



Maine, New Hampshire, and Vermont

Jeopardy Notification

Version 1.1

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Table of Contents

OVERVIEW	1.0
LSR JEOPARDY CODE DEFINITION... ..	2.0
SAMPLE LSOG 9 JEOPARDY NOTIFICATION... ..	3.0
ERROR MESSAGES FOR 1P JEOPARDY CODE.....	4.0

1.0 Overview

Currently, Fidium returns a confirmation to the CLEC when the Local Service Request (LSR) is in risk of missing the confirmed due date and/or to gain information required to continue processing an LSR. The confirmation is known as a Jeopardy Notification and is sent on LSRs that have returned a Local Response (LR) via the Razorflow VFO GUI or EDI and prior to receipt of a Billing Completion Notice (BCN). The intention of this document is to provide further clarification on the processing of electronic jeopardies. NOTE: If incorrect LSR information is identified prior to the LSR being sent, the CLEC receives a query rather than a jeopardy notification and the process described in this document is not applicable.

2.0 LSR JEOPARDY TYPES AND CORRECTIVE ACTION

Fidium's electronic jeopardy notification provides CLECs with the majority of the reasons for jeopardies. The following table shows the jeopardy reason codes, definition and action to be taken.

Reason Code (RCODE)	Definition	Fidium Action	CLEC Action
1A	Interoffice Facility Shortage, Company facilities	An electronic jeopardy will be generated for invalid cable/pair. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Fidium will complete the job and a provisioning completion notice (PCN) will be generated.	Issue a supplement (SUP) order to change the cable/pair info or cancel the order. If PCN is not received in 5 business days after jeopardy is cleared, contact the WSC.
1B	Scheduling/Work Load	An electronic jeopardy will be generated with or without a new due date. Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. A new due date will be offered. If accepted, the electronic jeopardy will reflect the agreed upon date.	If the new due date sent is accepted: No further action required. If new due date sent is not accepted: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date. If a new due date is not sent: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.

1C	Customer Not Ready	An electronic jeopardy will be generated with or without a new due date.	If the new due date sent is accepted: No further action required. If new due date sent is not accepted: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date. If a new due date is not sent: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.
Reason Code (RCODE)	Definition	Fidium Action	CLEC Action
1G	No Access to end user premises	An electronic jeopardy will be generated with or without a new due date.	If the new due date sent is accepted: No further action required. If new due date sent is not accepted: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date. If a new due date is not sent: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date.

Reason Code (RCODE)	Definition	Fidium Action	CLEC Action
1K	Natural Disaster	An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Fidium will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC.	If PCN is not received in 5 business days after jeopardy is received, contact the WSC.
1L	Frame Due Time Cannot Be Met	An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Fidium will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC.	If PCN is not received in 5 business days after jeopardy is received, contact the WSC.

1P	Other	An electronic jeopardy will be generated with either a standard error message as defined in section 4.0. An electronic jeopardy can be generated after a PCN with a standard error message proceeded by JPP.	For a standard error message: Send a SUP to correct. This could include: SUP 1 to cancel request SUP 2 to change due date SUP 3 to change the identified fields For jeopardy received after PCN: No Sup required by Fidium, close out PON on CLEC side only.
2B (For transaction type BB only)	Pending Facilities	Fidium Technician waiting for facilities to be assigned. When issue is resolved we will resend a confirm or request Supplement.	CLEC will submit a Supplement after resolution if required.
Reason Code (RCODE)	Definition	Fidium Action	CLEC Action
3G (For transaction type BB only)	No dial Tone	Fidium Technical calls the CLEC with Dial Tone Errors.	When the Dial tone issue is resolved CLEC will issue a Supplement and begin reprocessing the request.
CB	WSC Follow up	An electronic jeopardy will be generated with or without a new due date	If the new due date sent is accepted: No further action required. If new due date sent is not accepted: Negotiate the next available due date based on the due date availability preorder transaction or standard interval. Additionally, a SUP 2 is required to provide the new due date. If a new due date is not sent, follow up for PCN. If PCN is not received in 5 business days after jeopardy is received, contact the WSC.
CO	Installation Other	An electronic jeopardy will be generated. Additionally, Field Operation Personnel will contact the CLEC using the 800 # and contact name provided on the LSR. When the jeopardy has been cleared, Fidium will complete the job and a provisioning completion notice (PCN) will be generated to the CLEC.	If PCN is not received in 5 business days after jeopardy is received, contact the WSC.
DP	Pending Disconnect	An electronic jeopardy will be generated with the message "PENDING DISCONNECT DUE (date due from pending disconnect). All pending migration service orders will be cancelled.	Send a SUP 1 to cancel the PON.

2.5 Automated JEOPARDY

Jep Code	Definition	When to Use Jep Code	CLEC Interpretation	INTERNAL - Mapped Error Codes	REMARKS sent to CLEC
IA	Interoffice Shortage Facilities	This can be used on the GESW or ASN-EQ tasks when there are no cable pairs available for the specified address	There are no available cable pairs at this location.	Jeop Code IA to be assigned to the order when we receive the following errors on the GESW Gateway Event <i>OSS-120041E- REQUESTED FEEDER CABLE IS NOT AVAILABLE INM6</i> <i>Removed with Incident 10404:</i> <i>OSP-100016E - could_not_trace_till_co</i> <i>OSP-100028E - cpa_address_in_use</i> <i>OSP-100030E - no_ports_available_at_serving_terminal</i> <i>OSP-100039E - Loaded Facility</i> <i>OSP-100041E -Loaded Pairs</i> <i>OSP-100045E -No_serving_termianl_associated_to_address</i> <i>OSS-120002E- NO AVAILABLE DSLAM PORTAT THE LOCATION</i> <i>OSS-120002E - NO DSLAM PORT FOUND THAT CONTAIN CROSSCONNECT WITH SPLITTER DATA PORT OR NODE</i> <i>OSS-120026E - NO FREE CABLE_PAIR AVAILABLE ON MDF-VERTICAL EQUIPMENT FOR CABLE PAIR</i>	Cable and Pair provided is incorrect or unavailable
2B	Pending Facilities	The facilities which have been requested are pending on another order. This jep should only be sent on the APPTS task.	The work should be completed after the facilities become available from the pending order. No further action should be required.	Jeop Code 2B to be assigned to the order when we receive the following jep code from WFM on the Response {APPTS Task} J-G09- Incorrect Facility Assignment J-G10- Facilities Unavailable J-H09 - Incorrect Facility Assignment J-H10 - Facilities Unavailable M-G09- Incorrect Facility Assignment M-G10 - Facilities Unavailable J-H09 - Incorrect Facility Assignment J-H10 - Facilities Unavailable	
3G	No Dial Tone	This is seen when there is a problem activating the TN on the switch. This jep should only be issued on the ACTIVATE task.	There is no further action required from the CLEC. Once the issue is resolved on the switch, the jep can be cleared and the order will continue provisioning.	Do not have error codes mapped to ACTIVATE Task. I will work with ACTIVATION Team to get the list. There will only be a couple of messages for this scenario	
DP	Pending Disconnect	This should be used on the GESW and ASN-EQ tasks and would be seen when a disconnect order is pending on the requested facilities. The pending order has not sent the OSP-CONF. This jep may be cleared once the pending disconnect order has cleared the OSP-CONF task. This jep code can also be used on ASR circuits where the CFA on the ASR is in a pending disconnect for another circuit.	The assignments should be completed after the facilities become available from the pending order. No further action should be required.	Jeop Code DP to be assigned to the order when we receive the following errors on the GESW Gateway Event: OSP-100033E- disconnect_on_pending_circuit_not_valid OSP-100028E - cpa_address_in_use	

3.0 Sample LSOG 9 Jeopardy Notification

Sample LSOG 9 1G Jeopardy Notification

GROUP NAME.....	ADM.....
CCNA	XYZ
PON	MDTEST4012OU32CE
VER	AA
ATN	607 555 2222
LSR_NO	EA20050501000122
ORD	N0803520
INIT	DICK SMITH
D/TSENT	200505011249
REP	REYNOLDS, MARY
TEL_NO	607 555 1234
RT	J
DD	20050508
EC VER	AAC
RCODE	1G
RDET	COMPLETION OF THIS REQUEST IS IN JEOPARDY
AFVRY	Y

Sample LSOG 9 1P Jeopardy Notification

GROUP NAME.....	ADM.....
CCNA	XYZ
PON	MDTEST4012OU32CE
VER	AA
ATN	607 555 2222
LSR_NO	EA20050501000122
ORD	N0803520
INIT	DICK SMITH
D/TSENT	2005050101249
REP	REYNOLDS, MARY
TEL_NO	607 555 1234
RTJ	J
PIA	4
DD	20050508
EC VER	AAC
RCODE	1P
RDET REMARKS	ADDRESS INVALID INVALID APT NUMBER

Sample LSOG 9 1P Jeopardy Notification After PCN

GROUP NAME.....	ADM.....
CCNA	XYZ
PON	MDTEST4012OU32CE
VER	AA
ATN	607 555 2222
LSR_NO	EA20050501000122
ORD	N0803520
INIT	DICK SMITH
D/TSENT	2005050101249
REP	REYNOLDS, MARY
TEL_NO	607 555 1234
RT	J
PIA	4
DD	20050508
EC VER	AAC
RCODE	1P
RDET REMARKS	DUPLICATE PON JPP-END USER NO LONGER ON <i>CLEC</i> PLATFORM

Jeopardy Notification – LSOG 9

- A jeopardy notification is returned to the CLEC on the Local Response with the following fields populated: RT, RCODE, and RDET.
- The RT field is populated with a 'J'

- The RCODE field is populated with a reason code that corresponds to the reason the request may not meet the requested due date. Valid reason codes are 1A, 1B, 1C, 1G, 1K, 1L, 1P, CB, CO.
- The RDET field is populated with 'Completion of this request is in jeopardy' except for 1P.
- The RDET field may identify further details for the service when the reason/jeopardy code for the order is not defined
- The ESDD field currently is not populated, but reserved for future use.
- The AFVR field will be populated with a Y when the RCODE is a 1B, 1C or 1G.
- A jeopardy notification is sent on each service order in jeopardy, which means multiple jeopardy notifications can be received on one LSR if multiple service orders are required to process the LSR.
- The DD field is required on all jeopardies and will be populated with either the current missed DD or a new date. A 1Q reason code is not being used.
- On a company missed jeopardy where no further action is required by the CLEC, a subsequent jeopardy could be generated requiring further CLEC action. For example: a 1C or a 1G could follow a 1B jeopardy.
- The '1P' reason code is returned to the CLEC utilizing the standard jeopardy error messages in Section 4.0 or a generic message of 'Completion of this request is in jeopardy'.
- A '1P' jeopardy received after a PCN will contain JPP as the first entry in the remarks field followed by a standard error message.
- PIA Field will be populated on a 1P jeopardy.

CLEC responsibility to resolve a jeopardy:

- The CLEC must return a SUP to correct a jeopardy condition when the RCODE returned on the jeopardy notification is populated with 1C, 1G.
- To resolve a jeopardy notification, incorrect entries must be corrected, new date due provided (when required), and a SUP 2 or 3 submitted using the original PON number. The same PON number must be submitted with a new version (VER) to clear an existing Jeopardy. In order to retain the telephone numbers, the order must be resubmitted within 5 calendar days; otherwise, the telephone numbers will be lost.
- To cancel a LSR as a result of jeopardy a SUP 1 must be submitted.
- For a 1P jeopardy received after PCN, the CLEC should close out PON on CLEC side only and not send a SUP to Fidium

4.0 Error Messages for 1P Jeopardies

All error messages for 1P Jeopardy Codes are specified in the remarks section of the LR or LSC.

Error Message	LSR REQ TYP	CLEC Action
Invalid Field Populated– <i>Field Name</i>	Any	This error message indicates that an invalid LSR field has been populated and provides the name of the LSR field. The CLEC should remove the invalid entry and resubmit the LSR
Invalid Field Data– <i>Field Name</i> – <i>Reason</i>	Any	This error message indicates that a LSR field contains invalid data, provides the LSR <i>Field Name</i> , and a <i>Reason</i> the field data is invalid. The CLEC should correct the invalid field data and resubmit the LSR. If the ACNA belongs to another CLEC, a cancellation on the LSR is required.
Address Invalid– <i>Field Name</i>	Any	This error message indicates that the address populated on the LSR does not match LiveWire and provides the name of the address field containing incorrect or omitted information. The invalid address <i>Field Name</i> may be AHN, ROUTE, BOX, SAPR, SANO, SASF, SASD, SASN, SATH, SASS, SADLO, FLOOR, and ROOM. Note: Most common queries are a result of missing or incorrect apartment numbers, street name, or street type. The query will not contain 'suggested' corrections to an address. The CLEC should obtain the Correct address in LiveWire and resubmit the LSR.
TN Invalid– <i>Reason</i>	Any	This error message indicates a problem with the telephone number provided and provides a <i>Reason</i> it is invalid. The <i>Reason</i> may include: • Incorrect area code or wire center • No match to end user address • Status is non-working • Status is disconnected
Error Message	LSR REQ TYP	CLEC Action

		• Restricted exchange • Status is working • No local loop The CLEC should correct the invalid telephone number entry and resubmit the LSR.
Required Field Missing- <i>Field Name</i>	Any	This error message indicates that a required field is missing from the LSR. The CLEC should add the required field and resubmit the LSR.
Feature Invalid- <i>Reason</i>	DB, EB, FB, PB	This error message indicates that a feature requested is invalid for the REQ TYP. The CLEC should correct or remove the feature and resubmit the LSR.
Duplicate PON- <i>Provide PON number</i>	Any	This error message indicates that a duplicate PON exists. The CLEC should review both and cancel appropriate PON.
Required Form Missing- <i>Reason</i>	Any	This error message indicates that a required form is missing on the LSR. The CLEC should add the missing form and resubmit LSR.
Account Ineligible for Migration- <i>Reason</i>	Any	This error message indicates that the account cannot be migrated. The CLEC should cancel the LSR.
<i>Pending Activity*</i> MPO-Due MMDDYYYY CPO-Due MMDDYYYY DPO-Due MMDDYYYY TPO-Due MMDDYYYY SPO-Due MMDDYYYY RPO-Due MMDDYYYY XPO-Due MMDDYYYY	Any	This error message indicates that a pending or duplicate order condition exists. The CLEC should send a Sup 1 to cancel PON and resubmit a new LSR if noted.

*MPO-PENDING MIGRATION ORDER
CPO-PENDING CHANGE ORDER
DPO-PENDING DISCONNECT ORDER
TPO-PENDING MOVE ORDER
SPO-PENDING SUSPEND ORDER
RPO-PENDING RESTORAL ORDER
XPO-PENDING DUPLICATE ORDER