



**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question ( one per row)
1.	WCom	Functionality	Executive Summary	<p>Overall, CGE&amp;Y finds that Qwest provides non-discriminatory access to its OSS for CLECs to generate LSRs for wholesale services in Arizona. This finding is based on test activity; observations; and system, procedural and metric improvements that Qwest has made in response to Incident Work Orders (IWOs) generated during this Functionality Test as well as the performance measure results of overall parity.</p> <p>WCom Question: Since re-test activities have been required, how can CGE&amp;Y make such a conclusion statement?</p>
2.	WCom	Functionality	Executive Summary	<p>The pre-order measures that met parity for all disaggregations were:</p> <ul style="list-style-type: none"> <li>• Electronic Flow-through (PO-2)</li> <li>• LSR Rejection Notice Interval (PO-3)</li> <li>• Percent LSRs Rejected (PO-4)</li> <li>• Work Completion Notification (PO-6)</li> <li>• Billing Completion Notification (PO-7)</li> <li>• Timely Jeopardy Notices (PO-9)</li> </ul> <p>There were two pre-order measures that did not meet parity for all disaggregations: FOC Timeliness (PO-5) and Jeopardy Notices (PO-8). The FOC Timeliness measure met four of seven disaggregations, and the Jeopardy Notices measure met one of two disaggregations.</p> <p>WCom Question: These two statements contradict each other, therefore, how can</p>

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3.	WCom	Functionality	Executive Summary	<p>CGE&amp;Y conclude that pre-order measures met all disaggregations?</p> <p>The ordering measures that met parity for all disaggregations were:</p> <ul style="list-style-type: none"> <li>Coordinated Hot Cut Interval (OP-7)</li> <li>Coordinated Cuts On Time (OP-13)</li> </ul> <p>There were four ordering/provisioning measures that did not meet parity for all disaggregations: Installation Commitments Met (OP-3), Installation Intervals (OP-4), New Service Installation Quality (OP-5), and Delayed Days (OP-6). The Installation Commitments Met measure met 26 of 27 disaggregations. The Installation Intervals measure met 23 out of 27 disaggregations. The Installation Quality measure met 9 out of 10 disaggregations. The Delayed Days measure met 18 out of 20 disaggregations.</p> <p>WCom Question: These two statements contradict each other, therefore, how can CGE&amp;Y conclude that all order measures met all disaggregations?</p>
4.	WCom	Functionality	Executive Summary	<p>Qwest did not deliver a Service Order Completion (SOC) on completed orders approximately 25% of the time. (AZIWO1045) The resolution of this IWO generated eight system changes in multiple Qwest systems. This IWO is undergoing retest.</p> <p>WCom Question: What eight systems will be changed and how?</p> <p>Qwest did not deliver a Service Order Completion (SOC) on completed orders</p>
5.	WCom	Functionality	Executive Summary	



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8.	WCom	Functionality	Executive Summary	<p>WCom Question: These two statements contradict each other, therefore, how can CGE&amp;Y conclude that all M&amp;R measures met all disaggregations?</p> <p>It should be noted that although the Billing Accuracy (BI-3) PID reflects parity, this PID only represents adjustments given to customers as a result of a service fault.</p>
9.	WCom	Functionality	Executive Summary	<p>WCom Question: Please provide more details to better understand what is meant by this note.</p> <p>CGE&amp;Y encountered numerous billing discrepancies during this validation. Qwest has responded that these discrepancies were primarily the result of human error and that training has been provided to the individuals and teams to prevent future occurrences. (AZIWO1152, AZIWO1154, AZIWO1163, AZIWO1166, AZIWO1183) See Appendix B for a listing of the IWOs on these billing issues.</p> <p>WCom Question: How has CGE&amp;Y validated Qwest proposed fix for addressing the numerous billing discrepancies?</p>
10.	WCom	Functionality	Executive Summary	<p>It is the opinion of CGE&amp;Y that, overall, Qwest provided parity for all performance indicators as stated above. In cases where there is disparity in performance measures, CGE&amp;Y recommends review of future commercial data to draw conclusions of parity between wholesale and retail.</p> <p>WCom Question: How could CGE&amp;Y have met the following functionality success criterion given disparity in performance was evident "MTP section 4.8 Measurable Standards (Benchmarks and Parity Measures) for Performance Measures listed in Appendix B, as modified with CLEC and Qwest input during the Workshops, and as approved by the ACC, will serve as criteria for success</p>

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13.	WCom	Functionality	Executive Summary	<p>CGE&amp;Y, however, is encouraged by the positive interactions taking place in the CICMP process. The CICMP process allows CLECs to provide input to Qwest's system changes for wholesale order processing.</p> <p>WCom Question: What change requests, if any, submitted by the Psuedo-CLEC through CICMP resulted in the fixes to Qwest OSSs?</p>
14.	WCom	Functionality	Approach	<p>In addition, CGE&amp;Y notified Qwest of test account activity so they could perform database updates on certain special services, including the 911/E911, Operator Assistance (OA) and Directory Assistance (DA) to avoid adverse impact of test accounts on Qwest downstream production output.</p> <p>WCom Question: What downstream production output information would have resulted if Qwest did not perform database update?</p>
15.	WCom	Functionality	Approach	<p>Test lines are pre-provisioned at necessary Friendly locations.</p> <p>WCom Question: Did Qwest pre-provision new lines at each Friendly location to ensure existing service was not interrupted?</p>
16.	WCom	Functionality	Approach	<p>In addition to these tasks, CGE&amp;Y developed a questionnaire in accordance with Section 8 of the TSD which was designed to assess the interaction between Qwest and its CLEC wholesale customers in the areas of Network Design Requests (NDR), collocation and interconnection trunking. The questionnaire was delivered to each of the participating CLECs and included questions on the usability and completeness of procedures and documents, adequacy of NDR, collocation forecast forms and order/provisioning processes for interconnection trunking.</p>

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17.	WCom	Functionality	Approach	<p>WCom Question: Were questionnaires the only source for CGE&amp;Y to evaluate the NDR, collocation and interconnection trunking procedures employed by Qwest? If not, what other sources provided CGE&amp;Y the ability to fully evaluate these processes?</p> <p><b>Additionally, the pre-order process verifies appropriateness and timeliness of reject messages as well as a successful connection to the pre-order system. CGE&amp;Y evaluated the pre-ordering process by monitoring and documenting the submission of pre-order queries performed in preparation for defined test cases.</b></p> <p>WCom Question: What criterion did CGE&amp;Y employ to determine appropriateness and timeliness of reject messages?</p>
18.	WCom	Functionality	Approach	<ul style="list-style-type: none"> <li>Testing of Qwest's interfaces and order entry systems to validate the ability to receive LSRs via Electronic Data Interface (EDI), IMA-GUI and FAX as prescribed in the MTP</li> </ul> <p>WCom Question: What is the breakdown by order type executed during functionality for these three methods of placing local orders?</p>
19.	WCom	Functionality	Approach	<p>CGE&amp;Y performed this evaluation of the ordering/provisioning process by monitoring and documenting the issuance of orders by the Pseudo-CLEC.</p> <p>WCom Question: How did CGE&amp;Y go about testing the following per the MTP section 4.1 "The integration quality of pre-order and order data will also be evaluated during the functionality tests."</p>

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20.	WCom	Functionality	Approach	<ul style="list-style-type: none"> <li>• Determine whether these systems generate a timely and accurate trouble report</li> <li>• Determine if the Pseudo-CLEC or participating CLEC can perform a Mechanized Loop Test (MLT) for a reported trouble</li> <li>• Determine if the MLT results provide the Pseudo-CLEC or participating CLEC the appropriate information</li> <li>• Obtain the status of a trouble ticket</li> <li>• Determine whether Qwest notifies the Pseudo-CLEC or participating CLEC of successful restoration of service after the service fault is identified and corrected</li> <li>• Retrieve a customer's trouble history, as applicable</li> </ul> <p>WCom Question: Did CGE&amp;Y verify all of the above for both the PCLEC and the CLEC acting on behalf of the PCLEC?</p>
21.	WCom	Functionality	Approach	<p>CGE&amp;Y performed this evaluation of the M&amp;R process by monitoring and documenting the creation of trouble tickets by the Pseudo-CLEC.</p> <p>WCom Question: Did CGE&amp;Y monitor and document the creation of trouble tickets that were executed by the participating CLEC as well?</p> <ul style="list-style-type: none"> <li>• Collection of Qwest performance measurement raw data (Ad hoc data) for the Pseudo-CLEC, Qwest, and aggregate CLECs.</li> </ul> <p>WCom Question: What is meant by Ad hoc data for the PCLEC, Qwest and aggregate</p>
22.	WCom	Functionality	Approach	<p>WCom Question: Did CGE&amp;Y monitor and document the creation of trouble tickets that were executed by the participating CLEC as well?</p> <ul style="list-style-type: none"> <li>• Collection of Qwest performance measurement raw data (Ad hoc data) for the Pseudo-CLEC, Qwest, and aggregate CLECs.</li> </ul> <p>WCom Question: What is meant by Ad hoc data for the PCLEC, Qwest and aggregate</p>

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23.	WCom	Functionality	2.1.4 Results	<p>CLECs?</p> <p>The address search criteria in IMA-GUI does not provide adequate information for a Data Local Exchange Carrier (DLEC) to lock in an end user's address for a loop qualification. (AZIWO2117) This IWO will be retested.</p> <p>WCom Question: What actions were taken by Qwest to address this inadequacy?</p>
24.	WCom	Functionality	2.1.4 Results	<p>During pre-order address validation using IMA-EDI, the Pseudo-CLEC encountered an error message. Validation of the same address via the IMA-GUI was successful. (AZIWO1089)</p> <p>WCom Question: What actions were taken by Qwest to address this encountered error?</p>
25.	WCom	Functionality	2.1.4 Results	<p>During the pre-order address validation test it was determined that IMA-GUI did not properly handle address ranges. The Pseudo-CLEC implemented a manual work around to populate the apartment field on the order to complete the test. (AZIWO1047)</p> <p>WCom Question: What actions were taken by Qwest to rectify the handling of address ranges? Why did the PCLEC implement a manual work around prior to awaiting on a fix from Qwest?</p>

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26.	WCom	Functionality	2.2.3 Process	<p>The TSD anticipated daily test status reports prepared from this information and transmitted to the ACC, and subsequently to the TAG at the ACC's discretion. To allow CGE&amp;Y time to analyze the data received, however, the parties agreed that a bi-weekly, two week delayed, report be provided to the TAG CLECs.</p> <p>WCom Question: When did TAG CLECs receive the first report and what functionality results were contained?</p>
27.	WCom	Functionality	2.2.3 Process	<ul style="list-style-type: none"> <li>• no order jeopardy had been received, the Friendly would report to CGE&amp;Y when the service was installed.</li> <li>WCom Question: How many such scenarios were found?</li> <li>• a non-facilities jeopardy had been received, a supplemental order was issued to establish a new due date and the customer was informed.</li> <li>WCom Question: How many such scenarios were found?</li> <li>• an order completion had been received, a trouble ticket was opened and recorded as an unplanned trouble.</li> <li>WCom Question: How many such scenarios were found?</li> </ul>

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28.	WCom	Functionality	2.2.4 Results	<p>The following table displays the products tested and the number of orders issued for each product cell to meet the sample size requirements specified in Section 9.2 of the TSD:</p> <p><b>2.2.4 Results Table</b></p> <p><b>WCom Question: Where there are discrepancies in the number of planned vs. issued for each scenario, please provide reasoning?</b></p>
29.	WCom	Functionality	2.2.4 Results	<p>Evaluation – Numerous inquiries were made by the Pseudo-CLEC to obtain the process to order EELs through their account manager, and to obtain on-line documentation. CGE&amp;Y and the Pseudo-CLEC understood that an ASR was required to order an EEL. Due to the Pseudo-CLEC not being certified to process ASRs (see section 3.2 of the MTP), no EELs were ordered. Qwest updated their IMA User’s Guide and provided detailed directions for issuing EEL orders with an LSR and the process is being reviewed for retest.</p> <p>WCom Question: Does this mean that the documented procedures for ordering EELs via ASR were inadequate? When did Qwest update its IMA User’s Guide for EEL ordering via LSR?</p>
30.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>• Unbundled Dedicated Interoffice Transport (UDIT) Description – A network element consisting of a single transmission path between Qwest end offices, serving wire centers</li> </ul>

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31.	WCom	Functionality	2.2.4 Results	<p>or tandem switches in the same LATA and state. A UDIT can also provide a path between one CLEC in one Qwest wire center and a different CLEC in another Qwest wire center.                      Evaluation – The Pseudo-CLEC was not certified to process ASRs, therefore no UDITs were tested.</p> <p>WCom Question: Does this mean that an evaluation of the UDIT ordering practices employed by Qwest will not be reviewed by CGE&amp;Y?</p> <ul style="list-style-type: none"> <li>• Unbundled Sub-Loop                      Description – ILEC owned cabling serving multi-unit addresses.                      Evaluation – Test cases were not executed due to the lack of a participating CLEC with network facilities to an address with ILEC owned cable.</li> </ul> <p>WCom Question: Does this mean that an evaluation of the UDIT ordering practices employed by Qwest will not be reviewed by CGE&amp;Y?</p>
32.	WCom	Functionality	2.2.4 Results	<p>CGE&amp;Y, with the assistance of COVAD, attempted to install DSL service at 29 service addresses. CGE&amp;Y provided the addresses to COVAD who initiated the service requests through one of their Internet Service Providers (ISPs). Of the 29 addresses, LSRs were submitted and FOCs were received for six service addresses. The</p>

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33.	WCom	Functionality	2.2.4 Results	<p>remaining 23 attempts received normal error messages or the loop was disqualified (distance too far from the CO) for DSL service. Appendix K provides details of the 29 service requests as provided by COVAD at the request of CGE&amp;Y.</p> <p>WCom Question: Why were 29 orders originally selected? Of those disqualified it looks like COVAD validated via the raw loop data tool, is this correct? If so, why would the disqualified rejects be considered valid? For all other rejects, did CGE&amp;Y or COVAD validate information via pre-order queries prior to sending orders?</p> <p>The following table contains information that was submitted for the successful LSR requests:</p> <p>***** (Note CGE&amp;Y reviewing the details of these tests)</p> <p>WCom Question: When will the details of these test results be made public?</p>
34.	WCom	Functionality	2.2.4 Results	<p>The RDL tool identified a loop of 11KF and qualifies for DSL provisioning. The access was entered by telephone number. The line share request could not be added due to the CSR not being available. (AZIW01119)</p> <p>WCom Question: How has Qwest addressed the problems</p>

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35.	WCom	Functionality	2.2.4 Results	<p>identified by CGE&amp;Y when attempting to order ADSL loops?</p> <p>When the correct address of [Redacted] W. Broadway Ste. [Redacted] was entered a valid range could not be found. A Qwest employee looked up the information in the Qwest systems and found the Broadway entry should have been Broadway RD. Also, the wrong address displayed because the main account number in PREMIS was different than the published number. Unless the main billing number is input, the RDL tool will not display the correct information. Therefore, the DLEC was unable to retrieve the CSR to determine the main billing number.</p> <p>WCom Question: Did this issue result in an IWO?</p>
36.	WCom	Functionality	2.2.4 Results	<p>The results of the loop qualification queries illustrated several problems with the processing from a DLEC location. Those problems are:</p> <p>The address search criteria obtained from the Friendly was cumbersome to find via the IMA GUI system. The response from the queries displayed address ranges and street names not corresponding to the location provided by the Friendly. (AZIWO2117)</p> <p>The Friendly directory number could not be accessed via the</p>

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37.	WCom	Functionality	2.2.4 Results	<p>IMA GUI loop qualification tool. (AZIWO1124)</p> <p>CSRs could not be accessed on recently installed services. A CGE&amp;Y employee was used to verify the defect. AZIWO1119 covered this defect as well.</p> <p>WCom Question: What has Qwest done to address the loop qualification query discrepancies identified by CGE&amp;Y?</p>
38.	WCom	Functionality	2.2.4 Results	<p>During testing, CGE&amp;Y experienced numerous instances of system tables in Qwest OSS not being properly updated. This prevented the Pseudo-CLEC from submitting orders. After several system table updates, Qwest implemented a process for quality control (AZIWO1093, AZIWO1129, AZIWO2101, AZIWO1001, AZIWO1017) Retesting results will be reviewed for evidence of problems caused by table update errors.</p> <p>WCom Question: What quality control processes have been implemented by Qwest?</p> <p>CGE&amp;Y encountered instances where orders were completed, but CGE&amp;Y was unable to process a subsequent change order until Qwest updated their reseller ID tables. This frequently took three to five business days. (AZIWO2060) This IWO is in retest.</p>

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39.	WCom	Functionality	2.2.4 Results	<p>WCom Question: What actions has Qwest taken to address table update problems?</p> <p>CGE&amp;Y encountered numerous instances when orders were completed, but Qwest did not provide a timely SOC. Of the 1,315 orders that received a SOC, 337 did not receive a SOC at the time of completion. Qwest has identified multiple causes, and has implemented system changes. (AZIWO1045) This IWO will be retested.</p> <p>WCom Question: What changes were implemented by Qwest to address the evidence of untimely SOC's?</p>
40.	WCom	Functionality	2.2.4 Results	<p>During testing it was determined that FOCs are used by Qwest for purposes other than confirming the order. When a CLEC receives a FOC, they expect a Due Date to be confirmed. If multiple FOCs are received changing the status of the order (i.e., Due Date change, Jeopardy condition, Reject message), a CLEC must manually interpret the impact of this status change on the order processing. CGE&amp;Y created several IWOs addressing this issue:</p> <ul style="list-style-type: none"> <li>• AZIWO1107: Involved 13 test cases that received an unsolicited FOC with a Due Date change</li> <li>• AZIWO1114: 1 FOC received with two different Due Dates</li> <li>• AZIWO1117: A FOC Jeopardy was received, but the Jeopardy</li> </ul>

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41.	WCom	Functionality	2.2.4 Results	<p>detail was not sent until the next day</p> <ul style="list-style-type: none"> <li>• AZIWO2115: 4 FOCs were identified (3 after the SOC) where the FOC communication was being used for miscellaneous comments that may or may not require action by the CLEC</li> <li>• AZIWO2116: The pseudo CLEC received a FOC prior to the complete processing of the LSR</li> <li>• AZIWO2069: An order was submitted via EDI and a FOC was not received.</li> </ul> <p>WCom Question: Was the fact that Qwest used FOCs for more than confirming an order documented? If so, where?</p> <p>During the processing of orders to install new (additional) lines to retail customer locations, CGE&amp;Y observed four occurrences where the customer's <u>existing</u> service was inoperable. For these out-of-service conditions, CGE&amp;Y followed section 2.5.17 of the TSD and instructed the Pseudo-CLEC to open a trouble ticket for the customer. These unplanned trouble reports are reflected in the M&amp;R statistics spreadsheet.<sup>1</sup></p> <p>WCom Question: How long did it take Qwest to fix these out of service conditions?</p>
42.	WCom	Functionality	2.2.4 Results	<p>Figure 2.2.4b illustrates results of loop testing for new UNE-L loops:</p>

<sup>1</sup> CGE&Y Archive File: FT #7 – M&R Statistics Spreadsheet

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			Results	<ul style="list-style-type: none"> <li>• 70 total orders were tested</li> <li>• 56 orders passed all tests</li> <li>• 2 orders failed and trouble tickets were created (see Appendix F)</li> <li>• 12 orders were cancelled for various reasons including, customer (Friendly) error and “no loop facilities available.”</li> </ul> <p>WCom Question: Of the 12 orders cancelled, what % resulted in “no loop facilities available”? Were pre-order queries performed to determine facility availability?</p>
43.	WCom	Functionality	2.2.4 Results	<p>Figure 2.2.4c illustrates the loop test results of UNE-P to UNE-L loops:</p> <ul style="list-style-type: none"> <li>• 23 total orders sent to be tested</li> <li>• 15 orders passed all tests</li> <li>• 3 orders failed and trouble tickets were created (see Appendix F)</li> <li>• 5 orders were cancelled due to various reasons including customer (Friendly) error or “order cancelled by Qwest due to no RMKS (Remarks) relating Disc. new connects on issued LSR.”</li> </ul> <p>WCom Question: What would constitute a Friendly error?</p>
44.	WCom	Functionality	2.2.4 Results	<p>Figure 2.2.4d illustrates the results of loop testing for UNE-L with LNP:</p>

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				<ul style="list-style-type: none"> <li>• 21 total orders sent to be tested</li> <li>• 20 orders passed all tests</li> <li>• 0 orders failed</li> <li>• 1 order was cancelled due to a Reject received from Qwest stating there were no loop facilities available</li> </ul>
45.	WCom	Functionality	2.2.4 Results	<p>WCom Question: Were pre-order queries performed to determine facility availability? Prior to exiting the Functionality Test for order entry and provisioning, the following exit criteria were met:</p> <p>WCom Question: How can exit criterion be met when retesting has not been completed?</p>
46.	WCom	Functionality	2.3 M&R	<p>CGE&amp;Y produced test scripts for UNE-L, UNE-P, DSL, and Resale accounts. A total of 61 test scripts were executed, 37 in CEMR and 24 in EB-TA.</p> <p>WCom Question: How did CGE&amp;Y determine the number of test scripts per interface to be sufficient?</p>
47.	WCom	Functionality	2.3.3 Process	<p>To test the effectiveness of Qwest's trouble reporting systems, CGE&amp;Y created test scripts that simulated an end-user calling the CLEC to report a trouble condition. During the testing, but prior to reports of line trouble, CGE&amp;Y made arrangements with a Qwest Single Point of Contact (SPOC) to artificially induce service-affecting</p>

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48.	WCom	Functionality	2.3.3 Process	<p>trouble conditions onto lines established during the Functionality testing. These trouble inducements were performed during testing, rather than before, to assure that the troubles were not detected, and subsequently repaired, through routine systems maintenance. Prior to the execution of a particular test script, CGE&amp;Y sent the contact person a list of telephone numbers or circuit IDs and the types of troubles to be induced.</p> <p>WCom Question: Was Qwest SPOC sighted? How did CGE&amp;Y validate that the SPOC would not be the technician who might work the trouble tickets? Does this mean that troubles were induced out of a single end office? If so, which one? If not, which end offices were used?</p>	
49.	WCom	Functionality	2.3.3 Process	<p>Prior to the initiation of any M&amp;R tests, a number of lines established during the Functionality Test were removed from the normal cycling of orders and designated for use in M&amp;R testing. This eliminated the possibility of the lines being disconnected or otherwise altered during the time period in which the EB-TA or CEMR testing occurred. Once the lines were isolated for use in M&amp;R testing, they were assigned unique M&amp;R test-case tracking numbers.</p> <p>WCom Question: Were there any functionality M&amp;R tickets issued via CTAS, the system that preceded CEMR?</p>	
					<p>➤ Unplanned – Any trouble discovered on a test account during the course of the</p>

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			Process	functionality testing. Examples of these troubles include loss of dial tone on the lines, and problems making long-distance calls from the lines installed during testing
50.	WCom	Functionality	2.3.3 Process	<p>WCom Question: What was the total number of unplanned troubles encountered?</p> <p><u>EB-TA Trouble Ticket Processing</u></p> <p>WCom Question: During testing, did CGE&amp;Y ever encounter system down time? If so, how often and what were the durations?</p>
51.	WCom	Functionality	2.3.3 Process	<p>Qwest's database showed that the Pseudo-CLEC did not own the line. (AZIWO2101) This IWO will be considered for retest.</p> <p>Tickets not present by CEMR on the Maintain Trouble report screen. (AZIWO2102) This IWO will be retested.</p> <p>Tickets appeared corrupted. (AZIWO2103) This IWO will be retested.</p> <p>WCom Question: What OSS changes were made by Qwest to address IWO 2101, 02 &amp; 03?</p>
52.	WCom	Functionality	2.3.3 Process	<p>While attempting to execute the MLT process outlined in Section 10.4 of the CEMR User Guide, CGE&amp;Y observed that the function was unavailable. Qwest updated the system database to allow Pseudo-CLEC access. (AZIWO2098) This</p>

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				IWO will be considered for retest.  WCom Question: What OSS change was made to address IWO 2098?
53.	WCom	Functionality	2.3.3 Process	MLTs were successfully performed on selected test lines. Additionally, the functionality for electronically requesting the status of an open trouble ticket was successfully tested.  WCom Question: Since MLTs were successfully performed on the selected test lines, upon resolution of the trouble ticket, did the results of the MLT accurately reflect the nature of the problems?
54.	WCom	Functionality	2.3.4.2 EB-TA Results	Twenty-four test cases were successfully submitted to Qwest via EB-TA. Of these, all but one met or bettered the commitment date provided by Qwest for clearing the trouble. MLTs were conducted on each line, and line trouble histories were successfully retrieved for selected test cases.  WCom Question: Since MLTs were successfully performed on the selected test lines, upon resolution of the trouble ticket, did the results of the MLT accurately reflect the nature of the problems?
55.	WCom	Functionality	2.3.4.2 EB-TA Results	Criterion: All Incident Work Orders were properly addressed and successfully re-tested with passing results in accordance with the Testing Incidents Process

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56.	WCom	Functionality	2.4.1 Billing	<p>Completed: WCom Question: Should this not indicate pending re-testing?</p> <p>The billing process is the means by which Qwest provides CLECs with wholesale bills, usage data and records for the services, network elements (e.g., loop) and features that are ordered and provisioned. The bills used in this test were produced from the Qwest Customer Record Information System (CRIS). Billing was generated when the order was completed and the order status was changed to SOC.</p> <p>WCom Question: How did CGE&amp;Y evaluate Qwest IABS billing processes?</p>
57.	WCom	Functionality	2.4.2 Billing	<p>Although the MTP specified the creation of both Integrated Access Billing System (IABS) and CRIS bills for validation in this test, only CRIS bills were used. The is because the product types billed from IABS are Collocation, Resale Frame Relay, Local Interconnection Service (LIS), Interconnect Port-Local Service, Unbundled Dedicated Interoffice Transport (UDIT), DS1 Message Trunk Ports, and E911 (facility based CLECs only) and were not a part of this test.</p> <p>WCom Question: Why did CGE&amp;Y not identify alternative methods for reviewing and validating IABS bill processes and procedures?</p>
58.	WCom	Functionality	2.4.3 Process	<ul style="list-style-type: none"> <li>The bills received and validated were for the time period of January 2001 through June 2001.</li> </ul>

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59.	WCom	Functionality	2.4.3 Process	<p>WCom Questions: Were 6 months of billing received and validated for Resale, UNE-L and UN-P accounts?</p> <p>CGE&amp;Y documented and sent issues to Qwest in the form of Data Requests (DRs). These requests were sent to the identified Qwest representative via e-mail. The Qwest SMEs researched the requests and reported the findings back to CGE&amp;Y using DR responses. The Qwest response was returned to CGE&amp;Y via e-mail with the answer included below the original request. DR responses that identified Qwest systems problems, process changes and/or improvements, and DRs that remained open as of 9/1/01 resulted in the issuing of IWOs that were referred to Qwest for resolution.</p> <p>WCom Question: What DRs resulted in IWO's?</p>
60.	WCom	Functionality	2.4.3 Process	<p>WCom Question: Validation of usage on the Resale bills to determine that it appeared on the correct account, the correct bill month, and that the calculations were correct. For the UNE-P bills, the usage was provided as a summary item at the account level (single line item). The charge for the usage amount was verified</p> <p>WCom Question: Why were UNE-P bills received at the summary level? Was this process different than the usage records provided on Resale bills?</p>

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61.	WCom	Functionality	2.4.3 Process	<p>The timeliness of providing the bills to the Pseudo-CLEC was validated per the guidelines in the ICA. The ICA states that hard copies of the bills are to be shipped to the Pseudo-CLEC within ten days of generation.</p> <p>WCom Question: Was this requirement per the ICA met?</p>
62.	WCom	Functionality	2.4.3 Process	<p>CGE&amp;Y reviewed the DUF to verify that the data were included on the correct bill. The DUF data were analyzed at the TN level. The test Friendly Call Detail Logs were analyzed to determine if the call events were included on the DUF and the appropriate records billed.</p> <p>WCom Question: Were the DUF bills received as required?</p>
63.	WCom	Functionality	2.4.3 Process	<p>For service activations or disconnects, the billable service order items and account information were validated against the bill. This validation consisted of customer information, items ordered, quantity of items ordered, and review of items not on bills but on order to validate that billing was not required. It was possible to have items on a service order that were not billable and therefore not contained on the bill.</p> <p>WCom Question: When is it possible to have items on a service order that were not billable and therefore not contained on the bill?</p>
64.	WCom	Functionality	2.4.3 Process	<p>As used in this test, "usage rates" refers to the amount charged for a</p>

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			Process	<p>product or service used. Usage rates were reviewed to verify that rates were applied correctly for each product or service. The rates were determined by the USOC or for specific items if the item was rated as a per use event. The rate of charge was associated for each USOC by Qwest. CGE&amp;Y validated that the rates charged on each bill corresponded to the rates in the Pseudo-CLEC USOC tables and the published local ICA.</p> <p>WCom Question: Did PCLEC house and update their associated USOC tables?</p>
65.	WCom	Functionality	2.4.3 Process	<p>To validate that the Pseudo-CLEC was billed correctly for recurring, non-recurring, and miscellaneous charges the appropriate bill items were reviewed. The USOC was used to determine the charge applied. When changes were made to accounts, CGE&amp;Y validated that, based on the LSR, the appropriate USOC was added to the account. The valid USOCs and associated rates were provided to the CGE&amp;Y team by Qwest.</p> <p>WCom Question: How did CGE&amp;Y validate the appropriate USOC was added to the account? Was the Qwest PCLEC USOC table in sync with the PCLEC USOC table?</p>
66.	WCom	Functionality	2.4.3 Process	<p>Based on the USOC, CGE&amp;Y confirmed that the correct rates were applied and the charges were correct for:</p>

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				<p>1) Monthly recurring charges                      2) Non-recurring charges                      3) Miscellaneous charges</p> <p>WCom Question: How were these charges validated?</p>
67.	WCom	Functionality	2.4.3 Process	<p>For the purposes of this document, discounts are defined as related to USOC rates, and adjustments relate to the correction of previously billed charges. CGE&amp;Y determined that discounts and adjustments were applied correctly.</p> <p>WCom Question: Why are discounts defined as related to USOC rates, and adjustments related to the correction of previously billed charges for purposes of this document?</p>
68.	WCom	Functionality	2.4.3 Process	<p>The specific discount for each USOC was defined per the local ICA. The specific USOC information provided to CGE&amp;Y by Qwest reflected the amount after discount. There were no actual discounts shown on the bills.</p> <p>WCom Question: Was CGE&amp;Y able to validate all discounts were applied correctly?</p>
69.	WCom	Functionality	2.4.3 Process	<p>Adjustments were usually made as a result of problems in previous periods for which the Pseudo-CLEC was owed a credit. Although the capability exists for both credit and debit adjustments, only credit adjustments were encountered in this test. CGE&amp;Y determined whether adjustments to bills for errors from a previous month were</p>

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70.	WCom	Functionality	2.4.3 Process	<p>correctly made.</p> <p>WCom Question: What are the adjustment types that could apply? Did CGE&amp;Y consider alternative means to validate debit adjustments?</p> <p>Per Section 3.8.3 of the TSD, the focus of the taxes and surcharges review was to verify that taxes and surcharges are assessed correctly. The Pseudo-CLEC was established with Qwest as tax exempt. Although the Pseudo-CLEC was tax exempt it was possible for the bills to include a specific surcharge applied. CGE&amp;Y determined whether the taxes and/or surcharges assessed on each bill were accurate and appropriate for the tax-exemption.</p> <p>WCom Question: How did CGE&amp;Y validate taxes and/or surcharges assessed on each bill were accurate and appropriate for the tax-exemption?</p>
71.	WCom	Functionality	2.4.3 Process	<p>Receipt of sample Qwest IABS (Integrated Access Billing System) and CRIS (Customer Records Information Systems) bills</p> <p>WCom Question: Was this entrance criterion met for IABS bills?</p>
72.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>A Service Activation contained two USOCs with the same description. Qwest investigated and found that the USOCs were valid; however, they were not valid for the type of service of this account. Qwest reported that this error was caused by a</li> </ul>

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				<p>service representative who input the incorrect USOC. Qwest advised that an adjustment would be made to a subsequent bill. CGE&amp;Y has not been able to validate this adjustment or to locate a bill for this account in the file since June. There is no record of a disconnect for this account. (AZIWO1165)</p> <p>WCom Question: Has Qwest implemented valid training procedures to eliminate this issue from recurring?</p>
73.	WCom	Functionality	2.2.4 Results	<p>• Qwest is in the process of changing the CRIS bill format, which is used for UNE-P and Resale bills. The presentation of the Summary Page made it difficult to determine that the bill contained complete information. An example was that in one format the Amount Due = Previous Balance on the subsequent; in another format Amount Due is split into totals for the Previous Balance. Since the test was to be conducted in a production environment, the expectation was that the format would have been more consistent. CGE&amp;Y anticipated that customers would have been notified either in writing or via bill message of format changes. (AZIWO1151)</p> <p>WCom Question: What format changes are being implemented by Qwest? When will these changes occur?</p>

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74.	WCom	Functionality	2.2.4 Results	<p>On a February 2001 UNE-P bill, the Charges and Transferred Balance total did not equal the Total Balance. The problem was discussed with Qwest who advised that the Balance Forward was now split between two totals (Changes and Transferred Balance) and advised CGE&amp;Y on how to validate these totals. CGE&amp;Y was not able to reconcile the difference. The problem was referred to Qwest and is currently under investigation. (AZIWO1167)</p> <p><u>WCom Question: What procedure change will Qwest implemented to address this issue? Is this IWO being considered for re-test?</u></p>
75.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>The usage on the Resale bills is itemized. On UNE-P accounts, the usage was summarized into a one-line total. This incongruity was discussed with Qwest and their response was that this is accurate as UNE-P is billed by minutes of use. A follow up question was submitted to Qwest to determine the usage dates for each product type for each cycle. (AZIWO1168)</li> </ul> <p>WCom Question: Please clarify, it is unclear why Qwest is unable to itemize une-p usage records?</p>
76.	WCom	Functionality	2.2.4 Results	<p>Five TNs not assigned to the Pseudo-CLEC were included on the DUF. Qwest investigated the problem and found that the five TNs were incorrectly identified as belonging to the Pseudo-CLEC. Qwest is investigating the cause of this problem. (AZIWO1169)WCom Comment: How has Qwest addressed this IWO?</p>

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77.	WCom	Functionality	2.2.4 Results	<p>(one per row)</p> <ul style="list-style-type: none"> <li>Approximately 100 discrepancies were discovered during the comparison of the DUF to the hard copy bills. These discrepancies included usage on the bills but not on the DUF, usage on the DUF but not on the bill, and listed on the friendly Call Detail Log but not on the DUF and/or bill. This is currently under investigation by Qwest. (AZIWO2120)</li> </ul> <p>WCom Question: How has Qwest addressed this IWO?</p>
78.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>In two instances accounts were not on the bill within the bill cycle of the SOC date. In the first case, the SOC was January 4 but it did not appear until the February 19 bill (one month late). In the second instance, the SOC date was February 15 but did not appear until the April 25 bill (two months late). The charges were back-billed to the SOC date. Qwest determined this to be a human error related to transition of work between centers. (AZIWO1182)</li> </ul> <p>WCom Question: What procedures has Qwest implemented to eliminate this issue from occurring in the future?</p>
79.	WCom	Functionality	2.2.4 Results	<p>CGE&amp;Y observed inconsistencies in the bill displays for USOC. In most cases the USOC and the description were on the bill but there were cases where only the USOC description was shown. This IWO has been referred to Qwest. (AZIWO1161)</p> <p>WCom Question: How has Qwest addressed this IWO?</p>

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80.	WCom	Functionality	2.2.4 Results	<p>Requests were made to Qwest beginning in November 2000 for the USOC list, and the USOC's associated rate. The original information provided in December 2000 contained only the USOC and description. Subsequent requests were made during January, February and March. At the end of March a table was provided that included the USOC and rates for Resale only. The USOCs and rates were provided for UNE-L in June. CGE&amp;Y was told by Qwest that the UNE-P rates were similar enough to Resale and to use them and question any differences. Impact: there are no documented rates to validate the bills based on the USOC selected. (AZIWO1181)</p> <p>WCom Question: How has Qwest addressed the issues identified in this IWO?</p> <ul style="list-style-type: none"> <li>CGE&amp;Y observed that Qwest is not applying the Federal Access Charge consistently. The Federal Access Charge is a mandatory charge for all business and residence customers. This is controlled by a USOC based on the class of service. Qwest stated they have provided training for the specific order typist, and also provided channel communication to all service order typists. (AZIWO1153, AZIWO1162)</li> </ul> <p>WCom Question: Please verify that the mandatory Federal Access Charge is applied to CLEC bills manually.</p>
81.	WCom	Functionality	2.2.4 Results	<p>Discrepancies were found between services billed and services ordered. Qwest responded that service representatives made errors writing internal service orders. Qwest indicated that updates were</p>
82.	WCom	Functionality	2.2.4 Results	<p>Discrepancies were found between services billed and services ordered. Qwest responded that service representatives made errors writing internal service orders. Qwest indicated that updates were</p>

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83.	WCom	Functionality	2.2.4 Results	<p>made to procedures, and retraining was provided. Following are some examples of these errors:</p> <p>WCom Question: Does Qwest response mean that the services ordered were not properly provisioned?</p> <ul style="list-style-type: none"> <li>CGE&amp;Y observed that certain USOCs are used for both recurring and non-recurring charges. Qwest is currently working on a software change so that the recurring and non-recurring charges will be applied with a single USOC. Qwest advised this will be implemented in December 2001. (AZIWO1164)</li> </ul> <p>WCom Question: Did CGE&amp;Y validate that recurring and non-recurring charges are applied with a single USOC?</p>
84.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>The Monthly Service Charge on Service Activations did not include all the recurring charges for the first bill. Subsequent bills included all the recurring charges. CGE&amp;Y observed that this discrepancy was only associated with the initial Service Activation. (AZIWO1155)</li> </ul> <p>WCom Question: Is Qwest required to process recurring charges on the first bill on Service Activations?</p>
85.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>There were instances where the USOC SEA (Call Blocking) rate did not match the rate applicable to the Pseudo-CLEC.</li> </ul>

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86.	WCom	Functionality	2.2.4 Results	<p>(AZIWO1186)</p> <p>WCom Question: What has Qwest done to address this issue?</p> <ul style="list-style-type: none"> <li>On the January and February bill cycles, adjustments were made to two accounts. There were no itemized details for the adjustments and therefore no way to validate the adjustments made. (AZIWO1156)</li> </ul> <p>WCom Question: Please verify, the PCLEC did not expect any adjustments for that time period?</p>
87.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>A Qwest software change was made in January 2001 that caused various taxes to be charged to tax exempt accounts. Since the Pseudo-CLEC is tax exempt, there should be no taxes charged. Qwest is making software changes to correct this problem. This IWO is still open. (AZIWO1158)</li> </ul> <p>WCom Question: What software change is Qwest making to address this issue? How does CGE&amp;Y plan to re-test this issue?</p>
88.	WCom	Functionality	2.2.4 Results	<ul style="list-style-type: none"> <li>CGE&amp;Y could not verify bill prorating when an account was disconnected on Feb 28. CGE&amp;Y was not able to use the calculation provided. Referred to Qwest. (AZIWO1160)</li> </ul>

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89.	WCom	Functionality	2.5.1 Performance Measures	<p>WCom Question: How has Qwest addressed this issue?</p> <p>The report-only category is provided for those measures that the determined are of interest but are used for diagnostic purposes, often because they back-up or support other performance measures. The report-only category includes measures for which there is not yet sufficient information or the need to set a benchmark. There is no established standard for this type of measures.</p> <p>WCom Question: Will the Diagnostic/TBD PIDs and sub-measure product reporting that are being or have recently been negotiated be addressed?</p>
90.	WCom	Functionality	2.5.2 Performance Measures	<p>Collection of Qwest performance measurement raw data (Ad hoc data) for the Pseudo-CLEC, Qwest, and aggregate CLECs</p> <p>WCom Question: Please define what is meant by Ad hoc data for PCLEC, Qwest and aggregate CLEC?</p>
91.	WCom	Functionality	2.5.2 Performance Measures	<p>Declaration of parity/disparity or pass/fail for all performance measurement results where sufficient data are available</p> <p>WCom Question: What about where sufficient data was not available? There are several occasions that refer to insufficient data or volumes. Why wouldn't PCLEC volumes be increased and additional testing done to validate?</p>
92.	WCom	Functionality	2.5.2 Performance Measures	<p>The Pseudo-CLEC began executing test scenarios for the specific products listed in Section 9.1.2 of the TSD as part of the Functionality</p>

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93.	WCom	Functionality	Performance Measures	<p>Test on December 21, 2000. The Pseudo-CLEC issued its final order on June 29, 2001. This evaluation considers those data disaggregations within the established Qwest reported performance measurement disaggregations. As a result, the desired amounts of iterations were not available for all disaggregations. However, a parity or disparity conclusion is still possible in many cases. In several instances, Pseudo-CLEC data exists for disaggregations not planned in Section 9.1.2 of the TSD as part of the statistical test. To the extent that Pseudo-CLEC data exists in any disaggregation, CGE&amp;Y has provided statistical results.</p> <p>WCom Question: CGE&amp;Y states "the desired amounts of iterations were not available". Why weren't additional iterations made in order to the appropriateness of the desired results?</p> <p><b>Indeterminate -&gt; P:</b> When both risks are greater than .05, and <math>d &lt; r_0</math>, (or equivalently, <math>d &lt; .143</math> for interval measures or <math>d &lt; .0709</math> for binomial measures), and the criteria for Insuff Evid and Too Close are not satisfied, then the situation is described as Indeterminate, Leaning towards Parity.</p> <p>WCom Question: In these cases were there was insufficient data why was more data not collected in order to make a statistical determination?</p> <p>Can you explain the Disparity and Parity calculations in more detail?</p>

**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Inferim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
94.	WCom	Functionality	2.5.2 Performance Measures	
95.	WCom	Functionality	2.5.2 Performance Measures	
96.	WCom	Functionality	2.5.2 Performance Measures	
97.	WCom	Functionality	2.5.2 Performance Measures	
98.	WCom	Functionality	2.5.2 Performance Measures	PO-2 measures the percentage of electronically submitted LSRs that flow from the electronic gateway interface to the SOP without falling out for manual intervention. Flow-through rates are highly dependent on the training and expertise of the CLECs. Significant differences between Pseudo-CLEC and aggregate CLEC results may be due to lack of training. In addition, the nature of Pseudo-CLEC LSRs may be materially different from those issued by commercial CLECs. CGE&Y recognizes that due to requirements of the test, the mix of Pseudo-CLEC issued LSRs, including large numbers of disconnects, may differ substantially from a commercial CLEC. Disaggregations include flow-through percentage for all LSRs and for those LSRs classified as flow-through eligible by interface type.

**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
99.	WCom	Functionality	2.5.2 Performance Measures	<p>The standard for this measure is a benchmark that has not yet been determined ("TBD"). All results are for informational purposes and for discussion in setting an appropriate benchmark.</p> <p><b>WCom Question: How did CGE&amp;Y verify that flow through rates are highly dependant on CLEC training and expertise? Is CGE&amp;Y implying that lack of flow-through cannot be attributable to Qwest's inability to edit LSRs such that flow through eligible LSRs that are flawed can be processed instead of rejected?</b></p> <p>No performance standard is available for this measure, therefore no findings are possible.</p> <p>WCom Question: Can you explain the low sample sizes for LNP? Can you provide any reasoning why PCLEC results may be so low verses aggregate CLEC results for resale and the opposite for UBL aggregate?</p>
100.	WCom	Functionality	2.5.2 Performance Measures	<p>No performance standard is available for this measure, thus no findings are possible.</p> <p>WCom Question: Can you explain the low sample sizes for LNP? Can you make provide any reasoning why PCLEC results may be so low verses aggregate CLEC results for Resale?</p>
101.	WCom	Functionality	2.5.2 Performance Measures	<p>The percentage of eligible LSRs that flow through is the</p>

**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
			Performance Measures	<p>subject of AZIWO2113. Earlier in the test phase, the standard for comparison was parity with Qwest retail. CLEC results were significantly worse than Qwest retail results. Qwest subsequently changed the standard to "TBD." CGE&amp;Y notes that the large disparity between Pseudo-CLEC and aggregate CLEC flow-through rates for resale can be partially explained by the fact that most of the Pseudo-CLEC data for this product occurred in the January through March timeframe, and flow-through rates have improved substantially in subsequent months. Moreover, because the standard for this measure is "TBD," CGE&amp;Y can not verify that a problem still exists.</p> <p>WCom Question: Have flow-through rates improved to the level of parity service?</p>
102.	WCom	Functionality	2.5.2 Performance Measures	<p>The percentage of eligible LSRs that flow-through is the subject of AZIWO2113, however, because the standard for this measure is "TBD," CGE&amp;Y can not verify that a problem exists. (see also, PO-2B-1)</p> <p>WCom Question: Can you explain the low sample sizes for LNP?</p>
103.	WCom	Functionality	2.5.4.1e Performance	<p>Note 1: The table cell is vacant due to no available data</p>

Qwest 271 OSS Test Workshop Questions

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
104.	WCom	Functionality	Performance Measures 2.5.4. If Measures	WCom Question: Can you explain why no data was available?  Note 1: The table cell is vacant due to no available data  WCom Question: Can you explain why no data was available?
105.	WCom	Functionality	2.5.24.1g Performance Measures	Note 1: The table cell is vacant due to no available data  WCom Question: Can you explain why no data was available?
106.	WCom	Functionality	2.5.4 .1h Performance Measures	Results for fully electronic FOCs via EDI demonstrate that the Pseudo-CLEC and aggregate CLECs are both meeting the benchmark for all product types.  WCom Question: Can you explain low PLEC volumes for LNP and UBL aggregate?  Can a reliable pass fail decision be made using 1 or 2 samples?
107.	WCom	Functionality	2.5.4 .1n Performance Measures	No performance standard is available for this measure, therefore no findings are possible.

**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
108.	WCom	Functionality	2.5.4 Performance Measures	<p>WCom Question: Can you make provide any reasoning why PCLEC results may be so low verses aggregate CLEC results for IMA and much higher for EDI?</p> <p>Pseudo-CLEC results for non-designed services receiving a timely jeopardy notification are in parity with Qwest retail results. Aggregate CLEC results show a significant disparity with retail results. However, this disparity is associated with the future performance assurance process and is out of the scope of the Arizona 271 engagement.</p> <p>WCom Question: How is the fact that aggregate CLEC results that show a significant disparity with retail results not be of relevance and out of the scope of 271?</p>
109.	WCom	Functionality	2.5.4 .1r Performance Measures	<p>Pseudo-CLEC results for Business installation commitments met are in parity with Qwest retail results. However, commercial CLEC results are in disparity with Qwest retail results. This disparity is associated with the future performance assurance process and is out of the scope of the Arizona 271 engagement.</p> <p>WCom Question: How is the fact that aggregate CLEC results that show a significant disparity with retail results not be of relevance and out of the scope of 271?</p>

**Qwest 271 OSS Test Workshop Questions**

Date Submitted

Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question (one per row)
110.	WCom	Functionality	2.5.4.1u Performance Measures	Among designed service orders in Interval Zone One, Pseudo-CLEC results indicate a disparity with Qwest retail for ISDN BRS. However, this is based on only ten observations and Qwest met all installation commitments for commercial CLEC ISDN BRS orders in Interval Zone One. Therefore, CGE&Y finds that Qwest meets installation commitments for ISDN BRS orders in Interval Zone One at acceptable levels.
111.	WCom	Functionality	2.5.4.1hh Performance Measures	WCom Question: If PCLEC results indicate disparity and CLEC volumes are only 13 how can CGE&Y find that Qwest meets the commitments?  Data is insufficient to make any determinations for Residential installations, the only product with data available. These limited results for aggregate CLECs, however, strongly suggests parity.  WCom Question: With insufficient data and an aggregate CLEC sample size of 3 how can parity be "strongly" suggested?
112.	WCom	Functionality	2.5.2 Performance Measures	<b>Performance Measurement Test Exit Criteria</b>

**Qwest 271 OSS Test Workshop Questions**

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Question Number	Submitter (Company)	Interim Report (e.g. Retail Parity, Rel Mgmt, etc.)	Report Section Reference	Question	(one per row)
			e Measures	Prior to exiting the Functionality Performance Measurement Evaluation, the following exit criteria had to be met:	
				WCom Question: Were parity or disparity was not declared, how were the exit criterion met?	
113.					
114.					
115.					
116.					
117.					
118.					
119.					
120.					
121.					
122.					
123.					
124.					
125.					

## Retail Parity Proposed Re-Evaluation

### Scope

CGE&Y proposes a limited re-evaluation of specific areas of the Retail Parity Evaluation. **[WCom Comment: What is meant by a “limited re-evaluation”? It is WCom’s recommendation that limited should not represent sample sizes that do not provide for the ability to draw valid conclusions]** This re-evaluation will evaluate IMA-GUI pre-order/order functionality only. It will not include any EDI or maintenance and repair functions.

The focus of the re-evaluation is based on:

- AZIWO1110<sup>1</sup> indicates that for the scenarios examined during Phase 2 of the RPE, overall IMA-GUI pre-order response times experienced by CLEC representatives were consistently longer than for Qwest retail representatives. **[WCom Comment: The re-evaluation must provide for conclusive results which will be obtained by determining actual pre-order response times received by a CLEC vs. Qwest retail representatives.]**
- AZIWO1111 identifies a disparity in the numbers of fields and steps required for CLEC representatives using IMA-GUI to complete orders (including pre-order steps) versus Qwest representatives using Qwest systems. **[WCom Comment: Please verify that CGE&Y will determine both fields and steps required for pre-order queries. As well, how will CGE&Y address the following per MTP section 3.3.2 “The evaluation will also determine whether the information received by the CLEC Service Representative from the Qwest OSS is comparable in quality and completeness to the information received internally by the Qwest Service Representative.”]**
- AZIWO1112 addresses the need for functionality to be added to IMA-GUI for CLEC representatives to have the capability to request a specific telephone number (TN) (“vanity TN”) during the TN reservation process as Qwest’s retail systems allow.

There are five additional areas to be included in the re-evaluation:

<sup>1</sup> CGE&Y believes that AZIWO1110 should be included in the Retail Parity re-evaluation as a result of Qwest’s supplemental response dated 10/3/01:

“...In addition, since the Retail Parity Phase 2 tests in February 2001, system enhancements that improved response times have been implemented. Virtually all transaction types have demonstrated continued improvement in average resale times. Two examples that have shown significant improvement are:

- Service Availability Query, software release 5.0 and architecture improvement, August 2001 result in about a 3 second improvement.

Facility Availability Query, software release 9.2, architecture improvement and hardware change, August 2001 result in about a 4 second improvement.

Qwest reasserts its belief, as stated in the initial responses, that when the response times results are viewed in their entirety, the differences are not significant and do not negatively impact the customer experience. Additionally, the differences that do exist are being reduced over time as Qwest continues to improve preorder response times.”

### Retail Parity Proposed Re-Evaluation

- Identify the fields and steps specific to OBF guidelines (AZIWO1111)  
**[WCom Comment: Please verify that CGE&Y will validate the fields and steps required by Qwest that are specific to the OBF guidelines as well as what OBF recommends for each field (required or optional).]**
- Re-evaluate disparity of pre-order response times (AZIWO1110)
- Validate functionality for vanity TN requests (AZIWO1112)
- Identify the number of cumulative auto-populated or selectable fields for pre-order-to-order integration  
**[WCom Comment: Please verify the intent of this action item will address the following per MTP section 3.3.2 "Specifically, the level of pre-order to order integration in the retail and resale interfaces will be compared".]**
- Evaluate the edit and error-checking capabilities for pre-order/order transactions
- Evaluate the ability to request a large block of TNs
- Evaluate the ability to query status of a pending order
- Evaluate the ability to request expedited due dates

This re-evaluation will be limited to specific test scenarios and a small number of iterations of each. It will be performed utilizing paired resale/retail test scripts. The paired test scripts will be scheduled for execution during the same morning/afternoon with the first scripts beginning at a coordinated time for each morning/afternoon period.

In preparation for this re-evaluation, CGE&Y will need to accomplish the following:

- Determination of the scenarios that will be used in the re-evaluation
- *Determination of the number of test case iterations needed*
- Identification of the test accounts to be used to execute the re-evaluation
- Coordination with Qwest and HPC to stage the test accounts to be used for the re-evaluation
- Mapping of test accounts to test scripts
- Scheduling test script execution with Qwest and HPC

CGE&Y's statisticians have determined that it is not a requirement to re-evaluate all the possible combinations of the original RPE test scenarios. It has also been determined that there were no significant differences in the pre-order functions performed in IMA-GUI for POTS services and the complex services evaluated the original RPE. Based on this determination the test scenarios to be used in the re-evaluation will be limited to POTS, ISDN and CENTREX which will be used to evaluate the ability to request a large block of TNs. **[WCom Comment: Please verify that UNE-P POTS will be part of the RPE re-evaluation.]**

A schedule for the execution of the test scripts will be developed through coordination with HPC and Qwest to have the required personnel available on the specified dates.

## Retail Parity Proposed Re-Evaluation

### Approach

The Retail Parity re-evaluation will be performed using paired sets of similar resale/retail test scripts, executed by Qwest and HPC service representative personnel respectively, under the supervision of CGE&Y on-site monitors. The timing of test script execution will be synchronized so that both the retail and resale activities required by the scripts occur during the same morning/afternoon hours of the same business day. The first paired scripts to be performed during the morning/afternoon hours will begin at a coordinated time. Depending on the specific script that is performed, the Retail Parity Re-evaluation will be used to determine:

1. The fields and steps specific to OBF guidelines and required by Qwest for LSR generation will be counted and compared to retail test scripts. (AZIWO1111)
2. The pre-order response times will be recorded on both the resale and retail test scripts and evaluated.\* (AZIWO1110)
3. The new functionality for vanity TN requests available in IMA-GUI will be evaluated and compared to the functionality available to Qwest's retail service representatives.\* (AZIWO1112)
4. The number of cumulative auto-populated or selectable fields for pre-order-to-order integration in IMA-GUI will be determined for each of the test scripts.
5. Relative capabilities for edit and error-checking will be evaluated.\*
6. The ability to request a large block of TNs. There will be one set of paired test scripts utilized to perform this transaction. These paired scripts will be performed to address the manual functions required to obtain a large block of TNs. The telephone number called, name of the center reached, the length of time it took to obtain the TNs, and if a call back was required will be recorded and compared between the resale and retail scripts.\*
7. The relative ability to query the status of a pending order. Evaluate the ease to perform transaction and the message(s) returned.\*\*
8. The ability to request expedite due dates.\*\*

---

\* This functionality is currently being evaluated as part of the functionality re-test effort and the results will be incorporated and used in the findings of the Retail Parity Re-evaluation.

\* This functionality is currently being evaluated as part of the functionality re-test effort and the results will be incorporated and used in the findings of the Retail Parity Re-evaluation.

\*\* Due to test scripts for Retail Parity re-evaluation being canceled before order generation in the resale and retail systems, this functionality is currently being conducted as part of the functionality re-test effort and the results will be incorporated and used in the findings of the Retail Parity Re-evaluation.

ORIGINAL and ten (10)  
copies of the foregoing were sent by overnight  
mail this 9<sup>th</sup> day of November, 2001,  
with:

Arizona Corporation Commission  
Docket Control – Utilities Division  
1200 W. Washington Street  
Phoenix, Arizona 85007

COPY of the foregoing were sent by overnight  
Mail this 9<sup>th</sup> day of November, 2001,  
to:

Maureen Scott  
Legal Division  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

Jane Rodda, Chief Administrative Law Judge  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

Steve Olea, Acting Director  
Utilities Division  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

Matthew Rowell  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

COPY of the foregoing mailed  
this 9th day of November, 2001, to:

Lyndon J. Godfrey  
Vice President – Government Affairs  
AT&T Communications of the  
Mountain States  
111 West Monroe, Suite 1201  
Phoenix, Arizona 85003

Scott Wakefield  
Residential Utility Consumer Office  
2828 N. Central Avenue  
Phoenix, Arizona 85004

Maureen Arnold  
Qwest Corporation  
3033 N. Third Street  
Room 1010  
Phoenix, Arizona 85012

Mark Dioguardi  
Tiffany and Bosco PA  
500 Dial Tower  
1850 N. Central Avenue  
Phoenix, Arizona 85004

Thomas L. Mumaw  
Snell & Wilmer  
One Arizona Center  
Phoenix, Arizona 85004-0001

Andrew O. Isar  
TRI  
4312 92<sup>nd</sup> Avenue N.W.  
Gig Harbor, Washington 98335

Darren S. Weingard  
Stephen H. Kukta  
Sprint Communications Co., L.P.  
1850 Gateway Drive, 7<sup>th</sup> Floor  
San Mateo, CA 94404-2467

Timothy Berg  
Fennemore, Craig, P.C.  
3003 N. Central Avenue  
Suite 2600  
Phoenix, Arizona 85012-3913

Charles Steese  
Qwest Corporation  
1801 California Street, Ste. 5100  
Denver, Colorado 80202

Joan S. Burke  
Osborn & Maledon  
2929 N. Central Avenue  
21<sup>st</sup> Floor  
Phoenix, Arizona 85067-6379

Richard S. Wolters  
AT&T & TCG  
1875 Lawrence Street  
Suite 1575  
Denver, Colorado 80202

Michael M. Grant  
Todd C. Wiley  
Gallagher & Kennedy  
2575 E. Camelback Road  
Phoenix, AZ 85016-4240

Raymond S. Heyman  
Michael Patten  
Roshka Heyman & DeWulf  
Two Arizona Center  
400 Fifth Street  
Suite 1000  
Phoenix, Arizona 85004

Diane Bacon, Legislative Director  
Communications Workers of America  
5818 North 7<sup>th</sup> Street  
Suite 206  
Phoenix, Arizona 85014-5811

Charles Kallenback  
ACSI  
131 National Business Parkway  
Annapolis Junction, Maryland 20701

Bradley Carroll, Esq.  
Cox Arizona Telcom, L.L.C.  
1550 West Deer Valley Road  
Phoenix, Arizona 85027

Joyce Hundley  
United States Department of Justice Antitrust Division  
1401 H Street, N.W.  
Suite 8000  
Washington, D.C. 20530

Daniel Waggoner  
Davis Wright Tremaine  
2600 Century Square  
15011 Fourth Avenue  
Seattle, Washington 98101-1688

Alaine Miller  
NextLink Communications, Inc.  
500 108<sup>th</sup> Avenue NE, Suite 2200  
Bellevue, Washington 98004

Mark N. Rogers  
Excell Agent Services, LLC  
2175 W. 14<sup>th</sup> Street  
Tempe, Arizona 85281

Traci Grundon  
Davis Wright Tremaine LLP  
1300 S.W. Fifth Avenue  
Portland, Oregon 97201

Mark P. Trincherro  
Davis Wright Tremaine LLP  
1300 S.W. Fifth Avenue, Suite 2300  
Portland, Oregon 97201

Gena Doyscher  
Global Crossing Local Services, Inc.  
1221 Nicollet Mall  
Minneapolis, Minnesota 55403-2420

Penny Bewick  
New Edge Networks, Inc.  
P.O. Box 5159  
Vancouver, WA 98668

Jon Loehman  
Managing Director-Regulatory  
SBC Telecom, Inc.  
5800 Northwest Parkway  
Suite 135, Room I.S. 40  
San Antonio, TX 78249

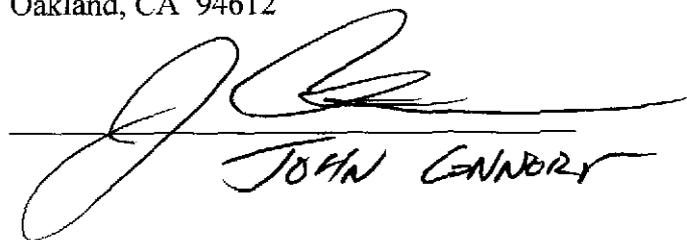
M. Andrew Andrade  
5261 S. Quebec Street  
Suite 150  
Greenwood Village, CO 80111

Douglas Hsiao  
Rhythms Links Inc.  
9100 E. Mineral Circle  
Englewood, CO 80112

Karen Clauson  
Eschelon Telecom, Inc.  
730 2<sup>nd</sup> Avenue South  
Suite 1200  
Minneapolis MN 55402

Brian Thomas  
Vice President Regulatory – West  
Time Warner Telecom, Inc.  
520 S.W. 6<sup>th</sup> Avenue  
Suite 300  
Portland, Oregon 97204

Andrea P. Harris  
Senior Manager, Regulatory  
Allegiance Telecom, Inc. of Arizona  
2101 Webster, Suite 1580  
Oakland, CA 94612



JOHN CONNORS