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## 2009 OPEN CUF ISSUES

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## #1 Review Verizon Changes Of Interest to CLEC Community

**DESCRIPTION:** Includes any changes to VZ organizations, systems, and/or business practices that may occur and affect the CLEC-community.

**EXAMPLE:**

**OPENED:** May 1998 by J.Katzman (Covad), M.Moor (Net2000), P. Appandrianopoulos (Rhythms), & T.Evans (Teligent).

**CLEC SPONSORS:** ALL

**VERIZON FACILITATOR:** Kathryn Kalajian

**PRODUCT (S) AFFECTED BY I**

**ISSUE:**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Collocation  | <input type="checkbox"/> Line-Sharing   | <input type="checkbox"/> Special Access (FCC Tariff)      |
| <input type="checkbox"/> DSL  | <input type="checkbox"/> Line-Splitting | <input type="checkbox"/> UNE-Loop                         |
| <input type="checkbox"/> Interconnection/IXC  | <input type="checkbox"/> LNP            | <input type="checkbox"/> UNE-Platform                     |
| <input type="checkbox"/> Interconnection/Switched Access  | <input type="checkbox"/> Resale         | <input type="checkbox"/> UNE Specials/IOF (Local Tariffs) |
| <input checked="" type="checkbox"/> <b>OTHER (Please Specify): Anything that may affect Inter-Company Processes</b> _____ |   |   |

**STATE(S) WHERE ISSUE OCCURS:**

- |  |                                      |  |  |   |
|--|--------------------------------------|--|--|---|
| <input checked="" type="checkbox"/> Entire Footprint | <input type="checkbox"/> Connecticut | <input type="checkbox"/> Maryland      | <input type="checkbox"/> New Jersey    | <input type="checkbox"/> Vermont        |
| <input type="checkbox"/> "North Region"              | <input type="checkbox"/> Delaware    | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> New York      | <input type="checkbox"/> Virginia       |
| <input type="checkbox"/> "South Region"              | <input type="checkbox"/> Maine       | <input type="checkbox"/> New Hampshire | <input type="checkbox"/> Pennsylvania  | <input type="checkbox"/> Washington, DC |
|  |                                      | <input type="checkbox"/> Rhode Island  | <input type="checkbox"/> West Virginia |   |

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> <b>CLOSED as of:</b> _____ | <input type="checkbox"/> <b>RESOLVED</b>   | <input type="checkbox"/> <b>AGREE TO DISAGREE</b>           |
|   | <input type="checkbox"/> <b>UNRESOLVED</b> | <input type="checkbox"/> <b>MOVED TO OTHER FORUM:</b> _____ |

**FOLLOW-UP ACTION ITEM(S) & ASSIGNED OWNER(S) & DATE(S) DUE:**

**GENERAL MEETING MINUTES**

12/10/08:

Web Site Enhancements

**New Local Content**

Under the Systems and Measures drop menu for-the Customer Wholesale Portal Report, the Verizon East License Agreement for Bulk Loop Qualification Extract has been updated

- In the **Local Ordering Guide web page**

The Supplemental Wire Centers Exemption list for 2008 has been updated and the **The 2009 Local Provisioning Availability Schedule** has been added. There have been several updates made to the Contact Us section and, based on discussion on yesterday's CMP call; further updates in the escalations lists and the appearance of this section are forthcoming.



Notes from meetings previous to 12/10/08 and relevant to this topic have been archived separately

**#116: Transition of Idaho NMC work to Virginia NMC**

**CLEC SUBMITTING ISSUE SHOULD COMPLETE LINES 1 through 11:**

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1. **CLEC Name:** Integra Telecom, Inc.
2. **CLEC Contact, Phone Number and E-Mail Address:** Kim Isaacs  
612-436-6038  
[kdisaacs@integratelecom.com](mailto:kdisaacs@integratelecom.com)
3. **Alternate CLEC Contact, Phone Number and E-Mail Address (Optional):** Laurie Roberson  
503-953-7423  
[Laurie.Roberson@integratelecom.com](mailto:Laurie.Roberson@integratelecom.com)
4. **SUBMISSION DATE:** 9/17/08
5. **SELECT PRODUCT(S) THIS ISSUE AFFECTS: (Double-click on box(es) to mark)**

|  |   |   |
|--|---|---|
| <input type="checkbox"/> Collocation   | <input type="checkbox"/> Line-Sharing   | <input type="checkbox"/> Special Access (FCC Tariff)      |
| <input type="checkbox"/> DSL   | <input type="checkbox"/> Line-Splitting | <input type="checkbox"/> UNE-Loop                         |
| <input type="checkbox"/> Interconnection/IXC   | <input type="checkbox"/> LNP            | <input type="checkbox"/> UNE-Platform                     |
| <input type="checkbox"/> Interconnection/Switched Access   | <input type="checkbox"/> Resale         | <input type="checkbox"/> UNE Specials/IOF (Local Tariffs) |
| <input checked="" type="checkbox"/> OTHER (Please Specify): <u>      All Products Supported by the NMC      </u> |   |   |
5. **SELECT THE CATEGORY THIS ISSUE AFFECTS: (Double-click on box(es) to mark)**

|  |  |  |
|--|--|--|
| <input type="checkbox"/> Pre-Order (Record Verification) | <input type="checkbox"/> Billing (Process)                   | <input type="checkbox"/> Ancillary Services (OS/DA/DL, etc.) |
| <input type="checkbox"/> Ordering (Process)              | <input type="checkbox"/> Maintenance and/or Repair (Process) | <input checked="" type="checkbox"/> Other General Issue      |
| <input type="checkbox"/> Provisioning (Process)          |  |  |
6. **SELECT WHERE ISSUE OCCURS:**  Entire Verizon East Or  
 Entire Verizon West Or  
 Entire Footprint Or Check off Specific State(s) Below:



- |                                      |  |   |   |  |
|--------------------------------------|--|---|---|--|
| <input type="checkbox"/> California  | <input type="checkbox"/> Indiana       | <input type="checkbox"/> New Hampshire  | <input type="checkbox"/> Pennsylvania     | <input type="checkbox"/> Virginia      |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> Maine         | <input type="checkbox"/> New Jersey     | <input type="checkbox"/> Pennsylvania - W | <input type="checkbox"/> Virginia-W    |
| <input type="checkbox"/> Delaware    | <input type="checkbox"/> Maryland      | <input type="checkbox"/> New York       | <input type="checkbox"/> Rhode Island     | <input type="checkbox"/> Washington    |
| <input type="checkbox"/> Florida     | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> North Carolina | <input type="checkbox"/> South Carolina   | <input type="checkbox"/> Washington DC |
| <input type="checkbox"/> Idaho       | <input type="checkbox"/> Michigan      | <input type="checkbox"/> Ohio           | <input type="checkbox"/> Texas            | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Illinois    | <input type="checkbox"/> Nevada        | <input type="checkbox"/> Oregon         | <input type="checkbox"/> Vermont          | <input type="checkbox"/> Wisconsin     |

## 7. DESCRIBE THE ISSUE:

Integra has experienced and continues to experience a significant decline in the level wholesale support and service from Verizon. This is having a detrimental impact on Integra and our end user customer's. The decline in service is due to Verizon's unannounced 6/30/2008 transition of their National Market Center (NMC) support for Verizon West from the Idaho NMC to a center in Virginia. While Integra has been working with our Verizon account management team and the NMC senior management, we have not received a commitment from Verizon regarding when the issues will be resolved or when we can anticipate a return normal service levels.

Unfortunately as of today 9/17/08, Integra and our end user customer's are still experiencing issues as a result of Verizon's transition of the National Market Center (NMC). Verizon's overall performance is not improving. Verizon may improve on LSR response times only to see an increase in the order errors. A focus on order errors results in a decline in the LSR response times. We are still experiencing long hold times when calling the NMC, due dates 2 – 3 weeks beyond our requested due date, and very slow response time for NMC escalation tickets and project requests.

Integra has been meeting with Verizon weekly to address the issues but we have not seen significant improvements.

**8. PROVIDE EXAMPLE(S):**

In early July, it became clear that the transition of the Verizon's Idaho NMC to the Virginia NMC was having a negative impact on Integra and our ability to provision services for our end user customer's in a timely manner. Here is a small sample of the issue Integra and our end user customer's were experiencing in July and continue to experience to some level some 2 months later:

- Verizon was not responding to LSRs in a timely manner. It was taking days to receive a response (Firm Order Commitment FOC) from Verizon when typically it took hours.
- Service Order Intervals/Due Dates increased. Verizon was pushing out due dates two to three weeks beyond the requested due date on Integra's LSRs.
- NMC Escalation tickets were not being resolved in a timely manner.
  - Prior to the NMC transition, Verizon responded within hours to service affecting issues in July it was taking days to resolve these issues.
  - Prior to the NMC transition, Verizon responded to non-customer service impacting issues within two to three days. In July, was taking one to three weeks.
- Integra was experiencing excessive hold times. Hold times of 1 ½ hours were not uncommon.
- Integra was unable to get responses to project request. This results in missed commitments to our end users and significantly delayed some of Integra's network optimization project.

Verizon's CLEC aggregate performance results for PO-3-02-1400 Center Responsiveness in July 2008, illustrate the decline in the level of service Verizon is providing to the CLECs. The benchmark for Performance Measure PO-3-02-1400 is 17.00 seconds. In June 2008, prior to the NMC transition all of the Verizon National Market Centers answered calls in 3.23 seconds. In July 2008, all of the Verizon National Market Centers answered calls in 180.04 seconds. It is important to note that the 180.04 seconds is an aggregate of all of Verizon's National Market Centers. Integra contacts only the NMC in Virginia and our average hold time is 20 – 30 minutes.

**9. IF CLEC HAS PROPOSED RESOLUTION, PLEASE DESCRIBE:** Verizon should openly and regularly share their plans to resolve the outstanding issues with the CLEC community and to promptly return to normal levels of service.

**10. Other CLECs Supporting Issue:**

**Priority One.**

**VERIZON COMPLETES LINES 12 through 14:**

CUF REVIEW DATE: \_\_\_\_\_

11. Issue Accepted?  Yes /  No – If “No”, provide reason:

12. Assigned Issue # \_\_\_\_\_ and Entitled: \_\_\_\_\_

13. Issue Closed: (enter date closed) : \_\_\_\_\_

Summarize actions by Verizon and/or CLECs to resolve issue or check off applicable boxes:

Resolution: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

 Issue moved to the following Forum: Agree to Disagree

12/10/08:

- Tom Thirsk, Director of the Verizon National Market Center (“NMC”), provided the following status:
  - Under the new call answering process, calls to the NMC are now being answered under 2 minutes
  - The NMC is still working out issues with timely callbacks
  - Verizon implemented two IT fixes in November to address an IT issue with system-generated JEPs that negatively impacted West orders in October and November. This issue, identified in October shortly after the CUF call, has resulted in increased calls to the NMC. The NMC has worked to ensure that all CLECs have received their JEP notifications and reason codes. An additional system notification issue has also been identified pertaining to an increase in system notifications issued on design/non design circuits. IT is scheduled to implement a program on December 11, 2008 that will capture these JEP notifications, which should serve to alleviate those calls.
  - Integra requested Verizon commence bi-weekly industry calls with all the CLECs and eliminate the individual calls NMC management conducts with some CLECs. Tom Thirsk stated he will consider that request. No CLEC voiced support on the call for this alternative.



10/15/08:

Integra's new issue requested Verizon regularly share with the CLEC community its plans to resolve the outstanding NMC issues with regard to West orders. This was accepted as an issue [CUF Issue Number 116]. Key points discussed include:

- The focus of the issue would be on aggregate CLEC issues and not on CLEC-specific issues. For CLEC-specific issues, arrangements can be made for the CLECs to discuss them directly with an NMC manager.
- The Chesapeake NMC director, Lorraine Taylor, and her management team have been directly available to those CLECs reporting delays, including having regularly scheduled meetings with Integra and a few other CLECs, to directly resolve their specific issues.
- The transition of the West local orders to the Chesapeake NMC has not impacted the CLEC ability to submit electronic LSRs. These orders have been processed and provisioned business as usual. Aggregate performance data has indicated that the vast majority of LSR and reject notifiers continue to be processed in a timely manner.
- A small percentage of the LSRs falling out for additional manual processing experienced delays over the months of July and August. Some of these delays can be attributed to Verizon representatives gaining additional experience and work efficiencies in the systems required to process the West orders. Verizon has been actively monitoring the situation and has implemented the following steps to help ensure the timely processing of all notifiers:
  - Provided extensive training and continuous floor support.
  - Shifted additional resources from other Verizon work centers to assist with the processing of work as daily volumes fluctuate.
  - Authorized overtime as necessary.
- Lorraine Taylor, Director of the NMC, provided more detail pertaining to the transition. The three components of the transition were (1) getting the LSR's processed timely and correctly, (2) (3) reducing hold time on the ACD.
- It is now the fourth month of the transition and the first component has been successfully achieved and the second component is definitely improving. The third component, which is in direct correlation with the second, will be achieved as soon as the management of trouble tickets is at optimum. This requires on-going effort on both sides (Verizon and CLEC).
- PriorityOne mentioned that intervals are long. There was discussion on the increased use of the escalation process by CLECs to try to improve their due dates. Verizon explained that when an order is submitted, Verizon's systems generate the next available date (based on work force availability and work load). CLECs can request an expedited due date by



resubmitting the LSR with the expedite field populated. The CLEC will receive an electronic response as to whether an expedited due date is available.

- Tom Thirsk, Director of the Boston NMC, stated that many CLECs, if they do not like the response to their expedite request, are then using the escalation process to try to obtain a better due date. These escalation calls are directly contributing to the increase in NMC hold times as the NMC reps are spending a significant amount of time, often hours, making multiple calls on behalf of a CLEC to see if the due date can be improved. Often, the result may provide a one day improvement at best.
- Ms. Taylor asked that the CLECs accept the system generated response to their expedite requests as Verizon's available date due, and advised the CLECs to use the escalation process only when necessary and to call her directly if there is a specific issue that needs to be addressed immediately. The CLECs were advised that the NMC reps will no longer take requests for an expedited due date through the escalation process unless there is an emergency, for example an order for a Medical Facility, or there has been an error on Verizon's part.
- PriorityOne asked if the NMC transition of work had an impact on the COs being provided jumper runs on orders. PriorityOne claims it has to submit a daily spreadsheet with jumper runs. Tom Thirsk advised he would look into it. Eli Diaz also advised that this issue was currently being investigated and he would also provide feedback. Access Point stated it has been having problems receiving SARs (West) and PCNs/BCNs (East) in a timely manner. Tom Thirsk explained these notices can take anywhere from one to three days if the timing is such that it hits in a billing cycle. AccessPoint believes a three day timeframe is unsatisfactory. Tom advised that if the absence of these notifications causes an Out of Service condition for a CLEC end-user, the CLEC should call Verizon and Verizon will work with the CLEC. Access Point was to forward a list to Tom and work directly with its representative.
- There was discussion on the order entry errors by CLECs and the need for CLECs to continue to train their representatives on submitting orders. CLECs asked for examples of common errors. Tom Thirsk agreed to put together a "top ten" list of order entry errors that will be provided to the CLECs.