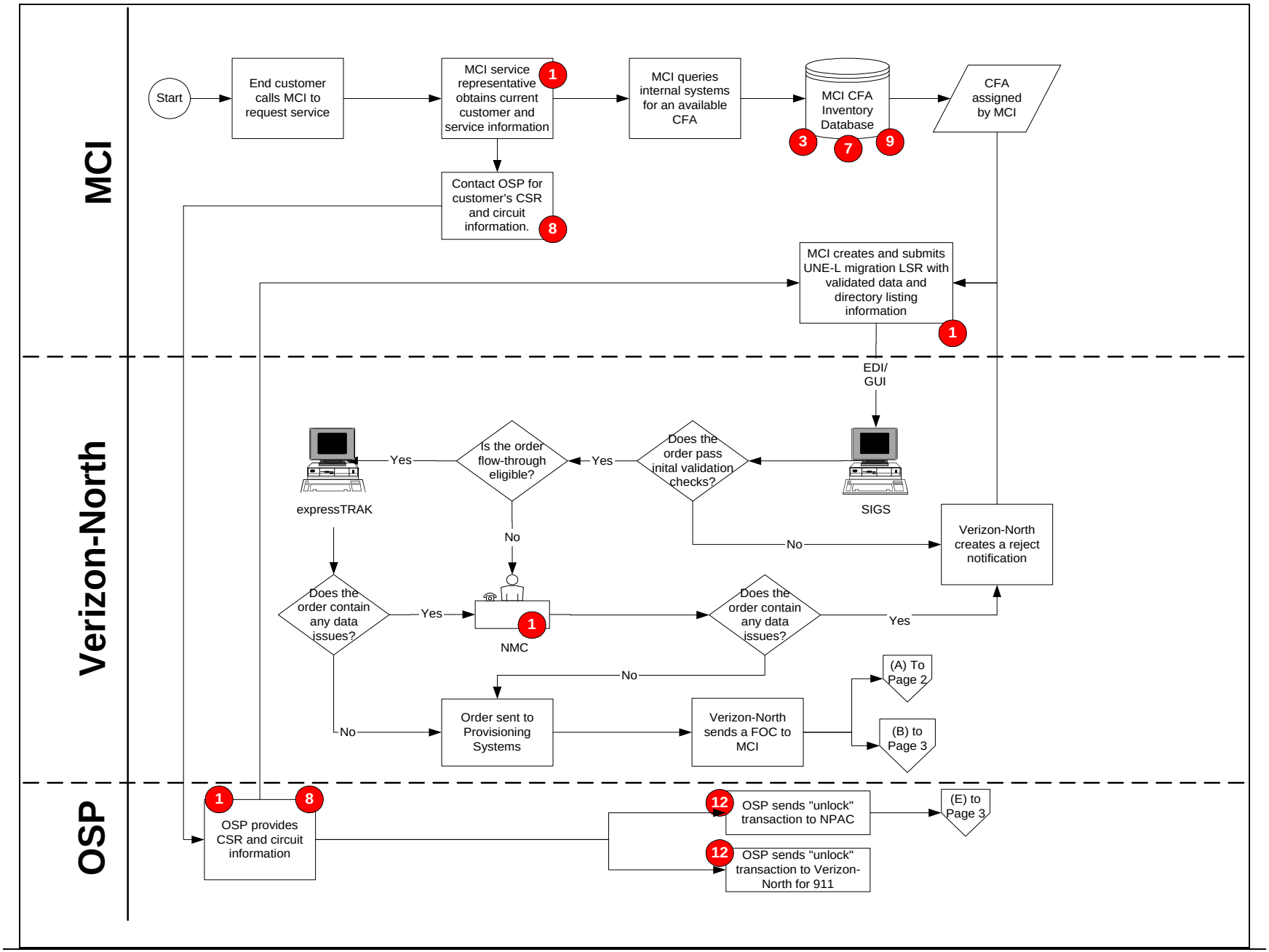
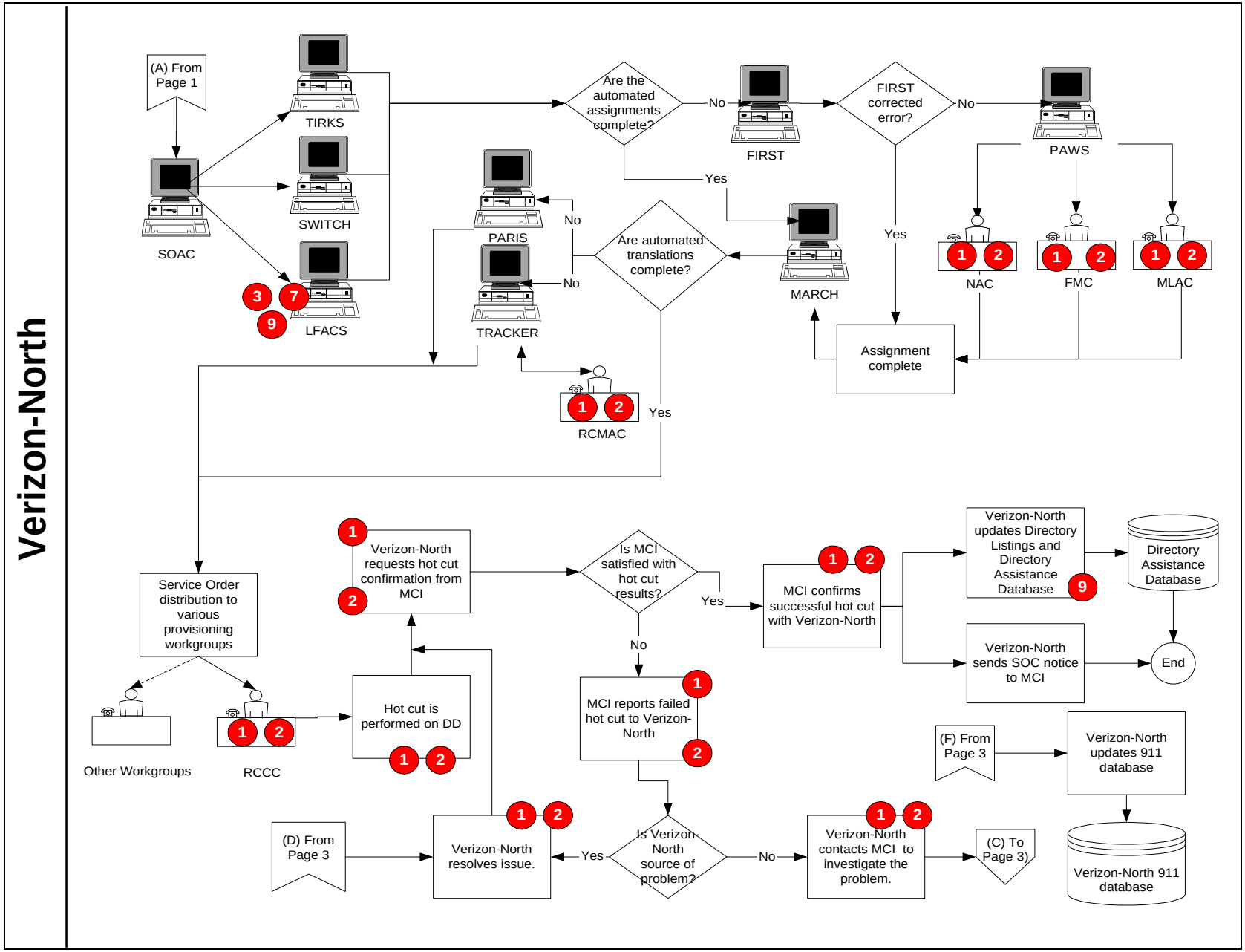
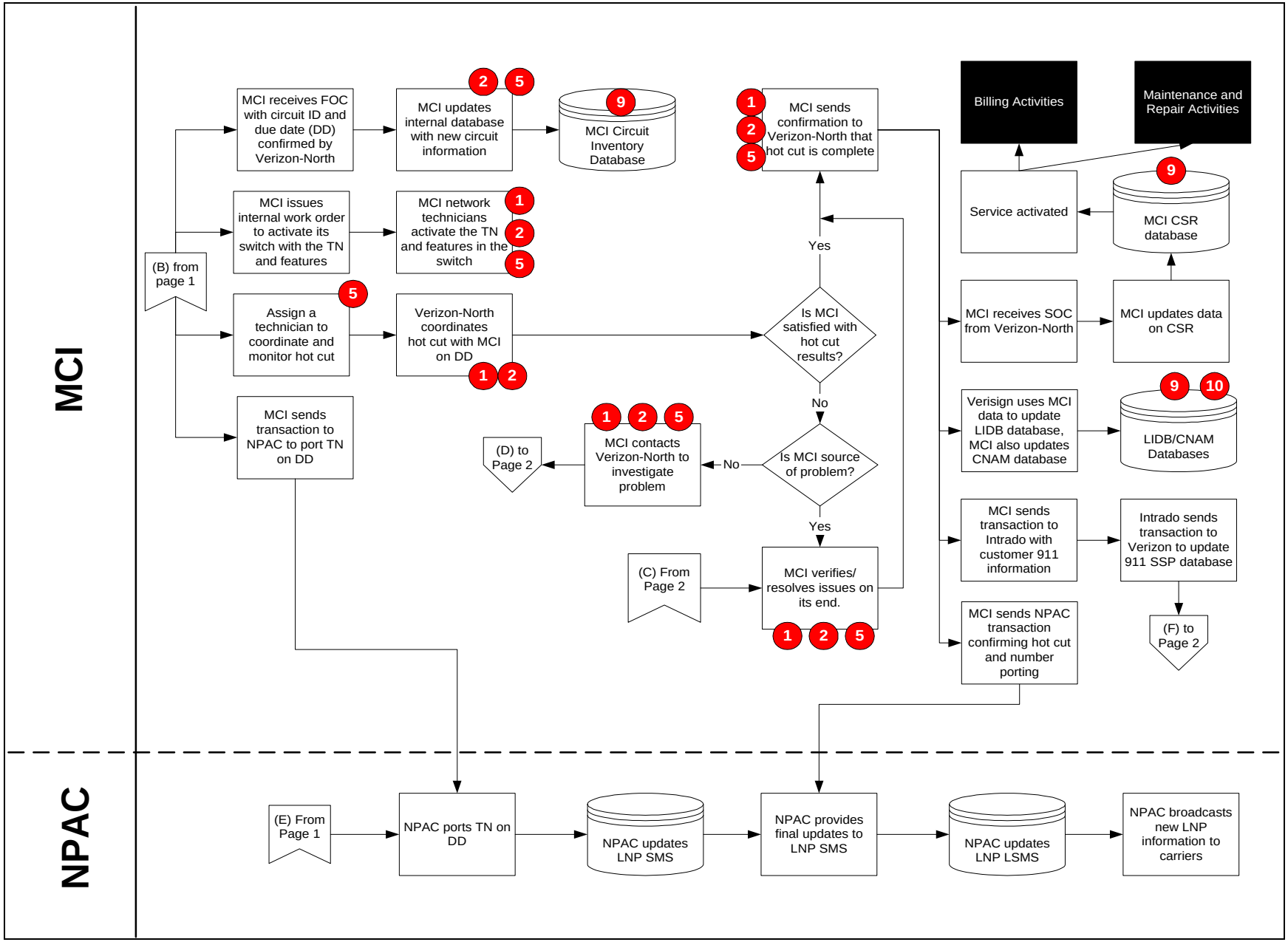

MCI
Verizon-North
OSP
Start
End customer calls MCI to request service
MCI service representative obtains current customer and service information
1
MCI queries internal systems for an available CFA
MCI CFA Inventory Database
3
7
9
CFA assigned by MCI
Contact OSP for customer's CSR and circuit information.
8
MCI creates and submits UNE-L migration LSR with validated data and directory listing information
1
EDI/ GUI
expressTRAK
Yes
Is the order flow-through eligible?
Yes
Does the order pass inital validation checks?
SIGS
No
Verizon-North creates a reject notification
Does the order contain any data issues?
Yes
NMC
1
Does the order contain any data issues?
Yes
No
No
Order sent to Provisioning Systems
Verizon-North sends a FOC to MCI
(A) To Page 2
(B) to Page 3
1
OSP provides CSR and circuit information
8
12
OSP sends "unlock" transaction to NPAC
(E) to Page 3
12
OSP sends "unlock" transaction to Verizon-North for 911


Verizon-North
(A) From Page 1
TIRKS
SWITCH
SOAC
LFACS
Are the automated assignments complete?
No
FIRST
FIRST corrected error?
No
PAWS
Yes
PARIS
No
Are automated translations complete?
No
TRACKER
MARCH
Yes
NAC
FMC
MLAC
Assignment complete
RCMAC
Yes
Service Order distribution to various provisioning workgroups
Verizon-North requests hot cut confirmation from MCI
Is MCI satisfied with hot cut results?
Yes
MCI confirms successful hot cut with Verizon-North
Verizon-North updates Directory Listings and Directory Assistance Database
Directory Assistance Database
Verizon-North sends SOC notice to MCI
End
No
MCI reports failed hot cut to Verizon-North
Other Workgroups
RCCC
Hot cut is performed on DD
(F) From Page 3
Verizon-North updates 911 database
(D) From Page 3
Verizon-North resolves issue.
Yes
Is Verizon-North source of problem?
No
Verizon-North contacts MCI to investigate the problem.
(C) To Page 3)
Verizon-North 911 database


MCI
NPAC
(B) from page 1
MCI receives FOC with circuit ID and due date (DD) confirmed by Verizon-North
MCI updates internal database with new circuit information
MCI Circuit Inventory Database
MCI issues internal work order to activate its switch with the TN and features
MCI network technicians activate the TN and features in the switch
Assign a technician to coordinate and monitor hot cut
Verizon-North coordinates hot cut with MCI on DD
MCI sends transaction to NPAC to port TN on DD
MCI sends confirmation to Verizon-North that hot cut is complete
Yes
Is MCI satisfied with hot cut results?
No
Is MCI source of problem?
No
MCI contacts Verizon-North to investigate problem
(D) to Page 2
Yes
(C) From Page 2
MCI verifies/ resolves issues on its end.
Billing Activities
Maintenance and Repair Activities
Service activated
MCI CSR database
MCI receives SOC from Verizon-North
MCI updates data on CSR
Verisign uses MCI data to update LIDB database, MCI also updates CNAM database
LIDB/CNAM Databases
MCI sends transaction to Intrado with customer 911 information
Intrado sends transaction to Verizon to update 911 SSP database
(F) to Page 2
MCI sends NPAC transaction confirming hot cut and number porting
(E) From Page 1
NPAC ports TN on DD
NPAC updates LNP SMS
NPAC provides final updates to LNP SMS
NPAC updates LNP LSMS
NPAC broadcasts new LNP information to carriers

Assumptions:

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

Challenges:

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

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

Glossary:

APC: Assignment Provisioning Center provisioning system
BOSS: Business Office Support System
CFA: Connecting Facility Assignment
CNAM: Customer Name Database
DD: Due date
expressTRAK: Verizon order-processing system
FMC: Facilities Maintenance Center
FOC: Firm Order Confirmation
LIDB: Line Information Database
LFACS: Loop Facility Assignment and Control System
LiveWire: Verizon pre-order system
LNP: Line Number Portability
LSMS: Verizon's LNP database, containing downloads from NPAC's LSMS
LSR: Local Service Request
MARCH: Memory Administration Recent Change History
MLAC: Mechanized Loop Assignment Center
NAC: Network Administration Center
NMC: National Marketing Center
NPAC: Number Portability Administration Center: Manages the LPN process
OSP: Old Service Provider, also known as the "Losing CLEC"
OSPE: Outside Plant Engineering provisioning system
PARIS: Verizon provisioning/translation system
PAWS: Provisioning Analyst Workstation System provisioning system
PO: Pre-order
PSAP: Public Service Answering Point that receives and dispatches 911 calls
RCCC: Regional CLEC Coordination Center
RCMAC: Verizon provisioning/translation manual handling group
"Reverse" Hot Cut: Hot cut performed when ILEC "wins back" customer from CLEC, and reinstates retail service.
SIGS: Secure Integrated Gateway Systems
SMS: Service Management System: NPAC's system containing routing and LNP information
SOAC: Service Order Analysis and Control System
SOC: Service Order Confirmation
SSP: 911 Service Provider
SWITCH/FOMS: Frame Operations Management System
TIRKS: Trunk Information Record Keeping System
TRACKER: Verizon provisioning/translation system