



Test Vendor ID: IWO 2127
Qwest Internal Tracking ID: TI 853
Observation/IWO Title: Access Records Not Sent on DUF
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:

Access Records Not Sent on DUF: 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 92 DUF records had not been sent to the Pseudo-CLEC due to the situation of a service order converting an account to UNE on a Friday concurrent with the receipt of access records that are less than five days old. Qwest also stated that a fix was implemented for this problem on February 7, 2002.

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

Qwest Response Summary:

As a result of this investigation, it was found that within the Central region, the time required to update a key file after a service order successfully posts to a customer's account was one day longer than realized. Within CRIS certain order types require two processing cycles to migrate working service to the new service account. In September, 2001 Qwest implemented a pending service order process with the purpose of capturing all wholesale related usage records dated on or after a service effective date. This process holds all wholesale service order related usage records until all source tables and files have been updated based on the service order information. Qwest determined that it needed to hold the associated usage one additional day to ensure that the source file used to process the UNE involved Non-800 Access records had been updated. Because the Access usage records were released to be processed before the updated service order information was made available, the impacted Access records were processed against the old Resale account disposition and were not passed to the DUF. To fix this problem, Qwest revised the pending service order process to hold usage one additional day, to ensure that the source files are correctly updated.

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

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

What was the notice to CLECs of the implementation of the February 7 system fix? Did CGE&Y review this notice?



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

AT&T question, What was the notice to CLECs of the implementation of the February 7 system fix? Did CGE&Y review this notice?

In accordance with CMP, Qwest did not provide CLEC notification of this fix because the fix did not require CLECs to change their system or processes.

Attachment(s): None