"REAL TIME" HOT CUT COMPLETION NOTIFICATION

Summary of "Test Call" Recommendation

During the collaborative workshops, SBC recommended that CLECs obtain "real time" notification that a hot cut had been completed by using existing "test call" information. Specifically, CLECs could capture ANI (automatic number identification) "test call" information that they already receive in their switches when SBC performs any CHC or FDT hot cut. Use of that information by the CLEC could eliminate the manual notification step that is currently performed by SBC upon the completion of a CHC. The test call information also provides notification that the FDT cut has been completed. In both situations, this "real time" test call information could be used by the CLEC to activate LNP and thereby reduce the interval that an "incoming" call is not received after the completion of the cutover, but before LNP activation.

SBC's Final ANI Test Call

As part of the hot cut process (both current and proposed), the SBC CO technician performs an ANI (automatic number identification) test call after the lift and lay of the jumper, which is the final step of completing the physical work to move the loop from SBC's switch to the CLEC's switch. The purpose of this test call is to verify that the unbundled loop that was just cut over was properly assigned.

CLEC Capture and Use of Test Call Information

A CLEC could capture ANI information at the CLEC's switch the instant this ANI test call is made, and thereby (1) learn that the hot cut is complete and (2) route that information to its operations personnel who could, for example, send the appropriate LNP activation request for their new customer to the NPAC.

SBC has proposed that this test call information could be captured by the CLEC by performing a "call trace" (sometimes called a "call trap").[1] SBC believes this trace functionality is readily available in all local exchange circuit switches There are two kinds of call traces, an originating trace and a terminating trace. An originating trace captures outgoing calls from the line, and a terminating trace captures calls that complete to the line. Once a trace has been placed on the line, a call that originates and /or terminates to that line is captured. The method for placing a trace on a line varies depending on the switch type used, but typically involves only a single command within the switch. Once it is captured, the information can be viewed in a variety of ways. A terminating trace could be placed on a line by instructing the switch that serves that line to trace (or trap) any call to that line from a specified phone number. When such a call

[1] SBC is not suggesting that this is the only way to capture this test call information. CLECs should explore with their network switching personnel whether their switches or network management systems have additional or different means of capturing this test call information.

occurs, the switch will "capture" the fact that the call was made from the specified number to the line in question.

Example:

This recommended method could work as follows: Immediately after the SBC technician completes the hot cut, he or she ANIs the line to be sure that the CLEC's customer can draw dial-tone from the CLEC's switch. That is, the technician accesses the customer's line (phone number 9-7-2-6-0-2-0-5-5-9, for example), and dials an ANI code (*e.g.*, 959-1122) from that line. Unless there is a problem, the switch responds by announcing to the technician the TN assigned to the customers line (*i.e.*, 9-7-2-6-0-2-0-5-5-9).

Assume the CLEC had placed a terminating trace on the ANI number (959-1122 in the example). In that event, when the technician performs the ANI check, the CLEC's switch recognizes the fact that the customer's line called 959-1122 – *i.e.*, it will "capture" the call – and the switch will thus "know" that the hot cut is complete. Here is an example of what the tracing of a call on a Lucent 5ESS switch looks like:

S570-2228310 03-11-04 14:51:53 570370 TRCE MCDS0

A TRC IPCT EVENT 2650

DN=972XXXXXXX TERM=2-H'3ce DIALED

DN=95XXXXX

Here you can see the number that dialed the ANI code.

TIME 14:51:53

Here you can see the time the call was made.

Benefits of this "Test Call" Recommendation

This approach offers a number of benefits to the existing process. One significant benefit could be elimination of the manual notification step that is currently performed by SBC upon the completion of a CHC. This step would be eliminated because the CLEC would know immediately that the line in question was ANI'd. Thus, the CLEC would receive real-time notification that the hot cut (and post-cut test) has been completed. In addition, the (already short) interval during which incoming calls cannot be received after the cut over would be reduced.

Beyond that, the CLEC could program additional steps that could add efficiency to the process. For example, a CLEC could, using only the switch and readily available software, program the switch to communicate the fact that the hot cut was complete to an output channel on the switch, and from there to a printer or a workstation. No specialized software or Network Management System would be required for such a simple approach.

Alternatively, and probably better, the information could be routed from the switch's output channel to the CLEC's Network Management System ("NMS"). Most CLECs use an NMS to remotely access information provided by the switch, so that they can consolidate activities in centralized work centers. These systems are designed to be easily configured to perform a number of specialized functions with this type of data. For example, the data could be routed to a work list separate from the other switch-based outputs, and this work list could be configured to filter the data to produce only information relevant to the hot cut process. This output could even be routed to users that normally do not access the switch directly in a read-only format. The CLEC would then have real-time access to the ANI information indicating the hot cut was complete, and trigger other functions that the CLEC needs to perform. This event could be the trigger for the CLEC to perform appropriate database updates, and eliminate direct manual coordination steps.

CLECs could then determine what level of mechanization to design into their systems. It is entirely possible that downstream systems such as SMS (Service Management System for LNP) could be interfaced directly with existing NMS's to further, or even entirely, automate these post-lift and lay components of the hot cut process.