

Performance Acceptance Certificate

Incident Work Order Number	IWO 1050
Date/Time of Incident	11/01/01
Severity Level	1
Initiator	Veronica Chocron
Date of Qwest Resolution	11/13/2001
TAG Concurrence Date	

Description of Incident

**Test Incident Summary:**

Status update emails for the following four non-designed trouble tickets indicating ticket closure were provided on July 20, 2001. However, in MTAS these tickets are indicated as having been on June 4, 5, 22, and 23, 2001.

Four to six weeks is an inordinately long delay in providing notification that tickets have been closed. This problem affected 15.4% (4 out of 26) of the tickets which received status update emails.

The table below contains the information electronically parsed from the status update emails for these four tickets:

CircuitID	TRState	TRStatus	TRStatusTime	Comments
480/929/XXXX	openActive	screening	6/5/01 14:46	Pending Screen
480/929/XXXX	closed	closedOut	7/20/01 11:40	Manually Closed, Ticket reported closed on host system

CircuitID	TRState	TRStatus	TRStatusTime	Comments
520/297/XXXX	openActive	screening	6/4/01 22:54	Pending Screen
520/297/XXXX	closed	closedOut	7/20/01 11:40	Manually Closed, Ticket reported closed on host system

CircuitID	TRState	TRStatus	TRStatusTime	Comments
623/873/XXXX	closed	closedOut	7/20/01 11:38	Manually Closed, Ticket reported closed on host system

CircuitID	TRState	TRStatus	TRStatusTime	Comments
623/873/XXXX	closed	closedOut	7/20/01 11:39	Manually Closed, Ticket reported closed on host system

Resolution

**Qwest Response Summary:**

In July 2001 Qwest instituted manual procedures to detect and correct trouble tickets where statuses were out-of-sync between CEMR and the host repair application. The cause of the out-of-sync tickets was traced to intermittent failures in the communications network linking the applications. Qwest diagnosed and repaired the network problems. Qwest also implemented an automated process to detect and correct any out-of-sync ticket within two hours of when it occurs. Currently, this process detects fewer than one out-of-sync condition per day.

The four out-of-sync trouble tickets cited by CGE&Y in this IWO were detected and manually fixed by Qwest during the early diagnosis of this problem. This is documented by the comment included in the status update E-mail received by the P-CLEC for each ticket. The comments read "Manually Closed, Ticket reported closed on host system" and can be seen in the table supplied by CGE&Y above.

**Attachment(s):** None

**CGE&Y Response 11/28/01:**



CGE&Y will close this IWO pending outcome of the retest.

Resolution Submitted by:	Qwest	Date:	11/28/01
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Verification of Resolution

**CGE&Y Response 12/07/01:**

Seven trouble tickets were re-tested by CGE&Y as illustrated in the chart below. Notification of trouble ticket closure was transmitted to the Pseudo-CLEC via e-mail and facsimile. The TR Status Date and Time is in agreement with the Pseudo-CLEC's reported times. This IWO can therefore be closed.

Circuit ID	Trouble Ticket Number	Date Status Query Performed	Time Status Query Performed	Date Trouble Ticket Closed	Date Trouble Ticket Closed
(480) 831-XXXX	XXXXXXXX	11/30/01	7:38:00 AM	11/30/01	1:10:00 PM
(480) 488-XXXX	XXXXXXXX	11/30/01	7:18:00 AM	11/30/01	1:52:00 PM
(480) 777-XXXX	XXXXXXXX	12/03/01	7:54:00 AM	12/03/01	10:16:00 AM
(602) 863-XXXX	XXXXXXXX	12/03/01	8:04:00 AM	12/03/01	12:45:00 PM
(480) 775-XXXX	XXXXXXXX	12/04/01	8:20:00 AM	12/05/01	9:15:00 AM
(480) 706-XXXX	XXXXXXXX	12/04/01	7:57:00 AM	12/04/01	7:55:00 PM
(480) 491-XXXX	XXXXXXXX	12/05/01	7:45:00 AM	12/06/01	7:21:00 PM

Verification completed by:	Veronica Chocron	Date:	12/07/01
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TAG Recommendation  Approved  Return to Qwest

TAG Acceptance by:		Date:	