Forums Held December 1-3, 2003
December 12, 2003
December 19, 2003
January 6-9, 2004

FINAL BATCH HOT CUT PROCESS FORUM ISSUES MATRIX

PROCESS ISSUES - EFFICIENCY					
ISSUE #	ISSUE DESCRIPTION	QWEST POSITION	CLEC POSITIONS	HISTORY	RESOLUTION/RATIONALE
P-1 (see also P-10)	Method of Initiation of a Batch Hot Cut request	The Hot Cut process is initiated by the CLEC LSRs - See also, supplemental information in "History" column	a. CLECs should be able to initiate the batch via e-mail notification that would include Central Office, project date and time, number of customer accounts, and lines involved. Qwest would respond via e-mail with the project code and a confirmation of the date which would trigger the CLEC issuing its LSR. (AT&T p. 15) b. Clarify the timing for the pre-order negotiations with CLECs for submitting orders – how is the process kicked off? What is the interval for these negotiations? (MCI-Forum) In what release will the OSS modifications be included? (MCI – Forum)	1/6/2004 – Entering a "B" on the CHC Field on the LSR will identify the orders as being associated with a batch. Entering a "B" in that field will also drive CLECs to the scheduling tool where they will schedule a day for the batch to be cut. CLECs no longer a need to provide a Project ID number. This change will require OSS modifications – likely will be included in Release 16.0 (scheduled for Oct./Nov 2004)	1/6/2004: CLOSED. Qwest will modify an existing field on the LSR (the CHC field) to indicate a batch that will include reservation number and date – information will be included on FOC. If order is rejected, reservation is not lost if the order is resubmitted within the standard interval, the same reservation number can be used. Subject to OSS change that will be prioritized in the 16.0 Release and to the extent that this OSS change impacts other items in the 16.0 release, it will be addressed in CMP. 1/6/2004 - MCI agrees to CLOSE pending development and testing of the software change to ensure it works. 1/6/2004 - AT&T and McLeod agree to CLOSE. 1/6/2004 - Sub Issue P-1b CLOSED also as to the issue of pre-order negotiations. MCI

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					agrees to close subject to development and testing of the software change and successful negotiation of a transition plan.
P-2	Project Identifier for a Batch Hot Cut	The Project number is required in the LSR and consists of the letters "BHC" and the CLEC's ZCID	Clarification on how the Project number is obtained and if it is required on the LSR. (MCI – p. 12)	1/6/2004 – Based on changes discussed in P-1 above, CLECs will no longer have to provide a Project Number.	1/6/2004 – CLOSED - MCI agrees to close
P-3 See also P-23 & P-24	Can CLECs request batch cuts at any time of day?	The Batch Hot Cut Proposal is designed for Basic Installation option only Those types of sensitive circuits that require that planning need to be run through the standard hot cut process. 12/10/2003: Qwest has committed to notify the CLEC on due-date via e-mail when the batch cut begins. Batches will be completed within a relatively short period of time; therefore a coordinated installation such as is contemplated by this question is not necessary. 1/6/2004 – The Batch Hot Cuts will be done during a 3:00 a.m. to 11:00 a.m. window.	CLECs should be able to request batch cuts on any day, at any time of day. (AT&T – p. 19); 1/6/2004 – AT&T continues to want the ability to identify a specific window of time during the day in which Batch Hot Cuts are performed and does not want to be limited to the 3-11 window currently provided by Qwest's process. 1/6/2004 - AT&T will take the Trap and Trace proposal back to its operational people and will get back to Qwest on whether or not it will close the issue of method of notice of commencement/completion of the batch/ status of batch. 1/6/2004 – McLeod will take the	12/12/2003: Request from MCI: When MCI goes into the negotiation process, can it provide a notification e-mail address at that time? QWEST RESPONSE: prior to the time a CLEC submits a batch hot cut *for the first time*, the CLEC will provide a notification e-mail address to Qwest. That e-mail will then be used by Qwest to notify the CLEC that a batch hot cut has begun for all batch hot cuts for that CLEC. CLECs do not have to include the e-mail address on LSRs. How will Qwest make sure it uses the provided e-mail for batches and other e-mail addresses for other types of order activity. QWEST to respond in writing. 12/17/2003: Qwest written response: The CLEC will provide	1/6/2004 – IMPASSE as to AT&T regarding ability to identify a specific window of time during the day in which Batch Hot Cuts are performed. AT&T does not want to be limited to the 3-11 window currently provided in Qwest's process. 1/7/2004 – IMPASSE as to AT&T issue of whether or not the web-based status tool is the appropriate method of communication between Qwest and the CLECs on order status (See Related Issues P-23 & 24) 1/7/2004 IMPASSE as to McLeod on issue of whether or not the web-based status tool and the Trap and Trace capability is the appropriate method of

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		1/6/2004 – MODIFICATION TO ORIGINAL PROPOSAL - Qwest will notify the CLECs when the batch has started via the new web-based status tool. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR.	Trap and Trace proposal back to its operational people and will get back to Qwest on whether or not it will close the issue of notice of commencement/completion of the batch/status of batch. CLECs may need to plan certain batch hot cuts for customers with alarm circuits or CPE (Eschelon – p. 13)	the email address for their BHC-ZCID project. The QCCC will build a table unique to the Batch process with the BHC-ZCID and designated email. Therefore,, this email address will be dedicated only to these orders. 1/6/2004 – IMPASSE PENDING on e-mail notification issue as to AT&T and McLeod – both companies taking back issue of status tool and Trap and Trace as notification vehicles in lieu of e-mail or other "push" technology.	communications between Qwest and the CLEC on order status. (See Related Issues P-23 & 24) IMPASSE as to Eschelon Request - regarding designating a time for customers with CPE or alarm circuits being something less than coordination that could be accommodated by the Batch Hot Cut process. 1/6/2004 – MCI agrees issue regarding e-mail notification can be CLOSED.
P-4	Can the CLECs request a "Batch Hot Cut" with coordination?	The Batch Hot Cut process is for basic installations only. If a CLEC wants to order a coordinated installation, it should use the standard coordinated hot cut process.	The Batch Hot Cut process should include options for both a coordinated hot cut and a frame due time option. (MCI – p. 5).	CLOSED - All existing installation options, in addition to Batch Hot Cut, are available to CLECs Closed as to MCI – Sherry Lichtenberg Closed for AT&T - Rick Wolters	CLOSED - All existing installation options, in addition to Batch Hot Cut, are available to CLECs Closed as to MCI – Sherry Lichtenberg Closed for AT&T - Rick Wolters
P-5	Whether the Batch Hot Cut process should include loops provisioned over IDLC.	IDLC loops are handled using the standard hot cut process. Orders that are provided over	IDLC should be included in the hot cut process. (AT&T – p. 16-19); (MCI – p. 4); (Eschelon – p. 15); (McLeod at 1)	IMPASSE - as to including IDLC loops in the batch - MCI (but MCI will consider Qwest's proposal to provide the IDLC information in advance of requirement to transition)	12/12/2003 - IMPASSE - as to including IDLC loops in the batch - MCI

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| | | IDLC are C-Jeop'd back to the CLEC if those orders are included in the Batch. To include these types of orders in a Batch eliminates the efficiencies the Batch process was designed to provide (due to requirement to roll a truck)

Qwest will convert 10 UNE-Ps that are provisioned over IDLC loops per day per Remote Terminal within a Qwest Network Manager's area.

Qwest will provide CLECs with an electronic spreadsheet of all CLEC customers, by central office, that are served via IDLC. Timing – for those markets where there is a finding of "no impairment," the spreadsheet will be provided to CLECs prior to the time when they must transition their lines.

Response to AT&T proposal – to handle in that manner, requires manual intervention and additional steps that impact efficiencies the Batch Hot Cut was designed to provide. | MCI would propose building a look-up table in Qwest OSS and reject those orders when they are submitted and providing information regarding IDLC and RT location. (MCI – Forum)

AT&T proposal – AT&T is not proposing that IDLC be a part of the batch – what they are proposing is that when CLECs send over UNE-P's for conversion that Qwest identify whether the service is provided over IDLC, have those orders drop out of the Batch and automatically convert them under the standard hot cut process.

If IDLC results in delay of customer migration to UNE-Loop, will Qwest continue to charge UNE-P rates until that customer can be migrated? (Gates – MCI – Forum) | 12/12/2003 – Remains at IMPASSE

IMPASSE - as to action to be taken when loops submitted by the CLECs are provisioned over IDLC – should those orders automatically move to standard hot cut or should the order be c-jeop'd back to the CLEC by Qwest

CLOSED– 12/10/2003: CLEC would be billed the UNE-P rate until the completion and acceptance of then UNE-Loop service conversion. | 12/12/2003 - IMPASSE - as to action to be taken when loops submitted by the CLECs are provisioned over IDLC – automatic move to standard hot cut or c-jeop of the order by Qwest

CLOSED– 12/10/2003: as to the MCI question regarding what rates would apply pending migration of the CLEC to UNE-Loop. |
| P-6a | Whether the Batch Hot Cut process | Line split loops are not included in the batch process, rather they | Line splitting should be included in the hot cut process. (AT&T – p. | 12/3/2003 - OPEN – Qwest and Covad will meet to create a diagram | 12/12/2003 IMPASSE as to both P-6a and P-6b– for MCI, Covad, |

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		are handled using the standard provisioning process.	16-19); (MCI – p. 8-9); (Eschelon – p. 15); (Covad – p. 4);	depicting the various network connections required in a Line Splitting/Loop Splitting arrangement. – Diagrams completed – see BHC Forum Exhibit 4	Eschelon & AT&T
P-6b	Whether the Batch Hot Cut process should include UNE-P with ancillary DSL.	Requires changing the service from a non-design service to a design service – thereby eliminating some of the efficiencies the Batch process was designed to provide.	Covad agrees that this issue applies for the embedded base only and does not apply for new line splitting/loop splitting orders (Covad – Forum)		
P-7	How does the Batch Hot Cut process address situations where the end-user customer is served via exchange cable?	Batch Process will not include situations where customers are served via exchange cable because it cannot be unbundled – it is a truck side connection. CLECs can, however, use an EEL or they can collocate in the remote office. If CLECs are collocated in the remote, they can participate in the batch process	A batch appropriate process should be provided to address these situations (Eschelon MN- p. 11) Currently, Qwest rejects orders when the customer is served via exchange cable (Eschelon – Forum)	12/3/2003 OPEN - Qwest will provide a technical reference where exchange cable is defined/explained. CLECs will then review that information and provide position at next meeting of the Forum. 12/12/2003 Qwest will provide information at 12/19/2003 meeting of the Forum 12/17/2003 – Qwest Response: EX Cable - EX cable is cable that is identified due to its origination from a remote office switch. This cable cannot be assigned from the Host office as there is no assignable connection between the host and remote switches. To access EX cables as Unbundled Loops a collocation must be established at the remote location. 12/19/2003 – Further Qwest Response – Qwest will post a	1/6/2004 - AT&T and MCI agree to CLOSE as to the issue of end user customers served via exchange cable not being included in the batch process.

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				diagram of this situation prior to the next Forum.	
			Provide URL that contains a listing of the locations for all Qwest remotes sites (Clauson – Eschelon – Forum)	1/6/2004 – Qwest provided Exhibit 8 – which is a diagram of EX cable. Qwest will clarify in which remote collocation arrangements CLECs can use the batch hot cut process. 12/10/2003: The principle question coming from discussion at the Forum involved exchange cable and was: in a situation involving a host/remote switch relationship where an umbilical connects the host to a remote switching unit in the same Wire Center, can the Batch Hot Cut process be used? The answer depends on whether the premise that houses the remote switch is in a wire center where there is sufficient capacity such that no field technician dispatch is required. If a field dispatch is required, the Batch Hot Cut process may not be used; if not, it may be used so long as the prerequisites for a batch are satisfied for that wire center. It should be noted that in this instance, it is mandatory that the CLEC be collocated in the premises containing the remote switching unit.	

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				Qwest posts information on remote switches on the ICONN database www.qwest.com – Wholesale – Network Databases. It lists all of the host-remote relationships. Network Disclosures are also posted on the website and would include plans for future remote deployments. Information is also available in the Raw Loop Data Tool (RDLT). 12/10/2003 Information on Qwest remote switching sites can be found on the ICONN database – and can be searched by an entire state or by a specific CO within a state. If the 9th character of the CLLI is an "R" it is a remote or you can chose the "host/remote" correlation report at URL: http:www.qwest.com/cgi-bin/iconn/iconn_centraloffice.pl?function=3	
P-8	Whether the Batch Hot Cut process applies if an outside technician dispatch is required.	The Batch Hot Cut Process is limited to use of existing facilities that do not require an outside technician dispatch. It is Qwest's position that the efficiencies gained in the batch hot cut process would be lost if outside technician dispatch is required.	If the assumption that the batch process will be limited in every case to situations that do not require an outside technician dispatch, this is still an open issue for Eschelon	12/3/2003 OPEN – Eschelon will consider whether they will continue to pursue this position in light of discussion at 12/2/2003 meeting of the Forum. Eschelon will provide feedback at the next meeting of the Forum.	12/12/2003 – IMPASSE for Eschelon as to the issue of including in the batch those orders that require an outside technician dispatch.

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P-9	How does the Batch Hot Cut process address CLEC-to-CLEC migrations? CLEC-to-ILEC? CLEC UNE-P to UNE-L (same CLEC) CLEC UNE-P to UNE-L (different LEC)	Qwest will utilize the same overall Batch Hot Cut process in each situation to the extent that conversion volumes are sufficient to qualify as a batch. Batch Hot Cut Process does not apply to situations in which a facilities-based provider has overbuilt Qwest facilities. This situation would be a New order and, therefore, not considered as a candidate for the Batch Hot Cut Process. For conversions from UNE-L to UNE-L (different CLECs) – Qwest would only move the facility from one CLECs collocation to the other CLECs collocation and this would be included in the batch hot cut process. For CLEC to ILEC conversions (winback) –will not be included in the batch process.	Qwest needs to explain how it will incorporate CLEC-to-CLEC migrations into a batch project. (AT&T – p. 19) Qwest must define "sufficient volumes" for CLEC-to-CLEC migrations. (MCI – p. 7) CLEC to CLEC migrations must also be included in the Batch Hot Cut process, in addition to Qwest Retail to UNE-L; Resale to UNE-L; Centrex/1FB to UNE-L. (McLeod – p. 1)		1/7/2004 - CLOSED - MCI – agrees to close this issue – Sherry Lichtenberg AT&T – agrees to close this issue – Rick Wolters McLeod – agrees to close this issue – Patty Lynott
P-10 (See also P-1)	Order placement methods, flow-through and service order accuracy	CLECs submit their orders for a Batch Hot Cut using the existing LSR process, with the "BHC" plus CLEC ZCID project number, whether that is through the GUI or EDI interface.	**1**, CLECs should be able to use either EDI or GUI to submit orders. **2**, CLECs should not be required to manually generate spreadsheets. **3**, Orders should flow through. (MCI-p. 5 & 9); (McLeod at 2)	MCI agrees to close as to the first 3 sub-issues (in CLEC Position column) McLeod agrees to close the first 3 sub-issues pending discussion of scalability issue.	12/12/2003 - MCI agrees to close as to the first 3 sub-issues (in CLEC Position column) 12/12/2003 - McLeod agrees to close the first 3 sub-issues pending discussion of scalability

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| | | Qwest response to sub-issues in CLEC Position Column:

1. CLECs can use either EDI or GUI to submit batch hot cut orders.

2. CLECs will not be required to manually generate spreadsheets

3. Batch Hot Cut Orders are flow-through eligible. Batch Hot Cut LSRs will flow-through in accordance with existing flow-through standards.

4. The LSR process is appropriate for use with the Batch Hot Cut process. Because of quality and cost issues, Qwest will not pursue development of an interface. | **4.** Efficient submission will likely require development of new ordering capabilities – sending individual LSRs for multiple orders should not be considered a "batch." . (Eschelon p. 12) Clarification by Eschelon - Eschelon would like Qwest to put in place an interface to the GUI and EDI for Batch Hot Cuts that would take the place of LSR-by-LSR entry. Or, in the alternative, give CLECs the capability of sending an electronic spreadsheet directly to the QCCC. (Eschelon – Forum) | 12/3/2003 - On Sub-Issue 4 - Eschelon will take back and determine if it will continue to pursue asking for an alternative to submitting individual LSRs e.g., spreadsheet functionality.

12/12/2003 - Given discussion at last Forum, Qwest position is that taking a mechanized process and taking a step backward to a manual spreadsheet or to re-mechanize in another fashion is not something Qwest is willing to make a part of the Batch Hot Cut Process. | issue.

12/12/2003:   IMPASSE as to ESCHELON issue (#4) – regarding alternative to submitting individual LSRs e.g., spreadsheet functionality. |
| P-11 | Order in which lines are cut over | To achieve efficiencies, the process does not permit CLECs to determine the order in which lines are cut over. | CLECs should be able to specify the order in which lines are cut over e.g., customers with multiple CSRs (Eschelon – p. 13 MN p 9) | 12/3/2003 - OPEN - Eschelon will take back to determine if they are going to continue to pursue this capability.

12/12/2003 - Eschelon continues to request this capability. Because CLECs must use the related PON process to submit such LSRs, Qwest | 12/12/2003: IMPASSE as to Eschelon issue regarding CLEC ability to determine the order in which lines are cut over in the batch. |

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				should develop a spreadsheet for the batch so that related PONs are worked consecutively. Eschelon believes a PON format could be developed to indicate sequence for this purpose. 12/12/2003 - the efficiencies gained in the Batch Hot Cut Process include permitting the central office technician to perform work in the most efficient and effective way possible; specifying the order in which lines are cut over, when those lines may be on multiple blocks on the frame, reduces the efficiencies of the process.	
P-12	Impact on Batch Hot Cut Process of migration by telephone number change request	The "migrate by TN" capability covered by CMP CRs SCR061302-01 and SCR022703-18 address only orders where the "to" product is UNE-P.	Batch Hot Cut process should allow CLECs to "migrate by telephone number." (MCI – p. 10) MCI views this as a critical requirement (MCI – Forum)	12/3/2003 - OPEN – pending Qwest take back on technical capability issues associated with making TN migration capability available for batch hot cuts. 12/10/2003 Qwest Response: There is no technical limitation precluding Qwest from modifying the edits in IMA to allow CLECs to enter TN and SANO for UNE-P to UNE-Loop conversions. Systems changes to accomplish this modification are required to go through Change Management. MCI submitted a CMP CR (SCR120403-01)	1/6/2004 – IMPASSE as to MCI issue of not providing CLECs with the capability, in the Batch Hot Cut process, to "migrate by telephone number and SANO"

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| | | | | requesting this change on December 4, 2003.

There is, however, a technical limitation that would prevent migration by TN from UNE-Loop to UNE-Loop as in that instance, the TN does not reside in Qwest databases.

12/12/2003: Further Qwest response: This CR would be eligible for inclusion in IMA Release 16.0 which is tentatively scheduled for August 2004. To have it declared as a *regulatory* CR, requesting party must provide the docket number and verbiage from the regulatory order in that docket that mandates the activity.

QWEST WILL TAKE BACK the questions of whether or not it considers this a regulatory mandate? If so, would Qwest oppose the change? Is it an option for the CR to be escalated in its implementation to a release sooner than IMA 16.0 via the CMP exception process?

1/6/2004 – As to MCI's question about whether Qwest will support or oppose the "migrate by TN" CR as a regulatory change – Qwest will | |

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				embrace the spirit of a Commission order that may, at the end of the 9 month proceeding, direct such a change –it cannot support "migrate by TN" as a *regulatory* change because in order to be a *regulatory* change, the requirement must have a docket number **and** order associated with it. Qwest is not including the "migrate by TN" in its current Batch Hot Cut proposal because it is not a capability that is specific to batch hot cuts. However, Qwest will not oppose the MCI CR SCR061302-01 and SCR022703-18 (that deal with the TN SANO capability generally) in the CMP .	
P-13a See also P-1, P-2 and P-3	Does Qwest take orders for a Batch Hot Cut on a first come first served basis?	Batch Hot Cut orders will be processed by due date as assigned by Qwest OSS. 1/6/2004 – Due date scheduler will facilitate taking orders on a first come-first served basis.	Qwest must process batch orders on a first in-first out basis and must send both electronic and on-line notification to CLEC within one day of reject or if busy CFAs are found. (MCI p. 12)	12/3/2003 OPEN – Qwest will take back questions around what is involved in the negotiations process and what happens if the CLEC fails to place their orders – do they lose their slot? Will Qwest assess some sort of penalty?	1/6/2004 – MCI, AT&T, Covad & AT&T agree to close 13a.
P-13b	If Qwest will miss a due date, will jeopardy notice issue?	Yes. A jeopardy notice will be sent to CLEC on the day of the cut. If there is a Qwest jeopardy in a batch that takes the batch below 25, the entire batch will not be jeopardized.	Priority levels may be designated so that CLECs are aware of which services are in jeopardy due to the processing of a Batch Hot Cut. (Eschelon – p. 15)	12/3/2003 - OPEN	1/6/2004 – MCI, AT&T, Covad and McLeod agree to CLOSE 13 b.
P-14	How will the spreadsheet in Qwest's proposal be	The systems within QCCC will electronically produce a spreadsheet for internal Qwest	AT&T supports the use of an electronically prepared spreadsheet developed by Qwest's OSS based	12/3/2003 OPEN	1/6/2004 – AT&T, McLeod, Covad and MCI agree to CLOSE this issue.

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	prepared and used? How will it be distributed? How will it be synchronized with CLEC LSRs and Qwest service orders?	use. Spreadsheet will also be distributed electronically to CLECs for use as a tool for the cut. The systems within QCCC will synchronize the LSRs with the service orders. 1/6/2004 – MODIFICATION TO ORIGINAL PROPOSAL – Spreadsheet is no longer relevant. Qwest will now notify the CLECs when the batch has started via **the new web-based status tool**. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR.	on information supplied on batch project LSRs. AT&T opposes manually created spreadsheets. (AT&T – p. 9) Eschelon believes that the spreadsheet process will result in LSRs falling out for manual handling, and thereby increase the likelihood of hot cut trouble. (Eschelon – p. 16)		
P-15 (See also P-16)	Can a CLEC modify a pending order for electronic provisioning?	Once an order is placed into a batch carrying a committed due date, CLECs may modify the pending order by notifying Qwest via a supplemental order identifying the change.	What happens when a CLEC needs to issue an interim order to make a change on an existing customer's account which is pending in a batch?	1/6/2004 – Qwest follow-up - Two situations (1) if a CLEC's existing UNE-P wants to submit a feature change while the account is pending in a batch hot cut, the CLECs can submit an order requesting such a	1/7/2004 – MCI agrees to CLOSE 1/7/2004 – McLeod agrees to CLOSE

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				feature change.	1/7/2004 – AT&T agrees to CLOSE
				(2) In those cases where there is an order pending in a batch hot cut, and the customer requests a provider change, then Qwest will perform the provider change and remove the pending order from the batch order. (See also P-16)	1/7/2004 – Covad agrees to CLOSE.
				1/7/2004 – MCI question - If there is a change in status to a pending migration during the time the LSR for the migration is in the queue, and another order came in adding line splitting to that service – will the order for line splitting be added or rejected? QWEST RESPONSE: If a disconnect request is pending against a UNE-P account, any requests to modify that account will be rejected.	
P-16 See also P-15	While a customer's line is in the Batch Hot Cut provisioning stream, can the customer switch to another carrier?	1/6/2004 – Related to P-15 See Qwest position in P-15 above.	Clarify what happens in the batch process where the customer has churned over to another carrier during the pendency of the batch order. (AT&T- p. 20) The process should not allow any order activity against a customer's account while it is in the Batch Hot Cut process. (MCI – p. 12)	12/3/2003 OPEN - Qwest will take back the question of having the capability of permitting the subsequent order on a customer's line be able to process rather than having the customer move to the loop and then over to the new provider. 1/6/2004 – See P-15 above.	1/7/2004 – MCI Agrees to CLOSE. 1/7/2004 – McLeod agrees to CLOSE 1/7/2004 – AT&T agrees to CLOSE 1/7/2004 – Covad agrees to CLOSE.
P-17	Should the process	Due to the re-design of the	Permitting the CLEC to change the	12/3/2003 OPEN - Qwest will take	1/7/2004 – Based on Qwest's

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(See also P-18, P-19 & P-28)	allow for same day pair changes?	circuit and time constraints to get the design accomplished, same day pair changes will need to follow the standard hot cut process.	CFA if there is no dial tone on the day of the cut should be allowed. (Eschelon – p. 17)	back – investigate whether the process can be modified to permit CLECs to change the CFA on the day of the cut in the event they receive a jeop notice of a no dial tone condition. 1/7/2004 – Qwest position is that it will not permit same day CFA changes for the reasons stated in the Qwest Position column. 1/7/2004 – AT&T believes this issue is at impasse since Qwest is unwilling to do a dial tone check on DVA date coupled with Qwest's position that it will not permit same day CFA changes (which is a solution for CLECs to remedy a no dial tone situation on the day of a cut) 1/7/2004 – McLeod position is that there should be an exception process that Qwest and the CLECs can work through to work the order on the day of the cut in the event of defective CFAs. McLeod will provide an order of magnitude as to when this happens. 1/7/2004 – Qwest will take back and discuss over the morning break to see if there is an alternative solution.	counter-proposal, AT&T agrees to CLOSE this issue. Still have an issue on whether the web-based status tool is the appropriate method of notification. (See Issues P-3 & P-24) 1/7/2004 – Based on Qwest's counter-proposal, McLeod agrees to CLOSE this issue. 1/7/2004 – Based on Qwest's counter proposal, McLeod agrees to CLOSE this issue. 1/7/2004 – Based on Qwest's counter proposal, Covad agrees to CLOSE this issue.

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| | | | | 1/7/2004 – **afternoon session** – Qwest response: based on CLEC concerns, Qwest's counter-proposal is that, in a 7-day interval –order submittal on day 0 and FOC also on Day 0 if Order is received before 7:00 p.m. CLECs will have translations work complete by midnight on Day 1 the Record Issue Date (RID), Qwest will perform its pre-wire work on days 2-3, will test for dial tone, and will notify the CLECs, via the web-based status tool of any "no dial tone" situations. If the "no dial tone" situation is as a result of translations, then CLECs have until the end of Day 6 to remedy. If the "no dial tone" situation is as a result of a defective CFA, CLECs have until 7:00 p.m. on Day 4 to supplement their order with the new CFA to permit the order to remain in the batch. On Due Date, Qwest will perform a dial tone & ANI test and, if there is no dial tone at that time, the order will go into a customer not ready jeopardy status and will be removed from the batch. (Counting for interval purposes begins on Day 1.)   SEE BHC Forum Exhibit 10 for timeline diagram. | |

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				1/7/2004 – MCI - Subject to seeing the process in flow-chart form, MCI supports this new proposal as good process. 1/7/2004 – AT&T position is that this is an improvement from a dial tone check and CFA change perspective. AT&T needs to take back the issue of how the requirement to have translations established by midnight on Day 1 is something that can be accommodated by AT&T's processes. As to these modifications and their impact on the status tool, AT&T doesn't want to deal with different systems and interfaces – prefer to keep things on EDI from a statusing perspective. The web-based status tool requires CLECs to check 100% of the orders, e-mail, conceptually, requires CLECs to query orders only on an exception basis. 1/7/2004 – McLeod finds that the new proposal works well to resolve the Dial Tone and CFA issues. McLeod still wants to discuss the interval associated with the Batch.	

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				1/7/2004 – AT&T will have the switch translations done within the timeframe provided for in the proposal. AT&T agrees there is sufficient time to remedy no dial tone situation and CFA issues. 1/7/2004 – MCI also finds the new proposal acceptable. 1/7/2004 – Covad finds the new proposal acceptable.	
P-18 (See also P-17, P-19 & P-28)	What is the appropriate time to pre-wire the CLEC CFA?	12/19/2003 – In response to CLEC feedback during the Forum, Qwest has agreed to move the pre-wire of the CLEC CFA to the Design, Verify and Assign date	Pre-wiring must have at least one (1) day lead time from the batch project due date. (AT&T – p. 8)		12/19/2003 – CLOSED Sherry Lichtenberg on behalf of MCI agrees to close. Karen Clauson on behalf of Eschelon agrees to close. Rick Wolters on behalf of AT&T agrees to close.
P-19 (See also P-17, 18, & P-28)	What is the appropriate timing for Qwest to perform a dial tone check?	Qwest proposes that technicians perform test for dial tone on the day of the cut and require CLECs to remedy any "no dial tone" situation within one hour.	Performing this test on the day of the cut leaves insufficient margin for error. One hour is often not sufficient time to resolve a lack of dial tone issue. (AT&T – p. 9) MCI requests dial tone check 2 days prior to cut. (MCI – pp. 10 & 12) Eschelon wants the dial tone check 48 hours in advance, and believes the one hour window to remedy issues may be insufficient.	12/19/2003 – IMPASSE as to 48 hour dial tone check 1/7/2004 – Re-opened – CLECs want Dial Tone check done at due date minus 2 and that it would be a reasonable compromise, if that check is performed, to automatically pull the order from the batch if there is no dial tone on the date of the cut (no 2 hr. window for CLECs to remedy on day of cut) Qwest agreed to take back over the morning break	1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), AT&T agrees to CLOSE this issue. 1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), MCI agrees to CLOSE this issue. 1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), McLeod agrees to CLOSE this issue.

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			(Eschelon – p. 17)	1/7/2004 – See Qwest counter-proposal at Issue P-17	1/7/2004 – Based on Qwest counter-proposal (See Issue P-17), Covad agrees to CLOSE this issue.
P-20	Requirement for Central Office Technician to call RCMAC to work the disconnect of the UNE-P line	The Central Office Technician does not call the RCMAC today. This is not customer service impacting. As long as the port has been set and the CLEC performs its LNP work, the customer will have the ability to receive calls even if the disconnect work at the RCMAC has not completed.	Proposed Batch Hot Cut process eliminates the central office technician's call to the RCMAC to work the disconnect – results in customer working on two switches for a period of time – and inability to receive calls . (Eschelon MN P. 12)	12/3/2003 OPEN 1/7/2004 – today the CO technician does not call RCMAC to execute the disconnect order. Eschelon's statement that the customer is served by two switches for a period of time is inaccurate. Qwest presets its triggers and when the CLEC executes its subscription to port will occur.	1/7/2004 – MCI agrees to CLOSE. 1/7/2004 – AT&T agrees to CLOSE. 1/7/2004 – McLeod agrees to CLOSE. 1/7/2004 – Covad agrees to CLOSE.
P-21a	If one line is removed from the batch, and that line is part of a multi-line customer, should all lines for that customer be removed from the batch?	Multi-line customers have related orders on a single LSR. If one of the lines has no dial tone and CLEC is unable to resolve the no dial tone issue, all related orders on the LSR for the multi-line customer will be pulled from the batch. CLECs will receive a jeopardy notification and must submit a supplemental LSR to work the orders.	AT&T believes the entire customer should be removed from the batch. (AT&T – p. 10).	12/3/2003 OPEN 1/7/2004 – AT&T would be willing to close if Qwest is willing to document the process that is followed when one order falls out on an LSR and that it is the CLECs responsibility to work back when there are a series of related orders. Qwest accepts and will commit to documenting the process	1/7/2004 – AT&T agrees to CLOSE 21a.
P-21b	Impact on batch of trouble on one single line within a batch	Qwest has considered the issue based on Comments from CLECs on 12/1/03 and will agree to move the orders through the Batch Hot Cut process so	Qwest must clarify its process when multiple customers are in the batch, and one customer's order must be cancelled. (Eschelon – p. 14)	CLOSED as to what happens when one order must be cancelled within a batch - Qwest has considered the issue based on Comments from CLECs on 12/1/03 and will agree to	12/12/2003 - 21b CLOSED as to what happens when one order must be cancelled within a batch - Qwest has considered the issue based on Comments from

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		long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. Note that Qwest is unable to split LSRs.	If a single order falls out of the batch process, leaving fewer than 25 lines in the order, can Qwest automatically process the LSR(s) under the "basic" process rather than rejecting or jeoping the entire batch and requiring CLEC to resubmit the order with new due dates? (MCI – Forum) Same question as MCI above – but what if a single order is removed from a batch of 50 orders? (Eschelon – Forum)	move the orders through the Batch Hot Cut process so long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. Note that Qwest is unable to split LSRs. 12/3/2003 OPEN – Qwest to take back the question of whether the orders that fall out of the batch hot cut process can be automatically processed using the standard hot cut process. 12/17/2003 Qwest response: Automatic processing is not feasible given the efficiency, timeliness and cost parameters of the Batch Hot Cut process. 12/19/2003 – MCI – Tim Gates will take back whether it wants to continue to pursue some sort of automatic processing for orders that fall out of the batch process 1/7/2004 – MCI has discussed and will not pursue automatic processing CLOSED	CLECs on 12/1/03 and will agree to move the orders through the Batch Hot Cut process so long as there were at least 25 lines in the original batch and at least 20 qualified lines remain in the batch. AT&T, MCI, Covad, McLeod & Eschelon agree to close. 1/7/2004 – MCI will not pursue automatic processing of order that fall out of the batch process. MCI agrees to CLOSE issue 21b.
21c	What happens when there is an error in the Qwest database, then how does Qwest		What if CLEC has done the checks into the RLDT or other tools and yet their order becomes jeopardized because IDLC is	12/10/2003: The jeopardized order would not be processed as a part of the batch. However, Qwest has modified its position to allow for the	12/12/2003 – Eschelon IMPASSE on 21c– as to handling of orders that are jeopardized as a result of

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	handle the situation and what ability does the CLEC have to get the batch through?		present, but wasn't noted in the database? (Eschelon – Forum) 12/12/2003: MCI question - How does the Raw Loop Data Tool get updated?	remainder of qualified lines in the batch to continue to be processed so long as at least 20 lines remain in the batch. While IDLC information is available in the RLDT, in some rare instances, the IDLC may not appear in the RLDT. If the information is missing, the CLEC has the capability of notifying Qwest of the missing information via the RLDT. 12/12/2003 - IMPASSE for Eschelon– as to handling of orders that are jeopardized as a result of inaccurate or incomplete information in the Qwest database.	inaccurate or incomplete information in the Qwest database. 12/12/2003 - CLOSED as to MCI question–The RLDT regularly dips into LFACs and gets updates. If a manual look up is requested by the CLECs, then LFACs, and consequently, RLDT, are updated with information discovered in the manual look-up. Qwest would update the systems automatically; the CLEC does not have to take further action to affect the updates.
P-21d	What cure period applies for Customer Not Ready situations?	12/19/2003 - After the single order that has trouble in the batch is jeopardized, the Jeopardy notices for that order would follow the standard process that exists. The four-hour window applies. The below URL provides information on the CNR process. http://www.qwest.com/wholesale/clecs/provisioning.html	When jeopardy notice is provided for a Customer Not Ready (CNR) - will the four-hour window be imposed? Will the order be cancelled if the CLEC doesn't correct or get another order into the batch? (Clauson – Eschelon – Forum)	12/10/2003 as modified in 12/12/2003 Forum: 12/3/2003 OPEN – Qwest will take bake the question of whether the 4-hour window applies. 12/19/2003 – Qwest will take back providing a response the specifically address how a Customer Not Ready situation will be handled. 1/7/2004 – Qwest provided an explanation of the process for addressing a Customer Not Ready Situation.	1/7/2004 – AT&T, MCI, Covad & McLeod agree to CLOSE 21d

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				Based on explanation – AT&T, MCI, McLeod and Covad agree to CLOSE 21d	
P-22	Does the process have a step to prevent premature disconnection of a line in a "no dial tone" condition?	Yes – if there is a no dial tone condition, and the line is part of a multi-line customer, all lines on the LSR will be jeop'd and the cut will not occur. If the customer has multiple CSRs,, then it is the responsibility of the CLEC to make sure the LSRs associated with each other are related.	Is there a process that would automatically remove a multi-line customer from the batch in the event there is trouble found on a single line within that customer's multi-line group? (AT&T – p. 10)

Provide the CLECs with the citation to PCAT or other documentation on what happens with a single LSR and also what happens when there are related lines on multiple LSRs and a single line for a multi-line customer experiences no dial tone (Lichtenberg – MCI and Finnegan-AT&T – Forum) | AT&T thinks may be able to close this issue if Qwest can provide the citation to the documentation that describes what happens when a single line on a single LSR is found to have no dial tone.

Qwest will take back – providing the CLECs with the citation to PCAT or other documentation on what happens with a single LSR and also what happens when there are related lines on multiple LSRs and a single line for a multi-line customer experiences no dial tone

Qwest will also take back – whether CLECs using an RPON to relate the orders results in the orders falling out for manual handling..

12/10/2003: The material is not contained in the PCAT. LSRs and RPON relationships are discussed generally in the IMA User's Guide Once the BHC process is finalized Qwest will ensure that the underlying documentation contains a reference to this material along with the detailed documentation on the BHC process itself. | 1/7/2004 – AT&T agrees to CLOSE

1/7/2004 – MCI agrees to CLOSE |

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				12/12/2003 – OPEN - Qwest will take back providing detail on exactly where information can be found for a single LSR situation with multiple lines as well as multiple LSRs with RPONs. 12/12/2003 – OPEN – Qwest will take back the question of whether using RPONs to relate orders causes the orders to fall out for manual handling. 12/17/2003 – Qwest Response - Yes, the LSR containing a RPON will drop for manual handling within the service order processing group. The RPON field is populated by the CLEC with data that assists them in internally tracking PON's for whatever reason they deem necessary. The RPON field is often populated when the LSR involves a reuse of facilities, multiple requests for the same location, due date. Only the LSR containing the RPON indicator in a RPON relationship will drop for manual handling. 12/19/2003- Qwest will clarify whether a CLEC will be able to verify on their PSON whether the order is included in the Batch.	

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				1/7/2004 – Qwest provided explanation regarding what CLEC is able to determine based on information on the PSON. Based on that discussion AT&T & MCI agree to close.	
P-23 (See also P-3 and P-24 and S-1)	Timing for notifying CLECs when a batch is completed Method of notice to CLECs	Qwest proposes to notify the CLECs when all lines in the batch have been completed and will do so via an electronic spreadsheet. In addition, Qwest currently sends FOCs and SOCs to CLECs electronically. Further, Qwest changes the status within EDI within one (1) hour of completion of the service order activities to identify that LSR requests are completed. Qwest will also notify the CLECs when the batch has started via the **new web-based status tool**. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are	Notification upon completion of the entire should occur prior to completion of the entire batch (AT&T – p. 7) Completion of a cut should trigger an electronic SOC within 10 minutes of the cut. Qwest must send EDI provisioning and completion notifications to close out the LSR. (MCI – p. 13) Batch Hot Cut process should not result in all-day hot cuts (Eschelon – p. 17)	12/3/2003 OPEN – 1/7/2004 – MCI would like Qwest to take back the suggestion of having the Status Tool perform updates more frequently than 30 minutes.	1/7/2004 – IMPASSE as to timing and method of notice to CLEC of batch completion

1/9/2004

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		held to accommodate CLEC input prior to submitting the CR.			
P-24 (See also P-3 & P-23)	How will CLECs know which orders in the batch were completed?	Qwest proposes to notify the CLECs when all lines in the batch have been completed and will do so via an electronic spreadsheet. In addition, Qwest currently sends FOCs and SOCs to CLECs electronically. Further, Qwest changes the status within EDI within one (1) hour of completion of the service order activities to identify that LSR requests are completed. 1/6/2004 - Qwest will also notify the CLECs when the batch has started via the status tool. The Trap and Trace option will also identify when the batch begins. 1/6/2004 - Qwest will submit a change request to Change Management as soon as it has fully defined the requirements for the status tool. There are clarification meetings that are held to accommodate CLEC input prior to submitting the CR	The CLEC needs accurate information regarding the exact lines that were cut over. (AT&T – p. 11)	1/6/2004 – Today, this would be IMPASSE for AT&T as to existing proposal that has CLECs pulling information from Qwest as opposed to the information being pushed to the CLEC by Qwest. The issues are (1) notification via the website when there is a no dial tone issue discovered by Qwest and (2) notification via the website of the initiation and completion of the batch. 1/7/2004 – MCI supports the web-based system proposal, particularly if it can use it in conjunction with Trap and Trace. MCI looks forward to working with Qwest on the requirements document associated with the proposed status tool as part of the clarification meetings provided for in CMP. MCI believes the status tool needs to be developed as an "API" so that information can be shared back and forth. 1/7/2004 – AT&T does not want to commit at this time to a "pull" solution as Qwest currently proposes and preclude some sort of "push" technology such as some sort	1/7/2004 – IMPASSE as to the issue of whether a web-based status tool is sufficient to provide information to the CLECs on status or is an e-mail or other type of "push" technology appropriate.

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				of EDI message or something through the IMA GUI. 1/7/2004 – McLeod would like Qwest to take the issue back of enhancing EDI to provide for capability to notify CLECs when a batch begins in addition to the status information already provided via EDI. 1/7/2004 - Qwest response is that it has already explored enhancing EDI and found that the update intervals associated with updating status in EDI would likely be longer than those associated with Qwest's web-based status tool proposal. 1/7/2004 – McLeod will continue to evaluate the Trap and Trace option. McLeod position is that the web-based status tool is, in large part, a duplication of information that CLECs obtain today via EDI (with the exception of the jeopardy notices)	
P-25	Impacts of Batch Hot Cut on Databases and directory listings (e.g., LIDB, CNAM etc.)	Order flow will not change from the existing process, consequently, databases will not be impacted	Clarify the impact to LIDB/CNAM databases when customers move from UNE-P to UNE-L (MCI – p. 8)	12/3/2003 - OPEN - MCI wants written response from Qwest on the timing for the 911 unlock. When does it happen? Qwest will take back to provide written response, but also advised within the Forum that the 911 unlock will be batched and	12/12/2003 – CLOSED based on additional discussion during 12/12/2003 Forum and Qwest's commitment to note 911 activities on Batch Hot Cut flow diagram and providing detail concerning those activities

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			Migration of directory listings "as is" should be allowed. (MCI - Forum) MCI also recommends examining any existing processes to see if additional procedures are required to address what happens in the event Qwest receives a trap and trace request from a PSAP in between the time the order has been cut and when the 911 unlock is processed	processed to the PSAP at 6:00 p.m. on the day of the cut. It is the same process used today. 12/10/2003: 911 unlock is sent in a batch format to the PSAP for all orders completed as of 6pm on the day of completion. This is the same process as used today.	in the underlying Task List, MCI believes this issue can be CLOSED. MCI agrees to consider the issue of migration of directory listings "as is" CLOSED. – Sherry Lichtenberg
P-26 (See also S-1)	Is there an escalation process for Batch Hot Cuts?	Qwest's current escalation process will be used for the Batch Hot Cut process Any issues prior to the day of the cut go through the ISC (Escalation Center). On the day of the cut, Qwest will provide CLEC a spreadsheet on completion of the batch and will provide a timeframe prior to closing out the orders where the CLECs can call the ISC and work through issues associated with orders in the batch. This process will be documented in CLEC-facing documentation as a part of the Batch Hot Cut Process.	An escalation process should be developed for the Batch Hot Cut. including addressing multiple escalation tickets and priority for resolution (Eschelon – p. 14) Eschelon wants to ensure that escalation process will address multiple escalation tickets and that escalation centers are trained in the components and implications of a batch process. (Eschelon – Forum)	12/3/2003 OPEN - Once the batch hot cut process is finalized, training, methods and procedures and documentation concerning the batch hot cut process, how orders will be associated in the batch, etc. will be provided to the centers within Qwest that are involved in the cut process. CLEC documentation concerning the process will also be created and CLEC training made available Qwest will take back the issue of whether CLEC employees can be trained along with Qwest employees 12/19/2003 – Qwest evaluated this request and did not see the benefit of having CLECs participate in Qwest employee training. In this process,	1/7/2004 – MCI agrees to CLOSE 1/7/2004 – AT&T agrees to CLOSE 1/7/2004 - Covad agrees to CLOSE 1/7/2004 – McLeod agrees to close.

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		1/7/2004 – REVISED -Any issues prior to the day of the cut go through the ISC (Escalation Center). Qwest will provide CLEC status on completion of the batch **via the new web-based status tool** and will provide a timeframe prior to closing out the orders where the CLECs can call the ISC and work through issues associated with orders in the batch. This process will be documented in CLEC-facing documentation as a part of the Batch Hot Cut Process.		the CLEC personnel and the Qwest personnel will have different work functions and consequently there would not likely be synergies or benefits associated with joint training.	
P-27a	Level of Mechanization - status tool	See remarks in "History" column regarding commitment to develop web-based status tool	Qwest should develop an electronic system to provide real-time order status information (MCI – p. 5)	12/3/2003 - OPEN – Qwest is investigating this issue. 1/7/2004 – Qwest has committed to develop a status tool. Based on that commitment, MCI is willing to close this issue as it pertains to the status tool	1/7/2004 – CLOSED as to issue of providing a mechanized status tool and scheduling tool MCI agrees to close.
P-27b	Level of mechanization – electronic scheduling tool	See remarks in "History" column regarding Qwest's commitment to develop an electronic due date scheduling	Establish an on-line real time electronic due date scheduling reservation system that allows CLECs to select hot cut times and	12/3/2003 OPEN – Qwest is investigating this issue. 1/7/2004 – Qwest has committed to develop an electronic due date	1/7/2004 -AT&T agrees to close on the mechanization issue raised in the initial CLEC comments.

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		capability for batch hot cuts.	dates. (MCI – pp. 9-10)	scheduling reservation system that will permit CLECs to select hot cut dates. Based on that commitment, MCI is willing to close this issue as it pertains to the scheduling tool.	
P-27c	Level of mechanization – automated or robotic frames	According to the International Engineering Consortium (IEC) on URL: http://www.iec.org/online/tutorials/frames/topic04.html There is no viable solution for robotic distribution frames at this time.. "While simple in concept, this type of solution never quite matured into a viable technology for automating distribution frames. That is because pure mechanical, robotic solutions have reliability and maintenance issues due to their moving parts. This limits their effectiveness in larger COs or in environments where significant churn is experienced." "Perhaps the biggest "show stopper" for robotics, and all of the other copper automation technologies previously examined for frame applications, has been scalability."	Automated or robotic frames should be evaluated (MCI – p. 3)	On the issue of automated or robotic frames – see information in Qwest Position column.	12/19/2003 – IMPASSE as to the issue of evaluating automated or robotic frames.
P-28	Troubleshooting and	The process provides that	How does Batch Hot Cut process	12/17/2003 – Qwest Response - The	1/7/2004 – CLOSED – based on

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| (See also P-17, 18 & 19) | acceptance of multiple loops – specifically, sufficiency of one-hour window to resolve trouble and to accept orders | CLECs are notified if there is trouble on a line within the Batch. The one-hour notification begins at the time that notice is provided. CLECs can also do work up-front to minimize the likelihood of trouble at the time of the cut. | address troubleshooting on multiple loops within the current one hour window provided? (Eschelon MN – p. 12)

12/19/2003 – Eschelon believes this is related to P-19 and, since Qwest has not yet closed on P-19, Eschelon disagrees that the 1-hour window is appropriate to resolve. (Eschelon – 12/19/2003 Forum)

AT&T and MCI believe e-mail notification is inappropriate given that the CLEC only has a 1-hour window to resolve. MCI believes that this issue may be mitigated if there is some sort of on-line statusing tool made available to the CLECs. (AT&T & MCI – Forum) | CLEC is notified via email of trouble on the line(s), when the email is sent to the CLEC, the hour timeframe starts for the orders contained on the e-mail notification. The CLEC then has 1 hour to resolve the trouble(s) and provide information back to the QCCC. If no response, the QCCC follows the standard jeopardy process and the CLEC will need to supplement the LSR(s) with a new due date.

12/19/2003 – OPEN on 1-hour window– pending CLEC discussions to explore what an appropriate period may be. Also OPEN as to issue of method of notification.

1/7/2004 – Qwest counter-proposal as discussed in Issue P-17 eliminates the opportunity to cure on Due Date. AT&T, MCI, McLeod and Covad all agree that the opportunity to cure on due date can be eliminated. | Qwest counter-proposal as discussed at Issue P-17.

1/7/2004 - AT&T agrees to CLOSE.

1/7/2004 – MCI agrees to CLOSE

1/7/2004 – McLeod agrees to CLOSE

1/7/2004 – Covad agrees to CLOSE |
| P-29 | Coordination of systems changes as a result of the Forum & State proceedings with CMP | For systems changes, the product of the Forum and the State Proceedings will go to CMP as Regulatory Change Requests. As such, the changes will be incorporated into releases above the line and will not be prioritized. | How will changes agreed to in the Forum be synched up with and incorporated into the CMP? (Lichtenberg – MCI – Forum) | 12/10/2003 – OPEN
12/19/2003 - Qwest provided explanation that the CMP process for regulatory changes is for all CLECs and Qwest to vote to see if they agree that the systems changes are indeed a regulatory change. Qwest will agree to abide by the spirit and intent of the regulatory | 1/7/2004 – IMPASSE – as to MCI issue regarding the need for any system changes coming out of the batch hot cut proceedings in the states to be classified as regulatory changes. MCI does not agree, in this situation, that the CMP process is the appropriate forum to address |

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				orders issued by state Commissions and the existing CMP processes as they pertain to the Batch Hot Cut process. MCI believes this issue needs to remain OPEN. 1/7/2004 – Qwest proposes that this issue be resolved by stating that changes agreed to in this forum **and** ordered by state commissions will be incorporated into the CMP process as regulatory changes. 1/8/2004 – McLeod concerned about system enhancements for BHC being included in the CMP given the number of Change Requests that are currently pending – McLeod position is that the enhancements associated with BHC should be moved outside CMP as a separate release. 1/8/2004 – Covad recommends Qwest allocate additional resources to address systems issues associated with Triennial Review. 1/8/2004 – It is Qwest's position that the changes that result from the TRO will be handled through the normal CMP process..	systems changes associated with Batch Hot Cut given that the systems changes must be in place in order for the Batch Hot Cut process to exist.
P-30	Process flow – steps	Qwest cannot accommodate MCI's request because steps 3-9	On Exhibit 3 (Proposed Batch Hot Cut Provisioning Flow) MCI	12/10/2003 – OPEN 12/12/2003 – CLOSED - MCI	12/12/2003 – CLOSED - MCI agrees to close this issue

1/9/2004

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		are flow-through. Step 3 is the receipt of the LSR. The LSR would then need to be input into the SOP (Step 5), then designed (Step 9) before verification of the order by QCCC occurs (Step 10).	recommends that Qwest move step 10 (Order Verification/Qualification) to occur immediately after current step 3. There is no reason to proceed further if the order does not qualify for the BHC process (Gates – MCI – Forum)	agrees to close this issue.	
SCALABILITY – VOLUMES					
SC-1 (See also SC-5)	Can Qwest's proposed process handle anticipated volumes?	The Batch Hot Cut process is scalable, which will allow Qwest to meet current and future demand. In considering volumes that may have to be handled by the Batch Hot Cut Process, Qwest has considered the embedded base as well as incremental growth similar to what AT&T has suggested. An additional assumption is that in the event there is a finding by state commissions of impairment,, or in markets where Qwest does not seek to challenge the presumption of impairment, then Qwest will continue to provide UNE-P. All of these assumptions will form the basis for the volumes that can be anticipated.

Qwest will be prepared in the near future to put forward | Qwest needs to provide more evidence to establish this point. (AT&T – p. 12)

Qwest needs to identify the number of batches that it can handle per Central Office, per state and per region. (Eschelon – p. 17)

Qwest must clarify the maximum/minimum line volumes per day per CLEC for the Batch Hot Cut (McLeod – p. 1)

The daily line count threshold that Qwest can manage for its retail unit must be provided, and parity established. (McLeod – p. 2)

Are there limitations on the number of UNE-P to UNE-L lines that can be migrated for a single account? (MCI – Forum)

Clarify the relationship of and | 12/3/2003 OPEN - For SC-1 in total, Qwest will take-back – providing parties with the assumptions that form the basis for its proposed volume estimates. Qwest will also provide additional information on assumptions for staffing levels for the anticipated volumes.

Qwest is not placing limits on the number of UNE-P lines that can be migrated for a single account. | 1/7/2004 – IMPASSE as to whether Qwest's proposed process can handle anticipated volumes |

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		numbers based on those assumptions.	impact of batch process on non-batch orders and other services. (Eschelon MN p. 10) AT&T believes should assume worst case scenario for development of the process upper limit. AT&T thinks that adding an incremental growth number using analogous number e.g., customers will move their local service about as much as they move their long distance service approximately 2.6%. Churn for CLECs is approximately 4.6-5.2% Churn rate should also include winback rates for Qwest. AT&T concerned about Qwest's ability to handle volumes. Wants Qwest to share some of its analysis on why it believes it can keep up with the demand AT&T believes its appropriate to look at embedded base of UNE-P and UNE-L customers, add some incremental growth number to account for the churn, include additional staff to handle IDLC, and then explain how the process will handle. (AT&T – Forum) Scalability is an issue for McLeod and very interested in how Qwest will gear up for the volume.		

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			(McLeod – Forum)		
SC-2	What is the impact of performing Batch Hot Cuts for multiple CLECs in same CO.	In a given CO, Qwest will perform batch cuts for up to 100 lines. The 100 lines can be associated with one or more CLECs. This number is over and above the normal workload. 1/7/2004 Qwest will work with multiple CLECs in the same central office if the sum of the CLECs batches does not exceed 100 lines. Today, Qwest has no formal limitations that it places on the number of basic or coordinated hot cuts. Generally, Qwest and the CLECs pre-plan to ensure a smooth transition. Batch Hot Cuts are an additional option over and above standard hot cut volume	a. Will Qwest work with Multiple CLECs in the same central office on the same day if the sum of the CLEC's batches does not exceed 100 lines? (AT&T p. 12) b. Is there a limit on the number of CLECs that can migrate 100 lines in a central office in a day? (AT&T p. 13) How will Qwest deal with multiple CLECs in a single CO? What is the maximum number of Batch Hot Cuts it can do in a single day per CO? (MCI – p. 7, 8) c. How will prioritization be determined so that multiple carriers can submit a Batch Hot Cut while not freezing out non-batched cuts or freezing out particular COs? (Eschelon – p. 14) d. If restrictions are placed on CLECs ability to complete Batch Hot Cuts in any wire center at any time, how will comparable restriction apply to Qwest retail? (Eschelon – p. 14) e. McLeod would like clarification around what the "normal	12/3/2003 OPEN	1/7/2004 - Sub-issues a, b, and c (as identified in the CLEC position column) are CLOSED for AT&T, MCI, Covad & McLeod Sub-issue d - AT&T agrees to close; MCI agrees to close; Covad agrees to close; McLeod agrees to close. Sub-issue e – McLeod agrees to close this sub-issue, but believes it is still open as to the issue of scalability (See SC1 & SC-5) Covad agrees to CLOSE AT&T agrees to CLOSE MCI agrees to CLOSE

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			workload" is as well as an understanding of exactly how the new batch hot cut process and the normal workload will be resourced. (McLeod – Forum)		
		Restrictions, if any, will be applied in a non-discriminatory manner.			
SC-3	Same CLEC, multiple Collocations in the same CO	So long as conversions are for the same CLEC, CLECs with multiple collocations in the same CO can use the Batch Hot Cut process for such conversions	Will Qwest allow CLECs that had two different collocation arrangements in the same CO to include facilities in each of the arrangements on the same project? (AT&T p. 13) For the same CLEC with multiple RSID/ZCID how will Qwest handle?	12/3/2003 OPEN - Qwest will take back – the question of whether the process will accommodate the same CLEC/operating entity with multiple RSIDs or ZCIDs and multiple ICAs combining their orders into a batch. 12/10/2003: If a CLEC is operating under multiple ZCIDs, that means that they are operating under multiple ICAs and, therefore, their orders must be handled as separate batches. 12/12/2003 – If a CLEC is operating under a single interconnection agreement but has multiple RCIDs or ZCIDs, their orders must be handled as separate batches. CLOSED – AT&T agrees to close. MCI agrees to close.	12/12/2003 - CLOSED – AT&T agrees to close. MCI agrees to close.
SC-4	Staffed vs. Un-staffed COs	The Batch Hot Cut process will be available in any central office, whether staffed or un-staffed.	Are batch projects limited to central offices with full-time staff? (AT&T p. 13)	CLOSED – AT&T agrees to close this issue. – Rick Wolters	CLOSED – AT&T agrees to close this issue. – Rick Wolters
SC-5 (See also SC-1)	Staffing levels	Resources will be added and/or shifted as the final Batch Hot Cut process requires. Qwest will	Describe the number of additional people Qwest must add to meet the increased hot cut demand. (AT&T	12/3/2003 OPEN – See also SC-1	1/7/2004 – IMPASSE as to level of detail required regarding plans for staffing

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		use its standard recruiting, hiring and training practices to staff the work activities required. In those locations where Qwest has sufficient volumes, there will be dedicated personnel assigned to batch activities. For other locations, the staff will not be dedicated only to batch work, but during batch activity, will be focused on that work.	p. 13) Plans for recruiting, hiring and training personnel (AT&T p. 14) Qwest must identify and dedicate Qwest personnel to the Batch Hot Cut process (Eschelon – p. 15) By dedicated, Eschelon means resources that will be working solely on batches.		by Qwest to address batch hot cut activity
SC-6	Order accuracy		Qwest should develop a mechanism to create accurate service orders from the batch, and batch hot cut orders should flow-through. (Eschelon – p. 13)	12/3/2003 OPEN 1/8/2004 - Qwest position is that order accuracy is more appropriately dealt with in Long Term PID Administration. 1/8/2004 - AT&T and Covad agree to close this issue and will take up their concerns regarding performance metrics in other sections of the Disputed Issues matrix.	1/7/2004 – MCI agrees to CLOSE this issue. 1/7/2004 –AT&T is willing to close as to SC-6. 1/7/2004 – Covad agrees to close 1/7/2004 – McLeod agrees to close
			VOLUMES		
V-1 (See SC-1 & SC-5)	The basis on which Commissions can arrive at a maximum volume of hot cuts to be performed across the Qwest region	Qwest proposed formulas provide the basis on which Commissions can arrive at maximum volumes.	Qwest's proposed formulas do not account for churn and winback activity. The Number should be broken out on a state-by-state basis. (AT&T – p. 13)	12/3/2003 - OPEN - See SC-1 1/8/2004 – McLeod position is that the formula covers the embedded base, but does not account for new growth 1/8/2004 – MCI position is that the formula assumes that the movement will occur over a 21 month period – and does	1/8/2004 – Parties agree to CLOSE this Issue as it is covered in Issues SC-1 and SC-5.

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				not account for the situation where a CLEC may want to move faster than the 21 month period. Further, it appears that the formula is completely dependent on the successful negotiation of a transition plan. There may also be certain central offices where the CLECs may want to move more quickly that may conflict with the 21 month time period as Qwest has proposed. 1/8/2004 – Covad cannot say that it agrees completely, but is encouraged that Qwest's numbers appear to show that Qwest has sufficient resources to handle the volumes. The assumptions appear reasonable. 1/8/2004 – Qwest can add to its assumptions the "net add" of the current UNE-Loop activity to reflect the growth. With that addition, McLeod would agree that the assumptions are appropriate. MCI would agree that the calculations are correct based on the assumptions. MCI does not believe that the conclusions Qwest is drawing from those numbers is necessarily correct.	
V-2	Per Central Office limit on Batch Hot Cuts	Qwest proposes a limit of 100 lines per Central office	What is the appropriate limit on a per central office basis – should there be a limit? (Eschelon – Forum)	12/3/2003 - OPEN 1/8/2004 – Qwest position is that the most efficient configuration is for 2 technicians performing 100 conversions during an 8-	1/8/2004 - MCI would agree to CLOSE this issue based on an agreement that the parties are not foreclosed from mutually

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				hour shift .	agreeing, during the transition planning process for the embedded base, to the possibility of doing more than 100 lines per CO on an exception basis, Further, planning can include new customers may also be included in the batch.
				1/8/2004 – AT&T – accepting that premise – is there a reason why you have to limit it to two technicians? Qwest Response: two technicians is optimum given the concentration of wires on the frames where this work is being performed and is the most efficient way. Further, the 100 lines per CO permits Qwest to complete the migration well within the transition period.	1/8/2004 – McLeod will go to **IMPASSE** at this time on the sizing limitation of the number of batch hot cut lines included in a batch per central office. McLeod suggests we take a look at the resources available in a CO and proposes a 200 lines per CO limit.
				1/8/2004 – If, in the transition meetings, MCI or other CLECs want a more rapid transition in certain central offices that met certain characteristics, would Qwest be willing to do more than 100 lines?	
				1/8/2004 - Qwest is not precluding that sort of discussion, however, the volumes appear to demonstrate that Qwest can handle the transition in addition to day-to-day activity within the 100 line per CO limit.	1/8/2004- Covad agrees to CLOSE this issue based on an agreement that the parties are not foreclosed from mutually agreeing, during the transition planning process for the embedded base, to the possibility of doing more than 100 lines per CO on an exception basis. Further, planning process may also include

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					consideration of new acquisition customers. 1/8/2004 – AT&T will take this issue to **IMPASSE** and supports McLeod's suggestion that the batch size per Central Office of 200 lines.
V-3	Size of a "batch"	The batch must include at least 25 lines for a specific CLEC in one central office.	CLECs should be allowed to determine a minimum or maximum amount of orders to send per batch, per CO. (MCI – p.7) Qwest should specify the assumptions and exceptions made per batch. (Types of orders, volume limits, etc) (McLeod – p. 1) Clarify definition of batch/number of lines. (Eschelon – Forum) How many current orders would trigger the "batch" process as defined in the proposal. In other words, how often does a single CLEC submit orders for 25 mass market loops in a single wire center on a single day? Single week? What percentage of the offices in the state incur this type of volume? (Peter Healy TDS Metrocom – Forum)	12/3/2003 - OPEN 12/10/2003 - Qwest does not currently track orders in this manner, and has no way of tracking this information since CLECs do not currently "batch" their orders for submission, except where they desire conversion on a project-managed basis. 12/12/2003 –Qwest has UNE-P arrangements in 91% of the central offices in its territory. In a large	1/8/2004 – IMPASSE as to the issue of minimum batch size 1/8/2004 – McLeod position is that, particularly for new customers, there should be no minimum number necessary for CLECs to be able to take advantage of batch hot cuts and a cheaper price. 1/8/2004 – AT&T position is that 25 should not be the minimum batch size. AT&T proposes there be no minimum batch size 1/8/2004 – MCI position is there should be no minimum batch size per CLEC or generally

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				percentage of those offices there are 25 or more UNE-P arrangements. **Qwest will take back** question of what is that percentage.	
			12/19/2003 – MCI response – MCI position is that limit of 100 per CLEC per CO is the *minimum* limit.	12/19/2003 – generic example in a state with 130 offices, 75 have UNE-P in them; of that 75, less than 25% of them have fewer than 25 UNE-P arrangements, 6 offices have 1,000 or more. Qwest will provide more detail at the January forum. Steve Pitterle - from TDS Metrocom has additional questions before agreeing to close. 12/19/2003 –looking for response from Qwest regarding the percentage requested above. MCI is not willing to agree to close at this time. MCI is not willing to say that the appropriate maximum number of lines per CO is 100 unless there is some actual, technical explanation as to why there is a limit. MCI will take back the question of what MCI's proposed minimum/maximum numbers are for this purpose. McLeod will take back the question of what McLeod's proposed minimum/maximum numbers are for this purpose.	

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				Qwest will take back the request for additional support behind Qwest's 100 batch limit **and** the CLEC proposal to require less than a 25 minimum number as it pertains to unstaffed offices	
V-4	"Orders" vs. "Lines" when addressing sizing	The batch process will include up to 100 <u>lines</u> per day in a single central office.	Clarify which will be used when sizing and addressing Batch Hot Cut limitations – lines or orders. (MCI – p. 8)	CLOSED	12/3/2003 - CLOSED
			SEAMLESSNESS		
S-1 (See also P-23 & P-26)	How will Qwest manage customer service impacts and outages during batch hot cut process?	See P-23 - P-26	a. Outages must be managed quickly and efficiently (AT&T – p. 5) Identify steps that will be taken to minimize adverse end user impacts. Are there preventative measures contemplated? (Eschelon MN – p. 4 & p. 10) By outage, McLeod is referring to both those instances when customers are unable to receive calls **and** those instances when customers have no dial tone. (McLeod – 12/19/2003 Forum) b. Provide a response to AT&T's request for e-mail notification on initiation of a batch. (Finnegan – AT&T – Forum)	12/3/2003 - OPEN – See also P-23 and P-26 1/8/2004 – Qwest's new proposed status tool would provide CLECs with status on their orders thereby permitting the CLECs to complete the orders or, should they need to pull orders from the batch for some reason, the status tool provides a hot-link e-mail address that CLECs can use to send such a request to Qwest. CLECs also have the existing escalation process available to resolve issues as well. 12/3/2003 - OPEN 12/10/2003 - Qwest has considered	Sub-Issue S-1a – CLOSED McLeod, MCI, AT&T & Covad agree to close. Sub-Issue S1b – CLOSED McLeod, MCI, AT&T & Covad agree to close.

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				AT&T's request and agrees that it will now provide CLECs with an email notification on the initiation of the batch. 12/19/2003 – From AT&T's perspective, believe that with response above and discussion during 12/19/2003 Forum AT&T **believes there is agreement in principle.** Parties understand that, similar to the process followed during the 271 workshops, agreements reached during the Forum will ultimately be documented in SGAT and, once it has gone through the CMP, in PCAT language. 1/7/2004 AT&T position is that it is still investigating the Trap and Trace proposal of Qwest and still questions whether a web-based status tool is sufficient to provide information to the CLECs on status or is an e-mail or other type of "push" technology appropriate. Parties will discuss this issue in the context of Issues P-23 & P-24 and so this Issue can be closed.	
S-2	Interval for the batch – from CLEC initiation of a request to due date for the batch	Intervals for the embedded base of UNE-P depends on the Batch Hot Cut process agreed to in the Forum and the transition plans ordered by the Commission. For new Batch Hot Cuts, the interval	a. Batch Hot Cut intervals cannot be individually negotiated on a project-by-project basis. There must be a standard interval (e.g., 6 days). (AT&T – p. 14)	**As to Sub-Issue S-2a** (as noted in CLEC position column): 12/3/2003 - OPEN - Qwest will take back – parameters for an interval and also whether or not there is a way to schedule without requiring negotiations	1/8/2004 – IMPASSE as to the issue S-2a - parameters for the interval - should the intervals for the batch hot cut process be the same as the intervals for the

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| | | will be negotiated. | a. CLECs should not be required to "negotiate" the provisioning date for a Batch Hot Cut in advance. Interval should be five (5) business days to minimize the amount of time a customer is held in a limbo state. (MCI – p. 5, 6 & 11)

 a. Assumption is that the current 5-day interval will be the interval for the new Batch Hot Cut process (McLeod – pp. 1 &2)

 a. Eschelon wants definition on what the interval is for the batch hot cut process. For new hot cuts, a standard interval critical. (Eschelon – Forum)

 b. AT&T wants to "get out of the negotiation business." For transition of the embedded base AT&T suggests scheduling it out every day for weeks at a time. If it is done that way, and Qwest has all the "CLEC balls in the air" and is scheduling the work accordingly, is there still a need for negotiation? (AT&T – Forum)

 b. Rather than make negotiation the rule, may be easier to have negotiation as the exception for | 1/8/2004 – Qwest position is that the "meaningful opportunity to compete" standard as decided in the 271 proceedings should be the basis on which intervals are set. For Batch cuts for the embedded base, the volumes involved and the fact that CLECs already have the customer so there is not a customer acquisition issue, the 7-day interval is appropriate and meets the "meaningful opportunity to compete standard."

 1/8/2004 – AT&T wants interval for the Batch process to be same as for the one-by-one hot cuts (5 business days). With no minimum batch size, this is consistent. Conditional upon cost.

 1/8/2004 – McLeod position is that a 4-5 business day interval is appropriate. CLECs have committed to have their translations complete on Day 1 and McLeod would commit to have any defective CFAs supplemented by Day 3. Interval is conditional upon cost.

 1/8/2004 – Covad is not prepared at this time to specify an interval – tentatively 6 days. Interval is conditional upon cost

 1/8/2004 – MCI position is that 5 business day interval is appropriate. MCI would also agree to have any defective | standard provisioning process?

 1/8/2004 – CLOSED as to Issue S-2b – based on Qwest commitment to a scheduling tool. AT&T, MCI, McLeod, Covad agree to close.

 1/8/2004 – S-2c – IMPASSE – as to the issue of a different batch interval for new customers vs. embedded base customers

 1/8/2004 – S-2d – CLOSED

 1/8/2004 – S-2e CLOSED |

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			both the embedded base and "new" customers. (AT&T – Forum)	CFAs supplemented by Day 3. Interval is conditional upon cost	
			c. For CLEC new acquisition customers coming from Qwest to the CLEC, today on average for a residential customer McLeod can convert to McLeod service in 7-8 calendar days, primarily because of the 5 day Qwest interval for the UNE-Loop. Concern about whether the batch hot cut process is even a viable option for "new" customers. (McLeod – Forum)	**Sub-Issue S-2c** 12/12/2003 Qwest will take back issue of whether there could be a different interval for "new customers" vs. embedded base. 1/8/2004 – Qwest is not willing to have a different interval for "new customers" vs. embedded base.	
			d. MCI wants a timeline containing the intervals and what happens when. (MCI – Forum) e. MCI also wants Qwest to consider development of a scheduling tool. (MCI – Forum)		
S-3 (See also Q-2)	Responsibility for issuing LNP Order		Qwest should issue the LNP order when the cut is complete and provide immediate notification to the CLEC when it occurs. (MCI – p. 13)	12/3/2003 OPEN 1/8/2004 – See related issue Q-2. Qwest is not willing to perform LNP porting activity for the CLEC. Qwest is proposing CLECs use the web-based status tool and Trap & Trace capability to identify when hot cut activity is completed so that they can submit their own number port activation to the NPAC.	1/8/2004 – CLOSED – AT&T, MCI, Covad & McLeod agree to close.
			RATES/PRICE		

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R -1 (See also R-2)	Rate structure for new batch process and timing for development of the structure	The final Batch Hot Cut process must be defined before Qwest can create an appropriate cost study. The proposed Batch Hot Cut Process does not include costs associated with Coordinated Installation.	Detailed rate information needs to be provided including the cost structure and cost studies used to develop the rate (AT&T – p. 3); (MCI – p. 3). Consideration of rates for coordinated installation. (Eschelon –p.11) What are the benefits of the new process? How are efficiencies quantified in Qwest's proposed process (AT&T & MCI - Forum)	12/3/2003 OPEN 1/8/2004 – Given the changes made to the process during the Forum – Qwest will need to incorporate the changes into its cost studies for the process as it now stands. Qwest plans on filing a cost study with its testimony based on Qwest's proposal as it exists today along with a recommended price based on that study.	1/8/2004 – See also R-2 – IMPASSE as to what is the appropriate rate structure
R-2 (See also R-1)	What is the appropriate TELRIC-based price for the Batch Hot Cut process?	The NRC for the Batch Hot Cut process should reflect the forward-looking cost Qwest will actually incur to provide Batch Hot Cuts. The proposed process, as currently designed realizes efficiencies gained as a result of performing work in a batch manner.	Qwest needs to make significant reductions in its hot cut NRCs to make UNE-L a viable alternative for serving mass market (AT&T - p. 4) Qwest must specifically quantify all proposed NRCs involved in the Batch Hot Cut process. (McLeod – p. 1)	12/3/2003 OPEN – 1/8/2004 – see discussion in "History Column for Issue R-1 above.	1/8/2004 – See also Issue R-1 – IMPASSE – as to what is the appropriate TELRIC-based rate.
	POST-CUT QUALITY				
Q-1 (See S-1)	Is there a process to "throw-back" a customer to its prior service	Qwest will send CLEC an electronic spreadsheet on the due date after the hot cuts have been completed. The spreadsheet will contain a deadline time when Qwest will begin running its completions out of the WFA/C system. If the CLECs identify issues with their lines, CLECs	There should be such a process. (AT&T - p. 20) (Eschelon – p. 14) (McLeod – p. 2) (MCI – p. 11)	12/3/2003 OPEN 1/8/2004 – parties agree this issue is addressed in Issue S-1	1/8/2004 –CLOSED – MCI, AT&T, McLeod & Covad agree to close as this issue is addressed in Issue S-1

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		will contact the QCCC before the deadline set. Then the order would stop, it would be cut back to the Qwest switch, translations would not run and Qwest would send a jeopardy notice to the CLEC. CLEC would then supplement the order and follow the standard hot cut process.	If there does happen to be a degradation of service associated with going from UNE-P to UNE-L, if there is no longer a UNE-P option, what then? (McLeod – Forum) Auto Completions from WFA – is it done in batches or by individual orders? (Clauson – Eschelon – Forum)	12/10/2003: Order automation checks for completions in WFA every 3 minutes and issues a request to the SOP to do completions. 12/12/2003 – CLOSED as to Eschelon's issue regarding WFA auto completions.	
Q-2 (See also S-3)	LNP activity	Qwest sets LNP triggers prior to the due date. CLEC subscription activity triggers the porting.	Qwest must submit the number-port activation order to NPAC within 10 minutes after the Batch Hot Cut is completed, with notice to the CLEC after successful completion of each step. (MCI – p. 12-13)	12/3/2003 OPEN – See also S-3 1/8/2004 – Qwest is not willing to perform LNP porting activity for the CLEC. Qwest is proposing CLECs use the web-based status tool and Trap & Trace capability to identify when hot cut activity is completed so that they can submit their own number port activation to the NPAC.	1/8/2004 – CLOSED. AT&T, MCI, Covad & McLeod agree to close.
			PROCESS TESTING/PERFORMANCE MEASURES		
T-1	Should Qwest provide some demonstrable method to show that the Batch Hot Cut process works.	No. There is no such requirement in the TRO. The State Commissions shall establish and implement a batch hot cut process by July, 2004. Development of a test and	Process must be thoroughly tested to guarantee operational readiness. (AT&T – p. 21) AT&T recommends that there be some sort of testing process that uses existing Qwest customers,	12/3/2003 OPEN – OPEN - Qwest will take back – possibility of proposing some demonstrable vehicle/evidence to show that the process works.	1/8/2004 – IMPASSE as to the issue of whether there is a requirement for Qwest to provide demonstrable proof that its proposed Batch Hot Cut process works prior to state commission approval.

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| | | incorporating a test as AT&T envisions takes an extensive amount of time that the timeframes provided by the FCC do not provide. | subject to monitoring by the State Commissions. (AT&T)

The test would have Qwest become a CLEC in its own territory establish a collocation, insert the required equipment, backhaul to a second CO, where it would have the backhaul connected to the second switch. Test would use Qwest's existing retail customers, and would test the 911 process, the LNP process etc. As the test was performed, there could be independent observations by the State Staffs to see how Qwest is performing. (AT&T – Forum)

Subject to further discussion, expect that it would provide 100 cuts per day for a series of days. (AT&T – Forum)

Qwest would have to send orders to itself via the GUI. (AT&T – Forum)

The test does not have to be set up and completed prior to implementation of the process. The State Commissions can approve and implement the process and then perform the test. (AT&T | 12/19/2003 – Closed as to Rick Carter of the Oregon PUC question as to whether there a current work operation that could simulate a Batch Hot Cut that would illustrate Qwest's competency in this type of activity e.g., existing hot cut process bulk cuts to DLC etc.

Qwest will take back – suggestions made by Don Gray from the Nebraska Commission and Rick Carter from the Oregon Commission regarding alternatives to testing e.g., PROCESS metrics

12/10/2003: Response to Don Gray (Nebraska Commission) suggestion regarding documentation of training and proficiency technicians and others involved in the batch hot cut process: Qwest is committed to training its affected workforce once the BHC process is finalized to ensure that technicians are proficient in the activities required by the process. | |

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			– Forum) AT&T doesn't think the system or process will be the problem – the problem will be that you have a lot of human touch-points that create the opportunity for error. AT&T wants to see volumes of the level that could be expected with the process and some way to show that the process works under those volumes AT&T believes it is appropriate to test the actual process – once the process is developed – it should go through the test. As to the notion that there is something out there today that is a proxy – AT&T doesn't want to pursue that. Not suggesting that the testing has to be a part of any process proposal that the Commissions will approve – it can be done serially after the Commissions have issued their decisions. (AT&T 12/19/2003 Forum) Commercial testing must be an integral part of any approval process. (MCI – pp. 5 & 6) MCI does not believe a third party		

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			test is required. There must be metrics put in place and the commercial operation with the ability to look at performance and with distinct performance metrics and remedies is the way to go. It is commercial day-to-day activity that is monitored and that there are sanctions/penalties for non-performance. (MCI – Forum) MCI concerned that the ancillary processes that surround the batch hot cut process can handle the volumes that a batch process may bring about. Not something within the control of Qwest, however, will be an issue that may directly impact customers. So MCI believes must work through the process, the process must be measurable and then see what happens in the commercial world once the process is implemented. If there are problems that are impacting end-user customers, there must be a way to stop the process until the issues are addressed. (MCI – Forum) Process must be tested prior to implementation. (Eschelon – p. 16)		

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| | | | Eschelon is interested in getting more information regarding AT&T's testing proposal using Qwest retail customers. (Eschelon – Forum) | | |
| | | | Qwest should be required to test any proposed Batch Hot Cut process before a Commission makes a finding on whether CLECs are impaired in switching mass-market customers. Qwest must also ensure that associated vendors (numbering administrator, E911 administrator, etc.) can handle any increased loads. (McLeod – p. 2) | | |
| T-2 | Performance measures for new Batch Hot Cut process | Long Term PID Administration is the appropriate forum to develop new performance measures associated with the Batch Hot Cut process. Further, there is not the same 9-month deadline associated with developing performance measures.

12/3/2003 - Qwest would be willing to discuss Process Measures – but these are different than Performance Measures.

12/19/2003 - Specifically as to | Performance measures should be developed simultaneously with the process to permit Qwest's performance to be evaluated. (Eschelon – p. 15); MCI – p. 9.

Need to have basic metrics and sanctions in place when the process is implemented. Eschelon cautions against delay in development of the metrics. (Eschelon – Forum)

Metrics need to be incorporated into the various state PAPs. PIDs must be developed in parallel with the process development. (AT&T | 12/3/2003 OPEN - Qwest will take back – providing PROCESS metrics that will be incorporated into the process (Per request of Don Gray)

Qwest will take back – identifying those PIDS that apply to the activities associated with the proposed Batch Hot Cut process as well as those that do not apply. (MCI Request)

12/10/2003: Qwest would be willing to work with the Long Term PID Administration (LTPA) facilitator, state commission staff members and CLECs to facilitate expeditious completion of BHC PID development in LTPA once the | 1/8/2004 – McLeod recommends the issue be CLOSED with the understanding that the issue was whether there are measures in place today that can be used, with further measures to be developed in the Long Term PID Administration once the process is finalized.

AT&T agrees to CLOSE based on the above understanding. |

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| | | the MCI request – the PIDs that impact analog loop provisioning and repair processes are publicly available. Which metrics will be impacted by the Batch Hot Cut process as well as those that need to be developed for the Batch Hot Cut Process is more appropriately addressed by those experts in the LTPA | – Forum)

Measure of things like how many order rejected for CFA or customer losing service on the day of the cut or how many cuts done per day.

Need a description of the metrics or measurements relating to the accuracy and seamlessness of LNP transactions. (MCI – p. 10)

MCI requests that Qwest provide the current PIDs that do apply to the Batch Hot Cut Process and any PIDs that you think do not apply to the Batch, but do apply to Basic or Coordinated or other installation methods. | Batch Hot Cut Process is complete.

12/19/2003 – OPEN –as to MCI issue regarding identifying those existing PIDs that apply to the Batch Hot Cut process. Based on discussion during the 12/19/2003 Forum, MCI will take back the Action Item to provide a response regarding its position on the appropriate forum for development of Performance Measures during January face-to-face Forum.

1/8/2004 – Qwest has committed to support having development of BHC metrics being made a high priority in the Long Term PID Administration. Further, for those PIDs that are not modified, then Batch Hot Cut activity will be included in those measures e.g., analog loop measures. Finally, process oversight exists today that evaluates any problems that may arise to determine the cause and takes steps necessary to rectify the problem to improve the process. | MCI agrees to CLOSE based on the above understanding.

Covad agrees to CLOSE based on the above understanding. |
| | | Qwest is not willing to provide the PIDs for discussion in this Forum – the appropriate place for discussion and development is the LTPA. | 12/19/2003 – Forum - AT&T believes that all existing PIDs, with the exception of OP-4 and OP-13, would apply to the Batch Hot Cut process. | In today's world, with no batch hot cut exclusions, which PIDs would cover batch hot cut activity? If you look at general analog loop provisioning PIDs at the very least, OP-4 and OP-13 would not apply to batch hot cut activity. If you look at what the FCC focuses on it is commitments met and new installation service quality. Those PIDs would capture batch hot cut activity. | |

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