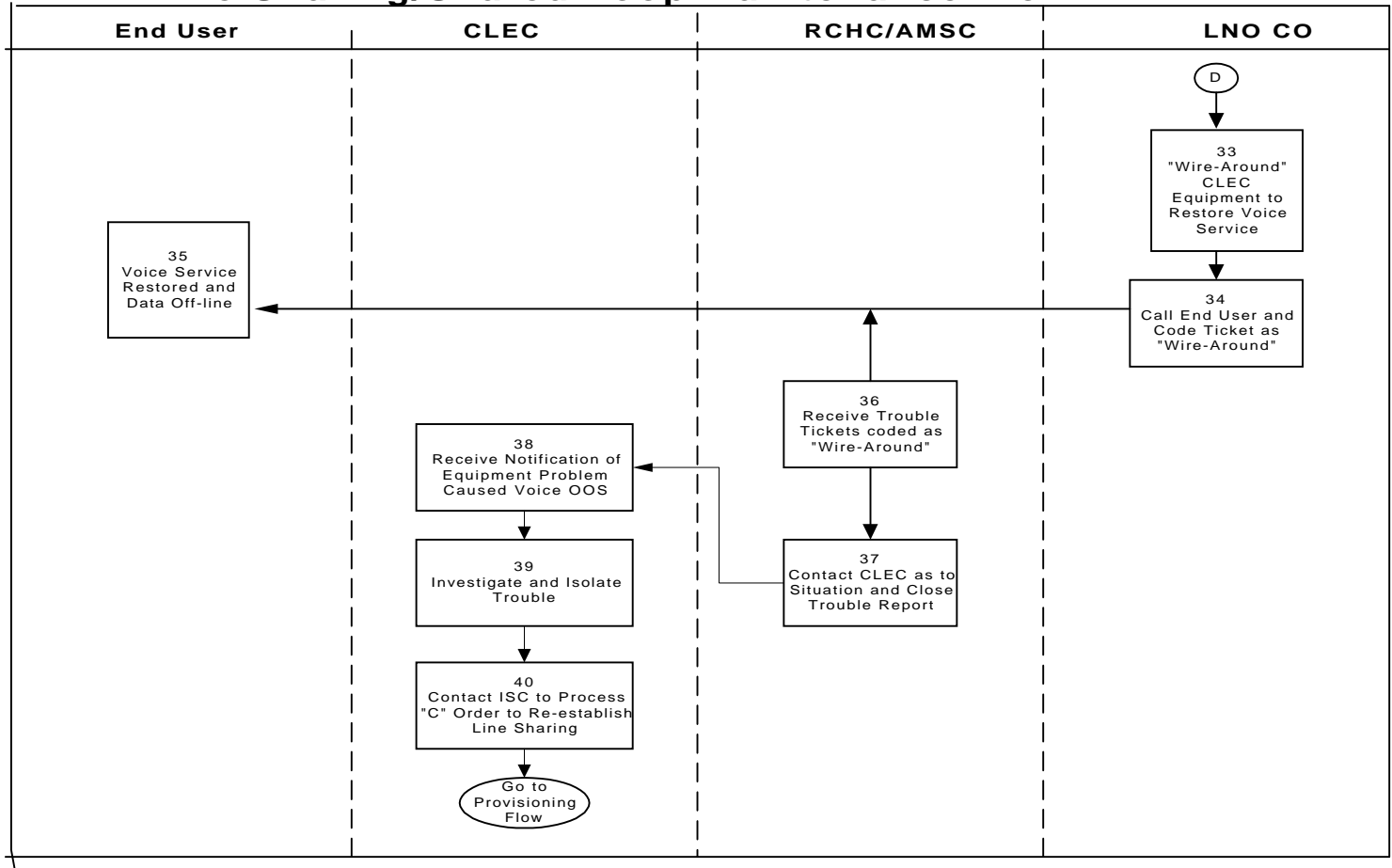


Line Sharing/Shared Loop Maintenance Flow



Line Sharing/Shared Loop Maintenance Task List

Assoc. Task #	Process
1	End user customer experiences voice problem with service and calls U S West.
2	End user customer experiences data problem with service and calls CLEC
3	CLEC determines if trouble is voice or facility problem. If voice trouble CLEC refers end user to U S WEST
4	CLEC determines trouble to be related to the data equipment.
5	CLEC resolves own data equipment trouble with the end user and closes their repair ticket with end user. Go to task 21.
6	The Repair Call Handling Center (RCHC) determines line sharing customer from records and refers either the end user or the CLEC to a special number in the AMSC.
7	The Repair Call Expert (RCE) determines if the trouble is data, voice, or both data and voice.
8	RCE finds trouble is not associated with U S WEST.
9	RCE refers end user customer to their CLEC and closes trouble ticket.
10	RCE determines a line translation trouble related to U S WEST.
11	RCMAC clears line translation trouble, contacts customer and closes trouble ticket.
12	RCE determines trouble is software related.
13	Complex Translations repairs software trouble, contacts customer and closes trouble ticket.
14	RCE determines problem is physical trouble.
15	LRAC schedules and loads work to technician(s).
16	Central office trouble loaded to Central Office Technician (COT) via WFA/DI
17	COT determines if "wire around" required
18	If "wire around" not required COT repairs central office trouble, contacts customer and closes trouble ticket.
19	Outside trouble is loaded to LNO I&M Technician

Line Sharing/Shared Loop Maintenance Task List

Assoc. Task #	Process
20	Outside technician clears trouble, contacts customer and closes ticket
21	CLEC reports data related trouble to U S WEST or requests MLT test be performed to isolate data/facility.
22	RCE takes report
23	RCE screens trouble report and determines need to check physical facilities.
23.1	Determine results of MLT test. If Central Office trouble go to task 15. If not Central Office trouble go to task 24.
24	LRAC loads trouble ticket via WFA/DO to outside technician
25	LRAC dispatches able technician with test set.
26	Outside technician performs cooperative testing to isolate trouble
27	Outside tech verifies facilities are good and closes ticket
28	CLEC performs cooperative testing the U S WEST field technician.
29	CLEC determines whether facilities can continue to support line sharing
30	Facilities can support line sharing. Resolve facility issues with U S WEST.
31	Facilities can no longer support line sharing. CLEC to disconnect line sharing.
32	End user receives notice form CLEC that Line Sharing is unavailable.
33	"Wire Around" ¹ CLEC equipment to restore voice service to end user
34	Call end user and code ticket as "wire around"
35	End user's voice service is restored and data is disconnected.
36	RCHC/AMSC receive trouble tickets coded as "wire around"
37	Contact CLEC as to situation i.e., "wire around" and close trouble report.

Line Sharing/Shared Loop Maintenance Task List

Assoc. Task #	Process
38	CLEC receives notification of data equipment problem.
39	CLEC investigates and isolates data trouble.
40	CLEC contact ISC to process a service order to re-establish line sharing.

Note 1: If an end-user complains of a voice problem that may be related to the use of the shared line for data services, CLEC and ILEC will work together and with the end-user to solve the problem to the satisfaction of the end-user. ILEC will not disconnect the data service without the written permission of the CLEC unless the end-user's voice service is so degraded that the end-user cannot originate or receive voice grade calls. (per 14 State Line Sharing Agreement 4/24/00, Arizona, Colorado, Idaho, Iowa, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming.)