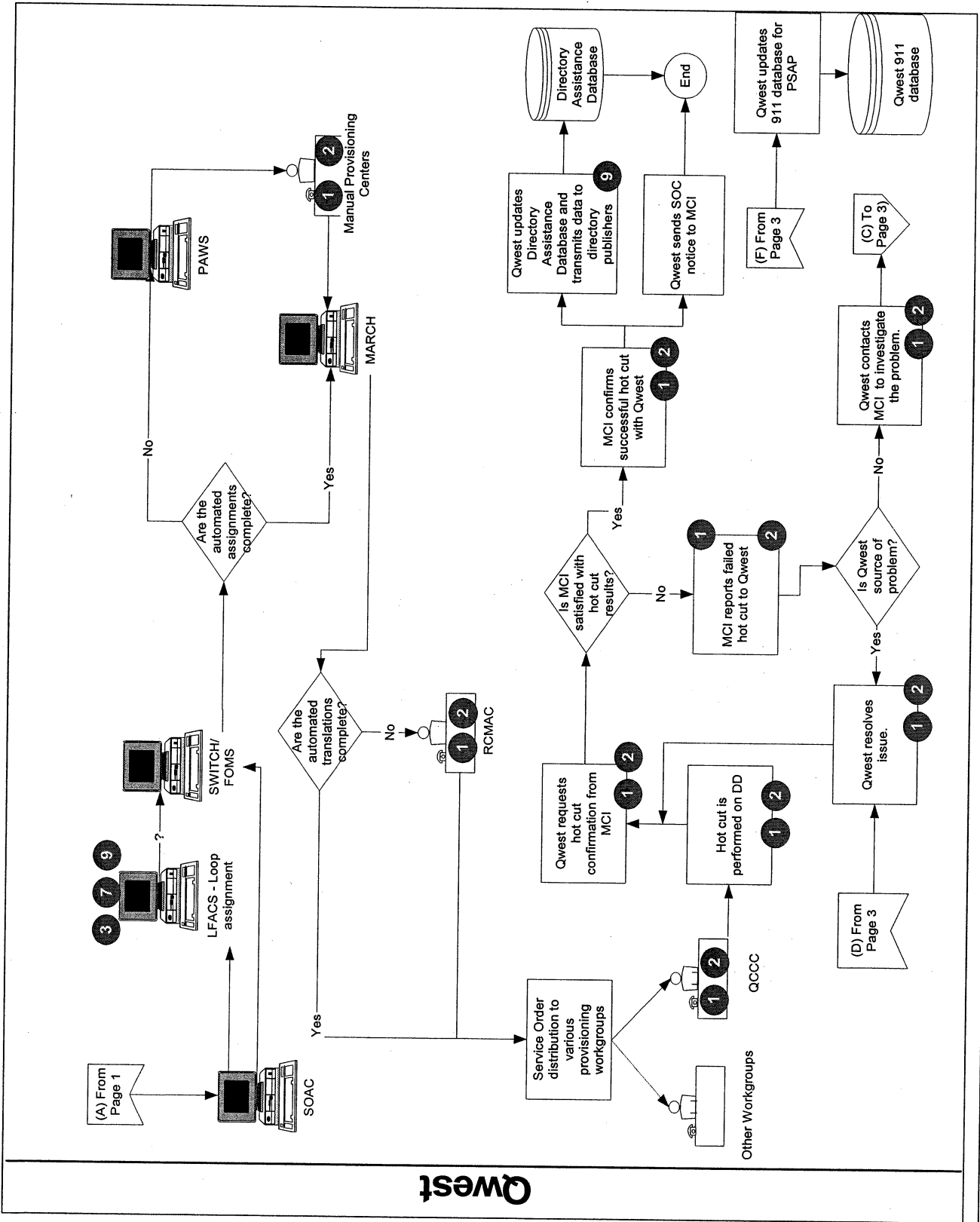
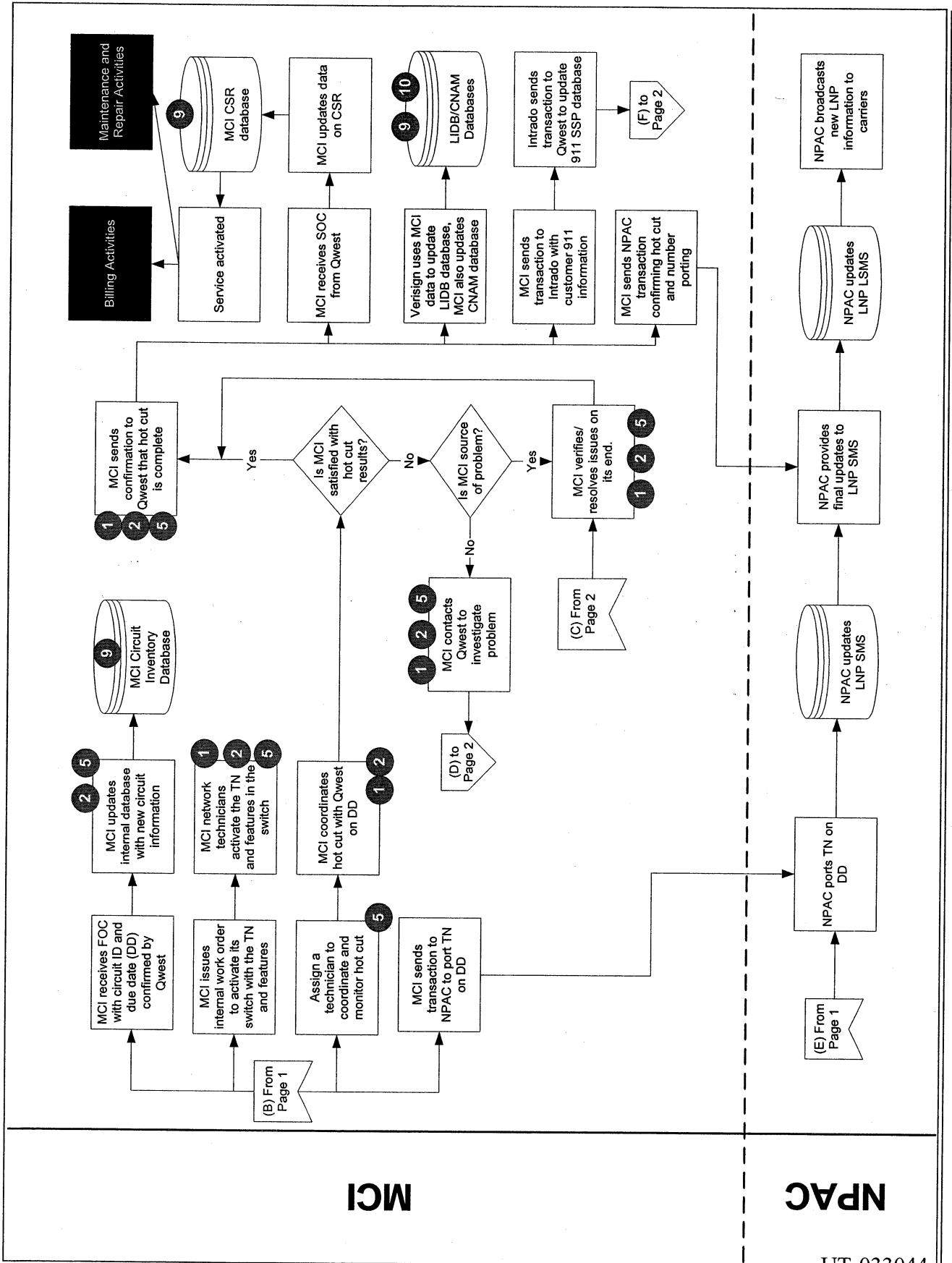


Qwest Retail to MCI UNE-L Migration



Qwest Retail to MCI UNE-L Migration



Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
- 2) All customers port their numbers.
- 3) MCI switches provide all MCI UNE-L customer features.
- 4) Customers are not moving to new locations.
- 5) Qwest is the 911 SSP. Qwest maintains the 911 database and the tandem router from the Qwest Central Office to the PSAP. MCI uses a vendor, Intrado, to load 911 changes to the PSAP. MCI takes appropriate action to account for regional or local 911 requirements.
- 6) MCI will maintain its own LIDB and CNAM databases. MCI uses a vendor, Verisign, to manage LIDB changes.
- 7) Scenarios are represented as "ideal" (not necessarily zero-defect): Each party has sufficient resources; each party sufficiently manages its responsibilities; no "one-off" circumstances are involved.
- 8) When translations are performed, Qwest sets the AIN trigger.
- 9) As part of MCI's agreement with Qwest, line loss reports will only be generated for loss of lines to other carriers. If MCI is converting customers from one UNE type to another, line loss reports will not be generated.
- 10) Only processes and systems that directly impact MCI or Qwest are outlined.
- 11) For migrations involving DSL, voice and data are pre-wired together in MCI's collocation (DSLAM and Splitter), and inventoried and assigned as one assembly with one CFA.
- 12) It is assumed that UNE-L to UNE-P conversions or migrations require a two-order transaction (disconnect UNE-L and install UNE-P), unless specifically stated in ILEC documentation.

Challenges:

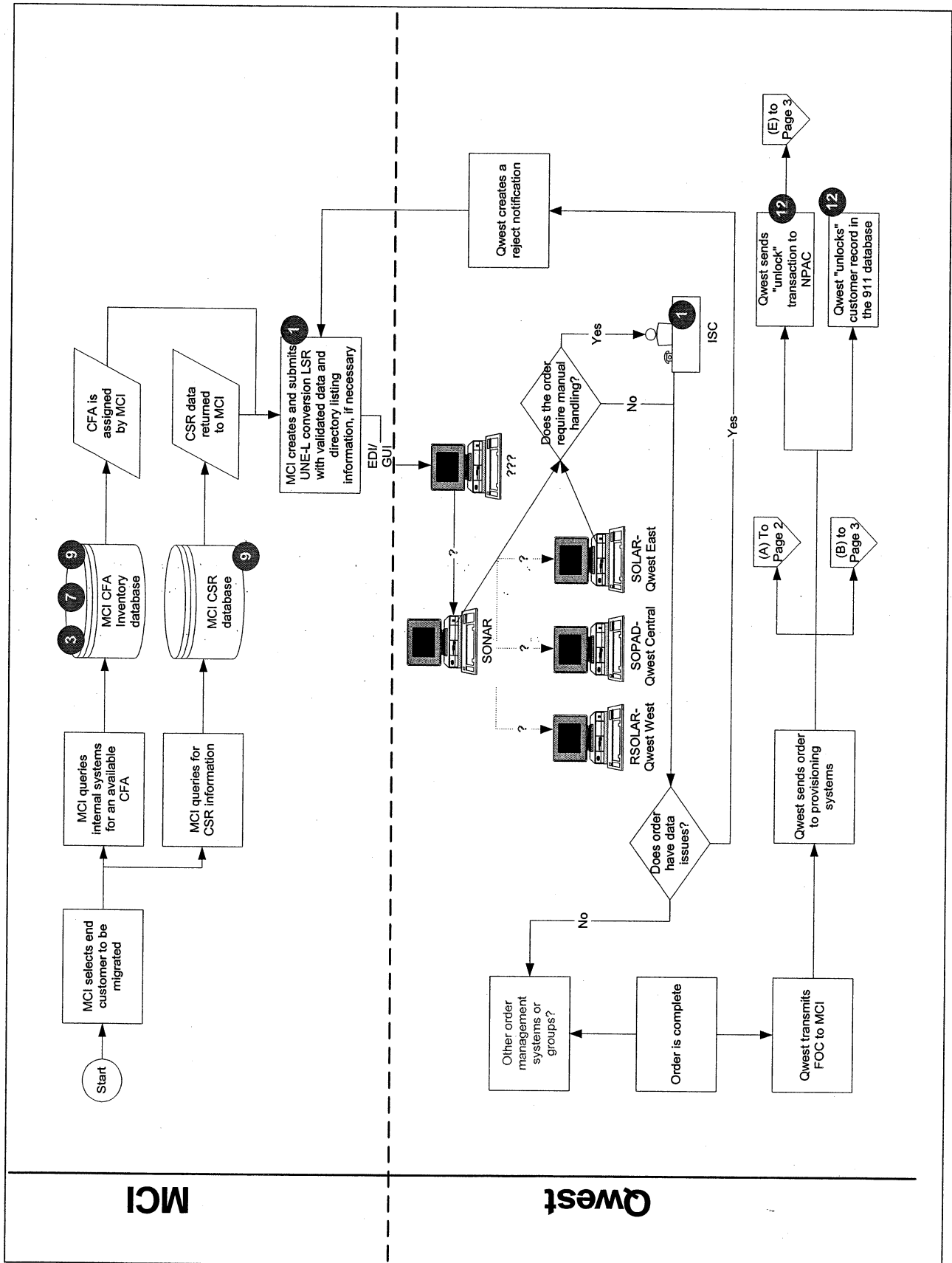
(The following challenges are based on the UNE-L Operational Analysis: Activity Two reports.)

- 1) Challenges associated with manual handling throughout ordering and provisioning processes.
- 2) Challenges associated with high steady-state provisioning volumes and the impact on systems and processes.
- 3) Challenges associated with facility availability.
- 4) Challenges associated with facility re-use.
- 5) Challenges associated with expanded MCI Provisioning Group responsibilities for UNE-L service.
- 6) Challenges associated with ordering and provisioning when IDLC service is present.
- 7) Challenges associated with data management specifically related to facility assignment and inventory.
- 8) Challenges associated with insufficient CLEC-to-CLEC interfaces and processes.
- 9) Challenges associated with data integrity.
- 10) Challenges associated with MCI LIDB/CNAM data management responsibilities.
- 11) Challenges associated with batch migration of customers from UNE-P to UNE-L service.
- 12) Challenges associated with number unlocking procedures for 911 and LNP.

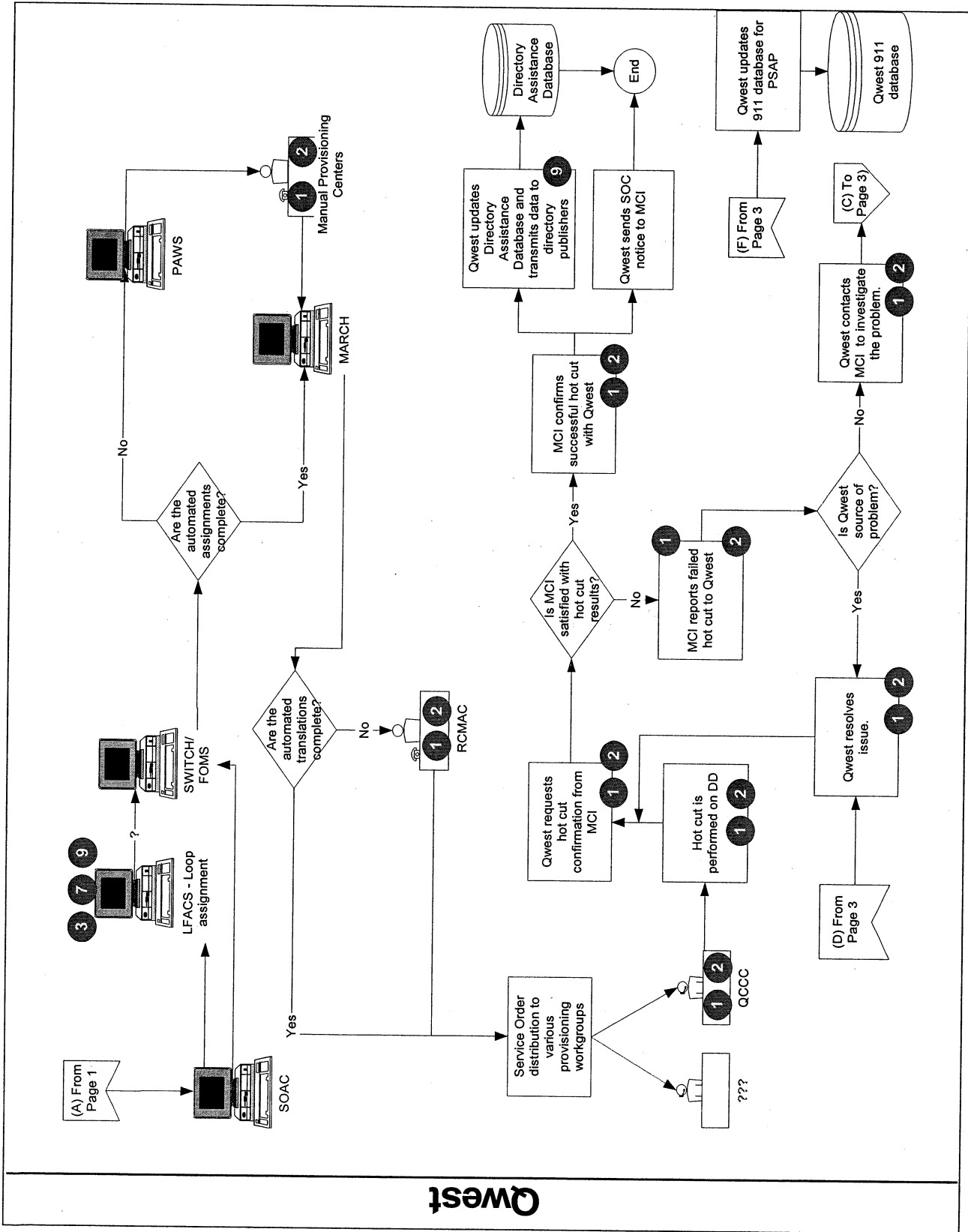
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SOP: Service Order Processor
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SSP: 911 Service Provider
SWITCH (SWITCH/FOMS): Switch/Frame Operations Management System

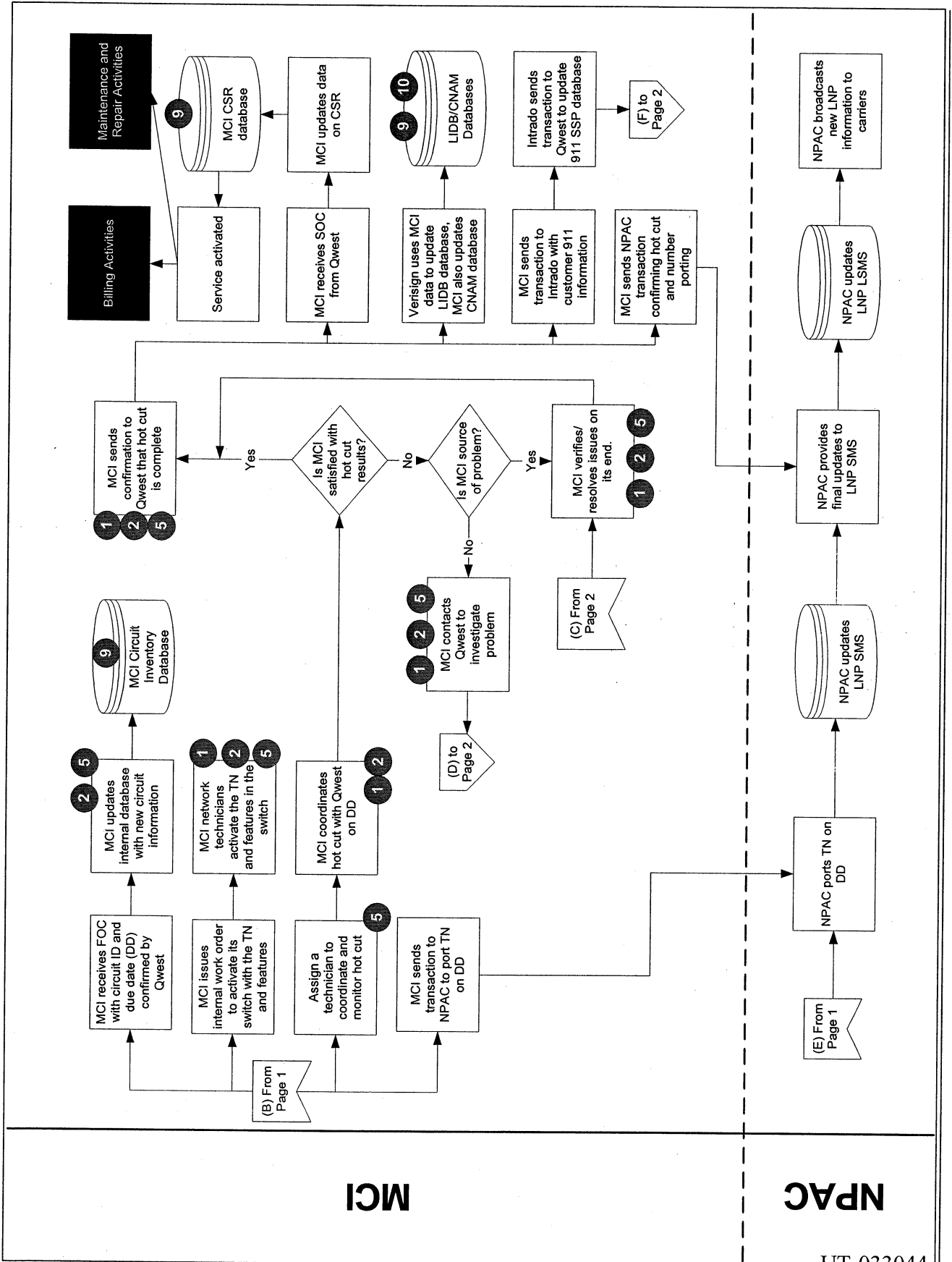
MCI UNE-P to MCI UNE-L Conversion (Qwest)



MCI UNE-P to MCI UNE-L Conversion (Qwest)



MCI UNE-P to MCI UNE-L Conversion (Qwest)



UT-033044

Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
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Challenges:

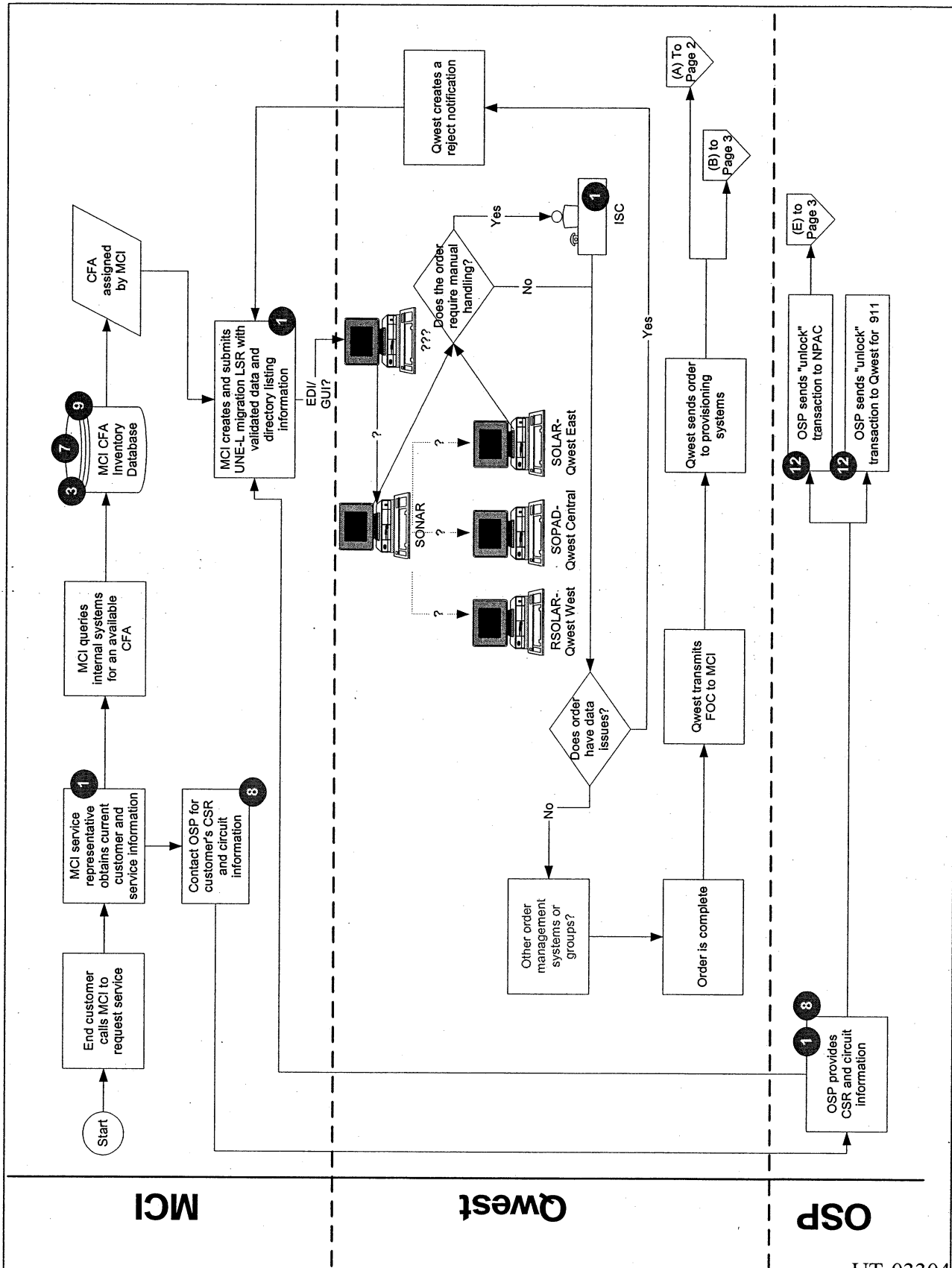
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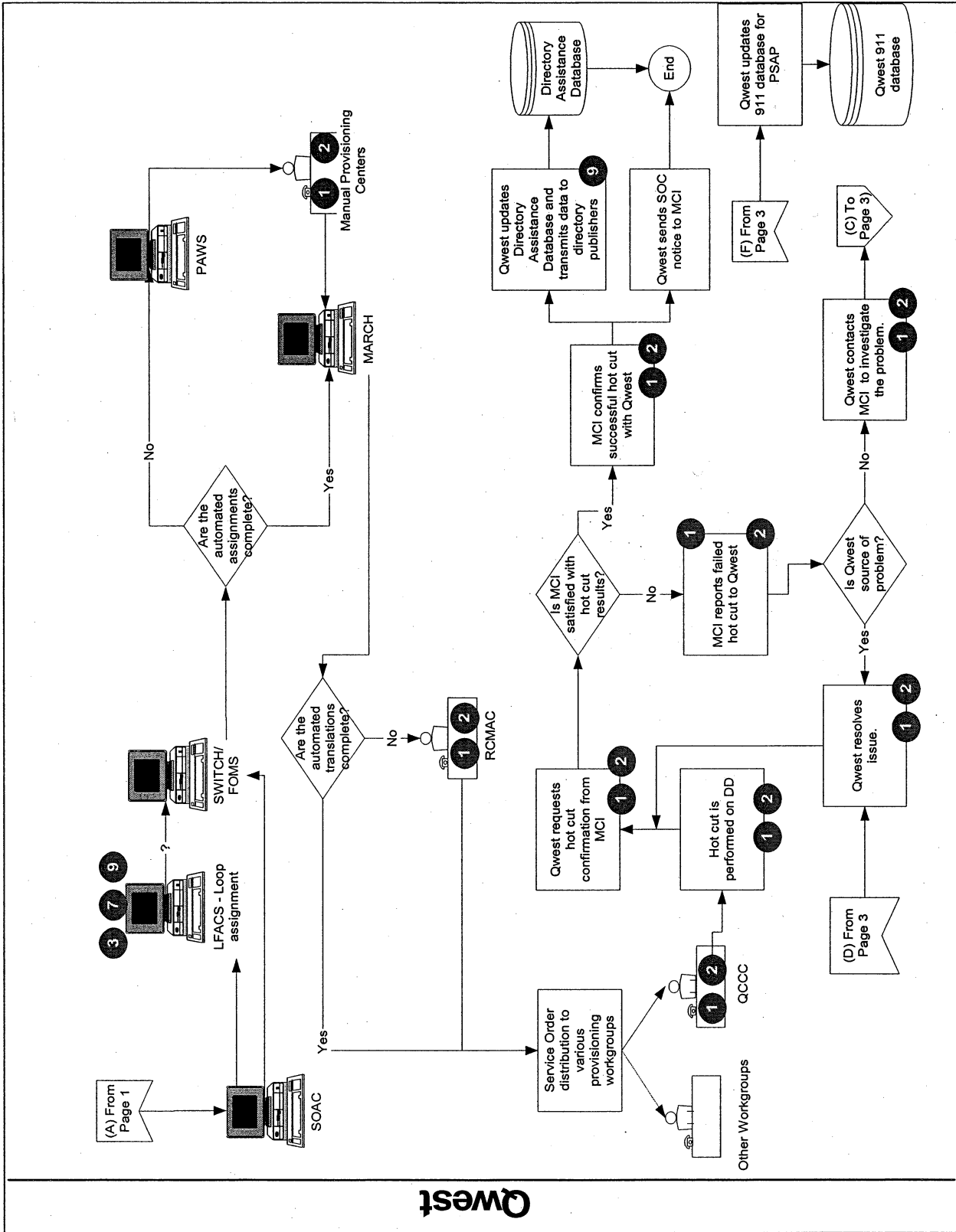
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SOP: Service Order Processor
SOPAD: Service Order Processing and Distribution (SOP for Qwest's central region)
SSP: 911 Service Provider
SWITCH (SWITCH/FOMS): Switch/Frame Operations Management System

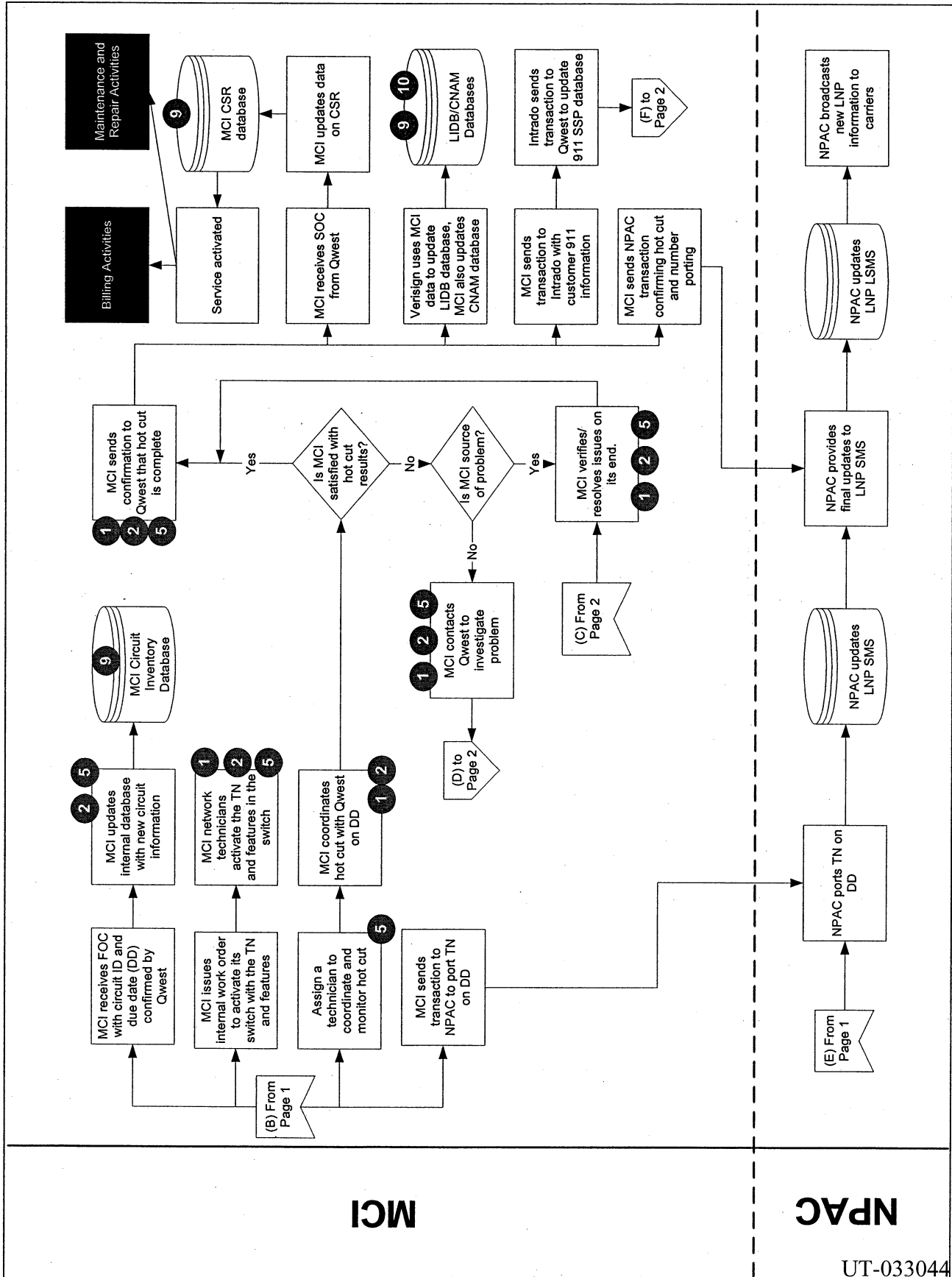
CLEC UNE-P to MCI UNE-L Migration (Qwest)



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CLEC UNE-P to MCI UNE-L Migration (Qwest)



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Challenges:

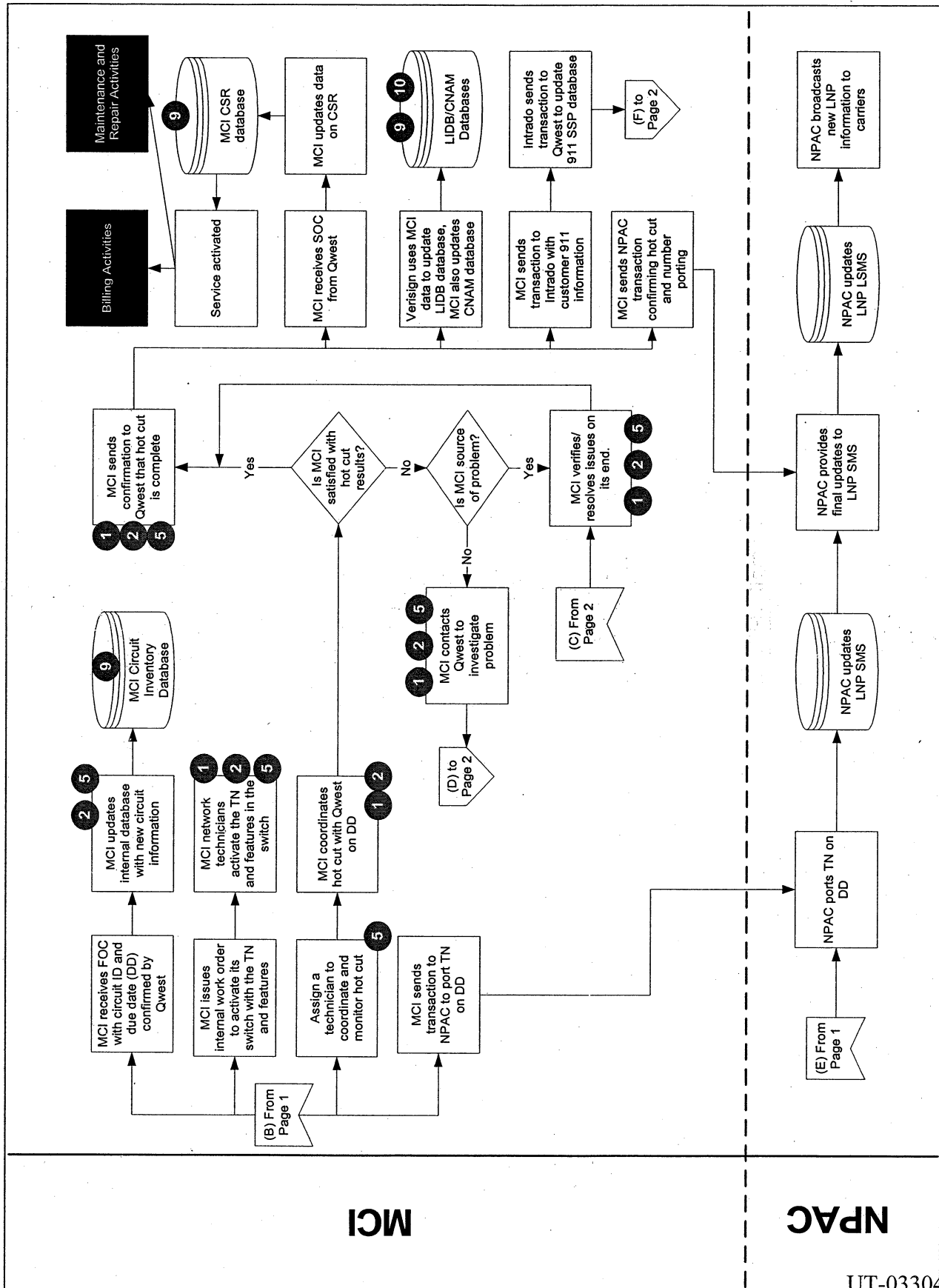
(The following challenges are based on the UNE-L Operational Analysis: Activity Two reports.)

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SWITCH (SWITCH/FOMS): Switch/Frame Operations Management System

CLEC UNE-L to MCI UNE-L Migration (Qwest)



Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
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Challenges:

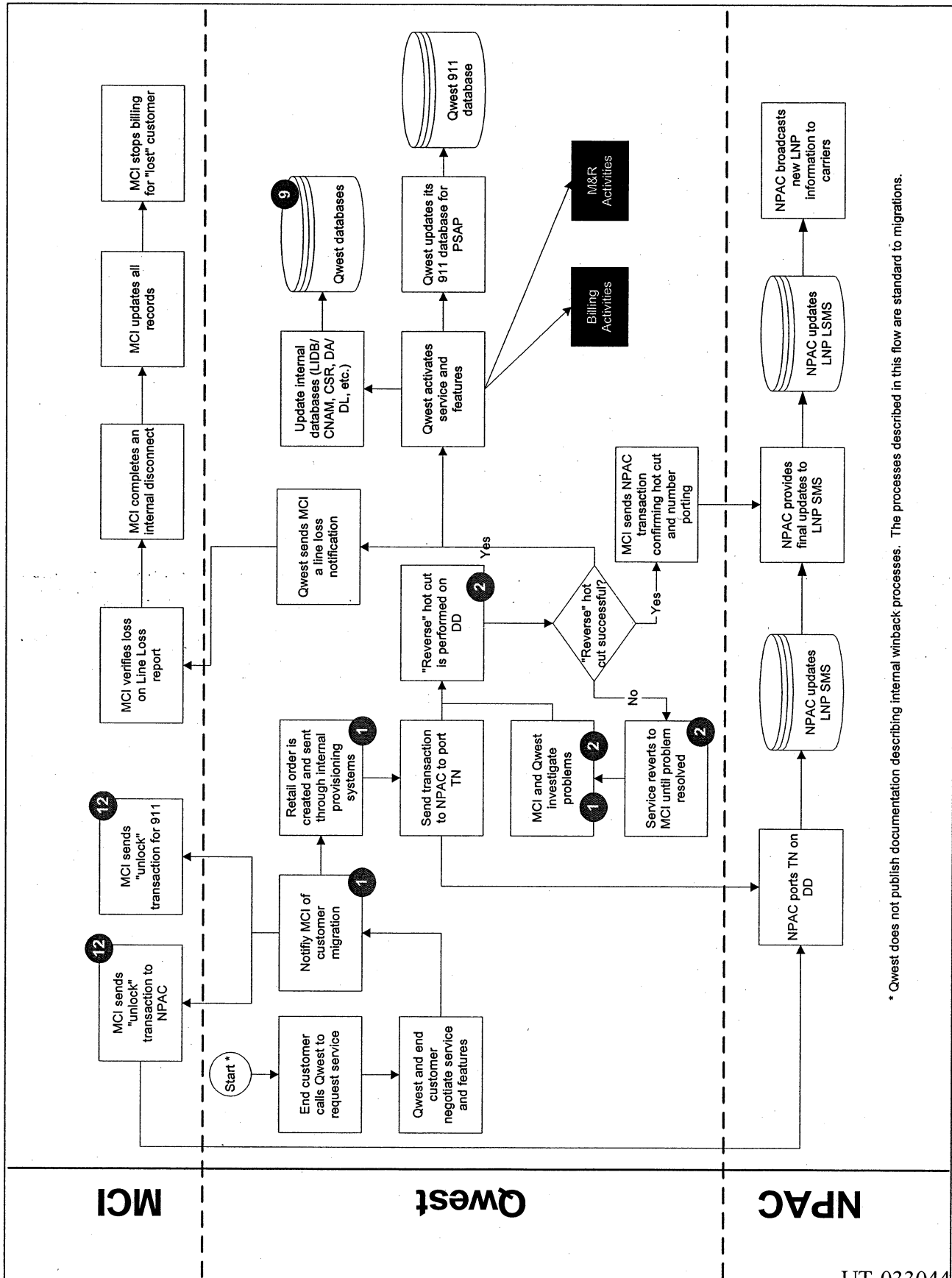
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- 1) Challenges associated with manual handling throughout ordering and provisioning processes.
- 2) Challenges associated with high steady-state provisioning volumes and the impact on systems and processes.
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MCI UNE-L to Qwest Retail (Winback) Migration



* Qwest does not publish documentation describing internal winback processes. The processes described in this flow are standard to migrations.

UT-033044

Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
- 2) All customers port their numbers.
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- 5) Qwest is the 911 SSP. Qwest maintains the 911 database and the tandem router from the Qwest Central Office to the PSAP. MCI uses a vendor, Intrado, to load 911 changes to the PSAP. MCI takes appropriate action to account for regional or local 911 requirements.
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Challenges:

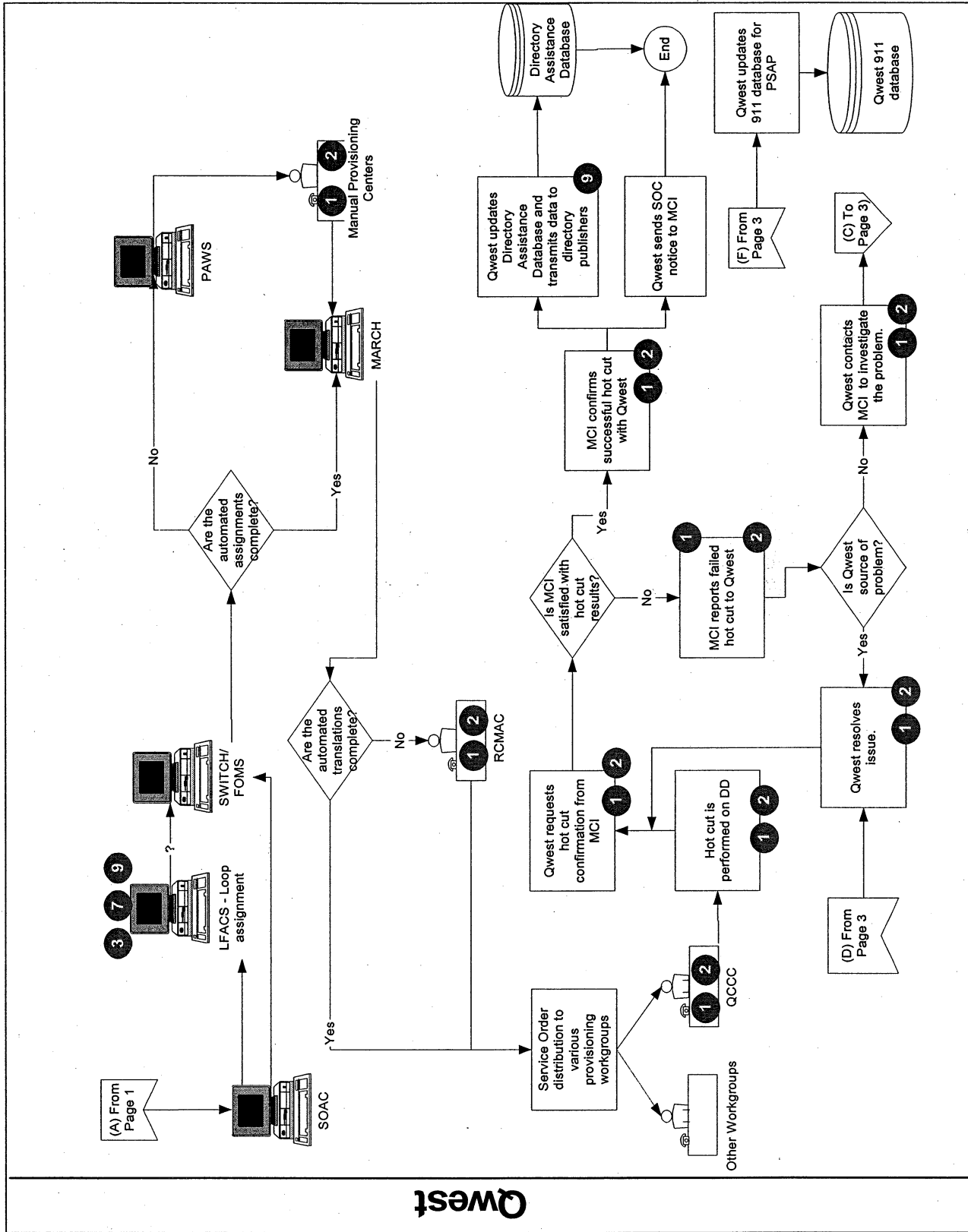
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- 2) Challenges associated with high steady-state provisioning volumes and the impact on systems and processes.
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Qwest Retail with DSL to MCI UNE-L with DSL Migration



Qwest

Assumptions:

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- 2) All customers port their numbers.
- 3) MCI switches provide all MCI UNE-L customer features.
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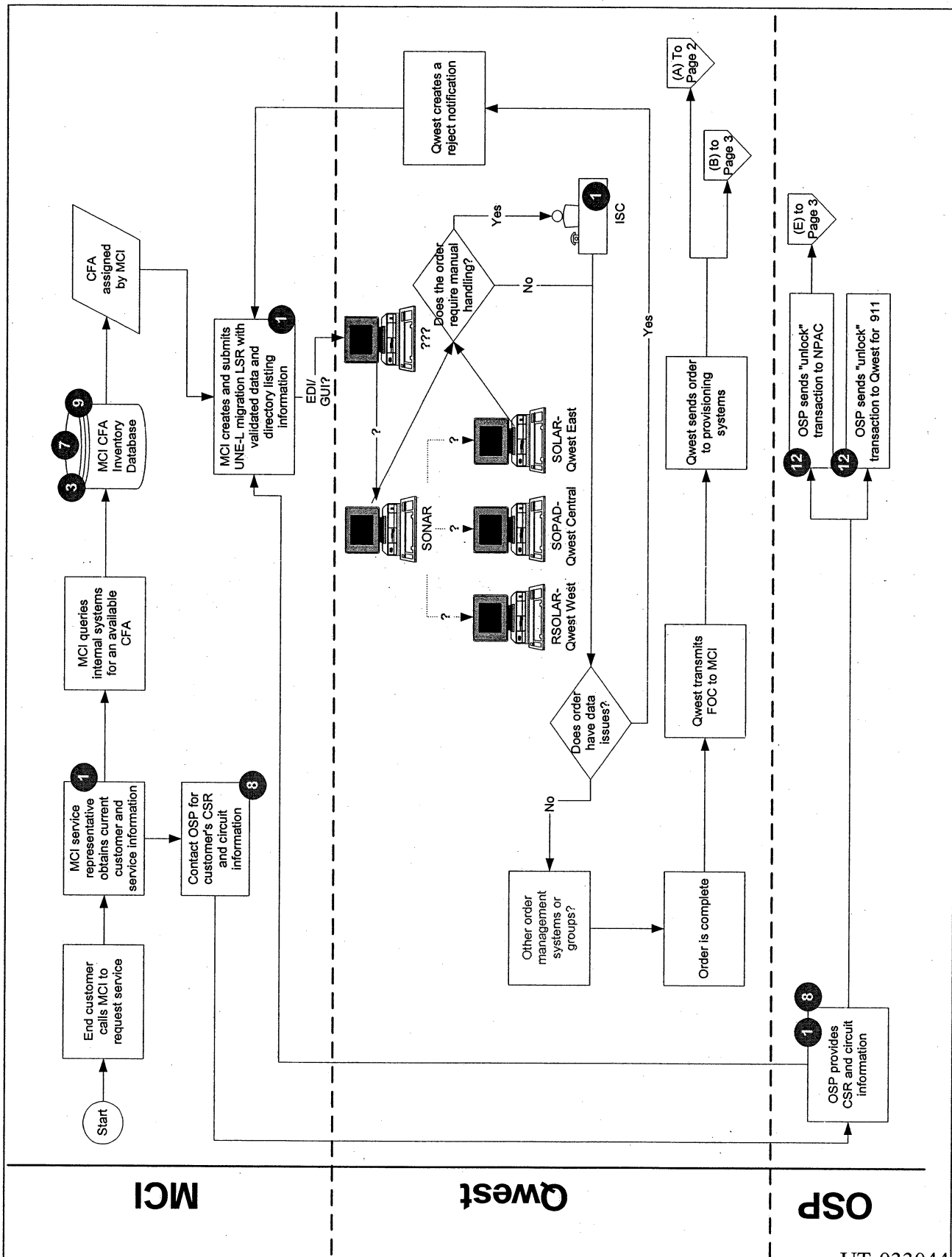
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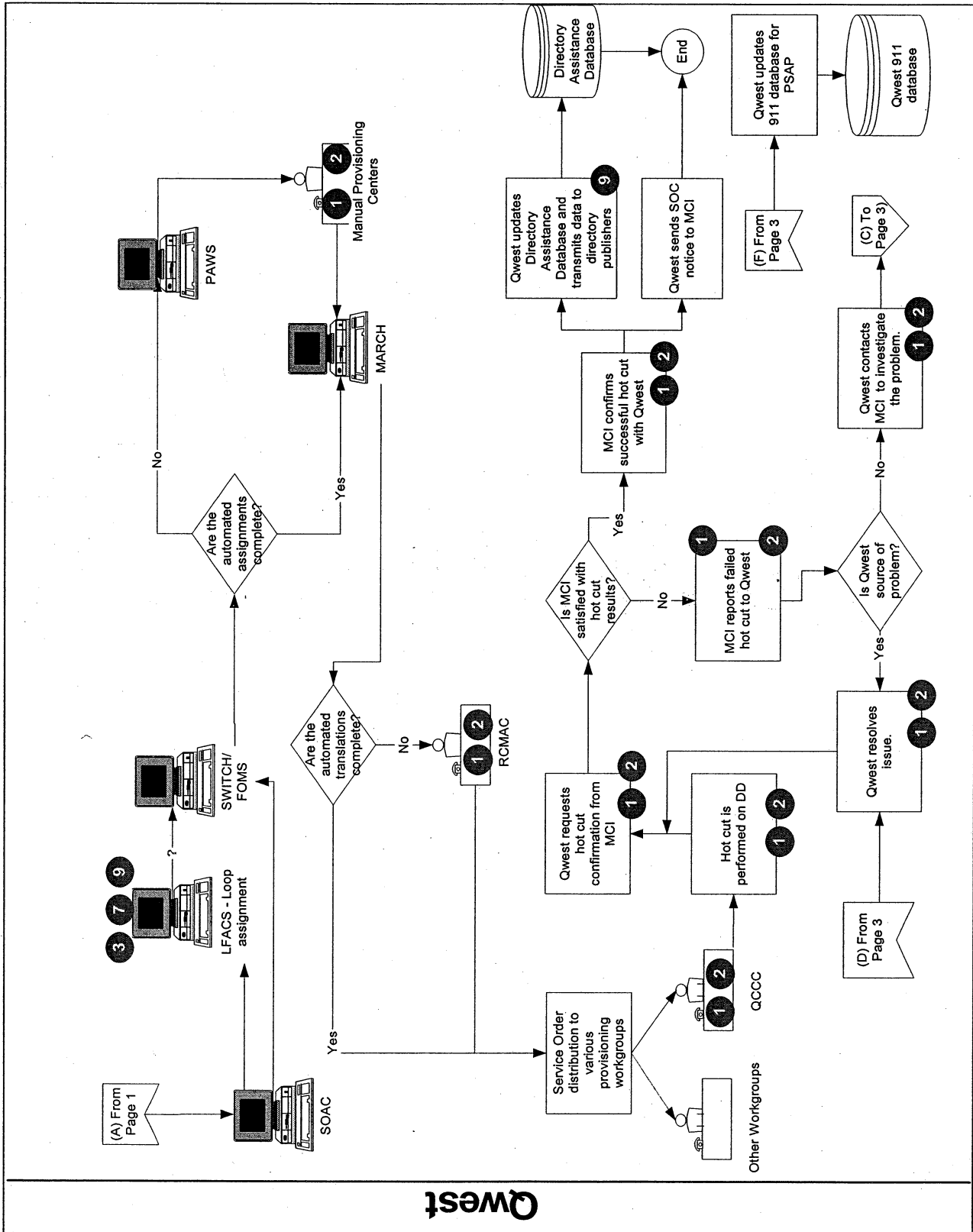
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Line Splitting CLEC (Voice and Data) to MCI DSL-Capable Loop (Qwest) Migration



Line Splitting CLEC (Voice and Data) to MCI DSL-Capable Loop (Qwest) Migration



Qwest

Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
- 2) All customers port their numbers.
- 3) MCI switches provide all MCI UNE-L customer features.
- 4) Customers are not moving to new locations.
- 5) Qwest is the 911 SSP. Qwest maintains the 911 database and the tandem router from the Qwest Central Office to the PSAP. MCI uses a vendor, Intrado, to load 911 changes to the PSAP. MCI takes appropriate action to account for regional or local 911 requirements.
- 6) MCI will maintain its own LIDB and CNAM databases. MCI uses a vendor, Verisign, to manage LIDB changes.
- 7) Scenarios are represented as "ideal" (not necessarily zero-defect): Each party has sufficient resources; each party sufficiently manages its responsibilities; no "one-off" circumstances are involved.
- 8) When translations are performed, Qwest sets the AIN trigger.
- 9) As part of MCI's agreement with Qwest, line loss reports will only be generated for loss of lines to other carriers. If MCI is converting customers from one UNE type to another, line loss reports will not be generated.
- 10) Only processes and systems that directly impact MCI or Qwest are outlined.
- 11) For migrations involving DSL, voice and data are pre-wired together in MCI's collocation (DSLAM and Splitter), and inventoried and assigned as one assembly with one CFA.
- 12) It is assumed that UNE-L to UNE-P conversions or migrations require a two-order transaction (disconnect UNE-L and install UNE-P), unless specifically stated in ILEC documentation.

Challenges:

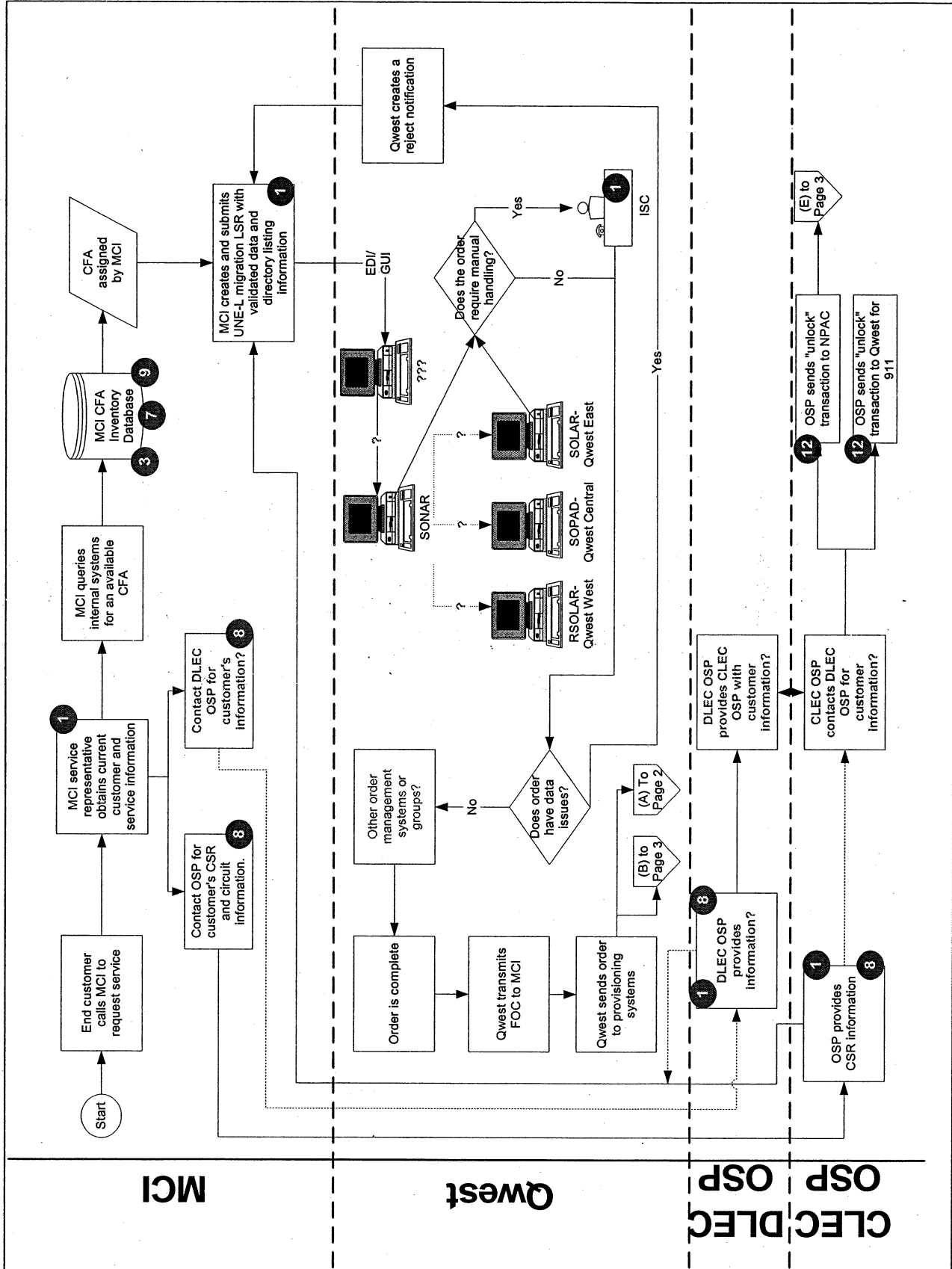
(The following challenges are based on the UNE-L Operational Analysis: Activity Two reports.)

- 1) Challenges associated with manual handling throughout ordering and provisioning processes.
- 2) Challenges associated with high steady-state provisioning volumes and the impact on systems and processes.
- 3) Challenges associated with facility availability.
- 4) Challenges associated with facility re-use.
- 5) Challenges associated with expanded MCI Provisioning Group responsibilities for UNE-L service.
- 6) Challenges associated with ordering and provisioning when IDLC service is present.
- 7) Challenges associated with data management specifically related to facility assignment and inventory.
- 8) Challenges associated with insufficient CLEC-to-CLEC interfaces and processes.
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- 10) Challenges associated with MCI LIDB/CNAM data management responsibilities.
- 11) Challenges associated with batch migration of customers from UNE-P to UNE-L service.
- 12) Challenges associated with number unlocking procedures for 911 and LNP.

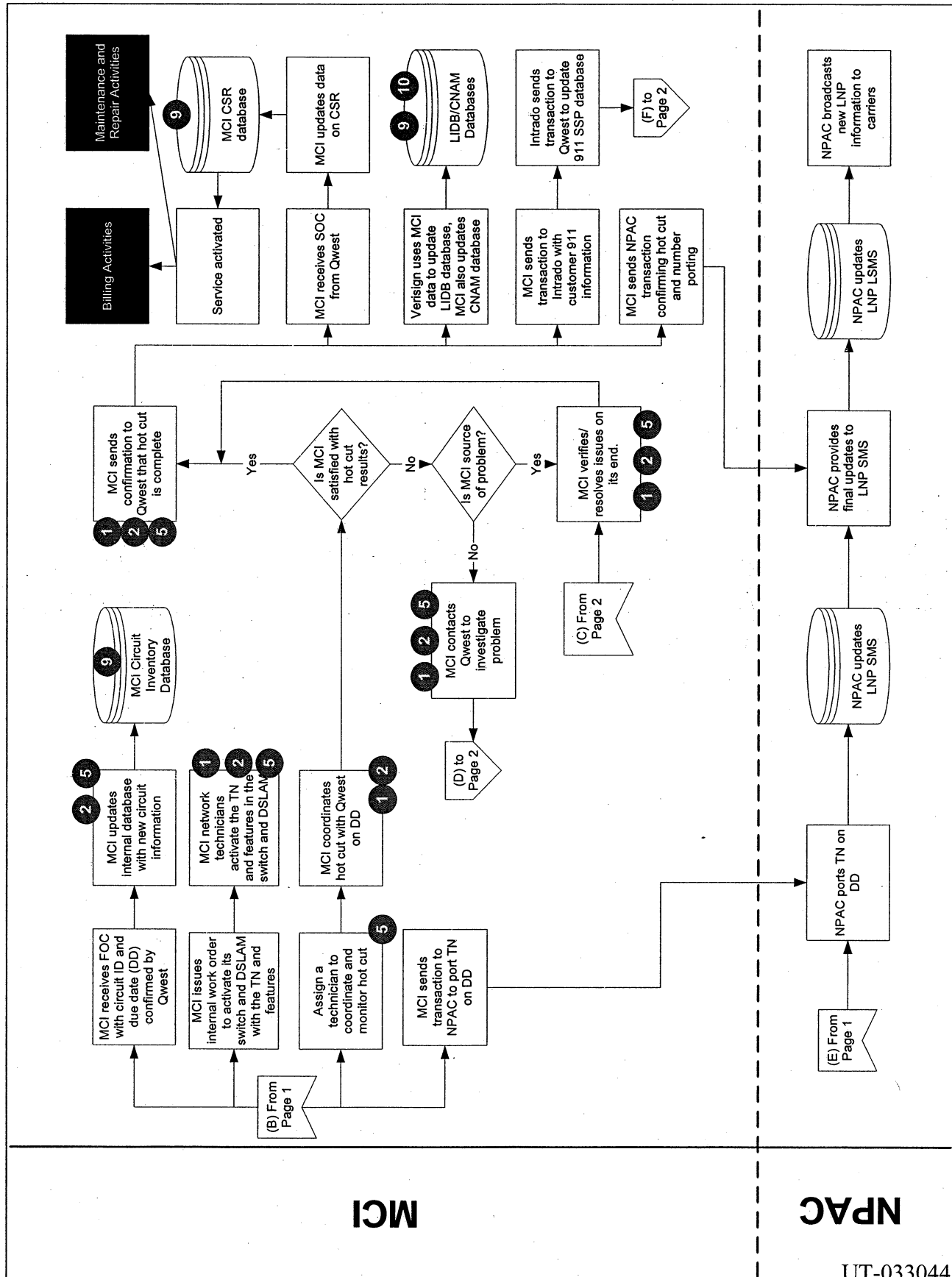
Glossary:

ALOC: A Qwest pre-ordering system
BOSS: Billing and Order Support System (A pre-ordering system in Qwest's central and eastern regions)
CARS: Customer Account Retrieval System (A pre-ordering system in Qwest's western region)
CFA: Connecting Facility Assignment
CNAM: Customer Name Database
DD: Due date
Fetch 'N' Stuff: A Qwest pre-ordering coordination/routing system
FOC: Firm Order Confirmation
ISC: Interconnect Service Center
LIDB: Line Information Database
LFACS: Loop Facility Assignment and Control System
LNP: Line Number Portability
LSMS: Qwest's LNP database, containing downloads from NPAC's LSMS
LSR: Local Service Request
MARCH: Memory Administration Recent Change History
NPAC: Number Portability Administration Center: Manages the LNP process
OSP: Old Service Provider, also known as the "Losing CLEC"
PAWS: Provisioning Analyst Workstation System
PO: Pre-order
PSAP: Public Service Answering Point that receives and dispatches 911 calls
QCCC: Qwest CLEC Coordination Center
RCMAC: Recent Change Memory Administration Center
RSOLAR: Regional Service Order Logistics and Reference (SOP for Qwest's western region)
"Reverse" Hot Cut: Hot cut performed when ILEC "wins back" customer from CLEC, and reinstates retail service.
SMS: Service Management System: NPAC's system containing routing and LNP information
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SOC: Service Order Confirmation
SOLAR: Service Order Logistics and Reference (SOP for Qwest's eastern region)
SOP: Service Order Processor
SOPAD: Service Order Processing and Distribution (SOP for Qwest's central region)
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Line Splitting CLEC & DLEC to MCI DSL-Capable Loop (Qwest) Migration



UT-033044

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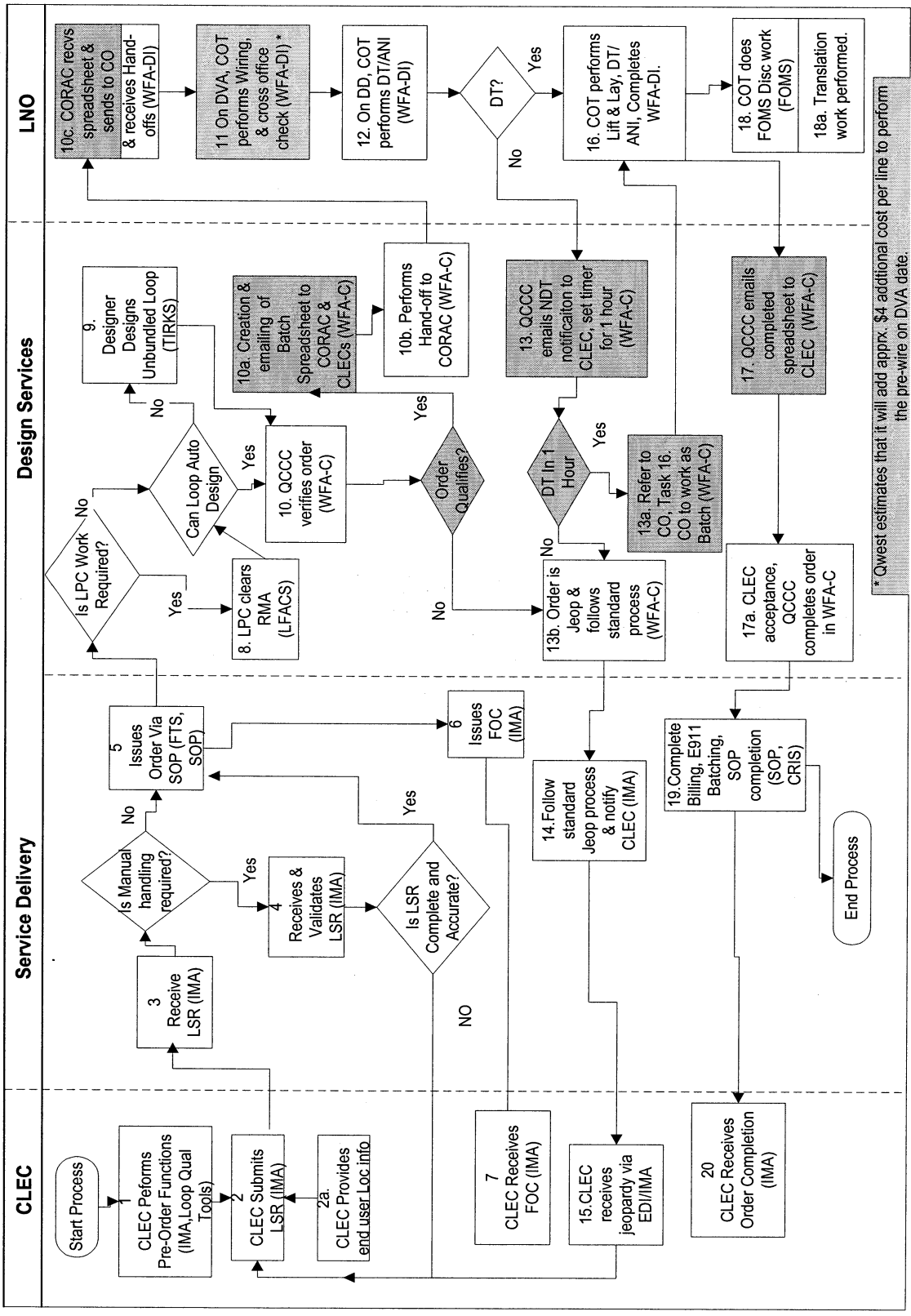
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PROPOSED BATCH HOT CUT PROVISIONING FLOW



* Qwest estimates that it will add approx. \$4 additional cost per line to perform the pre-wire on DVA date.

Proposed Batch Hot Cut Process Task List

1. CLEC performs pre-order loop functions, such as check for IDLC, Line Splitting, address validation. CLEC performs scheduling activities.
2. CLEC submits LSR to Qwest. The only acceptable activity codes for BHC are "V"(conversion as specified with relationship to listing activities) and "Z" (conversion as specified, no directory listing changes). Additionally, the Project ID field of the LSR must contain BHC followed by the CZID. 2 or 4 wire voice grade lines are acceptable candidates for BHC.
- 2a. CLEC provides accurate end user service address information to Qwest via LSR.
3. Qwest electronically receives LSR from CLEC.
4. If LSR does not flow through, Qwest manually validates LSR for completeness and accuracy.
5. If LSR is flow through the Qwest service orders are electronically created by the Qwest SOP. A separate service order will be created for each line on the LSR. If a disconnect order is required, then all lines will be combined on one disconnect order. If LSR does not flow through, the SDC issues the service order into the SOP upon completion of Step 4. If the LSR is not accurate and complete the SDC issues a reject or jeopardy notice to the CLEC via IMA.
6. Qwest issues the FOC via IMA to the CLEC.
7. CLEC receives FOC.
8. If necessary, the LPC must clear the RMA and manually assist with the facility assignments.
9. Circuit design is created based on the service request. A Word Document is generated and is electronically sent to the QCCC, central office (CO) and LNO. This document contains information necessary to wire the circuit.

Proposed Batch Hot Cut Process Task List

10. QCCC verifies the order for completeness and accuracy. If order does not qualify for the Batch Hot Cut Process, QCCC will follow the standard Jeopardy process (Go to Step 13b).
 - 10a. QCCC will create and email the Batch Hot Cut spreadsheet to the CORAC and the CLECs.
 - 10b. QCCC performs hand-offs to the CORAC for due date activities.
 - 10c. CORAC receives work DD hand-offs and the spreadsheet via email. CORAC electronically sends spreadsheet to the Central Office. CORAC loads appropriate LNO personnel.
11. On DVA, COT performs pre-wiring and cross office continuity.
12. On DD, the COT performs DT/ANI at the CFA. If DT, Go to Step 16. If NDT, the COT will notify the QCCC.
13. QCCC emails the NDT notification to the CLEC to advise of NDT, QCCC sets a 1 hour timer for CLEC to confirm DT now available. Within the 1 hour timeframe, the CLEC will email the QCCC to advise that the dial tone is now available.
 - 13a. CLEC now has DT, QCCC contacts the CO and advises the order can now be worked with the batch. Go to Step 16.
 - 13b. If at expiration of the 1 hour timer, there is no callback from CLEC, QCCC follows the standard jeopardy process.

Proposed Batch Hot Cut Process Task List

14. Service Delivery follows standard jeopardy process and issues a jeopardy notice back to CLEC.
15. CLEC receives and reviews jeopardy notice, go to Step 2 to reissue the LSR.
16. COT performs 'lift and lay', DT/ANI and completes WFA-DI.
17. QCCC emails the completed spreadsheet to the CLEC with a time frame stated for the CLEC to accept the order.
- 17a. CLEC accepts the order completion. Once time has been reached and no contact from the CLEC has occurred, the QCCC completes the order in WFA-C.
18. COT does FOMS disconnect work.
- 18a. LNP and switched translation work is performed.
19. The service order is completed in the SOP and distributed to other downstream systems such as billing, E911.
20. CLEC receives the order completion status via IMA, and Loss/Completions report data via the avenue provided in the information from the CLEC questionnaire.