# **CLEC MEETING**

# **Conference Call**

February 13, 2019 ~ 9:30 AM – 10:10 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 no reportable system outages for the month of January 2019 in the Southeast region.

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

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

**Toolbar Software update (CLECALLS190003, CLECSES19-004)**

AT&T referred to the Accessible Letters CLECALLS19-003 and CLECSES19-004 issued on 1/28/19 that advised of Toolbar Web applications now supporting Microsoft Windows 10. No questions were raised.

**Roundtable Discussion**

AT&T advised upcoming March 2019 release is not code impacting and reminded the CLECs in attendance that while the normal testing environment scheduling is available, the call schedules that are in effect for code impacting releases will not apply for next month’s release.

**CLEC User Forum**

**CUF Issues**

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

**LNPC IVR prompt modification (eff. 2/20/19)**

AT&T announced that the call tree options when contacting the LNPC for ordering support (1 (877) 910-0468) will be modified. The change will simply prompt callers based on “function” instead of by “region”. This change is possible due to the realignment of work responsibilities and should make the call progression more efficient for customers.

**LOC Provisioning Mailbox usage**

AT&T also announced the LOC Provisioning Lead mailbox is seeing a lot of inquiries that are not properly being routed and it is causing delays and congestion for addressing the referrals that are appropriately being sent to the mailbox. AT&T reiterated that the mailbox is supposed to be reserved for:

* Facility delays requesting Estimated Completion Date (ECD) information on pending orders only
* Past due installation date information

The mailbox will not be responding to queries to the mailbox that do not fit this criterion. CLECs should direct those questions to the LOC Provisioning ACD number at 1 866-595-2515. An email auto-reply response will remind CLECs of these key provisions.

**CMP/CUF Scheduling tweaks – March / June 2019 (1 week later)**

AT&T advised that the 2019 CMP/CUF schedule will be modified slightly due to some upcoming scheduling conflicts. Specifically, both the march and June 2019 meetings will be moved out 1 week from their normal “second Wednesday” date. The CMP/CUF schedule document will be updated to CLEC online to reflect that and then each month the meeting notice Accessible Letter will serve as final confirmation “business as usual”.

**Roundtable Discussion**

TDS questioned the status of an ongoing Network Change Notice driven project where they have lines impacted due to a road move. AT&T advised that they will investigate and discuss offline to work with TDS to ensure that the CLEC EU has the opportunity to have their line addressed before any forced disconnection would occur.

Grande had recently raised a question on some issues regarding Structure Access fees and AT&T indicated that they would research and respond offline and then share anything of general importance with the group next month.

Bullseye mentioned some concern on longer intervals on POTS repair tickets lately. AT&T indicated they will look at some specific examples and work with them off line with the centers but that there have been some extended intervals lately due to the combination of weather and nature events coupled with vacation scheduling pressure over the holidays, so it is expected that these issues should be improving in the coming weeks.

**Wholesale Systems Simplification (WSS)**

**WSS**

WSS project on hold.

**Roundtable Discussion**

N/A

**Future Meeting Logistics**

Wednesday, March 20, 2018 ~ 9:30 AM CDT

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

**Passcode: 732 596 864#**

#### **Attachments/Exhibits**

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

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