

**Case No. TO-2005-0336**  
**MASTER LIST OF ISSUES BETWEEN SBC MISSOURI AND NAVIGATOR**  
**OSS ATTACHMENT 27**

Issue Statement	Issue No.	Attachment and Section(s)	CLEC Language	CLEC Preliminary Position	SBC MISSOURI Language	SBC MISSOURI Preliminary Position
Should the word “ <b>lawful</b> ” be cared for in this attachment?	Issue One (1)	ATT 27 OSS		Navigator disagrees with the use of the word “Lawful”. UNEs are UNEs, and if the FCC determines that CLECs are no longer “impaired” without access to a particular network element, it will find that the network element need no longer be unbundled and SBC would have no further obligation to price them at cost-based rates.		Resolved. SBC Missouri and Navigator agreed that the issue surrounding the word “lawful” throughout this attachment would be resolved in accordance with the outcome of this issue in the GT&C section.
Is the CMP (Change Management Process) the appropriate forum to address a change to the hours of operation for the LSC and the LOC?	Issue Two (2)	ATT 27 OSS, 3.14	3.14 SBC MISSOURI shall provide support for the interfaces described in this Attachment. NAVIGATOR will provide a single point of contact for issues related to the interfaces. Each Party shall also provide to the other Party telephone numbers for resolution of problems in connection with pre-ordering, ordering, provisioning and maintenance of the services. SBC MISSOURI shall list the business days and hours for each call center in SBC MISSOURI’s CLEC Handbook and notice any changes via Accessible Letter. Minimum hours of operation for each center shall be:  IS Call Center: 7 days per week, 24 hours per day	SBC’s retail operations are afforded greater access to the supporting wholesale business than CLECs are provided to SBC’s wholesale business.	3.14 SBC MISSOURI shall provide support for the interfaces described in this Attachment. NAVIGATOR will provide a single point of contact for issues related to the interfaces. Each Party shall also provide to the other Party telephone numbers for resolution of problems in connection with pre-ordering, ordering, provisioning and maintenance of the services. SBC MISSOURI shall list the business days and hours for each call center in SBC MISSOURI’s CLEC Handbook and notice any changes via Accessible Letter. Minimum hours of operation for each center shall be:  IS Call Center: 7 days per week, 24 hours per day  LSC & MCPSC: Monday through <b>Friday</b> ,	Yes, all users of SBC’s OSS may participate in the Commission approved Change Management Process, in order to insure that OSS changes are properly introduced and implemented with the collaborative method embedded in the CMP guidelines.  It is essential that CMP be used for OSS affecting issues so that the needs of all users of OSS can be evaluated and so that SBC can communicate the limitations of its systems. With such knowledge and cooperation, OSS can be managed for the benefit of all. The related CLEC User Forum (CUF) is the venue for CLECs to address business process issues as well.  SBC has informed Navigator that its request for SBC to expand its hours of operation in the LSC and the LOC from Friday to Saturday would need to be

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			<p>LSC] &amp; MCPSC: Monday through <u>Saturday</u>, excluding Holidays, 8:00 AM to 5:00 PM</p> <p>LOC – Maintenance: 7 days per week, 24 hours per day</p> <p>LOC – Provisioning: Monday through <u>Saturday</u>, excluding Holidays, 8:00 AM to 5:00 PM</p> <p>The Parties shall ensure adequate coverage in its service centers during these minimum hours.</p>		<p>excluding Holidays, 8:00 AM to 5:00 PM</p> <p>LOC – Maintenance: 7 days per week, 24 hours per day</p> <p>LOC – Provisioning: Monday through <b>Friday</b>, excluding Holidays, 8:00 AM to 5:00 PM</p> <p>The Parties shall ensure adequate coverage in its service centers during these minimum hours.</p>	<p>addressed in the CMP since it would not be practical for SBC to change it's hours of operation for the sole benefit of a single CLEC. Further allowing expanded hours for some users of OSS and not all users would be discriminatory.</p> <p>The Commission should accept SBC's proposed language so that Navigator can pursue its request through the CMP/CUF forums which were designed for this purpose.</p>

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