

EXAMPLES OF INADEQUATE RESPONSE BY BA-MA
TO MAINTENANCE AND REPAIR TROUBLES
APRIL – JUNE, 2000

TT133453:

Monday, June 26, 2000 11:40:21 AM

Prev. Disp: 6/25 Opening up BA CC115050 w/commit of tomorrow by 1700. Customer called and wanted to find out where his tech was. The tech should have been there at 9:00A, and it is now 1:00A. Customer was told that Rhythms would call BA and find out where their tech was and call him back. Called BA to find out where BA tech was and was forwarded to BA's Dispatch. Spoke with Dispatch who agreed to Level 3 escalation, but the ticket has not been loaded yet. Dispatch was not able to give me any ETA or ETR because Dispatch was falling behind, and they may not even get to it today. Rhythms requested 3rd Level of escalation, but was given no contact name or #. Customer asked to speak to a Supervisor.

Monday, June 26, 2000 11:45:15 AM

Customer requesting Escalation: wanted to talk to a Supervisor to express concern that BA is not committing to their commit times.

Monday, June 26, 2000 1:48:09 PM

This TT was not escalated beyond 2nd Level with the ILEC; Rhythms has escalated TT to the 2nd Level with BA and will be escalating to Level 3 within 30 minutes.

Monday, June 26, 2000 2:39:51 PM

Rhythms is working to have tech on site this evening for this line. TT has been escalated to Level 3 with ILEC.

Monday, June 26, 2000 6:34:55 PM

Received a message from BA who said their dispatch center closed at 8, and she is unable to contact anyone there. BA also said she was unable to contact the 3rd layer escalation contact and said unless tech is currently onsite right now, there's slim chance he will be coming out this evening. Informed customer of same.

Monday, June 26, 2000 6:48:34 PM

Learned from BA that this is the only job in the techs que and he was pre-assigned to it, she also said they paged him ALL DAY...Voice mail left for Level 3 contact, just in case he checks his messages. BA agreed to call back at 2330 EST time with any status

Monday, June 26, 2000 7:32:08 PM

Customer has been calling for status and has not been getting it; he is upset and wants further escalation with BA. Called BA, and was transferred to a technician...

Monday, June 26, 2000 7:52:52 PM

Waited in hold for 20 minutes – no answer with BA. Called back and asked to be transferred to escalation contact who indicated that there is no further escalation path this evening, but advised to call tomorrow as soon as their dispatch office opens and try then. Customer contacted to apprise of status.

Wednesday, June 28, 2000 2:02:53 PM

BA didn't have not punch down blocks at MPOE cables are hanging from a post. Rhythms tech is onsite; BA tech is suppose to come back to finish.

Thursday, July 06, 2000 12:04:11 PM

Customer called for status; told him that BA has tech #798 scheduled for today. Calling BA back to have tech paged for ETA.

Thursday, July 06, 2000 1:35:16 PM

Spoke with customer -- he is extremely angry! Spoke with BA and was told that although this trouble ticket is scheduled for today they WILL NOT MAKE IT! I have left a message for Rhythms personnel in the hope that we can contact BA and bypass the standard Escalation Process.

Friday, July 07, 2000 8:47:05 AM

Customer called in for status. BA contacted to find out when dispatch will occur, and Rhythms was told that the TT has been cancelled with no explanation in the notes. Transferred to Net. Tech After 30 minute hold, got through and was told that TT was closed because it was on the CKT for pair 1. Was told the new TT for the correct CKT is CC115050 and is currently at the 1st level escalation. Apparently they say they still need to deliver the CKT and it is scheduled for 7/11. Need to get that pushed up, requested 2nd level escalation. BA indicated that this actually has been pushed to 3rd level already, and the problem is that they are waiting for RCC to deliver the correct circuit. BA's records show 2 CKT's, both working, going out to the customers prem. They are not sure why the 413356 CKT is not actually going to the customers prem, they will look further into this issue, and give a call back.

Monday, July 10, 2000 8:35:54 AM

Left message for customer that we are in the process of escalating TT to Level 3 with BA. Customer needs dispatch today!!

Monday, July 10, 2000 12:09:40 PM

TT has been escalated to Level 3 with BA.

Monday, July 10, 2000 12:19:04 PM

Escalated to Level 3 at BA by ILEC Supervisor.

TT81396:

Tuesday, April 04, 2000 11:16:56 AM

Called and spoke to BA. Looked at this customer. Ran a MLT. The line looks short by about 370 feet and does not see an endpoint. They were set for 2560 x 1088. They are paying for 256x256. I changed their settings to 256x272 and tried resetting the port. It still didn't come up. Going to dispatch telco to get continuity to the MPOE.

Called BA and learned that the access hours for this site are 9:00 AM - 5:00 PM EST. Need to get a trouble ticket open with BA(North).

Called BA and was told that BA opened TT for no continuity to the MPOE. Requested cooperative testing. Trouble ticket number is CC082319 with a commit time of Wednesday, 4/5/00 by 5:00 PM EST.

Thursday, April 06, 2000 8:19:01 AM

Called BA for status. Representative at the Net Tech says that this is still pending load and was not dispatched out all day yesterday. Had him call dispatch to get this ticket moving...Ticket is escalated to 1st Level.

Thursday, April 06, 2000 12:22:11 PM

Just gave BA a second level escalation. BA informed me that the manager that this was initially escalated with has, "1000 tickets for every 100 technicians", and that he doesn't expect a callback. Customer expects that if we do not receive further contact from BA today, that we will escalate this internally (so that someone with management status here, would call management at Bell Atlantic).

Thursday, April 06, 2000 5:17:56 PM

Called BA again for status and there is still no ETA, and that the ticket has not been loaded to a technician. I will be escalating this internally.

Thursday, April 06, 2000 5:45:10 PM

Call in to BA to escalate.

Thursday, April 06, 2000 5:49:59 PM

I have BA on the phone and they are now claiming that they dispatched at 5:34pm EST and had no access.

Thursday, April 06, 2000 5:54:30 PM

Spoke to the escalation desk. They did not dispatch on this today. Plan to dispatch at 9am tomorrow. I tried to call the customer but didn't get a response. Placing in 1st shift turnover so they can notify the customer tomorrow morning.

Friday, April 07, 2000 8:14:07 AM

BA says that technician is en route now. I have informed customer of this. If the technician does not show up, customer will be calling us in two hours.

Friday, April 07, 2000 8:54:50 AM

Called customer to confirm separate ticket and they asked to update status on this ticket. Technician has not yet arrived at site (11am eta).

Friday, April 07, 2000 9:41:18 AM

Called BA for status - they have no status, and said that, "we will call you back". I informed customer of BA's response. Hopefully a technician is still loaded to this ticket.

Friday, April 07, 2000 12:35:12 PM

BA says that they are, "under a heavy workload today". BA also said that they might be able to get a tech out to the customer prem today. Informed customer of BA status.

Saturday, April 08, 2000 10:19:20 AM

Called BA; they can not get access on the weekend. They are supposed to dispatch first thing Monday morning.

TT122309:

Tuesday, June 13, 2000 6:22:28 PM

Spoke with Bell Atlantic. Setup BA dispatch. Commit time 6/14/00 by 8:00pm.

Sunday, June 18, 2000 2:51:24 PM

Called BA for status, closed on 6/15, BA tech repaired open found out at B-box and is now seeing the endpoint, Tried to call PN got put on hold and left message for them to call us back at the NOC. Please notify PN that physical line is repaired and they need to get with customer to verify/

TT123653:

Friday, June 09, 2000 9:44:42 PM

Received call from MCI FST who said he tried opening a TT with BA and they refused him. Symphony says that we bought the whole line from MCI, and I have no other info. MCI is going to call BA back and force their hand. I hope our info in Symphony is correct.

Saturday, June 10, 2000 12:52:07 AM

Opened TT with BA after 1 hour phone tag BA # CL025932

Saturday, June 10, 2000 3:29:11 AM

Cleared the middle of the BA loop and are trying to get a rover out there to continue. Trying to find out what happened after BA CO tech and I cleared their 1st 2 COs approximately 1.5 hours ago. BA is passing it off to another Control center person to try and get some fire going under them

Saturday, June 10, 2000 5:31:58 AM

-1:17am--testing with BA; 4:20am escalating the ticket to 1st level. No response from anyone in Boston.
5:23am--level 2 escalation; ticket called in and got picked up about 5 minutes

Saturday, June 10, 2000 7:59:51

BA is paging tech to find out status of work being done; 3rd Level escalation has been requested.
5:47am BA called and gave me a loop from before the Fujitsu and I got FerF and a loop toward BOS POP was still BLUE, asked to have someone look at the OC to make sure that it was set to transparent and to continue toward Boston to TS the DS3, the next CO is Brockton

TT123764:

Friday, June 09, 2000 11:48:28 PM

Called ILEC to have 2nd element checked since it's still receiving a 1 for 1 error rate.; 6-9-00 1145pm --
BA commits to a 24 hr turn around.

Sunday, June 11, 2000 5:04:48 AM

Spoke with BA; ticket was opened with them on 6/10 at 1:43 PM and that it is on the load and the commit is for today 6/11 by 8:00 PM. This does not match what our ticket shows. I informed the customer and he is not happy. I can't get an escalation because, according to their ticket, they have not missed their commit.

Sunday, June 11, 2000 9:51:10 AM

Ran loopback test through 2nd element. Still taking 1 for 1 errors. Need to find out what BA is doing on this ticket. They have definitely missed their commit. Called BA and was forwarded to the NetTech group who said that this is pre-assigned to a technician for 1st job on Monday. I asked to escalate this ticket. She wanted to know what the access hours were for today. Customer said anytime today. BA spoke with someone in dispatch who will try to get someone out there today, but all the techs currently are already working overtime.

Sunday, June 11, 2000 3:11:11 PM

Called BA for status and learned that the dispatch is still scheduled for 1st job in the AM, Monday, 6/12/00.; informed customer of same.

Tuesday, June 13, 2000 8:14:00 AM

Customer called and would like for use to escalate with BA

Tuesday, June 13, 2000 9:26:24 AM

Customer called for status; told him that Level 3 escalation has been requested with BA

TT125986:

Saturday, June 17, 2000 12:34:07 PM

Tech was at MPOE Unable to perform open short testing. Had tech test for tone he didn't get any. Had him check on right circuit.; he said that was the only one. Read back PON it matched Symphony. Looked up in DSLAM unable to train up. Opening a ticket w/ILEC to test for continuity. Talked to BA; opened trouble ticket (CL026756) Said that they would test why there wasn't any tone on the line commit time by 6-18 at 5pm/

Sunday, June 18, 2000 3:55:28 PM

Spoke with BA rep; currently the ticket is pending load which means it won't be dispatched out until 6/19....I think the above statement about this ticket having a commit of 6/18 is incorrect..

Tuesday, June 20, 2000 11:44:16 AM

BA called in, found open and repaired it and indicated that customer is now trained in DSLAM, setting to repaired.

Friday, June 23, 2000 7:40:46 AM

Prev. Disp: confirmed with Pomeroy that a tech will address this issue tomorrow 6/23/00. Vendor Tech called in to do an open short test. I checked the DSLAM and the customer was not trained. I ran some MLT's, see stats. I was not seeing the short that the tech was putting on the line and I was only getting out 8.80Kft. as to where tests in Symphony showed 8.96Kft for the original loop length. I tried to run some tone down the line, but our tech could not hear the tone. When he applied the short, we were not seeing it. Opened a TT w/ Bell Atlantic reporting no continuity to the MPOE. No Tone detected when tone is applied. BA learned that since there was already an open ticket, then she had to transfer me to one of their techs. Then learned that this ticket has been closed and was transferred back up to the RCMC to open a new ticket. Opened a new . Date/Time of Dispatch/commit: 6/23/00 by 8:00P. Any related ticket numbers (Telco/Texolutions): BA#CL026756 (CLOSED), New Ticket # is CL027500.

Friday, June 23, 2000 8:35:15

BA tech called in and asked where this ticket is supposed to be dispatched to. Skimmed through the notes and see they are saying it is short at the MPOE. He said he would set ticket to be dispatched out.

Saturday, June 24, 2000 11:13:11 AM

Flashcom conferenced in customer, I called BA they said that the TT was in today's work bin.

Monday, June 26, 2000 10:21:54 AM

BA called in from the NI. Ran MLT test.

TT127320:

Friday, June 23, 2000 9:57:35 AM

Called BA, ticket has been dispatched out pending load; commit time of today by 5:00pm to check 2nd element.

Monday, June 26, 2000 11:51:11 AM

Vendor meeting has been scheduled for 6/28/00 at 9:00am at the MPOE for No Continuity to the NID; BA trouble ticket no. is # CL027785

Tuesday, June 27, 2000 8:14:44 AM

BA called in for testing but the FST was not there yet. Ran 60 sec EOC with IW disconnected:

element 1 tx count 1784 / rx errors 0

2 tx count 1731 / rx errors 0

I then ran 60 sec EOC with IW connected:

element 1 tx count 1784 / rx errors 0

2 tx count 1725 / rx errors 0

0 tx count 61 / rx errors 61

Called Dispatch to find out status of our FST tech and why he has not shown yet. I overlooked the fact that vendor meet was scheduled for tomorrow. BA tech said that his notes said Vendor Meet was for today. I called BA to make sure that they would have a tech at the MPOE tomorrow for the vendor meet.

Transferred to ultimately Net tech who confirmed that vendor meet was for 6/28 and a tech will be there.

TT127522:

Friday, June 16, 2000 1:15:54 PM

Spoke with customer who saw the line bounce a couple of times as we spoke. Ran a few MLTs, and got inconsistent results while the endpoint was off of the IW. Saw a slight T-R short at one point. Customer has agreed to a BA dispatch on Monday between 9:00AM and 3:00PM. Opening a ticket with BA: BA ticket # CL026693 commit by 6/19/00 3:00PM

Tuesday, June 20, 2000 8:25:35 AM

BA missed their dispatch yesterday. I am requesting a first level escalation on this. This is being escalated with a dispatch supervisor at BA.

TT137262:

Thursday, June 29, 2000 6:35:12 PM

Talked to BA and opened up TT CL028484 to check for short on line; BA commit by 6/30.

Monday, July 03, 2000 3:24:50 PM

BA states earliest tech can get out there is 7/5 between 9am -12pm EST. Notifying customer of update.

Wednesday, July 05, 2000 1:03:22 PM

Customer called back again; it is now 2:45 EST and no BA tech has shown up. Called BA and was advised that the ticket hadn't been dispatched yet.; transferred to Net Tech who looked at ticket, put me on hold and called down to their dispatch dept and then came back to tell me they were sending a tech right now (3:00pm EST); should hopefully get there within 30 mim. Relayed this info to customer.

Wednesday, July 05, 2000 2:50:05 PM

Customer called back again. I called BA and found that a tech was out onsite. They were going to put him on a new pair but one was not available. The ticket with BA was referred to the Cable Maintenance group. I informed customer of this. I also got a number for MSN from BA. Cable maintenance. is pending on this ticket until tomorrow morning.

Thursday, July 06, 2000 2:13:12 PM

Called BA to check status of ticket. They now have a commit time of 7/700 5:00pm. I called the customer but did not get a answer or voice mail. I will call the customer tomorrow to let him know.