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Kelly Ann Fennell
Director

November 1, 2004 *Via E-File and Hand Delivery*

Ms. Mary Jo Kunkle
Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

Dear Ms. Kunkle:

Re: MPSC Case No. U-12320
SBC's Quarterly Report – Repair Coding Management Reviews

As required by the March 26, 2003 Commission Order in this docket, please find enclosed for filing an original and four (4) copies of SBC's Quarterly Report summarizing the results of the Management Review conducted as part of the Special and UNE Circuit Repair Coding Accuracy Plan.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Signature Not Verified

Kelly Fennell

Digitally signed by Kelly Fennell
DN: cn=Kelly Fennell, o=SBC Michigan, c=US
Date: 2004.11.01 13:30:04 -05'00'

Enclosures

cc: Mr. Orjiakor Isiogu
Ms. Elizabeth Durbin
Mr. Rodney Gregg

SBC Midwest Repair Coding Accuracy
Management Review Results
July 1, 2004 – September 30, 2004

I. Background

In reporting the results of its OSS testing conducted within the five-state SBC Midwest region, BearingPoint originally determined that SBC had failed to meet a 95% accuracy benchmark for trouble ticket closure coding for reported trouble on UNE circuits in Michigan, and for Special circuits in Illinois, Indiana, Michigan and Ohio. To address this issue, SBC Midwest developed a Repair Coding Accuracy Plan ("the Plan"), which detailed several initiatives the Company would implement to improve upon the accuracy of the coding used on trouble ticket closures. One of those initiatives entailed ongoing management reviews of the coding applied by various work center staff on a monthly or bi-monthly sample of closed tickets. The Plan called for SBC to provide each state commission with a quarterly report of the results of these management reviews and any corrective actions taken to address any shortcomings identified.

SBC Midwest published its first quarterly report (for reviews conducted between April 1, 2003 and June 30, 2003) on July 31, 2003. That report not only provided a summary of the results of the reviews being conducted by the three SBC Midwest organizations directly involved in trouble ticket coding (i.e., the Local Operations Center ("LOC"), the Installation and Repair Centers ("I&R"), and the Special Services Test Centers ("SSTC")), but also provided a detailed description of the processes employed in conducting the reviews.

In addition to the internal reviews conducted by SBC, the Plan had also described the third-party verification procedure, which included both an examination of a sampling of actual UNE and Special circuit closures by an independent third-party evaluator, as well as a third-party verification of the completion of the Plan's initiatives. Similar to SBC's reporting requirement, the Plan called for the third-party evaluator, BearingPoint, to provide a final report of its examination to the commissions shortly after the completion of its analysis.

BearingPoint published its final Third Party Examination Results report on September 18, 2003. That report showed that SBC Midwest had exceeded the Plan's target accuracy level for samples of both circuit categories, and verified that the Plan's initiatives had been met.[1]

II. Purpose

In the following section, SBC summarizes the results obtained from the management reviews conducted during the 3rd quarter of 2004 and corrective actions taken to address any shortcomings.

[1] SBC Midwest notes that the one remaining action item, the reporting of management review results that continue until April 2006, is not fully complete due to the nature of the implementation requirement. BearingPoint did, however, verify that this action item is currently underway.

SBC Midwest Repair Coding Accuracy
Management Review Results
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III. Summary Results

The results of the management reviews in each of the three work groups are summarized in the following table.

Trouble Ticket Coding Accuracy Reviews – July, August, September, 2004

Work Center	Quantity of Tickets Reviewed	Quantity of Correct Closures	Percentage Accurate%	Corrective Actions Taken
SSTC				
• **July Specials**	57	55	96.5%	
• **August Specials**	66	65	98.5%	
• **September Specials**	60	58	96.7%	
LOC*				See Note 1
• **UNE-P**	1773	1681	94.8%	
• **UNE-L**	2566	2459	95.8%	
I & R				
• **July UNE**	1408	1408	100.0%	
• **August UNE**	1468	1468	100.0%	
• **September UNE**	1228	1228	100.0%	

* Results from the bi-monthly review (August 2004).

Note 1: The contributions to the errors in UNE-P closures are not specific to any one particular code. The overall understanding is accurate. Errors will be reviewed with the appropriate Maintenance Administrators.

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion, to consider Ameritech Michigan's compliance with the competitive checklist in Section 271 of the federal Telecommunications Act of 1996.	)))))	Case No. U-12320

PROOF OF SERVICE

STATE OF MICHIGAN)
) ss.
COUNTY OF INGHAM)

Mindy Smith, being first duly sworn, deposes and says she is employed at Dickinson Wright PLLC; and that on November 1, 2004 she caused a copy of ***SBC Michigan's Quarterly Report*** to be served upon the attached service list via email and first class mail by depositing the same in a United States postal depository, enclosed in an envelope, bearing postage fully prepaid in Lansing, Michigan.

Signature Not Verified
Mindy D. Smith
Digitally signed by Mindy D. Smith
DN: cn=Mindy D. Smith, o=Dickinson Wright PLLC, c=US
Date: 2004.11.01 13:28:36 -05'00'

Subscribed and sworn to before me,
a Notary Public in and for said County,
this 1st day of November, 2004.

Signature Not Verified
Alicia Ball
Digitally signed by Alicia Ball
DN: cn=Alicia Ball, o=Dickinson Wright PLLC, c=US
Date: 2004.11.01 13:29:12 -05'00'

Alicia M. Ball, Notary Public
Ingham County, Michigan
My Commission Expires: 01/07/06

SERVICE LIST – MPSC CASE NO. U-12320

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