 

CLEC Wireline Interconnection FAQs/Contacts

**Section**

[1.0 Getting Started](#Getting_Started)

[2.0 CLEC Network Guides/Forms (includes 911)](#CLEC_Network_Guides)

[3.0 Ordering](#Ordering)

[4.0 Provisioning & Maintenance](#Provisioning)

[5.0 Billing](#Billing)

[6.0 Misc. Contacts](#Misc)

[7.0 VoIP and Wireless/Paging](#VoIP_and_Wireless)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1.0 **Getting Started**

1. Question: I am a new CLEC (Competitive Local Exchange Carrier) with no agreement in place to do business with AT&T. How do I get started- what is required?

Answer: CLEC will need to submit request letter to begin negotiations for an Interconnection Agreement (ICA).

[Getting Started](https://clec.att.com/clec/shell.cfm?section=1)

1. Question: I am a new CLEC with a Commission approved ICA, or an established CLEC entering a new state, what is required?

Answer: CLEC must complete ALL start-up activities with the AT&T CLEC Start-Up Team, including but not limited to the **CLEC Profile**. Once all start-up activities are complete, the AT&T CLEC Start-Up Team will notify & engage the appropriate Local SrCAM (Sr. Carrier Account Mgr.) & NIT (Network Interconnection Team) Lead as appropriate.

* AT&T CLEC Start-Up Team contact: g09082@att.com

**NOTE**: If a consultant is acting on behalf of a CLEC client, will need to provide a LOA (Letter of Authorization) to the AT&T CLEC Start-Up Team.

1. Question: I am a new CLEC with a Commission approved ICA and have questions with local services in my ICA, who do I contact?

Answer: Contact your assigned Local SrCAM (Sr. Carrier Account Mgr.)

[SrCAM/Local Account Manager](https://clec.att.com/clec_escalation/index.cfm)

[select SrCAM on Top Menu bar]

**NOTE:** If no SrCAM assignment, contact the AT&T CLEC Start-Up Team for contact/assignment:

g09082@att.com

1. Question: I am a new CLEC and need to request facilities (transport) out of Access Tariff/Guidebook to support the following CLEC Interconnection trunk groups:
* Meet Point (InterLATA Traffic)
* Ancillary (Mass Calling/Choke, E911, OS/DA [Operator Services/Directory Assistance])

What is required?

Answer: Complete ALL Required Start-Up Steps for Access Services out of Tariff.

[New Customer Package-Access Svc](https://clec.att.com/clec/hb/shell.cfm?section=2838&hb=1151&redirectsection=2839)

AT&T CLEC Start-Up Team support for Access Services (facilities): rm-access\_startup@intl.att.com

**NOTE:** ALL steps and forms for Access Services must be confirmed ‘Complete’ by the AT&T CLEC Start-Up Team for Access Services before:

* the CLEC can submit NIS (Network Information Sheet)/Forecast Form and may request JPC (Joint Planning Call)
* the CLEC can submit ASRs (Access Svc Request) for Access Facilities to the appropriate Svc Center
1. Question: I am a CLEC and need support requesting Collocation or questions regarding existing Collocation services, who do I contact?

Answer: The Collocation Service Center (CSC), **contact for ALL collocation matters**

[Customer Service Contacts (MS-Word)](https://clec.att.com/clec/) select the ‘Customer Service Contacts (MS-Word)’ link in center of home page, refer to CSC contacts on page 3 of the document.

Additional Collocation resources on CLEC on-line:

[12-State Collocation](https://clec.att.com/clec/hb/shell.cfm?section=1154&hb=1151)

[9-State Collocation](https://clec.att.com/clec/hb/shell.cfm?section=511&hb=507)

1. Question: I am a CLEC and need support and have questions about the following services not in my CLEC/Local ICA:
* Products/Services out of Access Tariff/Guidebook (Access DS1/DS3 Facilities, SS7 Links, OC++)
* ATT LD (long-haul services)

Who do I contact, is there an AT&T provided web site resource?

Answer: Contact your assigned Wholesale Sales Team. **This is also the contact to discuss:**

* **Any other AT&T products/services not in your CLEC Local ICA**
* **IXC Interconnection (FGD Trunks)**
	+ **Wireless Interconnection includes routing of Wireless & Paging NPA/NXX codes.**

**NOTE:** If no Sales Acct Team assignment- submit the 'Contact' form to the far right on the link located below, (may also call 844-883-7737).

 [Contact the AT&T Wholesale Sales Acct Team](https://www.business.att.com/industries/Portfolio/partner-solutions/)

This is forNEW Provider/Carrier only- who are not established to do business and does not have an assigned AT&T Wholesale Sales Account Manager (Must be FCC 499 Filer to become a Provider/Carrier).

* The AT&T web site resource is: [Prime Access](https://www.business.att.com/prime-access.html)
1. Question: I will be operating as both a new CLEC Provider company and new IVP (Interconnected VoIP) Provider company, what do I do?

 Answer: Must request negotiations for separate applicable agreements:

* For CLEC Provider operations, requires a commission approved CLEC ICA- refer to above question/answer for new CLEC with no ICA,

[Getting Started](https://clec.att.com/clec/shell.cfm?section=1)

* For IVP Provider operations, requires IVP OSS (Operational Support Systems) and LNP (Local Number Portability) agreements. submit the Interconnected VoIP Provider (IVP) Agreement Request Form to negotiate/execute the IVP agreements. Will need to specify the designated CLEC Network Partner on the IVP Request Form, requires a NECA (National Exchange Carrier Association) approved IPES (Internet Provider Enabled Services) OCN (Operating Company Number), and complete a separate IVP Profile.

[IVP Agreement Req Form](https://clec.att.com/clec/shell.cfm?section=2163)

If you need assistance or have questions regarding the IVP Profile, contact the Profile Maintenance Team for direction:

imprfls@att.com

**NOTE:** These items must be addressed and completed prior to updating the CLEC & VoIP category NPA/NXXs in LERG (Local Exchange Routing Guide).

**NOTE: Once the agreements are in place, must separately administer its operations according to the separate agreements, separate Profiles.**

1. Question: I am a new CLEC deploying a New/Initial Interconnection, where can I find CLEC Network forms, who do I contact and what is required?

Answer: CLEC must have a negotiated - commission approved ICA in place and have ‘COMPLETED’ ALL Start-Up activities prior to contacting the Regional NIT Lead and submitting Network Forms for review. Complete the All Regions/States NIS/Forecast Form and submit to the Regional NIT Lead, include LOAs (letter of authorization) as required for review and approval. If necessary and requested by CLEC, the Regional NIT Lead may schedule a JPC to discuss with the parties.

[NIS/Forecast Forms](https://clec.att.com/clec/shell.cfm?section=2917)

**NOTE: CLECs are required to use the most current forms.** Forms should be downloaded from this site **each time** when submitted to the Regional NIT Lead to assure the most recent version is used. Old form versions will NOT be accepted.

 NIT Lead:

* reviews NIS/Forecast, Network Change Forms
* schedules JPC, if necessary or requested by CLEC
* approves issuance of Project Notifier (PN)
* hands off to NIT PM who assigns Project IDs and manages project once issued
* primary point of contact prior to Project issuance

NIT Lead Contacts:

* MW Region- 5 State (IL, IN, MI, OH, WI)

Frank Sedeno (fs5992@att.com, 281-983-3800)

* SE Region- 9 State (AL, GA, FL, KY, LA, MS, NC, SC, TN)

Gary Wesson (ww2917@att.com, 214-698-8184)

* SW Region- 5 State (AR, KS, MO, OK, TX)

Brian Quintal (bq3880@att.com, 281-874-4008)

* West Region- 2 State (CA, NV)

Brian Quintal (bq3880@att.com, 281-874-4008)

**NOTE: NIT Leads DO NOT support Wireless/Paging and IXC/FGD Interconnections. The CLEC NIS/Forecast Forms are for the sole purpose of CLEC Wireline Interconnection only. They are NOT for Wireless or IXC (FGD) Interconnections- refer to Section 7.0 VoIP and Wireless/Paging.**

NIT Project Manager (PM):

* issues PN with Project ID included.
* manages open Projects for Local-Wireline Interconnection Projects *once approved by NIT Leads* (via a NIS/Forecast, Network Change Forms submitted to NIT Leads)

NIT PM Contact:

* All Regions/States

Eugenia Humphries (eh4785@att.com, 469-601-4097)

**NOTE: The NIT PM should NOT be contacted: 1) to request a project, 2) submit project documents, 3) for questions prior to the PN being issued, or 4) for resolving ASR order questions.**

**The NIT PM is the contact for project only once it is ‘in progress’.**

1. Question: Is there a specific Local Account Manager to support CLEC Local/911 Interconnection?

Answer: Contact the ‘Specialized Local/911 Interconnection’ SrCAM (Sr. Carrier Account Mgr.)

[SrCAM/Local Account Manager](https://clec.att.com/clec_escalation/index.cfm)

[select SrCAM on Top Menu bar]

1. Question: I am a CLEC with an existing Local Interconnection with AT&T in a state and want to expand my market within the same state. What is required and who do I contact?

Answer: Same as deploying a New/Initial Interconnection, refer to information above for Q/A number 8.

1. Question: I am a CLEC Consultant supporting a new/established CLEC client, what is required, who do I contact?

Answer: Your CLEC client must have a negotiated-commissioned approved ICA in place and have ‘COMPLETED’ ALL Start-Up activities (i.e., CLEC Profile) prior to contacting the Regional NIT Lead and submitting Network Forms for review and approval. If necessary or requested by CLEC, NIT Lead may schedule a JPC with the parties. If the CLEC Start-Up steps have not been completed, the CLEC Consultant may support these Start-Up activities on behalf of their CLEC client and can contact the AT&T CLEC Start-Up Team for direction:

g09082@att.com

If not on file, the CLEC Consultant **must provide a LOA**. Once all CLEC start-up activities are ‘COMPLETE’, the AT&T CLEC Start-Up Team will provide an assigned Local SrCAM contact and officially hand-off to the Regional NIT Lead.

**NOTE:**

* **The CLEC Start-Up Team, NIT Lead or Local Account Team (SrCAM:**
	+ **are NOT equipped to address general interconnection questions a CLEC Consultant may have for a ‘potential CLEC Client.**
	+ **DO NOT support Wireless clients, refer to Section 7.0 of this document.**
	+ **DO NOT support services that your CLEC/Wireless client may require out of the Access Tariff/Guidebook, refer to your client’s assigned Wholesale Sales Account Team.**
* **If you have ASR order issues for your CLEC/Wireless client regarding services out of Access Tariff/Guidebook, refer to**

**Section 3.0 of this document.**

1. Question: I am a CLEC and how do I get started requesting the ‘CLEC Specific Reports’ available on CLEC Online?

Answer: The sections contained in ‘CLEC Specific Reports’ will allow CLECs to interact more efficiently with the LSC and LOC.  If the CLEC currently has a CLEC Online ID, the CLEC should have access to these Reports, including the **12-State** TIKI Reports.

The following is the CLEC online link to obtain the CLEC Specific Reports: <https://clec.att.com/clec/shell.cfm?section=9>

The CLEC will require ID/Password to access these Reports.

* If the CLEC already has a CLEC Online Administrator, then their Administrator would provide them ID/Password for access.
* If the CLEC does not have a CLEC Online Administrator, then the CLEC would submit the [AT&T CLEC Web Site Admin ID Request](https://clec.att.com/clec_documents/unrestr/clec/iscall/CLEC%20WebSite%20Admin%20Request%20Form_update%2011-3-14.doc) form found on CLEC Online: <https://clec.att.com/clec/shell.cfm?section=2155>
	+ For initial access the CLEC submits the completed form directly to the UACenter global email on form: uacenter@att.com

**NOTE**: Please ensure your assigned Local Account Manager (SrCAM) is Cc on the email request.

* + If CLEC currently has access but needs to make updates (i.e. adding additional users for access), CLEC submits completed form to their assigned Local Account Manager (SrCAM) for review who will then redirect to the UACenter for processing.
* Contacts for ISCall Center/UACenter can be found on CLEC Online: <https://clec.att.com/clec/shell.cfm?section=2156>

2.0 **CLEC Network Guides/Forms**

1. Question: Where can I find information regarding facility serving arrangements to support my CLEC Local Interconnection trunk network?

Answer: CLECs must review the Bridging and Hubbing Guides when designing facility serving arrangements, so that such arrangements are compliant with the NECA Tariff F.C.C No. 4 requirements when completing NIS/Forecast Form [12-States only].

[Bridging and Hubbing Guides](https://www.business.att.com/prime-access/resource-library.html) Ordering > Bridging and Hubbing Guides

1. Question: Where can I find the following network related information to assist completing NIS/Forecast Network Form?
	* Tandem CLLI (Common Language Location Identification)
	* End Office (EO) CLLI
	* Point Code (PC)
	* Local Access Transport Area (LATA)
	* Signaling Transfer Point (STP
	* Wire Center (WC)
	* Rate Center (RC)

Answer: [All Regions/States Reverse NIS](https://clec.att.com/clec/shell.cfm?section=2917)

1. Question: I am a CLEC deploying in the SE Region (9-States), how do I report my Jurisdictional Factors required for Local Interconnection?

Answer: You will need to report the following four factors used for local (PLF, PLU, PIUE, TPIU) via the SE Jurisdictional Factors Reporting Form, RF-3995. [SE Jurisdictional Factors Report Form & Guide](https://clec.att.com/clec/hb/shell.cfm?section=2777&redirectsection=2777)

1. Question: I am a CLEC with an *existing Interconnection Network*, how do I submit an Augment or Downsize/Disconnect request, who do I contact?

Answer: For ‘**augmenting’ or ‘downsizing’** of ***existing*** interconnection trunks groups ***more than*** ***8 T1s (more than 192 trunks) ALWAYS REQUIRE*** the appropriate Network Change Form to be submitted to the Regional NIT Lead *for approval, a Project Notifier/Project ID assigned, and is project managed*.

***Any orders submitted that does not meet these requirements will be clarified***.

Complete the appropriate All Regions/State Network Change Form and submit to the Regional NIT Lead. **CLECs are required to use the most current forms.** Forms should be downloaded from this site **each time** that are submitted to the Regional NIT Lead to assure the most recent version is used. [All Regions/States Network Change Form (Replaces Stand Alone Forecast & Augment/Downsize Form)](https://clec.att.com/clec_documents/unrestr/clec/wirelineinterconnection/ATT%20Network%20Change%20Form%2021.03.01.xlsx%22%20%5Co%20%22All%20Regions/States%20Network%20Change%20Form%20%28Replaces%20Stand%20Alone%20Forecast%20%26%20Augment/Downsize%20Form%29%22%20%5Ct%20%22_new)

1. Question: I am a CLEC exiting a LATA and need to do a **complete disconnect** of my Interconnection Network trunk groups, what steps do I need to take and who do I contact?

Answer:

* Return NPA/NXX Codes - a Project Notifier cannot be issued until AT&T confirms updates in LERG (Local Exchange Routing Guide)
* Complete the Network Change Form referenced above and submit to the Regional NIT Lead for review and next steps. ***(This step should not be executed until the LERG is clear of NPA/NXX Codes)***

Once NIT Lead verifies in LERG that NPA/NXX Codes have been returned and reviews traffic, a Project Notifier/Project ID will be approved and distributed to the stakeholders for CLEC to submit disconnect ASR orders.

**NOTE:** **ALL Exits require to be approved by the Regional NIT Lead, a Project Notifier/Project ID assigned, and is project managed.**

***Any complete trunk disconnect order submitted that does not meet the above requirements will be clarified****.*

1. Question: I am exiting a LATA no longer operating as a CLEC and will now be operating as an IVP (iVoIP- Interconnected VoIP Provider).  What steps do I take to disconnect my Local Interconnection network (**ALL trunk groups in the LATA)** and who do I contact?

Answer:

* Update NPA/NXX Codes in LERG (Category Code – VoIP) - a PN/Project cannot be issued until AT&T confirms updates in LERG
* Will need to identify the actual Switch ID of your CLEC Network Provider in LERG (IPES)
* Complete the Network Change Form process referenced above and submit to the Regional NIT Lead for review and next steps. ***(This step should not be executed until the LERG is clear of NPA/NXX Codes)***
* Refer to other IVP steps/information in section 7.0 of this document.

Once NIT Lead verifies updates in LERG, and the traffic has been moved off the existing CLEC Trunk groups identified on Network Change Form, a Project Notifier/Project ID will be issued for CLEC to submit disconnect ASR orders.

**NOTE:** **ALL Exits require to be approved by the Regional NIT Lead, a Project Notifier/Project ID assigned, and is project managed.**

***Any complete trunk disconnect order submitted that does not meet the above requirements will be clarified****.*

1. Question: Where do I find forms if a project is required for Roll/Groom activity that impact circuits for CLEC Local Interconnection Facilities and Trunks? Or if a coordinated HOT CUT is requested?

Answer: [AT&T 21-State Project Criteria Guidelines](https://www.business.att.com/prime-access/resource-library.html)  Go to Ordering section of page.

[Roll/Groom Process & Spreadsheets](https://www.business.att.com/prime-access/resource-library.html) Go to Ordering section of page.

**NOTE:** This includes Local Trunks/Facilities out of CLEC ICA and Access Facilities/Services out of Tariff/Guidebook.

If it does not meet project criteria and a coordinated **HOT CUT** is requested, it will be handled with the appropriate LSC/ASC Service Center following their HOT CUT process who will coordinate by use of the CCR (Coordinated Cut Request) Tool via the ASR process (indicate ‘HOTCUT’ in Project ID or Remarks of ASR).

1. Question: Where do I find the forms if a project is required for Roll/Groom activity that impact other Local circuits; UNE (Unbundled Network Element) services (i.e., Loop, EEL/Enhanced Extended Loop, UDT/Unbundled Dedicated Transport) out of my CLEC ICA?

Answer: Read the [Roll/Groom Process Information Document](https://www.business.att.com/prime-access/resource-library.htmlhttps%3A/www.business.att.com/prime-access/resource-library.html) on [Prime Access: Roll/Groom Process & Spreadsheets Page](https://www.business.att.com/prime-access/resource-library.htmlhttps%3A/www.business.att.com/prime-access/resource-library.html) where you will also find Roll/Groom Forms. Go to Ordering > Universal Project Spreadsheets

Also visit [Prime Access: AT&T 21-State Project Criteria Guidelines Page](https://www.business.att.com/prime-access/resource-library.htmlhttps%3A/www.business.att.com/prime-access/resource-library.html).

**NOTE:** If additional assistance is required, contact your assigned Local SrCAM.

[SrCAM/Local Account Manager](https://clec.att.com/clec_escalation/index.cfm)

[select SrCAM on Top Menu bar]

**NOTE:** If no SrCAM assignment, contact the AT&T CLEC Start-Up Team for assignment:

g09082@att.com

1. Question: Where do I find the forms if a project is required based on circuit quantity for establishing stand-alone T1 facilities out of Access Tariff/Guidebook that support Meet Point (MD, IXC InterLATA) trunk groups?

Answer: [New Install Cust Letter, USS Helpful Hints & Spreadsheets](https://www.business.att.com/prime-access/resource-library.htmlhttps%3A/www.business.att.com/prime-access/resource-library.html)  Go to Ordering > Universal Project Spreadsheets

In most cases, the applicable Universal Project Spreadsheet is ‘Switched-New Install’. May also refer to AT&T 21-State Project Criteria Guidelines referenced in above question/answer.

1. Question: Where do I find the forms if a project is required for an NPA/NXX Code Migrations Rehome (translations)?

Answer: [CLEC – Universal Routing Spreadsheet](https://www.business.att.com/prime-access/resource-library.html) Go to Ordering > Universal Project Spreadsheets

1. Question: Where do I submit subsequent or semi-annual CLEC trunk forecasts?

Answer: Submit to the Regional TP&E global email:

DL-CLEC-FRCST-ATT-SE@ATT.COM

DL-CLEC-FRCST-ATT-MW@ATT.COM

DL-CLEC-FRCST-ATT-SW@ATT.COM

DL-CLEC-FRCST-ATT-WEST@ATT.COM

**NOTE**: Submit on semi-annual basis (language in ICA/Network Interconnection portion, Forecasting Responsibilities).

1. Question: Where do I find the Forms/Guides regarding OS/DA?

Answer: [OS/DA Forms](https://clec.att.com/clec/hb/shell.cfm?section=199&hb=778&redirectsection=800)

[Operator Services](https://clec.att.com/clec/hb/shell.cfm?section=797&hb=778)

1. Question: Where do I find the Forms/Guides regarding E9-1-1 Services?

Answer: [21-State 911 Product Guide](https://clec.att.com/clec/hb/shell.cfm?section=782&hb=778)

[911 Forms & Exhibits West Region](https://clec.att.com/clec/hb/shell.cfm?section=991&hb=778) [911 Guides/Tech Pubs West Region](https://clec.att.com/clec/hb/shell.cfm?section=1074&hb=778)

[911 Forms & Exhibits SW Region](https://clec.att.com/clec/hb/shell.cfm?section=192&hb=1151&redirectsection=1375) [911 Guides/Tech Pubs SW Region](https://clec.att.com/clec/hb/shell.cfm?section=1400&hb=1151)

[911 Forms & Exhibits MW Region](https://clec.att.com/clec/hb/shell.cfm?section=1771&hb=1504) [911 Guides/Tech Pubs MW Region](https://clec.att.com/clec/hb/shell.cfm?section=1795&hb=1504)

[911 Forms & Exhibits SE Region](https://clec.att.com/clec/hb/shell.cfm?section=707&hb=507)  [911 Guides/Tech Pubs SE Region](https://clec.att.com/clec/hb/shell.cfm?section=735&hb=507)

1. Question: Where can I find additional information regarding 911 database contacts/items?

Answer: Refer to the Access to OSS (Operations Support Systems) Tools – User Guide: **Section 5.1 911 Tools**

[Access to OSS Tools - User Guide](https://clec.att.com/clec/hb/shell.cfm?section=1121&hb=1151&redirectsection=1359) (911 database contacts). There are 911 database related items in the 21-State 911 Product Guide referenced in the above question/answer.

3.0 **Ordering**

1. Question: Is there a guide to assist with filling out an ASR (Access Service Request) for my T1 facilities out of Access Tariff/Guidebook that carry the Meet Point (MD/InterLATA) and Ancillary (Mass Calling/Choke, 911, OS/DA) trunk groups?

Answer: [Access T1 ASR Guide](https://clec.att.com/clec/hb/shell.cfm?section=2838&hb=778&redirectsection=2842)

1. Question: Are there ordering resources to assist with filling out an ASR for local trunks & facilities out of CLEC ICA?

Answer: [ASR 21-State Ordering Guide](https://clec.att.com/clec/hb/shell.cfm?section=2425&hb=1151&redirectsection=1469)

[Carrier Coding Guides](https://clec.att.com/clec/hb/shell.cfm?section=2237&hb=1151&redirectsection=2788)

[12-State ASR Examples](https://clec.att.com/clec/hb/shell.cfm?section=2806&hb=1151&redirectsection=2807) [May use as a guide for 9-State ASRs, this link also provides 21-State CCEA (Cross Connect Equipment Assignment) Format Guide]

1. Question: How are BANs (Billing Account Number) established for CLEC interconnection trunks?

Answer: All BANs for interconnection trunks are established via the ASR ordering process. The BAN will be established off the first ASR submitted for the service that is being requested by populating the BAN field with ‘N’ (New). The BAN will be provided on FOC (Firm Order Confirmation). Once BAN is established can populate BAN field with ‘E’ (Existing) for subsequent ASR orders.

1. Question: What is the ordering system to submit ASRs, how do I request access?

Answer: The ordering system is CAFÉ (Common Access Front End), request via the [21-State CAFE Access Form](https://clec.att.com/clec/hb/shell.cfm?section=1124&hb=507&redirectsection=2754)

* Submit form to: rm-whslsupportteam@intl.att.com (any questions regarding the form use same email address)

[CAFE Getting Started Training Guide](https://www.business.att.com/prime-access/resource-library.html) Go to Ordering > Common Access Front End (CAFÉ) > CAFÉ Getting Started Training.

The following available via CAFÉ: DLR (Design Layout Report), validate CFA (Connecting Facility Assignment), and other pre-ordering applications.

* [CAFE Portal](https://portal.wholesale.att.com/cafe1/) [requires Username & Password to use this link]
1. Question: I am a CLEC with access to CAFÉ and experiencing CAFÉ issues with submitting an ASR, who do I contact?

Answer: Report a Trouble Ticket to the IS Call Center, 877-681-2271, option 3 from menu.

##### [IS Call Center How to Contact Us](https://clec.att.com/clec/shell.cfm?section=2156)

If feedback is provided that the PWD/CCNA value not compatible, contact the CLEC Account Mgmt. Support Team:

rm-whslsupportteam@intl.att.com

#####

1. Question: Is there a document with the ICSC (Interexchange Customer Service Center) codes that I need for ASRs?

Answer: [ICSC Codes](https://clec.att.com/clec/shell.cfm?section=2917)

1. Question: Do I need a Project ID for my CLEC Local Interconnection ASR orders?

Answer:

* ALL New/Initial Interconnections (trunk establishments) ***ALWAYS REQUIRE*** the appropriate Network Form to be submitted to the Regional NIT Lead *for approval, a Project Notifier/Project ID assigned, and is project managed.*

***Any new/initial trunk establishment order submitted that does not meet these requirements will be clarified****.*

* ALL new trunk group establishments to existing network interconnections ***ALWAYS REQUIRE*** a project ID, with two exceptions. The appropriate Network Form should be submitted to the Regional NIT Lead *for approval, a Project Notifier/Project ID assigned, and is project managed.* ***Any new/initial trunk establishment order submitted that does not meet these requirements will be clarified****.*
	+ Exception **SE Regional 9 States Only** (AL, FL, GA, LA, KY, MS, NC, SC, TN): New CHOKE groups in the SE Region does not require a project. CHOKE groups are optional in the SE Region
	+ 911 exception - **21 States**: If 911 trunking is required due to a new Trunk Switch or a build and kill conversion, 911 will be included in the NIT approval for the overall Interconnection Project ID. If new 911 trunks are required due to rate center or County/PSAP expansion that is not part of larger scope of work, 911 does not require NIT Lead Project ID approval.
	+ *Note: 911 exceptions do not apply to CLECs with ICA 911 waver amendments.*
* For ‘**augmenting’ or ‘downsizing’** of ***existing*** interconnection trunks groups ***more than*** ***8 T1s (more than 192 trunks) ALWAYS REQUIRE*** the appropriate Network Change form to be submitted to the Regional NIT Lead *for approval, a Project Notifier/Project ID assigned, and is project managed*. ***Any augment/downsize order submitted that does not meet these requirements will be clarified***.
* ALL Exits/complete trunk disconnect ***ALWAYS REQUIRE*** a project ID, with four exceptions. The appropriate ‘Network Change’ Form should be submitted to the Regional NIT Lead *for approval, a Project Notifier/Project ID assigned, and is project managed.*
	+ Exception **13 States Only** (CA, NV, AR, KS, MO, OK, IL, IN, MI, OH, & WI): a complete disconnect of a *single trunk group* less than 9 T1s (less than 193 DS0s) worth. You can submit the ASR and the LSC will contact the NIT lead for approval. If the NIT Lead determines a project is needed, he/she will advise the LSC to clarify the ASR with notes indicating a project is required. Otherwise, the ASR will be approved and processed without a project ID.
	+ Exception **SE Regional 9 States Only** (AL, FL, GA, LA, KY, MS, NC, SC, TN): Disconnecting of CHOKE groups in the SE Region does not require a project. CHOKE groups are optional in the SE Region.
	+ 911 exception 1 - **21 States**: If a 911 trunk group is being disconnected, and has a valid replacement TSC (same AT&T SECLOC), or approval by the AT&T Local Acct Manager (or NIT Lead), the 911 order does not require a Project ID.
	+ 911 exception 2 - **3 States Only** (AL, NC, TN): If a 911 trunk group is being disconnected in AL, NC, or TN a Project ID is not required. 911 service is optional in TN & NC. 911 service is no longer provided in AL.
	+ *Note: 911 exceptions do not apply to CLECs with ICA 911 waver amendments.*

***Otherwise, any complete trunk disconnect order submitted that does not meet these requirements will be clarified****.*

May refer to the ‘General Information’ TAB on the:

[All Regions/States CLEC Interconnection Network Change Form](https://clec.att.com/clec/shell.cfm?section=2917)

1. Question: Can the due date be improved on new/augment CLEC Local Interconnection/911 Trunk orders?

Answer: There is no expedite process for CLEC Local Interconnection Trunk orders, the LSC applies standard trunk interval upon receipt of clean ASR, refer to the [All Regions/States Standard Trunk Interval Matrix](https://clec.att.com/clec/shell.cfm?section=2917), Ordering Guides All Regions/States.

**NOTE**: The only exception would be due to a ‘blocking condition’, refer to question/answer below.

1. Question: Are there any ASR requirements when augmenting an existing CLEC Local Interconnection Trunk group that is in a ‘blocking condition’?

Answer: When:

* + A TGSR (Trunk Group Service Request) was issued to CLEC by AT&T TP&E (Trunk Planning & Engineering) group:
		- Populate Expedite field on ASR.
		- Populate Project ID field on ASR with Project ID provided on the TGSR.
		- In Remarks field on ASR indicate ‘Blocking’
	+ A TGSR was not issued to CLEC by AT&T, CLEC initiated due to ‘blocking condition’:
		- Contact the Regional NIT Lead if a Project ID is required, if one is provided, populate Project ID field on ASR.
		- Populate Expedite field on ASR.
		- In Remarks field on ASR indicate ‘Blocking’

**NOTE:** In cases of a ‘blocking condition’, the standard Due Date interval is 10 business days upon receipt of clean ASR.

1. Question: I am a CLEC and need to validate my embedded ‘Trunk’ inventory to assist with potential order activity (i.e. Roll/Groom Build/Kill, Transfer Agreement), does AT&T have a CLEC ‘*Trunk*’ Report?

Answer:

* + 12-States - it is available via CLEC Online: [CLEC Specific Reports](https://clec.att.com/clec/shell.cfm?section=9) [Select TIKI Reports, at bottom of page]

**NOTE**: Will need USER ID/Password, if you need assistance with USER ID/Password contact your assigned Local SrCAM:

[SrCAM/Local Account Manager](https://clec.att.com/clec_escalation/index.cfm)

[select SrCAM on Top Menu bar]

* + 9-States – CLEC Trunk Reports are not available via online. Contact the SE NIT Lead or Local SrCAM who will request a report. You will need to provide:
		- CLEC Company Name
		- ACNA(s)
		- State(s)

**NOTE:** These reports only have Trunk inventory (TSCs – Two Six-Codes), they do not have T1 Facility CFA information.

1. Question: Who do I contact for ASR questions/status for my Local Interconnection orders?

Answer: Local Service Center (LSC), 800-357-5534

**NOTE: The LSC is the main point of contact for ALL ASR ordering items & processes ASRs for Local Interconnection services out of CLEC ICA, and ASRs for Access T1s out of Access Tariff/Guidebook tied to applicable Network Forms (i.e. NIS/Forecast, Augment & Downsize/Downsize forms) with *active Project IDs (Project Notifier) issued by NIT Team*.**

1. Question: What is the process if I need to escalate a Local Interconnection ASR order?

Answer: The LSC is the main point of contact for ALL ASR order escalations, use the ‘Mechanized CLEC Escalation Matrix’ via CLEC online:

[Escalation Matrix](https://clec.att.com/clec_escalation/index.cfm)

* + Select ‘Center Contacts’ [top menu bar, may also select ‘Procedures’ for Escalation Commitments]
	+ Function = Ordering
	+ Select State
	+ Product = Interconnection / 911
1. Question: I am a CLEC, who do I contact for ASR questions/status/escalations for my ASR orders for T1 Facilities out of Access Tariff/Guidebook that is not tied to a NIS/Forecast Project Notifier?

Answer: The ASC is the main point of contact for ALL ASR ordering & escalations items for services out of Access Tariff/Guidebook.

[ASC-WSC-DCOE Escalation Contacts](https://www.business.att.com/prime-access/customer-contacts.html). If additional support is required from an Account Team perspective, contact your assigned Wholesale Sales Account Team.

1. Question: I am a CLEC, who do I contact for ASR questions/status/escalations for my multi-EC ASR orders for ‘Meet-Point billed’ T1 Facilities out of Access Tariff/Guidebook?

Answer: Same answer as the above question.

 4.0 **Provisioning & Maintenance**

1. Question: If I have not been contacted by AT&T, who can I call to Test & Turn-Up my Local/911 Interconnection Trunks (message trunks)?

Answer: Pre-Service Trunking (Customer Service Provisioning Center/CSPC) – Primary contact for all DS0 provisioning items/escalations

[Ethernet & Message Trunk Contacts\_DS0-OCN Provisioning Escalation Contacts](https://www.business.att.com/prime-access/customer-contacts.html)

* When using the Ethernet & Message Trunk Contacts document, use the ‘Message Trunks’ TAB
* When using the DS0-OCN document, use the ‘DS0 & DS1’ TAB
* **Specific to test & turn-up for NG911 ESInet trunks:**

**Test & turn up for AT&T NG911 ESInet 911 trunks only (i.e. state of TN NG911 ESInet):**

* + **911 Network Reliability Center (NRC), 866-596-0129 (option 5, option 3)**
1. Question: If I have not been contacted by AT&T, who can I call to Test & Turn-Up my T1 (DS1) Facility?

Answer: CSPS – Primary contact for all T1 (DS1) provisioning items/escalations

[DS0-OCN Provisioning Escalation Contacts](https://www.business.att.com/prime-access/customer-contacts.html)

* Use the DS0-OCN document, ‘DS0 & DS1’ TAB
1. Question: If I have a SS7 issue with a ‘New’ turn-up, who should I call?

Answer: 888-910-0288, option 6 [**This is for ‘New’ turn-up only, Existing should report a Maintenance Ticket-** refer to question/answer Number 5. below]

**NOTE:** SS7 services is out of Access Tariff/Guidebook, not part of a CLEC Local Interconnection or offering out of

CLEC ICA. If additional assistance is required, contact your Wholesale Sales Team.

1. Question: How do I get access to **EBTA** (Electronic Bonding Trouble Administration) to report a Trouble Ticket to Maintenance?

Answer: Refer to Section 3.2 EBTA of the [Access to OSS Tools - User Guide](https://clec.att.com/clec/hb/shell.cfm?section=1121&hb=1151&redirectsection=1359)

If additional assistance is required, contact the CLEC Wholesale Customer Care Support Team [requires update to CLEC Profile- Ordering OSS Applications]: rm-whslsupportteam@intl.att.com

Additional EBTA training & user guide information can be found under the section [Contacts All Regions/States](https://clec.att.com/clec/shell.cfm?section=2917" \l "Contacts All Regions/States)

[https://clec.att.com/clec\_documents/unrestr/clec/wirelineinterconnection/‘https:/clec.att.com/clec/shell.cfm?section=2917](https://clec.att.com/clec_documents/unrestr/clec/wirelineinterconnection/%E2%80%98https%3A/clec.att.com/clec/shell.cfm?section=2917)on the CLEC Wireline Local Interconnect web page.

1. Question: I have calls that are not completing, how do I report a Trouble Ticket to Maintenance?

Answer: **First option (preferred)**- should create Trouble Ticket electronically using **EBTA**, or Second option- can report trouble by calling into the CAB (Customer Assistance Bureau) at 800-247-2020.

1. Question: I am a CLEC, who do I contact if experiencing issue with NPA/NXX Code openings? Answer: The CLEC should report a Trouble Ticket to Maintenance.  If the NPA/XXX code(s) are part of an active NIS/Forecast project may contact the Regional NIT Lead for assistance).
2. Question: If I have a routing issue, who should I call *after I have reported a Maintenance Ticket*?

Answer: 888-910-0288, option 7, 4

1. Question: Who do I contact for Maintenance escalations?

Answer: The following are the primary contacts for ALL Maintenance items/escalations:

* [DS0 Services (Trunks)](https://www.business.att.com/prime-access/customer-contacts.html) [if not getting timely support/feedback from the CAB for DS0s/Trunks, may use the Level Escalation Contacts found on the DS1 Services document link below]
* [DS1 & DS3 Services](https://www.business.att.com/prime-access/customer-contacts.html)

**NOTE: ALL Maintenance escalations must be reported electronically (EBTA) to establish ticket priority.**

5.0 **Billing**

1. Question: I have billing questions, who do I contact?

Answer: ABS Customer Billing Service Center – Primary contact for ALL Billing questions/escalations, adjustments & Billing Claims Dispute Form process. [Billing Escalation Contacts](https://www.business.att.com/prime-access/customer-contacts.html)

1. Question: How do I submit a Billing Claims Dispute Form or Re-Dispute a Billing Claim?

Answer: Submit the appropriate billing form to the ABS Customer Billing Service Center.

[Billing Claims Dispute Forms](https://clec.att.com/clec/hb/shell.cfm?section=200&hb=1151&redirectsection=2860)

Can submit electronically- ExClaim (Electronic Exchange of Claims) is a mechanized application. For additional information, may refer to the [ExClaim Training Guide](https://clec.att.com/clec/hb/shell.cfm?section=2559&hb=1151)

6.0 M**isc. Contacts**

1. Question: Who can I contact for support regarding services not in a CLEC ICA? Such as: Access Facilities, SS7 Links, OC++, IXC/FGD trunks, ATT LD/Long-haul, Wireless/Paging. And is there an AT&T web site resource for these services?

Answer: Contact your assigned Wholesale Sales Team. If no Sales Acct Team assignment- submit the 'Contact' form to the far right on the link located below, (may also call 844-883-7737).

[Contact the AT&T Wholesale Sales Acct Team](https://www.business.att.com/industries/Portfolio/partner-solutions/)

This if forNEW Provider/Carrier only- who are not established to do business and does not have an assigned AT&T Wholesale Sales Account Manager (Must be FCC 499 Filer to become a Provider/Carrier).

* The AT&T web site resource is [Prime Access](https://www.business.att.com/prime-access.html)
1. Question: Who can I contact for support regarding other Local Services in my CLEC ICA? Such as: UNEs, LNP, Loops, LWC/Resale, UDT, Dark Fiber, Structure Access.

Answer: Contact your assigned Local SrCAM (Sr. Carrier Account Mgr.)

[SrCAM/Local Account Manager](https://clec.att.com/clec_escalation/index.cfm)

[select SrCAM on Top Menu bar]

1. Question: I am a CLEC and have initiated a Name Change Amendment, Company Codes Change (i.e. ACNA, OCN), or Transfer Agreement (TA-transfer of assets) with the AT&T Wholesale Negotiator, what is the process to make the applicable changes on my interconnection circuits (trunks/facilities)?

Answer: The CLEC must submit ASR orders to update the impacted circuit inventory.  This activity will be supported as a Project, contact your Local SrCAM to obtain a Project Spreadsheet who will scheduled a JPC to discuss with the stakeholders and next steps.

1. Question: I am a CLEC with an approved CLEC ICA and need support for administrative type issues (i.e. DLR Setup, CAFÉ Setup), who can I contact?

Answer: The Wholesale CLEC Customer Care Support Team is the primary contact for ALL administrative type issues:

rm-whslsupportteam@intl.att.com

1. Question: I am a CLEC and need assistance or have questions regarding CLEC Profile Maintenance, who can I contact?

Answer: The Profile Maintenance Team:

imprfls@att.com

1. Question: I am a CLEC and need to have AT&T add my CLEC OCN to the SWU (Switch Usage) for LERG/BIRRDS (Business Integrated Rating/Routing Database System), who do I contact?

Answer: The AT&T Code Administrator- will add the CLEC OCN to the SWU so CLEC is able to update NPA/NXX code in LERG using that Tandem.

AT&T Code Administrators:

* West Region: CODEADMIN@ATT.COM
* MW Region: CDADAIT@ATT.COM
* SE Region: G14218@ATT.COM
* SW Region:
	+ TX - CODEADTX@ATT.COM
	+ MOKA - CODEMOKA@ATT.COM

**NOTE:** The contacts can also be found on the CRD screen in BIRRDS.

**NOTE:** This also applies to an IVP [IPES OCN], see section 7.0 below for IVP.

7.0 **VoIP and Wireless/Paging**

1. Question: I am a new IVP (iVoIP- Interconnected VoIP Provider), and want to route my VoIP NPA/NXX codes to a CLEC Network Partner (indirect interconnection), what do I do?

Answer: Must first submit the IVP Agreement Request Form and negotiate/execute signed IVP Agreements. Will need to designate the CLEC Network Partner on the IVP Request Form, requires a NECA approved IPES OCN, and Complete an IVP Profile. These items must be addressed and completed prior to NPA/NXX LERG updates for VoIP Codes.

[IVP Agreement Req Form](https://clec.att.com/clec/shell.cfm?section=2163)

**NOTE**: May also refer to question/answer Number 7. in Section 1.0.

1. Question: I will be operating as both a new CLEC Provider company and new IVP (Interconnected VoIP) Provider company, what do I do?

 Answer: Must request negotiations for separate applicable agreements:

* For CLEC Provider operations, requires a commission approved CLEC ICA- refer to above question/answer for new CLEC with no ICA,

[Getting Started](https://clec.att.com/clec/shell.cfm?section=1)

* For IVP Provider operations, requires IVP OSS (Operational Support Systems) and LNP (Local Number Portability) agreements. submit the Interconnected VoIP Provider (IVP) Agreement Request Form to negotiate/execute the IVP agreements. Will need to specify the designated CLEC Network Partner on the IVP Request Form, requires a NECA (National Exchange Carrier Association) approved IPES (Internet Provider Enabled Services) OCN (Operating Company Number), and complete a separate IVP Profile.

[IVP Agreement Req Form](https://clec.att.com/clec/shell.cfm?section=2163)

If you need assistance or have questions regarding the IVP Profile, contact the Profile Maintenance Team for direction:

imprfls@att.com

**NOTE:** These items must be addressed and completed prior to updating the CLEC & VoIP category NPA/NXXs in LERG (Local Exchange Routing Guide).

**NOTE: Once the agreements are in place, must separately administer its operations according to the separate agreements, separate Profiles.**

1. Question: I am an IVP and have issue/questions with my NPA/NXX Code opening, who do I contact?

Answer: AT&T Code Administrators- refer to contacts in question/answer Number 4. in Section 6.0.

1. Question: I am a CLEC and would like to know if we can replace our TDM (Time Division Multiplexing) type network connections with SIP/IP (Session Initiated Protocol) connections?

Answer: The current CLEC ICAs only have terms and conditions for TDM Interconnection.  We do have a team that can discuss/negotiate the terms and conditions by which AT&T can interconnect via an IP-based solution and the Account Teams can put you in touch with them for further assistance.

1. Question: Where do I find forms and information for Wireless/Paging Interconnection process?

Answer: For support regarding ALL Wireless Interconnection activity contact your assigned Wholesale Sales Team for assistance.

If no Sales Acct Team assignment- submit the 'Contact' form to the far right on the link located below, (may also call 844-883-7737).

[Contact the AT&T Wholesale Sales Acct Team](https://www.business.att.com/industries/Portfolio/partner-solutions/)

Wireless Project Criteria Guidelines and Spreadsheets:

[AT&T 21-State Project Criteria Guidelines](https://www.business.att.com/prime-access/resource-library.html)  Go to Ordering > Universal Project Spreadsheets

[New Install Cust Letter, USS Helpful Hints & Spreadsheets](https://www.business.att.com/prime-access/resource-library.html)  Go to Ordering > Universal Project Spreadsheets

* The AT&T web site resource for Wireless/Paging Providers is: [Prime Access](https://www.business.att.com/prime-access.html)

**NOTE: Wireless/Paging Interconnection and services is not supported by the NIT Lead or Local SrCAM.**

1. Question: Can Wireless or Paging NPA/NXX codes be routed to a CLEC Network/Trunk groups?

Answer: No, cannot comingle Wireline and Wireless traffic over the same Network/Trunk group. As the code owner the Wireless/Paging Provider must have their own separate interconnection Network/Trunk groups to support their Wireless/Paging NPA/NXX codes, should refer to the terms in the Wireless/Paging ICA with AT&T.

For support regarding ALL Wireless Interconnection activity contact your assigned Wholesale Sales Team for assistance.

If no Sales Acct Team assignment- submit the 'Contact' form to the far right on the link located below, (may also call 844-883-7737).

[Contact the AT&T Wholesale Sales Acct Team](https://www.business.att.com/industries/Portfolio/partner-solutions/)

**NOTE: Wireless/Paging Interconnection and services is not supported by the NIT Lead or Local SrCAM.**