# **CLEC MEETING**

# **Conference Call**

July 11, 2018 ~ 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 no reportable outages during the month of June 2018.

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

**21-State CLEC Change Request Log**

AT&T reported no change in CR16-002 pending status. CR16-002 is dependent upon a change in network policy regarding afterhours CHC for UNE EELs.

**Toolbar IE settings**

AT&T advised that Accessible Letters CLECALLS18-032 and CLECSES18-031 were recently distributed on July 5, 2018 outlining the proper settings for Internet Explorer to ensure that Toolbar access is not impacted. The Accessible Letters had an error on the second bullet that instructed CLECs to mark “Accept” for “Third-party cookies” under the Advanced Privacy Settings drop-down menu. AT&T clarified that the proper setting is depicted in the screen shot that is included in both letters**. It shows “Accept” for “First party Cookies” and “Block” for “Third party Cookies” on that menu.** All other bulleted instructions were correct.

**Roundtable Discussion**

AT&T did advise that there was a possibility that the November 2018 OSS Major Release may be moved back a week later in the month. This was not finalized, but there were discussions on going. AT&T reiterated that IF the schedule were to change, Accessible Letters would be sent reconfirming the new dates.

**CLEC User Forum**

**CUF Issues**

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

**Maintenance Escalations**

AT&T provided general notice that the Maintenance Centers – particularly the CAB and LOC centers supports voice-grade UNE loops, LWC and resale were seeing more occurrences of CLECs skip-leveling escalations. AT&T reiterated that in order for the maximum volume of tickets to be efficiently addressed, levels of escalation on the escalation matrices should be followed and appropriate time allowed between levels of escalation to minimize duplication of effort.

**OS/DA Follow-up questions**

AT&T reviewed the information that had been brought up regarding OS/DA by Allstream on the June 13, 2018 CUF meeting. This was included in the meeting minutes for June 2018 posted on CLEC Online as well.

1. **InWard Operator Assistance** – Simply defined as pulled from AT&T’s 214 application to discontinue the service, AT&T’s Inward Assistance service is an operator to operator general assistance service, which allows a subscribing carrier's operator to contact an AT&T operator and requesting dialing and/or routing information. For example, an AT&T operator may provide the carrier’s operator with dialing or routing information, such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station. To subscribe to Inward Assistance the carrier must order, install and maintain inward trunks in every Local Access and Transport Area (LATA) to reach an AT&T operator for assistance.
2. **Resale CLEC impact on Service Discontinuance** - Aside from whatever unique branding and pricing is provided to the CLECs purchasing resale, Resellers basically get the same OS/DA services that AT&T Retail customers get.   If AT&T decides to stop providing any OS/DA service to our customers (and, therefore, to the CLEC resale customers), we will provide CLECs with 180 days-notice of that change.

**Roundtable Discussion**

During roundtable discussion, Allstream indicated that within the ASR suite in CAFÉ, there were some questions regarding how passwords would be activated / deactivated based on usage rate of current CCNA combinations. AT&T advised that there is a pending Accessible Letter revision that is expected to be sent out in mid-July that will address how passwords should be deactivated and that criteria. CCNA holders that have CCNAs that meet the criteria for deactivation should be advised later in the month of July 2018 as well.

**Wholesale Systems Simplification (WSS)**

**WSS**

WSS project on hold.

**Roundtable Discussion**

N/A

**Future Meeting Logistics**

Wednesday, August 8, 2018 ~ 9:30 AM CDT

Bridge: 1(866) 645-3167

Passcode: 7922682#

#### **Attachments/Exhibits**

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

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