code fix for EDI mapping issues	7/21/03	CLECALLS 03-088
73379	5.03	P	Midwest	2	5/29/03	LS5627 CRS-TNS required when LNA is populated, otherwise prohibited	P		Closed		Missing reqmts. - Code fix	7/21/03	CLECALLS 03-088
73445	5.03	P	Midwest	3	5/30/03	EDI order not recognized downstream	T	W	Closed		EDI Mapping fix	7/21/03	CLECALLS 03-088
73636	5.03	P	Midwest	2	6/4/03	LS2216-DPU-DTNRQ is required when DTNR is provided,	W	V	Closed		EDI Mapping fix	7/21/03	

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73876	5.03	P	Midwest	2	6/9/03	LS5324-IUS-TNNUM is required when PTNRACT provided	Y		Closed			7/21/03	CLECALLS 03-088
73569	5.03	P	Midwest	2	6/3/03	LNA not identified on transaction sent	K	N, V	Closed		EDI code fix	7/21/03	CLECALLS 03-088
73921	5.02	P	Southwest	3	6/9/03	IF3122-PS Feature Detail/RCYC Req'd	M	C	Closed		EDI Code fix	7/21/03	CLECALLS 03-088
74502	5.02	P	Southwest	2	6/13/03	EDI mapping caption (450) record incorrectly	M		Closed			7/21/03	
78585	5.03	P	Midwest	2	6/26/03	LS3000 RPL-PRIOLOC is required when LIT (PRIOLOC) is provided	X	V	Closed		Code update	7/21/03	
76703	5.03	P	Midwest	1	6/20/03	IF3023 RS-FEATURE OCP Invalid Data: OQAA3	E	V	Closed		Coding error-fixed	7/21/03	
72503	5.03	P	Midwest	3	5/15/03	Pre order-wrong TOS returned	CSI		Closed		Code fix for different class of service "PU7" acc	7/21/03	
74843	6.00	P	Southwest, Midwest	3	6/16/03	LS7478 - DL-ACT of C is invalid for directory only changes	M	C	Closed		Reopen. DR being evaluated for retest reject. CR030399 issued	7/21/03	
81206	5.03	P	Midwest	1	7/7/03	LS2005, LS2063; req. to disc. 2 CTX lines common block info appearing twice.	X	C, V	Closed		EDI mapping fix	7/21/03	
68331	5.02		Southwest	2	3/19/03	Drop to manual error for CCI	M, B	N	Closed		code fix	7/21/03	
74790	5.02, 5.03, 6.00	P	Southwest	3	6/15/03	LS4429-LSR-ONSP IS REQUIRED WHEN NPI IS PROVIDED OTHERWISE PROHIBITED	S	N	Closed		Code fix	7/21/03	
83361	6.00	P	Southwest	3	7/16/03	Pre order; enhanced verigate - Error 503-no info found	CSI		Closed		Undetermined-fixed indirectly	7/22/03	
79343	6.00	P	Midwest	3	6/30/03	IF0001 IF0003 PIC/LPIC INVALID FOR CENTRAL OFFICE	N	E	Closed		Code update	7/22/03	
79662	6.00	P	ALL	3	7/1/03	Pre order; Expand RESID field to all 20 characters in window	TN Resv.		Closed		Code updated	7/22/03	
82121	5.02	P	Midwest	3	7/9/03	IF0004-PS: LPIC INVALID FOR CENTRAL OFFICE	M	N	Closed		Table updated	7/22/03	
80804	5.03	P	West	3	7/3/03	IF0127-LS-CCEA not found; IF0137-LS-VCFa not found	A	N	Closed	Cancelled - Open in Error	Checked the SWITCH data and the CCEA is not in this wire center	7/22/03	
83543		P	Southwest	4	7/17/03	Pre order; web verigate - invalid PIC/LPIC 5990	TN Resv.		Closed	Cancelled - Open in Error		7/22/03	
78463	5.02, 5.03	P	Midwest	3	6/26/03	CLEC sent order per EDI mapping rules and received LS2874	K	N	Closed		code updated	7/22/03	
72202	5.02, 5.03	P	Midwest	2	5/12/03	Line loss not generated on circuits	ALL	V	Closed		code fix	7/22/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
73371	ALL	P	Southwest	2	5/29/03	Abend in production for REQ TYP A ACT D only	A	D	Closed		Code fix to update error message values	7/22/03	
83629	6.00	P	Midwest	1	7/18/03	n/a-Invalid FA for Order Type: N/N	E,M	N	Closed		Code updated	7/22/03	
72045	5.03	P	SNET	2	5/8/03	IF0127 LS-CCEA not found	A	N	Closed		Code fix	7/22/03	
75002	6.00	P	West	3	6/16/03	IF0034- PS-All telephone numbers must be on the same account	M	T	Closed		CR030512 issued	7/22/03	
80102	6.00	P	SNET	3	7/2/03	IF0012 - TNS ALREADY EXIST	M	N	Closed		CR030555 issued	7/22/03	
80162	6.00	P	West	3	7/2/03	LS6390 RS-FEATURE *RLSL invalid for TOS value entered.	E	C	Closed		Table updated	7/22/03	
80324	6.00	P	Southwest	3	7/2/03	IF0102 PS-TNS NOT AVAILABLE FOR SBC	M	N	Closed		Not following procedures	7/22/03	
80343	6.00	P	Midwest	3	7/2/03	LS4367-HGI-HID req'd if HNTYP=1,5,6,7,8,9,10,11 and HA prov	W	V	Closed		Enhancement request	7/22/03	
82262	5.03	P	Midwest	3	7/10/03	LS6646 DPR-FEATURE TMBOX invalid value entered.	T	V	Closed		Table updated	7/22/03	
73743	5.03	P	West	3	6/5/03	IF3161 RS-FEATURE LAU prohibited with ATN.	E	C	Closed	Cancelled - Open in Error	coded to spec	7/22/03	
74064	5.03	P	West	3	6/10/03	LS6387 RS - Feature detail invalid or code set is included without a space after the FID of feature	E	C	Closed		Feature Table load	7/22/03	CLECALLS 03-088
83563	6.00	P	Midwest	3	7/17/03	ls6547 PS-FEATURE RWW invalid for TOS entered	M	C	Closed	Cancelled - Open in Error		7/23/03	
84012	6.00	P	West	3	7/22/03	LS4445-LSR-SPEC required	A	N	Closed	Cancelled - Open in Error		7/23/03	
84109	ALL	P	Midwest	2	7/22/03	Nickname doesn't fit on the same line as the first name			Closed	Cancelled - Open in Error		7/23/03	
82113	6.00	P	West	3	7/9/03	LS6579-LSR-TOS when the 1st position of TOS is 1 or 3,	E	W	Closed		Documentation issue	7/23/03	
68650	5.02,5.03		Midwest	2	3/25/03	E027 Invalid Address because of extra space inserted in listed address line	M	V	Closed		code fix to remove extra space	7/23/03	
68482	5.03		Southwest	3	3/21/03	IF0006-PS-PIC already working. IF0008-PS-LPIC already working	M	D	Closed		Root cause: PIC and LPIC is looking for the first	7/23/03	
83020	6.00	P	Southwest	4	7/14/03	Pre-order: CSI missing data	CSI		Closed		Fixed indirectly	7/23/03	
83928	5.03	P	Midwest	3	7/21/03	IF0040-EATN REQUIRED	E	C	Closed	Cancelled - Open in Error		7/23/03	
83017	5.03	P	Midwest	3	7/14/03	LS4117 DL-LASN must be 1-60 alpha/numerics.	M	T	Closed	Cancelled - Open in Error		7/23/03	
83325	5.03	P	Midwest	3	7/16/03	IF7073-RS-FEATURE NSQ not available in switch.	E	N	Closed		Corrected	7/23/03	
84019	6.00	P	Southwest	3	7/22/03	Pre order; no pots line established	CSI		Closed	Cancelled - Open in Error		7/24/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
84232	ALL	P	Midwest	3	7/23/03	Pre order; User unable to validate in verigate, recd error 506	Addr. Validation		Closed	Cancelled - Open in Error		7/24/03	
84014	5.03	P	Midwest	3	7/22/03	IF3060 RS: FEATURE ALREADY EXISTS	M	C	Closed	Cancelled - Open in Error		7/24/03	
80842	6.00	P	Midwest	3	7/3/03	LS6390 Feature ZCS3W ivalid for TOS value entered	E	V	Closed		Business table data updated	7/24/03	
79849	5.03	P	Midwest	1	7/1/03	BRS adding /ADL if WIW is detected, w/o WSOP A populated	M	N	Closed		Coding error corrected	7/24/03	
82905	5.02, 5.03	P	Midwest	1	7/11/03	LS2005 -CUS-CB Invalid	X	C, T, V	Closed		Recompiled/Retest	7/24/03	
83389	5.03	P	Midwest	1	7/16/03	MR0175-VTA INVALID/INCOMPLETE INFORMATION	K	N	Closed		Code updated	7/24/03	
71061	5.02	P	Midwest	2	4/25/03	IF3117 --FEATURE Block both 900/976 calls not available	M	C, V	Closed		code change for DMS10 switches	7/24/03	
71572	5.03	P	Midwest	2	5/2/03	IF0060 -ATN already exists for CC	E	V	Closed		Lift edit to allow same OCN for ACT V	7/24/03	
72928	5.03	P	Midwest	2	5/21/03	ADV IS NOT CARRYOVER ON ORDER -- SHOWING NO AVL	E	C	Closed		Missed business requirement. Code change	7/24/03	
73168	5.02	P	Midwest	2	5/27/03	GUI displaying wrong address info from CSR	All	C, V	Closed		Code fix	7/24/03	
74697	5.02, 5.03	P	Midwest	2	6/13/03	LS2506 - LS ECCKT valid format is .AAAA.NNNNNN..AA	A	D	Closed		Code updated	7/24/03	
77243	5.03	P	Midwest	2	6/23/03	EDI sending duplicate data to LASR	X	C	Closed		Coded to design spec	7/24/03	
68564	5.03	P	Midwest	3	3/24/03	Error: TN has line sharing	C	V	Closed		new system requirement to be developed	7/24/03	
69421	5.03	P	Midwest	3	4/4/03	IF 0143 - INVALID VALUE: INVALID DATA: Toll Restriction	E	N	Closed		Code fix: Message Mapping to be updated	7/24/03	
71330	5.03	P	Midwest	3	4/29/03	IF3165 LSR-ACCOUNT FEATURE ALREADY EXISTS	E	C	Closed		code update for blocking requests	7/24/03	
72425	5.03	P	Midwest	3	5/14/03	IF0143-Invalid data: TN is invalid or unavailable	M	C	Closed		Hunting scenario not properly defined. Code fix	7/24/03	
72706	5.03	P	Southwest	3	5/19/03	IF0109 LSR-HID not found	E	C	Closed		Coding error corrected	7/24/03	
72874	5.03	P	Midwest	3	5/20/03	LS7014-Feature EVB prohibited on Circle Hunt groups	M	V	Closed		Pre-Existing Condition fixed	7/24/03	
75322	6.00	P	Midwest	3	6/17/03	LS2869-RPL-CFA (SECLOC)	K	C	Closed		Code updated	7/24/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
76287	6.00	P	Midwest	3	6/19/03	IF0123-PS: BLOCK ALREADY EXISTS.: RTV1N	M	C	Closed		Corrected coding error	7/24/03	
76726	5.03	P	Midwest	3	6/20/03	IF3023-RS-FEATURE OCP Invalid Data: OTZMX	E	V	Closed		To be fixed with DR68282 - Pre existing condition	7/24/03	
81223	6.00	P	Midwest	3	7/7/03	When client wants an indent, the PLINFO field repeats itself	J	R	Closed		Corrected misunderstood design spec	7/24/03	
83484	5.03	P	Midwest	2	7/17/03	CR2009-Feature no longer used for Call restriction USOC	M	C	Closed		Documentation issue	7/24/03	
70429	5.03	P	West	3	4/17/03	IF0128-LSNP-CCEA not found	B	V	Closed	Cancelled - Duplicate	Dupe of DR84209	7/24/03	
84045	5.03	P	West	4	7/22/03	Pre order; missing segment length in second BTLEN field	Loop Qual		Closed		Business Table updated	7/24/03	
68462	5.03		Midwest	3	3/21/03	REQ M ACT V order requesting EVD should have rejected	M	V	Closed		To be covered under CR 030304	7/24/03	
84234	6.00	P	Midwest	3	7/23/03	Pre order; can't pull CSI	CSI		Closed	Cancelled - Open in Error		7/24/03	
83855	5.03	P	SNET, Southwest	1	7/21/03	PONs in SNET & SWBT regions not getting to the GUI for proc	A	N	Closed		PONs in SNET & SWBT clec test regions not getting to the GUI for processing.	7/24/03	
84209	6.00	P	West	3	7/23/03	IF0128-LSNP-CCEA not found	B	V	Closed		Business table data	7/24/03	
83443	6.00	P	Midwest	2	7/17/03	Pre order; Load Coil fields are blank	Loop Qual		Closed	Cancelled - Open in Error		7/24/03	
73907	5.03	P	Midwest	3	6/9/03	IF0143-Invalid Data: Cannot delete service. IF0080-LSR: ACT INVALID FOR ACCOUNT STATUS	M	B	Closed		CR030570 issued	7/25/03	
83362	5.03	P	Southwest	3	7/16/03	Pre order; CLEC is receiving 014 error-unable to process transaction	CSI		Closed		Code updated	7/25/03	
84657		P		2	7/25/03	LNP ACT V Dropping to manual with error message			Closed	Cancelled - Duplicate	Dupe of DR84649	7/25/03	
83396	ALL	P	Midwest	1	7/16/03	Auto/Auto orders were given less than a standard due date	M	W,V	Closed		Business table data fixed indirectly	7/25/03	
71880	5.02	P	Southwest	3	5/6/03	IF0148-LS-SCFA not found; IF0139-LS-LCFA not found; IF0137-LS-VCFA not found	A	N	Closed		Pre-existing condition	7/25/03	
72340	5.02	P	Southwest	3	5/13/03	IF0148-LS-SCFA not found; IF0139-LS-LCFA not found; IF0137-LS-VCFA not found	A	N	Closed		Pre-existing condition	7/25/03	
75422	5.03	P	Southwest	3	6/17/03	IF0066 PS - LST Incorrect for TNS	M	V	Closed		Procedures not followed	7/25/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter
73281	5.02	P	Midwest	2	5/28/03	LS5493-PS-FEATURE 296-6236 duplicate FEATURES prohibited:	M	C	Closed		Code fix to Enhanced Repeat Dial	7/25/03	
74624	5.03	P	Midwest	3	6/13/03	IF0070-LSR-BAN1 invalid for CC	A	N	Closed	Cancelled - Open in Error	CABS data verified correct.	7/25/03	
73476	5.03	P	West	3	6/2/03	IF0031 LSNP-All telephone numbers must be on the same acct	B	V	Closed	Cancelled - Open in Error		7/25/03	
83945	6.00	P	Southwest	4	7/21/03	Pre order; web verigate - Error 014 CFA Inquiry	CFA Inq.		Closed		Fixed indirectly	7/28/03	
76443	6.00	P	ALL	3	6/20/03	LSOR changes for LSS5365	Various		Closed		To be addressed by an Accessible Letter from LSOR Team	7/28/03	
83464	6.00	P	Southwest	3	7/17/03	IF0180-LSR-HID and HT(s) combination could not be validated	M	C	Closed	Cancelled - Open in Error		7/28/03	
83466	6.00	P	Southwest	3	7/17/03	IF0067-LSR-BAN1 not found	M	C	Closed	Cancelled - Open in Error		7/28/03	
73540	5.02, 5.03		West	3	6/3/03	Random service order generation for incorrect region	M		Closed		Backend code fix	7/28/03	CLECALLS 03-088
74022	5.03	P	West	3	6/10/03	IF0126-LS-CCEA invalid, channel occupied	A	N	Closed			7/28/03	
73376	5.03	P	West	3	5/29/03	IF0127 LS-CCEA not found	A	N	Closed		No or unclear procedures	7/28/03	
72302	5.03	P	Midwest	2	5/13/03	IF0105-Address doesn't match lite address check	B	V	Closed		Code fix to pick up street number only from CSR	7/28/03	
76062	ALL	P	Midwest	4	6/19/03	Pre-order: Upgrade to LQ calculations	LQ		Closed	Cancelled - Duplicate	Dupe of DR78243	7/29/03	
83346	5.02		West	3	7/16/03	Pre order; - PO4 segment is in position 13.	Loop Qual		Closed		Code update	7/29/03	
72853	5.03	P	West	3	5/20/03	IF0137-VCFA not found, IF0139-LCFA not found, IF0148	A	N	Closed		Pre-existing condition	7/29/03	
68691	5.02, 5.03		Midwest	2	3/25/03	E027 Invalid Address because of missing asterisk in directional of SA field	M	V	Closed		code fix	7/29/03	

DR#	Ver.	C L	Region	Sev.	Open	Short Description	REQ	ACT	Status	Description	Comments	DR Closed Date	Acc. Letter

Severity Levels are assigned as follows:	
Severity Number	Description
Severity 1	Critical: Extreme system problem (e.g. region down, message queue down, system abend, missed performance measures, blocks execution of all or a majority of test conditions or production order/preorder functions, an interface between two systems has failed, a critical application is unavailable or in a degraded condition, affects ALL service requests, there are no documented procedures for processing order requests or for handling fallout)
Severity 2	Major: Major system problem (e.g. an application does not function according to requirements, blocks execution of one or several test conditions or production order/preorder functions, the problem is inhibiting an important area of the system from functioning at an optimum level, resulting in a degraded service condition of a non-critical application, affects a specific category of service requests from one or more customers)
Severity 3	Average: Average system problem (e.g. application does not function according to requirements, affects execution of any number of order/preorder functions, typically the issues are with functionality, customer and end user may experience minimal impact)
Severity 4	Minor: Affects minor functionality (e.g. Does not block execution of test condition or order/preorder functions, These are functional, not system problem)
	* All severity levels take into consideration volume of orders, scope of impact to the customer, availability of potential workarounds. Severity levels can evolve as analysis and fixes are identified.
Code Level	<b>P</b> = Defect applies to Current Production level of code. <b>P+</b> = Defect applies to upcoming release level of code available during release test window.
Acc. Letter	When an Exception Request Accessible Letter is required
	<ul style="list-style-type: none"> <li>• A field has been added to a LEX/verigate screen</li> <li>• An existing edit documented in the LSOR/LSPOR has been turned on</li> <li>• A new edit, not in the LSOR/LSPOR, has been turned on (an existing condition exists in the LSOR/LSPOR supporting the new edit)</li> <li>• A new edit, not in the LSOR/LSPOR, has been turned on (an existing condition does not exist in the LSOR/LSPOR supporting the new edit)</li> <li>• Implementation of a CR that was formally a DR</li> <li>• Changing the functionality of a field, application, or process</li> </ul>
Status Descriptions are as follows:	
Status	Description
<b>IN ANALYSIS</b>	Developer is analyzing the defect, but has not started to fix the defect.  or <b>Coded to Spec.</b> The alleged defect is not a defect for the SBC system that the defect is assigned. The application has been coded to business requirements for that system. At this point, the DR may be assigned to a downstream system for further analysis or Business Requirements for review to determine if a change request will be generated, or it may be closed with agreement from the user who requested or opened the defect.
<b>MONITOR</b>	The defect is downgraded to a lower severity (severity 3 or below), and the affected system is being watched, because the test and development teams are unable to recreate the problem, or the defect occurs intermittently. The defect will be reviewed after two weeks to determine if the monitoring period should be extended or the defect closed.

<b>Severity Levels are assigned as follows:</b>	
<b>Severity Number</b>	<b>Description</b>
<b>FIX IN PROGRESS</b>	Developer is working on the defect fix
<b>Fix Pending</b>	Root cause determined, awaiting testing commitment
<b>FIX RETURNED</b>	<p>Fix identified with the following progress:</p> <p><b>MIGRATION PENDING:</b> Code to fix the defect is ready, but has not yet been migrated to the system test region.</p> <p><b>MIGRATED:</b> The code fix has been migrated to the system test environment.</p> <p><b>RETEST SUCCESSFUL:</b> The defect was successfully retested in System Test.</p> <p><b>RETEST REJECTED:</b> The retest of the defect failed in system test</p> <p><b>PROD MIGRATION PENDING:</b> A retest has been successful, and the software fix is waiting to moved into Production Validation status.</p> <p><b>DEFERRED:</b> The defect is deferred to another release, or the defect will not be worked immediately</p>
<b>PRODUCTION VALIDATION</b>	The fix will be validated in production by the initiator of the DR. If production validation fails, the DR is moved back to "In Analysis" status.
<b>CLOSED</b>	<p>The defect has been resolved</p> <p>CANCELLED – Duplicate: Another production defect is open that documents the same problem.</p> <p>CANCELLED – Open in Error: Not a valid defect. The user misunderstood how the system is supposed to function or the data was incorrect for the scenario.</p> <p>CODED TO SPEC - Closed with agreement from the user who requested or opened the defect.</p>

**Attachment B**

**Change Management Communications Plan  
Status Report**

**Quality Assurance Review Report  
April 21, 2003 – June 14, 2003**

**Change Management Communications Plan  
First Quality Assurance Review Report  
April 21, 2003 – June 14, 2003**

**Introduction**

The purpose of the Quality Assurance Review (“QAR”) process is to verify the completeness and accuracy of SBC’s implementation of CMCP action plans. To assess compliance with those requirements, SBC agreed to conduct quarterly reviews for one year. At the completion of each quarterly review, results are documented and reported to impacted business and executive management. Where warranted, corrective actions are developed and implemented. Each corrective action will be tracked and investigated to ensure timely and successful implementation.

This Quality Assurance Review Report summarizes the results of the first quarterly QAR, which covers the period of April 21, 2003 through June 14, 2003, and is based on a sampling of changes made between releases during that time frame. Where applicable, details on deviations and corresponding corrective actions are provided.

Overall, this first QAR review demonstrates that the CMCP has been implemented within the appropriate organizations in SBC. In the instances where discrepancies were noted, results either have been or are in the process of being reported to impacted management. Corrective actions have been documented and will be tracked to ensure successful implementation. Status on these corrective actions will be provided in subsequent QAR reports.

SBC’s implementation of the CMCP has resulted in significant additional oversight, validation and testing of interface changes. SBC also notes that, since the CMCP has been implemented, there have been no CLEC complaints to Change Management regarding any changes that were made without notification in a maintenance release. Nor have any CLECs complained to Change Management of unintended impacts as a result of maintenance releases that have occurred during the review period.

**QAR Scope and Approach**

This QAR was conducted based upon a review of 30 changes that were scheduled for implementation between April 21 and June 14 (i.e., “outside the normal quarterly release cycles”). The sample of 30 was taken on a random basis, and represents 22% of the total 135 edits, modifications and changes scheduled for implementation during the four maintenance releases that occurred during this period.

Each of these 30 items then was analyzed to determine compliance with CMCP requirements. For each change reviewed, a series of questions was asked and answered, with input from the Subject Matter Experts (SMEs) as required.

First, a determination was made as to whether the critical step of assessing whether the change in question was potentially CLEC impacting was completed. The CMCP defines “CLEC impacting” as “any change made by SBC to the interface that would cause a CLEC’s previously

**Change Management Communications Plan  
First Quality Assurance Review Report  
April 21, 2003 – June 14, 2003**

accepted LSR to be rejected or a previously accepted pre-order transaction to fail.”<sup>1</sup> Each sample item was evaluated to make certain this determination was made. If the change was determined to be CLEC-impacting, then the following analysis was undertaken for each item:

- Was the change included on the Enhanced Defect Report (“EDR”) as required by CMCP § 4(b)?
- Was the change:
  - A new edit for existing business rules, subject to the notification requirements of CMCP § 4(a) and, if so, were those requirements followed?
  - A modification to existing edits (pre-order and order) and/or table updates, under CMCP § 4(b)?
  - An EDI Mapping or CORBA IDL change, subject to the notification requirements of CMCP § 4(c) and, if so, were those requirements followed?
- Were the testing requirements of CMCP § 4(f) followed? Specifically, for each change:
  - Was positive and regression testing conducted by SBC’s Information Technologies (IT) organization?
  - Were test plans, scenarios and expected outcomes reviewed and approved by SBC’s IT organization for each change?
  - Did Industry Markets management review test results as documented by IT prior to implementation?

### **Summary of QAR Results**

Of the 30 changes included in the QAR sample:

- Two were found to be “Severity 1” defects, and therefore outside the scope of the CMCP. (See, CMCP, fn. 5);
- One was a duplicate of another defect in the sample; and,
- Two of the changes were not implemented during the April 21-June 14, 2003 review period.

Accordingly, the evaluation steps below did not apply to these five changes. A summary of SBC’s review of CMCP compliance for the remaining 25 changes, including deviations and corresponding corrective actions, is set out below:

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<sup>1</sup> CMCP, p. 4.

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Assessment of CLEC Impact

The QAR confirmed that each of the 25 changes remaining in the sample had undergone evaluation to determine whether the change presented a potential CLEC impact as defined by the CMCP. Of the 25 changes, 17 were assessed as having a potential CLEC impact, and therefore subject to CMCP requirements, and 8 were assessed as having no potential CLEC impact.

Inclusion on Enhanced Defect Report (EDR)

All but one of the 17 remaining changes in the sample were included on the EDR in compliance with the requirements of CMCP § 4(b). The one change that did not appear on the EDR was opened by SBC as a DR in March 2003, prior to the implementation of the CMCP. SBC inadvertently failed to include this defect when the EDR was implemented in April.

The team responsible for maintaining the accuracy of the EDR was informed of the deficiency. This change was implemented and now appears on the EDR “closed” tab.

Type of Change

Following SBC’s CMCP processes, all 17 of these changes were correctly assessed as modifications to existing edits (pre-order and order) and/or table updates under CMCP § 4(b). No Exception Request Accessible Letters were required for these changes; as noted above, all but one appropriately appeared on the EDR.

Positive and Regression Testing

The QAR confirmed that either positive or regression testing was conducted for all 17 of the changes. Positive testing was conducted on 16 of the changes in the sample, and regression testing was conducted on 14.

Corrective action included reinforcing the requirement that IT conduct positive testing and applicable regression testing on CLEC impacting defects prior to implementation.

IT Management Approval of Test Plans/Scenarios and Expected Outcomes

The QAR confirmed that test plans/scenarios and expected outcomes were developed by the IT organization on 14 of the 17 changes.

Verbal approval of the test plans/scenarios and expected outcomes by IT management was obtained on a total 5 of the 17 changes.

Corrective action includes reinforcing the requirement for IT management approval of test plans/scenarios and expected outcomes for CLEC impacting defects prior to executing the test. The IT organization has confirmed that its existing test plan template will be updated to provide

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for documented approval of test plans/scenarios and expected outcomes prior to the August 13, 2003 release.

In addition, the Industry Markets Defect Management team has confirmed its documentation is being updated to include a specific requirement that all test documentation be rejected back to IT unless formal approval of the test plans/scenarios and expected outcomes is provided. This requirement will be effective with the August 13<sup>th</sup> release.

*Industry Markets Review of Test Results*

The QAR confirmed that Industry Markets (IM) management reviewed the results of IT testing to confirm that the test results conformed to expected outcomes for 14 of the changes in the sample.

In one case, SBC's internal release calendar was not correctly updated by the IT organization to identify that the change was being implemented. As a result, IM was not aware that a review of the test results for this change was required. IT has confirmed that the internal release calendar will be updated appropriately moving forward.

One case involved a table update, which IM did not recognize as part of this review process. Moving forward, IM will include review of testing on table updates as applicable.

The change in one case was made to an internal system that does not interact with the CLEC systems. Testing in this case was done in production and, as such, there were no test results to review prior to implementation.

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion, )
to consider Ameritech Michigan's compliance )
with the competitive checklist in Section 271 of ) Case No. U-12320
the federal Telecommunications Act of 1996. )
\_\_\_\_\_)

PROOF OF SERVICE

STATE OF MICHIGAN )
) ss.
COUNTY OF INGHAM )

Mindy D. Smith, being first duly sworn, deposes and says she is employed at Dickinson Wright PLLC; and that on July 31, 2003 she served a copy of SBC Michigan's Status Reports for: (1) Change Management Communications Plan, (2) Bill Auditability and Dispute Resolution Plan, and (3) Pre-Order Processing Timeliness Plan and SBC's Quarterly Management Review Results for the Special and UNE Circuit Repair Coding Accuracy Plan upon the attached service list via email and first class mail by depositing the same in a United States postal depository, enclosed in an envelope, bearing postage fully prepaid in Lansing, Michigan.

Mindy D. Smith (handwritten signature)

Mindy D. Smith

Subscribed and sworn to before me,
a Notary Public in and for said County,
this 31st day of July, 2003.

Alicia M. Ball (handwritten signature)

Alicia M. Ball, Notary Public
Ingham County, Michigan
My Commission Expires: 01/07/06

SERVICE LIST - MPSC CASE NO. U-12320

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