Appendix A

Specials and Trunk Maintenance Code Descriptions

## Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

| Measure Trunks: | criteria |
|---|---|
| total lines | Count of all Message Trunks that are currently working…I.e. provisioning work is complete. |
| total network troubles | trouble close out code indicates the trouble was found in the facility or central office part of the Bell Atlantic Network - trbl_cd is "FAC" or "CO" . |
| Network trouble report rate | total network troubles divided by total working lines then multiply by 100 |
| mean time to repair | average (mean) of all duration times for receipt of the trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) ….the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to the customer location. |
| out of service | This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermitent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO") |
| out of service over 24 | The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility or Central office network (trbl_cd is "FAC" or "CO"). |
| % out of service over 24 | total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100 |

| | |
|---|---|
| repeats | Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Bell Atlantic Network. |
| % repeats | Total repeated troubles divided by total troubles…then multiply by 100. |

Trunks:

| | |
|---|---|
| **trouble code** | the code that identifies the type of trouble found |
| Repeat | The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit. |
| out of service indicator | The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y** |

## Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for special access circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing. table will be provided.

| Measure<br>Special Services: | Criteria |
|---|---|
| total lines | count circuits where center (MCTR) is not blank, not an official service (cktid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location. |
| total network troubles | trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" . |
| Network trouble report rate | total network troubles divided by total working lines then multiply by 100. |
| total troubles loop | trouble close out code indicates the trouble was found in the facility portion of the Bell Atlantic Network - (trbl_cd is "FAC") |

| | |
|---|---|
| network trouble report rate- loop | total troubles loop divided by total lines multiply by 100 |
| total troubles "CO" | trouble close out code inicates the trouble was found in the central office portion of the Bell Atlantic Network - (trbl_cd is "CO"). |
| network trouble report rate - co | total troubles central office divided by total lines then multiply by 100. |
| mean time to repair | Average (mean) of all duration times for receipt of the trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) ….the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to the customer location. |

Special Services:

| | |
|---|---|
| mean time to repair loop | average (mean) of all duration times for receipt of the loop trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) and trbl_cd is "FAC"….the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to customer location |
| mean time to repair co | average (mean) of all duration times from receipt of the CO trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer …avg(actual_dur) and trbl_cd is "CO"…the actual_dur field does not contain any time where the Bell Atlantic Technician could not gain access to the customer location or the customer was verifying the status of the circuit. |
| out of service | This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO"). |
| out of service loop | This is used as the divisor for all of the loop out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Bell Atlantic network (trbl_cd is "FAC"). |
| out of service co | This is used as the divisor for all of the CO out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Bell Atlantic network (trbl_cd is "CO"). |

| | |
|---|---|
| out of service over 24 | The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility or Central office network (trbl_cd is "FAC" or "CO"). |
| % out of service over 24 | total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100. |
| out of service over 24- loop | The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility network (trbl_cd is "FAC"). |
| % out of service over 24 loop | total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100. |
| out of service over 24- CO | The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Central Office network (trbl_cd is "CO"). |
| % out of service over 24 CO | total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100. |
| repeats | total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Bell Atlantic Network. |
| % repeats | Total repeated troubles divided by total troubles…then multiply by 100. |
| **trouble code** | the code that identifies the type of trouble found |
| Repeat | The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit. |
| out of service indicator | The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y** |

Example of Actual coding for Out of Service Specials:

| | |
|---|---|
| stop oos le 3 (5) | actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co |
| % stop oos le3(5) | stop oos le 3(5) / total oos 5 * 100 |
| stop oos le 4(5) | actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co |
| % stop oos le 4(5) | stop oos le 4(5) / total oos 5 * 100 |
| stop oos le 4 (3,4) | actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac |
| % stop oos le4(3,4) | stop oos le 4(3,4) / total oos 3/4 * 100 |
| stop oos le 16(3,4) | actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac |
| % stop oos le 16(3,4) | stop oos le 16(3,4) / total oos 3/4 * 100 |

**SORD Code Tables: (Service Order Database Codes)**

**ORDER TYPE:**

Defines what type of service is requested

| | |
|---|---|
| N | New Service |
| T | The "To" portion when a customer moves From one address To another address |
| C | Change request to existing service (add or remove features/services) |

**Appointment Type Code (ATC):**

This code identifies how the appointment date was derived

| | |
|---|---|
| W | The customer accepted the company's offered due date |
| X | The customer requested a due date that was greater than the company's offered Due date |
| S | The customer requested a due date that was earlier than the companies offered due date |
| C | The customer requested a special due date to coordinate a hot cut. |
| R | A due date could not be applied due to company or customer reasons. |

**Missed Appointment Code (MAC):**

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

**Customer Missed Appointment:**

| | |
|---|---|
| SA | Access could not be obtained to the customers premises( customer not at home) |
| SR | Customer was not ready to receive the new service |
| SO | Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site) |
| SL | Customer requested a later appointment date prior to the due date |
| SP | Customer requested an earlier appointment date prior to the due date |
| __ | Under Development: CLEC Not Ready |
| __ | Under Development: CLEC Not Ready – due to late FOC |

**Company (BA) Missed Appointment:**

| | |
|---|---|
| CA | The cable pair from the BA central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied. |
| CB | The BA business office taking the request caused the delay (misplaced the order) |
| CC | A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages) |
| CF | The assigned cable facility was bad |
| CL | Not enough BA technicians to complete the work on a given day |
| CO | Any other delay caused by the Company not listed here (e.g., Technicians truck broke down) |
| CS | The BA Central office work was not complete (line not programmed) |

**SWO:**

A code applied when the order is completed to identify the service grouping

| | |
|---|---|
| NR | Residence service |
| NL | Small business (2 lines or less) |
| NV | Large business (3 lines or more) |
| NF & NC | Internal BA service |
| NS | Special services |
| NP | BA Coin services |

| | |
|---|---|
| NI | Private Public Pay Phone (not BA) |

**SELLER TYPE**

A code used to identify orders for Wholesale/Resale/UNE

| | |
|---|---|
| 1 | BA Retail |
| R | Resale |
| A or C | UNE |
| P | COIN |

**CL FID:**

Circuit Layout identifies the type of circuit

| | |
|---|---|
| * | any code in this field identifies the service as a special service |

**Service Code Modifier (SCM):**

Identifies the service grouping of a special service circuit .

| ***ITEM*** | ***SERVICE ORDER*** | ***SORD FILED*** | ***VALUE*** |
|---|---|---|---|
| Dispatch | OCB in STAT section | OCB_COC | ='O' |
| No Dispatch | N0 OCB in STAT section | OCB_COC | <>'O' |
| Offered Interval | Elapsed business days between the application date and due date in Header Section | APPINTV | INTERGER |
| Completion Interval | Elapsed business days between the application date and completion date in header section | CMPINTV | INTERGER |
| Status complete | | STATUS | ='55B' |
| Company services | SWO = is NF or NC in STAT section | SWO_CODE | <>'NC', 'NF' |
| Seller | RSID or AECN in ID CCAR section | SELLER_NAME | |
| ATC | Appointment type code after due date in header section | ATC | W' OR 'X' |
| Service Code Modifier | Position 3-4 of circuit ID in S&E section | SCM | SEE DS TABLE |
| Customer Missed Appointment | Follows "SD/' after due date in Header Section | CISR_MAC Company | COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL |

**SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING**

| SCM - FIRST 2 Characters | Report Level | SCM - FIRST 2 Characters | Report Level | SCM - FIRST 2 Characters | Report Level |
|---|---|---|---|---|---|
| AB | DS0 | QY | DS0 | ED | DS3 |
| CC | DS0 | RC | DS0 | EH | DS3 |
| DA | DS0 | ST | DS0 | EJ | DS3 |
| DC | DS0 | US | DS0 | EK | DS3 |
| DM | DS0 | WB | DS0 | FI | DS3 |
| DP | DS0 | WC | DS0 | GW | DS3 |
| DQ | DS0 | WD | DS0 | HD | DS3 |
| DR | DS0 | WE | DS0 | HE | DS3 |
| DS | DS0 | WF | DS0 | HF | DS3 |
| DW | DS0 | XA | DS0 | HG | DS3 |
| DX | DS0 | XB | DS0 | HH | DS3 |
| DY | DS0 | XC | DS0 | HI | DS3 |
| DZ | DS0 | XD | DS0 | HT | DS3 |
| FE | DS0 | XE | DS0 | HZ | DS3 |
| FF | DS0 | XF | DS0 | JI | DS3 |
| GA | DS0 | XG | DS0 | JJ | DS3 |
| GB | DS0 | XH | DS0 | JK | DS3 |
| GC | DS0 | XI | DS0 | LI | DS3 |
| GD | DS0 | XJ | DS0 | LM | DS3 |
| GE | DS0 | XR | DS0 | LO | DS3 |
| GF | DS0 | YG | DS0 | LW | DS3 |
| GG | DS0 | YN | DS0 | LX | DS3 |
| GH | DS0 | | | LY | DS3 |
| GI | DS0 | | | MB | DS3 |
| GJ | DS0 | AC | DS1 | MD | DS3 |
| GK | DS0 | AH | DS1 | ME | DS3 |
| GL | DS0 | AQ | DS1 | MF | DS3 |
| GM | DS0 | AR | DS1 | MG | DS3 |
| GN | DS0 | AS | DS1 | MH | DS3 |
| GO | DS0 | CH | DS1 | MI | DS3 |
| GP | DS0 | DB | DS1 | MJ | DS3 |
| GQ | DS0 | DF | DS1 | MK | DS3 |
| GR | DS0 | DG | DS1 | MM | DS3 |
| GS | DS0 | DH | DS1 | MP | DS3 |
| GT | DS0 | FL | DS1 | OA | DS3 |
| GU | DS0 | HC | DS1 | OB | DS3 |
| GV | DS0 | HJ | DS1 | OD | DS3 |
| GZ | DS0 | HK | DS1 | OE | DS3 |
| HA | DS0 | HL | DS1 | OF | DS3 |
| HB | DS0 | HN | DS1 | OG | DS3 |
| HP | DS0 | HU | DS1 | QC | DS3 |
| HQ | DS0 | HX | DS1 | QH | DS3 |
| HR | DS0 | IP | DS1 | QI | DS3 |
| HS | DS0 | JE | DS1 | TV | DS3 |
| HW | DS0 | QA | DS1 | TZ | DS3 |
| HY | DS0 | QG | DS1 | VR | DS3 |
| IA | DS0 | SY | DS1 | YH | DS3 |
| IB | DS0 | UF | DS1 | YI | DS3 |
| ID | DS0 | UH | DS1 | | |
| PC | DS0 | UM | DS1 | | |
| QB | DS0 | VS | DS1 | | |
| QD | DS0 | VW | DS1 | | |
| QE | DS0 | VX | DS1 | | |

| | | | | | |
|---|---|---|---|---|---|
| QJ | DS0 | VY | DS1 | | |
| QK | DS0 | YB | DS1 | | |
| QL | DS0 | | | | |
| QR | DS0 | | | | |
| QS | DS0 | | | | |

***Log files*** – the daily files produced by the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.
There are three types of log files that are used to create the text files:

rr_xxx.log*
rrr_xxx.dlg
rrr_xxx.dtm
*rr and rrr = the robot designation and xxx = the cycle date

The Sentinel application creates the log files for the OSS. A REXX program creates the log files on the DCAS side. Currently the log files are stored on the robots for five days; however, they are FTP'd (File Transfer Protocol) daily to multiple locations including the Sentinel server for the North where they remain until written to compact disk. Once written to compact disk, copies are maintained by Sentinel and Wholesale Metrics personnel. The log files are automatically FTP'd to the Sentinel server each morning.

***Text files*** – Text files are produced from the log files that are FTP'd daily from the Sentinel server to the Metrics PC for analysis and reporting. Daily average response times are calculated by the Sentinel program and are included in the text files. The following text files are FTP'd daily:

| | |
|---|---|
| N_xxx.rec* | All of the requests issued during the report period. |
| N_xxx.rep | Average response times by hour and day for the report period. |
| N_xxx.sum | Hourly counts by transaction type for the 24-hour period |
| N_xxx.all | All of the requests issued during the 24-hour period including response times. |

*xxx=the cycle date

***Excel workbook*** – the format for BA internal daily distribution and reporting of the official response time results. Monthly average response times are calculated in the Excel workbook.
The following Excel workbook is updated and distributed internally each business day:
Sentl~no.xls

***Transactions included in the Sentinel text files:***

| | |
|---|---|
| BOSS1_T_BCO | OSS – BOSS Product and Services Availability Simple Business |
| BOSS1_T_CCO | OSS – BOSS Product and Services Availability Complex Business |
| BOSS1_T_CSR | OSS – BOSS Customer Service Record |
| BOSS1_T_RCO | OSS – BOSS Product and Services Availability Residence |
| BOSS2_T_CSR | OSS – BOSS Customer Service Record |
| DCAS68_ADR | DCAS – Address Validation |
| DCAS68_ADRTNR | DCAS – Telephone Number Restore |
| DCAS68_ADRTNS | DCAS – Telephone Number Select |
| DCAS68_CSR | DCAS – Customer Service Record |
| DCAS68_DDA | DCAS – Due Data Availability |
| DCAS68_PSA | DCAS – Product and Services Availability |
| PREMIS_NE_T_REQPREM | OSS – PREMIS Address Validation |
| PREMIS_NE_REQTNR | OSS – PREMIS Telephone Number Restore |
| PREMIS_NE_REQTNS | OSS – PREMIS Telephone Number Select |
| SOP_T_WLU | OSS – SOP Due Date Availability |

NAK – No Acknowledgement – the request file contains an error (bad transmission) as received by the DCAS host (DCAS only)
SEM – System Error Message – the request file contains a syntax mistake or OSS is unavailable (DCAS only)
ACK – Acknowledgement – the request file is accepted by the DCAS host (DCAS only)
TIMEOUT – neither a SEM (DCAS) nor an indication of a successful response is received by the robot within a predetermined amount of time. (DCAS and OSS)

Timeouts for the DCAS transactions are set at 60 seconds except for the Telephone Number Select transaction which is set at 330 seconds to prevent conflicts in processing at different data points.

The following transactions and response time differences are measured and reported for PreOrder response times:

***Customer Service Record***
DCAS68_CSR
BOSS1_T_CSR
Difference

***Address Validation***
DCAS68_ADR
PREMIS_NE_T_REQPREM
Difference

***Due Date Availability***
DCAS68_DDA
SOP_T_WLU
Difference

***Telephone Number Select***
DCAS68_ADRTNS
PREMIS_NE_REQTNS
Difference

***Product and Services Availability***
DCAS68_PSA
BOSS1_T_BCO
Difference

SENTINEL PROCESS – NOTES:

There are currently two robots that log into applications and execute transactions for the PreOrder response time measurement process. The Sentinel process and the resulting response times are common to the BA North footprint due to the commonality of the interface. 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 interface. The ROBOT creates log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends the DCAS transactions to the same web server that the customers use. There is no difference between the processing of the Sentinel transactions and those submitted by the CLECs through the interface and back-end applications. Corresponding transactions are sent directly by Sentinel to the OSS as well.

The process is active on a 7 day by 24-hour basis. However, only those transactions included in the report period as defined above are recorded and documented as PreOrder response times.

Data from the Sentinel robot log files is processed daily and average response times by hour and by day for each of the above transactions is calculated and included in the text files that are used for input to the Excel workbooks. These daily response times are subsequently averaged by month in the Excel workbook.

The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.

NAKs, SEMs, and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. ACKs, by themselves, are also not included in the calculations but the acknowledgement process is part of the overall process for a successful transaction.
Daily average response times as received in the Sentinel text files are reported “as is” in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in DCAS without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep’s screen in between actions.

In order to make a like for like comparison between DCAS and the OSS an adjustment is made to the response times prior to calculating the DCAS and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. 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. Monthly results include response times for each of the PreOrder transaction types and a Non-CSR Combined average response time for the non-CSR transactions. This is calculated by averaging each of the monthly averages for the non-CSR transactions. Transaction count weighting factors are not included in the averaging process.

## Summary of Bona Fide Request Process (BFR)[1]

The following is Bell Atlantic's BFR Process:

1. BA shall promptly consider and analyze requests for interconnection, access to UNEs through the submission of a BFR.

2. A BFR shall be submitted in writing and shall include a technical description.

3. The requesting CLEC may cancel a BFR at any time, but shall pay BA reasonable and demonstrable costs of processing and/or implementing the BFR up to the date of the cancellation.

4. Within 10 Business Days of its receipt, BA shall acknowledge receipt of the BFR

5. Except under extraordinary circumstances, within 30 days of its receipt of a BFR, BA shall provide to the requesting CLEC a Preliminary Report including analysis of such BFR. The preliminary analysis shall confirm that BA will offer the arrangement, service or element or will provide a detailed explanation that it is not technically feasible and/or that the request does not qualify to be provided under the Act. If the request is found to be valid, the Preliminary report shall include a time and cost estimate for completion of any Detailed Report.

6. If BA determines that the BFR is technically feasible and otherwise qualifies under the Act, it shall promptly proceed with developing the BFR upon receipt of written authorization from the requesting CLEC. When it receives such authorization, BA shall promptly develop the requested service, element or interconnection arrangement, determine its availability, calculate the applicable prices and establish installation intervals.

7. Unless the Parties otherwise agree, the Requested service, element or interconnection arrangement must be priced in accordance with Section 252(d)(1) of the Act.

8. As soon as feasible, but no later than 90 days after its receipt of authorization to proceed with developing the BFR, BA shall provide to the Requesting CLEC a Detailed Report containing the complete BFR request quote which will include, at a minimum, a description of each request, the availability, the applicable rates and the installation intervals.

9. Within 90 days of receipt of the Detailed Report, the Requesting CLEC must either confirm its order for the BFR pursuant to the BFR quote or seek arbitration by the Commission pursuant to Section 252 of the Act.

10. If a Party to a BFR believes that the other Party is not requesting, negotiating or processing the BFR in good faith, or disputes a determination, or price or cost quote, or is failing to act in accordance with Section 251 of the Act, such Party may seek mediation or arbitration by the Commission pursuant to Section 252 of the Act.

[1] From P.S. C. No. 916, Section 16. Issued in compliance with Order of the Public Service Commission, dated April 1, 1997

# LOCAL NUMBER PORTABILITY/HOT-CUT

**LNP/Hot-Cut Process**

The CLEC sends an LSR to BA for a loop hot-cut with LNP. BA returns a FOC to the CLEC with the date and time for the cutover. BA also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. BA sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. If the CLEC uses DCAS or other mechanized interface for LSR, the FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, BA-NY will send the LSC back to the CLEC after BA-NY issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since BA's internal service order generates the FOC and NPAC create message at the same time, BA's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows. The CLEC/new service provider has 18 hours to enter their subscription from the time the BA-NY subscription version is sent to the NPAC. NPAC hours are from 7 am to 7 pm Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then their subscription will be canceled. This timing issue and NPAC subscription version cancellation was a problem for many CLECS when they first started porting with the LNP process.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. BA has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Bell Atlantic number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Bell Atlantic number associated with an Unbundled Loop HOT CUT conversion:
Prior to the due date, the BA Regional CLEC Co-ordination Center (RCCC) will arrange with internal BA personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date BA will install a 10 digit unconditional trigger on the BA line (during the porting process, it is BA's policy to place the 10 digit trigger on all non-Centrex/DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP or INP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC 1 hour before the scheduled cutover time to ensure that both parties are ready. If the CLEC indicates that the port should proceed, BA will cut the loop at the scheduled time and report the completion to the CLEC within 60 minutes. Upon notification of the completion, the CLEC would send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Bell Atlantic line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Bell Atlantic number NOT associated with an Unbundled Loop HOT CUT:
BA will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the BA switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the BA service order. At the same time the service orders are issued, BA will send the FOC to the CLEC and

the create subscription version to the NPAC. The NPAC 18-hour timers will start at this point. Since no hotcut is involved, once the 10 digit trigger is added to the BA telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10 digit trigger is not applied because the BA account is Centrex or DID, then the FDT would govern the porting out activity and BA will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). Centrex and DID service require coordination between the CLEC and the RCCC at the FDT. BA places the 10-digit trigger on all non-Centrex/DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. BA activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

**On all ports without a loop and with a trigger, the BA service order will carry** a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the BA line is disconnected from the switch.

# ENHANCED 911 DATABASE UPDATES

## Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by BA in those counties where BA is the incumbent telephone company or has been chosen by the municipality to be the lead telephone company. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. BA is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of BA's local service or by BA's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. BA updates the E911 database once each evening from the BA service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. BA developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When BA or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The telephone company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database making the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to E911 database identifying the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in BA's "CLEC Handbook" and "E911 PS/ALI Guide." Both documents are available to the public at BA's website.

## BA's Procedures

As explained above, BA is responsible for updating the E911 database for its own customers and for CLECs that resell its local service or unbundled local switching. BA performs this function in a competitively neutral manner. For BA retail orders, BA resale orders and BA provided UNE local switching orders, the customer's name, street address, and telephone number is electronically copied from the service order and a record is created. These records are accumulated during the day and then electronically "batch" transmitted to the E911 database in the evening. BA reported on an unadjusted basis, 92% of the November updates were completed successfully on the first try, and 8% were rejected and had to be investigated. 6 of the 8% were errors where the record could not be deleted, because it was not there or could not be added because it was already there. The rejected updates and their error messages are examined manually by BA and if necessary, resubmitted the next day. Typical errors include missing street addresses, which must be worked through the appropriate county coordinator and multiple similar addresses within the same municipality.

**Standards.**

The two-day interval addresses the ‘unlocking’ and ‘locking’ of a customer’s record to enable the customer’s new carrier to make changes to the customer’s service record. This process has no substantive effect on the customer’s record in the E911 database. The customers record, consisting of name, address and telephone number, still exists in the E911 database and E911 service will be unaffected.

Appendix G
Repair Disposition Codes
From CLEC Handbook, Section 8.0

## 8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

### 8.8.1 DISPOSITION CODES NORTH

| Disposition Code Table | |
|---|---|
| **Disposition Code** | **Trouble was found in:** |
| 03xx | Bell Atlantic Wire |
| 0371 | Protector |
| 0372 | Ground Wire |
| 0373 | Radio Suppressor |
| 0381/0382 | Aerial Drop Wire |
| 0383/0384 | Buried Drop Wire |
| 0385 | Block/Bridle Wire |
| 0391-97 | Network Interface Device |
| | |
| 04xx | Bell Atlantic Cable Plant |
| 040x | Pair Transferred |
| 041x | Sheath, Case, End Cap, etc. |
| 042x | Closure/Splice Case |
| 043x | Terminal |
| 044x | Fiber Optic Cable |
| 045x | Fiber Termination |
| 046x | Fiber Splice |
| 047x | Pair Gain Analog |
| 048x | Pair Gain Digital |
| 049x | Cable Misc. (Pole, Guy, Trench, etc.) |
| | |
| 05xx | Bell Atlantic Central Office |
| 051x | Switch |
| 052x | Translations (Software) |
| 053/054x | Frame (Hardware) |
| 055x | Power Equipment |
| 056x | Central Office Misc. Equipment |

| Disposition Code Table | |
|---|---|
| **Disposition Code** | **Trouble was found in:** |
| 057x | Central Office Special Services Equipment |
| 058x | Central Office Voice Mail Service Equipment |
| | |
| 12xx | CPE (Customer Premises Equipment) |
| 1220 | Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies. |
| 1232 | Dispatched In/trouble proven in CLEC portion of circuit/IDC applies. |
| 1235 | Demand dispatch for cooperative test IDC applies. |
| 1239 | Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies. |
| 1239 | Dispatch Out on a demand dispatch/no access to premises/CNR applies. |
| 1296 | Dispatched In/trouble not found within Bell Atlantic's Central Office/IDC applies. |

### 8.9.1 CAUSE CODE TABLE - NORTH

The Cause Code describes the trouble's cause.

| Cause Code Table | |
|---|---|
| **Cause Code** | **Trouble was caused by…….** |
| 1XX | Employee |
| 2XX | Non-employee |
| 3XX | Plant Equipment |
| 4XX | Weather |
| 5XX | Other |
| 6XX | Miscellaneous |
| 600 | Unknown |
| 610 | Came Clear |
| 698 | CPE Trouble – IDC Incurred |
| 699 | CPE Trouble – Auto Generated IDC Incurred |