

Sent by: Liz.Balvin@wcom.com

To:

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cc:

Subject:

WorldCom --- CR#SCR062702-09 --- Prioritized

Escalation

Company: WorldCom

CR#: SCR062702-09

Status Code: Prioritized

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Description:

WCom identified production defect with EDI 10.0.

The customer service record (CSR) retrieval pre-order query lacks required ordering information.

History of Item:

WCom received a "fatal" reject via EDI 10.0 due to Business Processing Layer (BPL) edit that requires a 10 digit TN be populated yet the CSR responded with only 7 digits (lacked area code) [PON: S011507695QWAZPR 4806491751]. Qwest initiated an internal change request. Qwest determined an Eschelon change request existed (SCR062702-09) that would correct this production defect by lifting the edit on features that are to be changed or disconnected. The open change request is evidence that CLECs are impacted.

Reason for Escalation / Dispute:

Qwest's invalid reject places CLECs at a competitive disadvantage. Burden should not be placed on CLECs to obtain area codes for numbers that will be changed or disconnected upon migration. Documented business rules cannot be systematically supported.

Business Need and Impact:

Call Forwarding is a standard offering of WCom's local services, thus impact is severe. All CLECs are impacted because preorder to order integration cannot be supported. In addition, this evidence proves Qwest CSRs are not accurately reflecting information that is programmed into the Qwest switches.

Desired CLEC Resolution:

That the FID accuracy edit be lifted in a production patch. Qwest's recommended work around procedures will not support the flow through capabilities necessary for WCom's commercial volumes of UNE-P migrations.

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Joint Submitters:

Date/Time Submitted: Wed Jan 29 15:29:20 GMT-0700  
(Mountain Standard Time) 2003