

Welcome to

Sprint's

Customer Resolution

Management - CRM

Meeting

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.

2005 CRM Conference Call Schedule

3rd Quarter 2005

Sprint CRM

Wednesday, September 28, 2005

4th Quarter 2005

Sprint CRM

Wednesday, December, 14, 2005

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

Agenda

- Welcome – Brandon Edington
- Billing Initiatives – Don Meyer
- Previous CRM Action Issue Review and CLEC Forum Action Issue Review
- Open Discussion (New Issues, Q&A, etc.)

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Welcome – Brandon Edington

- Introduce the Service Performance Team
 - Don Meyer – Manager
 - Brandon Edington
 - Rob Weiner
 - Chad Parker
 - Matt Demarco

Billing Improvement Initiatives

- Online Bill Training
- Dispute Referral Process
- Late Payment Charges
- Toll Block Disputes
- Misapplied Payments

CRM Action Items

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

3

99

#103

#104

#120

#127

#136

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

Action Issue # 137 – Owner: Patti Farrar

“If CLECs have not received any feedback on their dispute submissions, how do CLECs know if disputes were received and being worked? Can disputes be provided on a web based system?”

Sprint Update: Remains Open for Updates

Suggestions received from customers have been added to the submission form. The suggestions for updating the form include creating additional space to add dispute comments and a page for usage information such as CIC, etc. The form is being used by many carriers and has been well received

Action Issue # 94 – Owner: 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: Pending Closure

Currently, Sprint does not provide website notifications to CLEC's. If this is the request, the recommendation is to close this enhancement and open another action item indicating the need to receive web site notifications.

Action Issue # 95 – Owner: Liz Davie

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

Sprint Update: Pending Closure

Since this enhancement was suggested, Sprint does not have a clear understanding of this issue. Sprint did not receive any clarification from the CLECs at the February 2005 CRM. We suggest the enhancement be closed.

Action Issue # 96 – Owner: Liz Davie

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

Sprint Update: In Progress

This enhancement is scheduled to be implemented during the 4th quarter 2005.

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

This enhancement is scheduled to be implemented during the 4th quarter of 2005.

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

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

Sprint Update: In Progress

Sprint expects to implement an enhancement that will allow for more detailed status and closing in the 3rd quarter of 2005.

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 enhancement is scheduled to be implemented during the 3rd quarter 2005.

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 enhancement is expected to be implemented during the 3rd quarter 2005.

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

Specific examples were to be provided by the CLEC from the last CRM. No new examples have been provided at this time. Sprint requests additional examples. If there are no new examples at the upcoming CRM, the recommendation is to close this action item.

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 have implemented a project for Joint Testing on trouble tickets. CLEC customers will need to submit a Bona Fide Request (BFR) to request joint testing until this concept can be built into the contracts. Currently, only Cooperative Testing is available for service orders.

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: In Progress

CSO will be working with Sprint’s Product Team for this product offering after the Joint Test product is completed. Sprint requests that CLECs submit a Bona Fide Request (BFR) for this product.

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: In Progress

Sprint has created a team, including Customer Service Operations (CSO), National Staff and Product Development, to resolve issues for chronic loop troubles. This team plans to meet weekly through July to find a solution to this issue.

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

Sprint made improvements to IRES, which appear to have positively affected this issue. However, it appears some issues still remain. Although examples of this situation are limited, Sprint's customer's have identified the following issue: The "disconnecting/outward" order activity is not being processed before Sprint's automated system, Appointment Control Manual (ACM), calls upon the "inward" order activity for processing allowing it to still appear as active service at that location which will generally require a field visit and an extended due date. A trouble report has been generated, and Sprint will continue to work to develop a resolution.

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

Sprint is implementing a system coding enhancement in IRES to retrieve and examine orders after they have been submitted to SOE. If one or more of the related orders does not contain the necessary information, or has not ended when the rest have, then the SOE orders that have completed are canceled and re-issued as partial orders. The PON should go to Provisioning Incomplete (PI) under these circumstances.

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: Remains Open for Updates

Sprint has identified a possible solution to this issue and is currently evaluating the feasibility and timeline for implementation. Sprint plans to provide an update in the CRM scheduled for the 3rd quarter 2005.

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

Sprint's Customer Record Billing (CRB) systems does not pass the "Bill To/Bill With" information over to the CSR that the CLEC obtains from IRES. The examples that have been referred have been related to Sprint DSL service where the DSL service is "Billed To" the ISP. As a work around, if the CLEC encounters DSL service on a customer's account, they can call Sprint and Sprint will check the end users account to determine if this relationship exists prior to the CLEC issuing any orders.

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

Sprint continues to provide DA tapes to Verizon for updates to Verizon’s national databases. Sprint will continue to work with COI on a case by case basis when national database omissions are referred.

CLEC Forum Action Items

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Action Issue # 1 – Owner: Patti Farrar

Customers would like more communication on a dispute status from the time it is received to working on to resolution.

Sprint Update: Open for updates

In the current process, an acknowledgement is sent upon receipt of the dispute and a resolution notice is sent when the research process is completed. Sprint has not added an interim status update at this time but customers can contact the dispute team at 877-617-2827. Sprint will continue to consider implementing this process in the future.

Action Issue # 2 – Owner: Tonya Woods

“Is the ADER/MEDR on the address validation screen?”

Sprint Update: Open for updates

Currently the ADER/MEDR read-ins are NOT on the address validation screen. For them to be added, Sprint will need to review and process as a new project for feasibility and funding approval. Sprint plans to provide an update in the CRM scheduled for 3rd quarter 2005.

Action Issue # 3 – Owner: Tonya Woods

“Does Sprint have the ability to archive IRES PONs?
Can customers receive the archived PONs via an
electronic method such as CDs or other downloads?”

Sprint Update: Open for updates

Sprint is investigating activating a feature in IRES to provide this ability. Sprint plans to provide an update in the CRM scheduled for 3rd quarter 2005.

Action Issue # 4 – Owner: Al Lubeck

“For products no longer offered after 3/11/06 due to the TRRO (particularly UNE-P), will Sprint allow CLECs to convert prior to 3/11/06 with no financial penalties to reduce Sprint's workload”

Sprint Update: Open for updates

Sprint does offer to waive non-recurring charges for conversion orders placed prior to 12/11/05. This offer is included in the contract amendment or new TRRO agreement on Sprint's website. No other offers are currently planned.

Action Issue # 5 – Owner: Al Lubeck

Customers want the ability to pay for expedites on T1s.

Sprint Update: Open for updates

“Sprint does not plan to offer expedites for UNE's.”

Action Issue # 6 – Owner: Al Lubeck

“Are there any other Sprint wire centers that will exceed the DS1 loop threshold (60K business access lines) in the near future?”

Sprint Update: Open for updates

Based on current growth rates, it appears that the XG office may exceed the threshold late in 2005.

Action Issue # 7 – Owner: Greg Boos

“Chronic process - Customer would like Sprint to identify, resolve and monitor chronics for 30 days.”

Sprint Update: Open for updates

Sprint’s management and NOC management groups will meet by the end of June to discuss the feasibility. A recommendation will be issued by the end of July. Sprint plans to provide an update in the CRM scheduled for 3rd quarter 2005.

Action Issue # 8 – Owner: Greg Boos

“Customers are interested in joint testing cost at incremental 15 minute intervals”

Sprint Update: Open for updates

Sprint is considering providing this. State and/or contract specific labor rates would apply. This procedure is currently under legal review.

Action Issue # 9 – Owner: Greg Boos

“Customers are interested in having closing codes e-mailed to them instead of faxed.”

Sprint Update: Open for updates

This process is currently being reviewed. The time for implementation has not been determined. Sprint plans to provide an update in the CRM scheduled for 3rd quarter 2005.

Action Issue # 10 – Owner: Greg Boos

“Customers would like more education on repair closing codes and their definitions. They would like an updated list.”

Sprint Update: Open for updates

Sprint’s CSO group is working with the repair organization to provide additional information. An implementation date has not been established. Sprint plans to provide an update in the CRM scheduled for 3rd quarter 2005.

Open Discussion ...

New Issues: Customer may submit new CRM issues for investigation at this point.

Or ...

Customers may submit an investigative request form via our investigation mailbox @

cmserviceperformanceinvestigations@mail.sprint.com

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)!*