

## **ATTACHMENT 3**

### **DECLARATION OF BERNADETTE SEIGLER**

GA1000 Exceptions  
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
Invalid Reject CREX7 - Blocking of International Calls	AT&T issued UNE-P orders with CREX7 and all of the orders were rejected. AT&T issued a defect request. BellSouth response was that it was not a defect, but a feature change. The feature change was scheduled to be implemented on 7/19.	BellSouth's documentation incorrectly identified CREX7 as an available USOC for international blocking. BellSouth provided AT&T with a corrected USOC job-aid on 8/10/00. BellSouth will update the guide on the Web at a later date.	6/1/00	8/10/00
Invalid Reject Call Return Invalid with class of service USOC UEPRX.	AT&T issued UNE-P orders adding the Call Return feature and all of the orders were rejected. AT&T issued a defect request through Change Control.	BellSouth corrected the defect on 6/5.	5/25/00	6/5/00
Invalid Disconnects	AT&T issued orders to migrate a large group of lines and received a reject message back on 84 of the accounts stating that the account had been disconnected. AT&T had not issued any orders to disconnect the line.	BellSouth had a problem that occurred in its system to port/loop combination orders. This problem occurred when a migration order was submitted and a subsequent order to cancel the initial order was submitted - the "N" order was canceled, but the associated "D" order was not canceled. BellSouth restored the 90 accounts disconnected in error to their original retail status.		6/17/00
Delays in Responses	On several occasions, AT&T has experienced delays in receiving FOCs, rejects, clarifications, and completion notices from BellSouth.	BellSouth has identified the following systems problems that contributed to the delays  On May 16th an incorrect change in permissions to a file critical for order generation occurred. The problem was detected and corrected within 3 hours, however, processing of 842 LSRs for 100 CLECs was backlogged. The backlog was not cleared completely until May 18th.		

6A1000 Ex .ions  
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		On June 15 BellSouth successfully isolated CLEC transactions from those of other trading partners. This action should prevent activity from other trading partners from interfering with CLEC activity.		
Delays in Responses - cont'd.		Between June 12th and June 30th EDI experienced numerous small delays associated with the migration of CLEC transactions to a separate processing site. This migration was undertaken to insure that the processing of CLEC transactions would not interfere with that of other trading partners, and vice versa.		
		On July 25th EDI transmission was delayed approximately 2 hours due to an administrative error. AT&T experienced delays with several LSRs. BellSouth revised administrative procedures to prevent reoccurrence.		
		On June 22nd and June 23rd EDI experienced major delays associated with adjustments to the new processing site for CLEC transactions. Memory between the new CLEC processing site and the transmission site was expanded.		
Reservation Defect	AT&T reserved a group of telephone numbers and sent orders for new service, but the orders were rejected in error.	A problem was detected with telephone number reservation requests processed via the LENS Pre-Order Mode. The problem was resolved in the June 17th software release.	5/26/00	6/17/00

GA1000 Operations  
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
Percent Flow-through discrepancy	Based on BellSouth's documentation, AT&T's results show that 8% of it's orders were designed to fall out for manual handling. BellSouth's results show that 39% of AT&T's orders did not flow-through.	Comparison of AT&T's and BellSouth's results indicated a 31% (1500) deficiency in flow-through. Of the 31%, BellSouth has determined that 63% (951) fell out due to its systems issues. AT&T and BellSouth are reviewing the remaining 547 orders to identify the reasons the orders did not flow-through.	8/1/00	
Mis-provisioned Orders	Once orders have been "completed", AT&T tests the line to ensure the order was completed correctly. AT&T has experienced problems with no dial-tone, incorrect features and incorrect PIC/LPIC.	In late June, BellSouth advised AT&T that its repair calls should not go to the UNE Center, but should be referred to the BRMC. Because of this, BellSouth could not perform a root-cause on the mis-provisioned orders prior to late June. AT&T provided a current list of mis-provisioned orders to BellSouth on August 3.	8/3/00	
Late/Missing Completion Notices	Between 6/15 and 7/19, AT&T did not receive completion notices on 157 of its orders. AT&T provided the list of orders to BellSouth for a root-cause analysis.		7/14/00	
Invalid Disconnects	AT&T again found that approximately 54 of its accounts had been disconnected in error. AT&T submitted the list of accounts and historical order activity to BellSouth on August 9th.	Response due from BST originally targeted for August 11th, revised for August 18th.	8/9/00	

6A1000 Ex ceptions  
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Missing Acknowledgements	On July 14, AT&T sent a batch of orders for which it did not receive acknowledgements.	The way in which BellSouth has its systems set up allows files to overwrite other files that come in within the same minute. AT&T sent files from two separate gateways that reached BellSouth within the same minute, thus causing the overwrite. AT&T and BellSouth held a conference call with its SMEs to determine what needed to be done to prevent this in the future. BST response targeted for August 8th, revised for August 11th.	7/24/00	
Missing ADUF Records	AT&T has discovered numerous issues with the ADUF files. Results are as follows: 1) Accurate test calls - 18% 2) Local calls recorded accurately - 0% 3) LD calls recorded accurately - 0% 4) 800 calls recorded accurately - 55% 5) 900 calls recorded accurately - 15% 6) Dial Around calls recorded accurately - 0%	BellSouth is evaluating AT&T's results.	8/9/00	