

Verizon Virginia Inc.
Responses to
AT&T Communications of Virginia, LLC
Interrogatories and Requests For Production of Documents
FIRST SET
Case No. PUC020046

REQUEST NO. 69:

When Verizon fails to timely transmit a PCN/M to the CLEC, absent any action by the CLEC, what proactive step(s) does Verizon undertake to locate the missing or untimely notifier? (Competitive Checklist items 1 and 2).

RESPONSE:

4/24/02 RESPONSE:

Verizon proactively monitors the systems and work processes that are involved in generating PCNs and BCNs to the CLEC. The process for generating completion notifiers is described in the OSS Declaration ¶ 106. Completion notifiers are generated for an LSR, however, an LSR may have one or more service orders associated with it. All associated service orders must have been completed in SOP before the completion notifiers can be generated, the SOP must notify the gateway system that each service order has been completed, the gateway system associates the service orders back to the LSR, creates the completion notifiers and sends them to the CLEC via the same interface by which the CLEC had submitted the LSR. If a completion notifier is late, Verizon will investigate whether the work has, in fact, been completed for all associated service orders; and whether each of the processing steps has completed successfully. If not, a corrective action will be taken to effect the work step and subsequently generate the completion notifiers.