

ATTACHMENT 3

Mass Migration Guidelines **REVISED 2010**

These guidelines are to be used when a CLEC is exiting the local exchange services market, or a portion of its market, and has a customer base to migrate to other carriers. The CLEC's filing of an application and Exit Plan under these guidelines renders the exit a voluntary exit. Such a mass migration may require special cutover procedures to accommodate a large number of service orders over a short period of time. Specifically, carriers will need to suspend normal order processing for the customers involved in a mass migration and follow the processes outlined in these guidelines.

**ATTACHMENT 3
Cont'd**

Table of Contents

<u>Sections</u>	<u>Page No.</u>
I. Objective	2
II. General Principles.....	2
III. Regulatory Notification	3
IV. Industry Notification.....	5
V. Customer Notification	6
VI. Mass Migration Process.....	9
VII. NXX Code Transfers	12
VIII. E-911	13
IX. Criteria for Commission Approval of a Carrier's Termination of Service.....	13
X. Selection of a Default Carrier.....	15
XI. Compensation for Underlying Network Service Providers or Default Carriers Who Provide Service to Customers Beyond the Cutoff Date	16
XII. Applicability of Default Carriers' Tariff Provisions and Commission Requirements During Mass Migrations.....	17

Appendices:

- A. Sample Customer Letters
- B. Mass Migration Process

ATTACHMENT 3
Cont'd

I. Objective

When a Competitive Local Exchange Carrier (CLEC) discontinues local exchange services, that CLEC must give its customers the opportunity to migrate to another local exchange carrier without interruption of service.

II. General Principles

The goals of these mass migration guidelines are to:

1. Ensure that customers do not lose essential local voice service when their local service provider exits the market.
2. Maintain the ability of regulators to monitor events and assist parties if needed.
3. Avoid double migrations whenever possible. Double migrations are generally the product of timing constraints where the customer is migrated initially without their action to an "Arranged Carrier" or a "Default Carrier" and then again to the carrier of the customer's choice. For purposes of these guidelines, an "Arranged Carrier" is a carrier with whom the exiting CLEC has negotiated a lawful and feasible business arrangement to serve those customers of the exiting CLEC who do not voluntarily choose a replacement carrier in the time provided under these Guidelines. A "Default Carrier" is either a carrier who has agreed, at the Commission's request, to serve those customers of the exiting CLEC who do not voluntarily choose a replacement carrier or is the underlying carrier or carrier of last resort selected by the Commission to serve those customers.
4. Require that the CLEC give its customers ample notification to allow the customers to select the carrier of their choice.
5. Comply with federal and state laws and regulations.
6. Coordinate information flow and activities through a project management team.
7. Ensure that the exiting CLEC provides sufficient network information for each facilitating ILEC or other underlying Network

ATTACHMENT 3
Cont'd

Service Provider and each customer's new retail carrier to migrate its customers seamlessly.

III. Regulatory Notification

The Public Utilities Commission of the State of California requires that a CLEC may withdraw from providing local exchange service to customers only with Commission approval. The CLECs must seek such approval by way of an Application, and must continue to provide service until the Commission approves the Application. (*See* General Order 96-B, Telecommunications Industry Rules 7.4 and 8.5; *see also* D.02-05-044.)

Along with the Application, the Commission will now require the CLEC to file an Exit Plan. The Exit Plan should contain the information noted in the checklist below. Commission Staff will review the Exit Plan and provide feedback to the exiting CLEC. A CLEC may submit a proposed application and Exit Plan in advance of filing to the Director of the Communications Division for Staff review. Staff will not approve Exit Plans, but Staff will advise a CLEC whether the Exit Plan contains sufficient information to put the CLEC in a position where the Commission is likely to approve the CLEC's Application. Staff will also advise the exiting CLEC regarding any obligations to cancel or modify its tariffs and/or its certificate of public convenience and necessity.

The Application and Exit Plan should be filed at the Commission at least 90 days in advance of the proposed date for the CLEC's discontinuance of service. If a CLEC is unable to meet this 90-day advance notice requirement, it may request permission from the Director of the Communications Division to submit its Exit Plan less than 90 days in advance of the proposed date of discontinuance; if the Director of the Communications Division approves the

ATTACHMENT 3
Cont'd

request, the CLEC shall submit its Exit Plan by the date specified. Whatever the advance notification period is, it must be provided with sufficient time for the carrier to migrate its customers to other carriers. As a result, it is expected that complex migrations will require more advance notification than simple migrations. The Commission only will review complete applications. If an application is incomplete, the assigned Administrative Law Judge (ALJ) and/or assigned Commissioner will issue a ruling notifying the CLEC of the information needed to process the application.

The Exit Plan filed with the Commission must include:

1. A sample of the initial letter to be sent to the customers.
2. Plans for follow-up notification arrangements such as a second letter, phone calls, bill inserts, e-mails, etc.
3. A cutoff date when customers must select a carrier.
4. A proposed final termination date.
5. If resolving the application within 90 days is urgent, a declaration stating that fact.
6. Contact names and telephone numbers for the cutover coordinator, the regulatory contact and any other pertinent contacts such as customer service records (CSR) and/or provisioning contacts, if separate.
7. A description of the customer service arrangements the exiting CLEC has made with the Arranged Carrier(s), if any.
8. Steps to be taken with the number code and/or pooling administrator to transfer NXX or thousand number blocks (if applicable) while preserving number portability for numbers within the code.

ATTACHMENT 3
Cont'd

9. The current customer serving arrangements and the underlying service provider, e.g., UNE-P (x carrier), resale (y carrier), UNE-L (x carrier) or Full Facilities.
10. The arrangements made with underlying Network Service Providers for transfer of underlying service, where the exiting CLEC has made customer service arrangements directly with another carrier.
11. The number of customers impacted.
12. Identification of customers where the exiting CLEC is the only provider of facilities to a customer or group of customers.
13. A summary of how (in what format) the CSRs are being kept, a statement of what data elements are in these CSRs, and a statement about how the CSRs will be made available to other carriers. (The data elements required to migrate a customer are specified below in Section VI.)
14. Anticipated need for a Default Carrier. A statement addressing how information to perform customer credit checks will be provided to the Default Carrier.
15. Any transfer of assets or control that requires Commission approval.
16. Plans to modify/cancel tariff(s).
17. Plans for handling customer deposits, credits, and/or termination liabilities or penalties.
18. Plans for unlocking the E-911 database, including the letter detailed in Section VIII.
19. If bankruptcy proceedings are pending, existing bankruptcy court requirements.

IV. Industry Notification

At the same time the exiting CLEC files its Application and Exit Plan with the Commission, it shall also serve the documents on:

**ATTACHMENT 3
Cont'd**

- The Arranged Carrier(s), if any;
- All local exchange carriers known to provide service in the affected area;
- All underlying Network Service Providers (NSPs) used by the exiting CLEC to provide service (addressed to the NSP account representative for the exiting CLEC);
- Any other parties to whom the exiting CLEC is required to give notice under related interconnection, resale, or service agreements; and
- The Communications Division of the Commission.

The Communications Division may instruct the exiting CLEC to serve additional parties in the industry.

This industry notification is important, as it will help all parties manage the migration process. Specifically, all carriers should be aware that there are special order processing procedures associated with mass migrations. In order to avoid duplicate orders and confusion, when a carrier is notified of a mass migration, it should process any associated end-user customer orders on a cutover coordination basis. To determine how to process orders, the carrier should check with the project manager for the exiting CLEC.

If necessary, an industry conference call may be established by Staff in order to address potential problem areas and procedures to resolve them.

V. Customer Notification

A. Timeline

Carriers involved in mass migrations must meet the following timelines in order to ensure enough time to migrate customers:

ATTACHMENT 3
Cont'd

- Exiting CLEC (and, when applicable, any Arranged Carriers) must (jointly) notify customers 60 days in advance of the final service termination date. This letter must comply with FCC and Commission requirements including a listing of the service rates and terms of any Arranged Carrier named in the notice.
- In accordance with FCC requirements, any Arranged Carrier or Default Carrier named in a customer notice must provide its potential end-user customers 30 days to make an informed decision before it begins migrating customers. Thus, the first 30-day segment following the initial notification will be the FCC mandated 30-day decision period. The second 30-day segment will be used by the Arranged Carrier or Default Carrier to begin migrating customers who have not made other carrier selections.

If the exiting CLEC or any Arranged Carrier or Default Carrier is unable to meet one or more of these deadlines, it may request that the Director of the Communications Division, the assigned ALJ and/or assigned Commissioner waive the deadline(s). If the Director of the Communications Division, the assigned ALJ and/or assigned Commissioner waives the above-prescribed deadline(s), the CLEC and its Arranged Carrier(s) or Default Carrier(s) shall meet any other deadline(s) as may be prescribed.

B. Contents

Appendix A to these guidelines contains two sample letters that illustrate what information must be included in the letter to be sent by the exiting CLEC that is notifying the customer of discontinuing service. Letter 1 represents the information that the exiting CLEC must send to the customer when there is an Arranged Carrier named as a potential service provider. Letter 2 represents the information that the exiting CLEC must send to the customer when the exiting CLEC has not made any customer service arrangements with any other

ATTACHMENT 3
Cont'd

Arranged Carrier. Decision 96-10-076's in-language requirement, that notice be provided in the language used to sell the services, applies to these notices.

The appropriate customer notification letter should include the following elements at a minimum:

- Identify the new Arranged Carrier, if applicable.
- State the customer's right to choose an alternative carrier in all types of mass migrations and refer the customer to the Customer Guide Section of the local white pages directory for listings of alternative carriers.
- State the customer's need to take prompt action when there is no Arranged Carrier or the customer will be assigned to another carrier.
- Provide clear instructions to the customer regarding the choice of an alternative provider, including a list of the services impacted by the change in service provider.
- Provide a toll-free number for the exiting carrier and the Arranged Carrier(s), if any.
- Clearly state time deadlines for customer action in accordance with the Commission's Mass Migration Guidelines.
- Applicable information about long distance service and whether it may be impacted by the cutover.
- State the customer's responsibility for payment of telephone bills during the migration period.
- Describe the changes, if any, in rates, charges, terms, or conditions of service.

A second notice must be given to each customer who has not taken action to select a carrier. The timeframe of the second notice will depend upon the circumstances of the migration. The form of the second notice generally will be

ATTACHMENT 3
Cont'd

left to the discretion of the exiting carrier and could include any, or all of, the following: a follow-up letter, a telephone call to the customer, a bill insert, or any other effective means of direct contact with the customer. If there is a default carrier, the second notice must provide its name and toll-free contact number. CLECs, Arranged Carriers, and Default Carriers must submit notification letters to the Director of the Communications Division for approval.

Mass migrations involving an Arranged Carrier must identify a cut-off date. The cut-off date is defined as the date after which customers will have to wait until the mass migration is completed before they can obtain local exchange service from a different provider. When the customer is notified 60 days in advance of the proposed service termination date, the cut-off date will be 30 days from the scheduled migration. This cut-off date is intended to ensure that the customer has adequate time to make a decision and that the Arranged Carrier has adequate time to send out notification information concerning the scheduled migration. Customers who have not selected an alternative provider by the cut-off date will then be transferred to the Arranged Carrier. If pursuant to Section V. A, above, the Commission permits a customer notice interval of less than 60 days, the Commission will also establish a cut-off date. Regardless, the notification process must allow the customer 30 days to select a new local carrier.

Customer notice for mass migrations involving a Default Carrier also must include a cut-off date.

VI. Mass Migration Process

Each mass migration must have an overall program manager responsible for coordinating the overall migration. In addition, each of the parties involved

ATTACHMENT 3
Cont'd

in the migration must have a project manager who works with the overall program manager and is accountable to the overall program manager for the project manager's company's mass migration efforts. The overall program manager is accountable to each of the parties involved in the migration. The individual parties involved in the migration could be:

- The exiting CLEC
- The underlying Network Service Provider(s)
- If applicable, any Arranged Carrier(s)
- If applicable, any new Network Service Provider(s)
- If applicable, any Default Carrier
- Commission staff

The overall program manager will generally be provided by the exiting CLEC.

A. Customer Lists

Unless otherwise directed by Commission staff, the exiting CLEC must submit its customer list to the Commission at least 60 days prior to the projected cutover date. Where the cutover is of a simple resale serving arrangement with few customers, Staff may waive this requirement at the exiting carrier's request, if Staff determines that the customer list will not be needed for these or any other purposes. This customer list may be required so Commission staff can assess the nature of the customers being cutover, track the progress of the cutover, and facilitate as needed the customer migration process through identification of impacted customers. Specifically, Staff may need to determine the size of the customer base and to identify health and safety related customers. Additionally,

ATTACHMENT 3
Cont'd

Staff may use the list for customer contact purposes to identify and avoid migration problems. Staff may request that the customer list be provided on a data disk.

Carriers' submission of customer lists and Staff use of or disclosure of customer list information will be subject to applicable laws and regulations relating to public disclosure of records, confidential trade secret status, and privacy protections.

The customer list should include: customer name, telephone number(s), address, class of service, and type of serving arrangements (UNE-Platform, resale, UNE-Loop, full facilities, etc.). To the extent possible, customer lists shall also include an identification of "priority" or "essential" customers. For purposes of these Guidelines, "priority/essential" customers will be defined as any: hospital, ambulance, police, fire, national security, civil defense, or any customer who has obtained Telecommunications Service Priority (TSP) authorization from the federal government. Also, to the extent possible, customer lists should also identify any "at risk" customers whose particular serving arrangements may create cutover problems.

Additionally, the exiting CLEC must have available the CSR data elements to enable any carrier(s) to migrate the exiting CLEC's customers seamlessly. Staff may request CSR data elements for "at risk" customers. Specifically, the data elements required to migrate a customer are:

- Type of service configuration information (e.g., resale, UNE-Platform, UNE-Loop, full facilities, etc.)
- Class of service

ATTACHMENT 3
Cont'd

- Complete customer billing name and address (including floor, suite, unit, etc.)
- Customer directory listing information, including address, listing type, and stand alone listings if applicable
- Complete Customer service address
- Billing telephone number and associated telephone numbers (e.g., working telephone number)
- If applicable, circuit Ids
- Current PICs (inter/intraLATA toll), including freeze status
- Local freezes (if applicable)
- All vertical features (e.g., custom calling, hunting, etc.)
- Options (e.g., Lifeline, 900 blocking, toll blocking, remote call forwarding, off premises extensions, etc.)
- Tracking number or transaction number (e.g., purchase order number)
- Identification of the Network Service Provider(s)
- Identification of any line sharing/line splitting on the migrating end-user's line

B. Progress Reports

The exiting CLEC must track the progress of the migrations and provide Staff with progress reports. The frequency of the updates will vary with the magnitude of the mass migration cutover as well as customer risk factors.

When processing orders for migrations, it should be emphasized that all parties need to be flexible. In this regard, there will be circumstances where the framework outlined in this project management section will need to be modified to accommodate unique circumstances. This framework is not intended to preclude parties from negotiating special procedures aimed at facilitating

ATTACHMENT 3
Cont'd

customer service. A model of the mass migration process steps is identified in Appendix B.

VII. NXX Code Transfers

If the exiting CLEC has any NXX codes or thousand number blocks assigned, it must make transfer arrangements with the code administrator at least 66 days prior to the migration (or by such earlier date as shall be specified by the code administrator). If arrangements are not made, calls may not be completed. For specific information, refer to the Central Office Code (NXX) Assignment Guidelines and Thousands-Block (NXX-X) Pooling Administration Guidelines developed by the Industry Numbering Committee. In addition, neither NXX codes nor thousand number blocks can be disconnected by the exiting CLEC if any number within the relevant range of numbers has not yet been completely ported.

VIII. E-911

A CLEC discontinuing service must unlock all of its telephone numbers in the E-911 database. This will provide any new local service provider access to its new end-user's E-911 record. Unlocking the E-911 database is required by the National Emergency Numbering Association's (NENA) standards to which all carriers must adhere. In addition, the exiting CLEC must submit a letter to the appropriate E-911 service provider authorizing the E-911 service provider to unlock any remaining E-911 records after the CLEC has exited the market. This letter must be provided at least 30 days prior to the CLEC exiting the market.

ATTACHMENT 3
Cont'd

IX. Criteria for Commission Approval of a Carrier's Termination of Service

A CLEC must continue to provide local exchange service until its Application to withdraw is approved by the Commission. (See General Order 96-B, Telecommunications Industry Rules 7.4 and 8.5; see also D.02-05-044.) If a CLEC fails to comply with these Guidelines, Staff, the assigned ALJ and/or the assigned Commissioner may recommend that enforcement proceedings be initiated to consider fines and/or restrictions on future operating authority of owners, partners, directors, officers and/or affiliates.

A CLEC who has not filed an effective Exit Plan or has not executed its Exit Plan properly is unlikely to receive Commission approval to leave the market. However, even in the best case scenario where an Exit Plan has been properly followed, there may be customers who will not be fully migrated, or migrated at all, at the time the exiting carrier would like to terminate service. In deciding whether to approve a CLEC's Application to withdraw, the Commission will be guided by its view of what is in the public interest. Specifically, the Commission will consider the following factors when deciding upon a CLEC's Application to withdraw:

Progress of Customer Migrations - The Commission will consider the number of local service customers that have not yet switched to an alternate local service carrier, or have not made firm arrangements to switch to another local carrier. The greater the number of customers who are in jeopardy of losing their local service altogether, the higher the likelihood that the exiting CLEC's request for termination on a specified date will be denied.

ATTACHMENT 3
Cont'd

Availability of Alternatives - The Commission will consider the ease with which customers who have not switched to another local carrier will be able to obtain alternate local service based on facilities available in the absence of the exiting carrier.

Nature of the Customer Base - The Commission will consider the nature of the customer base that is in jeopardy of losing local service, despite the best efforts of the exiting carrier. In particular, the Commission will not ordinarily approve the exit from the market by any carrier where the result will be loss of local service to the following types of end-users: a) national security or civil defense authorities, b) hospitals, c) police, d) fire departments, e) ambulance and rescue corps, and f) any customer who has obtained Telecommunications Service Priority (TSP) authorization under FCC regulations from the federal government.

These Guidelines place additional requirements on CLECs voluntarily exiting the California market. Nothing in these Guidelines shall limit the right to exercise any right that an ILEC, or any other carrier providing service to or interconnecting with a CLEC, may have under an interconnection or resale agreement, a tariff, a court order, or otherwise, to suspend or terminate its provision of interconnection, network elements, or services, to a CLEC. If the CLEC has received such a notice, it should provide that information in its application. Some termination notices might change a planned voluntary exit to an involuntary exit; these Guidelines do not apply to involuntary exits. Once an exiting carrier has an Application and Exit Plan on file with the Commission, the ILEC or other carrier providing service to or interconnecting with a CLEC must notify Staff 30 days prior to suspending or terminating interconnection, network

ATTACHMENT 3
Cont'd

elements, or services to the exiting CLEC when such suspension or termination will result in customers losing essential voice services.

X. Selection of a Default Carrier

When there is no Arranged Carrier and customers have not selected a new carrier in a reasonable period of time, the Commission or the assigned Commissioner and/or assigned ALJ, subject to Commission approval in the decision on the application, may require that a Default Carrier provide service. The Commission first will solicit volunteers to serve as the Default Carrier(s). CLECs and ILECs that want to be the Default Carrier shall file a response to the Exit Plan noting the need for a Default Carrier within 15 days of the filing of the Application and Exit Plan. Prospective Default Carriers shall note if they have any limitations on service, either by geographic area or type of service. The Commission Staff will use the following criteria to select a Default Carrier for customers of an exiting CLEC where there is no arranged carrier:

- The Default Carrier must be in compliance with Commission rules and regulations.
- Preference will be given to carriers able to serve the entire geographic service area of the exiting CLEC. Preference also will be given to carriers that provide the type of service provided by the exiting carrier.
- For exiting carriers with a larger customer base or that provide a specific type of service, more than one Default Carrier might be selected.
- The Commission staff will notify the selected Default Carrier as soon as practicable to ensure the timely migration of exiting carriers' customers.

ATTACHMENT 3
Cont'd

The Commission will approve the selected Default Carrier in the decision approving the request to withdraw from providing local exchange service. If no carrier volunteers, the Default Carrier would be either the Underlying Network Service Provider, the Carrier of Last Resort in the area being served, or a carrier that offers the same type of service as the carrier going out of business, if the carrier has the facilities to serve some or all of the CLEC's remaining customers and the CLEC has substantially complied with these Guidelines.

XI. Compensation for Underlying Network Service Providers or Default Carriers Who Provide Service to Customers Beyond the Cutoff Date

When the Arranged Carrier is unable to provide service in conformance with the Exit Plan and the Underlying Network Service Provider or Default Carrier must provide service temporarily, the Arranged Carrier must negotiate an agreement with the Underlying Network Service Provider or Default Carrier to compensate that provider for its costs during that period as part of the Exit Plan or Mass Migration Process. If the Exit Plan fails, the Commission may require that the Arranged Carrier compensate the Default Carrier for the costs of continuing to provide service and transferring customers until the customers have migrated to the Arranged Carrier. In any circumstance where the Commission has designated a Default Carrier to provide service and compensation cannot be arranged, the Commission can order the exiting CLEC to compensate the Default Carrier. If ordering the exiting CLEC to compensate the Default Carrier is not feasible, the Commission can examine other alternatives on a case-by-case basis.

ATTACHMENT 3
Cont'd

XII. Applicability of Default Carriers' Tariff Provisions and Commission Requirements During Mass Migrations

Default Carriers' tariffed credit and collection procedures will apply to customers transferred to them as part of the Mass Migration process. Default carriers' other tariff provisions will apply when they do not conflict with these Guidelines and FCC requirements.

General Order 133-C Service Quality reporting is modified to require a carrier to file all quarterly and annual reports for failure to meet measures due to a mass migration 30 days after the quarter in which the migrations are completed. These failures will not be subject to penalties. Operations Support Systems (OSS) performance measurement reports should be filed when due, but the Default Carrier can request relief from incentive payments should the Mass Migration process result in a failure to meet required measurements. The third-party verification requirements of Pub. Util. Code § 2889.5 will not apply to the customer base transfer in mass migrations.

**ATTACHMENT 3
Cont'd**

Appendix A

Letter #1-Sample Customer Notification Letter (with Arranged Carrier)

This letter should be coordinated with the Arranged Carrier for appropriate timeframes and rates and terms to be included in the letter.

Date (60 days prior to exit)

Customer Name

Address

City, CA zip

**YOUR SERVICE WILL BE TRANSFERRED TO (name of arranged carrier)
UNLESS YOU CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER
BY (30 days prior to discontinuance of service Date)**

Dear Customer:

We regret to inform you that – subject to the approval of the California Public Utilities Commission (CPUC) – XYZ Company will no longer be providing your local telephone service effective (insert discontinuance of service date). (Insert explanation of specific company circumstances.)

If you do not select a new local telephone service provider on or before (30 days prior to discontinuance of service date), (name of arranged carrier) may automatically become your local telephone service provider effective (date). If you wait to select an alternative provider after (30 days prior to discontinuance of service date), your choice can only be put into effect after the change to (name of arranged carrier) and will therefore be delayed. You will not incur any charges for the change to (name of arranged carrier). If you select another provider of your choice, you may incur additional charges. In the transfer of service to (name of arranged carrier), all efforts will be made so your local telephone number will remain the same and your existing local service and calling features will be transferred to (name of arranged carrier). Please be aware that you are responsible for paying all bills rendered to you by XYZ Company during this transition. You may be subject to suspension or termination of your

ATTACHMENT 3
Cont'd

phone service in accordance with CPUC rules if you fail to pay your telephone bill.

If you do not want service from (name of arranged carrier), your action is required! You must select a new local telephone provider as quickly as possible but no later than (30 days prior to the proposed discontinuance of service date) to avoid the possibility of your telephone service being transferred to (name of arranged carrier). If you no longer want any local service, please contact XYZ Company to disconnect service.

After selecting a new local telephone provider, you should also contact your current long distance provider to ensure that your current long distance calling plan is not changed as the result of your change in local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance calls.

[Insert information on arranged carrier's services and rates, terms, and conditions, and on the means by which arranged carrier will notify the customer of any changes to these rates, terms and conditions.]

[Insert any other useful information regarding mass migration process, e.g., plans for refund of customer deposits, transfer, removal or abandonment of any XYZ Company-owned equipment or facilities located on the customer's premises, etc.]

[Insert any information required by the CPUC, FCC, or any other applicable law.]

If you have any questions regarding the discontinuance of XYZ Company's local telephone service, please call (toll free number). Questions regarding (arranged carrier) should be directed to (toll free number of primary new carrier). XYZ Company regrets any inconvenience this change may cause you.

Sincerely,

**ATTACHMENT 3
Cont'd**

Letter # 2-Sample Customer Notification Letter (without an arranged carrier)

Date (60 days prior to exit)

Customer Name

Address

City, California zip

YOU MUST CHOOSE A NEW LOCAL TELEPHONE SERVICE PROVIDER BY (30 days prior to the proposed discontinuance of service date) TO AVOID POSSIBLE DISCONTINUATION OF SERVICE.

Dear Customer:

We regret to inform you that – subject to the approval of the California Public Utilities Commission (CPUC) – XYZ Company will no longer be providing your local telephone service effective (proposed discontinuance of service date). (Insert explanation of specific company circumstances)

Your action is required! You must select a new local telephone provider as quickly as possible but no later than (30 days prior to the proposed discontinuance of service date). If you do not select a new local telephone provider on or before (30 days prior to discontinuance of service date), the CPUC may require that you be assigned to another carrier.

Please be aware that you are responsible for paying all bills rendered to you by XYZ Company during this transition. You may be subject to suspension or termination of your phone service in accordance with CPUC rules if you fail to pay your telephone bill.

After selecting a new local telephone provider, you should also contact your current long distance provider to ensure that your current long distance calling plan is not changed as a result of your change in your local service. If you do not contact your long distance provider, you may be charged basic rates (non-calling plan rates) for long distance calls.

ATTACHMENT 3
Cont'd

[Insert any other useful information regarding mass migration process, e.g., plans for refund of customer deposits, transfer, removal or abandonment of any XYZ Company-owned equipment or facilities located on the customer's premises, etc.]

[Insert any information required by the CPUC, FCC, or any other applicable law.]

Generally, you can find a list of most local telephone service providers in your local telephone directory. If you require assistance, please contact XYZ Company (current company) at (toll free number). Finally, if you no longer want local service, please contact us to disconnect your service.

XYZ Company regrets any inconvenience this change may cause you.

Sincerely,

**ATTACHMENT 3
Cont'd**

APPENDIX B

Day	Milestone
90	<ul style="list-style-type: none"> ▪ Exiting CLEC files an Application to Withdraw from Service and Exit Plan with the Commission and serves interested parties. Exiting CLEC encouraged to submit draft Exit Plan to Commission staff in advance of filing. ▪ Commission staff informs exiting CLEC of any other industry parties that should be served. (See Section IV) ▪ Exiting CLEC to begin process to transfer its NXX codes in accordance with proper industry procedures. (See Section VII) ▪ Exiting CLEC gives notice of its proposed discontinuance of service to any Network Service Provider used by the exiting CLEC to provide service. Exiting CLEC encouraged to notify Network Service Provider in advance of filing Application and Exit Plan.
60	<ul style="list-style-type: none"> ▪ Exiting CLEC notifies customers that CLEC is exiting the market, subject to Commission approval. Inform them that if they do not select another carrier within 30 days: <ol style="list-style-type: none"> 1. they will be transferred to the Arranged Carrier (if there is one), or 2. they will be transferred to a Default Carrier (if there is no Arranged Carrier and the Default Carrier provides the service offered by the CLEC) ▪ Exiting CLEC provides customer information lists to Commission (unless directed otherwise) and Arranged Carrier.
30	<ul style="list-style-type: none"> ▪ Arranged Carrier, if any, notifies customers of their status. ▪ Arranged Carrier notifies its Network Service Provider Account Manager of its need for a Mass Migration Project Manager. (This is the minimum allowable timeframe. The Arranged Carrier should notify the Network Service Provider as early as possible regarding a Mass Migration.) <p>Arranged Carrier notifies the Network Service Provider of the total number of lines and the Central Offices or collocations involved in the migration.</p>

ATTACHMENT 3
Cont'd

	(Note there is a maximum number of lines that can be worked per night per geographical area).
30	<ul style="list-style-type: none"> ▪ If there is an Arranged Carrier, any customers who have not selected a carrier will be migrated to the Arranged Carrier.
17	<ul style="list-style-type: none"> ▪ Project Manager advises Arranged Carrier of the due dates and the number of lines per Central Office per due date.
15	<ul style="list-style-type: none"> ▪ Arranged Carrier issues valid Loop Service Requests (LSR) to facilitating ILEC or other Network Service Provider no later than 15 business days prior to due date, if required. (If exiting CLEC has obtained Network Service Provider's consent for Arranged Carrier to reuse existing loop facilities, exiting CLEC must provide reusable circuit ID with the associated telephone number.) ▪ The Arranged Carrier's Network Service Provider Project Manager provides specifics to be included on LSRs, e.g., Frame Due Times. Due Dates on any LSRs sent to Network Service Provider after this interval must be negotiated with the Project Manager. Late LSRs may not be included in Project.
12	<ul style="list-style-type: none"> ▪ Upon receipt of valid LSR, the Arranged Carrier's Network Service Provider to provide LSR Confirmation (LSRC) to Arranged Carrier.
10	<ul style="list-style-type: none"> ▪ If no Arranged Carrier, cut-off date. ▪ Where appropriate (i.e. loop migrations), Arranged Carrier provides its Network Service Provider's Project Manager with spreadsheet or other negotiated document for each CO. Spreadsheet will include CO, PON, BTN, WTN, CLEC Cable and Pair, Circuit ID, and Out and In order numbers (obtained from LSRC). ▪ The Arranged Carrier's Network Service Provider performs all pre-work to ensure migration's smooth progress (e.g. prewiring, ANAC, etc.) consistent with provisioning requirements of specific type of service.

ATTACHMENT 3
Cont'd

2	<ul style="list-style-type: none">▪ The Arranged Carrier's Network Service Provider notifies Arranged Carrier of any discrepancies.▪ Arranged Carrier takes appropriate actions required to correct discrepancies.
1	<ul style="list-style-type: none">▪ Unresolved service order discrepancies rescheduled for evaluation.
0	<ul style="list-style-type: none">▪ Target discontinuance of service date. All scheduled orders worked. When there is no Arranged Carrier or sufficient network service provision arrangements are not in place to allow Arranged Carrier to provide uninterrupted service, exiting CLEC must receive Commission approval to terminate local service. (<i>See Sections III, IX</i>) If there is no Arranged Carrier or migration to the Arranged Carrier fails, customers will be migrated to a Default Carrier if that provider offers the same service.

(END OF ATTACHMENT 3)