# **CLEC MEETING**

# **Conference Call**

# 

July 12, 2017 ~ 9:30 AM–10:05 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

AT&T advised that there were no reportable outages for June 2017.

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

**21-State CLEC Change Request Log**

AT&T reported no change with CR16-002 still pending.

**xRAF Migration options**

AT&T reiterated that the project to “restart” the migration from dedicated circuit connections at various xRAF (x=location, RAF = Remote Access Facility) locations is close to being announced. This project will provide a 6 month window whereby CLECs and SBPs that are still maintaining dedicated circuit connections to these sites will be migrated to an IPSEC encryption protocol over the internet. There are still a few processes being outlined internally before a new accessible letter will be routed to formally announce kickoff of the project.

**November 2017 OSS Release cycle**

AT&T advised that the final requirements call will be later in July 2017 on this same bridge/passcode.

**Roundtable Discussion**

No other issues were discussed in the CMP portion of the meeting

**CLEC User Forum**

**CUF Issues**

One issue (**GCUF16-002**) is in “deferred” status.

**UNE Compliance Activity update (CLECSE17-006 and CLECALL17-013)**

AT&T advised no new significant updates. Monthly reviews are underway and corrections on those reviews will not result in fractional back-billing. The DS3s identified as out of compliance from the March/April grouping have still not been converted due to resource issues. Once they are converted, those circuits will be back-billed as previously noted.

**CA Force Majeure Recovery process**

AT&T provided an update on the project. AT&T advised that a second set of notifications had been sent to CLECs that had not responded yet to the notices sent on May 30. Non-responses after the second notification will be viewed as no objection to AT&T’s proposed plan for recovery. Affected CLECs have been advised of the details via direct notification and should engage their account teams directly with follow-up questions.

**Maintenance Center engagement/hold time improvements**

AT&T advised in light of more complaints about longer hold times (delay in average speed of answer) for the maintenance centers recently, a team is working on some suggested measures to maximize use of electronic interfaces and reduce duplication of effort wasted on calls into the center. An Accessible Letter will be sent later in July that will outline these processes and then the measures will be discussed on the next CUF forum. AT&T did go through the primary points on a preliminary basis:

1. When creating a trouble ticket in EBTA – CLECs needing escalation can indicate this on the ticket rather than calling into the center after the ticket is created
2. When requesting Temporary Call Forwarding on a ticket in EBTA, CLECs may request this service in EBTA and provide the necessary information directly rather than calling into the center after the ticket is created.
3. AT&T encouraged CLECs to enforce with their agents to have all information ready when calling into the centers for status on multiple tickets to ensure calls progress efficiently and timely.

CLECs did explain that they see a gap where tickets have intermittent trouble and may test OK to demarcation point at the time the ticket is created and it appears that remarks describing that information are not always read. AT&T agreed to work with the maintenance centers regarding that issue.

**Roundtable Discussion**

No other issues were discussed during the CUF portion of the meeting.

**Wholesale Systems Simplification (WSS)**

**WSS**

WSS project on hold.

**Roundtable Discussion**

N/A

**Future Meeting Logistics**

Wednesday, August 9, 2017~ 9:30 AM CDT

Bridge: 1 (877) 270-7503

Passcode: 4392613#

#### **Attachments/Exhibits**

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

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