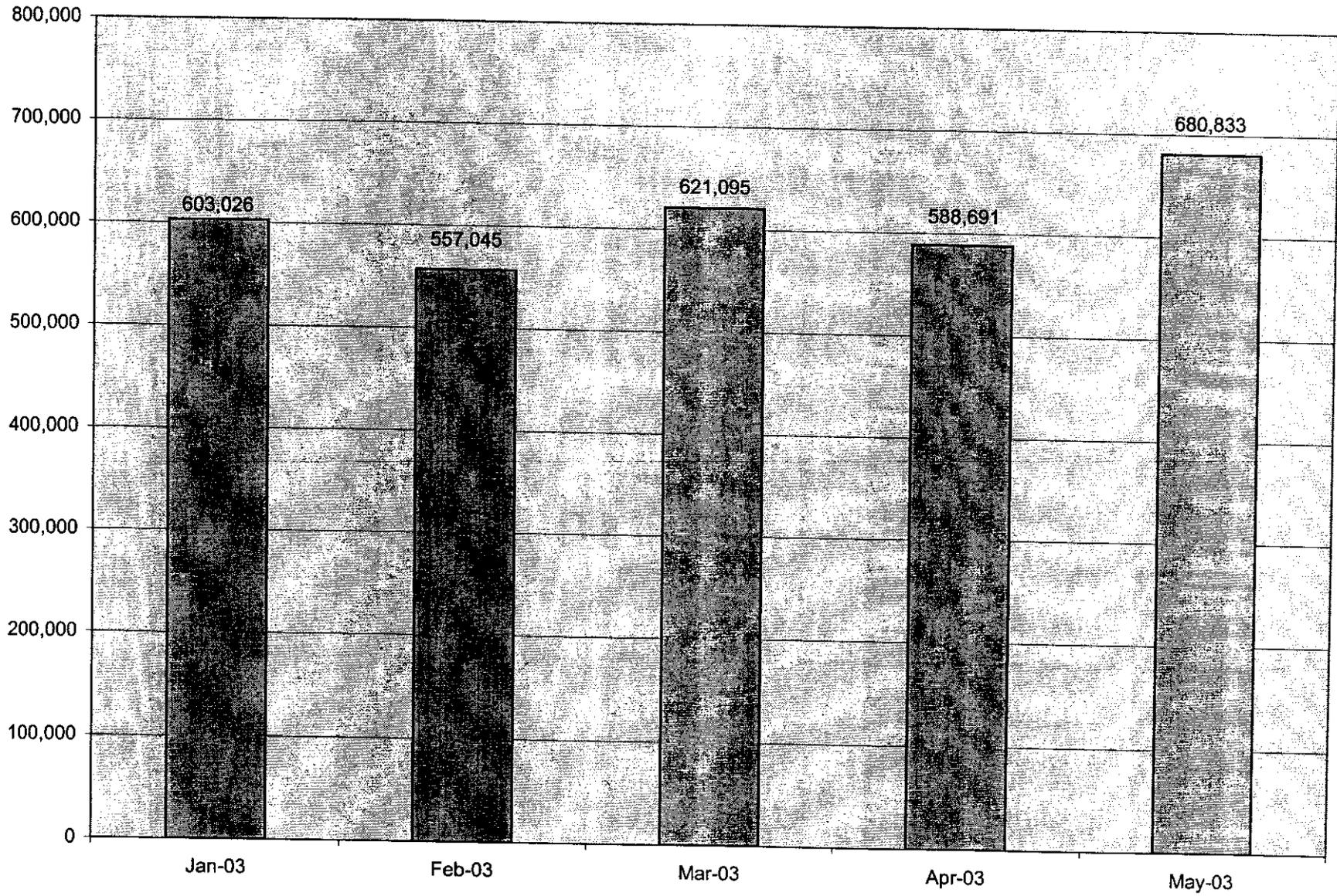


Midwest - EDI
Competitive Local Exchange Carrier (CLEC)
Service Order Activity

<u>Month-Year</u>	<u>Total</u>
Jan-03	603,026
Feb-03	557,045
Mar-03	621,095
Apr-03	588,691
May-03	680,833
Cumulative Total Jan 03 thru May 03	3,050,690

Midwest - EDI
Competitive Local Exchange Carrier (CLEC)
Service Order Activity

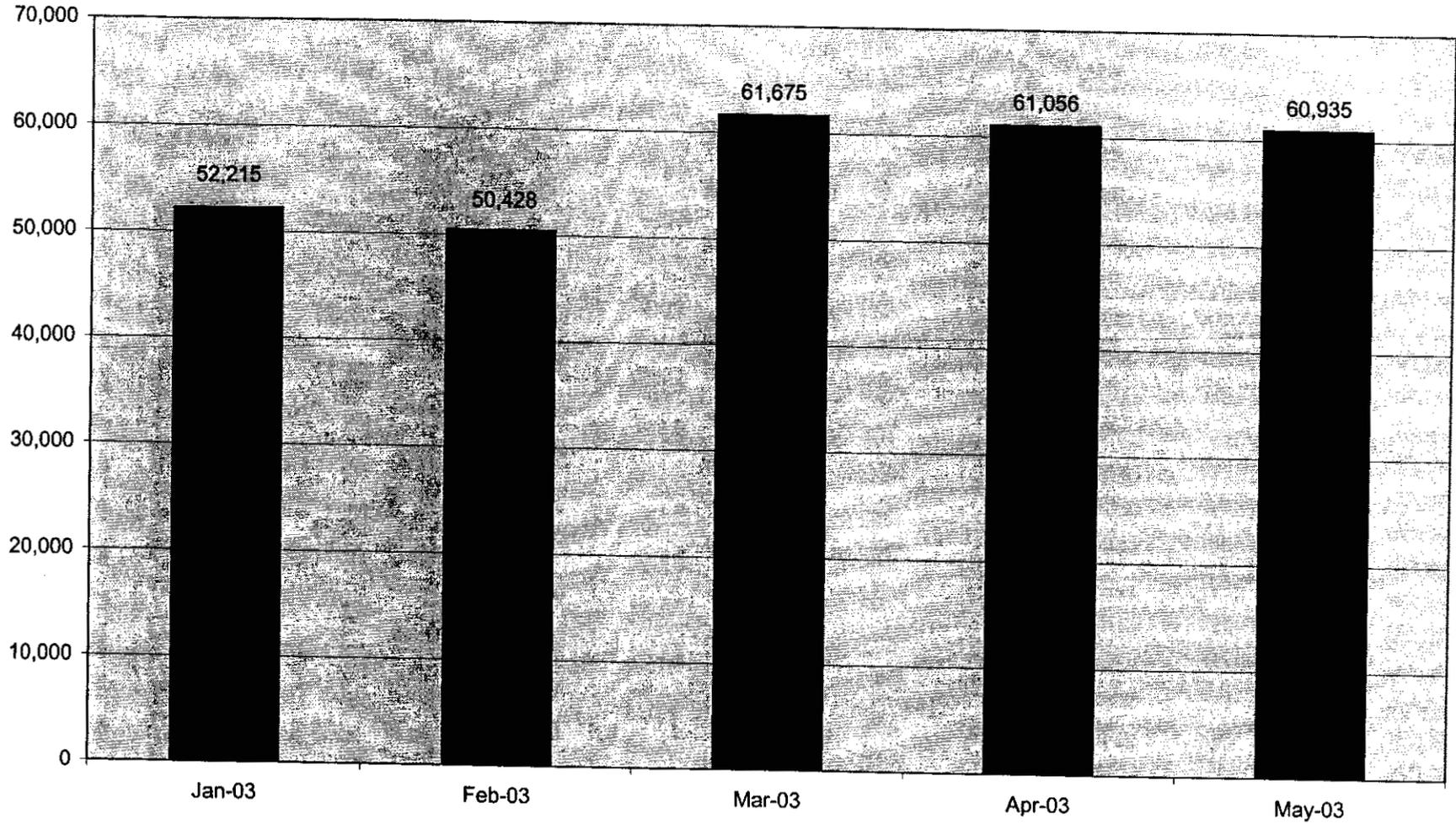


Cottrell/Lawson Supplemental Reply Affidavit – Attachment B

Midwest - LEX
Competitive Local Exchange Carrier (CLEC)
Service Order Activity

<u>Month/Year</u>	<u>Total</u>
Jan-03	52,215
Feb-03	50,428
Mar-03	61,675
Apr-03	61,056
May-03	60,935
Cumulative Total Jan 03 thru May 03	286,309

Midwest - LEX
Competitive Local Exchange Carrier (CLEC)
Service Order Activity



Cottrell/Lawson Supplemental Reply Affidavit – Attachment C

CCR History for Sunday Hours

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) All Regions	Pending Review in 7/2003	2/14/03

		M-F	Saturday	Sunday
EDI Ordering Gateway ^{3,6}	AIT, SWBT, PB/NB, SNET	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 05:00 - 23:59	00:00 - 01:00 05:00 - 23:59

SBC Order Processing Hours

³ AIT Order Processing hours are: M-F 06:00 - 23:00, Sat 07:00 - 19:00 CT, Sun none

SWBT Order Processing hours are: M-F 06:00 - 23:59, Sat 06:00 - 23:30, Sun 10:00 - 23:30 CT

PB/NB Order Processing hours are: M-F 06:00 - 23:00, Sat 06:00 - 19:00, Sun 10:00 - 18:00 PT

SNET Order Processing hours are: Mon - Sat 06:00 - 22:00 ET. Sun - None.

Hours of Operation for

Ordering in Gray

Down time is in Blue

	SBC-West (PacBell)	SBC-Southwest (SWBT)	SBC-Midwest (AIT)	SNET
	Pacific	Central	Central	Eastern
Saturday	21:00	23:00*	23:00	0:00
Saturday	22:00	0:00	0:00	1:00
Saturday	23:00	1:00	1:00	2:00
Saturday	0:00	2:00	2:00	3:00
Saturday	1:00	3:00	3:00	4:00
Saturday	2:00	4:00	4:00	5:00
Saturday	3:00	5:00	5:00	6:00
Saturday	4:00	6:00	6:00	7:00

CCR History for Sunday Hours

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) All Regions	Pending Review in 7/2003	2/14/03

Saturday	5:00	7:00	7:00	8:00
Saturday	6:00	8:00	8:00	9:00
Saturday	7:00	9:00	9:00	10:00
Saturday	8:00	10:00	10:00	11:00
Saturday	9:00	11:00	11:00	12:00
Saturday	10:00	12:00	12:00	13:00
Saturday	11:00	13:00	13:00	14:00
Saturday	12:00	14:00	14:00	15:00
Saturday	13:00	15:00	15:00	16:00
Saturday	14:00	16:00	16:00	17:00
Saturday	15:00	17:00	17:00	18:00
Saturday	16:00	18:00	18:00	19:00
Saturday	17:00	19:00	19:00	20:00
Saturday	18:00	20:00	20:00	21:00
Saturday	19:00	21:00	21:00	22:00
Saturday	20:00	22:00	22:00	23:00
Sunday	21:00	23:00	23:00	0:00
Sunday	22:00	0:00	0:00	1:00
Sunday	23:00	1:00	1:00	2:00
Sunday	0:00	2:00	2:00	3:00
Sunday	1:00	3:00	3:00	4:00
Sunday	2:00	4:00	4:00	5:00
Sunday	3:00	5:00	5:00	6:00
Sunday	4:00	6:00	6:00	7:00
Sunday	5:00	7:00	7:00	8:00
Sunday	6:00	8:00	8:00	9:00

CCR History for Sunday Hours

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) All Regions	Pending Review in 7/2003	2/14/03

Sunday	7:00	9:00	9:00	10:00
Sunday	8:00	10:00	10:00	11:00
Sunday	9:00	11:00	11:00	12:00
Sunday	10:00	12:00	12:00	13:00
Sunday	11:00	13:00	13:00	14:00
Sunday	12:00	14:00	14:00	15:00
Sunday	13:00	15:00	15:00	16:00
Sunday	14:00	16:00	16:00	17:00
Sunday	15:00	17:00	17:00	18:00
Sunday	16:00	18:00	18:00	19:00
Sunday	17:00	19:00	19:00	20:00
Sunday	18:00	20:00	20:00	21:00
Sunday	19:00	21:00	21:00	22:00
Sunday	20:00	22:00	22:00	23:00
Sunday	21:00	23:00*	23:00	0:00
Monday - Friday	22:00	0:00	0:00	1:00
Monday - Friday	23:00	1:00	1:00	2:00
Monday - Friday	0:00	2:00	2:00	3:00
Monday - Friday	1:00	3:00	3:00	4:00
Monday - Friday	2:00	4:00	4:00	5:00
Monday - Friday	3:00	5:00	5:00	6:00
Monday - Friday	4:00	6:00	6:00	7:00
Monday - Friday	5:00	7:00	7:00	8:00
Monday - Friday	6:00	8:00	8:00	9:00
Monday - Friday	7:00	9:00	9:00	10:00

CCR History for Sunday Hours

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) All Regions	Pending Review in 7/2003	2/14/03

Monday - Friday	8:00	10:00	10:00	11:00
Monday - Friday	9:00	11:00	11:00	12:00
Monday - Friday	10:00	12:00	12:00	13:00
Monday - Friday	11:00	13:00	13:00	14:00
Monday - Friday	12:00	14:00	14:00	15:00
Monday - Friday	13:00	15:00	15:00	16:00
Monday - Friday	14:00	16:00	16:00	17:00
Monday - Friday	15:00	17:00	17:00	18:00
Monday - Friday	16:00	18:00	18:00	19:00
Monday - Friday	17:00	19:00	19:00	20:00
Monday - Friday	18:00	20:00	20:00	21:00
Monday - Friday	19:00	21:00	21:00	22:00
Monday - Friday	20:00	22:00	22:00	23:00
Saturday	21:00	23:00	23:00	0:00

CLEC Verbatim Description: WCOM is requesting that SBC expand the ordering hours of availability in the West, Midwest and Connecticut regions to mirror the Southwest region ordering hours of availability. As you can see from the attached spreadsheet, hours vary, especially in the Midwest region where no ordering hours even exist on Sunday. This lack of consistency can cause system issues for CLECs doing business across the entire SBC footprint, which in turn will affect SBCs ordering systems and Local Service Centers.

SBC Response:

7/3/03 - Change Management has learned from the SME that CR030476 has been opened to satisfy this request and has a requested implementation date of 12/11/04. The business case is in progress and will provide hours of operation in both the Midwest and SNET regions on Sunday of 10:00 a.m. to 6:00 p.m. local time in each region. The SME agreed to join the next CMP call where he had additional information, but this is all he has at this time.

6/5/03 - The originator asked if the SME had already started the business case for this request. Change Management replied that he had, but did not know any further status. The originator would have preferred to have the SME on the call to talk about this request, so Change Management will ask him to join for the July call.

CCR History for Sunday Hours

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-006 CR030476 (12/11/04)	WCOM	Terri McMillon	Ordering (EDI, LEX) All Regions	Pending Review in 7/2003	2/14/03
<p>5/15/03 - The SBC SME reported that he had investigated primarily the Sunday hours in the Midwest Region, but was looking at consistency over all regions. The hours in the Midwest region are double, but costly. He will have to write a Business Case to gain approval for the funding and he is moving forward with that. The expected implementation date will be some time next year. He also mentioned that currently Saturday volumes are very low.</p>					
<p>5/2/03 - Change Management will provide status on this request at the May 8th meeting.</p>					
<p>2/20/03 - New CCR added to log.</p>					

Cottrell/Lawson Supplemental Reply Affidavit – Attachment D

CCR History for DUF Separation by State

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 7/2003	11/8/02 Transferred from CUF on 5/1/03
<p>CLEC Verbatim Description: Ameritech system is not capable of separating the daily usage file by state and instead sends 1 file for all five states. AT&T is concerned that as customer volumes continue to grow the file will increase and processing errors will occur.</p> <p>CLEC Comments/Action Taken/Status/Resolution: AT&T has discussed with the account team since 7/01 and addressed during a CLEC June 2002 CLEC forum where Ameritech requested the issue be sent in on a form to the forum.</p> <p>CLEC Description of Extent of Impact on Business & CLEC Community: As customer volumes grow for CLECs processing problems may occur due to extremely large files for daily usage.</p> <p>SBC Response: <i>7/3/03 - Change Management spoke with the SME and his team lead about their participation in the July meeting. Even though the timeframe given in the May meeting was not a satisfactory one for the CLECs, neither the SME nor his team lead has the power to change that. The date given is based on budgets and limited IT resources to do the necessary programming. Change Management will escalate this request if the originator wants it escalated, but all CLECs must realize that the IT resources are the same ones working on other requests by CLECs. As to the format or structure of the existing DUF file, SBC considers that to be proprietary information and so will neither confirm nor deny what one CLEC reportedly heard about that.</i></p> <p>6/6/03 - The CLECs expressed great concern over the projected date for implementing this request. One indicated that they thought the DUF file was actually made up of the five state files concatenated together and would not be that difficult to separate. The CLECs asked to have the SME join the July meeting to discuss. Change Management agreed to invite the SME.</p> <p>5/30/03 - Per the SME, the implementation of separating the DUF by state is currently targeted for 3Q04. The status will be changed to Approved and we will not review again until 1Q04.</p> <p>5/15/03 - The SME was not on the call to give an update, but Change Management reported that he is working on the solution for this request.</p> <p>5/1/03 - New CCR created for issue transferred from Midwest Region CUF at the April meeting.</p> <p>3/19/03 - CLEC User Forum: SBC stated that it did not have an implementation date yet. A target date is sometime early to mid-year next year. WorldCom expressed concern regarding the delay in implementing this change. WorldCom asked that SBC have someone available to work directly with WorldCom on this issue in the interim. SBC responded that it is currently working with CLECs directly. There was discussion on how this issue could be escalated. SBC responded that it would ensure that CLECs' concerns and sense of urgency are documented in the business case it submits for prioritization of this project. It was agreed to submit this issue as a CCR so it can be escalated in both CMP and CUF. ACTION ITEM: SBC will prepare a CCR on behalf of WorldCom to be tracked in CMP and provide the CCR number assigned to this request.</p> <p>Update - 3/14/03: Update to be provided at the March CUF meeting.</p>					

CCR History for DUF Separation by State

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 7/2003	11/8/02 Transferred from CUF on 5/1/03

2/19/03 - CLEC User Forum:

SBC reported that the result of CLECs votes was very close. There were 11 votes in favor and 12 against making the change. Due to the following additional considerations, SBC has decided to proceed with implementing the requested change to separate the DUF files by state.

- OBF guidelines indicate that the files should be split by state
- The change would be consistent across all SBC's regions

CLECs expressed concern regarding the voting process and having SBC make a decision contrary to the majority vote. SBC responded that the suggestion of a vote was made in an attempt to resolve conflicting opinions by CLECs on this request. SBC stated that at the time the voting suggestion was made, it did not take into account the other considerations. Amerivoice stated that implementing this change should not impact the priorities of the other CLEC requested projects already scheduled for implementation. SBC responded that the prioritization and implementation of the CCRs are handled by a different organization than billing, so implementing this change will not impact other CCRs.

ACTION ITEM: SBC will provide an update as to the target date for implementation at the March CUF meeting.

Update - 1/21/03:

Accessible Letter CLECAM03-015 was distributed 1/21/03. Update to be provided at the 2/19 CUF meeting.

1/15/03 - CLEC User Forum:

Some CLECs expressed concern that implementing this change would cause them undue hardship, while others had opposing opinions and were anxious for this change to be made. It was pointed out that implementing this change would make it consistent with the other SBC states. SBC suggested sending an Accessible Letter early next week advising the CLEC community of the proposed change and soliciting input whether CLECs would or would not support the change. The decision to go forward with implementing the change will be based on the majority vote. A question was raised whether it would be possible for SBC to provide both options to CLECs. SBC responded that it would have to re-verify whether it could support both options and hopes to get an answer to include in the Accessible Letter to be distributed.

ACTION ITEM: SBC will send an Accessible Letter describing the proposed change and ask for CLEC feedback.

ACTION ITEM: SBC will re-verify whether it could provide CLECs the option of receiving the DUF file as one file or five files, separated by state.

Update - 1/6/03:

Several CLECs responded that separating the DUF files by OCN does not meet their needs, therefore, a request was made to the billing group to separate the DUF files by state. The earliest target date for implementation is August 2003.

CCR History for DUF Separation by State

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 03-035	AT&T Midwest Region	Shannie Marin		Approved Review in 7/2003	11/8/02 Transferred from CUF on 5/1/03
<p>12/11/02 - CLEC User Forum: SBC stated that its internal billing group proposed to provide the DUF files separated by OCN rather than by state as was requested. That would be consistent with how the DUF files are separated for all of the other regions. Separating by OCN would be like separating by state because there is one UNE OCN per state. The DUF files are provided for UNE, it does not apply to retail. SBC is awaiting a response from AT&T to find out if this is acceptable. ACTION ITEM: CLECs will provide feedback by 12/17 whether having the DUF files separated by OCN (rather than by state) will meet their needs.</p>					

Cottrell/Lawson Supplemental Reply Affidavit – Attachment E

CCR History for Posted Service Order Information

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 00-025 CR020085 Prioritized for 6/14/03	WCOM WorldCom Southwest region	Roseann Kendall	Order Status (Ordering) 2-State, Midwest region, SNET	Pending (See CCR01-050 below) No Review	7/28/00 11/01/00
<p>CLEC Verbatim Description: Currently, per the Toolbar, Order Status USERS GUIDE, the circuit id and PON search types can only be used for pending orders. WCOM is requesting that this search criteria be expanded to include posted orders as well. Until this search can be expanded, the CLECs only other choice to pull posted orders is via the "C" order, but since the "C" order numbers are re-assigned quickly this method of pulling posted orders is not a reliable tool either. The verbatim was changed to add the request to query posted "(C) orders by PON.</p>					
<p>SBC Response/Update: 8/1/02 - The originator replied that the search for posted orders exists today only in SWBT for intervals longer than 7 days. SWBT keeps posted orders available for 3 calendar years. The documentation for Service Order Status in Verigate states that for PB/NB, orders which have posted within the last 48 hours are available. In AIT, posted orders are available for 7 days after posting. In SNET, they are available for 72 hours after posting. Per confirmation from the originator, the request should be as stated above. The status will change back to Pending and it will be moved to the 13-State CCR Log and associated with CCR01-050 submitted by WCOM. Since the CR was opened using this request, all future updates will be posted to that CCR. 6/7/02 - Change Management will get with the originator concerning the closure of this request. 2/9/01 - This will be put into Deferred status until April 2002.</p>					
<p>SBC Response/Update: 8/31/00 - No response available at this time, will provide status by 9/15/00. 9/6/00 - SWBT CMP Meeting: WorldCom and Progressive Concepts stated that they go to posted order database by TN, but they still cannot pull up the order. They receive a message stating that they do not have authorization. SBC stated that there appears to be a problem with the logic, because CLECs should be able to pull up their orders. SBC stated that by 9/13, it would provide CLECs documentation outlining its plans to: 1) provide regular updates on the progress being made; 2) planned target dates for milestones; and 3) the short-term and long-term plans. 12/6/00 - SWBT CMP Meeting: WorldCom pointed out that the 10/24, 11/1, and 12/3 updates are incorrect. These updates are related to a different CCR and should be removed. After clarification, it was agreed that SBC would address the request as it was originally submitted and provide information on the order of magnitude and timeline. 1/10/01 - There is a CR990812 asking to be able to pull posted service orders by circuit ID. Will not be considered until at least April 2002 when we have a uniform interface. There has been another request submitted to request pulling posted service orders by PON. This will be considered at the same time as the CR 990812. 2/6/01 - No further update.</p>					

CCR History for Posted Service Order Information

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-050 CR020085 (12/13/03) CR020904 CR020905 (3/13/04)	WCOM 2-State	Roseann Kendall	Ordering (Order Status) 2-State, Midwest region, SNET	Approved No Review (Prioritized for 6/14/03)	11/9/01
<p>CLEC Verbatim Description: REQUEST TO ADD "POSTED INQUIRY" FUNCTIONALITY IN ENHANCED VERIGATE/ORDER STATUS FOR PACIFIC BELL, NEVADA BELL AND AMERITECH REGIONS.</p> <p>Currently the Enhanced VeriGate system's Order Status functionality, planned for implementation 2/23/02, provides a "posted inquiry" functionality only for the SBC SWBT region. This "posted inquiry" functionality, available for the SBC SWBT region, makes it possible for the CLEC to view posted (completed) service order data. Using the "posted inquiry" functionality, CLECs can view posted service orders from the past three years as well as for the current year. WCOM is requesting that this "posted inquiry" functionality, as available in the SBC SWBT region, be provided for the PacBell, NevBell, and SBC AIT regions.</p> <p>This CCR is being submitted with a High/Critical priority level. It is critical that CLECs have access to view and analyze the actions completed by SBC for its own service orders. WCOM's experience has proven that access to this service order information is needed to effectively manage issues that arise after the order has been completed. Without access to the service order data, the CLEC's ability to handle its end customer's issues is extremely limited.</p> <p>Further, without access to this information, the CLEC must manually contact and involved SBC representatives to request and retrieve information on completed service orders. If the CLECs had access to such information, the need to contact SBC representatives for resolving questions about completed orders would be minimized. Thus the electronic availability of posted (completed) service orders would benefit SBC as well as the CLEC.</p>					
<p>SBC Response:</p> <p>7/3/03 – Change Management has learned that CR020085, for the 2-State region only, has been committed for the 12/13/03 release. The other 2 CRs, CR020904 and CR020905, are hopefuls for the 3/13/04 release.</p> <p>3/28/03 – Change Management has learned that CR020085 was not committed for the 9/27/03 release. The request date has been rolled forward to 12/13/03. Change Management is working closely with the Business Process SME to ensure that this CR will get committed for the December '03 release.</p> <p>3/12/03 – The CR020085 for the 2-State region is on the request list sent to IT for the 9/27/03 release. The Commit List for that release should be coming back from IT no later than the end of next week.</p> <p>11/27/02 – No further update.</p> <p>11/1/02 – The CR020085 above has been de-scoped to just PB/NB, since the regions will be deploying SPORT at different times. It is still carrying a requested date of 6/14/03. The CR for AIT region is CR020904 and the one for SNET region is CR020905.</p>					

CCR History for Posted Service Order Information

CCR Tracking Number	Originating CLEC (Region)	CLEC Primary Contact Name	Interface Affecting	Status	Date Received
CCR 01-050 CR020085 (12/13/03) CR020904 CR020905 (3/13/04)	WCOM 2-State	Roseann Kendall	Ordering (Order Status) 2-State, Midwest region, SNET	Approved No Review (Prioritized for 6/14/03)	11/9/01
<p>9/27/02 – The SME has written the Business Requirements for this request. SBC IT has also been working on this. Requires establishing a database for each region for service orders. The SME, his director and the Director-Change Management have been advised that the CLECs want this escalated. As stated before, this is a very large project. The CR currently has a "Requested Date" of 6/14/03. Status will be changed to Approved.</p>					
<p>9/12/02 – The originator asked if there was any implementation timeframe available for this CCR. Change Management replied that there was not. The originator asked that this be escalated. Change Management agreed. (Talked to Dennis Schuessler - he said that his team is working on the business requirements for this and IT already had it on their "To Do" list. Will require establishing a database in the other regions like what is in SWBT. I will send email to Dennis and his boss advising that the CLECs want this escalated.)</p>					
<p>8/1/02 – No further update at this time.</p>					
<p>7/11/02 – Change Management is working with the SMEs to identify and quantify the LSC benefits.</p>					
<p>5/23/02 – Change Management has gone back to the SMEs for progress on this since POR. An internal meeting was held on 5/23/02 where Change Management learned that this may be a large enough effort to require a Business Case for hardware additions, etc. Change Management will contact the LSC SMEs on quantification of this CR. The Business SME will begin to work with IT to determine what would be required for implementation.</p>					
<p>3/29/02 – A question was asked on the SBC PB/SBC NB CMP call if the status of this request should be Approved since a CR has been input into the database for it. Change Management responded that normally one would expect that to be true. However, the SMEs asked that the CR be input so they could accurately look at this from the CLEC standpoint. The SMEs hope to be able to do this, but are not certain they can.</p>					
<p>3/7/02 – The 10/19/02 release date has been changed to 11/9/02.</p>					
<p>2/22/02 – Change Management has input CR020085 to request these changes. It currently carries a "Requested" implementation date of 10/19/02.</p>					
<p>1/31/02 – The originator has responded that they cannot get the information they need from any other source. Change Management will input a CR requesting the Posted Order Status functionality in SBC AIT, SBC PB, SBC NB and SBC SNET.</p>					
<p>1/25/02 – Change Management has emailed the originator asking if WCOM has found an alternate source for the information they need.</p>					
<p>1/10/02 – No further update at this time.</p>					
<p>12/11/01 – Change Management has learned that the SBC SWBT is the only region with a database of posted orders. The other regions retain their posted orders between 2 and 7 days after posting. The originator has indicated that they are exploring other means of getting the information they need. If that effort fails, then Change Management will input a CR for this request, but it will take a huge effort to accomplish this. That CR will have to follow the normal prioritization process for a future release. SBC suggests leaving in Pending status for now.</p>					
<p>11/19/01 – New CCR added to the log.</p>					

F

Cottrell/Lawson Supplemental Reply Affidavit – Attachment F