

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

ATTACHMENT 19

1	TABLE OF CONTENTS	
2		
3	PROCEEDINGS, WEDNESDAY, 9-16-98	1194
4	CHECKLIST ITEM NO. 7 (WORK SESSION) (ERIC WHITE/LYNNE LEMON)	1194
5	PERFORMANCE MEASURES (WORK SESSION)	
6	(KATHY FARROBA)	1235
7	ADJOURNMENT	1311
8	CERTIFICATE	1312
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1 P-R-O-C-E-E-D-I-N-G-S
2 WEDNESDAY, SEPTEMBER 16, 1998
3 (3:20 p.m.)

4
5 (Checklist Item No. 7)

6 MR. WHITE: I would like to
7 go on the record now. This is calling for
8 this collaborative session in Project No.
9 16251, investigation of Southwestern Bell
10 Telephone Company's entry into the Texas
11 interLATA telecommunications market.

12 My name is Eric White, and along
13 with me for Commission Staff is Lynne
14 LeMon. Let's have introductions.

15 MR. WECKEL: My name is Tom
16 Weckel, W-e-c-k-e-l, Southwestern Bell.

17 MR. KETTELL: David Kettell,
18 K-e-t-t-e-l-l, AT&T.

19 MS. CHAMBERS: Julie
20 Chambers, AT&T.

21 MS. HOLT: Sandra Holt,
22 AT&T.

23 MR. PRICE: Don Price,
24 MCI/WorldCom.

25 MS. LaVALLE: Kathleen

1 LaValle, AT&T and TCG.

2 MS. ESCOBEDO: Pat Escobedo,
3 MCI and WorldCom.

4 MS. MURRAY: Kelly Murray,
5 Southwestern Bell Telephone Company.

6 MS. MARKS: Mary Marks,
7 Southwestern Bell.

8 MR. AUINBAUH: Mike
9 Auinbauh, Southwestern Bell.

10 MS. LeMON: Is that
11 everyone?

12 MS. AQUADRO: Karen Aquadro,
13 A-q-u-a-d-r-o, Southwestern Bell.

14 MS. LeMON: In this
15 collaborative process Item 7 is called,
16 "Access to 911, E911, directory assistance
17 and operator call completion services."
18 There were four recommendations from the
19 PUC on this item.

20 The first recommendation was, for
21 the record, Southwestern Bell shall provide
22 a compare file to each CLEC so the CLEC can
23 verify the accuracy of 911 database
24 information it has submitted with the
25 actual entry by Southwestern Bell.

1 services via UNE combinations to do the
2 comparison that is in the spirit of this
3 recommendation.

4 MS. LEMON: Are there any
5 comments further on Issue No. 1? Okay.

6 Issue No. 2 states, "Pursuant to
7 the mega-arbs, Southwestern Bell shall not
8 remove customer data from the directory
9 assistance (LIDB) database when a new
10 customer is served through UNEs."

11 Does Southwestern Bell have a
12 summary of their response?

13 MR. WECKEL: Well -- this is
14 Tom Weckel, Southwestern Bell. To
15 summarize my presentation this morning,
16 first, separating it out by the LIDB part,
17 and then secondly to go into directory
18 assistance part of that recommendation.

19 For the LIDB database,
20 Southwestern Bell has implemented a process
21 change as of January 1, 1998 that dealt
22 with not removing records on UNE orders
23 that was converting to go a CLEC. And that
24 process is in place, and I believe I heard
25 this morning that it has been tested by one

1 of the CLECs and they are in agreement with
2 it, but I'm sure they will speak to that.

3 Southwestern Bell feels that this
4 change that we implemented as of July 1,
5 which is a totally mechanized change --
6 it's the final phase of the process we put
7 into implement the mega-arb order -- fully
8 meets the recommendation in this case. On
9 the second item, on DA, my presentation
10 this morning was going through a flowchart
11 for UNE orders on directory assistance,
12 listing flow.

13 That listing flow, in a synopsis,
14 would be starting with the electronic
15 interface of the CLEC to LEX or EDI into
16 our LASR system which would issue an order
17 to -- or issue a request to our service
18 order retrieval and distribution system.

19 That system then identifies the
20 orders that day -- any service orders that
21 day that affects our accounts or any
22 account and generates a flat file that is
23 used by directory listings interfaces --
24 that is, processed by directory listing
25 interfaces to remove directory listing

1 information and populate our white page
2 listings database.

3 From that point, that listing
4 information also is passed through a --
5 passed through on a daily update flat file
6 to our directory assistance database so
7 that orders or requests for a change of a
8 local service provider will continue and
9 maintain the customer listing information
10 in our directory assistance database.

11 That is what the system is
12 designed for, and we feel that that system,
13 when it has valid service order requests,
14 will meet the Commission's order to not
15 delete listings out of our DA database.
16 Going further, in summarizing the comments
17 that we made as far as any problems that
18 we've identified and are continuing to
19 investigate with this process, we are
20 implementing a fix on listings that get out
21 of sync -- or service order requests that
22 get out of sync where we actually remove
23 the Southwestern Bell account information
24 and replace it with a request by a CLEC for
25 their account information, which includes

1 the directory listing information.

2 That fix will be implemented in a
3 January time frame, after our white page
4 directory database replacement. And once
5 that fix is in place, that will re-sync up
6 any orders of which we feel there are not
7 many but few that would get out of sync
8 because of order -- ordering processes
9 and -- or OSS processes.

10 Based on that, we feel that this
11 system that is used -- similar -- that is
12 the very same process from the service
13 order retrieval system distribution to our
14 directory assistance databases, the same we
15 use for our retail environment, as also
16 resale environment, and therefore would
17 meet the Commission's recommendation in
18 this checkpoint.

19 MS. LEMON: Comments?

20 MR. KETTELL: David Kettell,
21 from AT&T. I guess I would like to add a
22 couple of things. One, that we confirmed
23 today that the LIDB database is used for
24 Caller ID information, that there have been
25 some issues of some out of sync conditions

1 there were inaccurate information we had
2 provided there.

3 The updates to LIDB for the
4 ability to claim that LIDB record, actually
5 the updates were started to be provided in
6 the July time frame. It turned out that
7 that was only for conversion orders, and it
8 was September 8th when that system was
9 updated for new orders, and we've just
10 begun to test that.

11 So we don't know if that is in a
12 proper working state or not. And also, I
13 guess, further to the chart that was
14 described today that kind of shows that the
15 911 information is picked up from the
16 BU-340 also. So that kind of ties together
17 that.

18 MS. CHAMBERS: Regarding
19 directory assistance, today is the first
20 that we have learned about the problem
21 regarding the coordination of the
22 disconnects and the service order.

23 And it's our understanding that
24 the information could be deleted. It's
25 also unclear why that might happen or when

1 that might occur, and we are concerned that
2 Southwestern Bell does not fully yet
3 understand the cause of the problem. The
4 fix will not be in place till after the
5 ALPSS system on December 31st.

6 And it may take -- our
7 understanding is that it may take some time
8 after that. However, Southwestern Bell is
9 trying to get it done as soon as possible
10 in January. We understand there is a
11 fundamental disagreement regarding the
12 retention of unchanged customer
13 information.

14 In fact, Southwestern Bell had
15 responded to AT&T in an RFI that the ALPSS
16 system, once the system is in place, the
17 program, to provide retention of unchanged
18 customer listings as ordered by the PUC,
19 will be made available. In fact, we were
20 today that that answer to the RFI is
21 misleading and is, in fact, incorrect.

22 I think it's just fair to say
23 that we strongly believe the recommendation
24 has a different intent. And once again,
25 that goes to the fundamental disagreement.

1 We do not believe that continuity in
2 reducing the time frames regarding the
3 actual listing information at all goes to
4 the heart of those recommendations.

5 MR. PRICE: Don Price, with
6 MCI/WorldCom. And just to follow-up
7 briefly on that last point, we discussed
8 today that Southwestern has made or did
9 make a corporate decision to treat certain
10 types of UNE orders as disconnects and new
11 connects, and it is that process at the
12 heart of their processes, if you will, that
13 leads to the potential for their being an
14 out-of-sync condition with the DA listing
15 and that leads to the problem of having --
16 it leads to the problem that led to this
17 recommendation.

18 And I think that goes to the
19 fundamental disagreement that AT&T
20 mentioned.

21 MS. LEMON: Okay. Are there
22 any other comments?

23 MR. WECKEL: We would like
24 to respond to some of these comments on the
25 record; and that is, that Southwestern Bell

1 is, at least based on the comments, it may
2 be clear that from the LIDB standpoint we
3 did make a conversion.

4 We did make a change to our LIDB
5 database so that records would not be
6 deleted on UNE conversion orders which, in
7 this recommendation, it talks of new
8 connects, but it would be interesting to
9 know that, you know, if there is a new
10 customer and there is no information in the
11 database, somebody needs to populate it.

12 As far as the DA comments that
13 were made, yes, there is some fundamental
14 problems. But we don't feel that they are
15 with the directory systems database. We
16 feel it's probably some service order
17 issues. And in regards to the comment made
18 by Mr. Price, yes, Southwestern Bell had
19 made a business decision on how to maintain
20 the integrity of its database of which this
21 decision applies to its own retail
22 listings.

23 It is not just for listings on
24 UNEs or in the competitive environment.

25 MS. LeMON: Okay. I would

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

ATTACHMENT 20

Kelly M. Murray
Senior Counsel

Southwestern Bell Telephone
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Phone 512 870-6707
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JUL 14 1999

 Southwestern Bell

July 13, 1999

RECEIVED
99 JUL 13 PM 3:02
PUBLIC UTILITY COMMISSION
FILING CLERK

ALJ Howard Siegel
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78701

Re: *Project No. 20000*

Dear Judge Siegel:

This letter responds to AT&T and MCI's latest motions requesting a "technical conference" on the OSS testing process. Rather than supporting their request, AT&T and MCI's pleadings serve as the most effective evidence to date of the efforts of these carriers to both delay and inappropriately influence the results of Telcordia's final test report.

SWBT has demonstrated its willingness and ability to design, implement and test the best OSS systems available in the country. We stand ready to work closely with any party wishing to operate in Texas. We believe Telcordia's report will fully validate these facts, and the fact that SWBT's OSS systems are operationally ready to handle commercial volumes of CLEC traffic. However, we simply cannot let misstatements about the capabilities of our systems, or the obvious delaying tactics employed by AT&T and MCI pass without comment.

For example, AT&T attempts to blame the alleged "loss" of "over 1/3 of the orders passed by AT&T to SBC in the capacity test" on supposed short comings in SWBT's OSS systems. This claim simply is untrue. The file transfer method utilized by AT&T – without notice to SWBT – resulted in SWBT never receiving the LSRs. There was no "breakage" or defect in SWBT's OSS systems, only a failure on the part of AT&T to follow appropriate procedures in notifying SWBT concerning the manner in which it intended to send its test orders.

Similarly, AT&T claims that a service outage experienced during its Service Readiness Testing (SRT) somehow "diagnoses" a "fundamental problem" with the OSS test. In reality, this incident was unrelated to and had no impact on the test whatsoever. The specific order type in question is unique to AT&T's special project of converting its embedded base of resale customers (with customized routing) to UNE-P. A copy of

ALJ Howard Siegel
July 13, 1999
Page 2

SWBT's letter of July 1, 1999, responding in detail to AT&T's complaint, is attached. SWBT will continue to work with AT&T on the conversion of its embedded customer base through normal business channels.

Finally, AT&T asserts that the OSS capacity tests did not fully test the "implementation of the ordering and FOC processes," because FOCs were returned to AT&T "without even the standard query as to whether facilities would be available to meet the order." These allegations reflect a lack of knowledge concerning the process. In fact, no such query is part of the ordering or distribution process. CLECs have the ability to see facilities availability as a pre-order function, which was tested as part of both the functionality and capacity tests. AT&T's statements are disingenuous at best.

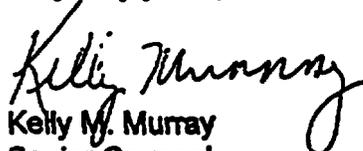
On July 8, 1999, Commission staff announced that it would hold a technical presentation on interim testing results on July 22, 1999. Telcordia will issue a written report, and will be available to answer questions at that presentation. Moreover, all interested parties will be given a chance to file written comments on the interim report. Such a presentation and opportunity for comment is more than sufficient to address testing status. The dangers inherent in allowing a "technical conference" along the lines advanced by AT&T and MCI is amply demonstrated by the incorrect and one-sided version of the facts presented by AT&T's pleading.

To the extent AT&T and MCI claim that a "technical conference" is necessary to discuss re-testing procedures, both of these carriers have direct access to Telcordia and Commission staff, and may confer on a technical basis or otherwise concerning the scope of the re-test at their discretion. As noted in SWBT's letter of June 29, there is no need for a technical conference to address items that are dealt with on an on-going basis as part of the carrier-to-carrier testing process.

The numerous pleadings filed by AT&T and MCI in this Docket complaining of virtually every aspect of the OSS test demonstrate that these carriers have had ample opportunity to present their views concerning any alleged insufficiencies in the carrier-to-carrier test. Other than delay, there is no need to present another forum for such complaint. The request for a "technical conference" should be denied.

If you have any questions concerning the above, please give me a call.

Very truly yours,


Kelly M. Murray
Senior Counsel

Attachment

cc: All parties of record (hand deliver or via facsimile)

Sandy Kinsey
President
Industry Markets

SBC Telecommunications, Inc
One Bell Plaza, Suite 3705
Dallas, Texas 75202
Phone 214 464-5111
Fax 214 464-0510



July 1, 1999

VIA FACSIMILE

Mr. Rian Wren
Regional President - Southwest
AT&T
5501 LBJ Freeway
Suite 800
Dallas, TX 75240

Dear Rian:

First of all let me apologize for the service disruption experienced by you and the other customers of AT&T. Customer service is extremely important to SWBT and we treat all service matters with a great deal of care. As you know, we offered several months ago to work with you to move to unbundled network elements the embedded base of resale customers that AT&T has built over the last 3 years in Texas. Unfortunately, AT&T has not sought to work with SWBT to move those customers as a coordinated project.

The situations you have experienced during your Service Readiness Testing (SRT) illustrate the very reasons our companies cooperatively pursue and work through tests such as these. Joint testing allows our companies to identify issues and resolve them collaboratively. Our teams are holding weekly calls to ensure that these issues receive the proper attention. We are supportive of the testing process and will continue to work with AT&T to resolve issues. The key to progress will be for our teams to continue working together to address issues as they arise, using the processes that we have jointly developed in other arenas.

The specific situation that prompted your phone call to me has been investigated. The service disruption experienced was related to the provisioning of SWBT's AIN platform, which is associated with the customized routing feature of AT&T's resale services. A process was in place to address AT&T's specific situation of

Mr. Rian Wren
Page 2
July 1, 1999

--
moving resold accounts with customized routing to UNE; however, the process did not work as intended. An improved interim process has been implemented leading up to our deployment of a long-term solution in mid-August.

The specific order type AT&T submitted during this SRT is unique to AT&T. With AT&T's stated intention to abandon the resale market, the scope of this type of order will in all probability be limited to AT&T's project of moving its embedded base of resold customers. It was probably in recognition of the uniqueness of this order type that neither AT&T nor anyone else in the industry identified this as a scenario that required provisioning in the functionality portion of the OSS test. In any event, the problems you experienced were not a result of our OSS interface.

Despite the uniqueness of your embedded base of resale customers, we reiterate our offer to help coordinate this project of moving your existing resale customers to unbundled network elements. In the event you instead desire to utilize this unique order type as part of a coordinated test prior to the next phase of your service readiness assessment, we will be glad to provide the necessary coordination on that as well. As you move forward with your market expansion plans, please do not hesitate to request our assistance when a project of this nature arises again.

I am fully confident that SWBT will continue to provide AT&T with a high level of customer service. Our commitment to this belief is backed by the myriad of performance measures and associated damage provisions currently in place, which were sought by AT&T and approved by the Commission. These measures will provide more than adequate information regarding our performance for AT&T to pursue its analysis and evaluation.

Rian, as you know, we have literally thousands of employees working with AT&T across a wide variety of fronts. It is inevitable that some failures, such as those you identified in your letter, will occur. We expect that you will inform us on a timely basis of any pattern of service problems that you see developing as they become apparent, so that we can promptly address any generic resolution to such service problems. In fixing every individual service outage as it was identified and promptly improving the processes to avoid these problems on both a short-term and long-term basis, I believe that we demonstrated our commitment to accommodating AT&T's market expansion plans.

Mr. Rian Wren
Page 3
July 1, 1999

I encourage you to continue with your market expansion plans. We are ready to handle all of your commercial orders, including the 4,000 per day you mentioned in your letter.

Sincerely,

Sandy Kinney

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

ATTACHMENT 21

Accessible



**“Minutes from December 21, 1999 CLEC User Forum Follow-Up Conference Call”
– Arkansas, Kansas, Missouri, Oklahoma and Texas**

Date: January 3, 2000

Number: CLEC00-002

Contact: Southwestern Bell Account Manager

This Accessible Letter serves to distribute the Minutes from the CLEC User Forum follow-up conference call held on December 21st. In the attachments you will find the following:

- ◆ Minutes
- ◆ Attendee List
- ◆ Action Item Log

Please direct any questions to your Account Manager.

Attachments

SWBT CLEC User Forum
Conference Call
Tuesday, December 21, 1999 ~ 10:00 AM – 12:00 PM

Welcome and Introductions

SBC opened the meeting with a roll call of all attendees. A list of attendees is included as Attachment 1 to these minutes.

SBC reviewed the action items identified during the December 7, 1999 User's Group meeting. Accessible Letter CLEC99-187 with the list of action items is Attachment 2 to this document.

- Related Service Order Processing Update
- Interim Solution for Issuing User IDs
- Current List of Recipients of Broadcast Faxes

SBC requested that the first bullet be addressed last because of the volume of information and the CLECs concurred.

INTERIM SOLUTION FOR ISSUING USER IDS

The first topic for discussion was the interim solution for issuing User IDs. SBC stated that the current process is status quo. User IDs are provided within 10 business days. SBC requested feedback on a new proposed process. The new process would include providing each CLEC with a block of generic IDs. Allowing the CLEC to manage the IDs internally, including the reassignment of their IDs. In the event an employee left their company the CLEC would be able to reassign that ID and password.

SBC requested that two CLECs volunteer to trial this new process which will begin early in 2000. MCIW, KMC Telecom and Birch Telecom volunteered. SBC will meet with these CLECs the second week of January 2000 to work through the process and negotiate the total number of User IDs provided to each CLEC. The trial will begin the latter part of January. The trial should run for approximately two weeks. The initial meeting with the volunteer CLECs will be via conference call and Steve DeWitt will send notification. The trial will be set up through the Account Managers.

- KMC Telecom – Alex Cedillo, Account Manager
- MCIW – Raymond Hebert, Account Manager
- Birch Telecom – Jeanne Hatfield, Account Manager

SBC stated that based on the outcome of the trial, the new process will then be rolled out to all CLECs.

CURRENT LIST OF RECIPIENTS OF BROADCAST FAXES

A list of current Broadcast Fax distribution information was forwarded to Account Managers. The Account Managers and CLECs will review the list to ensure that all information is correct. If any changes need to be made, this can be done through normal CLEC profile procedures. This review is the first step in the investigation into changing

to an e-mail notification process rather than the current Broadcast Fax process. However, there are a few areas that need to be researched prior to the implementation of this change, for example, investigating the security of transmitting this type information via e-mail.

RELATED SERVICE ORDER PROCESSING UPDATE

SBC investigated the related service order process and identified seven areas that represent potential processing problems. In addition, SBC has provided, where possible, the short-term and long-term solutions to these problems.

Address

Incorrect Address on LSR

Short Term: Create mechanized report that identifies conversion orders scheduled for dispatch. The LSC will work the report three times daily. LSC will investigate and take corrective action. The report will be available 1-14-2000 with training available 2-1-2000.

Long Term: Address validation edit proposed in CMP.

Discrepancy of End User Address on CSR

Example: Community name does not agree with PREMIS database; or master and bill-on account are different.

Short Term: Provide additional CLEC documentation on how to determine LSR address input for conversion activity or call the LSC with individual issues. Accessible Letter with guidelines will be distributed by 1-14-2000.

Long Term: Pursue investigation of root cause of this problem and implement corrective action.

Master and Bill-on With Discrepancy in LOC Info

Example: Master Suite 18 and Bill-on Des Ste 18.

Short Term: Provide CLECs with documentation on how to process LOC DES information and additional documentation for LSC/FACs. Accessible Letter will be distributed by 1-14-2000. The LSC will be given instructions on how to handle LSRs when this problem occurs and the order falls out for manual handling.

Long Term: Under investigation.

Facilities

Conversion Activity With the Addition of New Service

The problem occurs when orders are submitted with a conversion and new service on the same service order and the new service must be CF'd because there are no facilities.

Short Term: Mechanized notification of facility shortages (1-2-2000). Orders that fall out for exception handling will be issued as a separate order for new service. The CLEC will be notified when there is a facility issue on this type order. The CLEC will then make the decision of either holding the entire order or working as separate orders.

Long Term: This process will be mechanized.

AML – Multiplexar, which necessitates need for manual assignment.

Short Term: Rectify reassignment of facilities in some centers by immediate process improvement, documentation and training.

Long Term: Eliminate need for manual assignment.

Due Date Changes/Supps

The problem occurs if the due date does not get changed on all orders. The orders become disassociated.

Short Term: Pursue investigation of timely handling of due date changes. Pursue mechanized report that identifies discrepancy in due dates on conversion orders. Pursue system enhancement for 'D', 'C' and 'N' orders to have dependencies for completion.

Long Term: Under investigation. Requires the coordination of systems.

Charter Number

Short Term: Provide Accessible Letter for CLEC ordering requirements by 12-29-1999.

Long Term: Mechanically generate service orders; System requirements by 12-31-1999 and IT Target release by 1-10-2000.

Completion/Posting Service Orders

An additional team is investigating this situation and is being integrated and they will be looking at all orders, how the order completes and how the order posts. The team will be looking at process improvements and providing a more timely ordering process and incorporating a process that will ensure that all orders remain synchronized through posting.

There was discussion on possible scenarios where this problem may occur.

Short Term: Specialized team evaluating and monitoring completions and posting of service orders.

Long Term: Under investigation.

Premature Cuts

There was discussion on possible causes for this situation and SBC stated that the majority of these problems occur when there is a late change to the due date. When there is a late change to the due date, downstream departments may not receive the change in time to make adjustment. If this situation occurs, additional transactions must be submitted to restore the customer's service. There was additional discussion on the time frame needed to resolve the synchronization problem. SBC stated that multiple systems and vendor input must be coordinated to resolve this issue. A CLEC stated that this is their #1 issue.

Short Term: Pursue root cause analysis. Pursue training and awareness.

Long Term: Under investigation.

Busy Collocation Pairs

Current procedure disconnects collocated pairs five days after due date. This procedure was established to provide CLEC's with the ability to reestablish service for the same end user in a timely manner. SBC stated that if the CLEC community would be better served with a shorter interval that their needs could be addressed. There was discussion among CLECs that a 24 to 48 hour interval would better meet their needs. However, many of the CLECs asked to have time to take this change back to their respective companies and verify the change internally. SBC stated that this would be a change that would impact all CLECs, since this change would be for the entire CLEC community. This item will be revisited during the 1-18-2000 User's Group meeting. SBC made the point that should this interval be implemented, a new order would be required to reestablish service and the

same pair may not be available. SBC will investigate to see how long it would take to make the interval change.

Short Term: Pursue root cause and identify improved process for quick reuse of pairs.

Long Term: Under investigation and awaiting CLEC response.

ACTION ITEM: SBC will investigate to see how long it will take to change the interval. CLECs will discuss this change internally and notify SBC at the next User's Group meeting of their decision.

ACTION ITEM: SBC will continue to monitor and evaluate all process improvements and follow up on all short term and long term solutions to ensure that the processes are working as designed.

There was discussion on the best time to have the next User's Group meeting. The next meeting will be 1-18-2000, with the specifics being distributed via Accessible Letter.

ACTION ITEM: SBC will make necessary conference room and bridge arrangements and send out logistics via Accessible Letter.

There was discussion on how the changes implemented through the User's Group would be documented and distributed.

ACTION ITEM: SBC stated that all process changes would be addressed in meeting minutes, Accessible Letters and the CLEC Handbook, as appropriate.

The meeting was adjourned at 11:30 a.m.

SWBT CLEC User Forum
Conference Call
Tuesday, December 21, 1999 ~ 10:00 AM – 12:00 PM
Attendee List

Attachment 1

Attendee	Company Name	Email Address
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Orr, Gerrie	SBC Communications	
Perkins, Peggy	Nextlink	
Rogow, Todd	MCI WorldCom	

SWBT CLEC User Forum
Conference Call
Tuesday, December 21, 1999 ~ 10:00 AM – 12:00 PM
Attendee List

Attachment 1

Attendee	Company Name	Email Address
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Weissgerber, Marilyn	SBC Communications	
Wilkes, Cheryl	SBC Communications	

CLEC User Forum Action Item Log

Attachment 2

Number	Action Item	Owner	Status	Comments
1 – 12/07	SBC will make necessary logistical arrangements for the proposal team's preliminary meeting (via conference bridge) to discuss guiding principles, charter, deliverables, and to agree on the dates for the three day lock-up, and notify the proposal team.	SBC	Closed	
2 – 12/07	SBC will provide conference bridge information for the status call scheduled for 12/21 to discuss related service order processing, interim solution for issuing User IDs, and list of Broadcast Fax recipients..	SBC	Closed	
3 – 12/07	SBC will review and update, as necessary, the instructions/form for requesting user IDs.	SBC	Open	
4 – 12/07	SBC will provide the web site location containing the instructions for requesting user IDs.	SBC	Open	Escalation contacts have been added to the CLEC Handbook effective 12/21/99.
5 – 12/07	SBC will provide the escalation process for issuing User IDs.	SBC	Open	Escalation contacts have been added to the CLEC Handbook effective 12/21/99
6 – 12/07	SBC will include an escalation list for the IS Call Center including pager numbers.	SBC	Open	Escalation contacts have been added to the CLEC Handbook effective 12/21/99
7 – 12/07	SBC will pull a list of the Broadcast Fax recipients and provide the lists to the appropriate Account Managers.	SBC	Open	This list was forwarded to all account team directors for review with CLECs and will update the CLEC profiles.
8 – 12/07	SBC will review the notification process and ensure that the notifications are handled immediately.	SBC	Open	Proposed future agenda item
9 – 12/07	SBC will look into the process of notifying CLECs of network outages and cable cuts.	SBC	Open	Proposed future agenda item
10 – 12/21	SBC will facilitate trial to establish procedures for providing each CLEC with a block of generic User IDs to be managed by the CLEC internally.	SBC	Open	Kickoff conference call will be held with SBC and trial participants on 1/10/00.
11 – 12/21	SBC will create mechanized report to identify conversion orders scheduled for dispatch incorrectly by 1-14-2000 and will begin training by 2-1-2000.	SBC	Open	
12 – 12/21	SBC will distribute Accessible Letter by 1-14-2000 to provide documentation to CLEC on how to determine LSR address input for conversion activity.	SBC	Open	
13 – 12/21	SBC will distribute Accessible Letter by 1-14-2000 to provide documentation to CLECs on how to process LOC DES information.	SBC	Open	
14 – 12/21	SBC will provide mechanized notification of facility shortages by 1-2-	SBC	Open	

CLEC User Forum Action Item Log

Attachment 2

Number	Action Item	Owner	Status	Comments
	2000.			
15 – 12/21	SBC will rectify reassignment of facilities in some centers by immediate process improvement, documentation and training.	SBC	Open	
16 – 12/21	SBC will pursue investigation of due date changes to provide more timely handling, system enhancement for 'D', 'C' and 'N' order to have dependencies for completion	SBC	Open	
17 – 12/21	SBC will provide Accessible Letter to CLECs addressing Charter Numbers and ordering requirements by 12-29-1999, with system requirements by 12-31-1999 and IT Target release by 1-10-2000.	SBC	Open	
18 – 12/21	SBC will integrate two teams to investigate the completion/posting of service orders to provide a more timely ordering process and synchronization of the orders.	SBC	Open	
19 – 12/21	SBC will continue to evaluate premature cuts to determine the root cause and provide training and awareness.	SBC	Open	
20 – 12/21	SBC will investigate the time needed, if necessary, to change the interval for disconnecting collocation pairs from 5 days to 24 - 48 hours.	SBC	Open	
21 – 12/21	CLECs will verify internally if the change for disconnecting collocation pairs from 5 days to 24 – 48 hours will better meet their business needs and will provide this information at the next User's Group meeting on 1-18-2000.	All CLECs	Open	
22 – 12/21	SBC will make necessary conference room and bridge arrangements and will send out logistics via Accessible Letter.	SBC	Open	
23 – 12/21	SBC will continue to monitor and evaluate all process improvements to ensure that all processes are working as designed.	SBC	Open	
24 – 12/21	SBC will document all process changes through meeting minutes, Accessible Letters and the CLEC Handbook, as appropriate.	SBC	Open	