

**NEVADA BELL TELEPHONE COMPANY  
DESCRIPTION AND JUSTIFICATION  
TRANSMITTAL NO. 38  
April 1, 2003**

**PURPOSE**

Nevada Bell Telephone Company (NBTC) is proposing to introduce Data Trouble Management Services (DTMS) within its Access Tariff F.C.C. No. 1. DTMS enables a participating Interexchange Carrier (IC) to receive, from the Telephone Company, specific trouble ticket information that relates to the IC's service after a trouble report has been initiated by an end-user customer who is utilizing that IC's interstate network.

**SERVICE DESCRIPTION**

If, during a telephone contact between the Telephone Company's personnel and an IC's end-user customer, it is determined that the circuit is owned by the IC, the end-user customer is informed that the trouble will be reported to the IC for resolution. Telephone Company personnel will answer all repair calls using the Telephone Company brand name. DTMS will only be made available for initial trouble referrals; subsequent trouble ticket status information must be provided by the IC to the end-user customer.

DTMS is only provided to participating ICs that are customers of the Telephone Company's special access service. Furthermore, DTMS is available only to the IC's end-user customer who subscribe to the IC for data services. DTMS will be provided on a negotiated interval basis.

**PRICE CAP COMPLIANCE**

No supporting documentation is required for a new service filing as discussed in Section 61.49 of the Commission's Rules.