

tbahner@att.com on 04/08/2002 06:41:31 PM
To: tbahner@att.com
cc:
Subject: AT&T --- CR#pc 030802-1 --- Escalated

Escalation
Company: AT&T
CR#: pc 030802-1
Status Code: Escalated

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Description:

The inability to remove the local service freeze from the customer's residential account has daily impacted AT&T Broadband's ability to port the number and to submit an LSR that will not be rejected nor issued a jeopardy condition after the FOC.

History of Item:

Terry Bahner asked the CMP exception process be used to fast track this CR on March 20, 2002. All CLECS at the monthly meeting and Qwest agreed to use the exception process for this CR.

Reason for Escalation / Dispute:

This is the official notice to request Qwest to escalate this CR. Please show Terry Bahner requested this CR be escalated to Sue Burson with Qwest on 4/4/2002.

Business Need and Impact:

The existing process is cumbersome and causes AT&T Broadband to reschedule the end customers' installs a majority of the time.

Desired CLEC Resolution:

1. The end customer should make only one call to remove the local service freeze with the CLEC on the line.
2. The CLEC should be able to send the LSR immediately after the freeze has been removed without fear of rejection or a jeopardy condition issued after the FOC.
3. A escalation process should be in place to resolve LEFV issues.
4. Qwest should suspend the LEFV process in the remaining states it offers LEFV as a feature until a workable process is agreed upon by the CLEC community.

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Lead Submitter:

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Joint Submitters:

Date/Time Submitted: Mon Apr 8 17:26:49 MDT 2002