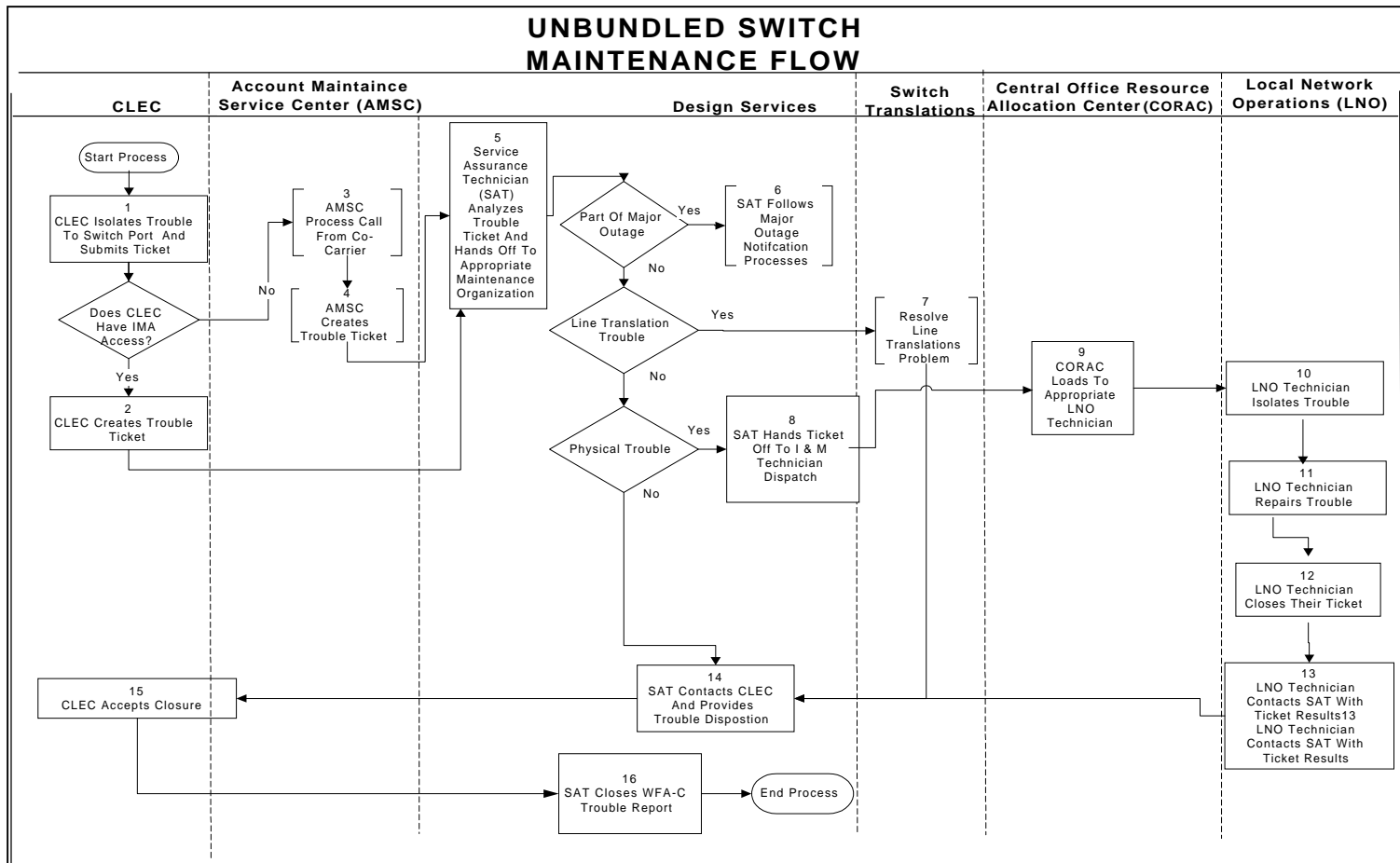


Switched DS1 Message Trunk Port Provisioning Task List

Task	Description
1	Access Service Request (ASR) form submitted by CLEC
2	ASR and associated forms reviewed for completeness
3	Service Delivery Coordinator (SDC) inputs Faxed ASR into EXACT
4	SDC distributes IABS service order into service order processor (SOP)
5	SDC logs order into TIRKS to start provisioning process of Port
6	Trunk request and work authorization forms completed by Designer
7	Trunk port in designed in TIRKS
8	Design layout record (DLR) created
9	SDC creates and sends firm order confirmation and DLR to CLEC
10	CLEC receives firm order confirmation and DLR from USWC
11	Trunk port installation is coordinated by implementor
12	Load Central Office work steps
13	Central Office wiring completed
14	Central Office conformance testing completed
15	Test results recorded
16	Implementor contacts CLEC for turn up, completes order in WFA/C
17	CLEC accepts Service
18	Implementor completes order in WFA/C
19	SDC completes order in EXACT and IABS to begin billing



Unbundled Switch Maintenance Task List

Assoc. Task #	Process
1 or 2	Trouble ticket submitted NOTE: If CLEC has a system interface they may submit report electronically. Otherwise CLEC calls AMSC to report trouble and steps 3 and 4 are required.
3	Process ticket received from CLEC
4	Trouble ticket created
5	Analyze trouble ticket, identify location, and assign to appropriate organization
6	If part of major outage SAT follows major outage notification processes Note: then skip to step 13
7	Translations Trouble is resolved Note: then skip to step 13
8	SAT hands off physical trouble to network operations
9	CORAC loads to appropriate LNO Technician
10	Trouble is isolated
11	Trouble repaired
12	Trouble ticket updated
13	Contact SAT with ticket results
14	CLEC notified
15 and 16	CLEC accepts service and Trouble ticket closed