



Wholesale Product/Process
Final Response

November 06, 2001

Ms. Terry Bahner
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AT&T Communications

This letter is in response to CLEC Change Request PCCR090401-4, dated September 4th, 2001, title of change: Clarify Qwest's process on completing LSR's day after due date. This Change Request pertains to the implementation of the new LNP process involving stand alone LNP port out service order requests.

Description of Change as noted in CR: QWEST notified CLEC community LSRS would complete orders day after at 11:59 pm of install date to coincide with disconnects in switch.. Qwest escalation center is stating that orders can start closing as early as 3pm with the possibility of closing even sooner with disconnect to follow. Interconnect has stated that if Qwest determines that there is a large volume of orders to close, they can decide a random time to start the process. AT&T would like to understand why this time frame fluctuates if the closing of these orders causes the disconnect in the switch to shift to an earlier time. AT& T is requesting a flow chart or documentation explaining and listing the backend systems for this process.

Implementation of this Qwest business process change was included in the IMA 8.0 release and was deployed effective August 20th, 2001.

The change is as stated: The ten (10) digit unconditional trigger and switch translations associated with the end user customer's telephone number will not be removed, nor will Qwest disconnect the customer's billing and account information, until 11:59p.m. (local time) of the next business day after the due date. Internal Qwest systems have been adjusted to accommodate this process change.

- Order completion and disconnect of translation's will **not** occur prior to 11:59 p.m. the next business day following the due date.
- The subscription date to ASMS is sent to match the CLEC requested due date as available per the standard interval guide.
- The FOC is sent and matches the ASMS subscription date requested by the CLEC as available per the standard interval guide.
- An effective billing date to discontinue account billing is added to the order to match the actual port subscription date as requested by the CLEC and as available per the standard interval guide.
- Additional notification and a reminder of this current process was sent to the Interconnect Center's through an internal communicator dated 10/29/01. The title was "Qwest response to Clec questions concerning the current LNP Port Out process of holding switch translations and order completion until the next business day at 11:59pm."

- The process agreement is as stated: The ten (10) digit unconditional trigger and switch translations associated with the end user customer's telephone number will not be removed, nor will Qwest disconnect the customer's billing and account information, until 11:59p.m. (local time) of the next business day after the due date.

For due date changes or cancellation's on existing LSR's the following process should be followed:

Due Date Changes

- You must notify Qwest via LSR supplement or notification to the ISC if you require a DD change for your port activity
- Notifications of DD changes via a LSR supplement should be made as soon as possible on the DD and prior to 8:00 PM Mountain Time.
- Late notification of DD changes will require that you call the ISC prior to 12:00 noon on the day after the DD (in the end-users' time zone) and issue a LSR supplement via IMA or IIS to confirm the request. If the port due date falls on a Saturday, the CLEC should notify the ISC no later than the following Monday by noon of the DD change.
- Late DD change notifications after 12:00 noon the day after the DD, will require you to contact the Call Center Representative at 888-796-9087 to initiate an escalation ticket for these late changes. The CLEC should also issue a LSR supplement via IMA or IIS to confirm the request. The CLEC should also issue a LSR supplement via IMA or IIS to confirm the request.

Cancels

- You must notify Qwest via LSR supplement or notification to the ISC if you require a cancel of the port activity.
- Notifications of DD cancels via a LSR supplement should be made as soon as possible on the DD and prior to 8:00 PM Mountain Time.
- Late notification of DD cancels will require that you call the ISC prior to 12:00 noon on the day after the DD (in the end-users time zone) and issue a LSR supplement via IMA or IIS to confirm the request. . If the port due date falls on a Saturday, the CLEC should notify Qwest no later than the following Monday by noon of the cancellation.
- Late cancel notifications after 12:00 noon the day after the DD will require you to contact the Call Center Representative at 888-796-9087 to initiate an escalation ticket for these late cancels. The CLEC should also issue a LSR supplement via IMA or IIS to confirm the request.

Qwest Interconnect Service Center hours of operation to support the functions described above are:
6 AM to 8 PM Mountain Time, Monday-Friday
7 AM to 5 PM Mountain Time on Saturday

With the implementation of this new process, the CLEC is still responsible for notifying Qwest if they are unable to meet their requested port due date. Service order completion and disconnect of switch translation's are not scheduled to occur anytime prior to the 11:59 p.m. time frame the next business day following the due date. However, the port subscription message was sent for the initial CLEC desired due date and changes or cancellation's must occur as outlined above or as noted in the supplement information listed in the Product catalog.

Sincerely,

Joan Wells
Process Manager Local Number Portability

CC:
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