

UPDATE: IP DSL VoIP & U-verse Voice Premises Wiring Testing Process

Level 1 UFO/CIM Communication March 22, 2013

WHO: UFO/CORE IM Managers and Technicians

WHAT: Update to IP DSL VoIP and U-verse VoIP Installation procedure

WHERE: All regions

WHEN: Effective Immediately

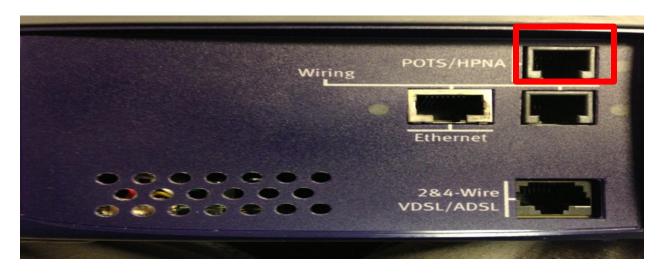
Details:

Recent trials and in depth analysis have proven that a substantial % of repeats on IP DSL with CVoIP installs and repairs can be avoided if the Inside Wire (IW) is thoroughly tested.

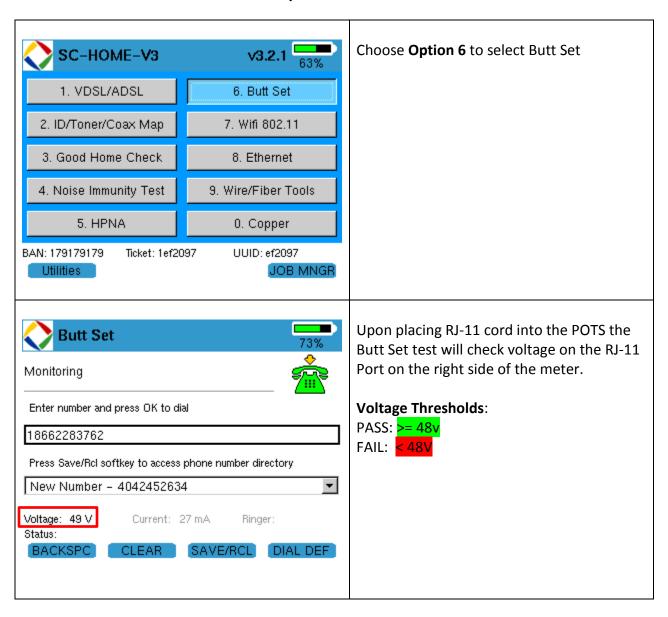
To that end, the following tests will be performed to confirm the IW is good before completing any tickets:

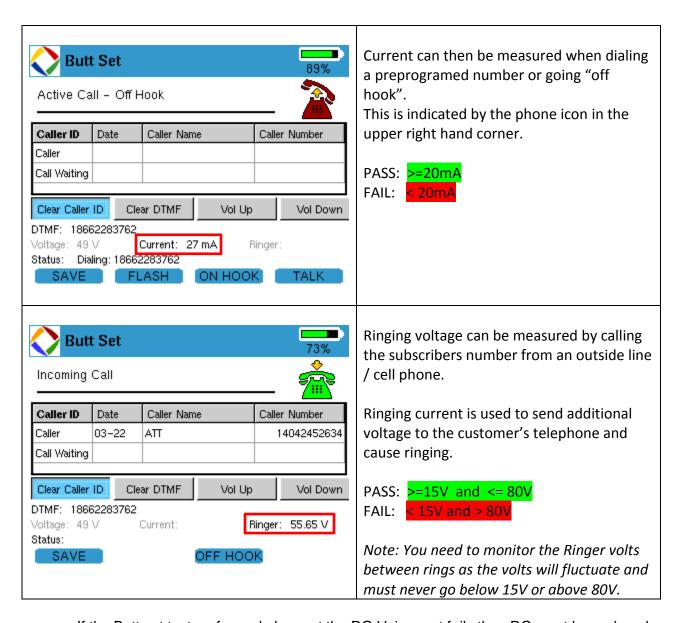
Perform all necessary inside wire work

- Connect existing voice IW
- Test existing voice IW
 - When testing existing voice IW with your JDSU Smartclass Home test set, utilize the following test to verify all IW and jacks qualify to carry voice. You need to test dial tone at the RG Voice port before testing the existing IW in the home
 - CORE IM & UFO: For IW with Voice service use Butt Set mode Option 6
 (JDSU) to test dial tone and read voltage, and go "off hook" to test current
 as described below:
 - Test at RG Voice Port
 - Test at each Jack in Home
 - Call CTN to check for ample ringing current.
 - You must test using the POTS /HPNA test jack on the JDSU test set:



• If there are 2 Voice lines then you will need a 2 line/4 wire RJ-11 cord to test





- If the Butt set test performed above at the RG Voice port fails then RG must be replaced
- If the IW does not pass the Butt Set test parameters and cannot be repaired, then new IW would need to be installed with customer approval. Billing for new IW would be applied to the order BAU
- Place an outbound test call (in-bound will not work at this time for "ported" numbers). If the outbound test call is unsuccessful, perform all physical trouble shooting steps inside the home. If all physical wiring and connections pass metallic fault parameters, call Tier 2 for additional troubleshooting

- Tag the line with "U-verse Voice and Do Not Remove" at the following locations:
 - At back of the RG on the RJ11 cord
 - Inside wire at the NID
- For any installations where U-verse Voice is going to be added to current U-verse services, or replacing any other DSL type service, you must remove the DSL Filters that may have been previously installed
- Finally, if the number is not being "ported" perform the following:
 - Verify phone service is now working at all locations by making an inbound and outbound test call. If the test calls are unsuccessful, perform all physical troubleshooting steps. If all physical wiring and connections test good, call Tier 2 for additional troubleshooting

Related Documents:

Core IM IP DSL U-verse HSIA

CORE IM Handbook Link: IP DSL VoIP IW Process

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