# **CLEC MEETING**

# **Conference Call**

December 11, 2019 ~ 9:30 AM – 10:00 AM CDT

#### **NOTES**

## Welcome and Introductions

AT&T opened the meeting by welcoming all participants to the Monthly CLEC Meeting. This meeting includes Change Management Process (CMP), Change Control Process (CCP), and CLEC User Forum. A list of attendees is included as an Attachment.

**CCP /CMP**

***AT&T Southeast Region:***

### Infrastructure Changes

There were no infrastructure changes for review at this meeting.

### Technical Issues

There were no technical issues for review at this meeting.

**Type 6 Defect CRs**

There were no defects to review at this meeting.

### Regulatory Mandates (Type 2) Change Requests Summary Report

There were no regulatory change requests for review at this meeting.

### System Outages

There were a couple of reportable system outages in Southeast region for the month of November 2019. On November 19, EC ticket# 271426080 was opened at 10:49am CST due to an issue with Verigate and WebLEX where users could not query addresses, make changes or save orders. The issue was resolved at 4:33pm CST the same day. Application support changed two session variables and performed a “rolling bounce” of the applications to restore functionality.

On November 25, EC ticket# 271654713 was opened at 5:00pm CST due to an issue with Verigate where LSRs with activity types that were dependent upon CSR information or DD board validation were not processing. Support rebooted a back-end server and applications teams were able to restore functionality at 6:24pm CST the same day.

***AT&T 21-STATE:***

**21-State CLEC Change Request Log** – No active issues reported on.

**XML Pre-Order issue w/special characters**

AT&T advised that the issue with pre-order queries on accounts with embedded special characters that Neustar had brought up as a CMP issue will be reactively managed if/when any CLEC encounters this issue. Once AT&T is made aware of an issue with an account, a scrub team will be engaged to investigate the issue and work to correct the account so the queries can function as intended. The relatively minute scope of this issue has made this the best course of action at this time.

**2020 OSS IT Timelines**

AT&T advised that the tentative timelines for 2020 OSS releases are posted. The “major” releases will mirror the schedule that has been in place the last few years. There will be major releases in March, July and November 202 scheduled as of now. The March 2020 release is currently not in scope for any CLEC impacting code changes. AT&T reiterated that the scaled down communication cycle introduced in 2019 will continue for releases that do not have customer impacting code changes. If/when there is a release with code changes in scope that will require CLEC’s to make changes to their interfaces, the old communication/timing schedule will be utilized.

**Roundtable Discussion**

There were no additional comments for the CMP roundtable portion of the meeting.

**CLEC User Forum**

**CUF Issues**

One issue (**GCUF16-002**) continues to be in “monitor” status.

**Update to Billing Dispute Forms – email suffix correction on collocation**

AT&T advised that there was a recent issue discovered with the email address that was listed on the collocation routing information for billing disputes in the SW region. The issue has been corrected and the updated info is now posted within the form on CLEC online. AT&T encouraged CLECs to share with their billing personnel so they could ensure they have the corrected form in place for any subsequent disputes.

**Roundtable Discussion**

AT&T advised that minutes from the prior two meetings had been lost in a computer migration so minutes will be recreated and posted as time permits. If any CLEC sees any inadvertent omissions in these recreations, please contact the CMP or CUF mailboxes and AT&T will discuss and correct/update as needed.

**Wholesale Systems Simplification (WSS)**

**WSS**

WSS project on hold.

**Roundtable Discussion**

N/A

**Future Meeting Logistics**

Wednesday, January 15, 2020 ~ 9:30 AM CDT

**Bridge: 1 (844) 517-1415**

**Passcode: 732 596 864#**

#### **Attachments/Exhibits**

**Attendees (Confirmed on roll) List:**

****