



Test Vendor ID:	IWO 2128
Qwest Internal Tracking ID:	TI 854
Observation/IWO Title:	WATS Call Records Dropped
Test Type/Domain:	Functionality / Billing
Date Qwest Received:	02/19/2002
Initial Response Date:	02/21/2002
Supplemental Response Date:	03/05/2002

Test Incident Summary:

WATS Call Records Dropped: CGE&Y conducted a controlled supplemental test of the accuracy of Daily Usage Files (DUF) records to insure no issues remained in Arizona considering the multiple system updates by Qwest that may affect the generation of daily DUF records. These updates occurred from September 2001 through December 2001.

In Qwest's response to DR 264, Qwest stated that 41 DUF records for WATS access calls had not been sent to the Pseudo CLEC because the call records were dropped in error. Qwest reported that a fix was to be implemented for this problem on February 18, 2002.

Please provide the activities that led to the identification and resolution of this problem.

Qwest Response Summary:

Qwest found two separate situations that led to WATS access records not appearing on the P-CLEC's DUF. For one of those situations, a program fix was made to pass 8XX access attempts on to the DUF. Three (3) of the 41 DUF records fall into this category. For the second situation, 8XX access completed calls were made while a service order was pending and the messages did not appear on the DUF for the P-CLEC's UNE account. Thirty-eight (38) of the 41 DUF records fall into this category. Both of these situations have been fixed.

AT&T Comments (02/28/2002):

Why did CGE&Y not request that Qwest provide the DUF records in question that were dropped?

What were the notices to CLECs of the implementation of the system fixes? Were both fixes implemented on February 18? Did CGE&Y review the notices?

In Qwest's analysis of the first problem (8XX access attempts), is it CGE&Y's understanding that "attempts" means calls dialed to 8XX numbers that do not complete are "attempts"? If there is a different interpretation of "attempts", please explain what is meant by "attempts".

Qwest Response to AT&T Comments (03/05/2002):

AT&T question, What were the notices to CLECs of the implementation of the system fixes? Were both fixes implemented on February 18? Did CGE&Y review the notices?



Both problems identified in Qwest's initial response were fixed by February 18, 2002, one problem was fixed on February 7, 2002, and the other on February 18, 2002. In accordance with CMP, Qwest did not provide CLEC notification of these fixes because the fixes did not require CLECs to change their system or processes.

Attachment(s): None