



Date: **March 14, 2003**

Number: **CLECAMS03-021**

Effective Date: **N/A**

Category: **OSS**

Subject: **Follow-up on Line Loss Notifications Sent in Error**

Related Letters: **CLECAMS03-019**

Attachment: **No**

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**

Contact: **Account Manager**

Conference Call/Meeting: **N/A**

This is a follow-up to Accessible Letter **CLECAMS03-019** to provide CLECs with more information regarding the Line Loss Notification issue identified on 3/5/03 in the SBC Midwest Region 5-State. A fix for the problem was identified and was successfully deployed on March 7, 2003. Associated Line Loss Notifications have been validated as being correct since that time. The scenarios which were subject to the error were limited.

The problem occurred only when the following conditions existed and only in SBC Midwest Region 5-State:

- The winning CLEC had to be using LSOG 5
- The winning CLEC was converting only part of a multiline account, where the main TN used to identify the multiline scenario was being converted
- Under this scenario, another line that was not the original main TN gets repositioned on the remaining record to be the new main TN for the lines that remain with the existing carrier
- The system created an LLN for both the original main TN, which was correct, and the newly created main TN, which was not correct as it was not lost

The first occurrence of this problem was in May 2002, although it was not observed because of the limited occurrence of the scenario. The total count of all LLNs sent in error is 908. Thirty-eight CLECs received these LLNs. All affected CLECs will be contacted directly by their OSS Manager and provided specific information about their transactions and the volume affected.