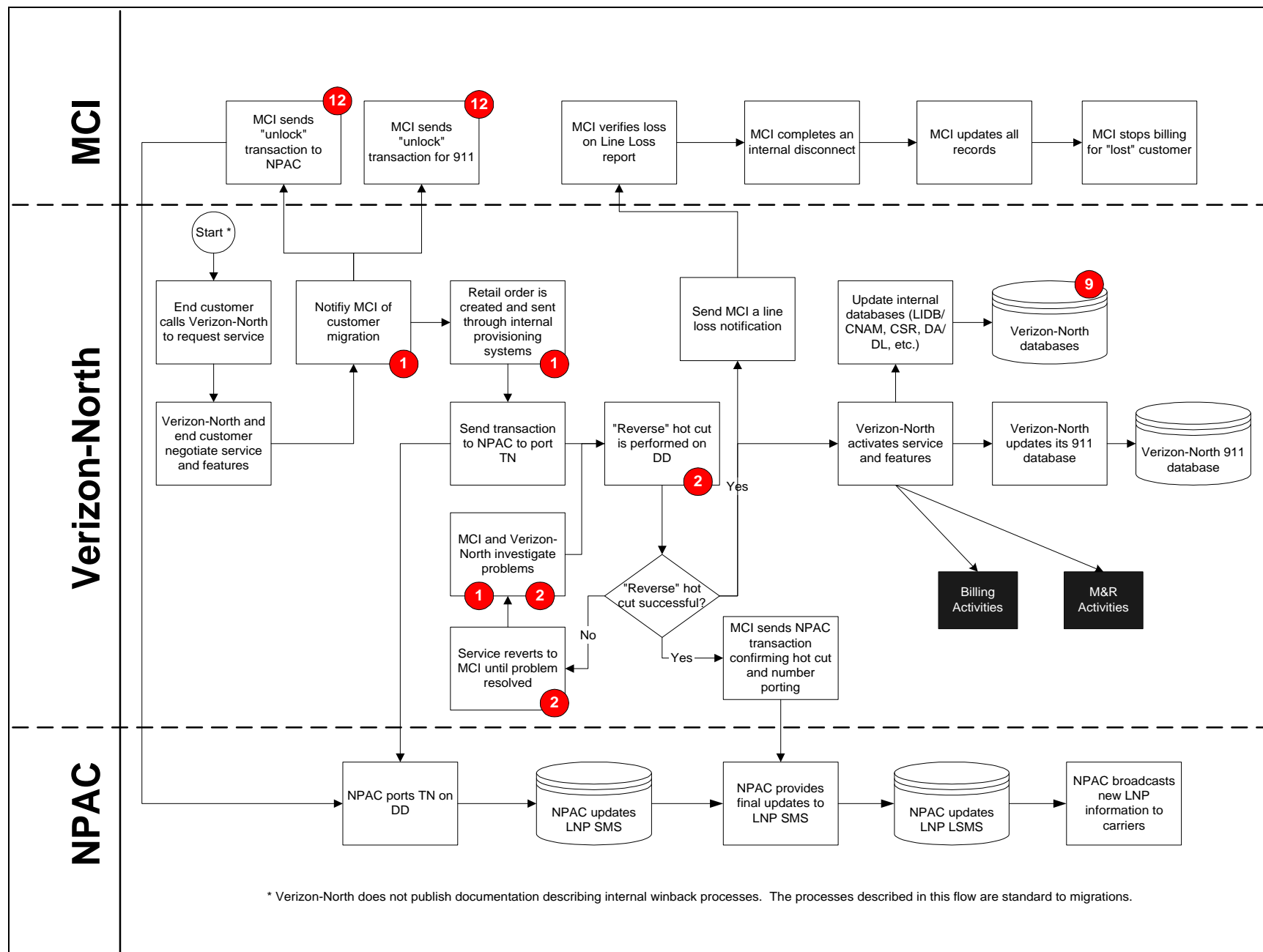


Winback - MCI UNE-L to Verizon Retail Migration



Assumptions:

- 1) All customers migrating to MCI call into an MCI service center to order service.
- 2) All customers port their numbers.
- 3) MCI switches provide all MCI UNE-L customer features.
- 4) Customers are not moving to new locations.
- 5) 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