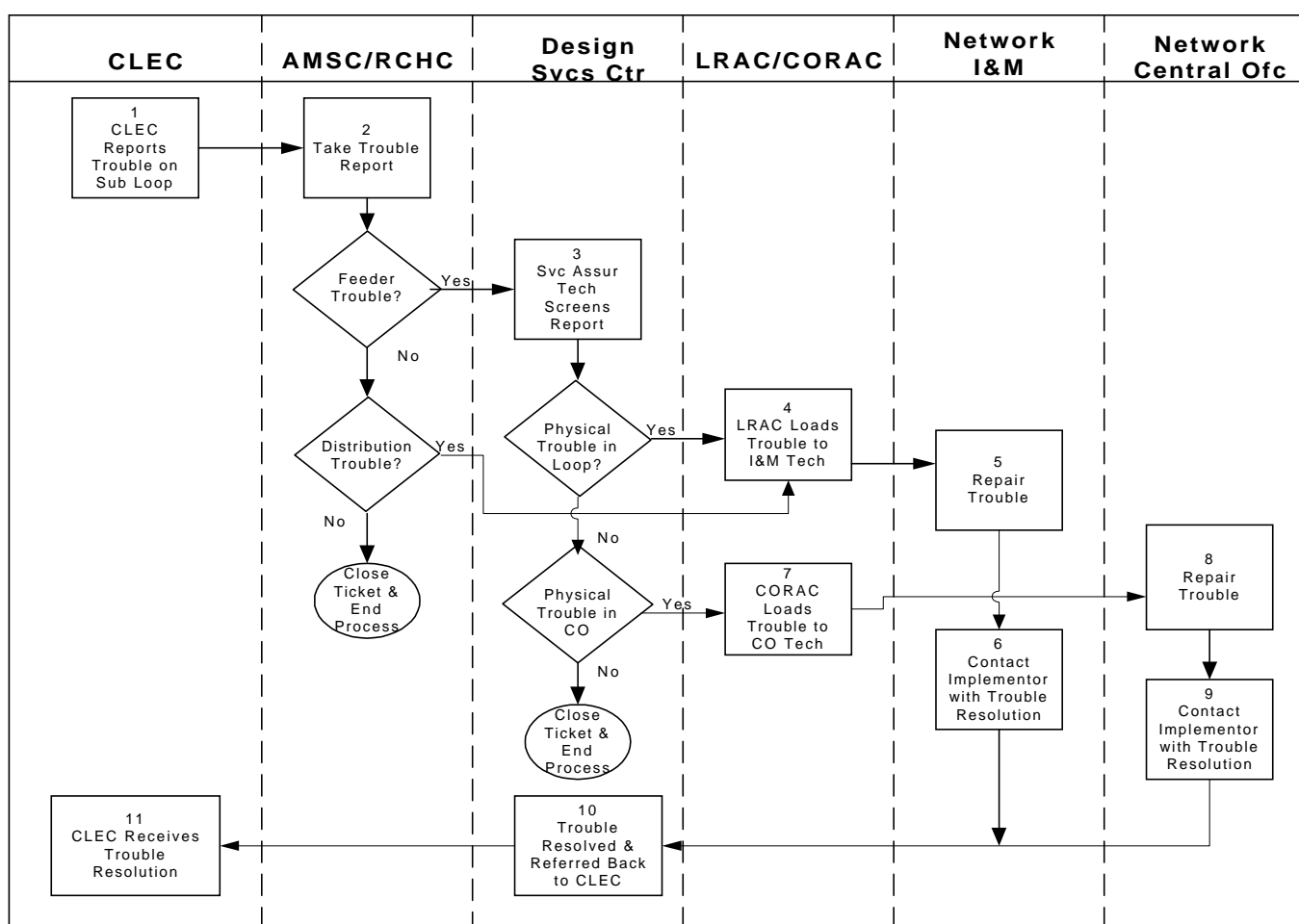


Unbundled Sub-Loop Maintenance Process



Sub-Loop Maintenance Task List

Assoc. Task #	Process
1	Co-Provider reports trouble on the Distribution and/or Feeder Sub-Loop to U S WEST.
2	The Co-provider's trouble report comes into the Account Maintenance Support Center/Repair Call Handling Center (AMSC/RCHC). It is first determined if the trouble being reported is a Feeder or Distribution problem. If the trouble is Feeder the report is recorded in WFA-C and sent on the Design Service Center (go to Task 3). If the trouble is determined to be a Distribution problem the report is recorded in LMOS and sent to the LRAC (go to Task 4).
3	In the Design Center Service additional screening and testing is performed by a Service Assurance Technician to determine if the physical trouble is in the loop or in the U S WEST Central Office. If the trouble is in the loop in the field the LRAC is notified (go to Task 4). If the trouble is in the U S WEST Central Office the report is routed to the CORAC (go to Task 7).
4	The LRAC loads the trouble to a I&M Technician for dispatch to the field.
5	The Network I&M Technician determines the physical trouble and repairs the sub-loop. If repair was of the Distribution sub loop the technician reports resolution to the Co-provider and closes the ticket in LMOS (go to Task 11). If the repair was to Feeder sub-loop go to Task 6.
6	Once the Feeder sub-loop is repaired in the field the I&M Technician contract the Design Implementor in the Design Service Center with the trouble resolution.
7	The CORAC loads the trouble to a Central Office Technician (COT) for resolution
8	The Central Office Technician determines the cause of the trouble with the Feeder Sub Loop and repairs the sub-loop.
9	Once the Feeder sub-loop is repaired in the Central Office the COT contract the Design Implementor in the Design Service Center with the trouble resolution.
10	The Implementor receives the repair resolution from the COT or I&M Technician, contacts the Co-Provider with the resolution information and closes the ticket
11	The Co-provider receives the trouble resolution from U S WEST