

# **Joint Testing on Trouble Report**

Customer Guide



### Product Overview

Joint Testing on a Trouble (JTOT) Report is a service available to CLECs reporting a Trouble condition to Sprint. JTOT allows a CLEC to request a Sprint technician be made available for additional testing with CLEC personnel upon clearing a trouble report. Joint testing is available for CLEC UNE and Resale services, where trouble is reported to the Sprint Business Services Assurance Center (BSAC).

JTOT is not provided for Transport, Switched, or Special Access services and cannot be performed on loops involving multiplexing, which prohibit the reading of a short.

### Availability

This product offering is available to all CLECs with a signed Interconnect Agreement or appropriate amendment to an Interconnect Agreement. An additional non-recurring charge is billed to recover Sprint's labor costs. Charges for the technician's time are billed in increments of 15 minutes.

### Business Applications

CLECs who require additional technical assistance in clearing an incident of trouble on their network can request the service as a means of expediting closure of the trouble.

### Ordering Process

The CLEC will enter *Joint Test Requested* and provide a toll-free number for the Sprint technician to call, in the remarks section of the trouble report. When completing the Trouble Ticket, the Sprint technician will contact the CLEC and report the trouble status, and remain on the line to joint test the service until the CLEC technician indicates that the Sprint technician is no longer required.

CLECs calling in a trouble report to the Sprint BSAC should request that the remark "JOINT TEST REQUESTED" as well as a toll-free number to call, be added to the ticket.

### Service Procedure

1. The Sprint technician will follow normal trouble clearing procedures and normal completion testing. Once completion testing has been completed and acceptable loop limits are tested and met, the Sprint technician will place a call to the CLEC.  

(If the loop has not been tested for load coils, the Sprint technician will complete this test prior to calling the CLEC. If additional loads are found and the loop is under 18K ft, the loads will be removed without any additional cost or delays).
2. The Sprint technician will call the CLEC from the service address Minimum Point Of Entry (MPOE) or Network Interface Device (NID) at the documented CLEC toll-free number on the trouble ticket. When the CLEC answers, the technician will immediately identify this call as a joint test call. The technician will provide the CLEC with the Trouble Report Number. The CLEC will then start the test process.
3. The CLEC should test the line while it is open at the MPOE/NID and then request a short be placed on the line. The CLEC first reads the line as OPEN then reads the short on the line.
4. The Sprint technician will remove the short on the line. The CLEC may retest to confirm the short is removed. This will conclude the joint test.

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5. The CLEC will then provide a test confirmation number to the Sprint technician, who will document the number in the technician's HHT remarks area. The Sprint technician will enter the appropriate increments of time and the trouble ticket will be closed

Note: When called by the Sprint technician, the CLEC test center must respond within 3 minutes or the trouble ticket will be closed, and remarks entered to indicate that there was no answer to the Joint Test call. The Sprint technician will end the call if placed on hold for a prolonged period of time. One increment of time will be billed to the CLEC.

### Product Exclusions

**ISDN and 56/64 Kbps circuits** — When ISDN or 56/64 Kbps circuits are provisioned by using D4 channel banks or Next Generation Digital Loop Carriers (NGDLCs), their means of transmission paths do not allow the reading of a short. When Joint Testing is requested in these services, the following procedure will apply:

1. The Sprint technician will call the CLEC and indicate that the loop back test is not available since the service is working through either a D4 channel bank or NGDLC, prohibiting the reading of a short.
2. While on the line, the Sprint technician will ask the CLEC to run appropriate test to determine if the service is acceptable for turn up. If service is acceptable, the CLEC will then provide a test confirmation number to the Sprint field technician, who will document the number in the technician's HHT remarks area. The trouble ticket will then be closed.

**CLEC does not accept test results** — If the CLEC indicates the service is not acceptable, the Sprint technician will retest and follow steps 1 or 2 below:

1. If the completion re-test is acceptable to Sprint and the CLEC, the Sprint technician will ask for a confirmation number and complete the trouble ticket.
2. If the CLEC cannot accept the second test, and the Sprint technician determines that the line meets the requirements as outlined in this M&P, the Sprint Field technician will provide the CLEC the results of the loop test performed prior to the Joint Test. This information will include the following:
  - ▶ Loop length
  - ▶ Ohms resistance test
  - ▶ Fault test
  - ▶ Load test.
3. The Sprint technician will then ask the CLEC to review these test results and ask if the trouble ticket can be closed. If the CLEC agrees, the ticket will be closed and a confirmation number provided. If the CLEC does not accept the test results, The Sprint technician will close the trouble report and inform the CLEC that a change order for Loop Prequalification (PQ) may be placed for additional conditioning or to disconnect this service.
4. The Sprint technician will request the following information: The reason for non-acceptance and a non-acceptance confirmation number, and will have this information placed on the trouble ticket for future reference.

**Loops over 18,000 ft.** — If the loop is over 18 Kft. and conditioning was initially refused, or no PQ order was submitted, the Sprint technician will proceed with Joint Test and inform the CLEC of the condition of the loop. The technician will then provide the information in step 2 (above) under 'Joint Testing procedure – CLEC does not accept Joint Testing', and close the ticket following steps 3 & 4 (above).

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### Charges

Joint Testing will be billed as a non-recurring charge, using standard Labor Rates per quarter hour (15 minutes). The Sprint technician will report these labor increments directly into the Hand Held Terminal. Charges will appear on the CLECs regular monthly CASS billing as Joint Testing on Trouble, USOC CLJTT.

### Contact Information

#### Prequalification

The National Exchange Access Center (NEAC) serves as the single point of contact for all Competitive Local Exchange Carrier (CLEC) ordering, provisioning, billing issues or questions.

Ordering/Provisioning/Billing 1-800-578-8169

#### Joint Testing

The Sprint Business Services Assurance Center (BSAC) serves as the single point of contact for CLEC trouble and repair reporting.

Repair – Business Services Assurance Center 1-888-883-1484