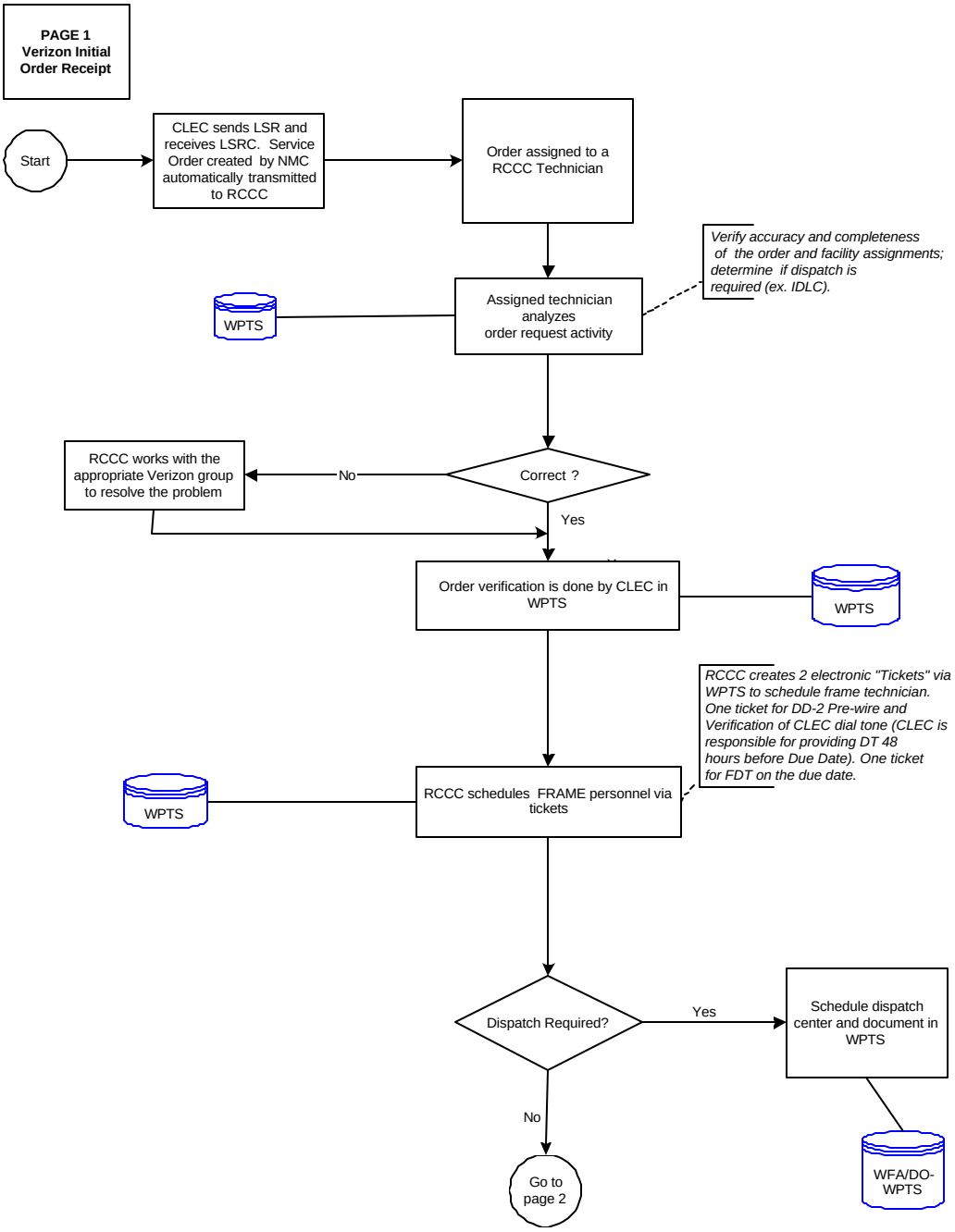
PAGE 1
Verizon Initial
Order Receipt
Start
CLEC sends LSR and receives LSRC. Service Order created by NMC automatically transmitted to RCCC
Order assigned to a RCCC Technician
Verify accuracy and completeness of the order and facility assignments; determine if dispatch is required (ex. IDLC).
WPTS
Assigned technician analyzes order request activity
RCCC works with the appropriate Verizon group to resolve the problem
No
Correct ?
Yes
Order verification is done by CLEC in WPTS
WPTS
RCCC creates 2 electronic "Tickets" via WPTS to schedule frame technician. One ticket for DD-2 Pre-wire and Verification of CLEC dial tone (CLEC is responsible for providing DT 48 hours before Due Date). One ticket for FDT on the due date.
WPTS
RCCC schedules FRAME personnel via tickets
Dispatch Required?
Yes
Schedule dispatch center and document in WPTS
No
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WFA/DO-WPTS