

Retail to UNE-L Migration

- The CLEC issues an electronic order to the ILEC requesting that the customer be moved from the ILEC switch to the CLEC switch. Unlike a UNE-P order which requires only the customer's name and telephone number and the features that the customer will be purchasing, the UNE-L order must include the customer's name and telephone number (some companies may require more), and information on the collocation cage to which the loop will be transferred and the channel facility assignment (pair) to which the loop will be terminated.
- The CLEC also will create internal orders to send to the National Number Portability Assignment Center the LIDB provider, and the E911 center serving the customer to establish ownership of the customer's number at the appropriate time. These orders must be timed to coordinate with the orders issued by the ILEC. For example, the ILEC order to unlock the E911 database should be complete prior to the CLEC order to accept responsibility for the record and lock the database. These orders may fall out at any time causing additional customer problems.
- The ILEC EDI translation software will accept or reject the order and return a FOC or clarification/reject to the CLEC. The ILEC service order processor may now be able to create the internal orders necessary to migrate the customer to UNE-L. If it cannot, the orders will need to be entered manually by service center personnel. Fallout rates for UNE-L orders are higher than those for UNE-P. If the order does not flow through the system, the ILEC service order personnel will need to type the orders. Unlike a UNE-P migration, multiple related service orders must be created for a UNE-L transition – generally, the local service center personnel must create a Disconnect (D) order to remove the customer from the ILEC switch; a New (N) order to move the loop from the MDF to the CLEC collocation equipment; and a Change (C) order to change the billing to the CLEC from UNE-P to UNE-L. Directory listing orders may also have to be created, as well as a request to unlock the E911 data base to allow the CLEC to “claim” the customer and a “trigger” order to route calls to the customer via the local number portability data base rather than the ILEC switch.
- The internal ILEC service orders are routed to the technicians responsible for the UNE-L cutover. These technicians must “find” the customer's circuit at the main distribution frame by manually clipping onto the loop and “listening” for dial tone, wire in a jumper cable which will allow the loop to be extended to the CLEC's collocation equipment, and prepare for the cutover. The frame personnel should also check for dial tone at the CLEC end of the collocation, ensuring that the CLEC switch will have dial tone for the customer when he/she migrates.
- On the day of the cut, the ILEC runs the jumper to the CLEC collocation cage and notifies the CLEC that the cut has been made. When the CLEC receives the cut notification, it must complete the local number portability transaction by issuing a

“claiming” order to the NPAC. The customer will have dial tone during this process but will be unable to receive calls until the NPAC transaction is completed.

- The ILEC will issue a service order completion notification to the CLEC.
- The ILEC will complete the internal work required to change the billing to the CLEC from UNE-P to UNE-L. The customer’s CSR will be removed from the ILEC systems.