Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3141	7/1/00	18:03 - 18:20		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #629, loss of carrier system						
3142	7/2/00	2:55 - 3:11		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #630, loss of carrier systems						
3143	7/3/00	6:50	5	GEIS	called LSC	TG resource	PB resource		reset toolbar PW							
3144	7/3/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Paper shipment reports	Shipment Recap Monthly Totals, LC46, Dated 6/30/00 Daily Shipment Report, OCN 6169, PB Cycle 6688, Dated 6/29/00 Daily Shipment Report, OCN 6169 ,PB Cycle 6689, Dated 6/30/00						
3145	7/3/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Paper shipment reports	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6688, Dated 6/29/00						
3146	7/3/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Paper shipment reports	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6688, Dated 6/29/00 OCN 0575, LC46, Daily Shipment Report, PB Cycle 6689, Dated 6/30/00 Shipment Recap LC 46, Monthly Totals dated 6/30/00						
3147	7/3/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6688, Dated 6/29/00						
3148	7/3/00	15:13		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: Five additional Blackhawk Ids	Hope this is satisfactory. Do not believe any of these five already have a Blackhawk UID. Please let me know if you need any additional information. Sure appreciate your help getting these issued as soon as reasonably possible.					BlackhawkUserId RequestForm	
3149	7/3/00	18:24		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-165 Facilities Local Service Center - Customer Care (Other) - California					clecc_00-165.doc	
3150	7/3/00	18:36 - 18:51		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #633, loss of working pairs						
3151	7/4/00	18:27 - 18:44		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #635, loss of exchange cable						
3152	7/5/00	7:00	5	GEIS	called LSC	TG resource			reset toolbar PW							
3153	7/5/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6689, Dated 6/30/00 Shipment Recap LC 46, Monthly Totals dated 6/30/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3154	7/5/00	9:30		TG resource	Email to PB account manager, IS Call Center	TG resource	PB account manager, IS Call Center	TG resource, TG resource, TG resource,TG resource	Attn. Ryan Re: Vantive # 3364187 - Recurring Service Not registered problem for Napa in DataGate	Our developers report our DataGate Service Not Registered problem is back! We thought and hoped a permanent fix was in place. Please let us know what the problem is, when it is fixed, and how it was fixed.						
3155	7/5/00	10:22		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: What would we need to do ReqTyp=E Resale?	Do not believe there is an immediate need to act on this, but having the requirements in hand sure helps avoid unexpected problems down the road.						
3156	7/5/00	11:56		TG resource	Email to TG resource	TG resource, TG resource	PB account manager	PB account manager, TG resource, TG resource, TG resource	RE: Follow-up on 6/27 E911 Locked PacBell TN (Vantive # 3373769)	As of last Friday I was still unable to access the E911 database for NAPA. I'll keep trying and perhaps contact them today. I never heard from the IS call center regarding the Vantive ticket #3373769.						
3157	7/5/00	12:30		PB account manager	Email to TG resource, TG resource, TG resource	TG resource, TG resource, TG resource, TG resource	PB account manager		FW: Returned mail: too many hops 19 (17 max) from redacted e-mail via localhost,to TG resource **redacted e-mail**	again too many hops - could you please share this as necessary within your system						
3158	7/5/00	12:39		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource	FW: Returned mail: too many hops 19 (17 max) from redacted e-mail via localhost,to TG resource **redacted e-mail**	PB account manager - Thanks! Did forward to others copied in original message. TG resource - Thanks for remembering the ticket was submitted for TG resource/						
3159	7/5/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (4)	Bills: $178.20, Account 0237192395 555N6160, Statement Date 6/19/00 2) $86.72, Account 0234207069 555S0066, Statement Date 6/20/00 3) $143.77, Account 0237172395 555N8160, Statement Date 6/17/00 4) $171.82, Account 0234197069 555S3066 Statement Date 6/19/00						
3160	7/5/00			Pacific Bell	Mail to Camino Comm				Camino Comm bills (3)	Bill: $239.12, Account 0234207198 555S4066, Statement Date 6/20/00 2) $367.23, Account 0234197198 555S7066, Statement Date 6/19/00 3) $291.75, Account 0237197198 555N4160, Statement Date 6/19/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3161	7/5/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (3)	Bills: 1) $551.51, Account 0237198702 555N1160, Statement Date 6/19/00 2) $271.82, Account 0234228702 555S9066, Statement Date 6/22/00 3) $199.86, Account 0234198702 555S4066, Statement Date 6/19/00						
3162	7/5/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (2)	Bills: 1) $485.18, Account 0234198416 555S1066, Statement Date 6/19/00 2) $109.63, Account 0237198416 555N8160, Statement Date 6/19/00						
3163	7/5/00	15:44		PB account manager	Email to TG resource, IS Call Center	TG resource	PB account manager, IS Call Center	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	Re: Attn. Ryan Re: Vantive #3364187- Recurring Service Not Registered problem for Napa in Datagate	did you cal the IS Call Center on Monday about this? Or today? I have sent them a follow up email, asking for status.						
3164	7/5/00	16:01		PB account manager	Email to TG resource, TG resource	TG resource	TG resource		Vantive Ticket 3373769	Just got a message from PB resource a the IS Call Center saying that he had closed this ticket about access to E911. According to him, it was a user training issue, once the password had been reset last week. Could you please confirm that you are now able to access the Gateway.						
3165	7/5/00	16:51		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-103 PACIFIC BELL Final Requirements for the Proposed September 23, 2000 Exception Release Based on the June 20, 2000					cleccs_00-103.doc	
3166	7/5/00	21:07 - 21:25		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #636, loss of carrier system						
3167	7/6/00	13:30	1	TG resource	VMX to PB account manager	TG resource	PB account manager		Missed Coordinated Hot Cuts	TG resource reported that we missed several previously scheduled CHC's the past few days due to internal test administration issues. LOC did call suggesting we Supp to cancel or change the due dates on these. TG resource asked why jeopardies were not sent.						
3168	7/6/00	14:35 - 14:53		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 638, 639, loss of carrier systems						
3169	7/6/00	15:50	4	PB account manager	Phone TG resource	TG resource	PB account manager		Missed Coordinated Hot Cuts	PB account manager said we did not receive jeopardies because it was not PacBell's problem, but was due to our own inaction.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3170	7/6/00	17:06		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	RE: LNPL Orders FOCed But Not Completed	Spent most of the day researching these PON's. Couple issues: Due to some issues on our side, we missed about a dozen CHC's scheduled 7/3 or 7/5. We have received calls from the LOC on several of these recommending we Supp to cancel or Supp to a new due date (with or without CHC requested). We will do so ASAP. There are a large number of missed due dates where CHC was not requested (10 have SOC'ed and 15 have not), but only four Jeopardy notices received. I understand from your VMX this PM that in the case where we missed a CHC, Pacific will not issue a Jeopardy as it was not a PacBell problem. But thought you should be aware of both of these issues, and hope you may be able to shed some light on the missing Jeopardies.					LNPLOrdsFocNot Soc.doc	
3171	7/6/00	18:30		TG resource	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	RE: LNPL Orders FOCed But Not Completed	please call me first thing Friday morning so we can discuss this. It's not completely clear to me what we've got here. Are you ordering services with CHC, FDT or neither? I trust it is not the last choice, since these are migration of loop orders (REQTYP A as well as REQTYP B) so if no FDT or CHC, the end user will lose service during the migration. Also, if the orders are supp'd, you have to include the FDT or CHC on the supp. If you omit it, some Reps might question what is going on - since it is so unusual to migrate without FDT or CHC. I talked to a few other people about whether a jeopardy should follow CHC orders that are never called cut. It sounds as if you are getting a courtesy call from the LOC on the due date or day after, following up to see what happened. The LOC will change the order to "open", awaiting your supp or cancel. Consensus is that you should eventually get a jeopardy but it won't be right away. This is again highly unusual (to have CLEC not call at all on the day of the cut) so I don't see a Jeop code that fits - I suspect you may ge						
3172	7/6/00	20:15		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECC00-166 Area Wide Centrex Product Introduction (Ordering and Provisioning)					clecc_00-166.doc	
3173	7/6/00	20:53		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECCS00-105 PACIFIC BELL Exception Request to Return New Informational Codes for Address Mismatch on Manual Loop Qualification Requests (Business Processes)					cleccs_00-105.doc	
3174	7/6/00	23:43		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: E911 Vantive Ticket 3373769	what is the problem with Blackhawk? If it looks like the same password expired situation, could you contact the IS Call Center - probably better if it is not "TG resource"						

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3175	7/7/00	9:56	1	TG resource	VMX to PB account manager	TG resource	PB account manager		Missed Coordinated Hot Cuts	TG resource said we will call again after a 10AM call. He also told PB account manager we would cancel the LNP with Loop orders calling for the missed CHC's, and start fresh.						
3176	7/7/00	10:31		TG resource	Email to TG resource	TG resource, TG resource	PB account manager	PB account manager, TG resource, TG resource, TG resource	Blackhawk SecurID and E911 Access	Understand Napa E911 access is now OK. Camino and Discovery are also OK. Am I correct in my understanding the problem with Blackhawk E911 access is the SecurID is dead (no display visible)? If so, please stop by so we can call the ISC, and arrange return of the old and obtaining a new one. By now, PW likely needs re-setting anyway.						
3177	7/7/00	11:15	1	PB account manager	VMX to TG resource	TG resource	PB account manager		Contacts During Vacation	PB account manager said she will be on vacation next week. We can call PB resource after Customer Care and LSC.						
3178	7/7/00	11:37	1	TG resource	VMX to PB account manager	TG resource, TG resource	PB account manager		Missed Coordinated Hot Cuts	TG resource said he would page PB account manager.						
3179	7/7/00	11:39	1	TG resource	Page PB account manager	TG resource	PB account manager		Missed Coordinated Hot Cuts							
3180	7/7/00	11:45	12	PB account manager	Phone TG resource	TG resource, TG resource	PB account manager		Missed Coordinated Hot Cuts, E911 Vantive #3373769, DataGate Vantive #3364187, Busy CFA's, Support Calls, New UID's, LEX Test	TG resource said we convinced TA to cancel our LNP with Loop orders which missed CHC's or were Supp'ed without CHC. TG resource mentioned we have started to receive Jeopardies on the CHC's we did not call. PB account manager said Jeopardies would eventually be sent, even though the failure was not theirs. She also said Supp's are not necessarily X-coded. TG resource said he would call ISC regarding our broken Blackhawk E911 SecurID Vantive #3373769. Now that our T1 is back, after one-day outage, TG resource said he will call ISC about our recurring DataGate access problem Vantive #3364187. TG resource said we are OK with our upgrade to DataGate 10 before 7/22. TG resource asked how real CLEC's resolve busy CFA disputes, where PacBell shows it busy, while CLEC says it should be vacant. PB account manager said either CLEC's can re-issue order with different CFA, or pay PacBell to dispatch a tech to verify CFA status. PB account manager said we should call Customer Care or LSC for standard calls, especially while she is on vacation next week. PB account manager said we can call PB resource if our five new						

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3181	7/7/00	12:56		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	RE: LNPL Orders FOCed But Not Completed	Glad to hear in our conversation a bit ago that you will place supps to cancel all these and that any future LNP Loop migrations will have either FDT or TBCC						
3182	7/7/00	12:59		PB account manager	Email to TG resource, TG resource, TG resource, TG resource	TG resource	PB account manager		Vacation Coverage	Just wanted to recap coverage for next week when I will be on vacation and unavailable. Your first contact should be the Customer Care group in the LSC and then your LSC Service Manager (names on the contact sheets provided earlier, or ask the Customer Care person for the name). PB resource will be available next week; easiest to reach her by pager redacted. PB resource is also on vacation, so no backup there. PB resource can help if you need assistance with "Account Manager" type stuff (i.e., escalation to IS Call Center; additional passwords). She is on redacted.						
3183	7/7/00	13:15	11	TG resource	Phone IS Call Center	TG resource, TG resource	PB resource		Broken Blackhawk E911 SecurID.	TG resource asked what to do to repair or replace her broken SecurID. PB resource said send it to PB resource (OBC22-V-06), redacted, St. Louis, MO, 63101, along with her UID. TG resource said we would send overnight to expedite fix and return.						
3184	7/7/00	14:38		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-167 Notification of Line Sharing "embedded" Connecting Facility Assignment (CFA) inventory changes (Network Operations)					clecc_00-167.doc	
3185	7/7/00	20:19		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-168 Revision to EASY 8 Promotions					clecc_00-168.doc	
3186	7/7/00	20:32		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-169 Pacific Bell Tandem Office Rehome Scheduled for LATA 730 (Ordering and Provisioning)					clecc_00-169.doc	

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3187	7/7/00	20:36		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-170 The Rocklin 11 (RCKLCAredacted) DSO will area transfer appx. 10,800 lines into the Tocklin 01 (RCKLACAredacted) DSO on July 22, 2000, and July 23, 2000 and establish the 435 prefix in the 916 are code (Network Operations)					clecc_00-170.doc	
3188	7/7/00	20:39		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-106 PACIFIC BELL Initial Requirements for EDI/CORBA Local Pre-Ordering Exception Request Release 2.4 for September 24, 2000 and Enhancement to Current Version of 2.3					cleccs_00-106.doc	
3189	7/7/00	23:09		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-107 PACIFIC BELL Revision to Final Requirements Exception Request for July 22nd EDI/CORBA Local pre-Ordering Release 2.3.0					cleccs_00-107.doc	
3190	7/7/00	23:11		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-108 PACIFIC BELL Service Order Request Status Via the CLEC Toolbar					cleccs_00-108.doc	
3191	7/7/00	23:13		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-109 PACIFIC BELL Final Requirements for July 22nd Verigate Release					cleccs_00-109.doc	
3192	7/8/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (2)	Bills: $147.79, Account 0237202395 555N3160, Statement Date 6/20/00 2) $196.47, Account 0234257069 555S5066, Statement Date 6/25/00						
3193	7/8/00			Pacific Bell	Mail to Camino Comm				Camino Comm bills (3)	Bill: $602.05, Account 0234257198 555S9066, Statement Date 6/25/00 2) $265.22, Account 0237237198 555N8160 Statement Date 6/23/00 3) $258.20, Account 0237207198 555N1160, Statement Date 6/20/00						
3194	7/8/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (4)	Bills: 1) $366.35, Account 0234208702 555S1066, Statement Date 6/20/00 2) $143.36, Account 0234258702 555S6066 Statement Date 6/25/00 3) $157.87, Account0237228702 555N6160, Statement Date 6/22/00 4) $113.94, Account 0234138702 555S0066, Statement Date 6/13/00						
3195	7/8/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (3)	Bills: 1) $524.35, Account 0234258416 555S3066, Statement Date 6/25/00 2) $165.68, Account 0237228416 555N3160, Statement Date 6/22/00 3) $405.56, Account 0237208416 555N5160, Statement Date 6/20/00						
3196	7/9/00	19:10 - 19:27		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #641, all calls dropped						
3197	7/10/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Paper shipment reports	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6692 Dated 7/6/00						
3198	7/10/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Paper shipment reports	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6692, Dated 7/6/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3199	7/10/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Paper shipment reports	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6692, Dated 7/6/00						
3200	7/10/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6692 Dated 7/6/00						
3201	7/10/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Invoice to Blackhawk Comm	Account 2735302329891160N dated June 26,2000, $322.42						
3202	7/10/00	8:30		Pacific Bell	Airborne Express to Blackhawk/Discovery Comm				Invoice to Blackhawk and Discovery Comm	Blackhawk Comm Invoices: *Account 2735302517734160N dated 6/26/00, $30,244.75 *Account 2735302518694160N dated 6/26/00, $88.70 *2725302474562160N dated 6/26/00, $377.72 *Account 2725302473384160N dated 6/26/00, $3,969.85 *Account 2725302472421160N dated 6/26/00, $45.78 *Account 2725302471814160N dated 6/26/00, $715.58 *Account 3735302519495066S dated 6/26/00, $9,066.22 *Account 3725302470819066S dated 6/26/00, $74.30 *Account 3725302469820066S dated 6/26/00, $42.80 *Account 3725302468361066S dated 6/26/00, $2,750.74 *Account 3725302466764066S dated 6/26/00, $795.35 Discovery Comm Invoices: *Account 2735302481110160N dated 6/26/00, $6,970.76 *Account 2725302480503160N dated 6/26/00, $1,199.14 *Account 2725302477140160N dated 6/26/00, $133.33 *Account 3735302487854066S dated 6/26/00, $1,299.37						
3203	7/10/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bill	Bills: $18.74, Account 0237252395 555N8160, Statement Date 6/25/00						
3204	7/10/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $258.97, Account 0237257198 555N6160, Statement Date 6/25/00						
3205	7/10/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: $177.22, Account 0237268702 555N2160, Statement Date 6/26/00						
3206	7/10/00	15:00 - 21:00		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #643, all calls in progress dropped						
3207	7/10/00	15:28		TG resource	Email to IS Call Center	TG resource	IS Call Center	TG resource, TG resource, TG resource, TG resource, PB account manager, TG resource	Attn. Ryan Re: Vantive # 3364187 - Napa DataGate is back up OK	Our developers report that although they had problems accessing DataGate this AM, we are now able to access OK. Request Vantive ticket #3364187 remain open until we go through a weekend without recurring problems next Monday.						

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3208	7/11/00	3:43		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-110 PACIFIC BELL LSR REMARKS Clarification for Electronic Ordering					cleccs_00-110.doc	
3209	7/11/00	4:57		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-111 PACIFIC BELL Initial Requirements Exception request for DataGate Local Pre-Ordering Release 11.1 and Enhancement to Current version 10.0 for September 24, 2000					cleccs_00-111.doc	
3210	7/11/00	11:52 - 21:52		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 644, 646-650 loss of carrier system, loss of two toll cables, service interruption						
3211	7/11/00	14:25		Pacific Bell Data Integrity Unit	Fax to TG resource	TG resource	PB resource		TNs require unlocak transaction	Fax : The following TNs have been migrated by PB and require the unlock transaction to be sent through the MS Gateway - redacted						
3212	7/11/00	19:31		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-171 Clarification of Security access and Security ID card charges					clecc_00-171.doc	
3213	7/11/00	19:38		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-172 Notification of Reclaiming Unused or Warehoused Space from Collocators					clecc_00-172.doc	
3214	7/12/00	7:15	10	GEIS	called ID Call Center	TG resource			got password reset							
3215	7/12/00	18:47		PB resource	Email to TG resource	TG resource	PB resource		FW: unlock request	I faxed over an unlock request form yesterday and I was curious to know if youdid receive my request my fax. It was in regards to tn redacted. Could you please let me know if you did receive the fax.						
3216	7/12/00	19:00		TG resource	Email to PB resource	TG resource	PB resource	PB account manager, TG resource, TG resource, TG resource, TG resource, TG resource	RE: unlock request	PB resource -Thanks very much for following up via E-mail. Turns out I am in SF today. Our Administrator TG resource collects our faxes, so am copying her to verify if we did receive your fax yesterday. I am also copying TG resource, who handles our E911 gateway access. I know TG resource did have a problem unlocking an earlier request (reported to IS Call Center as Vantive ticket #3373769on 6/27). In that case, believe our Account Manager kindly arranged for the TN unlock.TG resource - Would you please try to unlock this one (after reviewing the fax request TG resource should have received)? If unsuccessful, another call to the ISC is warranted, as well as a reply to this audience. If I am unavailable, please check with TG resource or TG resource for additional direction if needed. Believe PB account manager is out until Monday. PB resource or PB resource may be able to solicit help if necessary.						
3217	7/12/00	21:30- 21:46		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 652, loss of carrier system						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3218	7/12/00	23:34		TG resource	Email to PB account manager, TG resource, TG resource	TG resource, TG resource, TG resource	PB account manager		Phone Contacts 7/1-7/12	TG resource attaches few calls he has had so far this month (incorporated into this log)						
3219	7/13/00	5:48		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-173 FCC Number Resource Optimization Order 99-200 (Network Operations)					clecc_00-173.doc	
3220	7/13/00	12:27		TG resource	Email to PB resource	TG resource	PB resource	PB account manager, TG resource, TG resource, TG resource, TG resource, TG resource	RE: unlock request	I have sent an unlock transaction in the E911 database for redacted. The Batch ID is C1601L. Please let me know if there is anything else needed.						
3221	7/13/00	12:35		PB resource	Email to TG resource	TG resource	PB resource		RE: unlock request	Thanks for unlocking the tn. Do you know approx. how long until it will show up unlocked. I just checked and it's not showing up yet.						
3222	7/13/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (2)	Bills: $475.22, Account 0234287069 555s2066, Statement Date 6/28/00 2) $260.75, Account 0237012395 555N6160, Statement Date 7/1/00						
3223	7/13/00			Pacific Bell	Mail to Discovery Comm				Discovery Customer Service Record	Customer Service Record dated 6/25/00, Account 6265689466, $18.85						
3224	7/13/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $286.53, Account 0237017198 555N4160, Statement Date 7/1/00						
3225	7/13/00			Pacific Bell	Mail to Camino Comm				Camino Customer Service Record	Customer Service Record dated 6/25/00, Account 6503474326, $19.38						
3226	7/13/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (2)	Bill: $179.76, Account 0234288702 555S3066, Statement Date 6/28/00 2) $324.49, Account 0237018702 555N1160, Statement Date 7/1/00						
3227	7/13/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (2)	Bill: $324.87, Account 0237018416 555N8160, Statement Date 7/1/00 2) $476.00, Account 0234288416 555S0066, Statement Date 6/28/00						
3228	713/00	14:44 - 15:03		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 654, 655 loss of working cable pairs, all calls in progress dropped						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3229	7/13/00	19:10		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	FDT restriction on LNP Orders	Is it okay for us to specify an FDT on stand-alone LNP order using any time during the business day?						
3230	7/14/00	9:37		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECCS00-113 PACIFIC BELL Electronic Ordering Availability During Release Weekend August 11-13, 2000					cleccs_00-113.doc	
3231	7/14/00	10:23		TG resource	Email to PB account manager, TG resource called ID Call Center	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	RE: FDT restriction on LNP Orders	Follow up: Are there any x-coding implications in your answer to this question?						
3232	7/14/00	12:35	5 GEIS	Center	TG resource			got password reset							
3233	7/14/00			Pacific Bell	Mail to Camino Comm				Camino Comm bills (2)	Bills: $177.97, Account 0237027198 555N3160, Statement Date 7/2/00 2) $18.50, Account 0234027198 555S6066, Statement Date 7/2/00						
3234	7/14/00			Pacific Bell	Mail to Camino Comm				Camino Customer Service Records (2)	Customer Service Record dated 7/1/00, Account 9164544217, $13.62 Customer Service Record dated 7/2/00, Account 5105365477, $24.29						
3235	7/14/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: $130.24, Account 0234028416 555S0066, Statement Date 7/2/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3236	7/14/00	14:58-23:52		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 658-661 loss of exchange cable, loss of carrier system, damage to exchange cables						
3237	7/14/00	20:17		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECC00-174 "Notification of SBC/CLEC Broadband Service Trial Meeting - California"					clecc_00-174.doc	
3238	7/15/00	12:11:00 AM - 22:01		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 661, 662 damage to exchange cables, loss of carrier systems						
3239	7/15/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $330.51, Account 0234057198 555S3066, Statement Date 7/5/00						
3240	7/15/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: $446.35, Account 0234058702 555S0066, Statement Date 7/5/00 2) $324.49, Account 0237018702 555N1160, Statement Date 7/1/00						
3241	7/15/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: $311.19, Account 0234058416 555S7066, Statement Date 7/5/00						
3242	7/15/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: $311.44, Account 0234052395 555S5066, Statement Date 7/5/00						
3243	7/16/00	2:21 - 3:02		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 663, 664 lloss of exchange cables, no dial tone						
3244	7/17/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Paper shipment reports	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6697 Dated 7/13/00						
3245	7/17/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Paper shipment reports	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6697, Dated 7/13/00						
3246	7/17/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Paper shipment reports	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6697, Dated 7/13/00						
3247	7/17/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6697, Dated 7/13/00						
3248	7/17/00	9:45	10	GEIS	called ID Call Center	TG resource			got password reset							
3249	7/17/00	12:11		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECCS00-114 PACIFIC BELL Update to Final Requirements Exception Request for the August 12th EDI/LSR Ordering Release Based on the July 12th Walk-through					cleccs_00-114.doc	
3250	7/17/00	13:38	1	PB account manager	VMX to TG resource	TG resource	PB account manager		DataGate Vantive #3364187	PB account manager queried whether we are able to access DataGate this Monday.						
3251	7/17/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $199.03, Account 0234047198 555S4066, Statement Date 7/4/00						
3252	7/17/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills	Bill: $609.99, Account 0234048702 555S1066, Statement Date 7/4/00 2) $140.92, Account 0237048702 555N8160, Statement Date 7/4/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3253	7/17/00			Pacific Bell Data Integrity Unit	E9-1-1 Fax	TG resource	PB resource		Blackhawk Comm Fax	Fax : The following TNs have been migrated by PB and require the unlock transaction to be sent through the MS Gateway - redacted						
3254	7/17/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: $80.54, Account 0237048416 555N5160, Statement Date 7/4/00						
3255	7/17/00	16:32-20:30		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 667, 668 loss of carrier system						
3256	7/17/00	16:55	1	PB account manager	VMX to TG resource	TG resource	PB account manager		DataGate Vantive #3364187	PB account manager called again to ask about DataGate access. She said she would try TG resource to find out.						
3257	7/17/00	18:21		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource	FW: T47870 Compl 0707 BHCpk0705 Blackhawk	don't know if PB resource was able to get these to you last week while I was on vacation - attachment					BHCpk0705.xls	
3258	7/17/00	20:09		PB account manager	Email to TG resource, TG resource, TG resource, TG resource, TG resource	TG resource, TG resource, TG resource, TG resource, TG resource	PB account manager	TG resource	RE: Phone Contacts 7/1 - 7/12	only thing I noticed is with regard to receipt or lack thereof of Jeopardy notices (item on line 3). I believe when we spoke later, you mentioned that you had in fact received some Jeopardy notices for these orders. Jeopardies should eventually be sent by us on these orders, even though the "failure" to complete the hot cut is due to you not calling the order in to the LOC.						
3259	7/18/00	3:35-21:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 670-672 loss of carrier sytems, loss of exchange cable						
3260	7/18/00	10:08	92	TG resource	Phone IS Call Center	TG resource, TG resource, TG resource, TG resource, TG resource	PB resource (ISC), PB resource (Middleware), TG resource (Network), PB resource (Directory Services), PB resource (DataGate)		DataGate Vantive #3364187	Team attempted to diagnose recurring Service Not Registered message when attempting to access DataGate 8.0. PB resource sees our connection at firewall, but PB resource does not see us beyond there. PB resource verified our DataGate 8.0 server was down. She also said weekly problem was due to a syntax error in a start-up script, which has been fixed.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3261	7/18/00	11:46		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource, TG resource	RE: Vantive 3364187 DataGate resolution	Turns out DataGate version 8.0 was not running. It is now back up, and we are connected OK. PB resource did tell us the 'long term' fix for our weekly Service_Not_Registered problem was correcting a syntax error in a directory server start-up script. So now that we are OK with DataGate 8.0 once again, we will move to version 10.0 ASAP. Just have some configuration management to attend to on our side.						
3262	7/18/00	12:18		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: E9-1-1 Fax	I can contact the Management Supervisor in the E911 group to request that TN redacted be unlocked - but 1) are you sure it is your TN? 2) what kind of service was it for Blackhawk? Also, when do you expect to get your Blackhawk SecurId? I trust it is coming express delivery; should I follow up on this?						
3263	7/18/00	13:30		TG resource	Email to PB account manager, TG resource	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: E9-1-1 Fax	Just checked our records and found that this new single line residential Loop with Port service SOC'ed on 2/8/00 for Blackhawk. Account was set-up for redacted customer,redacted Clovis, CA, 93611. Subsequent activity added features on two separate occasions, and changed her to non-listed directory status. I found no record of a disconnect (although I may not have been looking in all the right places).						
3264	7/18/00	13:51		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource	LEX IDs for new release	One loose end I found from the first week of July is we still owed you a request for a couple UID's to test and access the coming LEX release. Think you said there may have been a new form to use. But I just checked the form for multiple ID's and there is a box to check for test/training. So here is our request forTG resources. Assume it is OK to have both test and production ID's for the same individuals…					BlackhawkTestUserIDReqForm.xls	
3265	7/18/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $84.32, Account 0237077198 555N8160, Statement Date 7/7/00						
3266	7/18/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: $10.47, Account 0237078702 555N5160, Statement Date 7/7/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3267	7/18/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (2)	Bill: $359.61, Account 0234078416 555S5066, Statement Date 7/7/00 2) $215.80, Account 0237078416 555N2160, Statement Date 7/7/00						
3268	7/18/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm Bills (2)	Bill: $193.52, Account 0234072395 555S3066, Statement Date 7/7/00 2) $25.34, Account 0237072395 555N0160						
3269	7/18/00	14:34		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource	RE: Phone Contacts 7/1 - 7/12	TG resource thanks PB account manager for the appropriate clarification and asks TG resource to revise comments highlighted in tan.						
3270	7/18/00	16:53		TG resource	Email to PB account manager	TG resource	PB account manager	TAM resource, TAM resource, TAM resource, TG resource, TG resource, TG resource	Another toll-free support call re: Discovery erroneously on bill	Believe your assessment was correct regarding redacted customer. Got word today she is a CLEC 3 customer. Received another similar call at 9:23AM PDT today. redacted customer's message indicates she just received a bill for redacted # which indicates her local provider is Discovery (with our toll-free number). I just tried calling her back at her contact (work) number redacted, and left a message for her to call me directly. She did just call (while I was typing) and confirms that she changed her local service to CLEC 3 on July 1. Questions are how does this get corrected (case by case) and is there a way to scan the billing DB to correct any other errors of this type (new CLEC 3 customers) so we do not continue to receive increasing numbers of calls of this type?						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3271	7/18/00	18:10		PB account manager	Email to TG resource	TG resource	PB account manager	TAM resource, TAM resource, TG resource, TG resource, TG resource	RE: another toll-free support call re: Discovery erroneously on bill	I think I've figured this one out. There is a table that provides the English language name to go with the OCN/SPID when an End User moves to a CLEC. Discovery and CLEC 3 have the same SPID. For various reasons, Discovery has been used as the English name in some situations. I think I've found the person who controls the relevant table and we can hopefully get the change made promptly. In the interim, the correct referral TN for CLEC 3 is **redacted.**						
3272	7/18/00	18:14		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource, TG resource,TG resource, Tg resource, TG resource, TG resource, TG resource, TG resource	RE: FDT restriction on LNP Orders	sorry to be so late in responding. There is no restriction on the FDT time for LNP. With the 10-digit trigger technology that we offer on almost every product (the last exception I knew of was DID in a 5E switch and this may have been fixed by now), you control the time of the cut. We do our part - the disconnect of the TN - at 10pm (Monday through Friday; I think Saturday may be a bit earlier: do you need me to verify?) or the FDT time, whichever is later. In response to TG resource's additional question, no there is no impact on X vs W coding of the due date. Those codes relate to the date not the time.						
3273	7/18/00	21:19		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-115 PACIFIC BELL Initial Retirement Notice for Pre-order Loop Pre-Qualification in PREMIS					cleccs_00-115.doc	
3274	7/19/00	12:45		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource	RE: E9-1-1 Fax	TN has been unlocked. This was another problem with a TN disconnected as part of an outside move. Perhaps you could check your records for any other Outside Move with TN change requests. I can then make sure the TNs are unlocked.						
3275	7/19/00	12:57		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource	RE: LEX Ids for new release	I've submitted the user id requests and asked for an expedite. Do you know what timeframe you'd like for doing this testing? Do you have specific test cases and/or queries you want to use?						
3276	7/19/00	17:27-17:45		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #673 no dial tone						
3277	7/20/00	10:00	5	GEIS	called ID Call Center	TG resource			password was revoked	password application crash, so IS Call Center will call back with ID						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3278	7/20/00	10:42-15:21		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #674-676 all calls dropped, loss of carrier system, loss of fiber cable						
3279	7/20/00	16:14		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource	X Coded Orders	I have a question on the X-coded orders that I would appreciate some help on. If we enter an order, provide a due date that correctly falls within the due date interval, then subsequently we Supp the order to change the due date to a later date that would not meet the original due date intervals, will that order now become X-coded ? Do not want to run the risk of trying to fix orders only to have them excluded at a later date,						
3280	7/20/00	16:24		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource	RE: X Coded Orders	If you place an order today with the standard interval (W coded) and then supp it to change the Due Date, the supp'd order will be W if the NEW INTERVAL is standard and X if the NEW INTERVAL is non-standard. Not sure how this relates to fixing orders. Give me a call if it would help to talk through a few scenarios.						
3281	7/20/00	20:44		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager		Blackhawk's LEX Test Request	Here's a possible tracking sheet for the LEX testing. Let me know if this covers the scenarios you want to cover. If you want more scenarios, I can go back to PB resource's team to get them. Also, any idea of timeframe? I have put in the request for the user ids; don't know when they will be available					Blackhawk Test Cases.xls	
3282	7/20/00	22:36		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-175 Confirmation and Agenda for July 27th CLEC User Forum Meeting - California					clecc_00-175.doc	
3283	7/20/00	22:40		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-176 Confirmation and Agenda for the July 26th Quarterly Change Management Process Meeting - California					clecc_00-176.doc	
3284	7/20/00	22:42		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-116 PACIFIC BELL New Block ID Process for OSS Process					cleccs_00-116.doc	
3285	7/21/00	10:10	30	TG resource	Call to IS Call Center	TG resource	PB resource		Vantive # 3516427	Datagate service not running						
3286	7/21/00	10:16		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource	RE: X Coded Orders	Thanks! But how about the case where the original order was X-coded, but a Supp was issued which uses the appropriate standard interval? Does the order become W coded or remain X coded?						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3287	7/21/00	11:19		TG resource	Email to PB account manager	TG resource	PB account manager	TAM resource, TAM resource, TG resource, TG resource, TG resource, TG resource	RE: another toll-free support call re: Discovery erroneously on bill	TAM resource suggests that since we have no known future need for Discovery to share CLEC 3 SPID, perhaps you could remove Discovery's association with CLEC 3 SPID, which would hopefully prevent future recurrence of this problem. While we understand our case is caused by our Pseudo-CLEC relationship sharing real CLEC facilities, how does PacBell avoid similar problems with real CLEC's who may lease facilities from other CLEC's?						
3288	7/21/00	11:40		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TAM resource TG resource, TG resource	FW: Friendly - redacted	from TAM resource:We have a friendly- redacred- that said that we were responsible for his main line being disconnected. He said that on June 20th the Pac Bell installers came out to install a line for Blackhhawk Communications. He already had 3 lines and the additional line was installed before he could deny access. He told them to take out the line but instead they took out his main line and he was without service for two weeks. He put in several trouble tickets and the installers were out 4 times before they got his main number restored. I told redacted customer that we would investigate and get back with him. Can you verify the following information through Pac Bell?1. When were the Pac Bell installers out to his home? 2. When were the trouble tickets called in? 3. What happened that it took them 4 times to repair his line? 4. Did Pac Bell charge him for the installation? Below is the address of the Friendly and his main phone number along with the						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3289	7/21/00	13:26		PB account manager	Email to TG resource	TG resource	PB account manager	TAM resource, TAM resource, TG resource, TG resource, TG resource, TG resource	RE: another toll-free support call re: Discovery erroneously on bill	Frankly, I don't know of situations in which CLECs share a SPID without being related companies. Even a CLEC that is using facilities of another CLEC would have its own SPID as far as I know; but if for some reason they chose to share the SPID, then they would have the same problem with referrals. For example, our 611 referral system uses a "shadow" of the NPAC database. Once a TN is ported, all we know about it is the SPID shown in NPAC. So all callers will receive the same recording regardless of which individual company (as identified by OCN and/or ACNA) is providing service to the end user. Yes, I will re-distribute the CLEC Profile today, removing the SPID for Discovery.						
3290	7/21/00	13:36		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: Discovery SPID removal, and couple other items!	Thanks for your speedy reply and assistance with Discovery SPID removal. Is there any way to tell if there were others converting to CLEC 3 who may have also received the same message regarding Discovery on their bills, but who chose not to call us? It would be great to correct all if possible before any subsequent bills are sent. We will research to try to identify any additional moves with TN changes which result in locked E911 TN's. And will respond ASAP with plans for LEX testing. (By the way, thanks for the related LEX testing suggestions.)						
3291	7/21/00	13:40		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager		FW: T5147 BHCpk0720 Compl 0721 Blackhawk	here are the "regular" Blackhawk ids for the 2 people who will be doing the LEX Release testing. There is a second step to get permission for the testbed; that should be coming shortly.					BHCpk0720.xls	
3292	7/21/00	14:35		TG resource	Email to PB account manager, TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource	RE: T5147 BHCpk0720 Compl 0721 Blackhawk	Thanks! That was fast (three days)!!!						
3293	7/21/00	16:27		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	FW: PacBell End User Order Confirmations	TG resource forwards confirmations from TAM resource and informs PB account manager: sure would appreciate your insight on this. Would certainly be a comfort to know this was an artifact of our Pseudo-CLEC set-up.						
3294	7/21/00	17:39-21:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #679, 680, 682 all calls dropped, damage to exchange cables						

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3295	7/21/00	18:37		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TAM resource, TG resource, TG resource	RE: Friendly- **redacted**	Is this really the right PON number? I have someone researching the trouble ticket but they can't find anything that ties it back to this PON....						
3296	7/22/00	2:37-19:59		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial # 683, 685 loss of carrier systems						
3297	7/22/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $139.14, Account 0234087198 555S0066, Statement Date 7/8/00						
3298	7/22/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: $129.89, Account 0234107069 555s2066, Statement Date 7/10/00						
3299	7/24/00	9:01		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TAM resource, TG resource, TG resource	Another mis-directed Discovery call?	Received a call on our toll free support line at 12:58AM yesterday (Sunday July 23) from an as yet unidentified woman at **redacted #**, who said a PacBell message told her she is served by Discovery. She said she is receiving annoying radio through her phone and wants it removed. I will call her at a civil hour this AM to get additional details, and refer her to CLEC 3 if they are her requested local provider.						
3300	7/24/00	11:43		PB account manager	Email to TG resource	TG resource	PB account manager		RE: Another mis-directed Discovery call?	always a new wrinkle. I sure hope she's not on P*B service, if she is really getting radio transmissions through her telephone line....						
3301	7/24/00	12:18		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	FYI: Locked E911 TNs due to outside move with TN change	Just wanted you to know we are working on this, and hope to have more info by 7/26						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
										received ring no answer. Questions I plan to ask to assist our investigation include: Is this the phone number with the problem, with reported service supplied by Discovery? If not, what is the number?How did you learn that Discovery may be providing your service, and find Discovery's toll free number?Has a request recently been made to have local service changed to a new provider? If so, to whom, and when was the request made? What is the name and address associated with the problem phone number?If she replies that she requested service be changed to CLEC 3 I will explain that the problem is likely an administrative error on the bill only, and that her service likely is provided by CLEC 3 I will suggest she call CLEC 3 (redacted) to verify they are indeed providing her service, and if so, to rectify the radio noise problem.						
3302	7/24/00	12:47		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: Another mis-directed Discovery call?							
3303	7/24/00	13:13		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: Another mis-directed Discovery call?	sounds like a good plan to me. Keep me posted.						
3304	7/24/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $365.29, Account 0234117198 555s5066, Statement Date 7/11/00 2) $245.80, Account 0237117198 555N2160, Statement Date 7/11/00						
3305	7/24/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: $617.11, Account 0237118702 555N9160, Statement Date 7/11/00						
3306	7/24/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bill	Bill: $381.73, Account 0237118416 555N6160, Statement Date 7/11/00 2) $75.39, Account 0234118416 555S9066						
3307	7/24/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bill	Bill: $92.24, Account 0234117069 555S1066 Statement Date 7/11/00 2) $408.48, Account 0237112395 555N4160, Statement Date 7/11/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3308	7/24/00			Pacific Bell	Mail to Discovery Comm				Discovery Customer Service Record	Discovery Customer Service Record dated 7/7/00, Account 4087276507, $16.18						
3309	7/24/00			Pacific Bell	Mail to Camino Comm				Camino Customer Service Record	Camino Customer Service Record dated 7/11/00, Account 9164578347, $13.62						
3310	7/24/00	15:30	20	TG resource	Phone with PB account manager	TG resource	PB account manager		LNPO orders	Discussed LNPO orders and how they the FDT works. PB account manager explained about the 10 digit trigger setting prior to the due date for an LNPO order; how LNP works generally and the difference with Intra and inter switch connections. Explained the 10:00pm default due time and what P*B does at that time. I have written up more detailed notes on this in my own project notes,						
3311	7/24/00	15:25-16:24		Pacific Bell`	Fax to Napa Telecommunicatio ns	TG resource	PB resource		Napa/Blackhawk 30-day CNR cancellation notifications	Faxes regarding 30-day CNR Notification						
3312	7/24/00	16:34		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource	Customer Not Ready	You should have received two faxes today, listing PONS that are more than 30 days old and are still in "Customer Not Ready" status. Hopefully you can send the appropriate supps to cancel. If you have any questions, please let me know.The LSC person working this effort saw my name as Account Manager on both accounts, so asked me about both of them at the same time. I gave TG resource's name for the first CLEC she asked me about (Blackhawk); then used TG resource's for the second (Napa). I explained the same fax number by saving it was "sort of a service bureau type arrangement".... The CNR group is downstream from the regular LSC order processing, so hopefully this won't raise any questions.						
3313	7/24/00	16:58		TG resource	Email to PB account manager, TG resource, TG resource	TG resource, TG resource	PB account manager	TG resource, TG resource, TG resource, TAM resource, TAM resource, TG resource	RE: Customer Not Ready	Thanks for the heads-up. TG resource and I received notices for a total of 9 orders (4 Napa and 5 Blackhawk). I will research in the AM, and will advise of disposition as soon as research is complete.						

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3314	7/24/00	17:18		TAM resource	Email to TG resource, PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TAM resource, TAM resource, TG resource	RE: Friendly- redacted	I am not sure if we are looking under the right account. redacted customer's home phone line was the one that was changed, so if there were trouble tickets reported they would have been reported under that number redacted. Also today, redacted customer faxed me a copy of his Pac Bell bill which has installation charges for that same number of $120. He would like a credit for this amount plus compensation for his main telephone line being disconnected for two weeks because of the crossing of his lines by the repair men. If you could look under his main telephone number and answer the question that were posed in the first email to you, I would greatly appreciate it. Thanks for your help.						
3315	7/24/00	17:49-20:23		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 688, 689 loss of toll cable, loss of exchange cables						
3316	7/24/00	19:08		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECC00-177 Project Identification For All Mini-Project Activity Types - California					clecc_00-177.doc	
3317	7/24/00	19:12		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECC00-178 Announcement of the E911/Directory Listing Fix-it Team Meeting California					clecc_00-178.doc	
3318	7/24/00	19:13		Accessible Letter	Email to TG resource	TG resource		redacted e-mail	Accessible Letter	CLECC00-179 Notification of Basic Business Access Promotion (Ordering & Provisioning)					clecc_00-179.doc	
3319	7/24/00	19:57		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: PacBell End User Order Confirmations	See Related Notes						Pac Bell End User Order Confirmations
3320	7/25/00	7:02-7:18		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #690, loss of carrier system						
3321	7/25/00	8:30		Pacific Bell	Airborne Express to Napa Telecom				Paper shipment reports	OCN 6169, LC46, Daily Shipment Report, PB Cycle 6702 Dated 7/20/00						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3322	7/25/00	8:30		Pacific Bell	Airborne Express to Camino Comm				Paper shipment reports	OCN 7265, LC46, Daily Shipment Report, PB Cycle 6702, Dated 7/20/00						
3323	7/25/00	8:30		Pacific Bell	Airborne Express to Discovery Comm				Paper shipment reports	OCN 0575, LC46, Daily Shipment Report, PB Cycle 6702, Dated 7/20/00						
3324	7/25/00	8:30		Pacific Bell	Airborne Express to Blackhawk Comm				Paper shipment reports	OCN 8587, LC46, Daily Shipment Report, PB Cycle 6702 Dated 7/20/00						
3325	7/25/00	8:54		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource	RE: PacBell End User Order Confirmations	Thanks PB account manager for your prompt reply. TAM resource please advise if you need any further inestigation. Will let you share info as you feel is appropriate.						
3326	7/25/00	9:16		TG resource	Email to TAM resource, TAM resource	TG resource	PB account manager	TG resource, TG resource, PB account manager, TG resource	RE: Friendly-redacted	Since I do not believe redacted customer's main phone number was part of our test, we would have no trouble ticket records on that number. With your additional information, perhaps PB account manager can better check from a PacBell perspective. TAM resource - how would you envision allocation of any appropriate compensation to redacted customer? Should we set-up a call to discuss this, and perhaps other current customer issues?						
3327	7/25/00	9:30		TAM resource	Email to PB account manager, TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource, TAM resource	RE: PacBell End User Order Confirmations	I understand the sequence of events you described. It makes perfect sense that Pacific is maintaining service to the customer until the conversion order works. Would the LSC rep normally suppress the notification letter in a case like this since it would be confusing for a customer to be told he was being connected to Pacific when he had just placed an order to be converted to a CLEC? This would also require PAcific to expect the CLEC was in contact with their customer about the delay (for whatever reason) of the conversion.						

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3328	7/25/00	9:44		TAM resource	Email to TG resource, TAM resource, TAM resource	TG resource	PB account manager	TG resource, TG resource, PB account manager, TG resource, TAM resource	RE: Friendly- redacted and possible call today	Thanks for following up on this with PB account manager. Regarding any compensation (the installation charge and the out of service adjustment) for redacted customer, we wanted to see what reports Pacific had from him. If they have reports on his main number and they took several visits to resolve it, as he says, then I think the compensation should come from Pacific as a bill adjustment. They may also have some kind of service guarantee program. His CBO is getting a check for him for his participation. (FYI - he said someone else signed him up). The bottom line is we could issue a compensation check to him since our order apparently started the whole thing. TAM resource has explained to him that we are investigating with Pacific to see what they are responsible for. Regarding a call for customer issues, do you want to stay on after the risk call today? I don't think we need to discuss with the PUC. Each situation has been so unique, I don't know how we would have avoided them.						
3329	7/25/00	11:34		TG resource	Email to PB account manager, TG resource, TAM resource, TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource	RE: Customer Not Ready	TG resource submits what he has found so far - nine orders (all DS1). TAM resources - How would you prefer to handle these? Cancel and re-issue, or Supp to a new due date (with new channel/pair where needed)? TG resource - I will stop down shortly to ensure these orders get back to Marketing if not already there.						

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3330	7/25/00	13:48		TG resource	Phone call to IS Call Center	TG resource	PB resource		Vantive ticket # 3539791	When I called back at 16:40 EDT, the 16091 port referenced below was down again. The Firewall/Datagate Support person restarted it and also checked logs to see if there were any indications of why the port went down from the time he had restarted it at 16:00 EDT. He found no log entries (my assumption is that this probably indicates an ungraceful shutdown, otherwise it probably would have a log entry). I did mention the observation about the afternoon (EDT) NDM timeouts that we were observing over the past few weeks and perhaps our possible observation Datagate interruptions occurring around the same time. PB resource started a new ticket for this:Pacbell Middleware Ticket Number: 3541821 that I could use to give a more detailed time and dates of observed outages, assuming they keep happening. The IS Call Center left ticket number 3539791 open and referenced the new middleware ticket.						
3331	7/25/00	16:31		TG resource	Email to TG resource, PB account manager	TG resource, TG resource	PB account manager	TG resource, TG resource, GXS EDI TEAM, TG resource	RE: CPUC/PacBell Datagate Down Issue	See Related Notes						Pac Bell End User Order Confirmations

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3332	7/25/00	16:44		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	Follow up onone, and another CLEC 3/Discovery mix-up	Did reach a redacted customer at redacted # at 8:55AM PDT today after several unanswered attempts yesterday. Still do not have confirmation they should be served by CLEC 3 although suspect that is the case. Have arranged to call this evening to speak with the woman who initiated the query. Service address is redacted Mtn. View, CA 94043. Meanwhile, took another message from redacted customer at redacted # at 5:36PM EDT yesterday, indicating she received mail indicating she is now served by Discovery. I spoke with her at 9AM PDT this morning, and she confirmed she should be served by CLEC 3 and has in fact received a bill from CLEC 3 I gave her the CLEC 3 redacted number, and explained that the appearance of Discovery was an administrative error. I left her my direct number in case she receives anything else regarding Discovery.Will these CLEC 3/Discovery bill errors be corrected before the next bill goes out to those people we have reported so far? Sure appreciate						
3333	7/25/00	16:57		TG resource	Email to PB account manager, TAM resource, TG resource	TG resource, TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: Customer Not Ready	TG resource submits additional information in red. TAM resource please see Marketing issues on BH27821PE000714 and BH30321PE000706.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3334	7/25/00	17:03		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource, TG resource	FYI: CPUC/PacBell Datagate Down Issue	Thought you should be aware that we are still having intermittent problems with DataGate access. TG resource has some interesting observations relative to NDM which might provide some help rectifying this. Thanks!						
3335	7/25/00	17:42		PB account manager	Email to TG resource	TG resource	PB account manager		RE: Customer Not Ready	by the way, colors are not showing in your message. I assume you will respond to LSC directly once you hear back from PB resource - could you please send me a "cc" so I know this is complete.						
3336	7/25/00	17:48		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: follow-up on one, and another CLEC 3/Discovery mix-up	not sure what bills you are concerned about in your last paragraph. The message in error is a single line, embedded in the Other Charges and Credits on the End User's final Pacific Bell bill. There should not be another P*B bill rendered. Future bills will be rendered by CLEC 3. Thanks for clarifying the situation with these end users. Keep me posted.						
3337	7/25/00	17:52		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-180 E9-1-1 Revised Data Integrity Unit Error Code Job Aid					clecc_00-180.doc	
3338	7/25/00	17:31		TG resource	Email to TG resource, PB account manager	TG resource, TG resource	PB account manager	TG resource, TG resource, GXS EDI TEAM, TG resource	RE: CPUC/PacBell Datagate Down Issue	See Related Notes						CPUCPacbell Datagate Down Issue
3339	7/25/00	18:35		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-181 Notification of Central Offices Unavailable for Physical Collocation Space (Ordering & Provisioning)					clecc_00-181.doc	
3340	7/25/00	18:39-21:20		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 691-694 loss of subscriber loop carrier, loss of carrier system						
3341	7/25/00	18:45		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-182 Notification of Collocation Service Center Address Change (Ordering & Provisioning)					clecc_00-182.doc	
3342	7/25/00	18:47		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-117 PACIFIC BELL Clarification to the Final Requirements for the September 23, 2000 Exception Release Based on the July 12, 2000 Walk-through					cleccs_00-117.doc	
3343	7/26/00	8:43		TG resource	Email to TG resource, TG resource, PB account manager	TG resource, TG resource, TG resource, TG resource	PB account manager	TG resource, TG resource, GXS EDI TEAM, TG resource	RE: CPUC/PacBell Datagate Down Issue	Thanks again for the update TG resource All, we will need to continue to monitor this situation. Anytime there is an outage we should notify this distribution. TG resource automatically is notified if the EDI send/receive via NDM goes down. We have no similar notification for Datagate.						

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3344	7/26/00	8:47		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource	RE: Follo2	Your explanation makes sense. I do ask the affected customers to call me if they see any other references to Discovery.						
3345	7/26/00	8:57		TG resource	Email to TG resource	TG resource, TG resource	PB account manager	PB account manager, TG resource, TG resource	FW: Customer Not Ready	When we have determined what to do about each of these, please have two different members of the team each place a separate call to the LSC, one each for Napa and Blackhawk, to confirm disposition of these orders.						
3346	7/26/00	9:00		Pacific Bell	Airborne Express to Napa/Camino				Invoices to Napa/Camino	Napa Invoices dated 7/14/00: * 3735562488701066S, $23007.61 * 3725562490035066S, $1172.88 *3725562491454066S, $133.97 * 3725562492048066S, $2944.85 * 2725562500334160N, $974.88 * 2725562499829160N, $2602.50 * 2725562498808160N, $42.49 * 2725562495628160N, $921.27 * 2735562496922160N, $10365.24 * 2735562494517160N, $308.94 Camino Invoices dated 7/14/00: *3735562501301066S, $3994.03 *3725562504126066S, $2202.70 *3725562502313066S, $4031.34 *2735562509766160N, $6188.43 *2725562512663160N, $94.72 *2725562511257160N, $934.85 *2725562510182160N, $1917.18						
3347	7/26/00	11:56		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager		RE: Blackhawk's LEX Test Request	please let me know how/if you want to proceed with LEX Release testing. I have gotten the test ids, but would like to agree on time frames, test cases, etc. before we proceed further. See also Accessible Letter CLECCS00-100						
3348	7/26/00	14:00		Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bill	Bill: $133.02, Account 0234138702 555S0066, dated 7/13/00						
3349	7/26/00	18:50-23:52		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 697-700, loss of exchange cables, cut 100 pair cable, water intrusion						
3350	7/26/00	20:07		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-183 New FAX Numbers for Customer Service Request - Customer Care (Ordering & Provisioning)					clecc_00-183.doc	
3351	7/26/00	20:19	1	PB account manager	VMX to TG resource	TG resource	PB account manager		New EDI CD-ROM	PB account manager said she has a new CD-ROM of EDI documentation distributed by PB resource at a CLEC workshop this week. She is busy tomorrow, but could arrange a drop off or pick-up while TG resource is in San Francisco this week.						

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3352	7/26/00	*20:22	2	TG resource	VMX to PB account manager	TG resource	PB account manager		New EDI CD-ROM, Discovery Customer Problem	TG resource said he is interested in the new CD ROM if we can arrange it. Also told her redacted customer redacted # said when she called PacBell for service hook-up, they told her her number is served by Discovery. TG resource wonders if this number was owned by CLEC 3 with the previous tenant, or if the previous tenant was a friendly account.						
3353	7/27/00	1:05		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: follow-up on one, and another CLEC 3/Discovery mix-up	As mentioned in my VMX earlier this evening, I did finally speak with redacted customer at about 8:10PM PDT. She has apparently just moved in, and called PacBell customer service as her selected local provider. Apparently, the person she spoke with checked her TN, and told her she is served by Discovery, giving redacted customer our toll free number. I wonder if the previous tenants never disconnected their service, and were possibly served by CLEC 3 Anyway, she does indeed want to be a PacBell customer. Can you possibly verify which local company is the real provider for redacted #? If it is CLEC 3 I have no problem calling redacted customer back, and giving her the CLEC 3 toll-free TAM resource - Do I recall your folks already searched for this TN and came up empty?						
3354	7/27/00	*8:21	1	PB account manager	VMX to TG resource	TG resource	PB account manager		New EDI CD-ROM	PB account manager said she is available until 9AM or between 2:30-5:00PM today.						
3355	7/27/00	*8:35	2	TG resource	Phone PB account manager	TG resource	PB account manager		New EDI CD-ROM	TG resource said he will try to stop by between 2:30 and 5:00PM today. PB account manager asked TG resource to call or page her when he arrives.						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
										we would know that they had moved out - but I will see if someone can check into the theory that the location & TN were CLEC 3. In any event, you could go back to redacted customer and explain that you (Discovery) are not currently offering service in that area and give her the TN for CLEC 3. If you like, you could also give her the TN for PB (redacted). We do have a process for "abandoned premises", which is our name for situations in which the phone service is still active but the customer has moved out. We notify the current provider, requesting that they issue an order to disconnect the existing service.						
3356	7/27/00	11:43		PB account manager	Email to TG resource	TG resource, TG resource, TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource	RE: follow-up on one, and another CLEC 3/Discovery mix-up							
3357	7/27/00	11:47		PB account manager	Email to TG resource, TG resource, TG resource	TG resource, TG resource, TG resource	PB account manager	TG resource	RE: Blakchawk's LEX Test Request	Remember the window for testing the August 12 release closes at the end of next week, August 4.						
3358	7/27/00	12:06-23:22		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 703-706, loss of carrier systems,						
3359	7/27/00	12:55		TG resource	Email to PB account manager, TG resource, TG resource	TG resource, TG resource, TG resource	PB account manager	TG resource	RE: Blackhawk's LEX Test Request	Apologize for not getting back to you sooner. We are trying to coordinate our resources. Spoke with TG resource earlier today (yesterday on the East coast). Expect any formal testing would be limited - primarily want to see the new screen layouts to note any significant changes. Have shared the AL documenting this.TG resources -Is TG resource the best person, due to his recent activities? In any case, once assigned, we need to pick a time, a few representative test cases, and let PB account manager know. New release rolls 8/12. If we cannot do it next week, may not be worth pursuing.						

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3360	7/27/00	*15:45	20	TG resource	Meet with PB account manager	TG resource	PB account manager		New EDI CD-ROM & DataGate Documentation, Customer Problems, Vantive Issue Resolution	PB account manager gave TG resource the following documentation: EDI CD dated July 2000, as given to participants in PB resource's EDI training class, similar to that TG resource attended last year. She also gave TG resource two DataGate documents: A revised document replacing the document that was entitled DataGate Client/Service User Guide. The new material is crafted specifically for CLECs and is now called "DataGate Middleware DataGate 3.3.1 User Guide for CLECs". It can be found on the Website in the ISCall Center section/Job Aids, which is accessible by those using DataGate. In addition, she gave TG resource a copy of the current version of the "CLEC Access to SBC Systems with DataGate", Revision 8, dated May 24, 2000. Again, this is on the ISCall Center website, available to CLECs who are using DataGate. PB account manager suggested TG resource check to see if redacted customer's address was a friendly address, then to call redacted customer and let her know she may call PacBell if she wishes to be served by PacBell, or CLEC 3 if she wishes to be serv						
3361	7/27/00	16:25		TG resource	Email to TG resource, PB account manager, TAM resource, TG resource	TG resource, TG resource, TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource, TG resource	Napa - Customer Not Ready	TG resource lists the completed Napa orders. He called the LSC on all four orders (had to make two calls as they will only handle 3 orders at a time) Passed on the information as described above and they said they were noting the action						
3362	7/27/00	19:00		PB account manager	Paperwork given to TG resource	TG resource	PB account manager		DataGate Middleware	DataGate 3.3.1 User Guide for CLECs						
3363	7/27/00	19:00		PB account manager	Paperwork given to TG resource	TG resource	PB account manager		CLECC Access to SBC Systems with DataGate	CLECC Access to SBC Systems with DataGate						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3364	7/27/00	20:08		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager		Updates to Documentation	Nice to see TG resource briefly today. This will confirm the documentation I gave him. EDI CD dated July 2000. This is given to participants in PB resource's EDI training class, similar to that TG resource attended last year. Since it is training material, it is not distributed to all current EDI users - they should already have all the relevant information such as TCIF Guidelines. EDI Mapping Matrices, etc. Other item was for Datagate. I gave TG resource two documents. We have revised and replaced the document that was entitled DataGate Client/Service User Guide. The new material is crafted specifically for CLECs and is now called "DataGate Middleware DataGate 3.3.1 User Guide for CLECs". Since this is training material that is distributed to people taking the class, it is not distributed to existing users. It is on the Website in the ISCall Center section/Job Aids, which is accessible by those using DataGate. In addition, I gave TG resource a copy of the current version of the "CLEC Access to SBC Systems with DataGate". We are now up to Revision 8, dated May 24, 2000. / are using DataGate. Let me know if questions.						
3365	7/27/00	21:02		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-184 Field Entries for Interconnection/LISA Voice & Data Combined Traffic (Ordering & Provisioning)					clecc_00-184.doc	
3366	7/27/00	21:03		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-118 PACIFIC BELL Final Requirements for LEX Modifications for August 12, 2000					cleccs_00-118.doc	
3367	7/28/00	0:04		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TAM resource, TAM resource, TG resource, TG resource	RE: Resolution of Vantive tickets	Do not believe we have seen a response to this query as yet. We were requested today by the Test Administrator and CPUC to ask again, and request a reply within the next three business days. If you are not able to respond by Wednesday AM 8/2, this will be escalated through the established TAB process (TG to TA to CPUC to TAB members). We truly appreciate your help in resolving these questions.						
3368	7/28/00	0:38		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TAM resource, TAM resource, TG resource, TG resource	CHC DD-2 call still required?	TG resource today mentioned that an LOC technician told one of our order entry team that they no longer required the two day CHC advance call from the CLEC, and that a call one half hour in advance of the CHC would suffice. Was this just one person's view, or has the process been streamlined? If so, have the associated documents been modified accordingly?						
3369	7/28/00	11:22		TG resource	Email to TG resource, PB account manager	TG resource, TG resource	PB account manager	TG resource	RE: CHC DD-2 call still required?	Please note that this was for an CHC on an LNPO order only.						

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3370	7/28/00	12:28		PB account manager	Email to TG resource, TG resource	TG resource, TG resource	PB account manager	TAM resource, TAM resource, TG resource, TG resource, TG resource	RE: CHC DD-2 call still required?	TG resource's response to TG resource's initial question is the answer here. The 48 hour advance call is required when physical work is required to re-use the central office facilities (i.e., swinging the jumpers for the local loop so that it terminates at your cage instead of our switch). It is not applicable to orders that are dispatched to the field. The 48 hour advance call is not required for LNP Only. In terms of documentation, see Accessible Letters CLECC99-298 about CO work vs dispatched orders. Accessible Letter CLECC00-103 as clarified by CLECC00-160 has a chart that shows the steps and intervals for LNP with Loop and also Standalone LNP. The section that says "48 hour notification" for LNP with loop includes contact info for the LOC (including the email option introduced earlier this year). The section for Standalone LNP simply gives the 60 minute window; no reference to an advance call. Let me know if questions						
3371	7/28/00	12:41-20:18		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 707-712, no dial tone, loss of carrier systems, loss of network element						
3372	7/28/00	14:57		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	SOC After Jeopardy	A little over a week ago we discussed on the phone a couple of orders where the P*B tech reported access problems while attempting to test an order, we received a verbal jeopardy, and while we were deciding on our next course of action, the order SOCd. Three PONs that go back to end of May that I think I gave you were:E258252000073 E258252000090 E258252000067 Have you had a chance to find out anything on this issue yet ?						
3373	7/28/00	17:49		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: Resolution of Vantive tickets	See Related Notes						Resolution of Vantive tickets
3374	7/28/00	17:52		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource	RE: Resolution of Vantive tickets	I realize there was a different distribution list for this email than your original request, so I wanted to make sure everyone got a copy of my response. I trust this closes the issue. I will be out of the office on Monday July 31, returning August 1. Given your due date of August 3, please leave me a voice mail as well as an email if you need additional work done on this by that date.						
3375	7/28/00	18:42		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-186 Notification of Date Change for Dedicated Optical Ring Service (DORS) (ordering & provisioning)					clecc_00-186.doc	
3376	7/28/00	18:44		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECC00-187 Revision to E9-1-1 Revised Data Integrity Unit Error Code Job Aid					clecc_00-187.doc	

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3377	7/28/00	19:03		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TAM resource, TG resource, TG resource, TG resource	RE: follow-up on one, and another CLEC 3/Discovery mix-up	From what we've found to date, i don't think this is the same CLEC 3/Discovery shared SPID problem. Were you able to find if you had ever installed this TN? We are continuing to research and should have an answer by the time I return to the office on Tuesday am.						
3378	7/28/00	20:10		PB account manager	Email to TG resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: SOC After Jeopardy	Here's what I have found out so far. As you noted in your email, all the "Jeopardies" were verbals; none of these had Jeops sent electronically to you. It seems reasonable to me that you would get Completions in these cases, given the scenarios below. Let me know if you need more. PON E258252000067. This is the order that had the firetruck on prem; the tech was re-routed and completed the work later. ATR did not appear on the SORD, either because you didn't request it or because it wasn't preceded by /RMK (and therefore was not displayed to the LSC Rep). PON E258252000073. EU refused access; dog in yard, etc so verbal Jeopardy. Tech was re-routed and was unable to tag the service but they did complete the work. Again, ATR did not appear on the SORD, either because you didn't request it or because it wasn't preceded by /RMK (and therefore was not displayed to the LSC Rep). PON E258252000090. ATR did appear on the SORD (because it was a "flow through" order, the /RMK issue does not apply). Again, no Jeopardy was sent. Tech must have been re-routed because the notes show that the						

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3379	7/28/00	21:00		TG resource	Email to TAM resource, TG resource, TAM resource	TG resource	PB account manager	TG resource, TG resource, TG resource, TAM resource	RE: Friendly redacted & possible call today	We looked at the orders for redacted customer. The first loop order was installed June 23. redacted customer reported trouble on June 27 and we tested this ok. When he reported trouble again, the tech ended up installing a new inside wire jack ($120) on his retail line. It is not clear from our notes whether this was related to the resolution of the problem or whether he took the opportunity to request that the installer put in an additional jack. Assuming that the TN you assigned to redacted customer's UNE Loop was redacted, it appears that this was connected to a jack that he thought was his retail line. Even if our tech improperly tagged the new loop at the prem, someone had to make the connection on the Inside Wire side of the NID. This could have been one of the repair techs (since he does have our Repair Plan) or redacted customer and/or his several roommates could have done some inside wire connection work and connected to the wrong termination. Either could have						
3380	7/29/00	1:44-2:55		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s713, 714, loss of carrier systems						
3381	7/29/00	13:43		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource	RE: Friendly redacted & possible call today	Thanks, hope this does it!						

Ref #	Date	Time (EDT)	Length (min's)	Initiator	Type	GEIS Contact	PacBell Contact	Other Parties	Subject	Comments	Actions:	Owner	Due Date	Status	Associated Documents	Related Notes
3382	7/29/00	13:53		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	RE: Resolution of Vantive tickets	Thanks for your timely reply, will advise ASAP if further info is requested.						
3383	7/29/00			Pacific Bell	Mail to Camino Comm				Camino Comm bill	Bill: $181.33, Account 0234147198 555S2066, Statement Date 7/14/00						
3384	7/29/00			Pacific Bell	Mail to Napa Telecomm				Napa Telecomm bills (2)	Bill: $130.17, Account 0237138702 555N7160, Statement Date 7/13/00 2) $268.71, Account 0234148702 555S9066, Statement Date 7/14/00						
3385	7/29/00			Pacific Bell	Mail to Blackhawk Comm				Blackhawk Comm bills (2)	Bills: $9.30, Account 0237138416 555N4160, Statement Date 7/13/00 2) $183.28, Account 0234148416 555S6066, Statement Date 7/14/00						
3386	7/29/00			Pacific Bell	Mail to Discovery Comm				Discovery Comm bills (3)	Bill: $92.24, Account 0234117069 555S1066 Statement Date 7/11/00 2) $408.48, Account 0237112395 555N4160, Statement Date 7/11/00						
3387	7/30/00	18:42-18:59		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #716, loss of exchange cables						
3388	7/31/00	11:18		TG resource	Email to PB account manager, TAM resource	TG resource	PB account manager	TAM resource, TG resource, TG resource, TG resource, TG resource	Blackhawk - Customer Not Ready	Follow up on the five Blackhawk Orders: BH27921PE000474: This order was re-issued 7/26, with a due date of 8/3 BH27821PE000714: Entering a SUPP to cancel 7/31/00 BH30221PE000713: SOCd on 7/27 BH28821PE000516: Oder SUPPd to cancel 7/25 BH30321PE000706: This was due date 7/3, still trying to get some testing completed.						
3389	7/31/00	13:11		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-119 PACIFIC BELL Exception Request Regarding the delay in Implementing the July 30th Enhancements to Toolbar Version 6.0.0					cleccs_00-119.doc	
3390	7/31/00	13:14		Accessible Letter	Email to TG resource	TG resource	redacted e-mail		Accessible Letter	CLECCS00-120 PACIFIC BELL Exception Request for Verigate Release 6.7.1					cleccs_00-120.doc	
3391	7/31/00	16:20		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TAM resource, TG resource	Follow up on Resolution of Vantive tickets - one question	I was able to find the three document updates you noted (3.4 3/6/00, 3.5 3/16/00, and 3.6 3/28/00) referenced on clec.sbc.com under IS Call Center "What's New". Only observation is the 3/6 document release is listed on 3/7, and it appears the DG V.9.0.x and DG V.8.0.x revisions are transposed. Believe V.9.0.x should be revision 4.3, while V.8.0.x should be 3.4 (these are reversed). For Vantive #2658856 (opened 2/9/00; closed 2/14/00), on the issue of repeating CIC list, where resolution involved a PB software correction, did the software correction follow established PacBell Change Management procedures?						

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3392	7/31/00	16:25	1	TG resource	VMX to PB account manager	TG resource	PB account manager		Vantive Issue Resolution	TG resource told PB account manager he had just sent a follow-up E-mail indicating that he found the DataGate document updates under the IS Call Center area of the clec.sbc.com website, in the "What's New?" listings, and he also asked if the repeating CIC software correction followed PacBell Change Management procedures.						
3393	7/31/00	16:31		TG resource	Email to PB account manager	TG resource	PB account manager	TG resource, TG resource, TG resource, TG resource	Phone/conference contacts for 7/17 - 7/31	Here are my contacts for the last half of July. Please feel free to comment as always.					PacBellContactD HM2000Jul31	
3394	7/31/00	16:55-21:35		Pacific Bell	Fax to Blackhawk, Camino, Discovery, Napa Telecomm				Outage Notifications	Serial #s 719, 720 loss of carrier systems						