NEW HAMPSHIRE

END-USER MIGRATION GUIDELINES

CLEC to CLEC

and

CLEC to VERIZON

Submitted for Approval

January 16, 2003

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I. Introduction

These guidelines have been adapted from the Migration Guidelines approved for use in New York by the New York Public Service Commission on June 14, 2002, in Case Number 00-C-0188. In a series of workshops, representatives[1] from New Hampshire CLECs, Verizon, Staff and the OCA edited this document for New Hampshire use. This editing has included the following:

1. Removing references to multiple ILECs, as Verizon is the only ILEC currently migrating end users in New Hampshire.

2. Removing references to New York laws, rules and guidelines and inserting references to New Hampshire laws, rules and guidelines, as applicable.

3. Editing for clarity or to correct errors.

4. Including negotiated changes to revise New York processes for New Hampshire use.

The objective of these guidelines is to ensure that end users can migrate from one Competitive Local Exchange Carrier (CLEC) to another or from a CLEC to Verizon New Hampshire (Verizon) without encountering undue delays, service problems, slamming, cramming, or cumbersome procedures. End user migration should occur in a seamless and timely fashion for the benefit of the end user. To that end, these guidelines establish general business rules, privacy protocols, general procedures and carrier responsibilities governing such migrations.

These guidelines apply to all CLECs and Verizon for migrations of an end user between CLECs or away from a CLEC to Verizon. Business rules, protocols and procedures for the migration of end-users from Verizon to CLECs are addressed in other proceedings and are not addressed here.

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[1] A list of the workshop participants is in Appendix F.

The Parties working on these guidelines support the development of consistent, statewide procedures as the best means to further competition and allow for the seamless migration of end users. It is hoped that these guidelines will serve as a model for reasonable behavior against which to evaluate particular situations on a company by company basis.

These guidelines will be used as a basis for migrations of data services within Digital Subscriber Line Service (DSL), line-sharing, line-splitting and data lines to the extent that the guidelines can accommodate the process and deployment differences between voice and data migrations, until specific guidelines for these services are adopted.

Specific CLEC migration disputes will be referred to the PUC Rapid Response Team for dispute resolution. The guidelines for Rapid Response are being developed concurrently, and will be included in this document when they are complete. In the meantime, an Interim Dispute Resolution Form has been included in Appendix D for reporting migration issues. PUC Staff will acknowledge receipt of a submitted Interim Dispute Resolution Form within one business day.

II. Abbreviations and Terms Used in this Document

ATIS	Alliance for Telecommunications Industry Solutions
BTN	Billing Telephone Number
Bundled Service	For the purposes of this document, Resale and UNE-P services will be considered bundled services.
Business Day	A single business day is from the time a request is received to that time the following day, not including weekends or holidays.
Circuit ID	The NSP-assigned Loop Circuit Identification Number
CLEC	Competing Local Exchange Carrier
Commission	New Hampshire Public Utilities Commission
Cramming	Billing an end user for services they did not request.
CSI	Customer Service Information. For the purposes of this document, CSR is used to designate any customer service information that would appear on a CSI or CSR record.
CSR	Customer Service Record, which refers to a comprehensive document that includes all relevant customer contact and service information, as described herein.
DMARC	The point of demarcation between two carriers.
DSL	Digital Subscriber Line service
DSP	Directory Service Provider. For these guidelines, in New Hampshire, the DSP is Verizon.
End User (EU)	Customer whose service is being migrated.
FCC	Federal Communications Commission
FDT	Frame Due Time
FOC	Firm Order Commitment
Hot Cut	A coordinated physical move of a working line to a new service arrangement with the goal of minimizing service interuption to the end user.
ILEC	Incumbent Local Exchange Carrier. For these guidelines the ILEC is always Verizon New Hampshire.
IPIC	International Preferred Interexchange Carrier. The interLATA carrier to which international calls are routed. The PIC and IPIC are the same carrier, unless an IPIC is specifically selected by the end user.
LEC	Local Exchange Carrier, a term that includes CLECs, Independent Telephone Companies and Verizon.
LNP	Local Number Portability

LOA	A Letter of Authorization from the end user as defined in the FCC Guidelines on Slamming.
LPIC	Local Preferred Intraexchange Carrier. The intraLATA carrier to which traffic from a given telephone number is automatically routed when dialing in equal access areas.
LSCP	Local Service Change Prohibited. A method used to communicate an end user's desire to prohibit a change in their local service provider.
LSOG 4	Local Service Ordering Guidelines, version 4.
LSP	Local Service Provider
LSR	Local Service Request
NID	Network Interface Device
NLSP	New Local Service Provider
NNSP	New Network Service Provider. This includes both NNSP (Loop) and NNSP (Switch) unless the loop or switch designation is used.
NNSP (Loop)	New Network Service Provider of the Loop, the carrier providing the circuit to the end user.
NNSP (Switch)	New Network Service Provider of the Switch, the carrier providing the dial tone to the end user.
NPAC	Number Portability Administration Center
NSP	Network Service Provider
OBF	Ordering and Billing Forum, a national forum managed by ATIS, defined above.
OLSP	Old Local Service Provider
ONSP	Old Network Service Provider. This includes both ONSP (Loop) and ONSP (Switch) unless the loop or switch designation is used.
PIC	Preferred Interexchange Carrier. The interLATA carrier to which traffic from a given location is automatically routed when dialing 1+ in equal access areas.
POTS	Plain Old Telephone Service
PUC	New Hampshire Public Utilities Commission
RSCP	Resale Service Change Prohibited. A USOC code that freezes the resale provider of an end user.
Slamming	The practice of changing an end user's local service provider or long distance carrier selection (PIC or LPIC) without the end user's knowledge and/or explicit authorization. Slamming is further defined in the Federal Slamming Rules.
TAct	The Telecommunications Act of 1996

TI	Transition Information
TN	Telephone Number
TXNU	(slang for Circuit ID) The most common initials used for a 2-wire loop, a request for a "TXNU number" is a request to provide the Circuit ID, whether it has TXNU in it or not.
Unbundled Service	Service provided over individual elements of the network that the ILEC makes available to competitors.
UNE-L	Unbundled Network Element - Loop
UNE-P	Unbundled Network Element - Platform
USOC	Uniform Service Offering Code. The system of product codes maintained by Telcordia and used by many service providers, including Verizon-East.
Verizon	Verizon New Hampshire
WTN	Working Telephone Number

III. General Principles

The following general principles form a foundation for establishing operational procedures that ensure that end users can migrate as they choose from one local service provider to another local service provider without encountering undue delays, unwanted privacy intrusions, service problems, or cumbersome procedures.

1. If the end user has requested that their local service provider not be changed without specific authorization, i.e., has requested a Local Service Provider Freeze (LSCP), the end user must authorize the removal of the carrier freeze with the OLSP, in accordance with Federal Slamming Rules, 64.1190 (e).

   Once an OLSP has received a request to remove an end user's LSCP, the OLSP must lift the freeze, or take the required steps to have the ONSP lift the freeze, within one business day.

2. No service provider may put a carrier freeze on an end user's line without the end user's authorization, as described in the Federal Slamming Rules, 64.1190 (2)(A-C) and (3)(A-B)(i-iii).

3. It is the end user's choice to migrate from one local service provider (LSP) to another. Neither the old local service provider (OLSP) nor the ONSP may block an end user's desire to migrate or to port a telephone number of an active account for any reason, including unpaid amounts owed. Notwithstanding the end user's choice to migrate, the new local service provider (NLSP) retains the right to impose requirements on an end user, permissible under NH PUC rules or any applicable state or federal law (e.g., deposit requirements).

4. Carriers should follow consistent methods for data exchange to facilitate end user migrations.

5. The end user is informed by the new local service provider of all pertinent aspects of the migration.

6. Carriers should work together in good faith to avoid and/or minimize any problems for the migrating end user such as service interruptions, billing problems, and pending orders.

7. Each carrier will maintain information for distribution to all other carriers on demand. This information is to include:

    a. The carrier's established processes and procedures for end user migration from that carrier to another carrier, and

    b. a company contact escalation list.

    The preferred method of making the information available is for the carrier to maintain a web site, the address of which is filed and kept up to date with the PUC. The PUC will maintain a web site of LECs that includes each company's web site and telephone number. Carriers may choose to make the information available by fax or email, instead of through a web page, provided that the information is given to any carrier within two business hours of that carrier's request for the information.

    In addition, each CLEC will place on file with the PUC their escalation process and contact list for escalations. At a minimum, this list must include a contact for technical operations issues and a contact for escalation/policy issues.

8. The carrier's processes and procedures shall be consistent with all applicable federal and state regulations.

9. Carriers will abide by NH PUC Rules, including those on cramming and slamming.

10. The end user's privacy is to be respected by all local service providers.

11. Carriers will abide by the FCC/Federal Trade Commission (FTC) "Statement on Deceptive Advertising" for local service migrations (see Appendix A for the statement).

12. These guidelines, when approved by the Commission, will have the force and effect of a Commission order.

IV. Common Migration Responsibilities of Carriers

When an end user either queries a local service provider about migrating to that carrier, or actually migrates, the involved carriers should act according to the following responsibilities:

1. The New Local Service Provider (NLSP) deals directly with the end user.

2. To request a Customer Service Record (CSR) from the end user's current LSP, the requesting LSP must have obtained end user authorization. The authorization to view a CSR need not be sent to the current LSP.

3. A company can be both a Local Service Provider (LSP) and a Network Service Provider (NSP) at the same time.

4. There can be multiple NSPs involved with a service (e.g., one company could provide the loop and another the port).

5. The NLSP will provide the Local Service Request (LSR) information to the NSP(s).

6. Authorization is not required from the OLSP for the NLSP to reuse portions of the network that were provided to the OLSP by another NSP(s), nor may the OLSP prohibit such reuse. However, reuse only applies to facilities that are no longer needed by the OLSP to provide service to the migrating end user or any other end users.

7. The NLSP will be responsible for the coordination required to migrate an end user.

8. Partial migrations. In the case of a partial migration, the NLSP shall be responsible for determining the end user's requirement for the new account. The NLSP is responsible for advising the end user to communicate with the OLSP for arrangement of numbers remaining with the OLSP.

9. End-user expectations. When an end-user migrates his services from an Old Network Service Provider (ONSP) to a New Network Service Provider (NNSP) the complete migration may take a full day to complete. There are times when not all service options can be turned up at the same time, e.g.: Calling Cards, Directory Assistance, Intra-switch calls from the ONSP. Thus, it is important that the end-user and each of the migrating carriers be made aware of the cutover process and any delays that may be encountered. Finally, the NLSP will be responsible for managing the end-user's expectations.

10. End-users who have been permanently disconnected by a CLEC and subsequently purchase service from a NLSP may not be able to port the disconnected number to the NLSP.

11. Porting Telephone Numbers. To minimize the possibility of a service interruption, companies should abide by the practices listed below. These practices will allow telephone numbers to be ported on the cutover date and also allow, in certain instances, for the cutover to be reversed if it is unsuccessful.

    a. When a notice of cutover is received, the ONSP (Switch) and the NNSP (Switch) shall, where technically feasible, build a port trigger in their telephone number translations at least one day prior to the cutover date (due date minus one). The port trigger will query the appropriate LNP Routing Database every time a call is placed to the telephone number that is being cut over. The database will direct the call to the appropriate switch.

b. When 10 digit triggers are available, the ONSP (Switch) will leave the telephone number translations in its switch until at least 11:59 PM the day of the cutover. When 10 digit triggers are not available (e.g. Direct Inward Dial Trunks, or other trunk side terminations), the translations will be disabled at the time of cutover.

c. When an LSR for a TN port is received, the ONSP (Switch) shall provide a FOC back to the NNSP (Switch) confirming the due date.

d. When facilities (i.e. UNE-Loop) are being reused, planned coordination may be required between the ONSP and the NNSP based on timing (e.g., Frame Due Time).

12. Trouble-Shooting Porting Problems.

a. Should the NLSP require a cancellation or reschedule of the port, they will submit a supplemental LSR with a revised due date. All parties shall work together to ensure the revised LSR is processed on a timely basis to avoid potential service interruption to the end user.

Cancellations or rescheduling requested on the day of the port may require person-to-person notifications and coordination.

b. The NLSP will have primary responsibility for coordinating any service restoration that may become necessary due to problems with a scheduled port. All parties will cooperate fully to complete service restoration.

13 Loss Notification. The ONSP (Switch) will provide a loss notification to the OLSP when the ONSP and the OLSP are not the same company. When the ONSP and OLSP are the same company the LSR sent by the NLSP to the OLSP will serve as the notification that the end user has migrated.

14. E-911. E911 is only impacted in those situations where the NSP (Switch) changes. The

    ONSP (Switch) must unlock the E911 record. This will allow the NLSP/NNSP to lock the

    E-911 record, take responsibility for this record, and change the listing information as

    applicable. The new switch provider is responsible for inputting the new listing

    information into E911 and in all cases must input themselves as the end user's new carrier.

    This will lock the E911 data base for that end user. The E911 Database administrator will

    send out a report on unlocked records. Timing can be a problem with E911 inputs if the

    NNSP tries to migrate the record and the ONSP has not unlocked it. New inputs are

    recycled for 72 hours to eliminate some of these timing issues, but it is important for the

    ONSP to unlock the E911 database in a timely fashion. The E911 database is locked when

    the order is completed.

15. Directory Listings. In the case of unbundled services, standalone directory listings may

    exist. To the extent that directory listings cannot be migrated from one account to another,

    such listings must be deleted by the OLSP, and added by the NLSP. Directory listing

    information should be submitted to Verizon on an LSR. Thus, even if Verizon is not

    involved in the migration, an LSR should be submitted to Verizon to indicate the NLSP for

    that listing. OLSPs will delete standalone directory listings within 48 hours after the

    completion of the migration.

16. Pending Orders. To the extent that pending orders in the Verizon system inhibit newer

    orders, the following guidelines apply:

    a. If a pending order was placed by the end user, the NLSP will contact the end user to

       have the order cancelled.

b. If a pending order was placed by the OLSP, the OLSP will cancel the order, unless it can be shown that such cancellation will have an undesired affect on the end user's service.

c. The NLSP is responsible for coordinating the resolution of such conflicts.

V. Exchanging Customer Service Records

To facilitate local service migration in a timely and seamless manner, it is necessary to have a procedure for exchanging Customer Service Records/Information (CSR) and/or end user network configuration information in a timely and acceptable manner. In general, these procedures must meet the end user's needs for privacy, the company's need for information, and must include safeguards to ensure that the end user has approved the exchange of his/her records.

While sharing a CSR is an important element of end-user migration, the sharing of a CSR shall not violate an end-user's privacy or create inequitable marketing practices. A potential NLSP may not acquire CSR without end user authorization. Carriers are prohibited from approaching an end user to retain that end user as a result of receiving a request for a CSR.

A. Definition of Customer Service Records

The following information, if applicable, must be submitted by an OLSP whenever a NLSP requests a copy of a CSR that meets the guidelines laid out in Section V. C. This is baseline CSR information.

1. Billing telephone number.

2. All working telephone numbers.

3. Complete end user billing name and address.

4. Directory listing information including directory section, listing name, address, listing type, yellow page headings, etc.

5. Complete service address (including floor, suite, unit, etc.)

6. Current PICs (inter/intraLATA toll) including freeze status.

7. Local freeze status, if applicable.

8. All vertical features (e.g., custom calling, hunting, etc.), including hunt group patterns.

9. All options (e.g., Lifeline, 900 blocking, toll blocking, remote call forwarding, off premises extensions, etc.)

10. Tracking number or transaction number (e.g., purchase order number).

11. Service configuration information (resale, UNE-P, unbundled loop, facilities-based).

12. Identification of the NSPs.

13. Identification of any line sharing/line splitting on the migrating end user's line.

B.   Definition of End User Authorization

There are two general situations when a company may need to request another company's end user information (CSR). The first is during negotiations for service with a concurring end user. The second is when an end user has agreed to migrate to another company. When a carrier (i.e., the "reviewing company") has permission from the end user to review the end user's account, the reviewing company can request a CSR or equivalent information from the current LSP, if the reviewing company has one of the following types of end user consent:

1. A letter of authorization from the end user to review his/her account, or

2. A third party verification of the end user's consent, or

3.   A recording verifying permission from the end user to review his/her account, or

4.   Oral authorization given by the end user.

The reviewing company must indicate to the current carrier that it has obtained one of these types of verification. The LSP cannot require a copy of the end user's authorization from the reviewing company.

When a company has permission from the end user to switch LSPs, the NLSP can request the end user's network serving arrangements and a CSR, or equivalent information, from the OLSP and/or NSPs if it has one of the following types of end user consent:

1.   A written or electronic signature letter of authorization from the end user to switch local carriers, or

2.   A third party verification of the end user's request, or

3.   A third-party recording of the third party's verification of the end user's request to switch local carriers.

The NLSP must indicate to the OLSP and/or NSP(s) that it has on file one of these certifications of consent, and must keep this certification on file for two years for third party auditing purposes. The OLSP and/or ONSP(s) cannot require a copy of the end user's authorization from the NLSP.

C.   **Format of a Request for a CSR**

The following information must be provided by the requesting carriers in order to obtain a CSR:

1.   The billing telephone number (BTN), account number, or a working telephone number on the end user's account.

2.   End user's service address.

3.   An indication of end user's consent to review the CSR.

4.   End user's name.

5.   A tracking number for the request.

6.   Who to and where to respond with the CSR information.

7.   A telephone number and contact person for questions about the CSR request.

8.   The name of the company requesting the CSR.

9.   The date and time the request was sent.

10.   What method to use to respond with the CSR information.

D.   Form and Content of a CSR Response

Appendix C contains a sample, optional form for use in responding to CSR requests involving potential migrations of bundled residence and bundled business (up to and including ten lines) services. This form can be used when transmitting a CSR response via facsimile or e-mail. If a carrier chooses not to use the sample form, it must still provide the information identified in Appendix C when responding to CSR requests involving these types of migrations.

E.   Transmission of CSR Information

In general, the transmission of CSR requests and information can be some form of electronic means; such as facsimile, electronic mail, electronic data interchange, or any other means negotiated between the two carriers. In any event, the request cannot be via oral means (e.g., voice telephone call). Carriers may specify preferred and alternate means of transmission at their discretion. All carriers must at a minimum allow transmission of CSR information by facsimile.

F. Timing

Upon issuance of these Guidelines, 80% of requested CSRs shall be provided within two business days. Six months after issuance, 80% must be issued within one business day. During the twelve months following the issuance of these guidelines, an additional business day will be allowed for CSR requests involving over ten lines except for project and mass migrations or complex migrations. Project, mass migration, or complex migration CSR intervals will be negotiated.

VI. Exchanging End User Network Information

In addition to a CSR, there may be a need to obtain network information to migrate an end user. Carriers should share all network specific information of a technical nature necessary for the successful migration of end users. Specifically, there will be a need to provide circuit IDs when a loop must be migrated. The OLSP must provide the circuit identification for any UNE-L migration if the facility is reusable. If reusable, when requested, the circuit ID shall be provided with the CSR or within 24 hours of the CSR. In addition, providing the circuit ID to the NLSP by the OLSP constitutes confirmation by the OLSP to reuse facilities. The NLSP must obtain the circuit ID from the OLSP in order to be sure that reuse of facilities is possible.

VII. Local Service Requests

Appendix E contains sample LSR forms for typical CLEC to CLEC orders that are needed to support migrations. The CLEC to CLEC LSR forms are based on LSOG 4 Guidelines and

Number Portability standards and procedures. The samples include number portability as it is the transaction that is typically required between CLECs.

In addition to the LSR form, the samples include the End User Form, the Number Portability Form, and the Loop Form. The CLEC to CLEC LSR was developed by starting with the Verizon LSR and determining which fields should be used for the CLEC to CLEC migration scenarios. In this regard, each data element is noted as: required, conditional, or not required. Finally, the OBF field descriptions, which were derived from Verizon's version of the OBF field descriptions, are provided for each data element and, CLEC to CLEC business rules are included for those elements where clarification may be necessary.

The LSR samples support the following scenarios:

1.   Porting a telephone number

2.   Porting a telephone number and reusing the UNE-L facility.

3.   Reusing the UNE-Loop facility and not porting the telephone number.

4.   Partial migrations.

All CLECs should accept any LSR that meets the specifications detailed in the appended section on LSRs. Furthermore, the LSR can be faxed or e-mailed and either delivery is acceptable. These LSRs are designed to be used between CLECs and are not to be sent to Verizon. Verizon Retail will utilize the CLEC LSR format when they send migration service orders to a CLEC for the purposes of migrating a end user back to Verizon and when Number Portability is required.

It is recommended that any CLEC planning to initiate service order activity with another CLEC should contact the other CLEC's website and/or handbooks to understand the business arrangements, contacts, and procedures associated with that CLEC.

VIII. Notification Responses

A local service request response is either a confirmation with a Firm Order Commitment (FOC), or an LSR error notice. The applicable response will be furnished within two business days of receipt of the LSR. Project and mass migrations or complex migration FOC intervals will be negotiated; with an initial response to be made within two business days.

LSR acknowledgments, billing completion notices, and provisioning completion notices[2] are not required in a manual environment, however, beginning December 14, 2003, one completion notice must be issued after billing and provisioning are completed.

The ONSP (Switch) will furnish a loss notification to the OLSP within 5 business days of the cutover.

IX.   Procedures for Specific Migration Scenarios

In setting procedures for migration, 16 basic types of CLEC migrations are addressed in these guidelines. These types are listed in the table below. All scenarios have certain common carrier responsibilities, which have been previously defined in Section IV under Common Migration Responsibilities of Carriers. In addition, there are common processes that are applicable to all of the migration scenarios. These common migration scenario responsibilities are also addressed in Section IV.

Please note that in identifying the process steps for the various types of migrations, the process steps do not include all of the potential confirmations, inquiries, jeopardy notices, and supplemental orders that may or may not be a part of any migration depending upon circumstances.

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[2] No provisioning completion notice is required on completion of LNP-only orders.

The functions of the Directory Service Provider (DSP) are addressed only where additional steps are required to migrate a standalone UNE listing account (facilities-based migrations).

The following scenario descriptions are currently limited to Plain Old Telephone Service (POTS), Integrated Services Digital Network Basic Rate (ISDN BRI), Public Payphone Lines and Centrex services. Additional requirements may be necessary for other types of services (e.g., Direct Inward Dialing and Special Services). For analysis purposes the migration scenarios will be categorized as bundled or unbundled serving arrangements.

Bundled serving arrangements are resale or UNE-P serving arrangements where the network service provider furnishes all of the facilities. Unbundled serving arrangements are UNE-Loop and full facilities based serving arrangements where the LSP furnishes some or all of the facilities. The scenario numbers listed for each migration relate to the sixteen scenarios listed in the chart below.

Scenario #	Initial State	End State
1	CLEC #1 via UNE-P	CLEC #2 via Resale
1	CLEC #1 via UNE-P	CLEC #2 via UNE-P
2A	CLEC #1 via UNE-P	CLEC #2 via Loop
2B	CLEC #1 via UNE-P	CLEC #2 via Facilities-Based Services
1	CLEC #1 via Resale	CLEC #2 via Resale
1	CLEC #1 via Resale	CLEC #2 via UNE-P
2A	CLEC #1 via Resale	CLEC #2 via Loop
2B	CLEC #1 via Resale	CLEC #2 via Facilities-Based Services
3B	CLEC #1 via Loop	CLEC #2 via Resale
3B	CLEC #1 via Loop	CLEC #2 via UNE-P
4A or 4B	CLEC #1 via Loop	CLEC #2 via Loop
4C	CLEC #1 via Loop	CLEC #2 via Facilities-Based Services
3A	CLEC #1 via Facilities-Based Services	CLEC #2 via Resale
3A	CLEC #1 via Facilities-Based Services	CLEC #2 via UNE-P
4E	CLEC #1 via Facilities-Based Services	CLEC #2 via Loop
4D	CLEC #1 via Facilities-Based Services	CLEC #2 via Facilities-Based Services

Scenario 1: Bundled to Bundled

Migrations   Resale to Resale
                Resale to UNE-P
                UNE-P to Resale
                UNE-P to UNE-P

Description   This migration involves the reuse of Loop facility and retains the end user telephone number. The New CLEC (NLSP) and the Old CLEC (OLSP) provide service to the end user by leasing bundled services from a network service provider (NSP). In the bundled migrations, the NSP remains unchanged throughout the migration.

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires the Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

    a.   Contact OLSP to request a CSR (Recommended).

    b.   Contact end user ("Blind" or without knowledge of the CSR or TI.)

    c.   Contact NSP.

3.   OLSP responds to the CSR request.[3]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to NSP requesting a migration of service.

6.   NSP sends confirmation to NLSP of LSR Due Date.

7.   NSP performs necessary work steps to complete the migration and sends a provisioning completion notice to NLSP and, if applicable, the billing completion notice.

8.   NSP sends Loss Notification to OLSP after the cutover.

9.   OLSP issues LSR to DSP to remove directory listing(s) if located on a standalone UNE listing account.

Notes   For a partial migration, if necessary, the NSP will designate a new Billing Telephone Number (BTN) on the Old Local Service Provider end user's account.

            Concurrent with the migration of lines and telephone numbers (TNs) disconnection of other line(s) and/or TNs is allowed for the same end user at the same service address.

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[3] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

Responsibilities by Carrier

NLSP   Obtains authority from end user.

              Acquires current end user service information.

              Negotiates for services and features with end user.

              Issues LSR to NSP requesting a migration of service.

OLSP   Responds to CSR request.

              Issues LSR to DSP to remove Directory Listing(s) if located on a standalone UNE listing account.

NSP   Validates the LSR and sends applicable confirmations to the NLSP.

              Migrates service.

              Sends provisioning completion notice to NLSP.

              Sends billing completion notice. (if applicable)

              Sends Loss Notification to OLSP.

Scenario 2: Bundled to Unbundled

2A. UNE-P or Resale to UNE-L with LNP

Migrations   UNE-P to UNE-L
                    Resale to UNE-L

Description   This migration involves reusing the existing Loop facility and retaining the end user's telephone number. The Old CLEC (OLSP) serves the end user via bundled services leased from a network service provider (NSP). The New CLEC (NLSP) serves the end user via its own switch (becoming the NSP (Switch)), and an unbundled Loop, making the loop provider the NSP (Loop). This migration requires a coordinated hot cut where the Loop facility must be disconnected from the ONSP's switch and connected to the NNSP's cage.

Carriers   The Old Network Service Provider (ONSP) becomes the New Network Service Provider – Loop (NNSP (Loop)).

              The New Local Service Provider (NLSP) is the New Network Service Provider – Switch (NNSP (Switch))

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

    a.   Contact OLSP to request a CSR (Recommended).

    b.   Contact end user ("Blind" or without knowledge of the CSR or TI.)

    c.   Contact ONSP.

3.   OLSP responds to the CSR request.[4]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to NNSP (Loop)/ONSP/DSP (these are all the same company) in order to:

    a.   Convert UNE-P/Resale account to an unbundled Loop facility.

    b.   Issue order to release telephone number in NPAC by Due Date minus one.

    c.   Establish Directory Listing(s).

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[4] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

6. NNSP (Loop):

    a. Sends confirmation to NLSP of LSR Due Date with Circuit ID Information (e.g. TXNU numbers).

    b. Issues order to release the telephone number in NPAC by Due Date minus one.

7. ONSP converts the UNE-P/Resale line to an unbundled Loop facility (performs a hot cut). (This now makes the ONSP the NNSP (Loop).)

8. ONSP on Due Date, disconnects bundled account and removes the Directory Listing(s) on the account.

9. NNSP (Switch) activates telephone number port in NPAC.

10. NNSP (Loop)/ONSP/DSP establishes Directory Listing(s).

11. ONSP unlocks E911 database after order completion.

12. NNSP (Switch) locks E911 database.

13. ONSP sends loss notification to the OLSP after the cutover.

14. OLSP issues LSR to DSP to remove Directory Listing(s) if located on a standalone UNE listing account.

Responsibilities by Carrier

NLSP   Obtains authority from end user.

                Acquires current end user service information.

                Negotiates for services and features with end user.

                Activates telephone number port in NPAC.

                Locks E911 database.

                Issues LSR to NNSP (Loop)/ONSP for reuse of Loop facility, telephone number porting and Directory Listing(s).

OLSP   Responds to CSR request.

                Issues LSR to DSP to remove Directory Listing(s) if located on a standalone UNE listing account.

NSP   Validates the LSR and sends applicable confirmations to the NLSP.

                Migrates service.

                Sends provisioning completion notice to NLSP.

                Sends billing completion notice. (if applicable)

                Sends Loss Notification to OLSP.

ONSP/NNSP (Loop)/DSP

                Sends confirmation of LSR Due Date with Circuit ID Information.

                Issues order to release telephone number in NPAC by Due Date minus one.

Converts the UNE-P/Resale line to an unbundled Loop facility

Performs Hot Cut.

Moves the cable and pair from the ONSP switch and points it to the NNSP (Switch).

Disconnects bundled account.

Unlocks E911 database after order completion.

Removes old Directory Listing(s).

Establishes new Directory Listing(s).

Sends Loss Notification to the OLSP

2B. UNE-P or Resale to Facilities-Based Service with LNP

Migrations   UNE-P to Facilities-Based Service
Resale to Facilities-Based Service

Description   This migration involves disconnecting the existing Loop facility while retaining the end user's telephone number. The Old CLEC (OLSP) serves the end user via bundled services leased from a Network Service Provider (NSP). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NNSP). The end user retains the telephone number.

Carriers   The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP)

The Old Network Service Provider (ONSP) is the Directory Service Provider (DSP).

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

a.   Contact OLSP to request a CSR (Recommended).

b.   Contact end user ("Blind" or without knowledge of the CSR or TI.)

c.   Contact ONSP.

3.   OLSP responds to the CSR request.[5]

4.   NLSP and end user negotiate for services and features.

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[5] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

5. NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.

6. ONSP sends confirmation to NLSP of LSR Due Date.

7. NLSP issues LSR to DSP to establish new Directory Listing(s).

8. ONSP issues order to release the telephone number in NPAC by Due Date minus one.

9 ONSP on Due Date disconnects bundled account and removes old Directory Listing(s) associated with the bundled account.

10. NNSP/NLSP activates telephone number port in NPAC.

11. ONSP unlocks E911 database when order is completed.

12. NNSP/NLSP locks E911 database.

13. DSP establish new Directory Listing(s).

14. ONSP sends Loss Notification to the OLSP when order completed.

15. OLSP issues LSR to DSP to remove Directory Listing(s) if located on a standalone UNE listing account.

Responsibilities by Carrier

NLSP   Obtains authority from end user.

          Acquires current end user service information.

          Negotiates for services and features with end user.

          Issues LSR to ONSP for telephone number porting.

          Issues LSR to DSP to establish new Directory Listing(s).

OLSP   Responds to CSR request.

          Issues LSR to DSP to remove Directory Listing(s) if located on a standalone UNE listing account.

ONSP   Sends confirmation to NLSP of LSR Due Date.

          Issues order to release telephone number in NPAC by Due Date minus one.

          Disconnects bundled account.

          Unlocks E911 database when order completed.

          Removes old Directory Listing(s).

          Establish new Directory Listing(s)

          Sends Loss Notification to the OLSP.

NNSP   Activates telephone number port in NPAC.

          Locks E911 database.

3. Unbundled to Bundled

3A. Facilities Based Service to Resale or UNE-P with LNP

Migrations   Facilities-Based Service to UNE-P
Facilities-Based Service to Resale

Description   This migration involves disconnecting the existing CLEC loop facility while retaining the end user's telephone number. The Old CLEC (OLSP) serves the end user via its own Switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via bundled services leased from a Network Service Provider (NNSP). The end user retains the telephone number.

Carriers   All carrier designations are new. The Old Network Service Provider (ONSP) and the Old Local Service Provider (OLSP) will change to a New Network Service Provider (NNSP) and New Local Service Provider (NLSP). The New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

    a.   Contact OLSP to request a CSR (Recommended).

    b.   Contact end user ("Blind" or without knowledge of the CSR or TI.)

    c.   Contact ONSP.

3.   OLSP responds to the CSR request.[6]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.

6.   ONSP sends confirmation to NLSP of LSR Due Date.

7.   NLSP issues LSR to NNSP to:

    a.   Establish bundled account.

    b.   Activate telephone number port on Due Date.

    c.   Establish Directory Listing(s).

8.   NNSP sends confirmation to the NLSP of LSR Due Date.

9.   ONSP issues order to release telephone number in NPAC by Due Date minus one.

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[6] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

10. NLSP arranges for connection of end user inside wire to DMARC/Network Interface Device (NID).

11. NNSP:

    a. Installs new facility to NID/DMARC.

    b. Activates bundled service.

    c. Activates telephone number port in NPAC.

    d. Establishes new Directory Listing(s).

12. ONSP unlocks E911 database when order completed.

13. NNSP locks E911 Database.

14. ONSP removes old Loop facilities after Frame Due Time.

15. ONSP sends Completion Notification to the NLSP.

16. NNSP sends Completion Notification to NLSP.

17. OLSP issues LSR to DSP to remove Directory Listing(s) on the standalone UNE listing account, after port is completed.

Responsibilities by Carrier

NLSP   Obtains authority from end user.

              Acquires current end user service information.

              Negotiates for services and features with end user.

              Issues LSR to ONSP to release telephone number in NPAC.

              Issues LSR to NNSP to establish the bundled account, activate the port in NPAC, and establish the Directory Listing(s).

OLSP/ONSP   Responds to CSR request.

              Issues LSR to DSP to remove Directory Listing(s) on their standalone UNE listing account.

              Sends confirmation to NLSP of LSR Due Date.

              Issues order to release telephone number in NPAC by Due Date minus one.

              Unlocks E911 database when order completed.

              Removes old loop facilities after Frame Due Time (FDT)

              Sends Completion Notification to the NLSP.

NNSP   Sends confirmation to the NLSP of the LSR Due Date.

              Installs new facilities to the NID/DMARC

              Activates telephone number port in NPAC during hot cut.

              Locks E911 database.

              Sends Completion Notice to the NLSP.

3B. UNE-L to Resale or UNE-P with LNP

Migrations   UNE-L to UNE-P
             UNE-L to Resale

Description This migration involves reusing the existing Loop facilities and retaining the end
             user's telephone number. It will require a reverse hot cut. The Old CLEC
             (OLSP) serves the end user via its own Switch (NSP (Switch)) and leases an
             unbundled Loop facility from a Network Service Provider (NSP (Loop)). The
             New CLEC (NLSP) serves the end user via bundled services leased from a
             Network Service Provider (NSP).

Carriers   The Old Network Service Provider Switch (ONSP (Switch)) is the Old Local
             Service Provider (OLSP). The Old Network Service Provider Loop (ONSP
             (Loop)) is the New Network Service Provider Switch and Loop (NNSP). The
             New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the
     end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration
     (Transition Information or TI) using one of three methods:

     a.   Contact OLSP to request a CSR (Recommended).

     b.   Contact end user ("Blind" or without knowledge of the CSR or TI).

     c.   Contact ONSP.

3.   OLSP responds to the CSR request.[7]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to NNSP/ONSP (Loop) to:

     a.   Establish bundled account with the specified circuit ID to reuse Loop facility.

     b.   Activate telephone number port on Due Date minus one.

     c.   Establish Directory Listing(s).

6.   NNSP sends confirmation to NLSP of LSR Due Date.

7.   NLSP issues LSR to ONSP (Switch) to:

     a.   Release telephone number in NPAC by Due Date minus one.

     b.   Advise of reuse of Loop facility.

8.   ONSP (Switch) sends confirmation to NLSP of LSR with Due Date.

9.   ONSP (Switch) issues order to release telephone number in NPAC by Due Date minus one.

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[7] In some cases, the ONSP may provide the required information, however, this information may
not convey the total picture of the end user's configuration.

10. NNSP:

    a.   Installs bundled account reusing existing loop facility at Frame Due Time

    b.   Activates telephone number port in NPAC at Frame Due Time.

    c.   Establishes new directory listings

11. ONSP (Switch) unlocks E911 Database when order completed.

12. NNSP locks E911 Database.

13. ONSP (Switch) sends Completion Notice to the NLSP.

14. NNSP sends Completion Notification to NLSP.

15. OLSP issues LSR to DSP to remove old Directory Listing(s) on the standalone UNE listing account, after port is complete.

Responsibilities by Carrier

NLSP   Obtains authority from end user.

                Acquires current end user service information.

                Negotiates for services and features with end user.

                Issues LSR to the NNSP/ONSP (Loop) to reuse Loop facilities for bundled service, port telephone number(s) and to establish Directory Listing(s).

                Issues LSR to ONSP (Switch) to release the telephone number in NPAC by Due Date minus one and advise of the reuse of the Loop facility.

OLSP/ONSP (Switch)

                Responds to CSR request.

                Issues LSR to DSP to remove Directory Listing(s) on their standalone UNE listing account, after the port is complete.

                Sends confirmation to NLSP of LSR Due Date.

                Issues order to release telephone number in NPAC by Due Date minus one.

                Unlocks E911 database when order completed.

                Sends Completion Notification to the NLSP.

NNSP/ONSP (Loop)

                Sends confirmation to the NLSP of the LSR Due Date.

                Reuses loop facilities to activate bundled account (reverse hot cut).

                Activates telephone number port.

                Locks E911 database.

                Establishes new Directory Listing(s).

                Sends Completion Notice to the NLSP.

4. Unbundled to Unbundled

4A. UNE-L to UNE-L with LNP - Reuse of Loop Facilities

Migrations   UNE-L to UNE-L

Description   This migration involves reusing the existing Loop facility. The Old CLEC (OLSP) serves the end user via its own switch (NSP (Switch)) and an unbundled Loop facility (NSP (Loop)) leased from a Network Service Provider. The New CLEC (NLSP) serves the end user via its own switch (NSP (Switch)) and an unbundled Loop facility leased from a network service provider (NSP (Loop)). In addition, this migration requires a coordinated hot cut where the Loop must be disconnected from one company's cage/switch and connected to another company's cage/switch. The end user retains the telephone number.

Carriers   The Old Network Service Provider Loop (ONSP (Loop)) is the New Network Service Provider Loop (NNSP (Loop)). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP (Switch)).

Process

1. NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2. NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

   a. Contact OLSP to request a CSR (Recommended).

   b. Contact end user ("Blind" or without knowledge of the CSR or TI).

   c. Contact ONSP.

3. OLSP responds to the CSR request.[8]

4. NLSP and end user negotiate for services and features.

5. NLSP issues LSR to NNSP (Loop)/ONSP (Loop)/DSP to:

   a   Disconnect OLSP Loop account and reuse the Loop facility.

   b. Establish Directory Listing(s).

   Please note that coordination is required between the loop and portability orders and the delay of either one may require a supplemental order to be issued.

6. NNSP (Loop)/ONSP (Loop)/DSP sends confirmation to NLSP of LSR Due Date.

7. NLSP issues LSR to ONSP (Switch)/OLSP to:

   a. Release telephone number in NPAC by Due Date minus one.

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[8] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

b.   Advise of reuse of Loop facilities.

8.   ONSP (Switch)/OLSP sends confirmation to NLSP of LSR Due Date.

9.   ONSP (Switch) issues order to release the telephone number in NPAC by Due Date minus one.

10.   NNSP (Loop)/ONSP (Loop):

a.   Transfers of Loop facility.

b.   Establishes Directory Listing(s).

11.   ONSP (Switch) unlocks E911 database when order completed.

12.   NNSP (Switch)/NLSP:

a.   Activates telephone number port in NPAC.

b.   Locks E911 database.

13.   ONSP (Switch) sends Completion Notice to the NLSP.

14.   OLSP issues LSR to DSP to remove old Directory Listing(s) on the standalone UNE listing account, after port is complete.

Responsibilities by Carrier

NLSP/NNSP (Switch)

Obtains authority from end user.

Acquires current end user service information.

Negotiates for services and features with end user.

Issues LSR to NNSP (Loop)/ONSP/DSP to reuse Loop facilities, establish Directory Listing(s).

Issues LSR to ONSP (Switch)/OLSP to release telephone number in NPAC by Due Date minus one and advise reuse of Loop facilities.

Activates telephone number port in NPAC.

Locks E911 database.

OLSP/ONSP (Switch)

Responds to CSR request.

Issues LSR to DSP to remove Directory Listing(s) on their standalone UNE listing account, after the port is complete.

Sends confirmation to NLSP of LSR Due Date.

Releases the telephone number in NPAC by Due Date minus one.

Unlocks E911 database when order completed.

Sends Completion Notification to the NLSP.

NNSP (Loop)/ONSP (Loop)/DSP

Sends confirmation to the NLSP of the LSR Due Date.

Reuses loop facilities during hot cut.

Establishes new Directory Listing(s).

4B. UNE-L to UNE-L with LNP - Loop Facilities Are Not Reused.

<u>Migrations</u>   UNE-L to UNE-L

<u>Description</u>   The Old CLEC (OLSP) serves the end user via its own Switch (NSP (Switch)) and an unbundled Loop facility leased from a Network Service Provider (NSP (Loop)). The New CLEC (NLSP) serves the end user via its own Switch (NSP (Switch)) and a new unbundled Loop facility leased from a Network Service Provider (NSP (Loop)). The end user retains the telephone number.

<u>Carriers</u>   The Old Network Service Provider Loop (ONSP (Loop)) is the New Network Service Provider Loop (NNSP (Loop)). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP (Switch)).

<u>Process</u>

1. NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2. NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

   a. Contact OLSP to request a CSR (Recommended).

   b. Contact end user ("Blind" or without knowledge of the CSR or TI).

   c. Contact ONSP.

3. OLSP responds to the CSR request.[9]

4. NLSP and end user negotiate for services and features.

5. NLSP issues LSR to OLSP/ONSP (Switch) to:

   a. Release telephone number in NPAC by Due Date minus one.

   b. Advise Loop facility will not be reused.

6. OLSP/ONSP (Switch) sends confirmation to NLSP of LSR Due Date.

7. NLSP issues LSR to NNSP (Loop)/ONSP (Loop) to:

   a. Establish new unbundled Loop facility.

   b. Establish Directory Listing(s).

8. NNSP (Loop)/ONSP (Loop) sends confirmation to NLSP of LSR Due Date.

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[9] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

9. ONSP (Switch) issues order to release the telephone number in NPAC by Due Date minus one.

10. NLSP/NNSP (Switch) arranges for end user inside wire to be connected to the new Loop facility at the Network Interface Device (NID) or DMARC.

11. NNSP (Loop)/ONSP (Loop) installs new Loop facility to NID/DMARC.

12. NLSP/NNSP (Switch) activates telephone number port in NPAC.

13. NNSP (Loop)/ONSP/DSP establishes Directory Listing(s).

14. ONSP (Switch) unlocks E911 database when order completed.

15. NLSP/NNSP (Switch) locks E911 database.

16. ONSP (Switch) sends Completion Notice to the NLSP.

17. OLSP issues LSR to DSP to remove old Directory Listing(s) on the standalone UNE listings account, after port is completed.

18. OLSP issues LSR to ONSP (Loop) to remove any unwanted Loop facility after port completed.

Responsibilities by Carrier

NLSP/NNSP (Switch)

Obtains authority from end user.

Acquires current end user service information.

Negotiates for services and features with end user.

Issues LSR to NSP (Loop)/DSP to establish new unbundled Loop facilities and to establish Directory Listing(s).

Issues LSR to ONSP (Switch)/OLSP to release telephone number in NPAC by Due Date minus one and to advise that the unbundled loop facility will not be reused.

Activates telephone number port in NPAC.

Locks E911 database.

OLSP/ONSP (Switch)

Responds to CSR request.

Sends confirmation to NLSP of LSR Due Date.

Releases the telephone number in NPAC by Due Date minus one.

Unlocks E911 database when order completed.

Issues LSR to DSP to remove old Directory Listings on the standalone UNE listings account, after port is completed.

Issues LSR to ONSP (Loop) to remove unwanted Loop facility.

NNSP (Loop)/ONSP (Loop)/DSP

Sends confirmation to the NLSP of the LSR Due Date.

Installs new Loop facility on NID/DMARC.

Establishes new Directory Listing(s).

4C. UNE-L to Facilities-Based Service with LNP

Migrations   UNE-L to Facilities-Based Service

Description   This migration does not involve the reuse of an existing Loop facility. The Old CLEC (OLSP) serves the end user via its own Switch (NSP (Switch)) and an unbundled Loop facility leased from a Network Service Provider (NSP (Loop)). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NSP). The end user retains the telephone number.

Carriers   The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP)

The Old Network Service Provider (ONSP) is the Directory Service Provider (DSP).

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

    a.   Contact OLSP to request a CSR (Recommended).

    b.   Contact end user ("Blind" or without knowledge of the CSR or TI).

    c.   Contact ONSP.

3.   OLSP responds to the CSR request.[10]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to OLSP/ONSP (Switch) to:

    a.   Release telephone number in NPAC by Due Date minus one.

    b.   Advise not reusing Loop facility.

6.   OLSP/ONSP (Switch) sends confirmation to NLSP of LSR Due Date.

7.   NLSP issues LSR to DSP to establish Directory Listing(s).

8.   DSP sends confirmation to NLSP of LSR Due Date.

9.   ONSP (Switch) issues order to release telephone number in NPAC by Due Date minus one.

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[10] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

10. NNSP/NLSP:

    a. Installs new Loop facilities to NID/DMARC.

    b. Moves inside wiring to the NNSP NID/DMARC.

    c. Activates telephone number port in NPAC.

11. ONSP (Switch) unlocks E911 Database when order completed.

12. NNSP/NLSP locks E911 Database.

13. OLSP sends LSR to ONSP (Loop) to:

    a. Remove unwanted Loop facilities.

    b. Remove Directory Listing(s) from standalone UNE listing account.

14. DSP establishes Directory Listing(s).

15. ONSP (Loop) sends confirmation to OLSP of LSR Due Date.

16. ONSP (Loop) disconnects Loop facility.

17. ONSP (Switch) sends Completion Notice to the NLSP.

Responsibilities by Carrier

<u>NLSP/NNSP</u> Obtains authority from end user.

    Acquires current end user service information.

    Negotiates for services and features with end user.

    Issues LSR to OLSP/ONSP (Switch) for telephone number porting and to advise that unbundled loop facility will not be reused.

    Issues LSR to DSP to establish new Directory Listing(s).

    Installs Loop facility to NID/DMARC.

    Moves inside wiring to NNSP NID/DMARC.

    Activates telephone number port in NPAC.

    Locks E911 database.

<u>OLSP/ONSP (Switch)</u>

    Responds to CSR request.

    Sends confirmation to NLSP of LSR Due Date.

    Issues LSR to ONSP (Loop) to remove unwanted loop facility and Directory Listing(s) on the standalone UNE listing account.

    Releases telephone number in NPAC by Due Date minus one.

    Disconnects bundled account.

    Unlocks E911 database when order completed.

    Sends Completion Notification to the NLSP.

ONSP (Loop)   Sends confirmation to OLSP of LSR Due Date.

Disconnects Loop facility.

4D. Facilities-Based Service to Facilities-Based Service with LNP

Migrations   Facilities-Based Service to Facilities-Based Service

Description   This migration involves a change from the facilities of one provider to the facilities of a new provider. The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via its own switch and Loop facility (NNSP). The end user retains the telephone number. Directory listings are provided by the DSP.

Carriers   The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP). The New Network Service Provider (NNSP) is the New Local Service Provider (NLSP).

Process

1.   NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2.   NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

   a.   Contact OLSP to request a CSR (Recommended).

   b.   Contact end user ("Blind" or without knowledge of the CSR or TI).

   c.   Contact ONSP.

3.   OLSP responds to the CSR request.[11]

4.   NLSP and end user negotiate for services and features.

5.   NLSP issues LSR to OLSP/ONSP to release telephone number in NPAC by Due Date minus one.

6.   ONSP/OLSP sends confirmation to NLSP of LSR Due Date.

7.   NLSP issue LSR to DSP to establish Directory Listing(s).

8.   DSP sends confirmation to NLSP of LSR Due Date.

9.   OLSP issue LSR to DSP to remove Directory Listing(s) on the standalone UNE listings account.

10.   DSP sends confirmation to OLSP of Due Date.

11.   ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.

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[11] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

12. NNSP/NLSP on Due Date:

    a.   Installs new Loop facility to NID/DMARC.

    b.   Moves inside wiring to new NNSP NID/DMARC.

    c.   Activates telephone number port in NPAC.

13. DSP removes Old Directory Listing(s).

14. DSP establishes New Directory Listing(s).

15. ONSP/OLSP unlocks E911 Database when order completed.

16. NNSP/NLSP locks E911 Database.

17. ONSP/OLSP removes old Loop facility and services after Frame Due Time.

18. ONSP/OLSP sends Completion Notice to the NLSP.

Responsibilities by Carrier

NLSP/NNSP Obtains authority from end user.

    Acquires current end user service information.

    Negotiates for services and features with end user.

    Issues LSR to OLSP/ONSP to release telephone number in NPAC by Due Date minus 1.

    Issues LSR to DSP to establish new Directory Listing(s).

    Installs new Loop facility to NID/DMARC.

    Moves inside wiring to new NID/DMARC.

    Activates telephone number port in NPAC.

    Locks E911 database.

OLSP/ONSP

    Responds to CSR request.

    Sends confirmation to NLSP of LSR Due Date.

    Issues LSR to DSP to remove Directory Listing(s) on the standalone UNE listing account.

    Releases telephone number in NPAC by Due Date minus one.

    Unlocks E911 database when order completed.

    Removes Loop facility and services after Frame Due Time.

    Sends Completion Notification to the NLSP.

4E. Facilities-Based Service to UNE-L with LNP

Migrations   Facilities-Based Service to UNE-L.

Description   This migration moves the end user from the Loop facility of the CLEC to the Loop facility of the ILEC. The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via its own switch (NNSP (Switch)) and an unbundled Loop facility leased from a network service provider (NNSP (Loop)). The end user retains the telephone number. This migration requires coordination.

Carriers   The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP).

                The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP (Switch)). The New Network Service Provider Loop (NNSP (Loop)) is also the Directory Service Provider (DSP).

Process

1. NLSP obtains authority from end user to access CSR and TI information and to migrate the end user.

2. NLSP acquires current Customer Service Record (CSR) and Network Configuration (Transition Information or TI) using one of three methods:

    a.   Contact OLSP to request a CSR (Recommended).

    b.   Contact end user ("Blind" or without knowledge of the CSR or TI).

    c.   Contact ONSP.

3. OLSP responds to the CSR request.[12]

4. NLSP and end user negotiate for services and features.

5. NLSP issues LSR to NNSP (Loop) to:

    a.   Establish Loop facility.

    b.   Establish Directory Listing(s).

6. NNSP (Loop) sends confirmation to NLSP of LSR Due Date.

7. NLSP issues LSR to ONSP/OLSP to release telephone number in NPAC by Due Date minus one.

8. OLSP/ONSP sends confirmation to NLSP of LSR Due Date.

9. ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.

10. NNSP (Loop):

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[12] In some cases, the ONSP may provide the required information, however, this information may not convey the total picture of the end user's configuration.

    a.   Installs Loop facility to NID/DMARC.

    b.   Establishes Directory Listing(s).

11.   NNSP (Switch)/NLSP:

    a.   Arranges for inside wiring to be connected to NNSP (Loop) DMARC/Network Interface Device (NID).

    b.   Activates telephone number port in NPAC.

12.   ONSP/OLSP unlocks E911 database when order completed.

13.   NNSP (Switch)/NLSP locks E911 database.

14.   ONSP/OLSP removes old Loop facility after Frame Due Time.

15.   OLSP issues LSR to DSP to remove old Directory Listing(s) on a standalone UNE listing account, after port.

16.   NNSP (Loop) sends completion notice.

17.   ONSP/OLSP sends Completion Notice to the NLSP.

Responsibilities by Carrier

NLSP/NNSP (Switch)

        Obtains authority from end user.

        Acquires current end user service information.

        Negotiates for services and features with end user.

        Issues LSR to NNSP (Loop) to establish Loop facility and establish new Directory Listing(s).

        Issues LSR to ONSP/OLSP to release telephone number in NPAC by Due Date minus one.

        Arranges for inside wiring to be connected to the NID/DMARC.

        Activates telephone number port in NPAC.

        Locks E911 database.

OLSP/ONSP

        Responds to CSR request.

        Sends confirmation to NLSP of LSR Due Date.

        Issues LSR to DSP to remove Directory Listing(s) on the standalone UNE listing account.

        Releases telephone number in NPAC by Due Date minus one.

        Unlocks E911 database when order completed.

        Removes old Loop facility and services after Frame Due Time.

        Sends Completion Notification to the NLSP.

NNSP (Loop) Sends confirmation to NLSP of LSR Due Date.

Installs Loop facility to NID/DMARC.

Establishes Directory Listing(s).

Sends completion notice.

FCC/FTC Statement on Deceptive Advertising

The following is a summary of the Federal Communications Commission/Federal Trade Commission's joint statement on deceptive advertising as of June 2000. The full version of this statement (22 pages) is available at the following internet web site: http://www.fcc.gov/Bureaus/Enforcement/Orders/2000/fcc00072.txt

In recent years there has been an explosion in competition and innovation in the telecommunications industry. Long-distance customers have reaped substantial benefits in the form of greater choice in deciding which carrier to use and a greater diversity in the prices charged for those calls.

Numerous carriers, both large and small, promote their services through national television, print, and direct mail advertising campaigns. Because no one plan is right for everyone, advertising plays a critical role in informing consumers about the myriad choices in long-distance calling and, in the case of dial-around services, advertising is generally the only source of information consumers typically have before incurring charges. With accurate information, consumers benefit from being able to choose the particular carrier that meets their long-distance calling needs at the most economical price. However, if consumers are deceived by the advertising claims, they cannot make informed purchasing decisions and ultimately the growth of competition in the long-distance market will be stifled.

The proliferation of advertisements as well as an increase in the number of complaints regarding how these services are promoted, have raised questions about how the principles of truthful advertising apply in this dynamic marketplace.

Section 201(b) of the Communications Act requires that practices in connection with communications service shall be just and reasonable, and any practice that is unjust or unreasonable is unlawful. The FCC has found that unfair and deceptive marketing practices by common carriers constitute unjust and unreasonable practices.

This Policy Statement, based on the principles of truth in advertising developed by the FTC under the FTC Act, provides specific guidance for long distance advertising. Its essential elements are listed below.

1. Once an advertisement makes a claim, the advertiser is responsible for the truthfulness of the representation and for substantiating the representation, regardless of whether the advertiser intended to convey those messages to consumers.

2. In situations where an advertisement makes claims that are not directly false but might be misleading in the absence of qualifying or limiting information, advertisers are responsible both for making any necessary disclosures and for ensuring that they are clear and conspicuous.

3. Any significant conditions or limitations on the availability of the advertised rates should be clearly and conspicuously disclosed. Examples of such restrictions would include limitations on the time of day or day of the week that the rate applies or the fact that the rate is good only during a limited promotional or sale period.

4. The advertiser should clearly and conspicuously disclose whether the advertised service includes in-state calls, and the fact that such calls are charged at a higher rate, if such is the case. Many long-distance services and plans are limited to state-to-state calls. The disclosure of this information is particularly important because in-state long-distance rates are often substantially more expensive than state-to-state rates, a fact that may be surprising and significant to reasonable consumers.

5. Advertisers should also exercise care to adequately explain phrases such as "basic rates" in their ads. A telecommunications professional may understand the term "basic rate" to refer to a specific class of tariffed service, which may be billed at the most expensive rates. However, the typical consumer would likely interpret the phrase differently. When making claims using such terms as "basic rates" or "regular rates," advertisers should be mindful that those terms will be evaluated from the point of view of the reasonable consumer, and may be deceptive.

6. An advertiser must have a reasonable basis for any representations comparing the advertiser's price to the prices of its competitors. By representing a competitor's rates, an advertiser is making an implied claim that these rates are reasonably current.

7. The fact that information about significant limitations or restrictions on advertised prices may be available by calling a toll-free number or a clicking on a Web site is generally insufficient to cure an otherwise deceptive price claim in advertising. Advertisers are encouraged to use customer service numbers and Internet sites to offer consumers more information, but these sources cannot cure misleading information in the ad itself.

8. When the disclosure of qualifying information is necessary to prevent an ad from being deceptive, that information should be presented clearly and conspicuously so that it is actually noticed and understood by consumers.

Disclosures should be effectively communicated to consumers. A fine-print disclosure at the bottom of a print ad, a disclaimer buried in a body of text unrelated to the claim being qualified, a brief video superscript in a television ad, or a disclaimer that is easily missed on an Internet Web site is not likely to be effective. To ensure that disclosures are effective, advertisers should use clear and unambiguous language, avoid small type, place any qualifying information close to the claim being qualified, and avoid making inconsistent statements or using distracting elements that could undercut or contradict the disclosure. Factors used in determining whether a disclosure is clear and conspicuous are:

Prominence
> Disclosures that are large in size, are emphasized through a sharply contrasting color, and, in the case of television advertisements, remain visible and/or audible for a sufficiently long duration are likely to be more effective than those lacking such prominence. The FTC's experience consistently demonstrates that fine-print footnotes and brief video superscripts are often overlooked. The disclosure should also be prominent enough so that typical consumers will actually *read* and *understand* it in the context of an actual ad.

Proximity and Placement
> The effectiveness of disclosures is ordinarily enhanced by their proximity to the representation they qualify. Placement of qualifying information away from the triggering representation -- for example, in footnotes, in margins, or on a separate page of a multi-page promotion -- reduces the effectiveness of the disclosure. The use of an asterisk will generally be considered insufficient to draw a consumer's attention to a disclosure placed elsewhere in an ad.

Absence of Distracting Elements
> Even if a disclosure is large in size and long in duration, other elements of an advertisement may distract consumers so that they may fail to notice the disclosure. Advertisers should take care not to undercut the effectiveness of disclosures by placing them in competition with other arresting elements of the ad.

Factors Relating Specifically to Television Ads
> Other considerations specific to television ads include volume, cadence, and placement of any audio disclosures. Disclosures generally are more effective when they are made in the same mode (visual or oral) in which the claim necessitating the disclosure is presented. Research suggests that disclosures that are made simultaneously in both visual and audio modes generally are more effectively communicated than disclosures made in either mode alone. In television ads, a disclosure that includes both a sufficiently large superscript and a voice-over statement is likely to be more effective than a superscript alone.

Customer Service Information Request Form

Page ___ of ___

All Field are REQUIRED unless marked with a *

ADMINISTRATIVE SECTION
To: Responding Company _____
Date & Time Request Sent _____
Transaction Number _____
Type of Service   [ ] Business   [ ] Residential

REQUESTING COMPANY INFORMATION
From: Requesting Company _____
Initiator Name _____
Telephone Number _____
Mailing Address _____
Fax Number _____
*E-mail _____
Preferred Response Means   ( ) Fax   ( ) Email
Responding company to notify requesting company if preferred means will not be used.
Faxed requests and responses must be accepted.

CUSTOMER INFORMATION
Billing Telephone Number _____
*Account Number _____
Name _____
Service Address _____
City, State _____
End User Authorization Obtained?   [ ] Yes   [ ] No
Provide Circuit ID if Circuit is reusable   [ ] Yes   [ ] No

RESPONSE REASONS AND CODES
*Response Reason _____
*Response ID Number _____
Response Codes
001   Account telephone number and/or customer location not found
018   Supplied account information does not match active customer account
052   Account exceeds maximum page or fax limit (20 pages); response to be mailed in 24 hours
501   Required requesting company contact information incomplete; required fields blank or end-user
*   authorization not obtained*

REMARKS
_____
_____
_____

Customer Service Record Response

Page ___ of ___

*All Field are REQUIRED unless marked with a *

ADMINISTRATIVE SECTION
To: Requesting Company _____
Attention _____
*Response Identifier _____
Requesting LSPs
Transaction Number _____
Service Provider ID _____

CSR DATA ELEMENTS SECTION
Billing Telephone Number _____
Type of Service   [ ] Business   [ ] Residential
Billing Name _____
Billing Address
Business or Residence Name
 (If different than Billing Name) _____
Service Address
 (If different than Billing Address) _____

LINE INFORMATION *Provide information for each working telephone number on account*

Account Features in USOC with English Description (Example: Hunting, Inside Wiring, etc.)	
Working Telephone Numbers (including BTN) with Vertical Features (Example: Custom Calling, Voice Mail, Remote Call Forwarding, etc.)	
Current PICs	
Freezes on account (PIC, Resale, Local Service, etc.)	
Options (Example: 900 Blocking; Toll Blocking, etc.)	
Service Configuration (Indicate One)	**[ ] Resale** **[ ] Unbundled Local Switching** **[ ] UNE-Platform** **[ ] UNE-Loop** **[ ] Facilities-Based**
Circuit ID[13]	
Directory Listing Information	
Line Sharing/Line Splitting?	**[ ] Yes [ ] No**

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[13] Provision of circuit ID information confers permission for the resue of that circuit by the new provider.

Send via fax or email to: **Appendix D**
NHPUC CLEC Dispute Coordinator   **SAMPLE FORM**
Fax: 603-271-3878   *Use additional pages as needed*
Email: pucrrt@puc.state.nh.us

Interim Dispute Resolution Form

*All Fields are REQUIRED unless marked with a *   **Date**_____

ADMINISTRATIVE SECTION
Reporting Carrier _____
Initiator Name _____
Telephone Number _____
Mailing Address _____
Email Address _____

Reported Carrier _____
Contact _____
Telephone Number _____
Email Address _____

NATURE OF DISPUTE
_____

Individual Customer/Incident [ ]
Customer Name _____
Billing Telephone Number _____
Transaction ID and Type _____

_____
Recurring Violation [ ]
Provide number of occurrences in comment section, below.

_____

SPECIFIC COMPLAINT
  [ ] Contact Info not available
  [ ] CSR or Network Info not received   **Date requested** _____
  [ ] Inadequate info received   **Describe missing info**
  [ ] FOC not received   **Date FOC was due** _____
  [ ] Other _____

ESCALATION EFFORTS *describe steps taken and basic details*
    _____
    _____

GENERAL COMMENTS
    _____
    _____

Local Service Request Orders

A Local Service Request (LSR) consists of multiple forms, which make up a complete

order. The Local Service Ordering Guidelines, version 4 (LSOG 4) is the baseline document for

the forms and definitions contained in this document. Any deviations from LSOG 4 are noted.

The LSOG is designed by the national Ordering and Billing Forum (OBF) which is managed by

the Alliance for Telecommunications Industry Solutions (ATIS)[14]. The business rules, as

documented here, will meet the minimal requirements for CLECs and ILECs processing

migration orders in New Hampshire and are not superceded by the OBF references in this

appendix. These LSR documents are provided for the information of carriers.

Each LSR must contain the following forms:

1.   Local Service Request Form, which supplies administrative, billing and contact
     information.

2.   End User Information Form, which supplies end user information such as service
     address.

3.   Service Request Specific Forms

     a.   Loop Service Form, used to order UNEs such as UNE-L, or to notify of reuse of
          UNE-L circuits.

     b.   Number Portability Form, used to port a TN form another NSP.

     c.   Loop Service with Number Portability Form, used to order UNE-L or to notify
          of reuse of UNE-L and to port a TN from another NSP concurrently.

This appendix includes each of these forms, and the line by line instructions for using them,

in a separate .pdf (for Adobe Acrobat Reader) file.

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[14] For more information on the OBF processes and documentation, please contact the ATIS-OBF Manager at 202-628-6380, or visit the ATIS website at http://www.atis.org/.

Workshop Participants

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AT&T	Ellie Pribula
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AT&T Broadband	Stacey Parker, Esq.
AT&T Broadband	Paul Dunphy
BayRing Communications	Dave Gibson
Conversent Communications	Scott Sawyer
CTC Communications	Bill Ward
DSCI Corporation	Pam Beattie
Lightship Communications	John Lozzi
Lightship Communications	Trish Morris
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PaeTec Communications	J T Ambrosi
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Verizon New Hampshire	Alan Cort
Verizon New Hampshire	Bob Citro
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