

CAAWS Supplement - Interim Buried Drop Process

CAAWS (CLEC Activation and Assurance Web Site) current version does not track the status of existing and initiating new buried drop requests. This interim process should be followed until the CAAWS version upgrade is available and is effective as of 04/07/2003.

The CLEC can have SBC check for status of a buried drop request by any of the following:

- Enter trouble report utilizing EBTA.
 - Enter 'PHYO' trouble description for UNE-P/Resale.
 - Enter 'MISC' trouble description for UNE.
 - Enter CLEC reach no. for status call.
 - Include all applicable information relative to request in narrative.
 - Cross street.
 - Hazards/Required access to fenced or locked areas.
 - Length.
 - Bore required for sidewalk/roadway.
 - NOTE: Commitment date listed will not be indicative of completion date.
- Enter request via email.
 - Address request to: lmburwir@msg.ameritech.com
 - Enter all information currently required on buried drop request form:
 - Customer Name.
 - Address to include City and State.
 - Enter CLEC reach no. for status call if required or indicate if a reply to email is desired.
 - Other information listed above as applicable.
- Call LOC.
 - Have all applicable information ready.
 - Call LOC at 800.730.8115.
 - LOC will query data base and provide status for existing drop requests.
 - LOC will initiate request if none found in database.

This interim process will remain in effect until such time that the system requirements have been completed and tested for the 2003 Buried Drop Process.

