Notice to CLECs Re: Port Order When DSL Is On The Line

In its Memorandum Opinion and Order and Notice of Inquiry in response to BellSouth’s Petition regarding issues stemming from the Triennial Review Order (WC Docket Number 03-251), the FCC instructs LECs to port numbers to voice service providers even though the voice customer also subscribes to DSL.

As a result, beginning Monday, April 4, 2005, Verizon will process Local Service Requests (LSRs) from voice providers to port a Telephone Number when DSL is on the line without the end user having to disconnect his DSL service in advance of the port activity.

CLECs should ensure they review the customer service record before submitting the LSR for the number port and advise the voice customer that porting the number will cause the DSL to be disconnected. Verizon will interpret a “Y” in the Agency Authorization Status field (AGAUTH) on the LSR as indication that the voice customer has (1) authorized the CLEC to request a port of the number and (2) authorized the CLEC to direct Verizon to disconnect the DSL service as well as existing voice service.

Verizon is currently working on the necessary changes to its OSS to accept these requests. Implementation of these OSS changes are currently targeted for Monday, April 18, 2005. Until the OSS changes can be implemented, CLECs that believe they have received one of the following messages in error should follow the exception process outlined in this communication.

Error Messages Related to Porting With DSL on The Line:
West:
E05FLDH99846 – Cannot port TN. Existing DSL svc. must be disconnected before porting TN
E06FLDH99846 – Cannot port TN. Existing DSL svc. must be disconnected before porting TN

East:
7020LN10 – LN SHARE EXISTS ON TN SPECIFIED; NOT ELIGIBLE FOR MIGRATION - LSR IN QUERY
7030Z999 – LINE XXXXXXXXXXXX CONTAINS FID: XXXX NOT ELIGIBLE FOR MIGRATION (where XXX = UNE1, UCP1, UNN1 or ADSL)

Exception Process Prior To Implementation of OSS Changes:
CLECs who believe they received one of the messages above in error should follow the process established for submitting PON exceptions using the on-line ticket entry process.

Step 1) Select **LSR Processing** option
Step 2) Select the “CLEC Ticket Entry” sub-option under the “Tools” option

Step 3) Select the Other Ticket option

Step 4) Populate the CBR and Email fields as appropriate

Step 5) Enter the following information in the “Comments” section
- PON number specific to the rejected order
- The exact error message received

For those few CLECs without access to LSI, a Trouble Ticket may be established by calling into the WCCC Helpdesk.

Interval to Port Number When DSL is on The Line:
The provisioning interval is 7 business days.