

**REPLY DECLARATION OF
NANCY DALTON and SARAH DEYOUNG
ON
BEHALF OF AT&T CORP.**

**ATTACHMENT 14
CONFIDENTIAL**

**REPLY DECLARATION OF
NANCY DALTON and SARAH DEYOUNG
ON
BEHALF OF AT&T CORP.**

ATTACHMENT 15

22ND PHONE CONFERENCE

DOCKET NO. 19000

PUBLIC UTILITY COMMISSION

NOVEMBER 11, 1998

KENNEDY REPORTING SERVICE, INC.

(512)474-2233

KENNEDY

REPORTING

SERVICE

a record of excellence

800 Brazos • Suite 340 • Austin, Texas 78701 • 512-474-2233

TRANSCRIPT OF PROCEEDINGS

BEFORE THE

PUBLIC UTILITY COMMISSION OF TEXAS

AUSTIN, TEXAS

RELATING TO THE IMPLEMENTATION) PUC DOCKET
OF SWBT'S INTERCONNECTION) NO. 19000
AGREEMENTS WITH AT&T AND MCI)

TWENTY-SECOND TELEPHONE CONFERENCE

NOVEMBER 11, 1998

BE IT REMEMBERED THAT AT approximately
2:07 p.m., on Wednesday, the 11th day of November
1998, the above-entitled matter was discussed via
conference call before the Public Utility
Commission of Texas, 1701 North Congress Avenue,
William B. Travis State Office Building, Austin,
Texas 78701, before HOWARD SIEGEL, Moderator,
and the following proceedings were reported by
William C. Beardmore, a Certified Shorthand
Reporter of:

1 Kathleen LaValle.
2 MR. SIEGEL: And is there
3 anyone else from AT&T that is on the line?
4 And Southwestern Bell.
5 MS. MURRAY: This is Kelly
6 Murray, here for Southwestern Bell. Jerry
7 Gordon is on the line with me, and I
8 believe that Beth Lawson, Bryan Loewen and
9 Mary Ann Eggen are also on the line.
10 MR. SIEGEL: Anyone else
11 from Southwestern Bell? And everyone just
12 remember to send a little fax over to
13 Kennedy Reporting with the names of the
14 parties that are on the call so we can make
15 sure all the spellings are correct.
16 Okay. And on today's agenda, we
17 have, I believe, an update on the
18 flow-through phases and then the MCI issues
19 relating to the FOCs and SOC's that are
20 being returned. Anything else that should
21 be on the agenda?
22 MS. MURRAY: That's all I've
23 got.
24 MR. SIEGEL: Okay. Well,
25 let's go ahead and start with Southwestern

Page 2

1 P-R-O-C-E-E-D-I-N-G-S
2 WEDNESDAY, NOVEMBER 11, 1998
3 (2:07 p.m.)
4
5 MR. SIEGEL: Okay. Well,
6 then, let's go ahead and go on the record
7 and convene this telephone conference in
8 Docket 19000, relating to the
9 implementation of the interconnection
10 agreements of Southwestern Bell with AT&T
11 and MCI.
12 And if we can start today with
13 MCI doing the appearances.
14 MR. WAKEFIELD: Hello,
15 Howard. This is Jason Wakefield. We have
16 Fred Baros, Sherry Lichtenberg and Jeff
17 Champlin. And if I left anybody else out,
18 please speak up.
19 MR. CHASE: Yeah. This is
20 Andrew Chase.
21 MR. SIEGEL: Anyone else
22 from MCI? And AT&T.
23 MR. WITCHER: Okay. This is
24 Mark Witcher, for AT&T. Also on the phone
25 will be David Kettell, Russell Morgan and

1 Bell with an update on, I guess, Phase 4.
2 (Laughter)
3 MS. MURRAY: This is Kelly
4 Murray, for Southwestern Bell. And Beth
5 Lawson is on the phone to kind of cover
6 this issue for us, but thought I'd just
7 kind of lay out where we are or where
8 Southwestern Bell sees itself as far as the
9 flow-through status on Docket 19000.
10 MR. SIEGEL: Okay.
11 MS. MURRAY: I guess the
12 first thing we'd like to note is that loop
13 with LNP or INP, neither of those is
14 included in the Docket 19000 implementation
15 order. And the three phases that were
16 included, which just real basically
17 summarized, were loop and port, and all of
18 the things would accompany loop and port
19 were in Phase 1.
20 Phase II was basically hunting,
21 and Phase 3 was change orders. All three
22 of those phases have been implemented by
23 SWBT and were implemented on or before the
24 dates that were contained in the order. So
25 as far as Docket 19000 goes, I think that

Page 5

1 we're in compliance with the order, and
2 we've implemented what the order required.
3 So the discussion here is kind of
4 a carryover of the Section 271 process
5 which was dealing with flow-through beyond
6 what was contemplated by the Docket 19000
7 order. Where we are on flow-through for
8 INP and LNP is -- first, for LNP, talking
9 here long term number portability, we
10 intend to include long term number
11 portability as the first flow-through
12 enhancement of 1999.
13 The requirements for LNP are
14 still being developed and are not yet
15 complete. And because of the number of
16 ongoing projects that we've got and the
17 fact that those aren't fully complete yet,
18 we have not established a date by which we
19 are committing to get that implemented,
20 although it will be the first flow-through
21 enhancement that goes through in 1999.
22 Once the date is established,
23 we'll provide notification through the
24 accessible letter process, just as we've
25 outlined throughout the 271 process. On

Page 7

1 both.
2 MR. MORGAN: It's both.
3 Okay. And the second is, is that --
4 MS. MURRAY: I don't know.
5 Beth, is that correct?
6 MS. LAWSON: Yes, that's
7 correct. This is Beth Lawson. That is
8 correct. It's LNP alone and LNP with loop.
9 MR. MORGAN: Okay. And with
10 the MSA coverage that's due to complete by
11 the end of this year, aren't there still
12 areas in Texas that are not covered by LNP
13 with the MSA coverage that has been defined
14 by the FCC and others?
15 MS. MURRAY: Beth, I'll let
16 you speak to that. I think that's correct,
17 but all of the major metropolitan areas
18 that's been covered by the MSA would be
19 covered by LNP.
20 MS. LAWSON: Right. And
21 this is Beth Lawson. And what Kelly stated
22 is correct. The major metropolitan areas
23 would be covered. There are some smaller
24 areas that would not be included in those
25 MSAs.

Page 6

1 INP, we're continuing to look at whether
2 establishing electronic flow-through for
3 INP makes sense, given that LNP will be up
4 in Texas in all of the MSAs in December,
5 meaning that INP basically goes away 90
6 days after that in those MSAs.
7 So that consideration and the
8 CLEC forecast, the numbers that are
9 forecast, really call into question whether
10 or not it makes sense to implement
11 electronic flow-through on INP. So we're
12 still looking at that, and we do not have a
13 date or a commitment date for implementing
14 that at this point.
15 So that's kind of where we are.
16 MR. SIEGEL: Okay. Thank
17 you.
18 MR. MORGAN: Kelly, this is
19 Russell Morgan. Could I ask just two quick
20 questions about what you just shared? One
21 is, is that the information that you shared
22 about INP and LNP. On the LNP side, was
23 that LNP on a stand-alone basis or was that
24 LNP associated with loop?
25 MS. MURRAY: I think it's

Page 8

1 MS. MURRAY: And we assume
2 that that goes to the CLEC forecast for
3 INP, which are relatively low.
4 MR. MORGAN: And so what
5 your thinking is right now is, is that that
6 would continue to be something that would
7 be done on a manual basis or on a
8 non-electronic basis or nonflow-through
9 basis?
10 MS. MURRAY: Yeah. I think
11 as I said, we're continuing to look at
12 whether or not it makes sense to implement
13 electronic flow-through.
14 I don't think that decision has
15 been specifically made, but until the
16 decision is made that we're going to do it,
17 they will continue to be handled manually.
18 MS. LaVALLE: Howard, this
19 is Kathleen LaValle. Just to give some
20 context to why we raised the question to
21 begin with; first, in looking at the
22 California PUC's report coming out of their
23 collaborative process, which came out on
24 October 5th, they provided a flow-through
25 chart for specific flow-through plans by

Page 57

1 intelligently know whether something has an
2 order or not -- an error or not and,
3 therefore, each one needs to be looked at
4 to determine if there is an error?
5 MS. EGGEN: That is a
6 correct statement.
7 MR. SIEGEL: Okay. So it's
8 not a, as, I think, Pat and Judy would say,
9 adding suspenders to a belt. It's actually
10 a step that needs to be done to find which
11 one is in error. Hold on. One at a time.
12 Okay. Ms. Grogan.
13 MS. GROGAN: One of the
14 other things that we're doing internally
15 and it's just a matter of those priorities
16 and certainly our external CLEC priorities
17 take number one, but we need an internal
18 work manager, and we're working diligently
19 within our -- the same resources that are
20 working are the kinds of things we talked
21 about on the first issue -- are also
22 charged with getting us an internal work
23 manager so that we don't have to do that
24 manual look every time, so that our sorting
25 will be much easier, service reps won't

Page 58

1 have to go into each one just to look.
2 But Mary Ann is correct. We do
3 not touch -- if the order is MOGable, the
4 flow-through is accomplished. Another
5 button is not required for us, and the FOC
6 is not held up. So --
7 MS. LICHTENBERG: Could I
8 ask again, then, if a service -- if this
9 order pops up on a service rep's terminal,
10 the service rep does nothing, the terminal
11 is not even on, does it order flow-through
12 to the back-end system?
13 MR. SIEGEL: And that's
14 assuming there is no error.
15 MS. LICHTENBERG: That is
16 assuming there is no error. In the
17 examples -- in the examples that we've
18 brought to the accountant team's attention,
19 we haven't had errors. So I'm trying to
20 understand why something -- if I don't have
21 to look at it because it isn't going to
22 error, what is happening when it gets to
23 this terminal? I'm a little confused.
24 MR. BAROS: And, Howard, I
25 need to add something here.

Page

1 MS. MURRAY: Could we just
2 reply to that one first before we go on to
3 the next one?
4 MR. BAROS: Well, it refers
5 to the next one.
6 MR. SIEGEL: Fred, if yours
7 is another question, let's let it wait. If
8 yours is a clarification of the first
9 question, then go ahead.
10 MR. BAROS: It's a
11 clarification of the first question. And,
12 Howard, I guess maybe it's in direct
13 response to your question about whether or
14 not if there is an error and the order gets
15 processed, does it get held in folders or
16 does it go directly to SORD.
17 And something just doesn't
18 compute to me about that, because if an
19 order -- the last process an order goes
20 through before getting to SORD is to have
21 it generated in MOG, and hopefully through
22 one of the three phases, depending on the
23 order types, that was recently completed to
24 mechanize that process.
25 And if there are problems with

Page

1 the error, either -- the order, rather --
2 either because of LSOR edits or that last
3 step, MOG edits, why would the order even
4 get sent on to SORD or folders? It brings
5 up the question, I guess. And in the way
6 of a clarification, why is folders needed
7 if the process is mechanized? And the
8 order generated in MOG, shouldn't it just
9 flow directly into SORD, particularly if
10 there are no errors with it?
11 MR. SIEGEL: Yeah. And I
12 think part of that clarification is -- and
13 maybe there was a misstatement or maybe
14 there is something that I didn't understand
15 earlier, and maybe Fred and I have the same
16 misunderstanding. When -- these errors in
17 folders that you're looking at to see if
18 there is an error, I guess it was my
19 understanding, too, that they would be
20 there -- if there was an error, it's an
21 error that occurred in SORD because of the
22 SORD edit that existed that it was in the
23 flow-through MOG. So it didn't error in
24 MOG. It actually erred in SORD.
25 And if it erred in MOG, it got

Page 61

1 boomeranged back to the CLEC. Now, is that
2 not correct?
3 MS. GROGAN: Howard, this is
4 Beverly Grogan. I just want to say that on
5 the boomerang back to the CLEC, again, in
6 the collaborative process we talked a lot
7 about what we're trying to do is expand the
8 number of upfront edits so that that
9 return, that hard edit back to the CLEC
10 will be as comprehensive as we possibly can
11 get it.
12 MR. SIEGEL: Correct.
13 MS. GROGAN: So that's one
14 thing. When it goes to folders, the
15 reason -- or if it goes -- doesn't
16 necessarily go all the way through MOG, one
17 of the reasons -- the reason we access
18 folders here in the LSC is because that is
19 the receptacle -- until we get all of the
20 upfront edits programmed, just as all of
21 the edits that I guess we find later in
22 SORD, if we can make them upfront earlier
23 in the system, then they will be the
24 scenario you just painted, which means that
25 it would either go to SORD or it

Page 62

1 automatically will go back to the CLEC.
2 We're not there yet.
3 MR. SIEGEL: I guess the
4 question is -- I think that we all
5 understand that if an error is caught in
6 LSOR, it goes directly back to the CLEC.
7 If an error is caught in SORD, it goes to
8 folders. And I guess what needs to be
9 clarified is, if an error occurs in the
10 MOGing process, does that go to folders or
11 does that go back to the CLEC?
12 It was my understanding that that
13 went back to the CLEC.
14 MS. GROGAN: Mary Ann, can
15 you help me here?
16 MS. EGGEN: It can actually
17 do both. If there's an error, it doesn't
18 necessarily only go back to the CLEC. It's
19 from the MOG point. It depends on the
20 error.
21 MR. SIEGEL: Okay.
22 MR. WAKEFIELD: Howard, this
23 is Jason. And the other issue, I guess,
24 was -- was Kelly was going to respond to,
25 which is, if there is no error and it's

Page 63

1 MOG'd, whether or not it goes to folders,
2 and if it goes to the folders whether it
3 requires, you know, some affirmative action
4 by the service rep to pass it on to SORD,
5 so to speak.
6 MS. MURRAY: Jason, I think
7 part of this is an issue with just the way
8 we're using the language. I think that if
9 it's MOG'd and there is no errors, it
10 doesn't stop on the way or fall out of SORD
11 into folders. I think an LSP service rep
12 will open up their folder application and
13 it will see that those orders have
14 processed through. But it's not a stop on
15 the way.
16 MR. SIEGEL: So you're
17 saying that you open up -- the CLEC opens
18 up their folders and they look on their
19 screen and it shows "LSR-62" and then it
20 has "completed" at the end and then they
21 just look down to the next one, or do they
22 have to actually open it up?
23 MS. MURRAY: I'm not sure
24 how they do it. I don't think that it
25 stops anything that does not have an order

Page 64

1 from completely processing through the
2 system. All it does -- the folders tell
3 the rep that there is an error in the
4 order, if there is one.
5 MR. BAROS: That's not
6 what's been explained to us, though.
7 That's why we're questioning that.
8 MR. MORGAN: And this is
9 Russell Morgan, from AT&T. I thought
10 Beverly Grogan said they look at all of
11 them, whether there is an error or not.
12 MS. MURRAY: They do look at
13 them, but I don't think it stops it.
14 MS. GROGAN: It doesn't mean
15 we have to do anything to them. It's
16 because of the absence of a work manager,
17 and we're working on getting that so that
18 it will be a little clearer to the reps
19 which ones they need to go in and look at
20 and which ones are just MOG'd and there is
21 nothing we have to do. But Kelly is
22 exactly right. But just because it goes to
23 folders doesn't require action by the
24 service rep.
25 (Multiple persons talking)

**REPLY DECLARATION OF
NANCY DALTON and SARAH DEYOUNG
ON
BEHALF OF AT&T CORP.**

ATTACHMENT 16

REJECT REPORTS



Main Web Site News As Of February 18, 2000

Welcome to the SBC Reject Reports Section.

These are the two possible types of reports available for viewing:

Manual Screening Reject Reports track errors on manually submitted service requests that prevent the creation or distribution of service orders.

Mechanized CLEC Error Reports reflect posting errors for CLECs who submit their service requests electronically.

January reports are now available for the Southwestern Bell region.

Note: A CLEC who submits both manual and mechanized service requests will receive both reports.



**REPLY DECLARATION OF
NANCY DALTON and SARAH DEYOUNG
ON
BEHALF OF AT&T CORP.**

ATTACHMENT 17

CLEC SPECIFIC INFO

The sections contained in CLEC Specific Info will allow CLECs to interact more efficiently with the LSC and LOC.



FOC/SOC

This web application will allow CLECs to view to Firm Order Confirmation (FOC) and Service Order Completion (SOC) information of manual Local Service Requests (LSRs) passed to the LSC/LOC.



CLEC Profile

CLECs will be able to view their current company profile on-line and submit changes that may be needed.



Escalation

This section contains escalation processes matrices that will allow the CLEC to expedite the resolution of problems should they arise.



Manual Reject Reports

Manually submitted orders that are rejected for various reasons can viewed in a daily report generated to support CLECs as they pass their orders to the LSC and LOC.



AT&T
65

SWBell

To download reports, right-click on a link. Some users may have to rename the file to include a ".xls" extension (i.e.; report.xls).

AT & T

Reject Reports

Report Name	File Size	Date Modified
Manual - AT&T- June '99-Rejected Orders.xls	76,800 bytes	07/22/1999 11:10:06 AM
Mechanized - AT&T - April 99 - .xls	47,104 bytes	06/22/1999 09:16:18 AM
Mechanized - AT&T - May 99 - .xls	47,616 bytes	06/21/1999 05:09:05 PM
Mechanized - AT&T - june99- .xls	45,568 bytes	07/22/1999 11:17:46 AM

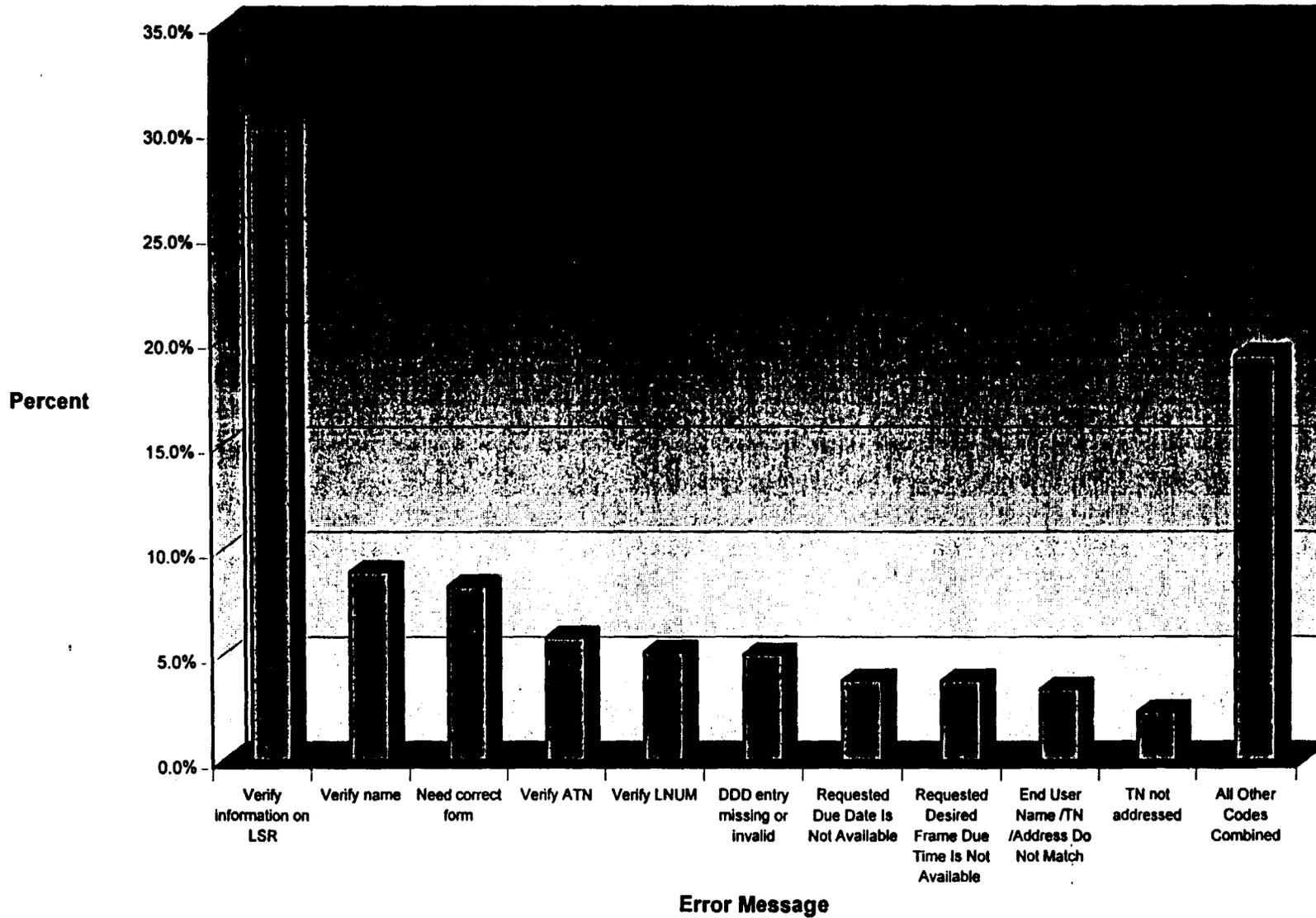
Top 10 Manual Rejected Orders

June 1999

% of Errors	Error Code	Error Description
30.12%	MR1034	Verify information on LSR
8.96%	MR1006	Verify name
8.28%	MR1018	Need correct form
5.83%	MR1040	Verify ATN
5.16%	MR1042	Verify LNUM
5.02%	MR1051	DDD entry missing or invalid
3.80%	MR0015	Requested Due Date Is Not Available
3.80%	MR0017	Requested Desired Frame Due Time Is Not Available
3.39%	MR0026	End User Name /TN /Address Do Not Match
2.31%	MR1031	TN not addressed
2.17%	MR1029	Verify BAN
1.90%	MR1020	Confirm information - unable to read
1.76%	MR0022	TN Not Your Customer Account
1.76%	MR0023	Invalid Address
1.63%	MR1023	Verify all TNs
1.49%	MR1024	Address incorrect
1.22%	MR0006	Invalid ACTL
0.95%	MR0048	Incorrect Disposition Of Hunting Lines
0.81%	MR1030	TN on request not found on account
0.81%	MR1045	TN on LSR not found on account
0.68%	MR1004	Verify TN
0.54%	MR0001	Duplicate LSR's
0.41%	MR1003	Apt / Ste # not applicable
0.41%	MR1043	Not able to port LNUM
0.41%	MR1049	PG# missing or invalid
0.41%	MR1052	Request type missing or invalid
0.41%	MR1059	Verify zip
0.41%	MR0007	Type Of Service Is Not Valid
0.27%	MR1001	Verify street name or spelling
0.27%	MR1036	Incorrect PON or missing PON
0.27%	MR1046	Verify porting of trunks
111.84%		Percent errors compared to orders typed:

**** One order could result in multiple errors.**

Top 10 Errors - Manual Rejected Orders June 1999

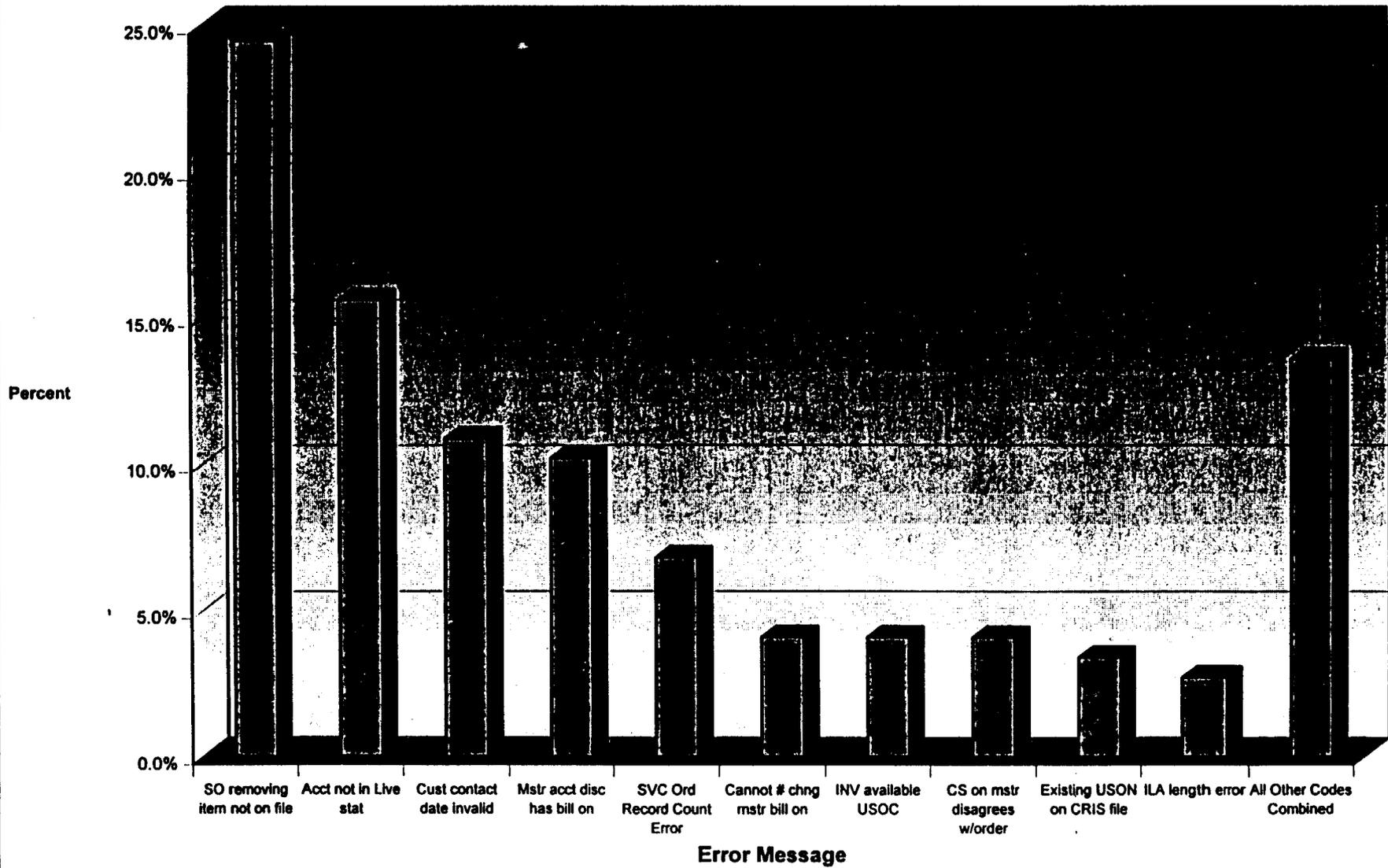


Top 10 Mechanized Order Errors

% of Errors	Error Code	Error Description	Usual Causes
24.49%	C87	SO removing item not on file	Pending orders removed items
15.65%	733	Acct not in Live stat	Wrong customer code or account has disconnected
10.88%	BC4	Cust contact date invalid	Wrong PIC dates entered
10.20%	703	Mstr acct disc has bill on	No disposition made on subordinate accts
6.80%	953	SVC Ord Record Count Error	Duplicate fids in bill section
4.08%	721	Cannot # chng mstr bill on	Pending FT orders on subordinate accounts
4.08%	B45	INV available USOC	TN not changed on a changed class of service
4.08%	C17	D ord - acct not live	Duplicate orders
3.40%	D60	AAN BILP not equal	AAN or BILP is incorrect
2.72%	C51	CS on mstr disagrees w/order	Check CS on INMI
2.72%	D79	Existing USON on CRIS file	Adding a USOC that the customer already has on his account
2.04%	212	ILA length error	ILA should be no more than 23 characters
2.04%	494	PIC error	Wrong PIC data entered
2.04%	742	Line error	Symbols are not recognized in RMKS
2.04%	E30	Dupe Aft IDNP Posts	Duplicate Restoral orders
1.36%	900	Missing PO or Zip	Order needs correct IPO or zip code
0.68%	718	Ord uneq mstr F type invalid	Wrong BTN, CC or duplicate SYS number
0.68%	852	CO header not found	Wrong AECN
0.00%	251	Invalid DIR section FID	Wrong format or information in the DIR section
0.00%	710	Acct in N status cannot # change	No matching F order
0.00%	719	Mstr bill no in P stat	Previous FT orders have not posted
0.00%	735	Bill on F posted before mstr	Wrong Customer code
0.00%	960	RAT disagrees	AECN entered incorrectly, RTB not entered
0.00%	C10	Invalid Bill fid	Incorrect fids in the Bill section
2.52%	Percent of mechanized errors compared to orders typed		

**** One order could result in multiple errors**

Top 10 Errors - Mechanized Orders June 1999



Top 10 Mechanized Order Errors

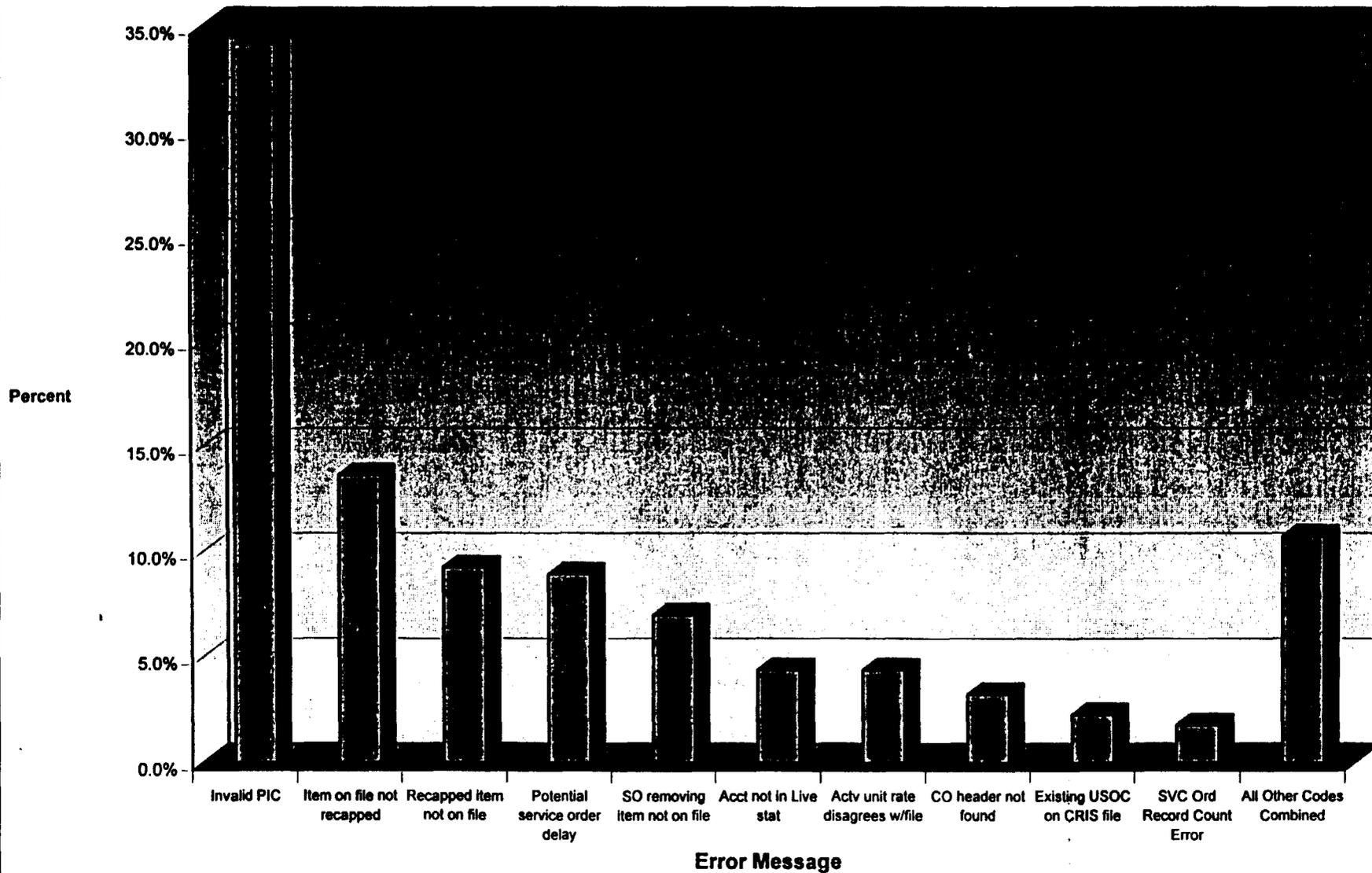
7421 - AT & T - May 1999

Typist ID "VQ" "XB" "XE" "XF" "WG" "XI"

% of Errors	Error Code	Error Description	Usual Causes
34.20%	E11	Invalid PIC	Entered incorrect PIC information
13.68%	788	Item on file not recapped	Verify item and recap
9.28%	787	Recapped item not on file	Recapping an item not on the account
8.96%	700	Potential service order delay	Order in error status during first 4 workdays of a billing period
7.00%	C87	SO removing item not on file	Item on order in error
4.40%	733	Acct not in Live stat	Wrong customer code or account has disconnected
4.40%	960	Actv unit rate disagrees w/file	Check AECN
3.26%	C88	Item on file not removed by	Omitted information from the order
2.28%	742	Line error	Symbols are not recognized in RMKS
1.79%	852	CO header not found	AAN incorrect, trying to convert a bill on
1.63%	D79	Existing USOC on CRIS file	Adding a USOC that the customer already has on his account
1.47%	953	SVC Ord Record Count Error	Duplicate fids in bill section
1.47%	C57	Item w/des not kept sep	Some items need sep C orders, must be distinguished by /LTD fids
1.30%	C17	D ord-r-acct not live or pend	The account is not live-probably has unmatched FTs
0.65%	C43	Item on file not refer on order	Verify and match to CSR
0.65%	B45	INV available USOC	TN not changed on a changed class of service
0.65%	703	Mstr acct disc has bill on	No disposition made on subordinate accts
0.49%	D02	CL/SVC SFX disagrees w/acct	Verify CS on INMI
0.49%	C61	Trying to add dup listing	Verify the letter of the listing
0.49%	C51	CS on mstr disagrees w/order	Check CS on INMI
0.49%	E89	F acct status incorrect	Check OTN, CC for accuracy
0.33%	C69	Station removed-equip left in	Line separators missing or in wrong place-check INMI
0.33%	212	ILA entry length error	The listed address may not exceed 23 char, need IBA2 & ICEA2
0.33%	719	Mstr bill no in P stat	Previous FT orders have not posted
9.59%		Percent of mechanized errors compared to orders typed	

**** One order could result in multiple errors**

Top 10 Errors - Mechanized Orders AT & T - 7421 - May 1999



Top 10 Mechanized Order Errors

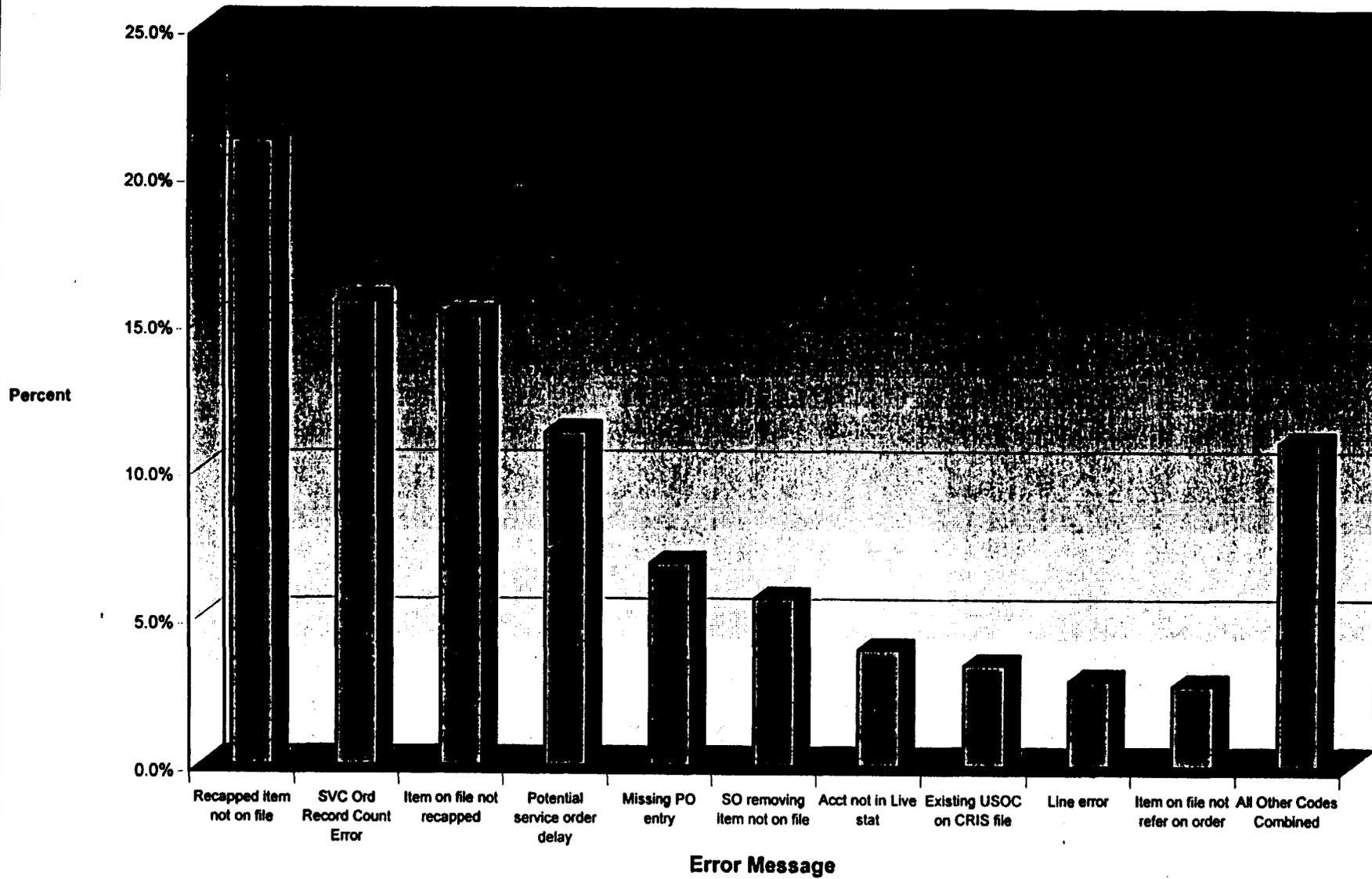
7421 - AT & T - April 1999

Typist ID "VQ" "XB" "XE" "XF" "WG" "XI"

% of Errors	Error Code	Error Description	Usual Causes
21.23%	787	Recapped item not on file	Recapping an item not on the account
15.75%	953	SVC Ord Record Count Error	Duplicate fids in bill section
15.24%	788	Item on file not recapped	Verify item and recap
11.30%	700	Potential service order delay	Order in error status during first 4 workdays of a billing period
6.85%	317	Missing PO entry	Add ICEPO
5.65%	C87	SO removing item not on file	Item on order in error
3.94%	733	Acct not in Live stat	Wrong customer code or account has disconnected
3.42%	E11	Invalid PIC	Entered incorrect PIC information
2.91%	C88	Item on file not removed by	Omitted information from the order
2.74%	D79	Existing USOC on CRIS file	Adding a USOC that the customer already has on his account
2.05%	742	Line error	Symbols are not recognized in RMKS
1.20%	C43	Item on file not refer on order	Verify and match to CSR
1.03%	B45	INV available USOC	TN not changed on a changed class of service
0.86%	721	Cannot # chng mstr bill on	Pending FT orders on subordinate accounts
0.86%	C69	Station removed-equip left in	Line separators missing or in wrong place-check INMI
0.68%	D02	CL/SVC SFX disagrees w/acct	Verify CS on INMI
0.68%	703	Mstr acct disc has bill on	No disposition made on subordinate accts
0.68%	212	ILA entry length error	The listed address may not exceed 23 char, need IBA2 & ICEA2
0.68%	C17	D ord-acct not live or pend	The account is not live-probably has unmatched FTs
0.68%	D60	AAN BILP not equal	AAN or BILP is incorrect
0.51%	960	Actv unit rate disagrees w/file	Check AECN
0.34%	719	Mstr bill no in P stat	Previous FT orders have not posted
0.34%	715	F ord but acct not in L status	Verify CC, or pending orders, this acct not live
0.34%	E89	F acct status incorrect	Check OTN, CC for accuracy
6.48%		Percent of mechanized errors compared to orders typed	

**** One order could result in multiple errors**

Top 10 Errors - Mechanized Orders AT & T - 7421 - April 1999



**REPLY DECLARATION OF
NANCY DALTON and SARAH DEYOUNG
ON
BEHALF OF AT&T CORP.**

ATTACHMENT 18

Accessible



“Clarification of Manual and Mechanized Reject Reports - Arkansas, Kansas, Missouri, Oklahoma, Texas”

Date: November 10, 1999

Number: **CLEC99-169**

Contact: Southwestern Bell Account Manager

This letter updates and clarifies Accessible Letter CLEC99-081, dated June 18, 1999.

The following two error reports are located on the CLEC website:

Manual Screening Reject Report: This report tracks errors on manually submitted service requests that prevent the creation or distribution of service orders.

Mechanized CLEC Screening Report: This report reflects posting errors for CLECs who submit their service requests electronically.

CLECs who submit both manual and mechanized service requests will receive both reports.

After reaching the CLEC Online page <https://clec.sbc.com>, select CLEC Specific Info from the main menu. The user can then click on the Reject Report button. You will be prompted for an ID/password combination, please use your existing website ID/password.

Please contact your SWBT Account Manager if a problem exists accessing the reports or if you need to receive them via U.S. mail.