



Jeopardy Notification

Serving Verizon States – Delaware, Maryland, Massachusetts, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., and West Virginia.

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1.0 Overview

Currently, Verizon returns a confirmation to the CLEC when the Local Service Request (LSR) is in risk of missing the confirmed due date and/or to gain information required to continue processing an LSR. The confirmation is known as a Jeopardy Notification and is sent on LSRs that have returned a Local Response (LR) via the LSI (Local Service Interface) or EDI and prior to receipt of a Billing Completion Notice (BCN). The intention of this document is to provide further clarification on the processing of electronic jeopardies. NOTE: If incorrect LSR information is identified prior to the LR being sent, the CLEC receives a query rather than a jeopardy notification and the process described in this document is not applicable.

2.0 LSR JEOPARDY TYPES AND CORRECTIVE ACTION

Verizon's electronic jeopardy notification provides CLECs with the majority of the reasons for jeopardies. The following table shows the jeopardy reason codes, definition and action to be taken.

| Reason Code (RCODE) | Definition | Verizon Action | CLEC Action |
|---------------------|---|--|---|
| 1A | Interoffice Facility Shortage, Company facilities | An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Verizon will complete the job and a provisioning completion notice (PCN) will be generated | If PCN is not received in 5 business days after jeopardy is received, contact the NMC. |
| 1B | Scheduling/Work Load | An electronic jeopardy will be generated with or without a new due date. Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. A new due date will be offered. If accepted, the electronic jeopardy will reflect the agreed upon date. | <p>If the new due date sent is accepted: No further action required.</p> <p>If new due date sent is not accepted: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> <p>If a new due date is not sent: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> |
| 1C | Customer Not Ready | An electronic jeopardy will be generated with or without a new due date. | <p>If the new due date sent is accepted: No further action required.</p> <p>If new due date sent is not accepted: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> <p>If a new due date is not sent: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> |
| 1G | No Access to end user premises | An electronic jeopardy will be generated with or without a new due date. | <p>If the new due date sent is accepted: No further action required.</p> <p>If new due date sent is not accepted: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> <p>If a new due date is not sent: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> |

| Reason Code (RCODE) | Definition | Verizon Action | CLEC Action |
|---------------------|------------------------------|---|---|
| 1K | Natural Disaster | An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Verizon will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC. | If PCN is not received in 5 business days after jeopardy is received, contact the NMC. |
| 1L | Frame Due Time Cannot Be Met | An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Verizon will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC. | If PCN is not received in 5 business days after jeopardy is received, contact the NMC. |
| CB | NMC Follow up | An electronic jeopardy will be generated with or without a new due date | <p>If the new due date sent is accepted: No further action required.</p> <p>If new due date sent is not accepted: Negotiate the next available due date based on the due date availability pre-order transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.</p> <p>If a new due date is not sent, follow up for PCN. If PCN is not received in 5 business days after jeopardy is received, contact the NMC.</p> |
| CO | Installation Other | An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Verizon will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC. | If PCN is not received in 5 business days after jeopardy is received, contact the NMC. |
| 1P | Other | <p>An electronic jeopardy will be generated with either a standard error message as defined in section 4.0.</p> <p>An electronic jeopardy can be generated after a PCN with a standard error message preceded by JPP.</p> | <p>For a standard error message: Send a SUP to correct. This could include:</p> <ul style="list-style-type: none"> - SUP 1 to cancel request - SUP 2 to change due date - SUP 3 to change the identified fields <p>For jeopardy received after PCN: No Sup required by Verizon, close out PON on CLEC side only.</p> |
| DP | Pending Disconnect | An electronic jeopardy will be generated with the message "PENDING DISCONNECT DUE (date due from pending disconnect). All pending migration service orders will be cancelled. | Send a SUP 1 to cancel the PON. |

3.0 Sample LSOG 9 Jeopardy Notification

Sample LSOG 9 1G Jeopardy Notification

| | |
|-----------------|---|
| GROUP NAME..... | ADM..... |
| CCNA | XYZ |
| PON | MDTEST4012OU32CE |
| VER | AA |
| ATN | 607 555 2222 |
| LSR_NO | EA20050501000122 |
| ORD | N0803520 |
| INIT | DICK SMITH |
| D/TSENT | 200505011249 |
| REP | REYNOLDS, MARY |
| TEL_NO | 607 555 1234 |
| RT | J |
| DD | 20050508 |
| EC VER | AAC |
| RCODE | 1G |
| RDET | COMPLETION OF THIS REQUEST IS IN JEOPARDY |
| AFVR | Y |

Sample LSOG 9 1P Jeopardy Notification

| | |
|-----------------|--------------------|
| GROUP NAME..... | ADM..... |
| CCNA | XYZ |
| PON | MDTEST4012OU32CE |
| VER | AA |
| ATN | 607 555 2222 |
| LSR_NO | EA20050501000122 |
| ORD | N0803520 |
| INIT | DICK SMITH |
| D/TSENT | 2005050101249 |
| REP | REYNOLDS, MARY |
| TEL_NO | 607 555 1234 |
| RT | J |
| PIA | 4 |
| DD | 20050508 |
| EC VER | AAC |
| RCODE | 1P |
| RDET | ADDRESS INVALID |
| REMARKS | INVALID APT NUMBER |

Sample LSOG 9 1P Jeopardy Notification After PCN

| | |
|-----------------|--|
| GROUP NAME..... | ADM..... |
| CCNA | XYZ |
| PON | MDTEST4012OU32CE |
| VER | AA |
| ATN | 607 555 2222 |
| LSR_NO | EA20050501000122 |
| ORD | N0803520 |
| INIT | DICK SMITH |
| D/TSENT | 2005050101249 |
| REP | REYNOLDS, MARY |
| TEL_NO | 607 555 1234 |
| RT | J |
| PIA | 4 |
| DD | 20050508 |
| EC VER | AAC |
| RCODE | 1P |
| RDET | DUPLICATE PON |
| REMARKS | JPP-END USER NO LONGER ON <i>CLEC</i> PLATFORM |

Jeopardy Notification – LSOG 9

- A jeopardy notification is returned to the CLEC on the Local Response with the following fields populated: RT, RCODE, and RDET.
- The RT field is populated with a 'J'
- The RCODE field is populated with a reason code that corresponds to the reason the request may not meet the requested due date. Valid reason codes are 1A, 1B, 1C, 1G, 1K, 1L, 1P, CB, CO.
- The RDET field is populated with 'Completion of this request is in jeopardy' except for 1P.
- The RDET field may identify further details for the service when the reason/jeopardy code for the order is not defined
- The ESDD field currently is not populated, but reserved for future use.
- The AFVR field will be populated with a Y when the RCODE is a 1B, 1C or 1G.
- A jeopardy notification is sent on each service order in jeopardy, which means multiple jeopardy notifications can be received on one LSR if multiple service orders are required to process the LSR.
- The DD field is required on all jeopardies and will be populated with either the current missed DD or a new date. A 1Q reason code is not being used.
- On a company missed jeopardy where no further action is required by the CLEC, a subsequent jeopardy could be generated requiring further CLEC action. For example: a 1C or a 1G could follow a 1B jeopardy.
- The '1P' reason code is returned to the CLEC utilizing the standard jeopardy error messages in Section 4.0 or a generic message of 'Completion of this request is in jeopardy'.
- A '1P' jeopardy received after a PCN will contain JPP as the first entry in the remarks field followed by a standard error message.
- PIA Field will be populated on a 1P jeopardy.

CLEC responsibility to resolve a jeopardy:

- The CLEC must return a SUP to correct a jeopardy condition when the RCODE returned on the jeopardy notification is populated with 1C, 1G.
- To resolve a jeopardy notification, incorrect entries must be corrected, new date due provided (when required), and a SUP 2 or 3 submitted using the original PON number. The same PON number must be submitted with a new version (VER) to clear an existing Jeopardy. In order to retain the telephone numbers, the order must be resubmitted within 5 calendar days; otherwise, the telephone numbers will be lost.
- To cancel a LSR as a result of jeopardy a SUP 1 must be submitted.
- For a 1P jeopardy received after PCN, the CLEC should close out PON on CLEC side only and not send a SUP to Verizon.

4.0 Error Messages for 1P Jeopardies

All error messages for 1P Jeopardy Codes are specified in the remarks section of the LR or LSC.

| Error Message | LSR REQ TYP | CLEC Action |
|--|-------------|---|
| Invalid Field Populated– <i>Field Name</i> | Any | <p>This error message indicates that an invalid LSR field has been populated and provides the name of the LSR field.</p> <p>The CLEC should remove the invalid entry and resubmit the LSR.</p> |
| Invalid Field Data– <i>Field Name–Reason</i> | Any | <p>This error message indicates that a LSR field contains invalid data, provides the LSR <i>Field Name</i>, and a <i>Reason</i> the field data is invalid.</p> <p>The CLEC should correct the invalid field data and resubmit the LSR. If the ACNA belongs to another CLEC, a cancellation on the LSR is required.</p> |
| Address Invalid– <i>Field Name</i> | Any | <p>This error message indicates that the address populated on the LSR does not match LiveWire and provides the name of the address field containing incorrect or omitted information.</p> <p>The invalid address <i>Field Name</i> may be AHN, ROUTE, BOX, SAPR, SANO, SASF, SASD, SASN, SATH, SASS, SADLO, FLOOR, and ROOM.</p> <p>Note: Most common queries are a result of missing or incorrect apartment numbers, street name, or street type. The query will not contain 'suggested' corrections to an address.</p> <p>The CLEC should obtain the Correct address in LiveWire and resubmit the LSR.</p> |
| TN Invalid– <i>Reason</i> | Any | <p>This error message indicates a problem with the telephone number provided and provides a <i>Reason</i> it is invalid.</p> <p>The <i>Reason</i> may include:</p> <ul style="list-style-type: none"> • Incorrect area code or wire center • No match to end user address • Status is non-working |

| <u>Error Message</u> | <u>LSR REQ TYP</u> | <u>CLEC Action</u> |
|--|--------------------|---|
| | | <ul style="list-style-type: none"> • Status is disconnected • Restricted exchange • Status is working • No local loop <p>The CLEC should correct the invalid telephone number entry and resubmit the LSR.</p> |
| Required Field Missing- <i>Field Name</i> | Any | <p>This error message indicates that a required field is missing from the LSR.</p> <p>The CLEC should add the required field and resubmit the LSR.</p> |
| Feature Invalid- <i>Reason</i> | DB, EB, FB, PB | <p>This error message indicates that a feature requested is invalid for the REQ TYP.</p> <p>The CLEC should correct or remove the feature and resubmit the LSR.</p> |
| Duplicate PON- <i>Provide PON number</i> | Any | <p>This error message indicates that a duplicate PON exists.</p> <p>The CLEC should review both PON's and cancel appropriate PON.</p> |
| Required Form Missing- <i>Reason</i> | Any | <p>This error message indicates that a required form is missing on the LSR.</p> <p>The CLEC should add the missing form and resubmit the LSR.</p> |
| Account Ineligible for Migration- <i>Reason</i> | Any | <p>This error message indicates that the account cannot be migrated.</p> <p>The CLEC should cancel the LSR.</p> |
| <i>Pending Activity*</i> MPO-Due MMDDYYYY CPO-Due MMDDYYYY DPO-Due MMDDYYYY TPO-Due MMDDYYYY SPO-Due MMDDYYYY RPO-Due MMDDYYYY XPO-Due MMDDYYYY | Any | <p>This error message indicates that a pending or duplicate order condition exists.</p> <p>The CLEC should send a Sup 1 to cancel PON and resubmit a new LSR if noted.</p> |

* MPO-PENDING MIGRATION ORDER
CPO-PENDING CHANGE ORDER
DPO-PENDING DISCONNECT ORDER
TPO-PENDING MOVE ORDER
SPO-PENDING SUSPEND ORDER
RPO-PENDING RESTORAL ORDER
XPO-PENDING DUPLICATE ORDER