

## Open Product/Process CR PC072303-1 Detail

**Title: Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install)**

| CR Number  | Current Status Date    | Area Impacted | Products Impacted   |
|------------|------------------------|---------------|---|
| PC072303-1 | Completed<br>2/18/2004 | Provisioning  | Any product with test and accept of a circuit on a basic install and the current process applies. |

**Originator:** Johnson, Bonnie

**Originator Company Name:** Eschelon

**Owner:** Martain, Jill

**Director:** Schultz, Judy

**CR PM:** Sanchez-Steinke, Linda

### Description Of Change

Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install). If a CLEC is not ready to test at the time Qwest calls on the due date, the CLEC has until 5 PM to call Qwest and test and accept the circuit. Qwest should not place the Local Service Request ("LSR") in a customer not ready jeopardy status, because the customer is ready within the required time frame.

Qwest does not provide CLECs with a specified time on the due date when testing and acceptance will take place. Testing and acceptance may occur any time before 5 pm local time. As long as the CLEC is ready to test and accept the circuit before 5pm on the due date, therefore, the customer is ready on the due date. Nonetheless, Qwest places a "CNR" jeopardy on an LSR if Qwest calls a CLEC to test and accept the circuit on the due date and the CLEC is not ready to test and accept the circuit at the time Qwest calls. Even if the CLEC communicates to Qwest that it will call Qwest back on the due date and before 5 PM local time, Qwest places the request in a CNR jeopardy status. Qwest should not use the CNR jeopardy notice for this situation. CNR is not a valid jeopardy code, because the CLEC is ready before 5pm (i.e., on the due date).. By incorrectly using the CNR jeopardy for this situation, , Qwest forces CLECs to manage CNR jeopardy notices that have no validity. Qwest is causing CLECs additional work in the CLECs workflow process for no valid reason. Qwest should change the process on issuing CNR jeopardy for this situation. Eschelon has reviewed the "C" list of jeopardy codes located in the Qwest IMA User Guide, and there is no customer jeopardy ("C" list) that applies to this situation. As a matter of fact, this situation does not present a jeopardy situation at all because the order is not in "jeopardy."

Expected Deliverable

Develop, document, and train a process to manage requests for basic install circuits in situations in which the CLEC is ready on the due date (before 5pm), although perhaps not at the first time that Qwest chooses to call.. Cease using a CNR jeopardy for the situation described above, because the customer IS ready on the due date (as the Qwest basic install definition is from 8 AM to 5 PM local time).

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## Status History

07/23/03 - CR Submitted

07/24/03 - CR Acknowledged

07/31/03 - Held Clarification Meeting

08/20/03 - August CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

08/26/03 - Had conversation with Bonnie Johnson and would be ok with Eschelon to hold jep until 6 p.m. Mountain time

09/17/03 - September CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

10/06/03 - Held Ad Hoc Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

10/15/03 - October CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

11/19/03 - November CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

12/05/03 - Qwest issued PROS.12.05.03.F.01131.ProvisioningV29 proposed effective date 1/19/04

12/17/03 - December CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

01/02/04 - Qwest issued PROS.01.02.04.F.01222.FNL\_ProvisioningV29 CMP FINAL NOTICE on Provisioning and Installation Overview V29.0 effective 1/19/04

01/21/04 - January CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

02/18/04 - February CMP Meeting - Meeting minutes will be posted to this CR's Project Meetings section.

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## Project Meetings

02/18/04 February CMP Meeting Jill Martain with Qwest said the final notice was sent on 1/2/04 and the PCAT was effective 1/19/04. Stephanie Prull asked if Qwest is holding the jep statuses in IMA. Jill said that a system CR would be required to hold jep statuses from the inquiry functionality, only the jeopardy notices were being held in IMA. This CR will be moved to Completed status.

01/21/04 January CMP Meeting Jill Martain with Qwest said that the final notice was sent 1/2/04 and was effective 1/19/04. It was agreed that this CR would move to CLEC Test status. 12/17/03 December CMP Meeting Jill Martain with Qwest said she would like to talk about this CR & PC081403-1 which are in Development (see PC081403-1 for more information). Additional information on jepoardies was discussed in the CLEC ad hoc meeting. Bonnie Johnson with Eschelon said she had received Susan's note this morning and this is not tied to the 6 p.m. jeopardies. This CR will remain in Development status.

11/19/03 November CMP Meeting Jill Martain with Qwest said that the CR is in progress and expects deployment in December 2003. This CR will remain in Development status.

Thu 10/23/03 3:06 PM From: Bonnie Johnson to: Linda Sanchez-Steinke  
Subject: RE: PC072303-1 Jeopardies Hi Linda, I have received no feedback. I perceive that to mean we are OK.

Bonnie J. Johnson Director Carrier Relations Eschelon Telecom, Inc. Phone 612 436-6218 Fax 612 436-6318 Cell 612 743-6724

Thu 10/23/03 2:18 PM From: Linda Sanchez-Steinke To: Bonnie Johnson  
Subject: PC072303-1 Jeopardies Hi Bonnie -

I wanted to follow up with you and find out if any CLECs provided feedback to you about holding jeopardies (those listed in the supplemental information included in the CR) until 6 p.m. Mountain time.

Would you let me know if you have received feedback from companies that did not want to move forward with the proposal?

Thank you

Linda Sanchez-Steinke CRPM Qwest 303-965-0972

10/15/03 October CMP Meeting Phyllis Sunins with Qwest said that we held an ad hoc meeting last week and at the meeting the CLECs agreed to hold jeopardy notifications until 6 p.m. Mountain time. Qwest expects to implement this change in December 2003. Jill Martain will open a Qwest initiated CR to review the jeopardy process. Bonnie Johnson with Eschelon said that at the ad hoc meeting CLECs were given time to review the list of jeopardy codes and hasn't received negative feedback from any CLECs. Bonnie will call Linda Sanchez-Steinke next week if she does receive feedback from CLECs that do not want jeopardy notification held until 6 p.m. Mountain time. Phyllis added that she is doing a study of August jeopardy data. Liz Balvin with MCI needs additional definition of C31 and C34 jeopardy codes. Phyllis said that Eschelon had asked for additional documentation around jeopardy codes and the documentation will be available at the end of the month. Liz said she would wait for the documentation to be distributed and will submit comments. This CR will remain in Development status.

Ad Hoc Meeting Minutes PC072303-1 October 6, 2003 1-877-572-8687,  
Conference ID 3393947# 10:00 a.m. - 10:30 a.m. Mountain Time

List of Attendees: Lori Mendoza - Allegiance Donna Osborne-Miller - AT&T  
Regina Mosley - AT&T Phyllis Burt - AT&T Ann Adkisson - AT&T Carla  
Pardee - AT&T Julie Pikar - U S Link Jen Arnold - U S Link Kim Isaacs -  
Eschelon Bonnie Johnson - Eschelon Jeanne Whisenant - Qwest Lori  
Dalton - Qwest Dave Hahn - Qwest Jill Martain - Qwest Phyllis Sunins -  
Qwest Deny Toye - Qwest Russ Urevig - Qwest Linda Sanchez-Steinke -  
Qwest

The meeting began with Qwest making introductions and welcoming all attendees. Linda Sanchez-Steinke with Qwest explained that the purpose of the meeting was to discuss CR PC072303-1 and synergies between PC081403-1.

Jill Martain with Qwest explained the attachment to the notification for the ad hoc meeting is a list of jeopardy types, other than "C" type jeopardies, that Qwest proposes be sent at 6 p.m. Mountain time. Jill further explained that the proposal eliminates sending jeopardy notifications for situation that are identified early in the day but later resolved by Qwest on the same date. Bonnie Johnson with Eschelon said there were a lot of duplicate jeopardies for weather / work force and asked for further explanation. Jill explained that Qwest tracks internally the jeopardies by work group and the work groups are identified by the letter codes. Deny Toye with Qwest said that the "B" jeps are central office and "C" jeps are customer jeps.

Jill asked if it would cause a problem to send the jeopardies listed on the spreadsheet at 6 p.m. Mountain time. Bonnie said that CLECs would be left hanging and it would be too late to contact the customer if didn't receive them until 6 p.m. Deny said that when Qwest gets to the due date that we make a call and the CLEC would have been notified via telephone call if placing the order in jeopardy. Bonnie said that helped to know that CLECs will get a call on the due date if the order is in jeopardy and then they can call customers. Deny will check all products that Qwest makes a telephone call on due date if the order is placed in jeopardy. Jill said that she will submit an additional CR to re-address the jeopardy process.

Kim Isaacs said that she has submitted a documentation request asking for additional explanation of jeopardy meaning.

Lori Mendoza will get input from Allegiance, Donna Osborne-Miller will get input from AT&T, Bonnie said she would send something out to the community asking for additional input. Linda asked if there were any additional questions. No questions were asked and Linda said that we would discuss this CR at the October CMP meeting.

09/17/03 September CMP Meeting Jill Martain with Qwest said that Qwest accepts this CR and will be making changes to a backend system to hold CNR jeopardies until 6 p.m. Mountain time. The targeted date for implementation is December 2003. Jill explained that Qwest would like to expand holding all jeopardies sent mechanically except with unbundled loop before FOC, for conditioning and facility reasons. Bonnie Johnson with Eschelon said she was not sure if they could be acting on those and if they would agree to hold until 6 p.m. There will be an ad hoc meeting scheduled and Jill will provide a list of jeps to be considered with the notification. This CR was moved to Development status.

08/20/03 - August CMP Meeting Bonnie Johnson with Eschelon presented this CR. Bonnie explained that Eschelon is asking that the circuit not be put into CNR status until 5 p.m. local time on the due date. Lori Mendoza with Allegiance supports this CR. Lori asked if Bonnie included in the CR the situation when the customer is not able to stay late when there is a Qwest problem. Bonnie said that in those situations, it would not be

appropriate to put the order in CNR status. This CR will be moved to Presented status.

### CLEC Change Request Clarification Meeting

8:15 a.m. (MDT) / Thursday, July 31, 2003

1-877-572-8687 3393947# PC072303-1 Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install)

Name/Company: Bonnie Johnson, Eschelon Kim Isaacs, Eschelon Stephanie Prull, McLeod Liz Balvin, MCI Sharon Van Meter, AT&T Mike Zulevic, Covad Denny Graham, Qwest Jeanne Whisenant, Qwest Linda Sanchez-Steinke, Qwest

Introduction of Attendees Introduction of participants on the conference call was made and the purpose of the call discussed. Review Requested (Description of) Change Linda read the description of change from the CR submitted by Eschelon; Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install). If a CLEC is not ready to test at the time Qwest calls on the due date, the CLEC has until 5 PM to call Qwest and test and accept the circuit. Qwest should not place the Local Service Request ("LSR") in a customer not ready jeopardy status, because the customer is ready within the required time frame.

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Jeanne Whisenant with Qwest asked if this CR was for all orders sent through IMA. Bonnie Johnson with Eschelon answered yes this is for LSRs sent through IMA where the CNR process applies, and said Eschelon issues private line and LIS trunking orders on ASR. Jeanne explained the ASR process is manual and that CNR letters are sent by the SDC on due date and no longer than 2 business days after the due date. Bonnie said this CR doesn't apply to orders submitted via ASR because it is not an automated process.

Liz Balvin with MCI said she supports this change request, and said that MCI may not meet the time when Qwest initially calls but will get back to Qwest by the end of the day.

Sharon Van Meter with AT&T also supports this CR.

Confirm Areas & Products Impacted The area of this Change Request impacts orders submitted via LSR where CNR process applies.

Confirm Right Personnel Involved Qwest confirmed the correct personnel were on the call to resolve the CR.

Identify/Confirm CLEC's Expectation Develop a process where the jeopardy notice will not be sent by Qwest before 5 p.m. local time on the due date.

Identify any Dependent Systems Change Requests No systems change requests.

Establish Action Plan (Resolution Time Frame) Eschelon will present this CR at the August CMP meeting.

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## **QWEST Response**

September 9, 2003

DRAFT RESPONSE

For Review by the CLEC Community and Discussion at the September 17, 2003 CMP Meeting

Bonnie Johnson Eschelon

SUBJECT: Qwest's Change Request Response - PC072303-1 Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install)."

QWEST Response:

Qwest accepts this change requested by Eschelon, however, a back end system change will be required to hold the CNR jeopardy notifications until 6 PM Mountain time. This system change is due to the fact that Qwest put mechanization in place previously to provide timely jeopardy notification to our CLEC community.

Qwest has targeted this process change to take place in December 2003 and will provide notification to the CLEC Community.

Sincerely,

Jill Martain Manager Process Management

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Information Current as of 8/28/2006