

Forte Ex 2.0

Forte Attachment 4.4

Delivered-To: tomw-tomw@fortepphones.com
From: "NIX, SHARON R (SWBT)" <sn8059@sbc.com>
To: "Chris Cass" <chrisc@fortepphones.com>
Cc: julie Gondar <julieg@fortepphones.com>, tom Waterloo <tomw@fortepphones.com>
Subject: RE: Account Level Suspension Vs. Line Level Suspension
Date: Tue, 12 Nov 2002 16:11:35 -0600
X-Mailer: Internet Mail Service (5.5.2655.15)

*Forte
Cross
Ex. 2.0*

Chris,

Have you tried to send it this way ?

Try to send over a request for 4.02 and putting the ZRUS FID at the account level on the LSR page, they should send the Port w/loop page and just put the Telephone Number in the TNS field on the Port w/Loop page since it is a Required field for POTS.

If you are already doing that and still getting rejected let me know.

Thanks,

Sharon R. Nix
Area Manager-OSS Customer Support
314.331.2474 office
sn8059@momail.sbc.com (Email address)

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-----Original Message-----

From: Chris Cass [mailto:chrisc@fortepphones.com]
Sent: Monday, November 11, 2002 12:24 PM
To: NIX, SHARON R (SWBT)
Cc: julie Gondar; tom Waterloo
Subject: Account Level Suspension Vs. Line Level Suspension

OFFICIAL FILE
LOG DOCKET NO. *01-0120*
Forte Cass Exhibit No. *20*
Witness
Date *1/23/06* Reporter *RW*

Sharon,

Here is that email I told you I would send Friday regarding the suspensions (sorry it took so long, I got sidetracked). We have sent over thousands of orders to add and remove suspensions (ZRUS) at the account level. When we do that, we send the LSR over with ZRUS/TDR as an "Account Level USOC." In that situation, Ameritech should then be putting ZRUS as a feature on the account. When added, it temporarily disconnects the account, until we decide to remove it. Per CLEC Online ordering procedures:

To order carrier disconnect at the line level, the ZRUS FID must be entered in the Feature field on the Port w/Loop form.

To order carrier disconnect at the account level, the ZRUS FID must be entered in the Account Feature on the LSR form.

In the last couple of months, we have been receiving numerous rejects (both auto/auto and auto/manual) because we are not including a Port w/Loop form. In checking the LSOR, it says that all C-orders with a reqtype of MB are required to have a Port w/Loop form. My argument, which has been agreed upon by two managers in AII Customer Care, and quite a few reps, is that since we are not sending over anything at the line level, we would be sending over a blank Port w/Loop form, and the order would then be rejected because the form is blank.

I have also been told by a Latoya in the LSC that if the system works the order it can be at the account level, but if it drops to auto/manual, we need to have it at the line level. That statement makes absolutely no sense to me, because I have no idea one way or the other, whether this order is going to drop to auto/manual.

Tom Waterloo and I also called Fred Christensen and asked him about it. After some research, he told me that we could send them over requesting them at the account level, but the reps would be putting them on at the line level. I believe that I mentioned working in the LSC for a few years (up until about 4 weeks ago). From past experience, I can tell you that if we request to have the feature put on at the account level (as a feature), and the reps in the LSC put it on at the line level (as a floating FID), when we send our order to remove it at the account level, the system will automatically reject the order because the CSR shows it at the line level. On top of everything else, even after Fred gave me this information, we have still received numerous rejects because we were requesting these at the account level. When I call the LSC or Mechanized Support, they tell me that my order is incorrect, and quite often refuse to help me. I am usually able to find somebody in the LSC that is familiar with the proper procedure, but getting the few auto/auto rejects cleared is almost impossible. What doesn't make sense to me, is that if some of these orders are getting rejected auto/auto, why are some of them being processed auto/auto? If some of them are being rejected, all of them should be rejected (actually, I disagree and think that all of them should be processed).

I think the biggest confusion is between the LSOR and CLEC Online. CLEC Online says we can do it at the account level (which in the few years I worked in the LSC, that was always the case), and the LSOR says that we need a Port w/Loop page. I'm thinking that the LSOR needs to be changed to make the Port w/Loop form a conditional form for C-orders with a Reqtyp of MB.

If you have any questions about any of this, please feel free to call me.

Thanks,
Chris

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