Final Batch Hot Cut Process Proposal 11-State

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Enhanced Daily Process

- New Customer Acquisitions only
  - Change in carrier using SBC's switch
    - UNE-P to UNE-L w/ LNP different CLEC
    - Resale to UNE-L w/ LNP different CLEC
    - SBC Retail to UNE-L w/ LNP
- Normal Intervals
- No daily CLEC LSR limits
  - Per end user line limits up to existing "project levels"
- FDT Monday – Friday 8:00a.m. – 5:00p.m. excluding holidays
- CHC Monday – Friday 8:00a.m. – 5:00p.m. excluding holidays
- Loops provisioned over IDLC included
- Pre-order IDLC tool
- Scheduler
- PWS enhancement
- Mechanized order flow enhancement
- Predefined rates per line

Enhanced Daily Process

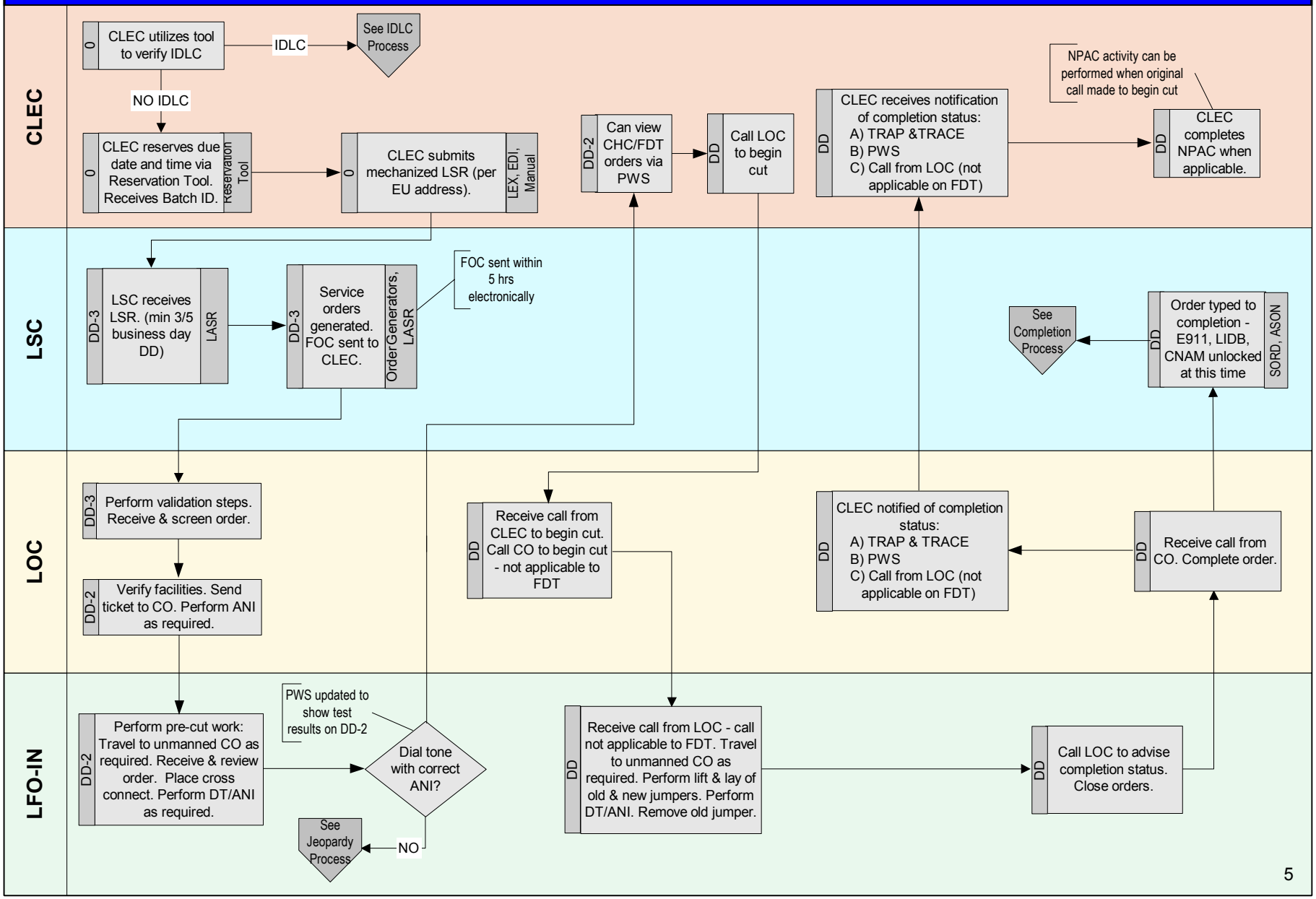
Current Process

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

Proposed Advantages

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

Proposed Daily Process



Batch Hot Cut Process

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

Batch Hot Cut Process

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

Defined Batch Process

- Migrations of Embedded Base (Same customer and carrier, new switch)
  - UNE-P to UNE-L w/ LNP same CLEC
  - Resale to UNE-l w/ LNP same CLEC
- New Acquisitions
  - UNE-P to UNE-L w/ LNP different CLEC
  - Resale to UNE-L w/ LNP different CLEC
  - SBC Retail to UNE-L w/ LNP

- 1 to 100 lines per, CLEC per day, per C.O

- 200 line maximum per C.O. per day (e.g., 2 CLEC requesting 100 lines or 4 CLECs requesting 50 per day)

- 13 day interval to address above and beyond work load

- Loops provisioned over IDLC can be included (a.m. and p.m. appointments available)

- Pre-defined rates

Defined Batch Process

- **Coordinated Hot Cuts**

  Normal Business Hours

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

  Out of Hours**

M – F excluding holidays	6:00a.m. – 8:00a.m. Min. 25* –Max. 50 lines
	5:00p.m.-12:00a.m. Min. 25* – Max 100 lines
Sat. excluding holidays	8:00a.m. – 5:00p.m. Min. 50* – Max 100

- **Frame Due Time**

  Normal Business Hours

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

  Out of Hours**

M – F excluding holidays	6:00a.m. – 8:00a.m. Min. 25* –Max. 50 lines
No FDT M-F	5:00 p.m.-12:00a.m.
No FDT Sat.	

  Cut timeframes:

Normal Business Hours	20 lines per hour – CLEC to be called every hour
Out of Hours	25 lines per hour – CLEC to be called every hour

Sundays are exempt due to industry number porting constraints

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

Defined Batch Process

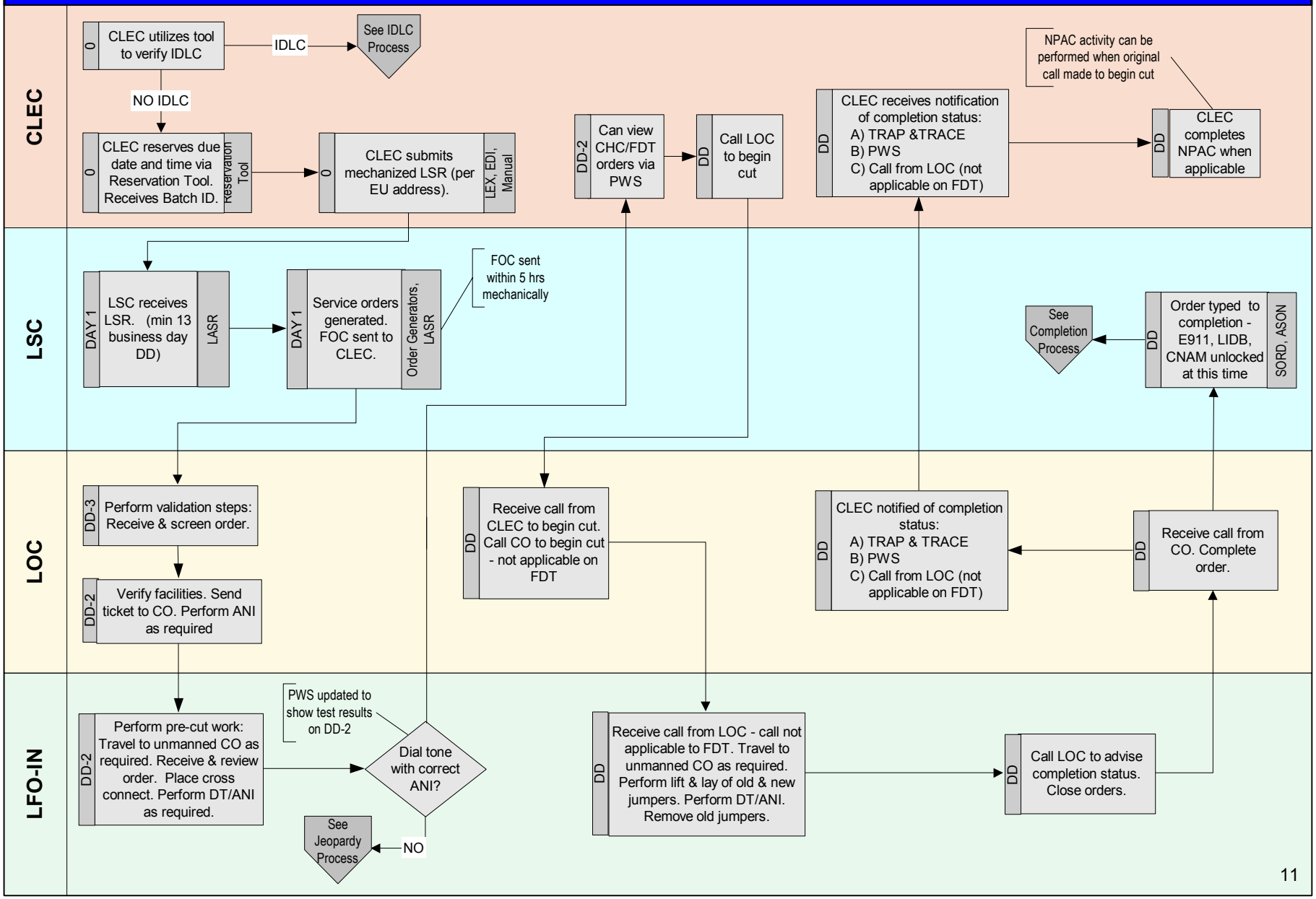
Current Process

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

Proposed Advantages

- Flexible scheduling
- Eliminates negotiation steps and time involved
- Provides defined interval to allow for CLEC resource planning
- Provides CLECs an ability to reserve time
- Provides a pre-defined hot cut rate ted to reflect efficiencies gained
- Volume is sufficient to convert embedded base within 27 months TRO guidelines.
- Wire center based to provide CLEC the ability to convert multiple central offices on the same day
- Includes requests involving IDLC cuts
- Enhance existing process
  - Mechanized order flow
  - Reservation tool
  - PWS (real time completion updates)
- Pre-order IDLC tool

Proposed Defined Process



Batch Hot Cut Process

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

Batch Hot Cut Process

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

Bulk Project Process

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

Bulk Project Process

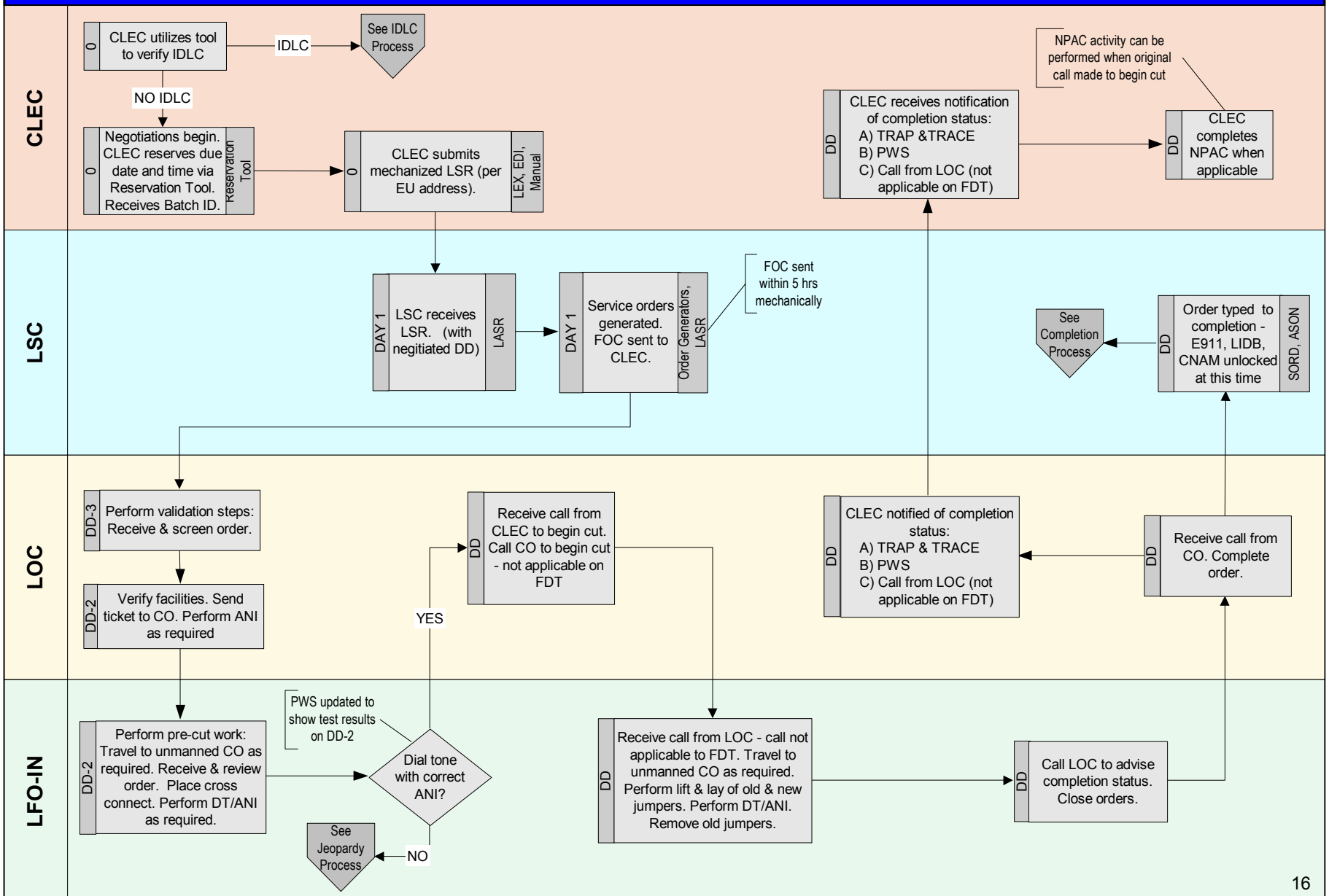
Current Process

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

Proposed Advantages

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

Proposed Bulk Project Process



Batch Hot Cut Process

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

Batch Hot Cut Process

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

Incremental Hot Cut Demand

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

OSS Enhancements

Pre-Order
- IDLC validation
- Inquiry reservation

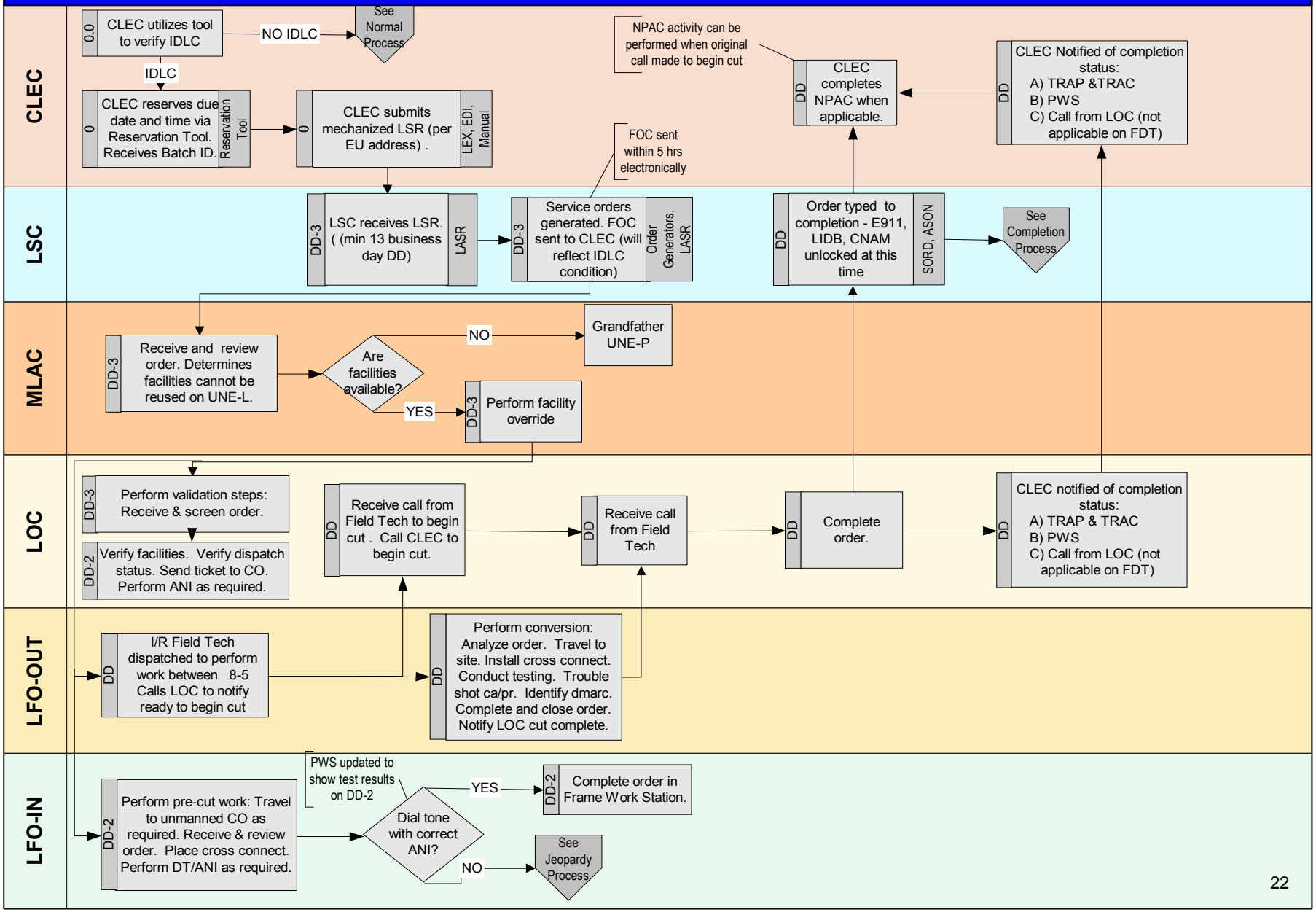
Ordering
- Flow-thru
- Batch Identification

Provisioning
- Provisioning Website

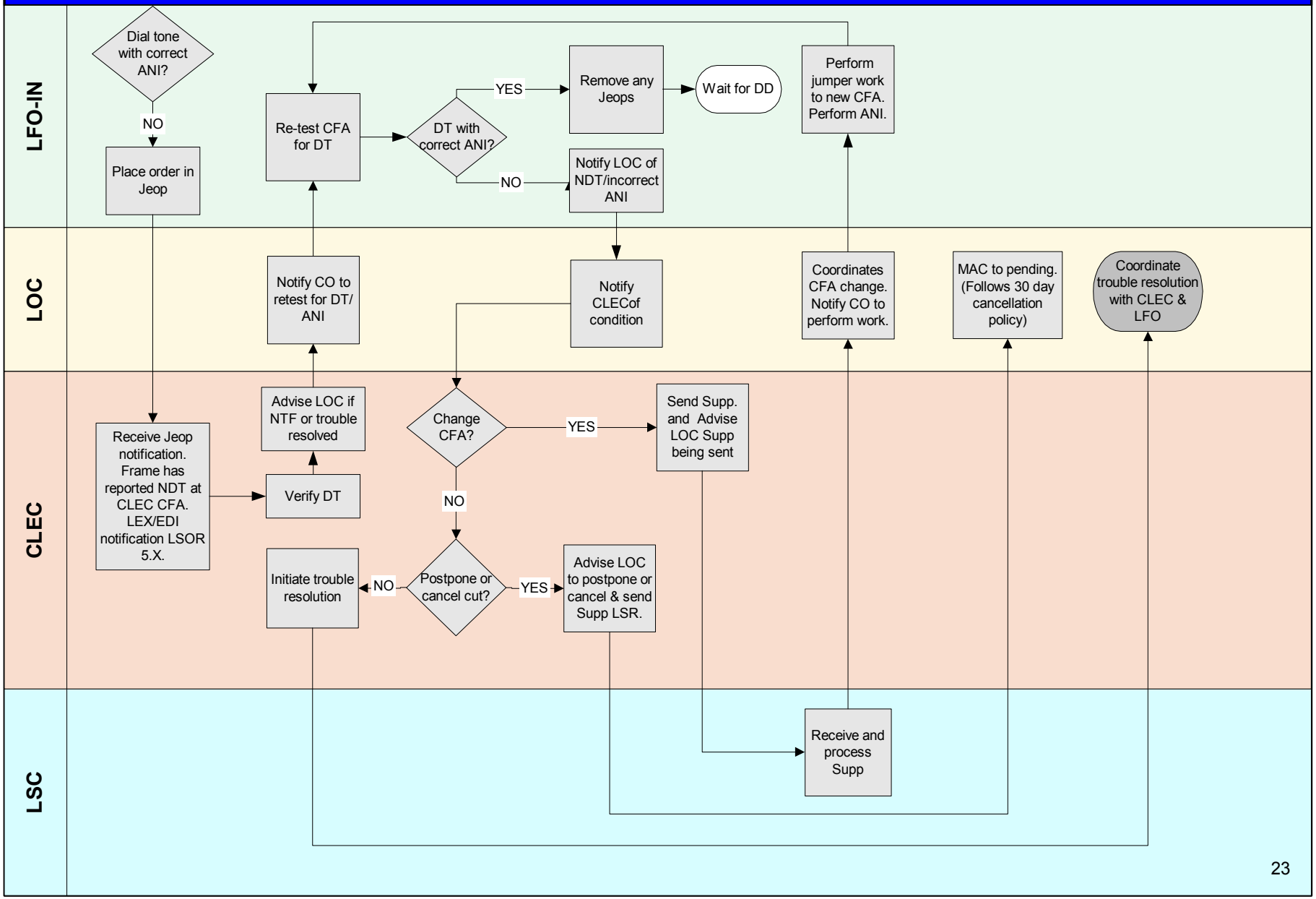
Common Operational Process Issues

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

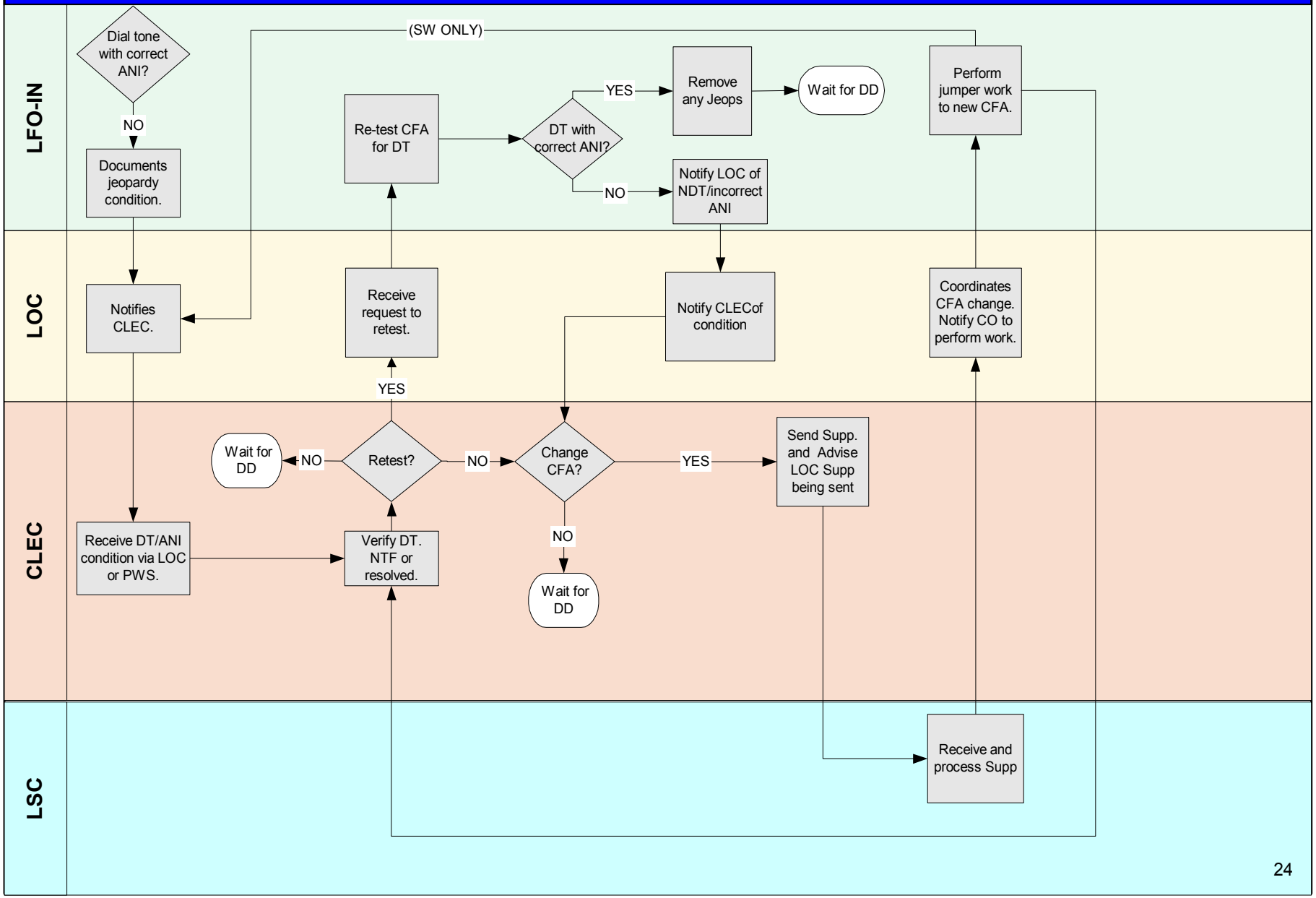
Proposed IDLC Process



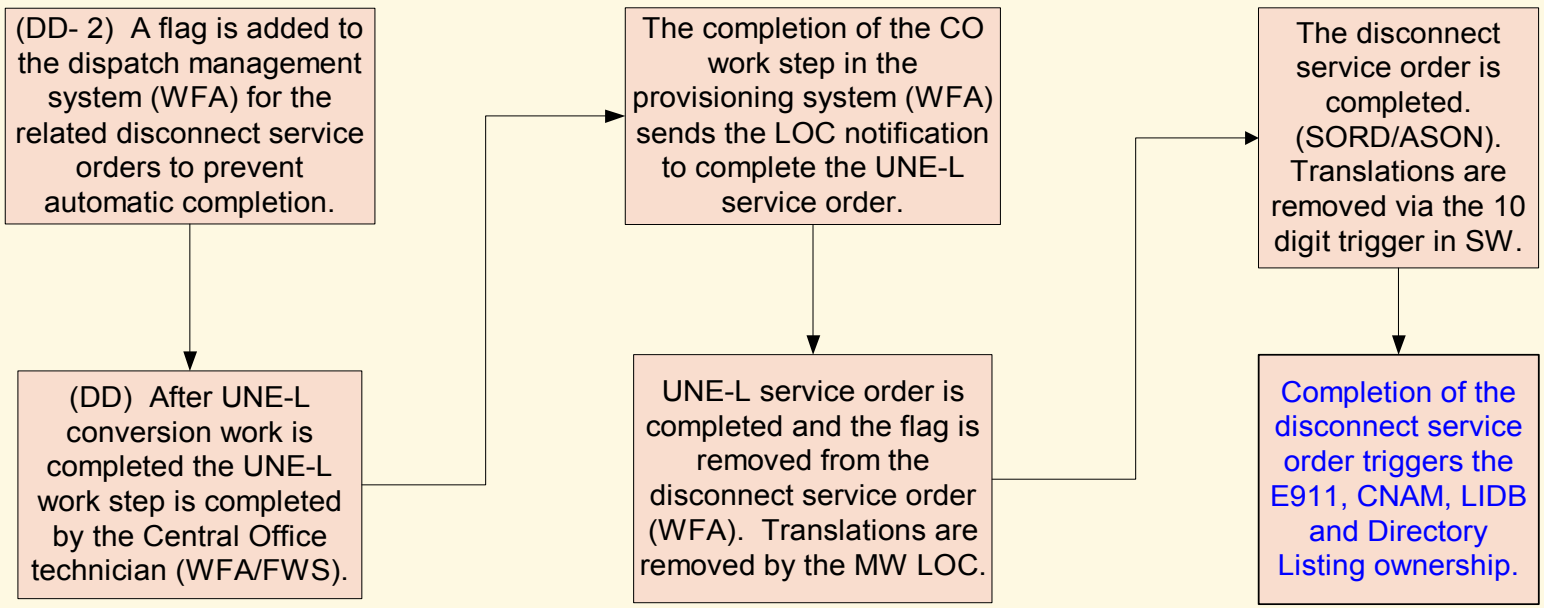
Pre-Cut Jeopardy Notification Process - CHC - SBC West



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



Completion Process for E911/CNAM/LIDB/Directory Listing



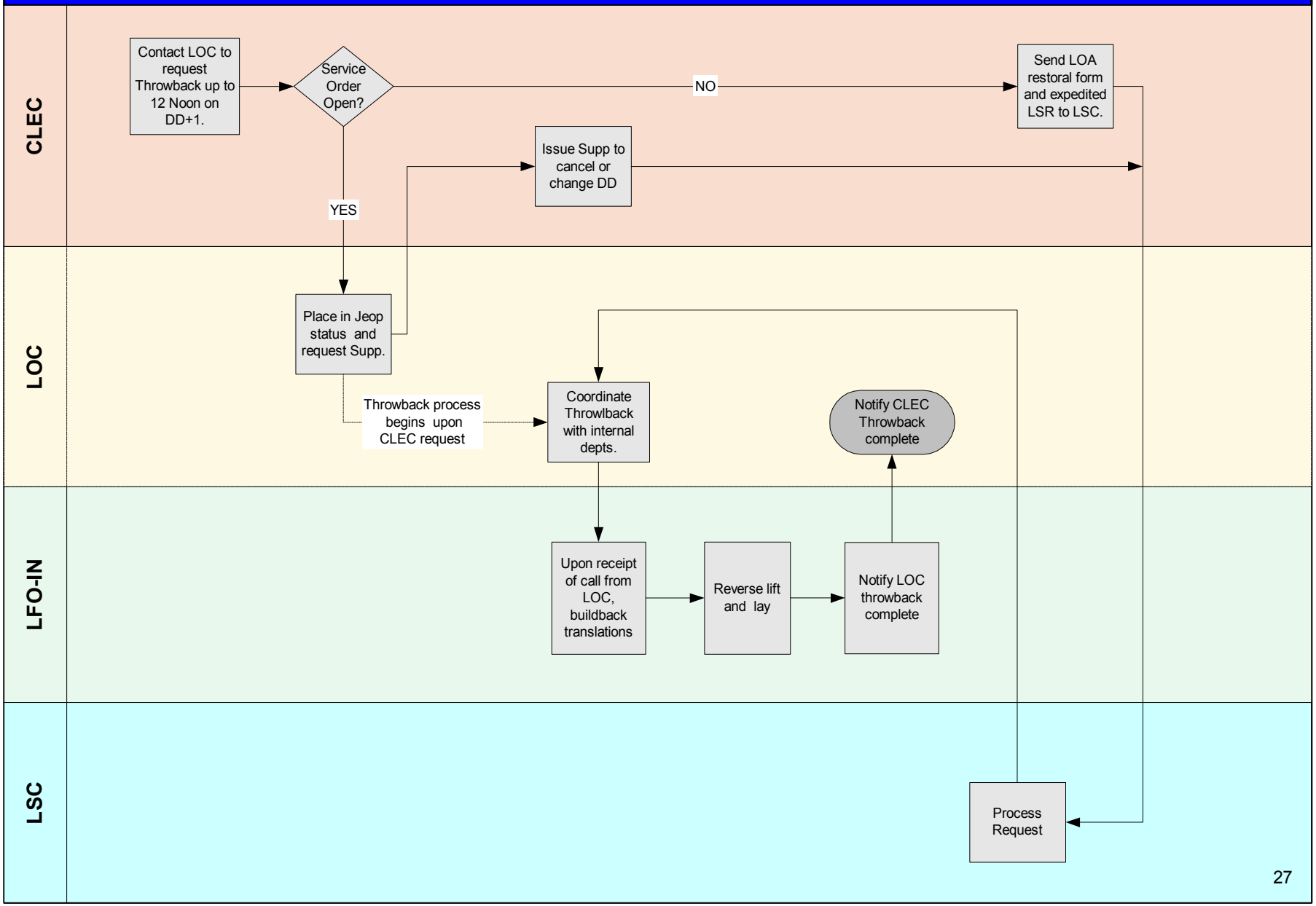
Batch Cut Process

COMPLETION PROCESS

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

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

Throwback Process (Loop with LNP)



Pricing

Enhanced Daily Rates

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

Defined Batch Rates

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

Bulk Batch Rates

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

Pricing

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

Batch Cut Process

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

Batch Cut Process

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

GLOSSARY OF TERMS

ANI	Automatic Number Identification
ASR	Access Service Request
CFA	Carrier Facility Assignment
CHC	Coordinated Hot Cut
CLEC	Competitive Local Exchange Carrier
CO	Central Office
DD	Due Date
DT	Dial Tone
FDT	Frame Due Time
FOC	Firm Order Confirmation
FWS	Frame Work Station
IDLC	Integrated Digital Loop Carrier
ILEC	Incumbent Local Exchange Carrier
LFO	Local Field Operations
LFO-In	Local Field Operations Inside (Frame)
LFO-Out	Local Field Operations Outside
LOC	Local Operations Center
LSC	Local Service Center
LSR	Local Service Request
MA	Maintenance Assistance
MLAC	Mechanized Loop Assignment Center
NDT	No Dial Tone
PWS	Provisioning Web Site
SOC	Service Order Completion
SUPP	Supplemental Order

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