# **CLEC MEETING**

# **Conference Call**

November 14, 2018 ~ 9:30 AM – 10:00 AM CDT

#### **NOTES**

## Welcome and Introductions

**There were logistical issues created by the move to a new bridge/passcode on the WebEx conferencing platform. Unfortunately, it was discovered that attendees “external” to AT&T are required to enter a passcode in addition to the meeting information to access the meetings. That information was inadvertently omitted from the Accessible Letters. As a result, only Comcast (Judi Bostic) was able to attend the meeting live.**

**For the minutes this month, AT&T is outlining updates on the issues that were listed for the agenda below. Questions can be sent to the** [**attcmp@att.com**](mailto:attcmp@att.com) **mailbox AND these issues will also be addressed again as needed on the December 2018 CMP/CUF meeting.**

**We apologize for any inconvenience this caused.**

**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

In October 2018, there were no reportable outages related to 21-STATE Verigate functionality.

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

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

**November 2018 release – key dates**

No issues arose from the OSS release. Post-release calls have been held daily with the last one concluding this afternoon (Wednesday, November 14). No CLECs or SBPs have attended to date. The TPP Post Soak call will be held 11/29 as noted in Accessible Letter **CLECSES18-051.**

**LSOR Versioning changes for OSS releases with no external coding impact**

AT&T advised per Accessible Letters **CLECSES18-041** and **CLEC ALLS18-039** that it is modifying its release testing/documentation cycle for OSS releases that do not implement any CLEC impacting coding change. AT&T explained that this will simply mirror the current OSS releases that happen mid-summer and if there are changes being implemented that have code changes that will impact the CLECs, then AT&T will revert to the “normal” schedule for documentation/testing milestones and calls. Details are outlined in the Accessible Letters and any questions can be sent to the CMP mailbox.

**BPACA / EXACT Validation exercises**

Two access validation exercises that are continuing. The BPACA validation for existing accesses to AT&T RAF locations started in October and response rates have not been high. The communications are coming to CLECs and SBPs directly from CLEC and SBP assigned account managers. It is important that these validation requests are responded to so there is no interruption of connectivity. There is also a validation update for CLECs that use ASR inputting systems that interface with EXACT. Those contacts will be coming from the WSS team.

**Roundtable Discussion**

The URL change for the SE region CSOTS tool as outlined in CLECSES18-040 was implemented on November 12, 2018 as planned. Five CLECs had reported issues during the sequence to reset the password per the prompts outlined in the Accessible Letter. AT&T IT support has investigated and indicated the problem was resolved early on November 14, 2018. To date, four of the five impacted CLECs have reported that the issue was resolved and AT&T is still working with one to ensure they are able to access the tool.

**CLEC User Forum**

**CUF Issues**

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

**Call Completion Trouble Reporting**

As the result of recent questions/discussion on escalation paths when reporting call completion issues involving CLEC end users originating or terminating calls to AT&T wireline end users, AT&T was prepared to discuss some clarified ground rules to help ensure these types of trouble reports are properly routed and escalated.

For troubles related to call completion issues ONLY, the proper step for engagement to report these types of troubles will be to contact the Maintenance Center via phone call.

[https://clec.att.com/clec\_escalation/index.cfm#](https://clec.att.com/clec_escalation/index.cfm)

* CLEC should select “Maintenance” in the FUNCTION drop-down
* CLEC should select (state) as appropriate to guide to the appropriate center (LOC for 12STATEs and CAB for 9STATEs)
* CLEC should select “LNP” in the PRODUCT drop-down (assuming the CLEC EU is behind the CLEC switch – if the CLEC EU was served via resale (using AT&T’s network), then “RESALE” should be used)

CLEC’s NOC/agent should report the issue as a “Call Completion” issue and include the following:

* The underlying CLEC LRN and SPID that the CLEC EU is associated with (if applicable)
* The originating number that the CLEC user cannot receive calls (conversely if the issue is a “can’t call out” issue for the CLEC EU, it should work similarly)
* Any detail known on the type of error recording or message that the calling party is getting when trying to complete the failed call(s)

These steps for engagement should help ensure that these types of troubles are properly routed to translations or other back-end groups for handling.

NOTE:  For regular service impacting trouble – no dial-tone, degraded connectivity, or service, etc., – tickets should still be initiated through the electronic Trouble Administration interfaces “business as usual” (i.e. EBTA)

**Force Majeure updates**

AT&T advised that the Force Majeure that had remained in effect for most of North Carolina due to Florence and some residual impact from Michael was lifted. Accessible Letters CLECSE18-074 (and CLECSE18-075 for IXCs) was sent on 11/13/18. The filing with the NCPUC was made on 11/12 and was declared effective back to 11/8/18. The Force Majeure events in Florida and Georgia due to Hurricane Michael remain in effect and there has been no recent update of any potential partial lifting. Any such updates will be communicated via Accessible Letter and posted to the “Emergency Conditions Info” section of CLEC online per the normal process.

AT&T also advised that at this time, there is no decision yet in California on a potential Force Majeure declaration due to the wildfires, but the situation will continue to be monitored and if declared will be communicated via Accessible Letter.

**Roundtable Discussion**

No additional issues were discussed.

**Wholesale Systems Simplification (WSS)**

**WSS**

WSS project on hold.

**Roundtable Discussion**

N/A

**Future Meeting Logistics**

Wednesday, December 12, 2018 ~ 9:30 AM CDT

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

**Passcode: 732 596 864#**

**Password: 83228904#**

#### **Attachments/Exhibits**

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

**N/A – see note at beginning of Minutes document.**