

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 2, 1999

ITEM: DTE RR-10 Did BA-MA redact information on copies of records (maps) that BA-MA provides to the city of Boston? Did the city sign a protective agreement?

REPLY: BA-MA has not yet provided maps to the City of Boston in response to the City's request, but is working to finalize the information and the terms under which that information will be provided.

NET RR# 10

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 3, 1999

ITEM: DTE RR-17 Please provide a time line of BA-MA preparations for a telephone number pooling trial (different major steps and time frames) from now through October 2000. Include when BA-MA activities began/begin.

REPLY: See attachment for the time line of major activities. This information is provided to satisfy a need for information covered under a separate docket (D.T.E. 99-99). Although clearly a matter of regulatory interest, BA-MA notes that implementation of "thousand block" telephone number pooling is not a Section 271 requirement.

NET RR# 17

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 25 Please identify what happens to an intraLATA toll call when a new BA-MA retail customer that has not chosen an ILP (intraLATA toll carrier) attempts to make a intraLATA toll call. Include a description of any intercept messages that the customer may encounter.

REPLY: This call is routed to a BA-MA "No PIC" announcement which states:

"We're sorry a carrier access code is required for the number you have dialed. A carrier has not been selected or there are restrictions on this line. Please dial your call with an access code, or call your Business Office for assistance. To place this call in an emergency dial 0."

NET RR# 25

NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondent: Kenneth Garbarino

Title: Director

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR-26 Please describe the protocol that the robots follow. What is the nature of the transactions that they generate? How many transactions are processed and in what time frame? What is the pattern in which the transactions are repeated?

REPLY: The objective of the process that is described below is to identify the difference in wholesale and retail OSS response times that are attributable to the performance of the CLEC interface. Therefore it is imperative that a valid comparison be made. This is accomplished by sending identical transactions both to the CLEC interface and directly to the underlying OSS.

EnView robots are computers that log into applications and execute transactions for the PreOrder response time measurement process for BA-North. At this time, the EnView process and the resulting response times are common to the BA-North footprint.

Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Bell Atlantic service representative using the OSS; and of a CLEC representative accessing the OSS through the DCAS/DCF interface. EnView creates log records that show whether the transaction was successful or failed, and records transaction response times.

Transactions are scripted for Customer Service Record (CSR), Due Date Availability, Address Validation, Product & Service Availability and Telephone Number reservation. For example the

**REPLY DTE RR-26
cont'd:**

CSR transaction is based on a single line residence account and Due Date Availability requests next available due date for a POTs order of less than five lines. For the Address Validation, Product & Service Availability and Telephone Number Reservation transactions, EnView generates a location-specific request and measures the response times for providing the address/wire center verification, product availability list and list of available telephone numbers respectively.

As noted earlier, the identical transactions are sent to the CLEC interface and to the OSS systems directly.

The process is active on a 7 day by 24-hour basis. However, only those transactions included in the official report period (Monday through Friday, 08:00AM through 5:59PM excluding major holidays) are recorded and documented as PreOrder response times. At least ten transactions per hour are generated for each transaction type.

The resulting averages and the differences between the corresponding OSS and DCAS/DCF average response times are reported and distributed daily. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times.

Additional information on OSS response time measurements is provided on pages 1 and 2 of Exhibit 9, Book 1, Tab 9.

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D.T.E. 99-271

Respondent: Barbara Crawford
Title: Director – Resale Product
Development

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: November 4, 1999

ITEM: DTE RR-27 For 1999 (Jan - Oct), for Massachusetts Resellers please provide a list of billing disputes (if possible by category of dispute, i.e., overbilled, inaccurate discount, billed for an account that does not belong to that reseller). Also, have there been any differences on the "total amounts" on the CD ROM versions of the bills versus the electronic versions? Have there been any complaints that BA-MA is taking too long to develop the Resellers' bills?

REPLY: During the period from January – October 1999, BA-MA rendered an estimated 780 bills to resellers in Massachusetts. Of those bills, 724 (93%) were not disputed. Fifty-six of the bills were disputed. The nature of the disputes is not readily available and would require extensive research through account records to obtain the data. However, in an effort to be responsive to the question, BA-MA will file a supplemental response by November 19, providing for the past two months, a list of billing disputes, their current status (opened or closed) and the resolution if closed.

Regarding differing amounts on the CD ROM versions versus the electronic versions of the bills, CD-ROM is one of the electronic options available, therefore there is no difference. However, due to rounding, the electronic version of the bill may be slightly higher (cents) than the amount billed on the paper summary invoice (the one-page invoice that is sent to resellers and which accompanies the customer's payment). The rounding affects only the electronic version of the bill and not the official bill which is the paper summary invoice. The reseller remits payment to BA-MA based on the total amount of the paper summary invoice.

REPLY: DTE RR-27
(cont'd)

Regarding bill timeliness, BA-MA has an excellent record in producing bills on time (generally well over 99% on time). However, in October, BA-MA experienced an IS application failure which resulted in bills being produced one day late. This one-day delay resulted in one reseller complaint.

NET RR# 27

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 4, 1999

ITEM: DTE RR-28 As a follow-up to RR#27. What was the resolution of each of the disputes identified in RR#27?

REPLY: Please see the Company's reply to DTE RR 27.

NET RR# 28

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-32 For 1998 and 1999, please provide the number of trunk orders (and the corresponding number of trunks) that were submitted to BA-MA electronically and by fax.

REPLY: Below is a monthly summary of CLEC trunk orders.

	Electronic		Fax/Mail	
	<u>ASR's</u>	<u>Trunks</u>	<u>ASR's</u>	<u>Trunks</u>
1998				
Jan	3	96	34	876
Feb	12	1368	23	1176
Mar	24	488	47	1556
Apr	12	576	58	2550
May	3	146	50	744
June	6	360	41	1271
July	2	48	23	1133
Aug	2	96	25	727
Sep	5	220	43	1125
Oct	15	398	33	2380
Nov	13	1441	60	3790
Dec	4	144	29	1256

NET RR# 32

REPLY DTE RR-32
cont'd:

	Electronic		Fax/Mail	
	<u>ASR's</u>	<u>Trunks</u>	<u>ASR's</u>	<u>Trunks</u>
1999				
Jan	9	636	32	1784
Feb	10	984	66	3759
Mar	15	1180	63	1919
Apr	7	168	50	1985
May	6	552	53	3852
June	34	2160	29	2352
July	12	576	74	5388
Aug	10	440	96	4698
Sep	5	192	73	4334

NET RR# 32

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-34 The chart attached to BA-MA's response to DTE - MCI 2-8 provides updated information concerning installation intervals. Please explain the sizable difference in the length of the average interval between June and July.

REPLY: In July, 1999, BA-MA processed only two Category 1 (forecasted, augment < 192 trunks) interconnection orders. For both of these orders, the facilities engineer failed to calculate the correct due date on the T1 facilities. This resulted in a delayed completion time which created an average interval for July is considerably higher than that for June.

NET RR# 34

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-35 In the New York PSC filing with the FCC, it noted that BA-NY has the capacity to add interconnection trunks to its switches by more than 600,000 trunk terminations this year and another half million next year. Please provide comparable figures for BA-MA.

REPLY: BA-MA is expanding its capacity to add trunks to its switches by more than 380,000 trunk terminations this year (1999), and by approximately 375,000 trunk terminations next year (2000).

NET RR# 35