



## PRE-ORDER PROCESSING TIMELINESS PLAN SBC MIDWEST STATUS REPORT

### ***Overview***

Earlier this year, SBC Midwest filed a Pre-Order Processing Timeliness Plan with each of the State Commissions. The plan included a commitment to provide a quarterly status report on July 31, 2003 and additional quarterly reports as needed. As committed to in the July 31 report, the company agreed to file two additional reports to provide the Commissions assurances that SBC's EDI pre-order timeliness performance would be maintained. This final quarterly report also provides information regarding the additional issue identified, and for which improvements have been implemented and action has been taken since the October 31, 2003 report.

The most pertinent gauge of the current status of this issue is SBC's actual response time performance which is measured by Performance Measurement 2 (Percent Responses Received within "X" seconds – OSS Interface Protocol Translation Time – EDI (input and output), 95% in  $\leq 4$  seconds). A review of this performance measure shows that SBC attained this benchmark level in October, November and December, exceeding 99.6% in each month. This is the direct result of improvements that were made and reported in the October 31 report. SBC will continue to take steps to maintain and further improve these results when opportunities are identified

### ***Current Production Performance – Performance is exceeding the Industry agreed-upon benchmark target***

As was noted in our July 31, 2003 report, SBC began reporting its EDI protocol translation processing timeliness on a monthly basis as a new disaggregation within PM-2 beginning February 2003. As previously reported, only the results for May, July and August failed to meet the 95% benchmark. As shown significantly below, the actions SBC has taken improved results at a sustained level, with October, November and December 2003 results for pre-order EDI protocol translation timeliness far exceeded the benchmark of 95% of responses within 4 seconds (see table below).



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**PM 2 % Responses Received w/in 4 sec – OSS Interface – Protocol Translation Time – EDI**

	<b>Responses Within Time Interval</b>	<b>Total Responses</b>	<b>% Responses Received Within Time Interval</b>
<b>February 2003</b>	1,111,546.00	1,123,570.00	<b>98.93%</b>
<b>March 2003</b>	1,251,145.00	1,265,928.00	<b>98.83%</b>
<b>April 2003</b>	1,223,105.00	1,237,038.00	<b>98.87%</b>
<b>May 2003</b>	1,089,484.00	1,458,062.00	<b>74.72%</b>
<b>June 2003</b>	1,476,639.00	1,527,940.00	<b>96.64%</b>
<b>July 2003</b>	1,444,840.00	1,581,972.00	<b>91.33%</b>
<b>August 2003</b>	1,418,073.00	1,528,654.00	<b>92.77%</b>
<b>September 2003</b>	1,396,076.00	1,434,880.00	<b>97.30%</b>
<b>October 2003</b>	1,619,603.00	1,625,202.00	<b>99.66%</b>
<b>November 2003</b>	1,421,272.00	1,422,772.00	<b>99.89%</b>
<b>December 2003</b>	1,188,934.00	1,193,042.00	<b>99.66%</b>

As stated previously and as indicated in the above table, the PM 2 benchmark has been met each month since the last quarterly report. This demonstrates the effectiveness of the actions taken as reported in the October 31, 2003 report.

***Action item 3 Status – Evaluation of new third-party translation software***

As a result of the ongoing investigation which has been conducted since the July 31, 2003 report, it has been determined that the addition of a new component would further assure PM 2 would continue to be met. Therefore, plans are underway to implement the Java Translator component of Sterling Commerce's<sup>1</sup> Gentran Integration Suite. This component will eliminate some of the Input/Output (I/O) processing time that is currently required which will further improve SBC's pre-order timeliness results. During final testing of LSOG 5.03 issues were discovered where information in some responses would not have been sent in the proper sequence. Since the majority of CLEC transactions utilize the 5.03 version SBC issued CLECALLS03-231 on December 19, 2003 announcing the implementation delay (it had been scheduled for January 28, 2004). The issue has been corrected, and SBC plans to install this upgrade on February 20, 2004 and the related Accessible Letter **CLECALLS04-017** was issued January 30, 2004 a copy of which is attached.

<sup>1</sup> Sterling Commerce is a wholly-owned affiliate of SBC.



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***Conclusion***

SBC has and will continue to manage its pre-order EDI system software and hardware configuration to maintain the timeliness of transaction processing. SBC believes it has satisfied its commitments contained in the Pre-Order Plan and will continue to monitor results and take corrective actions when appropriate. SBC believes that it has fully complied with the requirements of the Pre-Order Plan and no additional status reports are planned to be filed.



Date: **January 29, 2004**

Number: **CLECALLS04-017**

Effective Date: **See below**

Category: **OSS**

Subject: **EDI Translator Upgrade in All Regions for EDI Preorder**

Related Letters: **CLECALLS03-231,  
CLECALLS03-182**

Attachment: **NA**

States Impacted: **All States**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Ohio, SBC Michigan, SBC Wisconsin, SBC California, SBC Nevada, SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, SBC Texas and The Southern New England Telephone Company (collectively referred to for purposes of this Accessible Letter as "SBC 13-State")**

Response Deadline: **NA**

Contact: **Change Management Mailbox at  
[sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com)**

Conference Call/Meeting: **NA**

This Accessible Letter provides notification that an EDI translator upgrade from Gentran Server Version 5.3 to Gentran Integrator Suite Version 2.1 for EDI Preorder in all regions is scheduled as follows:

**LSOG Version 5.03**

2/13/04 – installed in the CLEC test environment  
2/20/04 – installed in the production environment

This change should be transparent to CLECS, but will be available for CLECS to test in the CLEC test environment prior to the production environment upgrade.

CLECs should address any schedule concerns to the Change Management mailbox at [sbccmp@camail.sbc.com](mailto:sbccmp@camail.sbc.com).