Retail to UNE-P Migration

- The CLEC issues a single UNE-P local service request ("LSR") to the ILEC following the prescribed Ordering and Billing Forum ("OBF") procedures. This LSR is issued using electronic data interface ("EDI") or the ILEC-provided graphical user interface ("GUI"). The CLEC need only provide the customer's name and telephone number. Directory listings can remain the same, and service address information and E911 information are not required by the ILEC.

- The ILEC EDI translator checks the order to ensure that key fields are correct and, via the same computer system, returns a Firm Order Confirmation (FOC) or an electronic error message (reject or clarification) to the CLEC. The FOC provides the due date for the completion of the programming necessary to complete the order.

- If an error message is issued, the CLEC must resubmit the order, restarting the process.

- The order then electronically "flows through" to the ILEC service order processor, where the internal service orders necessary to make the switch programming changes and billing changes necessary for the migration to UNE-P are generated. Flowthrough ensures that errors are minimized by allowing the service orders to be created mechanically, rather than typed by a service representative. Most ILECs are now achieving well more than 90% flowthrough for standard UNE-P POTS service orders.

- The ILEC internal service orders initiate the internal service order provisioning process, including the implementation of switch feature changes. Migration orders do not require the dispatch of technicians to the frame because the programming changes are made at the switch and can be completed totally electronically. The physical facilities (loop and cross connect) are not changed in any way.

- Once the switch translations work is complete, the internal ILEC systems send the CLEC a Service Order Completion ("SOC") notifier. At this point, the customer has "migrated" to the CLEC.

- The ILEC completes its internal migration process by updating its internal customer service records ("CSR") and billing records to stop billing the customer directly and to begin issuing wholesale bills to the CLEC. Some ILECs also send a second notifier, the Billing Completion Notifier, ("BCN") to the CLEC. This final notifier is generally sent between 1 to 5 days after the internal ILEC billing systems are updated and confirms to the CLEC that the customer has been migrated and billing can begin.