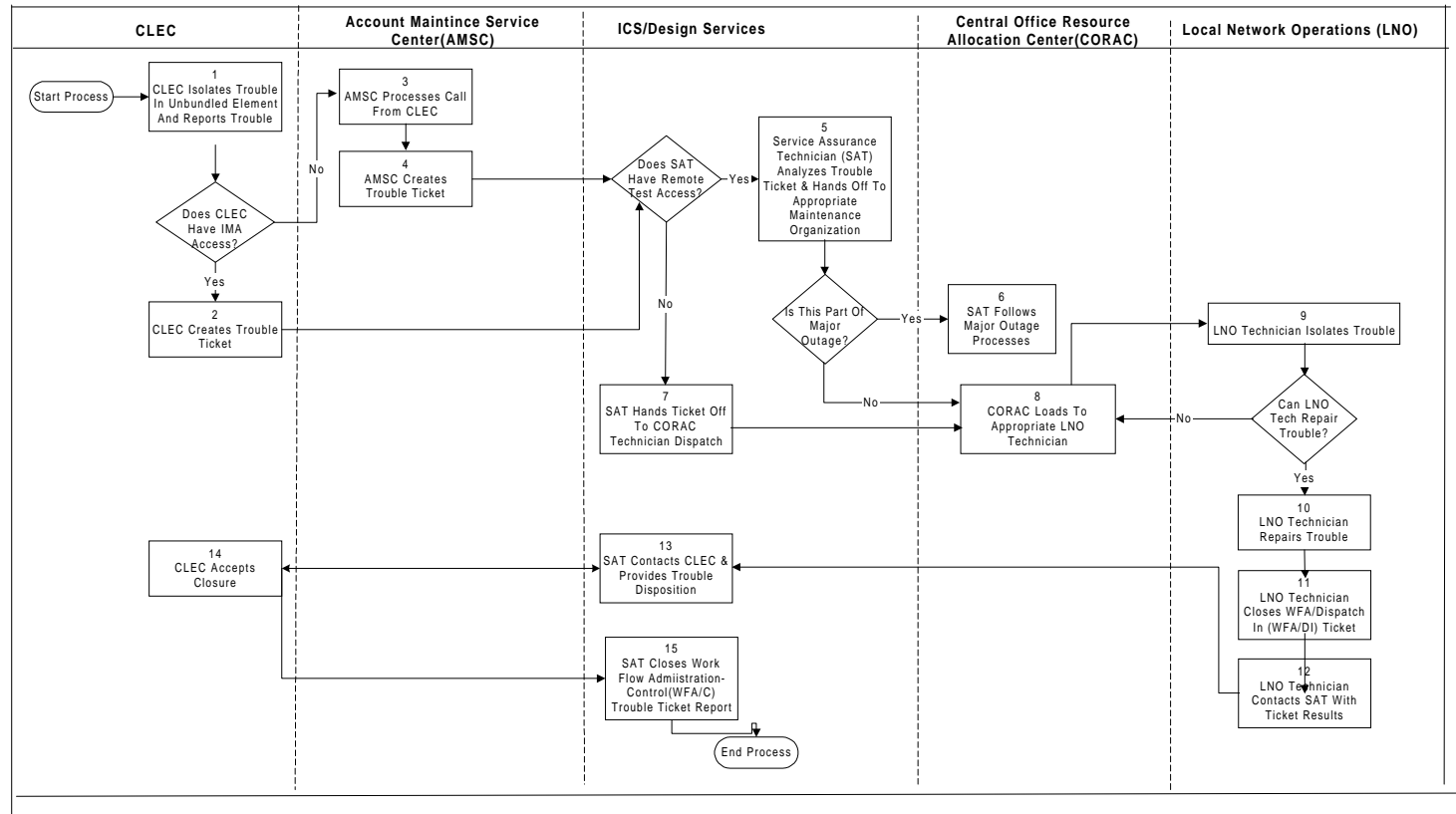


Unbundled Element Maintenance Process



Unbundled Element 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 trouble is related to a major outage SAT follows major outage notification processes
7	If trouble location can not be identified by SAT the SAT hands off tkt to CORAC to dispatch technician
8	CORAC loads to appropriate LNO Technician
9	Trouble is isolated
10	Trouble repaired
11	Trouble ticket updated
12	Contact SAT with ticket results
13	CLEC notified
14 and 15	CLEC accepts service and Trouble ticket closed