



Test Vendor ID: IWO 1112
Qwest Internal Tracking ID: TI 347
Observation/IWO Title: Specific TN Reservations
Test Type/Domain: Retail Parity / Robin Ferris
Date Qwest Received: 5/16/2001
Initial Response Date: 6/15/2001
Supplemental Response Date: 7/6/2001

Test Incident Summary:

The Retail Parity Evaluation found that Qwest’s retail systems allow a Qwest representative to request a specific telephone number (TN) during the TN reservation process. No similar capability exists in the IMA-GUI system.

This is specifically applicable to situations where an end-user is requesting a “vanity” TN. The IMA-GUI TN reservation screen only allows a representative to input the NPA, NXX, and the number of TNs requested. It then returns the requested number of TNs from a list of available TNs in that NPA/NXX. A call to the Interconnect Service Center is required in order to obtain the special TN.

The retail system, by comparison, allows the representative to request a specific TN. If that TN is not available, the system will return a list of optional numbers. If one of these is still not appropriate, then the retail rep must also place a phone call to their number assignment bureau.

CGE&Y believes the capability should exist in IMA-GUI and associated EDI transactions for a CLEC to request a specific TN rather than to just request a range of numbers in a particular NPA/NXX.

Qwest Response Summary:

Qwest has investigated the differences in the vanity TN reservation functionality and will address this through system modifications.

Qwest will provide Co-Providers automated access to the vanity TN functionality in a two-phased process. The initial stage is an interim solution and will allow access by July 9, 2001. Co-Providers will be able to access a secure, stand-alone GUI interface for vanity number functionality. Access to this new GUI will be provided via the same dial-up, dedicated link, or internet access through which CLECs obtain access to IMA today. A communication was sent on 6/8/01 informing the Co-Providers of this interim implementation.

Phase 2 of this process will allow vanity TN reservations directly through the TN reservation Pre-Order functionality of the IMA GUI and IMA EDI interfaces. This functionality is targeted for release with IMA 9.0 in December 2001 and will replace the interim solution.

AT&T Comment:

Qwest has committed to implementing two system modifications that address the issue raised in this IWO. Both must be implemented to provide reasonable resolution to the issue and both will require CGE&Y to test them and report on the functioning and parity of these system features, once implemented.



Qwest Supplemental Response 7/06/01

Qwest provided the following information in a Communicator dated 07/03/01, which supplies additional information on the implementation described above. The Communicator is as follows:

IT Wholesale Systems
FOLLOW-UP COMMUNICATOR

To: Qwest Wholesale Customers
From: Tina Hubis, Qwest IT Wholesale Systems Communications Manager
Date: July 3, 2001
Subject: Access to Vanity Telephone Number Functionality

This is a follow-up to a Communicator sent on June 8, 2001 regarding Qwest's ability to provide access to Vanity Telephone Number Reservation functionality.

Access to Vanity Telephone Number functionality will be available on July 9, 2001. CLECs will be able to access a secure, stand-alone GUI interface for Vanity Number functionality. Access to this new GUI will be provided via the same dial-up, dedicated link, or internet access through which CLECs obtain access to IMA today.

The access to Vanity Telephone Number functionality will be available during the same hours of operation as the IMA system.

Comprehensive reference material to assist in your Vanity TN Functionality training will be available at the time of deployment on Wholesale Co-Provider training Site.

For Vanity Telephone Number system support, you may call the Wholesale Systems Help Desk at 888-796-9102 and use Option 3. For any additional assistance you may need with data entry after reviewing the User Guide, please contact the Interconnect Help Desk at 1-888-796-9087 during normal working hours.

CGE&Y Response Summary (9/20/01):

This IWO resolution will be re-tested per Retest Matrix dated 9/07/01.

Attachment(s): None