

Welcome to

Sprint's

Customer Resolution

Management - Meeting

“CRM”

To participate in this meeting via audio conference,
please dial 800-682-5640

Facilitated by: Brandon Edington

**For Roll Call purposes, please
send your name, number,
company you are representing
and e-mail address to
rob.weiner@mail.sprint.com**

Please note: This call is being recorded for the purpose of transcribing minutes.

Agenda:

- Welcome/Web Updates – Satara Brown
- What is CRM?
- 2005 Meeting Schedule
- IRES Improvement Efforts – Tonya Woods
- CLEC-to-CLEC Migration Changes – Lori McMaken/Kimberly Abbott
- Billing Project Updates – Jackie Pickard/Cindy Gratz
- Investigation Process – Rob Weiner
- Action Issue Review (33 Issues)
- Open Discussion (New Issues, Q&A, etc.)

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Welcome – Satara Brown

- Introduce the Service Performance Team
 - Brandon Edington
 - Rob Weiner

- New Focus for CRM
 - Mini CLEC Forum
 - Key Provisioning and Maintenance updates
 - Key Billing updates
 - Review of action items with substantive information

Local Wholesale Website Notifications

- Website updates
 - New Communication Process internally
 - Recent notification covering:
 - FAQ List
 - Bill Media Guides
 - Sales Manager List
 - Description of Standard Forms
 - Web Access Care

What is CRM?

CRM is formerly known as the Local CLEC Forum's Action Log. This Log was previously addressed during the Local CLEC Forum (LCF) meetings. Sprint investigated the use and success of this customer tool and determined it would add value to this process (as well as to the in-person meetings) if Sprint were to spin this meeting off into an independent quarterly conference call focusing purely on the issues at hand. Sprint anticipated that this would also increase the participation and support of our customers.

Sprint hopes this new format increases participation and value for our customers.

2005 CRM Conference Call Schedule

2nd Quarter 2005

Sprint CRM

Wednesday, May 18, 2005

3rd Quarter 2005

Sprint CRM

Wednesday, August 17, 2005

4th Quarter 2005

Sprint CRM

Wednesday, November, 16, 2005

Please contact Brandon Edington for further details @ 913-315-8004

IRES Process Improvements

Tonya Woods

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OBJECTIVE - Develop an IRES Improvement Plan To Reduce Outages, Reduce Outage Duration, Improve Reliability and Application Performance.

• **Reliability - Identify and correct processes, procedures and actions that effect the stability and reliability of IRES to reduce outage occurrences and outage time duration.**

- **Review outages/slow response for RCA/ICA**
- **Review Java / Smalltalk Process**
- **Upgrade Java version (version 1.3.1_01)**

• **Performance - Implement improvements to help stabilize IRES and improve performance.**

- **Java/Smalltalk Processes**
- **Capacity Planning and Monitoring**
- **Growth of databases and transaction volume**
- **Database accesses/processing**
- **Increased User Base**

CLEC-to CLEC Migration Changes

Lori McMaken & Kimberly Abbott

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CLEC to CLEC Conversions and Migrations

Implementation scheduled for 02-27-05

Winning CLEC Process

- The winning CLEC will pre-order on the address of the existing service as they do today.
- CLEC to CLEC conversion orders will now be submitted with activity of **N = NEW INSTALL**.
- When selecting N activity type, a pop-up box will appear with an option to choose Additional Line, Abandon service (as it does today for new installs with working service) in addition there will be options to choose, CLEC to CLEC conversion or Service Migration. The winning CLEC will then select the CLEC to CLEC conversion radio button.

CLEC to CLEC (continued)

- When the CLEC to CLEC radio button is selected, the CLEC to CLEC box will auto check on the PON.
- The Telephone number that is converting will need to be entered on the end user tab in the Tel No field as it is today. This number will also be entered in the Telephone Number field on the Service tab. These 2 TNs must match for your order to process.
- The access line and features existing for the line for this customer will need to be selected on the service tab as well. After being selected they will appear in the existing services box with an action code of N for new install.

CLEC to CLEC (continued)

- The remainder of the PON will be entered as done today. **Including remarks on the CLEC tab indicating a conversion. *** If the order includes Porting be sure to add the confirmation # as well as the agreed upon DD.**

CLEC to CLEC (continued)

Losing CLEC Process

- The **NEAC** will continue to create a disconnect PON in IRES for the losing CLEC.
- Disconnect PON will begin with LOST plus the TN or ECCKT being converted.
- The disconnect order in IRES will generate an FOC back to the losing CLEC (via auto-FAX) which will serve as the loss of notification to the losing CLEC.
- The LOST PON can also be viewed in IRES under the losing CLECs OCN.

CLEC to CLEC (continued)

Benefits to Our customers

- On-line tracking of PONs through IRES
- Mechanization of the Loss of Notification Form
- Tracking order statuses via IRES
- Reporting Capabilities for trending purposes

Project Coordination

- A project is a planned event where terms and conditions for work performed is agreed to by the CLEC, Sprint and any other party engaged in the provisioning process.

Project Guidelines

- Sprint has implemented project coordination criterion for Non-Access services for Resale, UNE-P, and Ports.
- Projects have been defined by the quantity of lines, service type and activity type.
- CLEC should contact their Sales Manager for Project Coordination when a request meets the agreed upon project criterion.
- Once agreement has been reached, the CLEC will submit the LSRs via IRES notating the assigned project ID in the Project Field on the Service Tab.

Benefits

- Now Sprint and the CLEC have the ability to track project status on-line.
- CLECs can see reject reasons on-line and submit corrective PONS immediately.
- Jeopardy notifications can be retrieved on-line.
- Completion notifications are now accessible on-line.
- Better reporting capabilities to capture data to further enhance root cause analysis in order to implement process improvement initiatives.
 - OCN
 - Product Type
 - Timeframe
 - Assigned Analyst

PRODUCT	ACTIVITY	LINE REQUIREMENT
Resale-	New Install	25
	Convert	25
	Features Adds/Changes	50
	PIC Changes	50
	Disconnects	50
	Migrations	25
UNE-P-	New Install	25
	Convert	25
	Feature/Adds/Changes	50
	PIC Changes	50
	Disconnects	50
	Migrations	25
Loop-	Install	25
	Convert	25
	Disconnect	50
Port-	Port Lines	100

Billing Project Updates

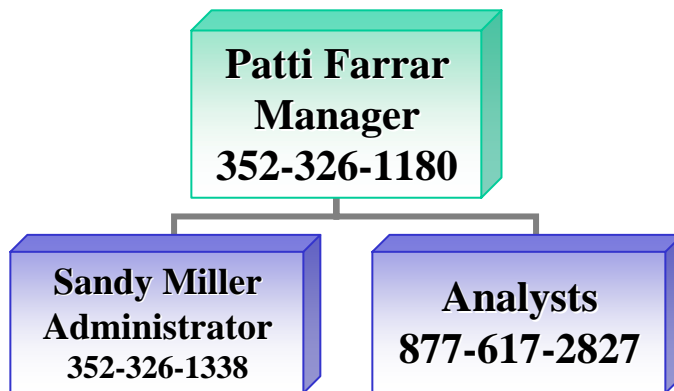
Jackie Pickard/Cindy Gratz

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Agenda – Billing Project

- Dispute Team Contacts
- BAPS
- CLEC Disputes Task Force
- Tools and Training
- Billing Dispute Form
- Modified Trouble Report Billing
- Dispute Adjustment and Service Order Resolution Process
- Questions

Billing Dispute Team Contacts



Leesburg, FL

877-617-2827

352-326-1573 (Fax)

DisputesSBS@mail.sprint.com

Jackie Pickard, Customer Support Manager 352-326-1684

Marty Olinde, Director 913-794-4881

BAPS

- Phase I
 - Part I – Workflow
 - Move disputes more quickly through process
 - Dispute cause through internal teams to validate root cause patterns and perform corrective action
 - Part II – Management Reporting
 - Status reports on escalations
 - All information related to dispute in one master log
 - Part III – Internal Metrics
 - Measurements: time to resolution; timeliness of status reporting, escalation and of loading disputes into core systems
 - Part IV – Mechanize Manual Functions
- Future phases interface directly with all billing systems

CLEC Disputes Task Force

- Established Task Force Team dedicated to disputes
 - Additional analysts from other Wholesale Centers partnered with the existing CLEC team
 - Initially target-disputes greater than 180 days old
 - Continuing to work disputes from aged to current

Tools and Training

- Mechanization of Reports
 - Ability to retrieve from IRES, in excel format, all completed PONS ordered by OCN for a specific time period
 - Report identifies OCN, PON #, service type, PIC, custom calling features and blocks ordered
 - Ability to retrieve from Customer Record Base, in excel format, the current customer record and billed charges
 - Capability to mechanically compare reports between Sprint records and customer dispute spreadsheet

Billing Dispute Form

- Enhanced the Billing Dispute Form to better match billing of CLEC services
 - Added a Toll Dispute Section

Toll Dispute Information Section: If more than 1 toll block dispute on the same invoice, please provide additional information below.					
End User Phone Number	Original Pon #	Disputed Amount \$	Toll Block S&E Code	Date Toll Block Added	Type of Call Disputed (1+, 0+, etc.)

If additional rows are needed, please use the table at the end of this document.

- Allows customer/Sprint to maintain dispute information in one document and specify type of toll dispute
- Added additional pages for multiple Toll Disputes
- Separated the Tax and Late Payment to individual sections
- Enhanced the “Other” section by adding fields that the Dispute Center requires to begin research

Modified Trouble Report Billing

- Additional information provided on invoice
 - Resale
 - PON = Trouble ticket number—NXX1234

BILL NUMBER 368 D00-XXXX-----RESALE

DEC 06, 04 SO R861100 PON **6625555—NXX1234**

RESALE BILLING

ON DEC 06 04

RESIDENCE

NON-JURISDICTIONAL - TX - 2084 - LA \$\$0.00

NET EFFECT OF SO R861100 PON 6625555—NXX1234

PER MONTH	FRACTIONAL	ONE-TIME	BILLED AMOUNT
.00	.00	\$\$0.00	\$\$0.00

Modified Trouble Report Billing (continued)

- Additional information provided on invoice
 - UNE Services
 - PON = Customer phone number repaired
 - Audit number = Trouble Ticket number

BAN R00-1234 999-----Billing Account Number
 JAN 17, 05 SO W0021555 PON **NPA NXX-1234** PIU 000
 ADDITIONAL ENGINEERING, LABOR & MISC SERVICE
 CHARGES ON DEC 13 04
 CUSTOMER AUDIT NO **012345**
 LOCAL - NV - 2348 - LA \$\$\$.00
 NET EFFECT OF SO W0021555 PON **NPA NXX-1234**

PER MONTH	FRACTIONAL	ONE-TIME	BILLED
AMOUNT			
.00	.00	\$\$\$.00	\$\$\$.00

Implementing Dispute Adjustment and Service Order Resolution Process

- Objective
 - Provide to the customer a detailed description how the adjustment will appear on their invoice via a Resolution Notification Form
 - Account Number
 - Invoice Month
 - If Adjustment: CUST. AUDIT NO.
 - If Adjustment: System Entry Date
 - If Adjustment: Adjustment Phase Text
 - If Adjustment: Dollar Amount
 - If Service Order: Service Order Number
 - If Service Order: PON Field Data

Questions

Investigation Process

Rob Weiner

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CLEC Customer Investigation Form

- This form is designed to provide the CLEC customer a single point of contact for high level investigations. { After work with all service centers has been exhausted. }
- Location of the form
 - <http://www.sprint.com/wholesale/>
 - Click the “CLEC” option on the left side
 - Under “CLEC,” click forms
 - Scroll down under “Standard Forms” and select “Investigation request form”

CLEC Customer Investigation Form

CLEC Customer Investigation Request Form

Return this completed form to: cmserviceperformanceinvestigations@mail.sprint.co

Required Information: CLEC – Please Insert Responses/Details Here:

Date of Request:	
Name of CLEC:	
CLEC's Full Address:	
CLEC's Contact Name:	
CLEC's Contact Phone #:	
CLEC's Contact Email:	
Who is your Sprint Sales Account Manager:	
State(s) Impacted:	
PON #:	
Order #:	
Trouble Ticket #:	
Circuit ID #:	
Is this a recurring issue: <i>If so, please provide history details:</i>	
Investigation Request: <i>Please be as detailed as possible to avoid delay in Sprint's investigation. Include names, TN's, times, etc. to aid the investigation.</i>	Insert all details here... <p style="text-align: center; color: red; font-size: 1.2em;">Sample</p>

Please complete the right side of the form with all pertinent data.

Return this completed form to: cmserviceperformanceinvestigations@mail.sprint.co

You will receive confirmation of receipt within 24 hours.

CLEC Customer Investigation Form

- **Return this completed form to:**

cmserviceperformanceinvestigations@mail.sprint.com

You will receive confirmation of receipt within 24 hours.

- **The Service Performance team will provide results within 10 working days.**
- **The investigation will be returned to the originator upon completion.**

Action Items

Please note: This call is being recorded for the purpose of transcribing minutes.

The Following Action Issues remain “On Hold” in 2005 due to budget constraints:

3

#103

#104

#136

Please refer to the CRM Action Log for further details regarding these issues.

Action Issue # 74 – Owner: Satara Brown

Investigate any potential solutions to extend or eliminate missed due dates when CIRAS orders are required.

Sprint Update: Remains Open for Updates

Type of Service indicators have been loaded to Sprints Systems. The team is in the audit phase of the project and plans to roll-out the assignment center by the end of first quarter. This should aid Sprint in its commitment to meet the original FOC to the CLEC. The CIRAS 4 day interval for UNE loops was implemented in October of 2004. It was 6 days.

Action Issue # 132 – Owner: Satara Brown

CLECs need addresses behind remotes. Also request CLLI behind Remotes. Many CLECs have requested this through a BFR in the past. How many CLECs need to submit BFRs before this becomes a product?

Sprint Update: **Remains Open for Updates**

Type of Services Indicators have been loaded to our systems. Therefore CLECs can order an BFR for reporting. The process should be more timely.

Action Issue # 94 – Liz Davie

Within registration, the ability to provide and store two e-mail addresses. One for confirmations and the other for web site notifications. CLECs would like to utilize the global e-mail for tracking purposes.

Sprint Update: **In Progress**

Sprint is currently working on this; however, completion may be delayed due to 2005 budget constraints.

Action Issue # 95 – Owner: Liz Davie

Circuits could be in a serial format or CLLI format. CLECs would like system to format.

Sprint Update: **In Progress**

Sprint is currently working on this; however, completion may be delayed due to 2005 budget constraints.

Action Issue # 96 – Owner: Liz Davie

Need field for business name. Today we require last name and first name. Request that business name field to be mutually exclusive from the business name.

Sprint Update: **In Progress**

There is currently a project underway (D0530) which should include the listed enhancement. This enhancement should be implemented in September '05.

Action Issue # 98 – Owner: Liz Davie

Character limitations in description field needs to be identified. Customer may type over the 62 limitations. Content change would be acceptable for short term fix.

Sprint Update: In Progress

There is currently a project underway (D0530) which should include the listed enhancement. This enhancement should be implemented in September '05.

Action Issue # 99– Owner: Liz Davie

The customer would like the ability to control the ticket from being closed. Customer would like to be notified and be responsible for closing the ticket. It was stated that several tickets were closed by our tech's when the trouble had not be corrected. Short term solution would be to allow the user to launch another ticket from view ticket status once the ticket was closed without having to resubmit a new ticket.

Sprint Update: **In Progress**

At this time, the ability to close tickets will not be available for customers. We are working on web upgrades that may allow customers to reopen another ticket from the closed ticket. We will know more in 2nd Quarter 2005.

Action Issue # 100 – Owner: Ron Levi/ Teri Clucas

Customer would like a more detail description of the closing codes.

Sprint Update: **In Progress**

WOFCAR (Worked On Found Cause and Resolution) codes will remain. Sprint is currently working on a mechanism to review detailed ticket notes. No additional changes can be made at this time.

Action Issue # 109 – Owner: Ron Levi/ Teri Clucas

Once the ticket is closed the customer would like to see if the ticket was chargeable.

Sprint Update: **In Progress**

This request had been put in and was approved for 2005. We are looking at a 2nd or 3rd Quarter implementation

Action Issue # 112 – Owner: Ron Levi/ Teri Clucas

Customer wants wildcard searches for tickets within WebRRS associated to their OCN(s).

Sprint Update: **In Progress**

This request had been put in and was approved for 2005. We are looking at a 2nd or 3rd Quarter implementation

Action Issue # 122 – Owner: Ron Levi/ Teri Clucas

Customers need trouble tickets routed to the correct/proper tech when calling in a repair (e.g. a report of a bad card in a remote – how does Sprint know to send the right tech to the right area?) CLECs have had instances where a tech goes to remote entry instead of checking the card. This causes repeat trouble tickets.

Sprint Update: Pending Closure

There were no examples provided, therefore, we would like to have this issue closed and we will handle on an case-by-case basis.

Action Issue # 82 – Owner: Greg Boos

Cooperative Testing on Trouble Tickets. Sprint does not have the option for co-op testing when opening a trouble ticket. This is causing Covad's trouble tickets to be closed without verifying with the customer that the line has truly been fixed. It is causing repeat trouble tickets and increased cost for both Sprint and Covad. Covad requests that this option be added to the trouble ticket process.

Sprint Update: Remains Open for Updates

CSO National Staff and the Product Team are currently working on a process for the CLECs to request a Cooperative Test on trouble reports. It is anticipated that this project will be completed by the end of the 1st Qtr.

Action Issue # 83 – Owner: Greg Boos

Access to Bulk Extract of Raw Loop Data. Covad is unable to include Sprint in the Covad pre-qual tool that our partners use to determine if a TN is qualified to carry DSL. All other ILECs provide the requested extract of data. Sprint requires manual loop qual on all DSL orders which causes excessive delays in placing DSL orders and impedes Covad's ability to serve their end users in Sprint Regions.

Sprint Update: **Pending Closure**

The recommendation is that the CLEC use the existing PQ product to receive the required information and to close this issue.

Action Issue # 113 – Owner: Greg Boos

The issue from AT&T is that when we port a customer from Sprint and take all of their numbers there may be facilities, from DS1 to DS3 with MUX, or OC level service, that may be still in existence. Sprint is requiring AT&T to issue a disconnect order for these facilities. AT&T has absolutely nothing to do with these facilities, and has no authority to issue a disconnect order. These facilities are provided to the end user by Sprint and may very well have specific contracts assigned to them. In the case of these contracts and these facilities, the end user is still a Sprint customer until this can be resolved and no billing for these facilities exists. While the end user may have requested that AT&T become their local service provider, and/or LD provider, there is no transfer of contract responsibility for facilities at this point.

Sprint Update: Pending Closure

There have been no examples provided since September '04, therefore, the recommendation is to close this item and investigate each instance as they occur.

Action Issue # 115 – Owner: Greg Boos

CLECs want to know what a "slight increase" would be on extended coop testing either a separate charge or an overall increase in product provisioning?

Sprint Update: Pending Closure

The 550 is a standard tool and cannot perform loop backs. The customer would need to submit a BFR to product in order to receive additional testing.

Action Issue # 117 – Owner: Greg Boos

CLECs asked if there is a process for dealing with chronic troubles for the retail loop side? Is there an escalation process for same? CLECs want to know how to handle.

Sprint Update: Remains Open for Updates

A process for identifying ILEC customers and CLEC resale customers experiencing chronic troubles has been developed. System enhancements to add ILEC and CLEC special service customers is under review at the present time.

Action Issue # 128 – Owner: Greg Boos

Can techs perform Load Coil Tests?

Sprint Update: Pending Closure

All technicians are equipped with a 965 and they do test for load coils when installing UNE loops for DATA. However, if orders come through for LINE SHARING and no PQ is completed, it is possible the order could be completed with load coils existing. This type of order is strictly worked by the central office, no testing performed, no service technician is dispatched.

Action Issue # 133 – Owner: Greg Boos

Can Sprint require their Techs to add more info on Trouble Tickets before closing them out?

Sprint Update: **Pending Closure**

The directive for techs to post comments on their repair tickets is being monitored & enforced through supervisor quality control.

Action Issue # 124 – Owner: Mike Downey

NEAC / NVAC call center split – customers experiencing long hold times (e.g. 22+ minutes at times) for the NVAC to pick up incoming calls.

Sprint Update: **Pending Closure**

Answer times should no longer be an issue. Average answer delays are now within seconds with limited hold times.

Additional headcount was added and various process changes were made. Very soon we will be asking for assistance from our CLEC customers that should help to improve answer times even more while enhancing service.

Action Issue # 129 – Owner: Mike Downey

Florida due dates are taking 7-10 days for a simple number change. Alternative Phone will provide examples directly to Mike Downey

Sprint Update: Remains Open for Updates

Converts with Suspended TN - System generated SOE orders where ACM was assigning the order extended due dates. Problem isolated as of 10-12-04 to the following cause: occurring due to the fact that the "disconnecting/outward" order activity is not being processed before our automated system, known as ACM, calls upon the "inward" order causing it to still recognize the service to be active at that location. This info was reported/shared with Alternative back on 10-13-04. IRES Production ticket 4038 was opened to address this issue. Escalated to Director level for resolve week of 1-24-05

Action Issue # 121 – Owner: Kimberly Abbott

IRES issue. CLECs requesting a stop button within IRES that would stop the automatic submission of an order once the CLEC presses the “submit” button. CLECs are requesting this for instances when they forget to add a loop tag, etc. Right now the system requires customers to cancel the order and resubmit it with a change so that CLECs do not have to “sup” it with a minor change.

Sprint Update: Pending Closure

Sprint has an initiative for 2005 to flow all DD SUPs through the system automatically, eliminating the need for manual intervention on these types of orders. The CARD will be opened 1Q 2005. Currently SUP1, for order cancellation, flow though the system automatically. SUP3 and others do not flow. Due to the user specific data provided by these fields, there is not currently a way to mechanize these sups. The areas mentioned by the CLEC in the remarks has to do with a trip needing to be made (tag and label). If the trip is not added to the order when it is submitted initially, it will have to manually be added to the SOE order to ensure a trip is made to the site to provide tag and label. If the PON was in FS status, meaning we have already FOC'd back to the customer and the order is being worked in the system, then additions and changes made are also done manually. Could we possibly get a specific list for items they would like to see mechanized, and then we can research feasibility? Also, currently, there is no charge for sending a sup to cancel an order in IRES. So this is a viable option for the CLEC if they do not wish to wait for the sup to be manually processed.

Action Issue # 125 – Owner: Kimberly Abbott

This is a reoccurring issue within IRES. IRES orders are auto completing but physical work has not been completed. This issue was suppose to have been resolved very early in 2004 but seems to have resurfaced once again.

Sprint Update: Remains Open for Updates

The NEAC currently has production ticket 3988 open for this issue. Old Production ticket 3936 was closed June 2004, but did not correct the problem. This ticket is high priority within IT and the operations staff. There have been a few recommendations for a fix, but a viable option has not yet been determined. It is estimated that ticket 3988 will be completed in 1st Quarter 2005

Action Issue # 126 – Owner: Kimberly Abbott

LNP orders – the CSRs for the TNs being ported do not show associated lines (e.g. one CSR would show only one TN being ported but another CSR lists 100+ TNs that are associated to the original ported TN). Can Sprint share all related CSRs with customers to avoid this issue?

Sprint Update: Remains Open for Updates

It is important that our CLEC customers use the end users bill and other resources to request on a CSR all of the Telephone Numbers that may be present at a location. Sprint's systems do not automatically relate all TN's that are separated on another bill.

Action Issue # 127 – Owner: Kimberly Abbott

CLECs request that Sprint's new TOS indicators be added to IRES via the Address Verification Tab. CLECs need the TOS indicator to tell them the remote, type of remote and its capabilities within IRES.

Sprint Update: Remains Open for Updates

This will not happen due to budgetary constraints in 2005, this may be considered in 2006. However, customers can submit a BFR to have reports run for addresses behind remotes due to the TOS indicator being included in Sprints legacy systems.

Action Issue # 4 – Owner: Lori McMaken

Customers requested clarification as to Sprint's Billing and Credit Process relating to notations on their bills. They need to know specifically what charges are related to trouble ticket numbers and when credits appear on their bill, the same trouble ticket number needs to be applied so the CLEC can apply proper credit to their customers. When repetitive trouble tickets are challenged and Sprint issues a credit - the CLECs need to be able to tie back the original dispatch number. CLECs don't want to have to research to prove disputes were credited properly.

Sprint Update: In Progress

This process has changed. The NEAC is now issuing Service Orders. The team adds the Trouble Ticket Number along with the telephone number. Due to Order limitations, Sprint is not able to split out the ticket number and the phone number on separate lines, so it was combined within the PON field - trouble ticket number followed by a dash and then the end user phone number. Sprint is in the process of working with CASS for correction. As for UNE-P and Loops, a CASS order or SUPI is processed and the NEAC is now including the Trouble Ticket Number and the circuit.

Action Issue # 85 – Owner: Lori McMaken

(Associated with #118)

When End Users move on line share, notice is not provided to the data CLEC in a time frame so they can provide service at the same time. End Users experience drop of service. Can Sprint perform requests concurrently with a coordinated move? Sprint should tell a CLEC when a customer is being disconnected and ask what to do with the Line Share or offer to turn it into an unbundled loop. Can CLECs get a Pre Qual before the line is installed? CLECs want a coordinated effort with Sprint on this issue. What is the benchmark for Sprint Retail end users with high speed data? Ready Telecom is also concerned re: Pre-Quals on address for "to" address? Ready can provide examples to Randy.

Sprint Update: Remains Open For Updates

Current Sprint processes include notifying the CLEC when their customer is disconnecting a line shared loop. Sprint is focusing its attention on the Loss Notification process described in Issue #118. Once this process gap is addressed, ordering and installation coordination will be re-visited.

Action Issue # 118 – Owner: Lori McMaken

(Associated with #85)

Associated with # 100 regarding CLECs not receiving Loss of Notifications as well as not receiving all the info they need to understand or work a loss of notification (e.g. notifications do not include all associated lines to one TN; notifications do not include a “C” order number for reference; notifications do not include dates; notifications frequently do not include specific TNs or frequently only reference “10 lines” are being lost.) COI’s account manager has been working this issue through the NEAC and their supervisors with specific examples over the past couple of months. No resolution has been reached. Problems still occurring on a regular basis.

Sprint Update: **Remains Open for Updates**

As a part of the CLEC to CLEC process that was implemented.

Action Issue # 120 – Owner: Pat Marcus

Sprint's SSWeb is going to change local customer picks to our own. COI wants to use SSWeb to change pics instead of doing a PON. Can CLECs use IRES to process PIC changes using SSWeb? The cost justification would be great.

Sprint Update: Remains Open for Updates

There is currently a project underway to allow customers to change their PIC via IRES instead of SSWeb. However, the feasibility and cost are still being determined.

Action Issue # 119 – Owner: Linda Fraley

A process issue related to “bill with relationship” tag on accounts. CLECs need to break these relationships in order to convert a part of the overall account. Today, orders are being canceled when there is a bill with relationship on the account. CLECs want to know if there is any way to find out if bill exists instead of canceling the order. This wastes a lot of time on both ends.

Sprint Update: **Pending Closure**

No examples were provided. We can close this item and address on a case-by-case scenario.

Action Issue # 123 – Owner: Linda Fraley

Directory Assistance in Verizon & SBC Areas. TNs are not appearing in DA. COI's account manager has been investigating with SBC. Capital Telecom in PA has experienced this same issue in Verizon territory. Listings are now in local and national databases.

Sprint Update: **Pending Closure**

Due to no examples, this issue is pending closure and can be addressed on a case-by-case basis.

Action Issue # 137 – Owner: Jackie Pickard

If CLECs have not gotten any feedback on their dispute submissions - how do CLECs know if disputes were received and being worked? Can't disputes be web-based?

Sprint Update: **Remains Open for Updates**

The Wholesale dispute mailbox, DisputesSBS, sends an automated response to the customer when a dispute is received. The automated response is sent immediately upon receipt of the dispute. The dispute team is working a special project to clear aged disputes and many customers have probably received correspondence from the dispute team. Customers can call the dispute toll free number to check on the status of their disputes at 877-617-2827. A new form has been developed specifically tailored for CLEC disputes and can be found on the CLEC website. The form was placed on the website on Monday, January 24. The new form was trialed with several CLEC's before roll out and suggestions to make the form more user friendly are welcomed.

Action Issue # 130 – Owner: Brandon Edington

CLECs request Operator Services and Directory as a wholesale product.

Sprint Update: Remains Open for Updates

This is already in production. The CLEC needs to contact their account manager.

Action Issue # 134 – Owner: Brandon Edington

13 month trouble ticket history does not work within WebRRS. Repeat tickets should be related and show billing adjustments. Labor Charges from November 2003 are appearing on Sept 2004 invoices.

Sprint Update: Remains Open for Updates

Need further clarification from the customer

Open Discussion ...

New Issues: Customer may submit new CRM issues for investigation at this point in each quarterly conference call ...

Or ...

Customers may submit new CRM issues for investigation during the CLEC Forums or by contacting Brandon Edington at brandon.r.edington@mail.sprint.com.

Please note: All CRM issues will be addressed and resolved within this conference call forum. These issues will no longer be discussed at the CLEC Forums going forward.

Service Updates:

Reminder for all CLECs to utilize the Local Wholesale Website for emergency updates on disasters, storms, hurricanes, etc.

If you bookmarked a specific page (e.g. CLEC page off of the main page...you must go back to the home page for Local Wholesale in order to view any emergency announcements.

Please stay connected for a few
minutes and respond to
Sprint's new On-Line survey...

*Thank you for your participation in Sprint's
On-Line Customer Resolution Meeting (CRM)!*