

**PUBLIC VERSION**

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**D.T.E. 99-271**

**Respondent:** David Kowolenko  
**Title:** Director of Telecom

**REQUEST:** Massachusetts Department of Telecommunications and Energy

**DATED:** August 9, 2000

**ITEM #2: DTE-M1** [Checklist Item 11] See MediaOne Supplemental Comments at 10.  
Provide documentation the following claims:

**REQUEST 2(A)** "...MediaOne communicates these requests in accordance with BA's procedures."

**REPLY 2(A)**

The procedures that MediaOne has implemented with Bell Atlantic are set forth below.

All same-day cancellation/reschedule requests are entered into Bell Atlantic's Direct Carrier Access System (DCAS) up until 7:00 pm on the day of the port. All such requests must be submitted through DCAS, as Bell Atlantic will not accept verbal requests. MediaOne then receives back from Bell Atlantic a Firm Order Confirmation (FOC) via DCAS that the order has, in fact, been cancelled or rescheduled by Bell Atlantic. Bell Atlantic's Telecom Industry Service Operation Center (TISOC), the department that confirms the cancellation or reschedule of a port, generally has 24 hours to confirm a cancel or reschedule via DCAS. In the event of a same-day cancel or reschedule, however, the confirmations usually occur much more quickly.

In the event that the request is entered into DCAS by MediaOne but it has not been confirmed by Bell Atlantic as a cancel or reschedule prior to 7:00 pm on the date of the scheduled port, MediaOne faxes the request to the Regional CLEC Control Center (RCCC). Once the fax is received by the RCCC, Bell Atlantic will delay the port until December 31, 2000 in order to prevent the customer from losing dial-tone due to an erroneous port. The only confirmation MediaOne receives is the facsimile confirmation that the fax has been received by Bell Atlantic. Once the port is pushed out and the customer is not in danger of losing dialtone, a Supp request is entered into DCAS by MediaOne the next day.

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**REQUEST 2(B)**

“Over the past four months, BA erroneously ported approximately 4% of ports they had confirmed to MediaOne as cancelled or rescheduled (including a 7% defect rate in the month of June.”

**RESPONSE 2(B):**

**Please note, a review of the statistics for the month of June indicates that the percent of no dial tone due to Bell Atlantic’s porting error is approximately 6%, not 7% as originally stated in MediaOne’s Response Comments. Therefore, from March to June of 2000, the error rate is approximately 3.5%, and not 4%. MediaOne apologizes for this error.**

Due to various reasons, including customer request, customer not home or scheduling conflicts, MediaOne generates on average approximately [REDACTED] same-day cancels or reschedules per month. Attached please find documentation that indicates, according to MediaOne’s records, instances where the requests were processed in the manner indicated above where MediaOne received confirmation of the cancel/reschedule by Bell Atlantic, yet the number was incorrectly ported by Bell Atlantic and the customer lost dial-tone. [Documentation provided to Bell Atlantic and Department only].

March: [REDACTED] = Approximately 3%

April: [REDACTED] = Approximately 3%

May: [REDACTED] = Approximately 2%

June: [REDACTED] = Approximately 6 %

Average: 3.5%