

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Gloria Harrington

Title: Manager

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 1, 1999

ITEM: DTE RR 2 Please provide the dates when certain activities ceased, activities that no longer comport with Federal Law or policy. Also please identify the specific provisions in BA-MA's conduit occupancy agreements and pole-attachment agreements that are no longer enforced as a result of the passage of the Telecommunications Act?

REPLY: With the passage of the Telecommunications Act of 1996, BA-MA ceased the following activities:

1. Reserving space on poles and in conduit for BA-MA's own needs beyond the requirements as outlined in Attachment B to BA-MA's response to DTE NECTA 1-30 Network Services Staff Letter "Internal Procedures to Comply with FCC 251". (See aerial license agreement article VIII (B) and the Massachusetts Underground License Agreement article VIII (C)). Both the aerial and underground license agreement documents are attached to the Harrington Affidavit.
2. Billing existing licensees on a pole for pole replacement costs due to insufficient Height or strength due to BA-MA's proposed attachment. This was commonly referred to as the "but for rule". See the aerial license agreement Appendix I (C) (1) (a-d).

NET RR# 2

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: Gloria Harrington

Title: Manager

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 2 1999

ITEM: DTE RR 12 Please provide a copy of a BA-MA representative, fully engineered plan.

REPLY: Please see the attached documents provided under the conditions stated below. The terms "project", "estimate", and "routine" identified below are described in BA-MA's response to Supplemental Request DTE-NECTA-1-30.

Attachment A represents a representative "project" for BA-MA aerial or pole make ready work.

Attachment B-1 through B-3 represent a representative "estimate" for the same aerial or pole make ready request.

Attachment C represents a representative "project" for BA-MA conduit request.

Attachment D represents a representative "estimate" for a BA-MA conduit request.

Attachment E represents a "routine" BA-MA job.

BA-MA considers Attachments B, C, D and E to be proprietary and confidential and will be made available subject to the terms of the protective agreement. Further, BA-MA considers the entire response to be voluminous and will be made available for review at BA-MA's offices at 125 High St. in Boston at a mutually agreeable time. BA-MA is providing a complete copy of the response to the Department subject to protective treatment.

NET RR# 12

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Barbara Crawford

Title: Director – Resale Product Development

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 3, 1999

ITEM: DTE RR 15 When was the most recent change/update to Service Order Processor (“SOP”)?
When was the last change/update to SOP that would impact CLECs?

REPLY: The last major systems change to the SOP system was in 1998 when the service order system was modified to provide a common service order processor for New York and New England.
The SOP system is continually updated. The last update occurred on the weekend of 10/20/99. The changes that were made at this time affected both the wholesale and retail environments. The October SOP release included system updates ranging from the deletion of program code no longer needed to the enhancement or addition of program code for existing or new product offerings.

NET RR# 15

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: John Howard

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR 19 Please explain the time frame and the process that's involved in confirming a rescheduled port that is involved with a supplemental LSR – how quickly the confirmation come back, and if the confirmation includes a confirmation of the due date. If it does not, how does the CLEC get confirmation of the rescheduled due date, and when that is likely to happen.

REPLY: When a supplemental LSR is sent to BA via the DCAS system, the CLEC gets a confirmation of receipt of the supplement within 24 hours. This confirmation does not specifically include a confirmation of the rescheduled date. If the requested date change cannot be met, the TISOC will confirm back to the CLEC via DCAS or voice within 24 hours of receipt of the supplemental LSR. If the CLEC is not notified by BA within 24 hours, the rescheduled date is considered confirmed.

NET RR# 19

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: John Howard

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR 21 Please provide the work hours for the RCMAC, including any particular times that there's a skeleton crew involved.

Also, in your response define what is meant by "a skeleton crew."

REPLY: The RCMAC normal business hours are 7:00 AM to 5:00 PM Monday through Friday. Outside of normal business hours, a reduced force or "skeleton crew" is available. From 5:00 PM to 12:00 midnight, approximately 25% of the day work force is in place. From midnight to 7:00 AM, about 10% of the day work force is covering the center.

NET RR# 21

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: John Howard

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR 22 Is there anyone at Bell Atlantic whose compensation is tied to the company's performance on LNP? The response should include financial as well as non-financial compensation (i.e., time off, etc.)

REPLY: BA-MA's management personnel in the RCCC have objectives tied in to hot cut on time performance. The hot cut activity includes stand-alone loops and loops with LNP. If the on time performance objective is missed, management compensation could be affected. In other BA-MA work groups involved with porting activity all work is treated equally and therefore no specific market segment work effort is singled out for special performance treatment. These centers handle orders for all market segments and do not have dedicated work force assigned to the activity required for porting out telephone numbers. These centers do have an overall objective to provision all services on time.

NET RR# 22

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: John Howard

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR 30 Please provide the cumulative number of minutes of use for which Bell Atlantic has not made any payments to CLECs in Massachusetts as a result of application of this 2-to-1 ratio.

REPLY: CLECs have reported to BA-MA a total of 5.8 billion minutes for the period ending October 1999 that exceed the 2-to-1 ratio and pursuant to the Department's ruling in D.T.E. 97-116-C these minutes are presumed non-local Internet traffic. BA-MA has not included in this figure internet minutes for which it has negotiated a compensation amount (e.g., Level 3).

NET RR# 30

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

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D.T.E. 99-271

Respondent: John Howard

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 5, 1999

ITEM: DTE RR-33 As it relates to BA-MA's response to DTE 2-9, what is the significance of the 5% limit on orders that may be expedited?

REPLY: Although BA-MA will endeavor to satisfy individual CLEC needs as they relate to expedited orders, appropriate CLEC planning will result in these "urgent orders" being the exception rather than the norm. Expedite requests require significant manual processing thereby disrupting the efficient processing of orders for all CLECs, not merely the "expediting" CLEC. The 5% limit, which is consistent with terms and conditions specified in Part A, Section 3.1.4 of Tariff DTE -17 (presently pending before the Department), is designed to keep this activity within reasonable bounds so that all work can be effectively managed.

NET RR# 33

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Donald Albert

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 5, 1999

ITEM: DTE RR-36 What are the parameters of the DLR due date? Does the CLEC just pick any date? Is there a particular time frame that is appropriate?

REPLY:

The Design Layout Record (DLR) is sent coincident with the Record Issue Date (RID). The RID is when engineering and facility assignments specific to the order are complete. Below are the key dates in the ordering/provisioning of a switched trunk order with a standard 18 day interval. The same provisioning steps are applied to the larger/more complex/non-forecasted orders included in Categories 2, 3, 4, and 5, however key dates are not fixed for these orders. Rather, these dates will vary for each order based on the offered interval (frequently lower than the nominal category interval, e.g., 30-days, 45-days), and whether the order is part of a project.

Orders for switched interconnection trunks include two main components. There are activities associated with provisioning the switch terminations ("trunks"). And there are activities associated with provisioning the interoffice transport facilities ("T1's"). Both "trunks and T1's" must be provisioned for an order to deliver new/additional switched interconnection trunks. Dates associated with both "trunks" and "T1's" are shown below.

APP = Application date. The date a good Access Service Request (ASR) is received.

FOC = Firm Order Confirmation

RID = Record Issue Date. Engineering and facility assignments complete.

**REPLY DTE RR 36
cont'd:**

WOT= Wired and Office Tested. T1 facility and trunk group translations built within each central office.

FCD = Frame Continuity Date. When the end to end (A to Z) of the interoffice facility is completed.

PTD = Plant Test Date

DD = Date Due of trunk order

	<u>Trunks</u>	<u>T1's</u>
APP	day 1	day 5
FOC	day 10	
RID	day 12	day 10
DLR		day 10
WOT	day 15	day 13
FCD	day 16	
PTD	day 17	day 14
DD	day 18	day 15

NET RR# 36

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Donald Albert

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 5, 1999

ITEM: DTE RR-37 Please describe the process through which a CLEC could report a block condition that originated with the Bell Atlantic customer and terminated with the CLEC customer.

REPLY: Please see attached Bell Atlantic Trouble Reporting Matrix.

1. Circuit specific troubles

Circuit specific troubles (dealing with an individual line/individual telephone number for Unbundled Network Elements, Resale, and Local Number Portability) should be reported to the Regional CLEC Maintenance Center (RCMC), on 888-270-1800.

The trouble should be “reported on” the specific CLEC (customer’s) telephone number that could not be called – and should include the specific telephone number that the BA-MA customer was calling from, when attempting to reach the CLEC’s customer. The trouble report should state that the CLEC’s customer could not be called by BA-MA’s customer. (Also, see attachment for additional required details.)

2. All other troubles

All other troubles including circuit specific troubles for T1’s and trunks, and general network troubles (routing and translations troubles effecting multiple lines) should be reported to the New York CATC (800-809-4886) – which handles New England and New York.