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BEFORE THE ARIZONA CORPORATION COMMISSION RECEIVED

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IN THE MATTER OF U S WEST
COMMUNICATIONS, INC.'S
COMPLIANCE WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF 1996

Docket No. T-00000A-97-0238

AT&T'S SUPPLEMENTAL COMMENTS AND SECOND SET OF QUESTIONS
ON THE RELATIONSHIP MANAGEMENT EVALUATION

AT&T Communications of the Mountain States, Inc. and TCG Phoenix
(collectively "AT&T"), hereby file their Supplemental Comments and Second Set of
Questions on the Relationship Management Evaluation, attached hereto as Attachments
A, B, C, and D respectively.

Respectfully submitted this 17th day of September 2001.

AT&T COMMUNICATIONS
OF THE MOUNTAIN STATES, INC.,
AND TCG PHOENIX

Arizona Corporation Commission
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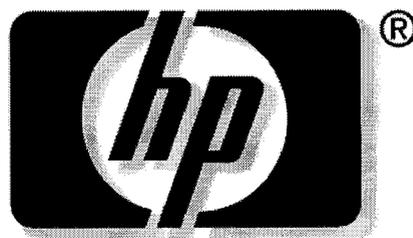
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IMA-GUI Interface Report

For 271 Test Generator

Arizona Corporation Commission



i n v e n t

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IMA-GUI Interface Report

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Ver. No.	Ver. Date	Revised By	Description
1.0	04/17/01	Jerry Schumm, Steve Quarles	DRAFT VERSION - First External Release
2.0	05/16/01	Jerry Schumm, Steve Quarles	DRAFT VERSION - Updated per comments from the ACC, added review of the IMA User Documentation 7.0, and the upgrade issues for 6.0 to 7.0.
3.0	07/16/01	Jerry Schumm, Steve Quarles, Brian Steckman	FINAL VERSION - Updated per additional comments from the ACC. Includes additional information on the IMA-GUI 7.0 upgrade and a review of the 7.0 Release Notes.

Proprietary Notice

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Table of Contents

1.0 INTRODUCTION.....	4
1.1 BACKGROUND.....	4
1.2 PURPOSE OF DOCUMENT	4
1.3 SCOPE	4
1.4 AUDIENCE	4
1.5 DOCUMENT STRUCTURE	4
2.0 CONNECTIVITY OVERVIEW.....	5
2.1 DIAL-UP CONNECTION	5
2.2 DIRECT CONNECT.....	5
2.3 CONNECTIVITY ISSUES UNCOVERED	6
3.0 IMA 6.0 TO 7.0 UPGRADE OVERVIEW.....	6
4.0 TEST APPROACH.....	10
4.1 OVERVIEW OF THE TEST APPROACH	10
4.2 TEST PLAN	11
4.2.1 <i>Password and User ID Review</i>	11
4.2.1.1 Definition	11
4.2.1.2 Entrance Criteria	11
4.2.1.3 Process	11
4.2.1.4 Exit Criteria.....	11
4.2.2 <i>Hardware Set-Up Review</i>	12
4.2.2.1 Definition	12
4.2.2.2 Entrance Criteria	12
4.2.2.3 Process	12
4.2.2.4 Exit Criteria.....	12
4.2.3 <i>Perform Software/Application Availability Review</i>	12
4.2.3.1 Definition	12
4.2.3.2 Entrance Criteria	12
4.2.3.3 Process	12
4.2.3.4 Exit Criteria.....	13
4.2.4 <i>Perform IMA Pre-order Review</i>	13
4.2.4.1 Definition	13
4.2.4.2 Entrance Criteria	13
4.2.4.3 Process	13
4.2.4.4 Exit Criteria.....	13
4.2.5 <i>Perform IMA Order Review</i>	14
4.2.5.1 Definition	14
4.2.5.2 Entrance Criteria	14
4.2.5.3 Process	14
4.2.5.4 Exit Criteria.....	14
4.3 TEST SUMMARY	14
4.3.1 <i>Overview of the Results</i>	14
4.4 TESTING ISSUES UNCOVERED	14
5.0 DOCUMENTATION REVIEW.....	16
5.1 IMA USER'S GUIDE, REFERENCE GUIDE AND CONNECTIVITY GUIDE 7.0	16
5.2 IMA USER'S GUIDE 6.0.....	16
5.3 IMA USER'S GUIDE 5.01.....	17
5.4 IMA USER'S GUIDE 4.2.....	17



1.0 Introduction

1.1 Background

As part of Qwest's application to provide InterLATA service under Section 271 of the Federal Telecommunications Act of 1996, Hewlett-Packard Consulting (HPC) is conducting a review of Qwest's Operational Support Systems (OSS). The Interconnect Mediated Access – Graphical User Interface (IMA-GUI) Report is part of HPC's assessment to validate Qwest's ability to provide Competitive Local Exchange Carriers (CLECs) with non-discriminatory access to its OSS.

1.2 Purpose of Document

This document is part of the Interface Analysis Document described in Section 7.1.7, page 14 of HPC's Statement of Work (SOW), Revision 1.1, dated May 4, 2000. As described in the SOW, the Interface Analysis Document *will provide an analysis of the U S West interfaces, including the ease or difficulty of building, modifying and connecting to U S WEST via this protocol.*"

1.3 Scope

This document covers dial-up and direct connect access to Qwest's IMA-GUI, procedures for testing those accesses and a review of the IMA-GUI documentation. The IMA-GUI documentation review covers releases 7.0, 6.0, 5.01 and 4.2.

1.4 Audience

The intended audience for this document is those parties that are familiar with the ACC MTP, the Test, and its progress recorded in Test Advisory Group (TAG) meetings since the start of the project. It is intended for the ACC, the Test Administrator (TA) Cap Gemini Ernst & Young, the CLEC members of the TAG, Qwest, the Federal Communications Commission (FCC) and the Department of Justice (DOJ).

1.5 Document Structure

The table listed below provides a description of how this document is organized and what content is contained within each section.

Section	Title	Document Description
Section 1.0	Introduction	The background of the project, the scope and purpose of the document and its intended audience.
Section 2.0	Connectivity Overview	Overviews of the dial-up and direct connect access along with issues uncovered while implementing those accesses.
Section 3.0	IMA 6.0 to 7.0 Upgrade Overview	Overview of the IMA 6.0 to 7.0 upgrade.
Section 4.0	Test Approach	Procedures used to test each of the connection interfaces.
Section 5.0	Documentation Review	A summary of HPC 's reviews of U S West/Qwest's IMA User Documentation (versions 7.0, 6.0, 5.01 and 4.2).
Appendix A	Project Schedule	Detailed Project Schedule.
Appendix B	Password and User ID Inventory Checklist	HPC developed form used to verify all passwords and IDs are available.
Appendix C	Software/Application Availability Checklist	HPC developed form used to verify software/application availability.

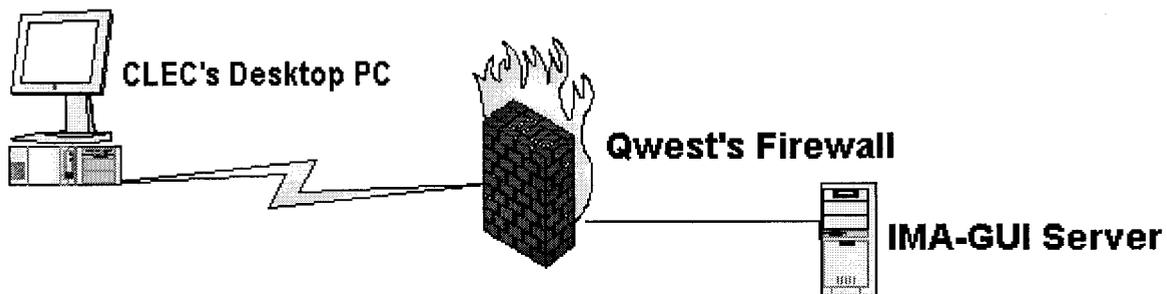
Section	Title	Document Description
Appendix D	Equipment Inventory Checklist	HPC developed form used to verify all workstation equipment is available.
Appendix E	IMA Connectivity Checklist	HPC developed form used to verify steps relating to IMA connectivity.
Appendix F	IMA User's Guide, Reference Guide and Connectivity Guide 7.0 - Documentation Review	Detail of the review of the IMA User's Guide, Reference Guide and Connectivity Guide 7.0.
Appendix G	IMA User's Guide 6.0 - Documentation Review	Detail of the review of the IMA User's Guide 6.0.
Appendix H	IMA User's Guide 5.01 - Documentation Review	Detail of the review of the IMA User's Guide 5.01.
Appendix I	IMA User's Guide 4.2 - Documentation Review	Detail of the review of the IMA User's Guide 4.2.

2.0 Connectivity Overview

Currently the IMA-GUI application must be accessed by one of two connection methods: dial-up or direct connect. The application itself is Web-based and requires a Netscape browser to run. The two connections are very common, and the configuration of the software on the PCs is standard for both methods. Prior to using the dial-up method, SecurID Cards were ordered through the Account Manager. Prior to using the direct connection method, the network addresses for each of the PCs were forwarded to Qwest for entry into a firewall access table.

2.1 Dial-Up Connection

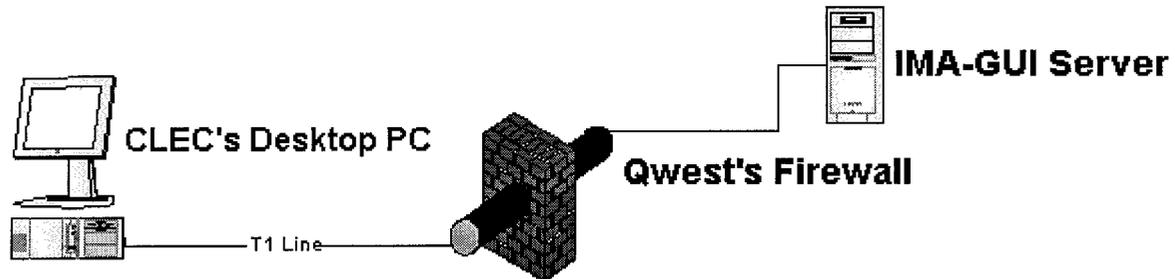
Dial-Up connection requires a modem, a phone line, a SecurID card, a User Logon, Netscape Navigator 3.01 or newer software (Netscape Communicator 4.08 or newer software could be used instead) and the Sun Microsystems JAVA Plug-in 1.2.2. This method for connection is slow and cumbersome. It is slow because the connection speeds are consistently around 26.4 KBPS, which could be due to the line quality or the modem speed on Qwest's end. It is cumbersome because there are two logins: one to authenticate at Qwest's Firewall and one to login to the IMA-GUI application.



2.2 Direct Connect

Direct Connect access requires that a dedicated line be installed connecting the CLEC and Qwest networks, a User Logon, Netscape Navigator 3.01 or newer software (Netscape Communicator 4.08 or newer software could be used instead) and the Sun Microsystems JAVA Plug-in 1.2.2. During the configuration of this connection, information is forwarded that is used to allow access through Qwest's Firewall directly to the IMA-GUI application leaving only one required login. This connection method is

much faster and more reliable. This circuit was installed and configured to pass data at T1 speeds, which are around one megabit per second verses the dial-up running around 26 kilobits per second. The T1 circuit has been stable during almost nine months of testing, with no reported outages.



2.3 Connectivity Issues Uncovered

- The dial-up method using the SecurID Card (mentioned previously in section 2.1) was outdated and cumbersome. Qwest addressed this issue by changing to a digital certificate instead of a SecurID Card. A small CLEC could still use the inexpensive dial-up access, but now with the benefit of not requiring the additional login to authenticate.
- The SecurID passcode was not accepted when trying the dial-up method for connection. It was due to the card not being used within 30 days after receipt. The cards were reactivated after contacting Qwest's Help Desk.
- The IMA-GUI pre-order screens appeared to freeze or lock-up. The Help Desk was eventually able to determine that HPC was not clearing temporary files. These files were created by the IMA-GUI application during each session and eventually they affected the performance of the application. The documentation made no reference to this condition. These temporary files are not useful after a session is completed. HPC created a script that executed daily to delete these temporary files.

3.0 IMA 6.0 to 7.0 Upgrade Overview

3.1 Installation Issues

HPC closely followed the Qwest IMA 7.0 Connection Guide when upgrading the IMA-GUI from version 6.0 to 7.0. The Qwest documentation seemed to assume that the IMA-GUI was being installed on computers with no previous IMA-GUI installation. When attempting to install the 7.0 IMA-GUI on computers with 6.0 already installed, it was discovered that there were installation steps that were not included in the Connection Guide. [AT&T Comment: IWO is required.] In order to get consistent access to the Qwest IMA server it was necessary to completely uninstall previous versions of Netscape 4.71 and Sun Microsystem's Java Developer's Kit 1.2.2 and then do a fresh installation of the software. [AT&T Comment: IWO is required.] Additional detail on Qwest's IMA 7.0 documentation can be found in Appendix F of this report.

3.2 Qwest's Communication on the IMA 7.0 Release

HPC was made aware of the IMA 7.0 release through various Qwest communications including:

- Release calendar published on Qwest's Web site. This schedule provides dates for:
 - Baseline Candidates with Descriptions
 - Draft Developer Worksheets



- Disclosure Documents
- Release Notes
- Target Release Deployment
- Notice of the release on the IMA flash message pages.
- Direct messages sent through the Qwest IT Wholesale Systems Communications Manager
- Qwest Technical Publications

3.3 Review of IMA 7.0 Release Notes

Complete detail of the review of the IMA 7.0 Release Notes can be found in Appendix F of this report.

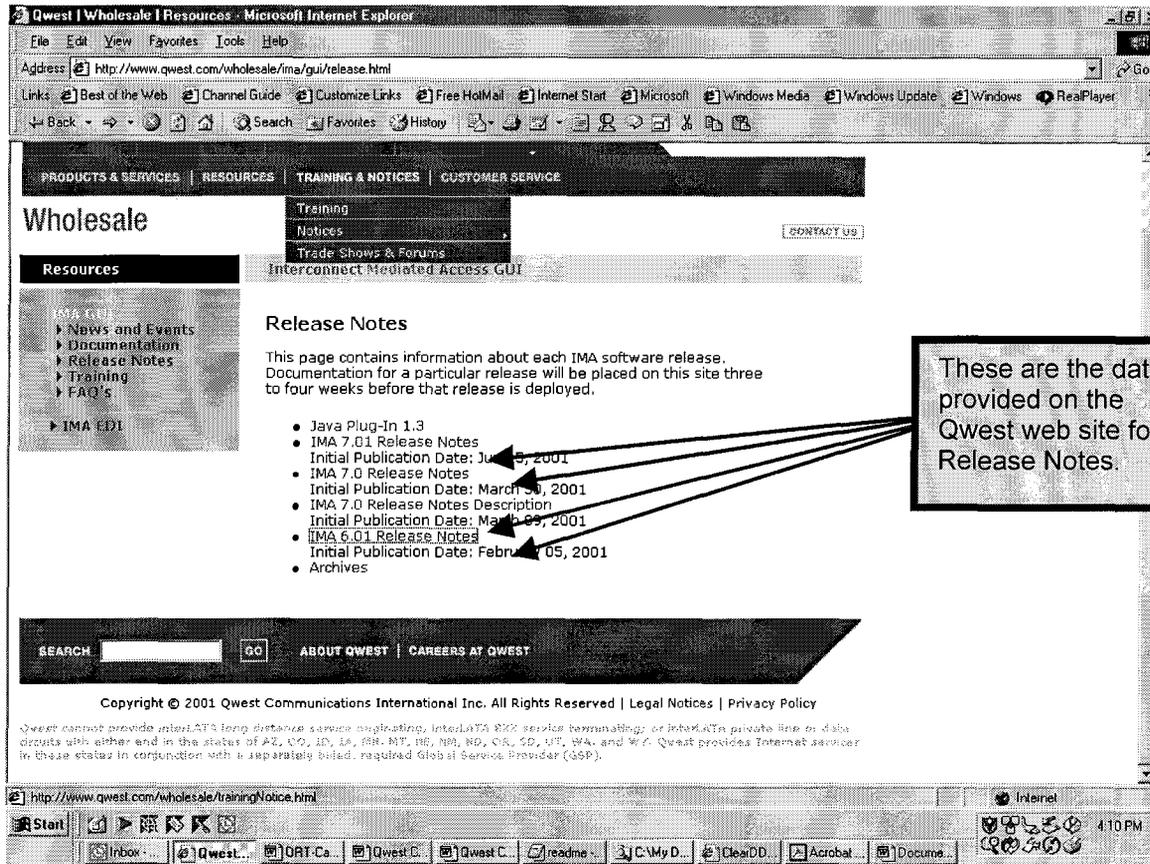
3.3.1 Scope of Review

The Psuedo-CLEC's comments on the Release Notes document are based solely on the information provided from Qwest. Since no historical data was reviewed, some comments may not be relevant. For example, since there was no stated purpose included in the Release Notes document, the comments regarding the lack of instructions, drop-down values and background information may not be relevant if the sole purpose of the Release Notes is only to provide examples of screen changes.

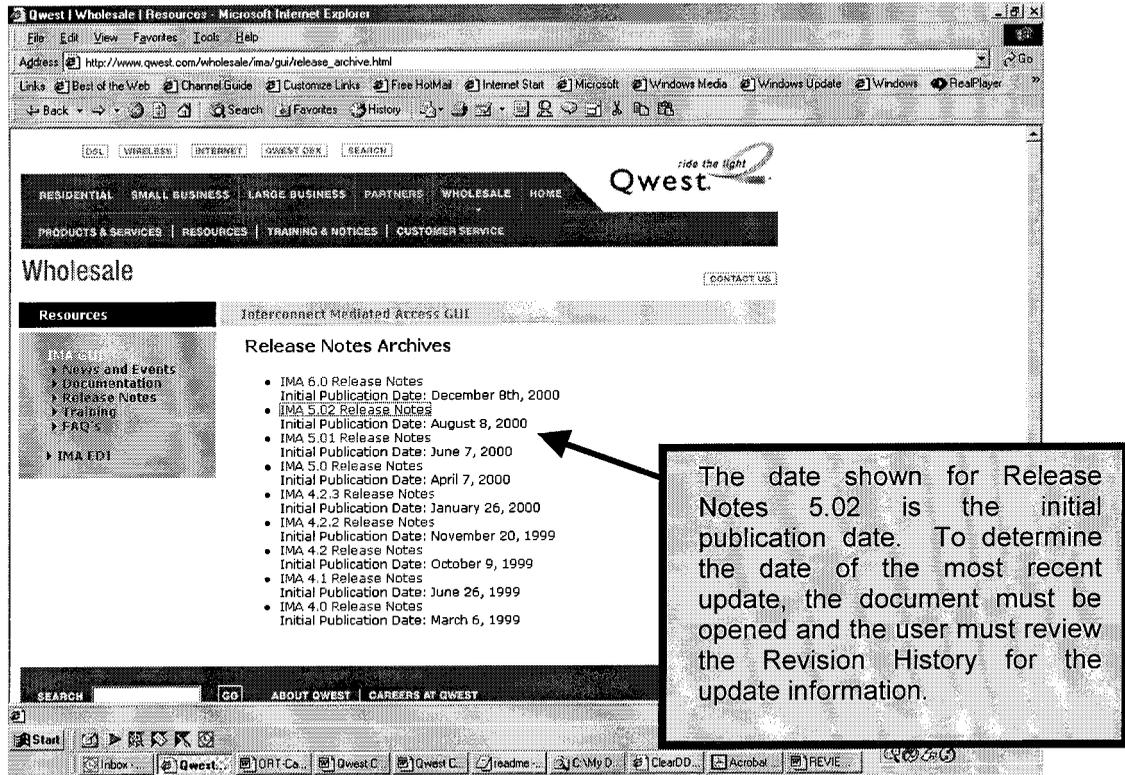
3.3.2 Document Review

The Release Notes document was retrieved from the Qwest web site at (<http://www.qwest.com/wholesale/ima/gui/release.html>). A copy of a screen for this URL is displayed below.

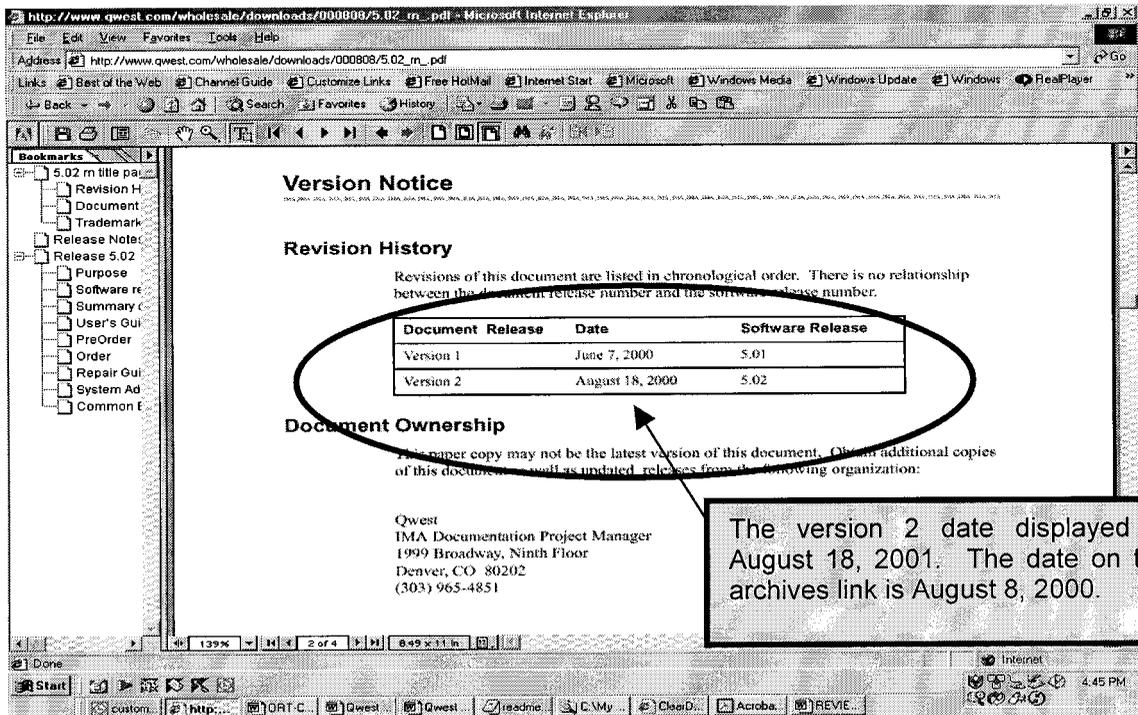
Qwest states in the Release Notes document (Version Notice, page ii, paragraph – Document Ownership) “This paper copy may not be the latest version of this document. Obtain additional copies of this document as well as updated releases from the following organization:” however on the Qwest web site, only the initial release dates of those documents are provided. This leads us to believe that there have been no changes to the Release Notes or that the latest documents are not available online.



HPC also reviewed the Archives link on this web page and found the initial issue shown for each document. CLECs have to open the release notes document to determine the latest version of the document that is available. Examples can be found on the following screen shots.



For release 5.02, the Initial Publication date is shown as August 8, 2000. The version date in the PDF file is shown as August 18, 2000.





3.3.3 Observations and Recommendations

- The dates on the web page and the document dates should match.
- The date of the most recent update should be displayed on the web page rather than the initial publication date when an update is available. [AT&T Comment: The observations/recommendations indicate a shortcoming that HPC believes should be remedied. The appropriate method is an IWO.]

3.4 New Release Training

The Psuedo-CLEC attended a number of the Qwest "training classes" for new releases. The Release Notes document should be available when those classes are conducted. The Psuedo-CLECs experience was that the handouts provided in the class were of poor quality and many screen changes were not provided at all. [AT&T Comment: IWO is required.]

3.5 Change Management Process

The Co-Provider Industry Change Management Process (CICMP) provides a mechanism for a CLEC to provide recommendations for changes in future IMA releases. Any changes that need to be made prior to the next major release are released in "dot" releases (e.g. 7.01). The "dot" releases are interim releases used to correct issues found in a major release and/or to implement changes in functionality that require less development effort.

4.0 Test Approach

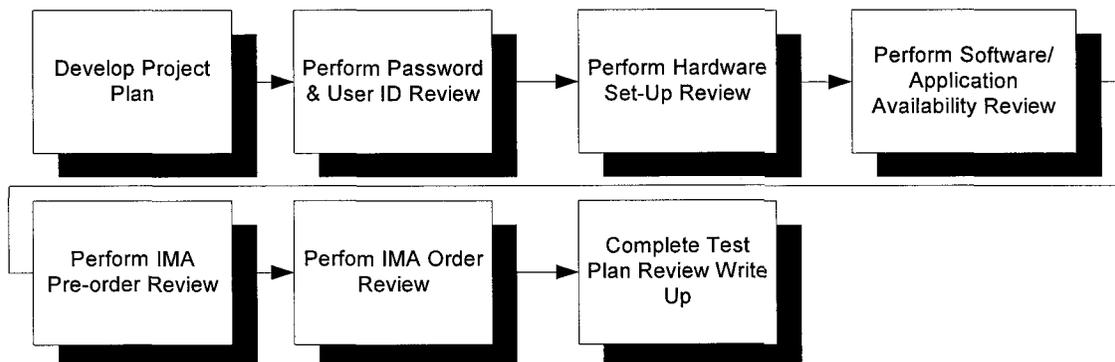
4.1 Overview of the Test Approach

The test approach used for conducting the IMA testing environment is based on the connectivity process methodology outlined in Qwest's IMA User's Guide. The assessment is comprised of four primary efforts:

1. Passwords and IDs
2. Hardware Setup and Supply Availability
3. Software Availability
4. IMA Application Testing

HPC worked independently of Qwest in conducting the actual connectivity test, however, Qwest was contacted whenever issues were encountered that were not previously documented. All process methodology tools such as checklists, templates and logs were developed by HPC.

Test Approach Process Flow





4.2 Test Plan

4.2.1 Password and User ID Review

4.2.1.1 Definition

Once the Customer Service Center (CSC) was declared ready for operational testing, the CSC staff conducted several reviews prior to the actual IMA Interoperability Test. The first check was to ensure all necessary passwords and user IDs were requested and were available for the CSC.

4.2.1.2 Entrance Criteria

Before beginning the Password and User ID Review, the following steps were completed:

- All HPC internal passwords and IDs were requested
- All internal passwords and IDs were assigned to testers
- System administration password and ID was requested from Qwest
- System administration password and ID was received from Qwest and used to create all other IDs and passwords

4.2.1.3 Process

The following steps occurred during the Password and User ID Review:

- The Password and User ID Inventory Checklist (Appendix B) was used to verify that all passwords and IDs were available
- A test was made to ensure that each password and user ID was operational using the Password and User ID Inventory Checklist
- The following applications, systems and accesses were verified:
 - NT Password
 - PC Jacks
 - IP Address
 - HPC E-mail
 - HPC Voice Mail
 - SecurID Card
 - IMA ID and Password
 - IMA User Profile
 - CSC Access Card
 - eRoom ID and Password
 - ClearDDTS
 - Form Tool
 - Digital Scanner ID and Passwords
 - Server User Folders
 - Public Folder Access
 - Picture IDs

4.2.1.4 Exit Criteria

To successfully complete the Password and User ID Review, the following items were verified as true:

- All passwords and user IDs were certified to be accurate and assigned to the appropriate tester
- All passwords and user IDs were certified that they could be used to access the required applications and systems



4.2.2 Hardware Set-Up Review

4.2.2.1 Definition

After the CSC completed the Password and User ID Review, the staff conducted the Hardware Set-Up Review. This review consisted of ensuring all necessary hardware and supplies required to operate in a production environment were available in the CSC.

4.2.2.2 Entrance Criteria

Before beginning the Hardware Set-Up Review, the following steps were completed:

- All ordered PC equipment was received
- All PC equipment was set up according to the CSC Office layout
- All PC equipment was configured using NT Passwords and IDs provided in the Password and IDs Review

4.2.2.3 Process

The following steps occurred during the Hardware Set-Up Review:

- The Equipment Inventory Checklist (Appendix D) was used to verify all workstation equipment was available
- A test of each workstation was completed to ensure that all equipment was operational using the Equipment Inventory Checklist
- All NT passwords and IDs were verified to ensure correct installation

4.2.2.4 Exit Criteria

To successfully complete the Hardware Set-Up Review the following items were verified as true:

- All workstation equipment was certified to be available
- All workstation equipment was certified to be operational
- All workstations were certified that they could be accessed using the pre-assigned network IDs and passwords

4.2.3 Perform Software/Application Availability Review

4.2.3.1 Definition

Once the CSC Hardware Set-Up Review was completed, the staff conducted the Software/Application Availability Review. The purpose of this review was to ensure that all software applications required by the CSC personnel to perform the day-to-day activities of a Pseudo-CLEC were installed and were operational. This review also included a review of basic IMA functions that supported order submittal.

4.2.3.2 Entrance Criteria

Before performing the Software/Application Availability Review, the following steps were completed:

- All workstation equipment was available
- All workstation equipment was operational
- All workstations could be accessed using the pre-assigned network IDs and passwords

4.2.3.3 Process

The following steps occurred during the Software/Application Availability Review:

- Verified that the each software/application was installed on each PC (see Software/Application Availability Checklist, Appendix C)
- Verified that the correct versions of all PC software and applications had been installed
- Verified all PC software icons had been set up according to the CSC Office requirements
- Verified all PC software/applications were operational



4.2.3.4 Exit Criteria

To successfully complete the Software/Application Availability Review, the following items were verified to be true:

- All software/applications installations were certified on each PC
- The correct versions for all PC software and applications were certified
- All PC software icons were verified to have been set up according to the CSC requirements
- All PC software/applications were certified operational

4.2.4 Perform IMA Pre-order Review

4.2.4.1 Definition

The next step in this test was to conduct the IMA Pre-order Review. The purpose of this review was to determine if the CSC personnel could perform the documented pre-order functions. These transactions were required in the day-to-day activities. This review also included a basic review of the IMA functions that support order submittal. A more thorough discussion of IMA is covered in Section 3.2.5 of this document.

4.2.4.2 Entrance Criteria

Before beginning the IMA Pre-order Review, the following steps were completed:

- All Passwords and User IDs were certified that they could be used to access the required applications and systems
- All workstation equipment were certified to be available and operational
- All workstations were certified that they could be accessed using the pre-assigned Network IDs and Passwords
- All PC software/applications were certified operational

4.2.4.3 Process

The following steps occurred during the IMA Pre-order Review:

- Verified that the IMA User Profile was established correctly for each tester (see IMA Connectivity Checklist, Appendix E)
- Verified that HPC Billing Account Information was established correctly
- Verified that the following pre-order transactions could be processed in IMA according to the IMA User Guide 4.2 documentation
 - Address Validation
 - Customer Service Record Request
 - Telephone Number Availability and Reservation Requests
 - Appointment Availability and Selection Requests
 - Service Availability Request

4.2.4.4 Exit Criteria

To successfully complete the IMA Pre-order Review, the following items were verified to be true:

- IMA User Profiles were certified as established correctly for each tester
- HPC Billing Account Information was certified as being established correctly
- IMA pre-order transactions could be processed in IMA and certified as functional according to the IMA User Guide 4.2.



4.2.5 Perform IMA Order Review

4.2.5.1 Definition

The next step in this test was to conduct the IMA Order Review. The purpose of this review was to determine if the CSC personnel could perform the documented order functions. These transactions were required in the day-to-day activities. This review was conducted by issuing the orders required by the TA for its pre-test staging requirements.

4.2.5.2 Entrance Criteria

Before beginning the IMA Order Review, the following steps were completed:

- All Passwords and User IDs were certified that they could be used to access the required applications and systems
- All workstation equipment was certified to be available and operational
- All workstations were certified that they could be accessed using the pre-assigned network IDs and passwords
- All PC software/applications were certified operational
- IMA pre-order transactions could be processed in IMA and certified as functional according to the IMA User Guide 4.2.

4.2.5.3 Process

The following occurred during the IMA Order Review:

- HPC verified that the following order transactions could be processed in IMA according to the IMA User Guide 4.2 documentation and information provided on other Qwest Co-Provider Web sites.
 - New Installations
 - POTS conversions (as is and as specified)
 - Design Service conversions (as is and as specified)

4.2.5.4 Exit Criteria

To successfully complete the IMA Order Review, the following items were verified to be true:

- Certified that new installations could be performed according to Qwest documentation
- Certified that POTS conversions (as is and as specified) could be performed according to Qwest documentation
- Certified that Design Service conversions (as is and as specified) could be performed according to Qwest documentation
- All staging orders were certified as successfully completed

4.3 Test Summary

4.3.1 Overview of the Results

HPC was able to perform most pre-order test cases successfully. HPC order review issues centered on what was not adequately covered and/or not thoroughly addressed in Qwest documentation. HPC findings, deviations and comments are provided in the following section.

4.4 Testing Issues Uncovered

- Qwest's online LSR training was not accurate and did not contain thorough exhibits required by a CLEC to issue orders in IMA. The online LSR training did not provide the dates of the last update to the training. [AT&T Comment: IWO is required.]



IMA-GUI Interface Report

- The content contained in the Qwest supplemental order documentation was insufficient to allow a new CLEC to issue supplemental orders to submit the appropriate LSR (e.g. add, change or remove features, change due dates and cancel orders). [AT&T Comment: IWO is required.]
- Accessing Qwest address data was cumbersome and inconsistent. [AT&T Comment: IWO is required.] Qwest had three regions, each of which had different addressing standards. Arizona was located in the Qwest Central Region. There were guidelines implemented each of which seemed to have had as many exceptions as rules.
 - For example, Qwest stated that street names should be spelled in full, however, Highways are exceptions that must be spelled *HWY*. [AT&T Comment: IWO is required.]
 - Qwest had inconsistent rules for the spelling of thoroughfare designations. For example, *Road* was abbreviated as *RD*, *Drive* was to be spelled *DR*, *Court* was spelled *CT*. However, *Street* was not to be abbreviated if not included with numbered street names [AT&T Comment: IWO is required.]
 - Numeric street names included suffixes in the Central and Eastern regions but not in the Western region. (e.g., *sixty first street* should be entered as *61* in the Central and Eastern regions but in the Western it was to be entered as *61st*) [AT&T Comment: IWO is required.]
- Some streets could be accessed by street number, street name, city, state and zip, but not by street number, street name, city, state and CALA. [AT&T Comment: IWO is required.]
- Qwest documentation on how to enter the ECCKT (Co-providers Circuit Identification) and PTKCON (Directional Configuration of PBX trunk) was vague. [AT&T Comment: IWO is required.]
- IMA did not allow a CLEC to do a record change, as it did not leave the form when Record Activity was selected. [AT&T Comment: IWO is required.]
- When an order was saved, closed and then opened again, changes could not be made to these fields: PON, REQ TYP & Activity. In the LSR form, changes could not be made to the DDD field (unless the CLEC performs another Appointment Schedule transaction). [AT&T Comment: IWO is required.]
- The LSR Status Inquiry did not show any dates or times for work done, errored or completed. [AT&T Comment: IWO is required.]
- When performing TN Availability, the SCATEG could not be changed after the TN List was displayed. [AT&T Comment: IWO is required.]
- The Address Validation transaction did not display a warning message to advise the CLEC when the Zip Code entered had been changed. IMA just displayed the corrected zip. [AT&T Comment: IWO is required.]
- APT / Suite / Lot numbers were not always loaded in IMA, although the CSR displayed this information. [AT&T Comment: IWO is required.]
- Qwest documentation was not specific as to where to find correct CLLI code information [AT&T Comment: IWO is required.]
- CLLI information contained on the ICONN database was not always correct. HPC entered information provided by the ICONN database and received errors that indicated the information was incorrect. [AT&T Comment: IWO is required.]
- When issuing DSL orders, HPC had to call Qwest to get a list of Internet Service Providers for each NPA and NXX. [AT&T Comment: IWO is required.]
- Qwest documentation on how to order dark fiber was minimal and very vague. [AT&T Comment: IWO is required.]
- Qwest documentation on how to issue Centrex 21 orders was vague and incomplete. [AT&T Comment: IWO is required.] The Qwest ISC and Help Desk were unfamiliar with the issuance of these orders. [AT&T Comment: IWO is required.] Specifically, HPC encountered difficulty trying to resolve the following:
 - Correct instructions on entering First and Second Location information on the LSR.
 - Qwest could not provide information on where to obtain and how to enter Common Block, End User, and CAT code data.



- Qwest documentation did not state that when issuing partial conversion LSRs the CLEC must leave three lines if the remaining was to continue to be a Centrex 21 account.
- There was no Qwest documentation to advise the CLEC how to advise Qwest what the new main account number should be when the existing main TN is converted.
- Qwest documentation was vague on situations involving new installation LSRs at locations where there is Qwest existing service. The Qwest ISC had advised HPC to enter a remark entry to explain that the new line was an additional line. HPC input the remarks and Qwest did not take the appropriate action. The Qwest ISC also advised HPC to float ADL after the line USOC to advise Qwest of the new installation so that Qwest would not disturb the existing Qwest customer line.

5.0 Documentation Review

HPC reviewed U S WEST/Qwest's IMA-GUI User Documentation versions 7.0, 6.0, 5.01 and 4.2 as found on the U S WEST/Qwest Web site at <http://www.qwest.com/wholesale/ima/gui/>. The following is a summary of the documentation reviews. The full reviews are found in Appendices F through I. The inspection and review criteria are included at the end of each appendix.

5.1 IMA Release Notes, User's Guide, Reference Guide and Connectivity Guide 7.0

Subject matter experts and technical writers conducted an extensive review of the IMA Release Notes, User's Guide, Reference Guide and Connectivity Guide 7.0. The 7.0 release of the IMA-GUI documentation was split into three separate manuals rather than a single User's Guide used in previous versions. Numerous defects were found in these documents, ranging from minor to serious in severity. Most defects came in the categories of correctness, clarity and spelling.

When HPC attempted to obtain the IMA User's Guide 7.0 from the Web, the Web site stated that the documentation was for version 6.0 when in actuality the downloadable PDFs were for version 7.0. [AT&T Comment: IWO is required.]

HPC found numerous defects relating to correctness. This included incorrect page numbers in the index, references to non-existent and inaccurate descriptions of fields, and incorrect screen shots. [AT&T Comment: IWO is required.]

With regard to clarity, many of the figures used throughout the document were nearly unreadable when the PDFs obtained from the Qwest Web site were printed. Additionally, there were a number of instances where the intended meaning of the text was unclear. [AT&T Comment: IWO is required.]

The numerous spelling errors appeared to be typographical errors that could have been corrected by the use of a standard spell checker program and/or more thorough proofreading. [AT&T Comment: IWO is required.]

Complete detail of the review of the IMA User's Guide 7.0 can be found in Appendix F of this report.

5.2 IMA User's Guide 6.0

Subject matter experts and technical writers conducted an extensive review of the IMA User's Guide 6.0. Numerous defects were found in the document, ranging from minor to serious in severity. Most defects came in the categories of consistency, clarity and spelling.

There were numerous defects in consistency when comparing the document text to the figures. [AT&T Comment: IWO is required.] There were many instances where the descriptive text did not match the visual image to which it was referring. [AT&T Comment: IWO is required.] Additionally, document formatting including the use of fonts, spacing and indentation seemed to lack standardization. [AT&T Comment: IWO is required.]



With regard to clarity, the figures throughout the document were unreadable both in electronic and printed versions. [AT&T Comment: IWO is required.] Many of the references to figures contained in the document were incomplete, making it difficult to identify those references. [AT&T Comment: IWO is required.]

Most of the spelling errors appeared to be typographical errors that could have been corrected by the use of a standard spell checker program. v

Complete detail of the review of the IMA User's Guide 6.0 can be found in Appendix G of this report.

5.3 IMA User's Guide 5.01

Subject matter experts and technical writers conducted an extensive review of the IMA User's Guide 5.01. Numerous defects were found in the document, ranging from minor to serious in severity. Most defects came in the categories of consistency, clarity and spelling.

Several figure descriptions were inconsistent with the image to which they were referring. Figure description formats were also inconsistent. [AT&T Comment: IWO is required.] Often the window name in the image title bar was not correctly reflected in the figure description. In addition, fonts, spacing and indentation were not standard throughout the document. [AT&T Comment: IWO is required.]

The images throughout the document were unreadable both in electronic and printed versions. [AT&T Comment: IWO is required.] Many references to previous pages or images in the document were incorrect, making it impossible to identify those references. [AT&T Comment: IWO is required.]

Most of the spelling errors appeared to be typographical errors that could have been corrected by the use of a standard spell checker program. [AT&T Comment: IWO is required.]

Complete detail of the review of the IMA User's Guide 5.01 can be found in Appendix H of this report.

5.4 IMA User's Guide 4.2

Subject matter experts and technical writers conducted an extensive review of the IMA User's Guide 4.2. Numerous defects were found in the document, ranging from minor to serious in severity. Most defects came in the categories of consistency, correctness and spelling.

There were numerous defects in consistency, specifically relating to formatting and word use.

The defects in correctness included incorrect page numbering, and incomplete references to software standards. [AT&T Comment: IWO is required.]

Most of the spelling errors appeared to be typographical errors that should have been corrected by the use of a standard spell checker program. [AT&T Comment: IWO is required.]

Complete detail of the review of the IMA User's Guide 4.2 can be found in Appendix I of this report.

Appendix F

IMA User Documentation 7.0 - Documentation Review

to IMA-GUI Interface Report



Release Date: 07/16/01
Final Version



IMA User Documentation 7.0 – Documentation Reviews

Appendix F

Document Information

Project Name:	271 Test Generator	Document Version No:	2.0
Project Manager:	Jim O'Connell	Document Version Date:	07/16/01
Prepared By:	Robert Halle/Brian Steckman		

Distribution List

To:
Arizona Corporation Commission

Version History

Ver. No.	Ver. Date	Revised By	Description
1.0	05/16/01	Robert Halle/ Brian Steckman	First external release of IMA 7.0 Documentation Review – Draft Version
2.0	07/16/01	Steve Quarles/ Brian Steckman	Includes addition of 7.0 Release Notes review – Final Version

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Appendix F

IMA User Documentation 7.0 – Documentation Review

1.0 IMA Release Notes

1.1 IMA Release Notes – Chapter One

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Release Notes – Chapter One	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Reviewed By
06-29-01	Steve Quarles	Steve Quarles
Inspection Rule	Defect Location	Description of Defect
		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Reviewed By
06-29-01	Steve Quarles	Steve Quarles
Review Rule	Defect Location	Description of Defect
		No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

Completeness	p. 2-3	3	1	<p>The Appointment Scheduling > Calendar Tab > Confirmation subtab window exhibit, Figure 2.3, has no description of the change made. The words "To select a different appointment, use the 'Reservation' tab is circled but there is no explanation to explain why. [AT&T Comment: IWO is Required.]</p>
Completeness	p. 2-3	3	1	<p>The CSR English USOC Description information says that a new drop down list is available in this release, however, the document does not provide the new drop down list values (blank and Yes). The document does not give any description of the function for the drop down selection of Yes. [AT&T Comment: IWO is Required.]</p>
Clarity	p. 2-4	3	1+	<p>Description appears on the same page as the Appointment Selection screen rather than the Retrieve Full CSR Wizard screen. This type of documentation occurs throughout the document and makes the document difficult to use. [AT&T Comment: IWO is Required.]</p>
Completeness	pp. 2-7 through 2-20	3	4	<p>Addresses changes to the address fields to add the following fields:</p> <ul style="list-style-type: none"> • SAPR – Street Address House Prefix • SASD – Street Address Street Directional • SATH – Street Address Thoroughfare • SASS – Street Address Street Suffix <p>The document does not provide any instructions to the users regarding the information that should be placed in the above listed fields. [AT&T Comment: IWO is Required.]</p>
Clarity	pp. 2-7 through 2-20	3	1	<p>The screens sometimes appear one on a page and then on others there are two on a page. There appears to be enough room to allow for two screens to be placed on each page. [AT&T Comment: IWO is Required.]</p>



Appendix F IMA User Documentation 7.0 – Documentation Review

1.3 IMA Release Notes – Chapter Three

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Three	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Steve Quarles
06-29-01		
Inspection Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	Description of Defect
		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Steve Quarles
06-29-01		
Review Rule	Defect Location	Defect Severity
	Number of Occurrences	Description of Defect
Completeness	p. 3-1	3
		1
Completeness	pp. 3-1 through 3-6	3
		4
General Enhancements section, second paragraph, begins with a sentence fragment "Follow OBF guidelines for AVQ will require new screen captures for the following windows due to the addition". [AT&T Comment: IWO is Required.] Addresses changes to the address fields to add the following fields: <ul style="list-style-type: none"> SAPR – Street Address House Prefix 		



Appendix F

IMA User Documentation 7.0 – Documentation Review

				<ul style="list-style-type: none"> • SASD – Street Address Street Directional • SATH – Street Address Thoroughfare • SASS – Street Address Street Suffix <p>The document does not provide any instructions to the users regarding the information that should be placed in the above listed fields. <u>[AT&T Comment: IWO is Required.]</u></p> <p>The screen shot is of the Directory Listing Request. The highlighted (circled) fields are LAPR, LASD, LATH, and LASS. The document does not acknowledge the change in field names. <u>[AT&T Comment: IWO is Required.]</u></p> <p>The instructions for the next set of changes appear on the page with the Directory Listings Request screen. There is ample space on page 3-8 to have placed these instructions with the first of the screen shots referencing the drop down value change to the ANV field. Additionally, there is no rationale given for this change. <u>[AT&T Comment: IWO is Required.]</u></p> <p>Addresses the addition of the LSCP field. There are no instructions given for the use of the field and neither are the drop-down values provided. <u>[AT&T Comment: IWO is Required.]</u></p> <p>Advises CLECs of the addition of the DSPCH field. There are no instructions given for the use of the field and neither are the drop-down values provided. <u>[AT&T Comment: IWO is Required.]</u></p>
Correctness	p. 3-7	3	1	
Clarity	p. 3-7	3	1	
Completeness	pp. 3-10 through 3-12	3	1	
Completeness	p. 3-13	3	1	



Appendix F

IMA User Documentation 7.0 – Documentation Review

1.4 IMA Release Notes – Chapter Four

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Four	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Description of Defect
06-29-01	Steve Quarles	
Inspection Rule	Defect Location	Number of Occurrences
None		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Description of Defect
06-29-01	Steve Quarles	
Review Rule	Defect Location	Number of Occurrences
None		No significant defects found.



Appendix F IMA User Documentation 7.0 – Documentation Review

1.5 IMA Release Notes – Chapter Five

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Five	7.0	Steve Quarles	06-29-01	Website/PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Steve Quarles
06-29-01		
Inspection Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	Description of Defect
		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Steve Quarles
06-29-01		
Review Rule	Defect Location	Defect Severity
	Number of Occurrences	Description of Defect
Clarity	pp. 5-1, 5-2, 5-3	3
	2+	Information is needed to explain the reason the Request Available Appointment button was renamed Reserve Available Appointment on pages 5-1 & 5-2 and to explain the reason for the addition of the note on page 5-3, "To select a different appointment, use the reservation tab" was added. [AT&T Comment: IWO is Required.]



Appendix F

IMA User Documentation 7.0 – Documentation Review

Completeness	pp. 5-5, 5-5	3	1	New screens are provided, however, the drop-down values for the "Request USOC Descriptions" field are not provided. [AT&T Comment: IWO is Required.]
Correctness	p. 5-6	3	1	In the General Enhancements section, item 4 first paragraph, begins with a sentence fragment "Follow OBF guidelines for AVQ will require new screen captures for the following 19 windows due to the addition..." [AT&T Comment: IWO is Required.]
Completeness	pp. 5-6 through 5-20	3	4+	The comments on the SAPR, SASD, SATH, and SASS fields noted above in the Chapter 3 review for pages 3-1 to 3-6 apply to the changes noted in Chapter 5 on pages 5-6 through 5-20. [AT&T Comment: IWO is Required.]



Appendix F IMA User Documentation 7.0 – Documentation Review

1.6 IMA Release Notes – Chapter Six

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Six	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Description of Defect
06-29-01	Steve Quarles	
Inspection Rule	Defect Location	Number of Occurrences
None		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Description of Defect
06-29-01	Steve Quarles	
Review Rule	Defect Location	Number of Occurrences
Correctness	p. 6-1	1
Correctness	p. 6-1	1

Final Version

Release Date: 07/16/01

Page F - 11 of 4444



Appendix F

IMA User Documentation 7.0 – Documentation Review

				windows due to the addition...."
Correctness	pp. 6-2 through 6-7	3	4+	The comments on the SAPR, SASD, SATH, and SASS fields noted above in the Chapter 3 review for pages 3-1 to 3-6 apply to the changes noted in Chapter 6 on pages 6-2 through 6-7. [AT&T Comment: IWO is Required.]
Clarity Completeness	p. 6-7	3	1	The instructions for the next set of changes appear on the page with the Directory Listings Request screen. There is space on page 6-8 to have placed these instructions with the first of the screen shots referencing the drop down value change to the ANV field. Additionally, there is no rationale given for this change. [AT&T Comment: IWO is Required.]
Completeness	pp. 6-10 through 6-11	3	2+	Addresses the addition of the LSCP field, however, the introduction to this change is provided on page 6-9. There is space on page 6-10 to have placed these instructions with the first of the screen shots referencing the addition of the LSCP field. There are no instructions given for the use of the field and neither are the drop-down values provided. [AT&T Comment: IWO is Required.]
Completeness	pp. 6-12	3	1	Advises CLECs of the addition of the DSPCH field. This section is not uniquely identified as are previously documented changes in this Release Notes Document. This section should be item # 6. Additionally, there are no instructions given for the use of the field and the drop-down values are not provided. [AT&T Comment: IWO is Required.]



Appendix F

IMA User Documentation 7.0 – Documentation Review

1.7 IMA Release Notes – Chapter Seven

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Seven	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Steve Quarles
06-29-01		
Inspection Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	Description of Defect
		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Steve Quarles
06-29-01		
Review Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	Description of Defect
		No significant defects found.



Appendix F IMA User Documentation 7.0 – Documentation Review

1.8 IMA Release Notes – Chapter Eight

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Release Notes – Chapter Eight	7.0	Steve Quarles	06-29-01	Website/ PDF	Yes	Qwest	Completed	06-29-01	Robert Halle

Inspect Document Status					
Date of Inspection	Inspected By	Steve Quarles			
Inspection Rule	Defect Location	Defect Severity			
None					
		Number of Occurrences			
		Description of Defect			
					No significant defects found.

Review Document Status					
Date of Review	Reviewed By	Steve Quarles			
Review Rule	Defect Location	Defect Severity			
		Number of Occurrences			
		Description of Defect			
					The Release Notes Guide does not include a Glossary or Terms section. The use of Qwest specific terminology when referencing its documents should be noted upon first use (i.e., on page 8-1, the first bullet item refers to the C-SYAD Guide). [AT&I Comment: IWO is Required.]
Completeness Clarity	p. 8-1	3		1+	
Correctness	p. 8-1	3		1	The last sentence on page states "The EDI Status Update Options check boxes are view-only at present. Contact the Qwest Service Manager for additional information."

Final Version

Release Date: 07/16/01

Page F - 14 of 4444



Appendix F

IMA User Documentation 7.0 – Documentation Review

					Is the Qwest Service Manager the same as the Qwest Account Manager? If so when was this title changed? [AT&T Comment: IWO is Required.]
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Appendix F IMA User Documentation 7.0 – Documentation Review

2.0 IMA User's Guide

2.1 IMA User's Guide – Front Matter and Introduction

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA User's Guide - Front Matter	7.0	Robert Halle	04-24-01	Website/PDF	Yes	Qwest	Robert Halle
						Completed	04-25-01

Inspect Document Status			
Date of Inspection	Inspected By	Number of Occurrences	Description of Defect
04-24-01	Robert Halle/Brian Steckman	1	"Revision" is spelled incorrectly.

Review Document Status			
Date of Review	Reviewed By	Number of Occurrences	Description of Defect
04-24-01	Robert Halle/Brian Steckman	2	Blank pages included with no explanation



Appendix F

IMA User Documentation 7.0 – Documentation Review

2.2 IMA User's Guide – Chapter 1

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA User's Guide – Chapter 1	7.0	Robert Halle	04-25-01	Website/ PDF	Yes	Qwest	Completed	04-25-01	Robert Halle

Inspect Document Status		
Date of Inspection	04-25-01	Inspected By Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity
None		
		Number of Occurrences
		Description of Defect
		No significant defects found.

Review Document Status			
Date of Review	04-25-01	Reviewed By	Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity	Description of Defect
Correctness	p. 1-1	2	The IMA URL is incorrect and does not connect to any website. [AT&T Comment: IWO is Required.]
Correctness	p. 1-1	3	Incorrect punctuation in the sentence that begins with "The guide assumes." There
		Number of Occurrences	



Appendix F IMA User Documentation 7.0 – Documentation Review

_____ should be a comma after the word "them" and the world but should not be capitalized.

2.3 IMA User's Guide – Chapter 2

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA User's Guide – Chapter 2	7.0	Robert Halle	04-26-01	Website/ PDF	Yes	Qwest	Completed	04-26-01	Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Inspected By	Inspected By
04-26-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity	Description of Defect
Spelling	pp. 2-5, 2-6	3	The word "Response" is spelled incorrectly.
			Number of Occurrences
			1

Review Document Status			
Date of Review	Reviewed By	Reviewed By	Reviewed By
04-26-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity	Description of Defect
Clarity	Entire section	2	Most graphics within the document are blurry and nearly unreadable. [AT&T Comment: IWO is Required.]
Correctness	pp. 2-3, 2-4, 2-5, 2-6	3	The Multiple CALA/SAGAs found. Select one. window is incorrectly described as the Multiple SAGA/CALAs found. Select one. window. [AT&T Comment: IWO is Required.]
Correctness	p. 2-16	3	Under the third bullet point in number 2, the phrase "to use" is repeated twice.
			Number of Occurrences
			Numerous



Appendix F

IMA User Documentation 7.0 – Documentation Review

Clarity	Entire section	3	Numerous	Table headings are inconsistent. See page 2-24 for an example
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Appendix F IMA User Documentation 7.0 – Documentation Review

Correctness	p. 3-54	3	1	Under the third bullet point of 3, it should read CCNA not CNNA.
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2.5 IMA User's Guide – Chapter 4

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA User's Guide – Chapter 4	7.0	Robert Halle	04-30-01	Website/ PDF	Yes	Qwest	Completed	04-30-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Inspected By
04-30-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity
None		
		Number of Occurrences
		No significant defects found.
		Description of Defect

Review Document Status		
Date of Review	Reviewed By	Reviewed By
04-30-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity
Clarity	pp. 4-13 thru 4-17	1
Clarity	Entire section	2
		Number of Occurrences
		4
		Description of Defect
		Information on how to obtain data for some of the required fields (e.g. Prefix, SVC Code and Modifier) is not included. Additionally, as of this review a website containing some of the needed data is inaccessible. [AT&T Comment: IWO is Required.]
		Graphics are blurry and nearly unreadable. [AT&T Comment: IWO is Required.]



Appendix F

IMA User Documentation 7.0 – Documentation Review



Appendix F

IMA User Documentation 7.0 – Documentation Review

2.6 IMA User's Guide – Chapter 5

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA User's Guide – Chapter 5	7.0	Robert Halle	04-30-01	Website/ PDF	Yes	Qwest	Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
04-30-01	Robert Halle/Brian Steckman		
Inspection Rule		Number of Occurrences	
None			No significant defects found.

Review Document Status			
Date of Review	Reviewed By	Defect Severity	Description of Defect
04-30-01	Robert Halle/Brian Steckman		
Review Rule		Number of Occurrences	
None			No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

2.7 IMA User's Guide – Index

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA User's Guide – Index	7.0	Robert Halle	04-30-01	Website/ PDF	Yes	Qwest	Completed	04-30-01	Robert Halle

Inspect Document Status		
Date of Inspection	04-30-01	Inspected By Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity
None		
		Number of Occurrences
		Description of Defect
		No significant defects found.

Review Document Status		
Date of Review	04-30-01	Reviewed By Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity
Correctness	pp. IN-1 thru IN-3	2
		Number of Occurrences
		Description of Defect
		Many items in the index are referencing incorrect page numbers. Additionally, there are several punctuation errors as well as words inserted or deleted in error. [AT&T Comment: IWO is Required.]



Appendix F IMA User Documentation 7.0 – Documentation Review

2.8 IMA User's Guide – Appendix A – Common Error Messages

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA User's Guide – Appendix A	7.0	Robert Halle	04-30-01	Website/ PDF	Yes	Qwest	Robert Halle
						Completed	04-30-01

Inspect Document Status		
Date of Inspection	04-30-01	Inspected By Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity Number of Occurrences
None		Description of Defect No significant defects found.

Review Document Status		
Date of Review	04-30-01	Reviewed By Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity Number of Occurrences
None		Description of Defect No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

3.0 IMA Reference Guide

3.1 IMA Reference Guide – Front Matter and Introduction

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Reference Guide - Front Matter and Introduction	7.0	Robert Halle	05-01-01	Website/ PDF	Yes	Qwest	Completed	05-01-01	Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
05-01-01	Robert Halle/Brian Steckman		
Inspection Rule	Defect Location	Number of Occurrences	Description of Defect
Spelling	p. ix	3	"Qwest" has and extra "T".
Spelling	p. x	1	"hours" was spelled "horse".



Appendix F

IMA User Documentation 7.0 – Documentation Review

Review Document Status			
Date of Review	05-01-01	Reviewed By	Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity	Description of Defect
Correctness	V	3	IMA Co-Provider was incorrectly put in bold face type.
Correctness	X	3	Under IMA Co-Provider Library, the paragraph spacing is inconsistent.



Appendix F IMA User Documentation 7.0 – Documentation Review

3.2 IMA Reference Guide – Chapter 1

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Reference Guide - Chapter 1	7.0	Robert Halle	05-01-01	Website/PDF	Yes	Qwest	Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Number of Occurrences	Description of Defect
05-01-01	Robert Halle/Brian Steckman		
Inspection Rule	Defect Location	Defect Severity	Description of Defect
Spelling	p. 1-22	3	"Number" is spelled "Numbern"
Spelling	p. 1-37	3	"ECCKT" is spelled "ECCKKT".
Spelling	p. 1-41	3	"Information" is spelled "informaion."
Spelling	p. 1-101	3	"MegaBit" is spelled "MebaBit"



Appendix F

IMA User Documentation 7.0 – Documentation Review

Review Document Status			
Date of Review	Reviewed By	Reviewed By	Reviewed By
	05-01-01	Robert Halle/Brian Steckman	
Review Rule	Defect Location	Defect Severity	Description of Defect
Correctness	p. 1-5	3	Additional space needed after the period following the word "systems"
Correctness	pp. 1-32, 1-35	3	There are two periods following the bullet points under item 2.
Correctness	p. 1-44	3	In the <i>Data to Verify</i> column under <i>Electronic File List</i> , reference is made to the <i>Cust Code</i> being referred to as the <i>REFNUM</i> . Although an unlabeled <i>Cust Code</i> field does exist on the CSR, IMA does not use a <i>REFNUM</i> field on any screens.
Correctness	p. 1-88	3	In the <i>Function</i> column it states that the <i>Start Over</i> button (in the <i>Button Name</i> column) will return to the <i>Convert POTS to Unbundled Loop Request</i> screen. This is incorrect. It returns to the <i>POTS Facility Request</i> screen. [AT&T Comment: IWO is Required.]
Clarity	pp. 1-110 thru 1-115	1	Information on how to obtain data for some of the required fields (e.g. <i>Prefix</i> , <i>SVC Code and Modifier</i>) is not included. Additionally, as of this review a website containing some of the needed data is inaccessible. [AT&T Comment: IWO is Required.]
Consistency	p. 1-123	3	To maintain document consistency, "Raw Loop Data Query" should be in bold. [AT&T Comment: IWO is Required.]
Correctness	p. 1-124	3	"a query with s range" should be "a query with a range"



Appendix F

IMA User Documentation 7.0 – Documentation Review

3.3 IMA Reference Guide – Chapter 2

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Reference Guide - Chapter 2	7.0	Robert Halle	05-02-01	Website/PDF	Yes	Qwest	Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Number of Occurrences	Description of Defect
05-02-01	Robert Halle/Brian Steckman		
Inspection Rule	Defect Location	Defect Severity	Description of Defect
Spelling	p. 2-13	3	Should read "PORTTYP" not "PORTYP".
Spelling	p. 2-42	3	"Finish" should be "Finished".
Spelling	p. 2-75	3	"Continuously" was spelled "contuously".
Spelling	p. 2-110	3	"circuit" was spelled "ciruite".



Appendix F IMA User Documentation 7.0 – Documentation Review

Review Document Status			
Date of Review	Reviewed By	Reviewed By	Reviewed By
Review Rule	Defect Location	Defect Severity	Description of Defect
	05-02-01		Robert Halle/Brian Steckman
Correctness/ Clarity	pp. 2-3, 2-4	3	Numerous incomplete sentences and/or poorly worded sentences. An example is "Is a kind of Unbundled Subloop deals with a group of wires..."
Correctness	p. 2-6	2	Figure 2.1 is not the same <i>Interconnect Functions</i> screen that co-providers access. [AT&T Comment: IWO is Required.]
Completeness	p. 2-9	2	The table does not contain all the tabs that have repeating sections. [AT&T Comment: IWO is Required.]
Correctness	p. 2-10	2	Reference is made to a <i>REF NUM</i> field on the Port Service Form. Such a field does not exist on that form or any form in IMA-GUI. [AT&T Comment: IWO is Required.]
Clarity	p. 2-12	3	Unclear on the purpose of the phrase "Line Conditioning Wording?" under the description of SCA.
Completeness	pp. 2-19, 2-28, 2-43, 2-46, 2-55, 2-63, 2-69, 2-87, 2-91, 2-106	2	The functions of the buttons at the bottom of the forms are not described as in Chapter 1. [AT&T Comment: IWO is Required.]
Correctness	p. 2-22	3	The subtab does not contain a "page 2" as stated.
Correctness	p. 2-27	2	The second table on the page lists seven fields that are supposed to be on the <i>Secondary Transfer of Calls</i> repeating section on the <i>Disconnect</i> tab of the <i>End User Information</i> form. Only two of those listed are on that section of the form. [AT&T Comment: IWO is Required.]
Correctness	pp. 2-62, 2-69	2	The preorder functions listed in the table is not the same as co-providers see in IMA. [AT&T Comment: IWO is Required.]
Correctness	p. 2-75	2	Figure 2.41 is not the correct screen for the <i>Port Service</i> form, <i>Service</i> tab, <i>Features</i> subtab. [AT&T Comment: IWO is Required.]
Correctness	p. 2-97	2	The <i>DDASN</i> field of the <i>Delivery Address</i> subtab, of the <i>DSR</i> tab, of the <i>Directory Listings Request</i> form does not include the <i>directional, thoroughfare, and street suffix</i>



Appendix F

IMA User Documentation 7.0 – Documentation Review

					as stated. [AT&T Comment: IWO is Required.]
Correctness	p. 2-101	2	1		The LASN field of the <i>Instruction</i> subtab, of the <i>DL</i> subtab, of the <i>DL/DSCR</i> tab, of the <i>Directory Listings Request</i> form does not include the <i>directional, thoroughfare, and street suffix</i> as stated. [AT&T Comment: IWO is Required.]
Correctness	p. 2-110	2	1		The <i>Service</i> tab of the <i>DID Resale Service</i> form does not contain the <i>DIDRANGCNT</i> field listed in the table. [AT&T Comment: IWO is Required.]



Appendix F

IMA User Documentation 7.0 – Documentation Review

3.4 IMA Reference Guide – Chapter 3

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Reference Guide - Chapter 3	7.0	Robert Halle	05-03-01	Website/PDF	Yes	Qwest	Completed	05-03-01	Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Inspected By
05-03-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity
Spelling	p. 3-4	3
Spelling	p. 3-14	3
		Number of Occurrences
		1
		Description of Defect
		"Continuously" was spelled "continously"
		"Identification" was spelled "indentification"

Review Document Status		
Date of Review	Reviewed By	Reviewed By
05-03-01	Robert Halle/Brian Steckman	Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity
Correctness	p. 3-2	2
Clarity	p. 3-19	3
		Number of Occurrences
		1
		Description of Defect
		Figure 3.2 is not the same <i>Interconnect Functions</i> screen that co-providers access. [AT&T Comment: IWO is Required.]
		Unclear of the meaning of "SMEs-Is this right".



Appendix F IMA User Documentation 7.0 – Documentation Review

3.5 IMA Reference Guide – Chapter 4

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Reference Guide - Chapter 4	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Robert Halle
						Completed	05-03-01

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
05-03-01	Robert Halle/Brian Steckman		
Inspection Rule		Number of Occurrences	
None			No significant defects found.

Review Document Status			
Date of Review	Reviewed By	Defect Severity	Description of Defect
05-03-01	Robert Halle/Brian Steckman		
Review Rule		Number of Occurrences	
Correctness		2	Figure 4.1 is not the same <i>Interconnect Functions</i> screen that co-providers access. [AT&T Comment: IWO is Required.]



Appendix F

IMA User Documentation 7.0 – Documentation Review



Appendix F IMA User Documentation 7.0 – Documentation Review

3.6 IMA Reference Guide – Appendix A

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Reference Guide - Appendix A	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Completed	05-03-01	Robert Halle

Inspect Document Status		
Date of Inspection	05-03-01	Inspected By Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity Description of Defect
None		Number of Occurrences No significant defects found.

Review Document Status		
Date of Review	05-03-01	Reviewed By Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity Description of Defect
None		Number of Occurrences No significant defects found.



Appendix F IMA User Documentation 7.0 – Documentation Review

4.0 IMA Connection Guide

4.1 IMA Connection Guide – Introduction

Document Information								
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Date	Reviewed By
IMA Connection Guide - Introduction	7.0	Robert Halle	05-01-01	Website/ PDF	Yes	Qwest	05-01-01	Eddie Hsu/ Robert Halle

Inspect Document Status		
Date of Inspection	Inspected By	Inspected Document Status
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	
Inspection Rule	Defect Location	Description of Defect
None		
	Defect Severity	Number of Occurrences
		No significant defects found.

Review Document Status		
Date of Review	Reviewed By	Reviewed Document Status
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	
Review Rule	Defect Location	Description of Defect
None		
	Defect Severity	Number of Occurrences
		No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

4.2 IMA Connection Guide – Chapter 1

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Connection Guide - Chapter 1	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Eddie Hsu/ Robert Halle
						Completed	05-03-01

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman		
Inspection Rule		Number of Occurrences	
None			No significant defects found.

Review Document Status			
Date of Review	Reviewed By	Defect Severity	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman		
Review Rule		Number of Occurrences	
None			No significant defects found.



Appendix F IMA User Documentation 7.0 – Documentation Review

4.3 IMA Connection Guide – Chapter 2

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Connection Guide - Chapter 2	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Completed	05-03-01	Eddie Hsu/ Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	3	
Inspection Rule	Defect Location	Number of Occurrences	Description of Defect
Spelling	p. 2-1	1	"Communicator" was spelled "comunicator".

Review Document Status			
Date of Review	Reviewed By	Defect Severity	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman		
Review Rule	Defect Location	Number of Occurrences	Description of Defect
None			No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

4.4 IMA Connection Guide – Chapter 3

Document Information							
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Reviewed By
IMA Connection Guide - Chapter 3	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Eddie Hsu/ Robert Halle
						Completed	05-03-01

Inspect Document Status		
Date of Inspection	Inspected By	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	
Inspection Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	
	No significant defects found.	

Review Document Status		
Date of Review	Reviewed By	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	
Review Rule	Defect Location	Defect Severity
None		
	Number of Occurrences	
	No significant defects found.	



Appendix F IMA User Documentation 7.0 – Documentation Review

4.5 IMA Connection Guide – Chapter 4

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Connection Guide - Chapter 4	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Completed	05-03-01	Eddie Hsu/ Robert Halle

Inspect Document Status		
Date of Inspection	05-03-01	Inspected By Eddie Hsu/Robert Halle/Brian Steckman
Inspection Rule	Defect Location	Defect Severity Description of Defect
None		No significant defects found.

Review Document Status		
Date of Review	05-03-01	Reviewed By Eddie Hsu/Robert Halle/Brian Steckman
Review Rule	Defect Location	Defect Severity Description of Defect
None		No significant defects found.



Appendix F IMA User Documentation 7.0 – Documentation Review

4.6 IMA Connection Guide – Chapter 5

Document Information									
Document/Deliverable Name	Version	Received By	Date Recv'd	Media Format	Expected?	Source of Document	Review Status	Review Date	Reviewed By
IMA Connection Guide - Chapter 5	7.0	Robert Halle	05-03-01	Website/ PDF	Yes	Qwest	Completed	05-03-01	Eddie Hsu/ Robert Halle

Inspect Document Status			
Date of Inspection	Inspected By	Defect Severity	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman	3	
Inspection Rule	Defect Location	Number of Occurrences	Description of Defect
Spelling	p. 5-8	1	"ima" needs to be capitalized.

Review Document Status			
Date of Review	Reviewed By	Number of Occurrences	Description of Defect
05-03-01	Eddie Hsu/Robert Halle/Brian Steckman		
Review Rule	Defect Location	Number of Occurrences	Description of Defect
None			No significant defects found.



Appendix F

IMA User Documentation 7.0 – Documentation Review

5.0 Inspection and Review Criteria

Inspection Criteria	
1. CLEAN	The document should contain no obvious problems, for example, extensive editorial problems.
2. SPELLING	The document should be free of spelling errors.
3. PURPOSE	The document should have a statement of purpose.
4. ID	The document should clearly show its document ID. The ID must be unique and should appear on each page of the document.
5. STATUS	The status of the document should be clearly marked (e.g., FINAL VERSION).

Review Criteria	
1. COMPLETENESS	All information relevant to the purpose of the document must be included or referenced.
2. RELEVANCE	All information must be relevant to the purpose of the document and the section in which it resides.
3. BREVITY	Information must be stated succinctly.
4. CLARITY	Information must be clear to all reviewers.
5. CORRECTNESS	Information must be free from technical errors.
6. CONSISTENCY	Information must be consistent with all other information in the document and its source documents.
7. UNIQUENESS	Ideas should be stated only once and thereafter referenced.
8. REFERENCE	References must be cited for non-original or derived statements.
9. COMMENT	All form of comment, note, suggestion, or idea that does not form an official part of the document must be clearly distinguished as such.
10. RISK	Any known or suspected adverse consequences of any statement must be clearly indicated.
11. UNCERTAINTY	Any known or suspected uncertainty or tolerances associated with quantitative values must be clearly indicated.
12. PURPOSE	The document should have an explicit statement of purpose.
13. FEEDBACK	The document should have a form for user feedback.
14. APPROVAL	The document should state the approving authority.
15. EVIDENCE	The document should have adequate and realistic evidence to support the presentation.



Appendix F IMA User Documentation 7.0 – Documentation Review

Close-Out Criteria	
1. ADDRESSED	All issues logged for the inspection must be addressed in writing by the author in the inspection issues log.
2. AGREEMENT	The lead reviewer and the author must agree on the adequacy of the resolution of all issues.
3. CHECKED	The lead reviewer must have verified the implementation of the specified resolutions.

Defect Severity	
1. CRITICAL	If not fixed could cause critical delays to the schedule.
2. SERIOUS	If not fixed could: <ul style="list-style-type: none">• Affect product in final use• Cause economic loss• Cause customer annoyance• Damage product or organization credibility• Result in breach of contract
3. MINOR	Not a serious defect, but could grow into one.

AT&T Comments on the HP Help Desk Relationship Report
Version 4.0
August 31, 2001

HPC evaluated three distinct aspects of the support facilities Qwest makes available to CLECs that are interconnected with Qwest for ordering and provisioning local services. It reports on the Qwest Help Desk, the Qwest Interconnect Service Center and the Mediated Access (MEDIACC) Repair Center. For purposes of these comments, "Qwest Support" is a collective term used to refer to all three of these support functions.

The Qwest Help Desk supports various non-order customer-related issues. These issues include, but are not limited to, connectivity, billing and software.

The Qwest Interconnect Service Center supports various customer order-related issues. These issues include, but are not limited to, order statuses and receipt of order related information from Qwest.

The Qwest MEDIACC Repair Center supports various customer trouble-related issues.

In its evaluation, HPC finds significant deficiencies in the Qwest Support it experienced operating as the pseudo-CLEC in the section 271 test. It provides more than adequate detail as to its experiences and effectively demonstrates that Qwest has a long way to go to resolve practical and every-day issues that frustrate CLECs, as those issues frustrated HPC.

CGE&Y has taken note of some of HPC's findings of problems and has issued IWOs 1145, 1146, 1147, 1148, and 1149 to ensure some of them get resolved. However, CGE&Y inexplicably fails to issue IWOs for identified failings in Help Desk support, for Local Service Request (LSR) Submission activities, and for installation and repair problems.

HPC provides statistics on the number of contacts and types of contacts it had with Qwest Support and through these demonstrates that over the August 2000 to August 2001 period, Qwest

Support failed to close out nearly 3 out of 4 calls for assistance. Indeed, the need to escalate a problem beyond the staff that are in place to provide Qwest Support to CLECs arises 15% of the time, meaning that the CLEC must make additional efforts to get problems solved that should be solved by in-place personnel. HPC's frustration in getting answers and issues resolved can be sensed by pointing out that in more than one-third of the cases, an issue requires additional contacts with the Qwest Support work center. In its issuance of IWO 1145, CGE&Y finds that the Qwest Support responses are inadequate, noting that "These incidents relate to the inconsistent following of escalation procedures by Qwest help desk personnel." However, in its RME Report CGE&Y makes no finding on the consequences of the inefficiency of Qwest Support in terms of unnecessary escalations and the need for repeated contact to get issues resolved. It is easy to understand that there are added costs to CLECs of having to continuously strive to obtain closure on issues raised to the Qwest Support functions.

With IWO 1149, CGE&Y noted that HPC reported on LSR Submission and Installation and Repair problems, specifically noting:

- Possible training deficiencies within the Interconnect Service Centers
- Possible training deficiencies within the repair bureau
- Inappropriate contact between Qwest repair technicians and CLEC end-user customers.

However, for no established or apparent reason or rationale, it chose to ignore equally serious defects in the Qwest Support processes. In Exhibit A, AT&T provides the list of issues in the HPC Report that details the LSR Submission problems that CGE&Y did not record as IWOs. In Exhibit B, the Installation and Repair defects that are not recorded in IWOs are listed.

CGE&Y should issue the appropriate IWOs – as required by the TSD – so that the issues get recorded and Qwest is given adequate notice and opportunity to resolve the problems.

EXHIBIT A TO ATTACHMENT C

LSR Submission problems reported by HPC, that are not reflected in any CGE&Y IWO:

1. HPC received the following error message "Invalid action code error" on UNE P order. HPC contacted the Qwest Help Desk to resolve the error condition. HPC was told the order was issued correctly and an error should not have been generated. Qwest agreed to check further and call back with additional information, (e.g. [ClearDDTS ticket number redacted] - escalation ticket 754013).
 - a. HPC was told issue had to be resolved by a Qwest process coach.
 - b. Contact required 4 calls to resolve.
2. Qwest comments on notifications are confusing. HPC received a FOC on a UNE Loop cancel order with the following remark "ca n41464044 per lsr sup 1, c41464043 not canceled due to order already cmp sdc kim n [Phone number redacted]." HPC called to clarify the meaning of the remark. The Qwest representative explained the following:
 - a. The existing service was disconnected on 3-1-01.
 - b. The New connect (which should have been worked at the time of the disconnect) was not completed. The new connect was rescheduled for 3-31-01.
3. The problem was that Qwest should not have cancelled (rescheduled) the new connect unless the disconnect order was also rescheduled. The call was transferred to the escalation department. The representative in the escalation group reviewed the issue and agreed to call HPC back with the resolution within the next 24 hours. The call ended at 3:10 pm on 03-27-01. (e.g. [ClearDDTS ticket number redacted] - escalation ticket 773927). HPC had not received a call back as of 3-29-01 at 4:00 pm. HPC subsequently received a SOC on the new connect to establish service as a UNE Loop.
4. HPC received an LSR reject on UNE-P order. The Qwest Help Desk representative called to advise HPC that UNE-P change orders require an activity code of V or Z. The Test Administrator advised HPC to disregard the Reject. ([ClearDDTS ticket number redacted]).
5. The following LSR notification issues were encountered by HPC:
 - a. LSR Reject Notification Received by HPC. Qwest Help Desk representative could not determine what the Reject Comments meant which were entered previously by another Qwest representative (e.g. [ClearDDTS ticket number redacted]). Call was escalated and the rep responding to the escalation could not determine what was meant by the comment. The comment in question was "DO ORDER CREATED TO CANCEL". Representative agreed to contact original representative in Dallas office. Representative called later and advised HPC the order was correct and a FOC would be sent to HPC.

EXHIBIT A TO ATTACHMENT C

- b. HPC called Qwest Help Desk to seek clarification of a Reject error message received. HPC was given escalation ticket 802693 at 4:41 pm. Qwest returned call at 12:34 the following day. HPC was told the order was issued correctly and a Reject should not have been received. A FOC was later received on the order.
- c. HPC called Qwest regarding an LSR Reject notification. Qwest was unsure if converting a Qwest line or adding an additional line. The HPC order contained the remark "do not disturb existing service." No call received on the escalation ticket. FOC later received, same day (approximately 3 hours twenty minutes later).
- d. HPC received LSR rejects on the following CENTREX LSRs:
 - F60E281S030416 VER 00
 - F60E211S020416 VER 00
 - F60E271S020416 VER 00
 - F60E311S030416 VER 00
 - F60E301S030416 VER 00
 - F60E291S030416 VER 00
 - F60E071S110416 VER 00
 - i. HPC called the Qwest Desk to discuss the reason for the rejects and to clarify the entries required for successful submission of the orders. The Qwest representative advised HPC that she could only discuss a couple of the LSRs, that she had several calls in queue and could not spend a lot of time on this call. The representative later advised that she did not know why the orders were rejected. HPC was given escalation ticket # 808158.
 - ii. HPC was transferred to the escalation department. The escalation representative advised she thought HPC had used the wrong form. HPC advised that the CENTREX Resale form was used. The representative then stated that she did not know why the LSR Reject was sent.
 - iii. HPC was then provided the Minnesota office number. HPC was informed that the Minnesota office was responsible for Centrex orders. HPC called [Phone number redacted] and reached a recording that advised the hours of operation were 7:30 am to 7:00 pm PST. When the recording ended, HPC was not given an option to leave a message (call was dropped and a message to "hang up and try your call again" was received.)

Installation and Repair problems reported by HPC, that are not reflected in any CGE&Y IWO:

1. HPC received a call from a representative in the Qwest Working Left-Ins group to advise HPC that someone was moving into an apartment where there was an HPC account ([Phone number redacted]). The incoming Qwest customer wanted service installed on 04-06-01. HPC called CGE&Y to determine if the service could be disconnected. CGE&Y advised HPC that the service could be disconnected, but that it would be several days (04-09-01) before they could get a script to HPC. HPC advised Qwest that it could issue a disconnect order on 04-09-01. Qwest asked if they could disconnect the service, HPC advised yes, Qwest then disconnected the service and forwarded a FOC to HPC. HPC did not submit an LSR for the disconnect order. ([ClearDDTS ticket number redacted])

2. HPC issued a cancellation on a UNE Loop order (PON F51E1189060220). The service was disconnected 03-01-01, but only the new service was cancelled, resulting in an out of service condition for the customer. The new service was rescheduled for 03-31-01. Qwest agreed to resolve within 24 hours. HPC was not contacted. However, a SOC was later received on the new service installation.

3. HPC issued LSR to convert a 1FR to UNE-P. Due to confusing Qwest documentation and inconsistent information received from the Qwest Help Desk, an HPC customer's service was disconnected ([Phone number redacted]). HPC contacted Qwest to resolve issue. Escalation ticket – 830112. Call was transferred to escalation department. HPC was on hold for four minutes and forty three seconds (65 rings), HPC hung up and recalled Help Desk. The phone rang 40 times before HPC hung up. HPC called again and was transferred to escalations, reached voice mail and left a message. HPC called again and asked to speak with a manager and was given a duty pager. Qwest manager called back, advised HPC it was a Qwest error and agreed to have customer service reinstalled before the close of business. ([ClearDDTS ticket number redacted])

4. HPC called the Qwest Help Desk to determine why an HPC customer's second line was disconnected. Qwest provided an escalation ticket number (830112) and attempted to transfer the call to the escalation department. The escalation department could not be reached. (e.g. [ClearDDTS ticket number redacted])

5. Qwest technician called HPC regarding a conversion installation visit. The technician spoke to the HPC customer. The technician spoke to someone who was the subscriber and that the HPC customer of record did not live there

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Areas of Questioning for CGE&Y
184.	AT&T	Rel. Mgmt.	Help Desk Relationship	<p>CGE&Y has issued IWO 1149 for certain of the LSR Submission Issues identified by HPC in its Help Desk Relationship Report. Explain why additional IWOs have not been issued for the following issues detected and reported by HPC in its report.</p> <ul style="list-style-type: none"> • HPC received the following error message "Invalid action code error" on UNE P order. HPC contacted the Qwest Help Desk to resolve the error condition. HPC was told the order was issued correctly and an error should not have been generated. Qwest agreed to check further and call back with additional information, (e.g. [ClearDTS ticket number redacted] - escalation ticket 754013). <ul style="list-style-type: none"> ○ HPC was told issue had to be resolved by a Qwest process coach. ○ Contact required 4 calls to resolve. • Qwest comments on notifications are confusing. HPC received FOC on a UNE Loop cancel order with the following remark "ca n41464044 per lsr sup 1, c41464043 not canceled due to order already cmp sdc kim n [Phone number redacted]." HPC called to clarify the meaning of the remark. The Qwest rep explained the following: <ul style="list-style-type: none"> ○ The existing service was disconnected on 3-1-01. ○ The New connect (which should have been worked at the time of the disconnect) was not completed. The new connect was rescheduled for 3-31-01. • The problem was that Qwest should not have cancelled (rescheduled) the new connect unless the disconnect order was also rescheduled. The call was transferred to the escalation department. The rep in the escalation group reviewed the issue and agreed to call HPC back with the resolution within the next 24 hours. The call ended at 3:10 pm on 03-27-01. (e.g.

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				<p>[ClearDDTS ticket number redacted] - escalation ticket 773927). HPC had not received a call back as of 3-29-01 at 4:00 pm. HPC subsequently received a SOC on the new connect to establish service as a UNE Loop.</p> <ul style="list-style-type: none"> • HPC received an LSR reject on UNE-P order, the Qwest Help Desk rep called to advise HPC that UNE-P change orders require an activity code of V or Z. The Test Administrator advised HPC to disregard the Reject. ([ClearDDTS ticket number redacted]). <ul style="list-style-type: none"> • The following LSR notification issues were encountered by HPC: <ul style="list-style-type: none"> ○ LSR Reject Notification Received by HPC - Qwest help desk rep could not determine what the Reject Comments meant which were entered previously by another Qwest Rep (E.g. [ClearDDTS ticket number redacted]). Call was escalated and the rep responding to the escalation could not determine what was meant by the comment. The comment in question was "DO ORDER CREATED TO CANCEL". Rep agreed to contact original rep in Dallas office. Rep called later and advised HPC, the order was correct and a FOC would be sent to HPC. ○ HPC called Qwest Help Desk to seek clarification of an Reject error message received. HPC was given escalation ticket 802693 at 4:41 pm. Qwest returned call at 12:34 the following day. HPC was told the order was issued correctly and a Reject should not have been received. A FOC was later received on the order. ○ HPC called Qwest regarding an LSR Reject notification. Qwest was unsure if converting a Qwest line or adding an additional line. The HPC order contained the remark "do not disturb existing service." No call received on the escalation ticket. FOC

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				<p>later received, same day (approximately 3 hours twenty minutes later).</p> <ul style="list-style-type: none"> ▪ HPC received LSR rejects on the following CENTREX LSRs: <ul style="list-style-type: none"> • F60E281S030416 VER 00 • F60E211S020416 VER 00 • F60E271S020416 VER 00 • F60E311S030416 VER 00 • F60E301S030416 VER 00 • F60E291S030416 VER 00 • F60E071S110416 VER 00 ○ HPC called the Qwest Desk to discuss the reason for the rejects and to clarify the entries required for successful submission of the orders. The Qwest rep advised HPC that she could only discuss a couple of the LSRs, that she had several calls in queue could not spend a lot of time on this call. The rep later advised that she did not know why the orders were rejected. HPC was given escalation ticket # 808158. ○ HPC was transferred to the escalation department. The escalation rep advised the she thought HPC had used the wrong form. HPC advised that the CENTREX Resale form was used. The rep then stated that she did not know why the LSR Reject was sent. <p>HPC was then provided the Minnesota office number. HPC was informed that the Minnesota office was responsible for Centrex orders. HPC called [Phone</p>

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185.	AT&T	Rel. Mgmt.	Help Desk Relationship	<p>number redacted] and reached a recording that advised the hours of operation were 7:30 am to 7:00 pm PST. When the recording ended, HPC was not given an option to leave a message (call was dropped and a message to "hang up and try your call again" was received.)</p> <p>CGE&Y has issued IWO 1149 for certain of the Installation and Repair Issues identified by HPC in its Help Desk Relationship Report. Explain why additional IWOs have not been issued for the following issues detected and reported by HPC in its report.</p> <ul style="list-style-type: none"> HPC received a call from a rep in the Qwest Working Left-Ins group to advise HPC that someone was moving into an apartment where there was an HPC account ([Phone number redacted]). The incoming Qwest customer wanted service installed on 04-06-01. HPC called CGE&Y to determine if the service could be disconnected. CGE&Y advised HPC that the service could be disconnected, but that it would be several days (04-09-01) before they could get a script to HPC. HPC advised Qwest that it could issue a disconnect order on 04-09-01. Qwest asked if they could disconnect the service, HPC advised yes, Qwest then disconnected the service and forwarded a FOC to HPC. HPC did not submit an LSR for the disconnect order. ([ClearDTS ticket number redacted]) HPC issued a cancellation on a UNE Loop order (PON F51E1189060220), the service was disconnected 03-01-01, but only the new service was cancelled, resulting in an out of service condition for the customer. The new service was rescheduled for 03-31-01. Qwest agreed to resolve within 24 hours. HPC was not contacted. However, a SOC was later received on the new service installation. HPC issued LSR to convert a 1FR to UNE-P. Due to confusing Qwest

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				<p>documentation and inconsistent information received from the Qwest Help Desk, an HPC customer’s service was disconnected ([Phone number redacted]). HPC contacted Qwest to resolve issue. Escalation ticket – 830112. Call was transferred to escalation department. HPC was on hold for four minutes and forty three seconds (65 rings), HPC hung up and recalled Help Desk. The phone rang 40 times before HPC hung up. HPC called again and was transferred to escalations, reached voice mail and left a message. HPC called again and asked to speak with a manager and was given a duty pager. Qwest manager called back, advised HPC it was a Qwest error and agreed to have customer service reinstalled before the close of business. ([ClearDDTS ticket number redacted])</p> <ul style="list-style-type: none"> • HPC called the Qwest Help Desk to determine why an HPC customer’s second line was disconnected. Qwest provided an escalation ticket number (830112) and attempted to transfer the call to the escalation department. The escalation department could not be reached. (E.g. [ClearDDTS ticket number redacted]) <ul style="list-style-type: none"> ◆ Qwest technician called HPC regarding a conversion installation visit. The technician spoke to the HPC customer. The technician spoke to someone who was the subscriber and that the HPC customer of record did not live there.
186.	AT&T	Rel. Mgmt.	EB-TA Specification Report	<p>Explain the disposition that was made for Issue 6 in the HPC Implementation issues matrix “Requested some discussion and explanation about the no. of open tickets vs. the number of tickets at a time that can be entered or accessed.”</p>
187.	AT&T	Rel. Mgmt.	EB-TA Specification Report	<p>Explain why CGE&Y provides no information on its evaluation of the development of EB-TA and Billing interfaces that coupled with HPC’s evaluation of the “documentation and assistance up to, but not including the</p>

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Areas of Questioning for CGE&Y
				actual establishment of an EB-TA interface.” could provide insight into the adequacy of Qwest’s documentation and assistance in building an EB-TA interface.
188.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in Getting Started. These issues are listed at Section 4.1.1.2 “Issues Uncovered”
189.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in amending the Interconnect Agreement. These issues are listed at Section 4.1.2.2 “Issues Uncovered”, the first and third items.
190.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in Contacting its Account manager. These issues are listed at Section 4.1.4.2 “Issues Uncovered”.
191.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in filling out its New Customer Questionnaire. These issues are listed at Section 4.2.1.2 “Issues Uncovered”.
192.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in obtaining SecurID Access to Applications. These issues are listed at Section 4.3.2.2 “Issues Uncovered”.
193.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in establishing connectivity to IMA-GUI. These issues are listed at Section 4.3.3.2 “Issues Uncovered”.
194.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC with IMA-GUI Training. These issues are listed at Section 4.4.5.2 “Issues Uncovered”, and in Appendix K of the HPC report.
195.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC with US West/Qwest Product Training. These issues are listed at Section 4.4.6.2 “Issues Uncovered”, and in Appendix K of the HPC

Attachment C – AT&T's Second Set of Questions on the RME

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Areas of Questioning for CGE&Y
196.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	report. Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in obtaining Product Details These issues are listed at Section 4.5.1.2 "Issues Uncovered".
197.	AT&T	Rel. Mgmt.	CLEC 12 Step Process Report	Explain why CGE&Y issued no IWOs to identify the problems that were experienced by HPC in meeting with its Account manager These issues are listed at Section 4.12.2 "Issues Uncovered".
198.	AT&T	Rel. Mgmt.	IMA-GUI Interface Report	Explain whether CGE&Y intends to issue IWOs to record the significant number of defects and deficiencies that HPC recorded in its July 16, 2001 IMA-GUI Interface Report. If CGE&Y does not intend to issue these IWOs, explain why not.
199.	AT&T	Rel. Mgmt.	Document Review IMA 7.0	Explain whether CGE&Y intends to issue IWOs to record the significant number of defects and deficiencies that HPC recorded in its July 16, 2001 Report on the Qwest IMA 7.0 Documentation. If CGE&Y does not intend to issue these IWOs, explain why not.

CERTIFICATE OF SERVICE

I certify that the original and 10 copies of AT&T's Supplemental Comments and Second Set of Questions on the Relationship Management Evaluation in Docket No. T-00000A-97-0238 were sent by overnight delivery on September 17, 2001 to:

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