Final Batch Hot Cut Process Proposal 11-State



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Enhanced Daily Process

- New Customer Acquisitions only
 - Change in carrier using SBC's switch

UNE-P to UNE-L w/ LNP different CLEC

Resale to UNE-L w/ LNP different CLEC

SBC Retail to UNE-L w/ LNP

- Normal Intervals
- No daily CLEC LSR limits
 - Per end user line limits up to existing "project levels"
- FDT Monday Friday 8:00a.m. 5:00p.m. excluding holidays
- CHC Monday Friday 8:00a.m. 5:00p.m. excluding holidays
- Loops provisioned over IDLC included
- Pre-order IDLC tool
- Scheduler
- PWS enhancement
- Mechanized order flow enhancement
- Predefined rates per line





Current Process

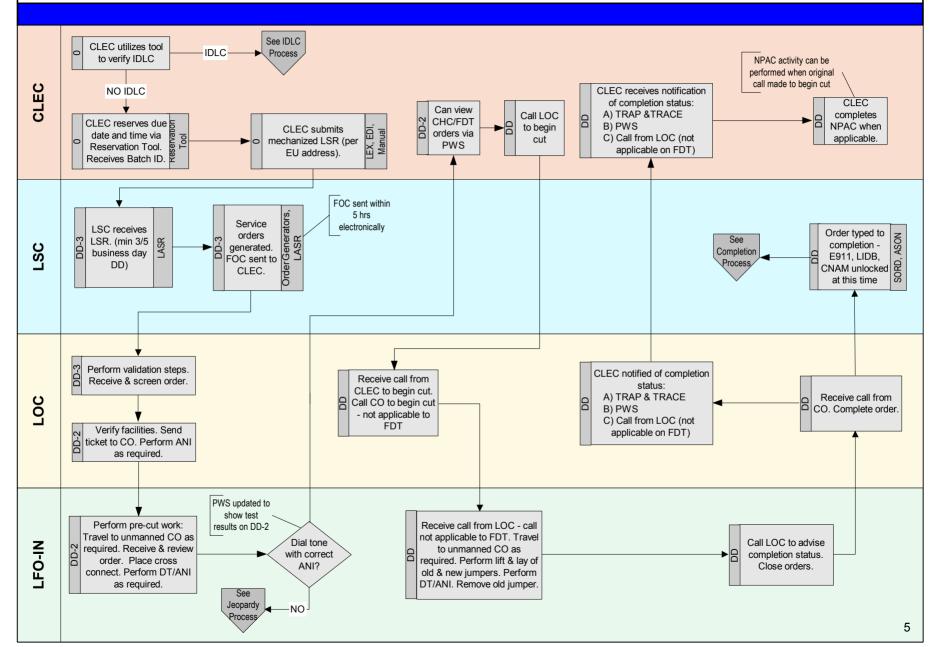
- Established performance measures and work steps
- Existing ordering interfaces
- Exact costs are unknown before order as SBC bills via additional rates.

Proposed Advantages

- Enhances existing process:
 - Mechanized order flow
 - Reservation Tool
 - PWS (Real Time Completion Updates)
 - Pre-order IDLC tool
- Provide predefined per line hot cut rate on Mass Market loops
- Provides each CLEC the ability to request unlimited coordinated hot cuts or frame due time orders per day for new acquisitions.
- Trap and trace process

Proposed Daily Process





Batch Hot Cut Process



| Day/Step | DAILY DESCRIPTION |
|------------|--|
| Day 0 | CLEC uses pre-order tool to identify if IDLC (See IDLC Flow) If IDLC orders can be scheduled with A.M. or P.M. appointments. (4 Hour Window) |
| Day 0 | CLEC reserves due date and time by accessing Scheduler reservation tool |
| Day 0 | CLEC issues LSRs with minimum 3 -5 business day interval. |
| Day 1 | SBC LSR receives CLEC LSR's and mechanized FOC are sent back to the CLEC within 5 business hours if received mechanically and 24 business hours if received manually. |
| DD minus 3 | SBC scheduler load levels and SBC's mechanized services orders are generated with a 3 business day due date minimum. |
| DD minus 2 | SBC's mechanized systems will do internal validation for continued flow through order processing. •Reuse Validation •Service Order Accuracy •Send ticket to C.O. • Perform ANI testing as required |
| DD minus 2 | SBC pre-testing is performed • Dial Tone and ANI continuity testing • If dial tone or ANI problems see (Jeopardy Process Flow) |
| DD minus 2 | CLEC is able to view all recognized CHC/FDT orders on the CLEC Provisioning Website (PWS). |

Batch Hot Cut Process



| Day | DAILY DESCRIPTION |
|-------|---|
| DD | On Due Date CLEC contacts SBC LOC to begin cut (CHC only). LOC contacts LFO-In to begin lift and lay of jumpers. (At this time NPAC activity can be processed by CLEC) |
| DD | LFO-In technician performs lift and lay of jumpers, removes old jumpers. Dial Tone and continuity ANI testing performed |
| DD | If TRAP & TRACE is used CLEC will be able to validate completion without phone call. PWS is also updated with real time completion status. |
| DD | SBC LOC contact CLEC after each request (LSR) to advise completion if not using TRAP & TRACE or PWS. (CHC only) |
| DD | CLEC receives notification of completion |
| DD | Orders completed by LSC (See completion flow) • E-911 unlocked •LIDB data automatically performed •CNAM data automatically performed |
| DD | CLEC NPAC can be completed at this time or could have been performed at beginning of cut. |
| NOTE: | Order information can be accessed through CLEC Online (https://clec.sbc.com/) under CLEC Specific Reports (must log on with appropriate access name and password which can be obtained through the CLEC Account Manager), CLEC Provisioning Website. CLEC Provisioning Website User Names and passwords can be obtained from your LOC Service Manager. |

Defined Batch Process



•Migrations of Embedded Base (Same customer and carrier, new switch)

UNE-P to UNE-L w/ LNP same CLEC Resale to UNE-I w/ LNP same CLEC

New Acquisitions

UNE-P to UNE-L w/ LNP different CLEC Resale to UNE-L w/ LNP different CLEC SBC Retail to UNE-L w/ LNP

- ■1 to 100 lines per, CLEC per day, per C.O
- ■200 line maximum per C.O. per day (e.g., 2 CLEC requesting 100 lines or 4 CLECs requesting 50 per day)
- ■13 day interval to address above and beyond work load
- Loops provisioned over IDLC can be included (a.m. and p.m. appointments available)
- Pre-defined rates

Defined Batch Process



Coordinated Hot Cuts

Normal Business Hours

M – F 8:00a.m. – 5:00p.m. excluding holidays

Out of Hours**

M – F excluding holidays 6:00a.m. – 8:00a.m. Min. 25* –Max. 50 lines

5:00p.m.-12:00a.m. Min. 25* - Max 100 lines

Sat. excluding holidays 8:00a.m. – 5:00p.m. Min. 50* – Max 100

Frame Due Time

Normal Business Hours

M - F 8:00a.m. – 5:00p.m. excluding holidays

Out of Hours**

M – F excluding holidays 6:00a.m. – 8:00a.m. Min. 25* –Max. 50 lines

No FDT M-F 5:00 p.m.-12:00a.m.

No FDT Sat.

Cut timeframes:

Normal Business Hours 20 lines per hour – CLEC to be called every hour

Out of Hours 25 lines per hour – CLEC to be called every hour

**Sundays are exempt due to industry number porting constraints

*Should number of request fall below minimum, the minimum be billed

Defined Batch Process



Current Process

Negotiated Project
Volumes are negotiated
Due Dates are negotiated
Exact costs are unknown before order as
SBC bills via additional labor rates
Geographic limits unknown
Primarily used for Enterprise customers

Proposed Advantages

Flexible scheduling

Eliminates negotiation steps and time involved

Provides defined interval to allow for CLEC resource planning

Provides CLECs an ability to reserve time

Provides a pre-defined hot cut rate ted to reflect efficiencies gained

Volume is sufficient to convert embedded base within 27 months TRO guidelines.

Wire center based to provide CLEC the ability to convert multiple central offices on the same day

Includes requests involving IDLC cuts

Enhance existing process

Mechanized order flow

Reservation tool

PWS (real time completion updates)

Pre-order IDLC tool

Proposed Defined Process See IDLC CLEC utilizes tool NPAC activity can be IDLC Process to verify IDLC performed when original call made to begin cut CLEC NO IDLC CLEC receives notification of completion status: CLEC Can view A) TRAP &TRACE completes Call LOC DD CLEC reserves due CHC/FDT B) PWS NPAC when CLEC submits LEX, EDI, to begin date and time via orders via C) Call from LOC (not applicable mechanized LSR (per cut Reservation Tool. **PWS** applicable on FDT) EU address). Receives Batch ID. FOC sent within 5 hrs Service orders generated. FOC sent to mechanically LSC receives Order typed to ASON See LSR. (min 13 completion -LSC Completion business day E911. LIDB. CNAM unlocked at this time Process Order DD) CLEC. at this time Perform validation steps: Receive call from CLEC notified of completion Receive & screen order. CLEC to begin cut. status: Receive call from A) TRAP & TRACE Call CO to begin cut CO. Complete B) PWS - not applicable on order. FDT C) Call from LOC (not Verify facilities. Send applicable on FDT) ticket to CO. Perform ANI as required PWS updated to show test results Perform pre-cut work: on DD-2 Receive call from LOC - call not Travel to unmanned CO as applicable to FDT. Travel to LFO-IN Dial tone Call LOC to advise required. Receive & review order. Place cross unmanned CO as required. with correct completion status. Perform lift & lay of old & new ANI? Close orders. connect. Perform DT/ANI jumpers. Perform DT/ANI. as required. Remove old jumpers. See Jeopardy

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-NO

Process

Batch Hot Cut Process



| Day | DEFINED DESCRIPTION |
|------------|--|
| Day 0 | CLEC uses per-order tool to identify if IDLC (If IDLC – See IDLC Flow) • If IDLC, orders can be scheduled with A.M. or P.M. appointments. (4 Hour Window) |
| Day 0 | CLEC reserves due date and time by accessing Scheduler reservation tool |
| Day 0 | CLEC issues LSRs with minimum 13 business day interval, not to exceed 20 business days. |
| Day 1 | SBC LSC receives CLEC LSR's and mechanized FOC are sent back to the CLEC within 5 business hours if received mechanically and 24 business hours if received manually. |
| DD minus 3 | SBC scheduler load levels and SBC's mechanized service orders are generated with a 13 business day due date minimum. |
| DD minus 3 | SBC's mechanized systems will do internal validation for continued flow through order processing. Reuse Validation Service Order Accuracy Send ticket to C.O. Perform ANI testing as required |
| DD minus 2 | SBC pre-cut work is performed •Travel to unmanned C.O. as required •Place cross connects on frame • Dial Tone and ANI continuity testing • If dial tone or ANI problems see (Jeopardy Process Flow) |
| DD minus 2 | CLEC is able to view all recognized orders on the CLEC Provisioning Website (PWS). |

Batch Hot Cut Process



| Davi | | | |
|----------|---|--|--|
| Day | DEFINED DESCRIPTION | | |
| Due Date | On Due Date CLEC contacts SBC to begin cut (CHC only). LOC contacts LFO-In to begin lift and lay of jumpers. (At this time NPAC activity can be processed by CLEC) | | |
| DD | •LFO-In technician travels to unmanned C.O. as required •Performs lift and lay of jumpers, removes old jumpers •Dial Tone and continuity ANI testing performed | | |
| DD | If TRAP & TRACE is used CLEC will be able to validate completion without phone call. •PWS is also updated with real time completion status | | |
| DD | SBC LOC contact CLEC each hour to advise completion (CHC only) if not using TRAP & TRACE or PWS. | | |
| DD | CLEC receives notification of completion. | | |
| DD | Orders completed by LSC (See completion flow) • E-911 unlocked •LIDB data automatically performed •CNAM data automatically performed | | |
| DD | CLEC NPAC can be completed at this time or could have been performed at beginning of cut. | | |
| NOTE: | Order information can be accessed through CLEC Online (https://clec.sbc.com/) under CLEC Specific Reports (must log on with appropriate access name and password which can be obtained through the CLEC Account Manager), CLEC Provisioning Website. CLEC Provisioning Website User Names and passwords can be obtained from your LOC Service Manager. | | |

Bulk Project Process



- New customer acquisitions
- Embedded base
- ■101+ lines
- ■Single End User with 20 + line Projects
- Negotiated due dates
- Coordinated Hot Cuts
- ■Frame Due Time
- Flexible Scheduling
- High volume requests coordinated within this process option
- Sundays are exempt due to industry number porting constraints
- ■EELs will be considered within this process option at a later date

Bulk Project Process



Current Process

- All aspects of project are negotiated
- Enterprise focused
- Rates based on additional labor rates

Proposed Advantages

- Provides CLEC the ability to request more than 100 coordinated hot cuts per day
- Flexible scheduling
- Provides a pre-defined hot cut rate to reflect efficiencies gained
- Streamlined request process
- Ability to include Enterprise customers along with other type conversions.

Proposed Bulk Project Process See IDLC CLEC utilizes tool NPAC activity can be IDLC: Process to verify IDLC performed when original call made to begin cut CLEC NO IDLC CLEC receives notification of completion status: CLEC A) TRAP &TRACE Negotiations begin. completes CLEC reserves due B) PWS NPAC when **CLEC** submits mechanized LSR (per C) Call from LOC (not applicable date and time via applicable on FDT) Reservation Tool. EU address). Receives Batch ID. FOC sent within 5 hrs Service orders mechanically Order typed to LSC receives generated. FOC sent to See completion -LSC LSR. (with Completion E911. LIDB. negitiated DD) E911, LIDB, CNAM unlocked at this time Process CLEC. at this time Perform validation steps: CLEC notified of completion Receive call from Receive & screen order. CLEC to begin cut. status: Receive call from Call CO to begin cut A) TRAP & TRACE 9 CO. Complete - not applicable on B) PWS order. FDT C) Call from LOC (not Verify facilities. Send applicable on FDT) ticket to CO. Perform ANI YES as required PWS updated to show test results Perform pre-cut work: on DD-2 Receive call from LOC - call not Travel to unmanned CO as applicable to FDT. Travel to LFO-IN Dial tone Call LOC to advise required. Receive & review unmanned CO as required. with correct completion status. order. Place cross Perform lift & lay of old & new ANI? Close orders. connect. Perform DT/ANI jumpers. Perform DT/ANI. as required. Remove old jumpers. See Jeopardy -NO

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Process

Batch Hot Cut Process



| Day | BULK DESCRIPTION |
|------------|--|
| Day 0 | CLEC contacts SBC LSC for Negotiation of request. CLEC uses pre-order tool to identify if IDLC (If IDLC – See IDLC Flow) If IDLC, orders can be due dated with A.M. or P.M. appointments. (4 Hours Window) |
| Day 0 | CLEC reserves due date and time by accessing Scheduler reservation tool. |
| Day 0 | CLEC issues LSRs with negotiated due date. Good LSRs must be received by 3:00p.m. business day 2 |
| Day 1 | SBC LSC receives CLEC LSR's and mechanized FOC are sent back to the CLEC within 5 business hours if received mechanically and 24 business hours if received manually. |
| DD minus 3 | SBC scheduler load levels and SBC's mechanized Services Orders are generated with the negotiated due date. |
| DD minus 3 | SBC's mechanized systems will do internal validation for continued flow through order processing. Reuse Validation Service Order Accuracy Send ticket to C.O. Perform ANI testing as required |
| DD minus 2 | SBC pre-cut work is performed DD-2 the SBC pre-cut work is performed Travel to unmanned C.O. as require Place cross connects on frame Dial Tone and ANI continuity testing If dial tone or ANI problems see (Jeopardy Process Flow) |
| DD minus 2 | DD-2 CLEC is able to view all recognized CHC orders on the CLEC Provisioning Website (PWS). |

Batch Hot Cut Process



| Day | BULK DESCRIPTION |
|----------|---|
| Due Date | On Due Date CLEC contacts SBC to begin cut. LOC contacts LFO-In to begin lift and lay of Jumpers. (At this time NPAC activity can be processed by CLEC) |
| DD | LFO-In technician processes Lift and Lay of jumpers. •Dial Tone and continuity ANI testing performed |
| DD | If TRAP & TRAC is used CLEC will be able to validate completion without phone call. •PWS is also updated with real time completion status |
| DD | SBC LOC contact CLEC each hour to advise completion if not using TRAP & TRAC or PWS. |
| DD | TRAP & TRAC provides real time completion see (3.3) |
| DD | Orders completed by LSC (mechanized) • E-911 unlocked •LIDB data automatically performed •CNAM data automatically performed |
| DD | CLEC NPAC can be completed at this time or could have been performed at beginning of cut. |
| NOTE: | Order information can be accessed through CLEC Online (https://clec.sbc.com/) under CLEC Specific Reports (must log on with appropriate access name and password which can be obtained through the CLEC Account Manager), CLEC Provisioning Website. CLEC Provisioning Website User Names and passwords can be obtained from your LOC Service Manager. |

Incremental Hot Cut Demand



- ■Total Embedded UNE-P lines by state
- •Highest inward monthly UNE-P volumes
- ■Total Embedded UNE-L lines by state
- New customer acquisitions
 - Based on highest UNE-P inward
- Embedded Base Conversion
 - TRO transition timetable
 - Accelerated timetable
- State specific analysis attached

OSS Enhancements

Pre-Order
IDLC validation
Inquiry reservation

Ordering

Flow-thru

Batch Identification

Provisioning Website

Common Operational Process Issues

- IDLC
- Pre-cut Jeopardy
- Completion
- Throw-back

Proposed IDLC Process See CLEC utilizes tool Normal NPAC activity can be NO IDLCto verify IDLC Process performed when original CLEC Notified of completion call made to begin cut CLEC status: IDLC CLEC completes A) TRAP &TRAC NPAC when B) PWS CLEC reserves due 5 mechanized LSR (per EU address) . applicable. C) Call from LOC (not date and time via FOC sent applicable on FDT) Reservation Tool. Receives Batch ID. within 5 hrs electronically Service orders Order typed to SORD, ASON See LSC receives LSR. generated, FOC completion - E911. generated. FOC sent to CLEC (will reflect IDLC LSC Completion ((min 13 business LIDB. CNAM Process day DD) unlocked at this condition) time Grandfather NO UNE-P Receive and review MLAC Are order. Determines facilities facilities cannot be available? reused on UNE-L. Perform facility override CLEC notified of completion Perform validation steps: Receive call from status: Receive & screen order. Receive call **L**00 Field Tech to begin A) TRAP & TRAC Verify facilities. Verify dispatch Complete from Field cut . Call CLEC to B) PWS order. Tech begin cut. C) Call from LOC (not applicable on FDT) Perform ANI as required. Perform conversion: I/R Field Tech LFO-OUT Analyze order. Travel to dispatched to perform site. Install cross connect. work between 8-5 Conduct testing. Trouble Calls LOC to notify shot ca/pr. Identify dmarc. ready to begin cut Complete and close order. Notify LOC cut complete. PWS updated to show test results Complete order in YES on DD-2 Frame Work Station. Perform pre-cut work: Travel LFO-IN Dial tone to unmanned CO as with correct required. Receive & review See order. Place cross connect ANI?

Jeopardy

Process,

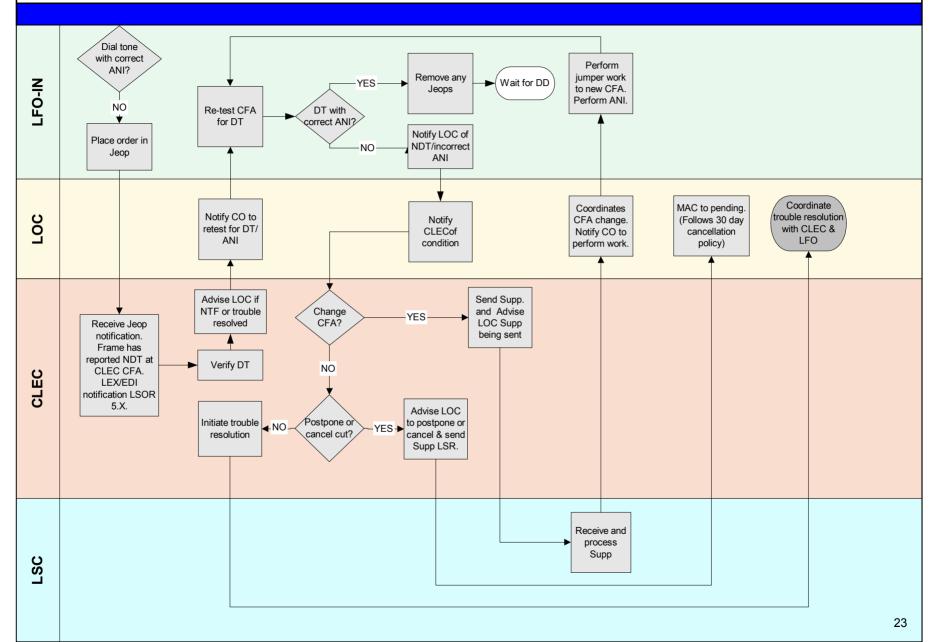
22

NO.

Perform DT/ANI as required.

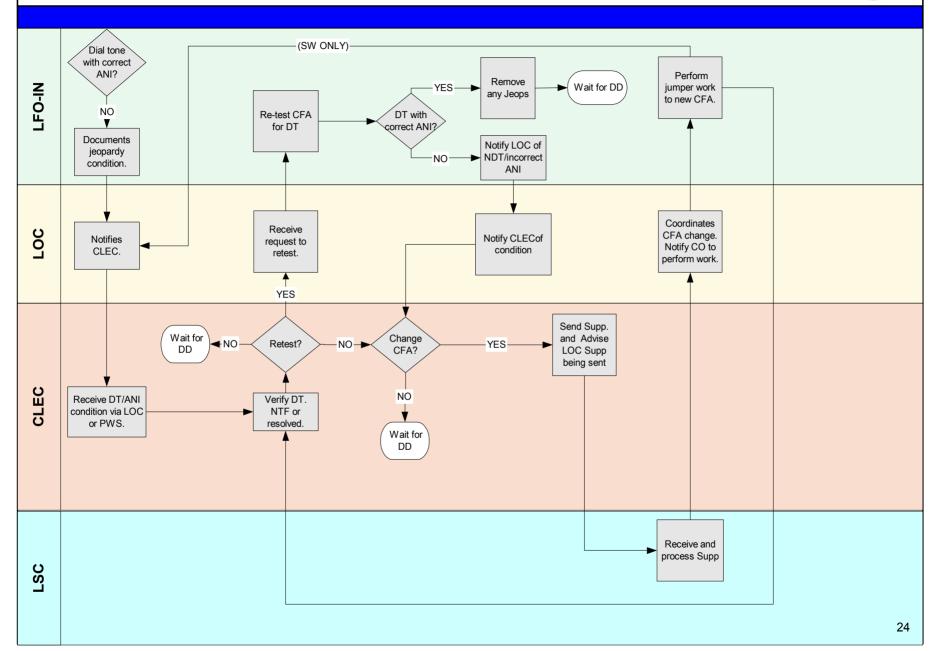
Pre-Cut Jeopardy Notification Process - CHC - SBC West





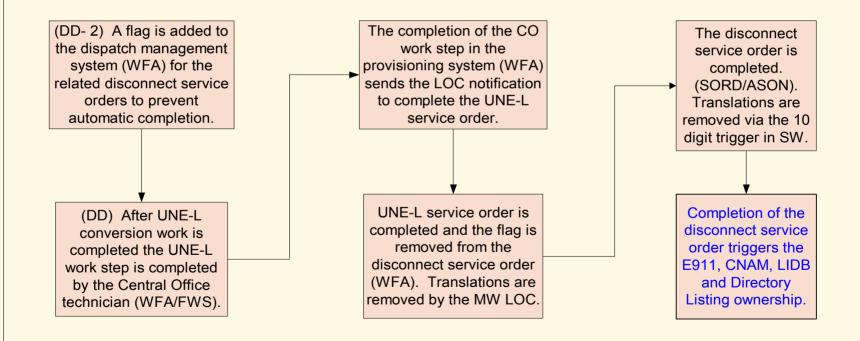
Pre-Cut Jeopardy Notification Process - CHC - SBC Midwest & Southwest







Completion Process for E911/CNAM/LIDB/Directory Listing



Batch Cut Process



COMPLETION PROCESS

SBC's provisioning systems trigger completion of the service order immediately after the technician notifies the LOC that the "lift and lay of the jumpers is complete. In the Midwest region, the downstream systems are updated in batch mode.

CLECs have the ability to activate NPAC, if the trap and trace option is used, immediately after the "lift and lay" is complete, which minimizes the duration the end user is unable to receive incoming calls.

Throwback Process (Loop with LNP) Contact LOC to Send LOA Service request restoral form Throwback up to Order NOand expedited CLEC 12 Noon on Open? LSR to LSC. DD+1. Issue Supp to cancel or change DD YES Place in Jeop status and Poc request Supp. Coordinate Notify CLEC Throwback process Throwlback begins upon CLEC request Throwback with internal complete depts. LFO-IN Upon receipt of call from Notify LOC Reverse lift LOC, throwback and lay buildback complete translations LSC Process Request

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Pricing



Enhanced Daily Rates

FDT Basic M-F 8A-5P CHC Basic M-F 8A-5P IDLC Basic M-F 8A-5P

Defined Batch Rates

FDT Basic M-F 8A-5P CHC Basic M-F 8A-5P FDT Expanded M-F 6A-8A CHC Expanded M-F 6A-8A, 5P-12A, Sat 8A-5P IDLC Basic M-F 8A-5P

Bulk Batch Rates

FDT Basic M-F 8A-5P CHC Basic M-F 8A-5P FDT Expanded M-F 6A-8A, 5P-12A, Sat 8A-12A CHC Expanded M-F 6A-8A, 5P-12A, Sat 8A-12A FDT Premium M-F 12A-6A Sat 12A-8A CHC Premium M-F 12A -6A Sat 12A-8A IDLC Basic M-F 8A-5P

Pricing



- Revised rate structure
- Per line rates that vary by process and time of day
- Actual rates to be provided in January 2004

Batch Cut Process

| | Enhanced Daily Process | Defined Batch Process | Bulk Project |
|---|------------------------|---|-----------------|
| Coordinated Hot Cut | Yes | Yes | Yes |
| Frame Due Time Hot Cut | Yes | Yes | Yes |
| Multiple End Users Multiple addresses Multiple orders / single wire ctr | Yes | Yes | Yes |
| New Acquisitions | Yes | Yes | Yes |
| Embedded Base Conversions | No | Yes | Yes |
| UNE-P to UNE-Loop w/LNP Resale to UNE-Loop w/LNP SBC Retail to UNE-Loop w/LNP | Yes | Yes | Yes |
| Pre-ordering Tools | Yes | Yes | Yes |
| IDLC | Yes | Yes | Yes |
| Loop Validation (non IDLC) Order flow through validation | Yes | Yes | Yes |
| Volume design* | Unlimited | 1-100/day/CLEC/CO *200 max per CO/day | 20 plus per day |

Batch Cut Process

| | Enhanced Daily Process | Defined Batch Process | Bulk Project |
|--|------------------------|---------------------------------|--------------|
| Timeframes | M-F (8AM to 5PM) | M-Sat (8AM to 5PM/Out of Hours) | Negotiated |
| LSR | Yes | Yes | Yes |
| CO Pre-work (Test for DT – Pre- Wire) | Yes | Yes | Yes |
| Pre-defined HC Rate | Yes | Yes | Yes |
| E/U Downtime | Minimal | Minimal | Minimal |
| Interval | Normal | 13 days (Max 20) | Negotiated |
| ANAC/Trap & Trace | Yes | Yes | Yes |

GLOSSARY OF TERMS



ANI Automatic Number Identification

ASR Access Service Request
CFA Carrier Facility Assignment

CHC Coordinated Hot Cut

CLEC Competitive Local Exchange Carrier

CO Central Office

DD Due Date DT Dial Tone

FDT Frame Due Time

FOC Firm Order Confirmation

FWS Frame Work Station

IDLC Integrated Digital Loop Carrier
ILEC Incumbent Local Exchange Carrier

LFO Local Field Operations

LFO-In Local Field Operations Inside (Frame)

LFO-Out Local Field Operations Outside

LOC Local Operations Center
LSC Local Service Center
LSR Local Service Request
MA Maintenance Assistance

MLAC Mechanized Loop Assignment Center

NDT No Dial Tone

PWS Provisioning Web Site SOC Service Order Completion

SUPP Supplemental Order

| <u>Version</u> | <u>Date</u> | <u>Reason</u> |
|------------------|-------------------|--|
| Final 1.0 | December 15, 2003 | Final Release |
| 1.1 | December 19, 2003 | Updated Release |
| 1.2 | January 9, 2004 | Removed "option" to reserve due date and time from Enhanced Daily Process (page 6). Reservation is required. |
| 1.3 | January 30, 2004 | Revised number for volume design for Bulk process from 101 to 20+ lines. |
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| Document Control | | 33 |