UNBUNDLED LOOP
MAINTENANCE FLOW

CLEC	Account Maintaince Service Center	Design Services	Central Office Resource Allocation Center	Local Network Operations

Start Process

1 CLEC Isolates Trouble To Loop And Submits Ticket

Does CLEC Have IMA Access? — No

3 AMSC Process Call From Co-Carrier

4 AMSC Creates Trouble Ticket

Can Trouble Location Be Identified? — Yes

Yes

2 CLEC Creates Trouble Ticket

5 Service Assurance Technician (SAT) Analyzes Trouble Ticket And Hands Off To Appropriate Maintenance Organization

No

7 LRAC Loads To Appropriate LNO Technician

8 LNO Technician Isolates Trouble

6 SAT Hands Ticket Off To Field Technician Dispatch

9 LNO Technician Repairs Trouble

10 LNO Technician Closes WFA DI/DO Ticket

11 LNO Technician Contacts SAT With Ticket Results13 LNO Technician Contacts SAT With Ticket Results

13 CLEC Accepts Closure

12 SAT Contacts CLEC And Provides Trouble Dispostion

14 SAT Closes WFA-C Trouble Report

End Process

Unbundled Local Loop 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 2 and 3 are required.
3	Process ticket received from CLEC
4	Trouble ticket created
5	Analyze trouble ticket, identify location, and assign to appropriate organization
6	When trouble location cannot be identified, ticket assigned to Installation & Maintenance Technician
7	Trouble ticket received in Network Operations
8	Trouble is isolated
9	Trouble repaired
10	Trouble ticket updated
11	Contact SAT with ticket results
12	CLEC notified
13 and 14	CLEC accepts service and Trouble ticket closed