> Two phased approach to cooperative resolution of pre-order to bill outstanding
> > Phase 1: In-flight order analysis
> > Phase 2: Pre-order and order un-submitted analysis

> Goal: The goal of this phase is to make sure that items impacting order flow are addressed by utilizing a targeted set of in-flight transactions which are past the Due Date or "stuck" during the provisioning process.

> Objectives:
> > Identification of outstanding order flow system defects
> > Identification of process improvements for manual tasks and fallout handling (internal training and process improvement)
> > Identification of orders which need to be cancelled and re-submitted to resolve outstanding issues

> Carrier participation is optional

> Maximum 10 orders can be submitted for analysis
> > Must be in acknowledge-accept, confirmed, provisioning complete, or billing complete. Acknowledge-accept and confirmed are preferred as these should still require order fulfillment.

> Each order will be analyzed for its current provisioning/reject status and updates will be provided for system and process
> > Orders will be followed until the transaction is successfully processed by the billing system
> > Final signoff from the partner will be required based on CSI/CSR review or bill review

> Goal: The goal of this phase is to confirm that all outstanding issues identified in Phase 1 are resolved by watching new orders as they are submitted through the provisioning process.

> Objectives:
>> Allow particular Test Cases to be monitored from order submission through to CSR update/Bill Production
>> Identification of outstanding order flow system defects
>> Identification of process improvements for manual tasks and fallout handling (internal training and process improvement)

> Carrier participation is optional

> Maximum 10 orders can be submitted for analysis
>> Must be in acknowledge-accept, confirmed, provisioning complete, or billing complete. Acknowledge-accept and confirmed are preferred as these should still require order fulfillment.

> Each order will be analyzed for its current provisioning/reject status and updates will be provided for system and process
>> Orders will be followed until the transaction is successfully processed by the billing system
>> Final signoff from the partner will be required based on CSI/CSR review or bill review

Phase 1 and 2 Schedule

	4/12 to 4/18	4/19 to 4/25	4/26 to 5/02	5/03 to 5/09	5/10 to 5/16	5/17 to 5/23	5/24 to 5/30	5/31 to 6/06	6/07 to 6/13
PON submission for Phase 1 Analysis	■▼								
Phase 1 Analysis		■							
Phase 1 Readout and Defect Identification			▼■						
Phase 1 Defect Resolution				■					
Phase 2 TC Definition				■▼					
Phase 2 Candidate Submission					■▼				
Phase 2 Analysis and Order Review						■			
Phase 2 Readout								■	
Project Complete									▼

Phase 1 — Phase 2