
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91085181**

Date: September 15, 2005

To: Competitive Local Exchange Carriers (CLEC)

Subject: CLECs – (Maintenance & Repair) – Procedures for Processing Trouble Reports Under Disaster Conditions

This is to advise that the trouble reports volume for non-designed services often increases in disaster impacted areas, such as in areas affected by Hurricane Katrina. When this happens, the Loop Maintenance Operation System (LMOS) Front-End (LFE) servers handling the given geography may reach capacity, or worse, the volume of reports temporarily exceeds the LFE capacity.

In order to continue processing new trouble reports, BellSouth may “archive” certain active trouble reports (i.e., the reports are physically taken off the LFE and handled outside of LMOS). These archived reports are typically linked to a common cause failure (e.g., cable failure, central office (CO) failure). The lead trouble ticket for each of these common cause failures will remain on the LFE to insure dispatch. When the failure is restored, the lead ticket will be closed and the associated archived reports flagged as “cleared.”

As capacity on the LFE permits, the archived reports are returned to the active database. Once closed, the data is retained in the trouble history file as usual.

When a report is in the archived state, it can not be viewed or modified by BellSouth’s existing maintenance interfaces, the Trouble Analysis Facilitation Interface (TAFI) nor the Electronic Communications Trouble Administration (ECTA). To avoid generating additional new reports for an already reported condition, the following processes should be followed:

For TAFI

LMOS has been modified to display a message indicating that a trouble report has been initiated and temporarily moved to an archive file. When a TAFI user enters the given telephone number (or circuit id), the system will automatically recognize that a report has been accepted and will instruct the user to view the status message. This status message contains the telephone number (circuit id), date and time it was archived, date and time of the existing commitment, and date trouble cleared, if appropriate. Specific syntax is:

2054032378 ARCHIVE RCV: 09-13-05 0930A CMT: 09-20-05 0500P

2054032378 ARCHIVE RCV: 09-13-05 0930A CMT: 09-20-05 0500P CLEAR 09-18-05

The user will be asked if the status message indicates that the report has been cleared. If the report has not been cleared, the user will be advised to tell their customer that BellSouth is working to restore service as quickly as possible. If the report is cleared, the user will be asked if the customer is still

having trouble. If the answer is no, TAFI will cancel the transaction. If the answer is yes, TAFI will begin the generation of a new customer report.

For ECTA

ECTA does not provide the new LMOS archive status message. ECTA users know which trouble reports have been created through the interface. Therefore, initiating additional trouble reports for a given telephone number will not be beneficial. If an ECTA generated trouble report becomes archived, there is no way to modify or obtain status data on the ticket. Once the report is returned to the active LMOS database, the ECTA user will receive the close out status message.

Please contact your BellSouth local contract manager with any questions.

Sincerely,

Original signed by Pat C. Finlen for Kristen E. Shore

Kristen E. Shore - Director
BellSouth Interconnection Services