



**Date:** August 16, 2002  
**To:** KPMG Consulting  
**From:** OSS Test Project Management Team  
**Subject:** SBC Ameritech Response to Exception #74 Version 2

**KPMG Exception**

During the retest for this Exception Report, KPMG Consulting reviewed 169 Winback and CLEC to CLEC Migration orders for which the Test CLEC should have received Line Loss Notifications and found 33 orders with discrepancies, constituting a failure rate of 19.5 percent. The Test CLEC did not receive Line Loss notifications within an hour for 6 of the 99 Winback orders (Exhibit 1). Furthermore, out of 70 CLEC to CLEC Migrations, the Test CLEC did not receive Line Loss Notifications within an hour for 27 orders (Exhibit 2). Specific discrepancies are listed in the Exhibits below.

**Exhibit 1: Winbacks that did not receive a Line Loss notification within 1 hour.**

	BTN	TN (Line to Winback)	Date/Time Sent	Date/Time Completed	Error
1	5178414893	5178414893	07/11/02 06:50A	No Time stamp	No Notification received
2	2482634950	2482634955	07/18/02 06:55P	7/22/2002 8:05:28 P	Notification was not received within 1 hour
3	2482634950	2482634954	07/18/02 06:55P	7/22/2002 8:05:28 P	Notification was not received within 1 hour
4	2486181014	2486186840	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour
5	2486181014	2486186839	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour
6	2486181014	2486181015	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour

**Exhibit 2: CLEC to CLEC Migrations that did not receive a Line Loss notification within 1 hour.**

#	PON	Ver	TN	Date/ Time Sent	Date/Time Completed	Error
1	019012PEMEP00101	01	9896719763	7/10/02 7:32 A	No Time Stamp	No Notification received
2	019012PEMEP00101	01	9896719757	7/10/02 7:32 A	No Time Stamp	No Notification received
3	019012PEMEP00102	01	9067795095	7/3/02 7:50 P	No Time Stamp	No Notification received
4	019012PEMEP00102	01	9067799095	7/3/02 7:50 P	No Time Stamp	No Notification received
5	019012PEMEP00103	03	2486730257	7/1/02 7:19 P	No Time Stamp	No Notification received
6	019012PEMEP00103	03	2486737165	7/1/02 7:19 P	No Time Stamp	No Notification received
7	019012PEMEP00104	03	2486735773	7/1/02 7:19 P	No Time Stamp	No Notification received
8	019012PEMEP00104	03	2486734164	7/1/02 7:19 P	No Time Stamp	No Notification received
9	019012PEMEP00106	02	7349949547	6/28/02 8:00 P	No Time Stamp	No Notification received
10	019012PEMEP00106	02	7349949564	6/28/02 8:00 P	No Time Stamp	No Notification received
11	019012PEMEP00107	04	5867908255	6/28/02 7:44 P	No Time Stamp	No Notification received
12	019012PEMEP00107	04	5867901573	6/28/02 7:44 P	No Time Stamp	No Notification received
13	019031PEMMP00107	02	2486735249	7/24/02 06:32 P	7/28/02 09:04 P	Notification not rcvd within 1 hr
14	019041PEMMP00115	01	6169349466	5/17/02 12:00 P	5/28/02 05:23 P	Notification not rcvd within 1 hr
15	019051PEMAP00111	02	5177969467	7/12/02 11:36 A	No Time Stamp	No Notification received

**Ameritech Response to KPMG Exception 74 Version 2 (continued)**

#	PON	Ver	TN	Date/ Time Sent	Date/Time Completed	Error
16	019051PEMAP00112	02	6169268946	7/12/02 11:36 A	No Time Stamp	No Notification received
17	019051PEMAP00113	02	7345138590	7/15/02 02:14 P	No Time Stamp	No Notification received
18	019051PEMAP00114	01	6169268983	7/15/02 02:14 P	No Time Stamp	No Notification received
19	019051PEMAP00115	01	5177969749	7/15/02 02:14 P	No Time Stamp	No Notification received
20	019051PEMAP00116	01	6169269003	7/15/02 02:14 P	No Time Stamp	No Notification received
21	019051PEMAP00117	01	2486189649	7/15/02 02:14 P	No Time Stamp	No Notification received
22	019051PEMAP00118	01	5177969753	7/15/02 11:34 A	No Time Stamp	No Notification received
23	019051PEMAP00119	02	2483578323	7/22/02 11:39 A	No Time Stamp	No Notification received
24	019051PEMAP00120	02	5869921142	7/16/02 02:21 P	No Time Stamp	No Notification received
25	019051PEMAP00121	03	6169268946	7/08/02 06:33 P	No Time Stamp	No Notification received
26	019051PEMAP00122	02	2486189768	7/23/02 02:21 P	No Time Stamp	No Notification received
27	019051PEMAP00123	04	5177969073	7/11/02 06:34 P	No Time Stamp	No Notification received

**SBC Ameritech Response**

Version 2 of this Exception 74 presents information on 169 transactions on which line losses notifications were expected. Thirty-three items are presented. Of the 33, only 2 are actually failures to provide timely line loss notifications, resulting in a performance rate 98.82%. One of these notifications was sent but with an incorrect telephone number. The second notification was sent, but was sent late.

Of the remaining 31 items, thirteen were not failures to send line losses but, instead, failures to correctly process the requests from KPMG. Had the service order requests been properly processed, line losses would have been created. Although the affected ordering scenario was significantly represented in this sample (at least 13 of 70 CLEC-to-CLEC migrations), this ordering system error would have had minimal impact in actual daily processing due to the rarity of this type of transaction among actual production orders. This is further substantiated by the effective performance noted in the CLEC to CLEC portion of the analysis of actual production as discussed in the KPMG Disposition Report for Exception 94, which was posted on August 20, 2002.

Eighteen other items were reported as failures although the loss notification was sent within the required one hour.

**For the six Winback telephone numbers:**

Item 1 – A system problem caused the line loss notification transaction to be sent with an incorrect telephone number. This problem will be fixed on 8/23/02.

Items 2, 3 – Due to a manual reporting error, the order completion date was incorrectly reported to KPMG as 7/18 but was actually 7/22. These line loss notifications were sent within the required one hour.

Items 4-6 – SBC Ameritech sent these three line loss notifications within the required one hour of order completion notification.

**For the twenty-seven CLEC-to-CLEC migration telephone numbers:**

**Ameritech Response to KPMG Exception 74 Version 2 (continued)**

Items 1-12 - SBC Ameritech sent these twelve line loss notifications well within the required one hour of order completion notification.

Item 13 – SBC Ameritech sent this line loss notification within the required one hour of order completion notification

Item 14 – This line loss notification was sent but was delayed due to an SBC Ameritech manual order processing error.

Items 15-27 – These orders, due to an ordering system error, were incorrectly translated, processed, and provisioned as orders for new service instead of as migrations. The existing service was not disconnected, so no line loss notification was created. The ordering system error was corrected 8/16. If the orders had correctly been processed as migrations, line loss notifications would have been sent.

Additional details are provided in the attached tables.



Exhibit 1<sup>1</sup>: Winbacks.

	BTN	TN (Line to Winback)	Date/Time Sent (CT) <sup>2</sup>	Date/Time Completed (ET) <sup>3</sup>	Error	SBC/Ameritech Notes	SBC Ameritech Loss Notification Transmission (CT) <sup>4</sup>
1	5178414893	5178414893	07/11/02 06:50A	No Time stamp	No Notification received	SBC Ameritech system processing error – Loss notification sent on incorrect TN.	N/A
2	2482634950	2482634955	07/18/02 06:55P	7/22/2002 8:05:28 P	Notification was not received within 1 hour	Date/Time Sent should be 7/22/02 06:55P – Line loss notification sent within one hour.	D/T Sent 7/22/02 7:04:33 P ISA control 000022224 D/T Receipt 7/22/02 7:05:12 P
3	2482634950	2482634954	07/18/02 06:55P	7/22/2002 8:05:28 P	Notification was not received within 1 hour	Date/Time Sent should be 7/22/02 06:55P – Line loss notification sent within one hour.	D/T Sent 7/22/02 7:04:33 P ISA control 000022224 D/T Receipt 7/22/02 7:05:12 P
4	2486181014	2486186840	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/9/02 7:03:34 P ISA control 000019835 D/T Receipt 7/9/02 7:03:37 P
5	2486181014	2486186839	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/9/02 7:03:34 P ISA control 000019835 D/T Receipt 7/9/02 7:03:37 P
6	2486181014	2486181015	07/09/02 06:56P	7/9/2002 9:10:11 P	Notification was not received within 1 hour	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/9/02 7:03:34 P ISA control 000019835 D/T Receipt 7/9/02 7:03:37 P

<sup>1</sup> Exhibit 1 as supplied by KPMG has been reproduced here with the addition of two columns but otherwise unmodified. The added columns provide Ameritech notes and, where appropriate, date/time information for line loss notifications transmitted by SBC Ameritech.

<sup>2</sup> The heading Date/Time Sent, taken from KPMG’s Exhibit 1, is assumed by SBC Ameritech be the time the Retail Winback order completed. It is assumed to be Central Time.

<sup>3</sup> The heading Date/Time Completed, taken from KPMG’s Exhibit 1, is assumed by SBC Ameritech be the time the line loss notification was received by the “losing” carrier. It is assumed to be Eastern Time.

<sup>4</sup> D/T Sent date and time are the date/time that the loss notification was sent by SBC Ameritech to the Test CLEC. The ISA control number is the identifying number of the transaction. The D/T Receipt date and time are the time receipt of the transaction was acknowledged by the Test CLEC as logged by SBC Ameritech. Times are stated as Central Time.

## Ameritech Response to KPMG Exception 74 Version 2 Attachment (continued)

### Exhibit 2<sup>5</sup>: CLEC to CLEC Migrations.

#	PON	Ver	TN	Date/Time Sent (ET) <sup>6</sup>	Date/Time Completed (ET) <sup>7</sup>	Error	SBC/Ameritech Notes	SBC Ameritech Loss Notification Transmission (CT) <sup>8</sup>
1	019012PEMEP00101	01	9896719763	7/10/02 7:32 A	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/10/02 6:32:10 A ISA Control # 000019872 D/T Receipt 7/10/02 6:32:12 A
2	019012PEMEP00101	01	9896719757	7/10/02 7:32 A	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/10/02 6:32:10 A ISA Control # 000019872 D/T Receipt 7/10/02 6:32:12 A
3	019012PEMEP00102	01	9067795095	7/3/02 7:50 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/3/02 6:50:01 P ISA Control # 000018998 D/T Receipt 7/3/02 6:50:03 P
4	019012PEMEP00102	01	9067799095	7/3/02 7:50 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/3/02 6:50:01 P ISA Control # 000018998 D/T Receipt 7/3/02 6:50:03 P
5	019012PEMEP00103	03	2486730257	7/1/02 7:19 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/1/02 6:19:11 P ISA Control # 000018426 D/T Receipt 7/1/02 6:19:13 p
6	019012PEMEP00103	03	2486737165	7/1/02 7:19 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/1/02 6:19:11 P ISA Control # 000018426 D/T Receipt 7/1/02 6:19:13 P
7	019012PEMEP00104	03	2486735773	7/1/02 7:19 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/1/02 6:19:12 P ISA Control # 000018427 D/T Receipt 7/1/02 6:19:13 P

<sup>5</sup> Exhibit 1 as supplied by KPMG has been reproduced here with the addition of two columns but otherwise unmodified. The added columns provide Ameritech notes and, where appropriate, date/time information for line loss notifications transmitted by SBC Ameritech.

<sup>6</sup> The heading Date/Time Sent, taken from KPMG's Exhibit 2, is assumed by SBC Ameritech to be the time the order completion notification was sent to the "winning" carrier. It is assumed to be Eastern Time.

<sup>7</sup> The heading Date/Time Completed, taken from KPMG's Exhibit 1, is assumed by SBC Ameritech to be the time the line loss notification was received by the "losing" carrier. It is assumed to be Eastern Time.

<sup>8</sup> D/T Sent date and time are the date/time that the loss notification was sent by SBC Ameritech to the Test CLEC. The ISA control number is the identifying number of the transaction. The D/T Receipt date and time are the time receipt of the transaction was acknowledged by the Test CLEC as logged by SBC Ameritech. Times are stated as Central Time.

**Ameritech Response to KPMG Exception 74 Version 2 Attachment (continued)**

#	PON	Ver	TN	Date/Time Sent (ET) <sup>6</sup>	Date/Time Completed (ET) <sup>7</sup>	Error	SBC/Ameritech Notes	SBC Ameritech Loss Notification Transmission (CT) <sup>8</sup>
8	019012PEMEP00104	03	2486734164	7/1/02 7:19 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 7/1/02 6:19:12 P ISA Control # 000018427 D/T Receipt 7/1/02 6:19:13 P
9	019012PEMEP00106	02	7349949547	6/28/02 8:00 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 6/28/02 6:59:39 P ISA control 000001148 D/T Receipt 6/28/02 6:59:43 P
10	019012PEMEP00106	02	7349949564	6/28/02 8:00 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 6/28/02 6:59:39 P ISA control 000001148 D/T Receipt 6/28/02 6:59:43 P
11	019012PEMEP00107	04	5867908255	6/28/02 7:44 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 6/28/02 6:38:26 P ISA control 000001146 D/T Receipt 6/28/02 6:38:28 P
12	019012PEMEP00107	04	5867901573	6/28/02 7:44 P	No Time Stamp	No Notification received	Response sent by SBC Ameritech and received by Test CLEC within one hour of completion.	D/T Sent 6/28/02 6:38:26 P ISA control 000001146 D/T Receipt 6/28/02 6:38:28 P
13	019031PEMMP00107	02	2486735249	7/24/02 06:32 P	7/28/02 09:04 P	Notification not rcvd within 1 hr	Response sent by SBC Ameritech and received by Test CLEC.	D/T Sent 7/24/02 5:29:04 P ISA control 000001397 D/T Receipt 7/24/02 5:29:05 P
14	019041PEMMP00115	01	6169349466	5/17/02 12:00 P	5/28/02 05:23 P	Notification not rcvd within 1 hr	Manual processing error – Line loss notification sent late.	Records not available but KPMG Date/Time Completed coincide with Ameritech's manual processing information
15	019051PEMAP00111	02	5177969467	7/12/02 11:36 A	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
16	019051PEMAP00112	02	6169268946	7/12/02 11:36 A	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
17	019051PEMAP00113	02	7345138590	7/15/02 02:14 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A

**Ameritech Response to KPMG Exception 74 Version 2 Attachment (continued)**

#	PON	Ver	TN	Date/ Time Sent (ET) <sup>6</sup>	Date/Time Completed (ET) <sup>7</sup>	Error	SBC/Ameritech Notes	SBC Ameritech Loss Notification Transmission (CT) <sup>8</sup>
18	019051PEMAP00114	01	6169268983	7/15/02 02:14 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
19	019051PEMAP00115	01	5177969749	7/15/02 02:14 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
20	019051PEMAP00116	01	6169269003	7/15/02 02:14 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
21	019051PEMAP00117	01	2486189649	7/15/02 02:14 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
22	019051PEMAP00118	01	5177969753	7/15/02 11:34 A	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
23	019051PEMAP00119	02	2483578323	7/22/02 11:39 A	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
24	019051PEMAP00120	02	5869921142	7/16/02 02:21 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
25	019051PEMAP00121	03	6169268946	7/08/02 06:33 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A

**Ameritech Response to KPMG Exception 74 Version 2 Attachment (continued)**

#	PON	Ver	TN	Date/ Time Sent (ET) <sup>6</sup>	Date/Time Completed (ET) <sup>7</sup>	Error	SBC/Ameritech Notes	SBC Ameritech Loss Notification Transmission (CT) <sup>8</sup>
26	019051PEMAP00122	02	2486189768	7/23/02 02:21 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A
27	019051PEMAP00123	04	5177969073	7/11/02 06:34 P	No Time Stamp	No Notification received	Migration order translated and processed as order for new service – no line loss notification created since no service disconnected.	N/A