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May 1, 2006

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
AT&T's Final 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 AT&T's Quarterly Report summarizing the results of the Management Review conducted as part of the Special and UNE Circuit Repair Coding Accuracy Plan.

With the filing of this report, AT&T has demonstrated that it met or exceeded the 95% accuracy benchmark for six consecutive quarters (fourth quarter 2004 – first quarter 2006). AT&T has satisfied its commitments contained in the Repair Coding Accuracy Plan and will continue to monitor results and take corrective actions when appropriate. AT&T has fully complied with the requirements of the Repair Coding Accuracy Plan and no additional status reports are planned to be filed.

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

Sincerely,

Signature Not Verified Kelly A. Fennell

Digitally signed by Kelly A. Fennell
DN: cn=Kelly A. Fennell, o=SBC Michigan, c=US
Date: 2006.05.01 10:53:28 -04'00'

Enclosures

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

AT&T Midwest Repair Coding Accuracy
Management Review Results
January 1, 2006 – March 31, 2006

I. Background

In reporting the results of its OSS testing conducted within the five-state AT&T Midwest region, BearingPoint originally determined that AT&T 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, AT&T 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 AT&T 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.

AT&T 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 AT&T 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 AT&T, 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 AT&T'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 AT&T 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 of this final report, AT&T summarizes the results obtained from the management reviews conducted during the 1st quarter of 2006. Since all areas met the 95% benchmark corrective actions are not addressed.

[1] AT&T 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.

AT&T Midwest Repair Coding Accuracy
Management Review Results
January 1, 2006 – March 31, 2006

III. Summary Results

The results of the management reviews in each of the three work groups are summarized in the following table. As can be seen below, each group has met or exceeded the 95% accuracy benchmark.

Trouble Ticket Coding Accuracy Reviews – January, February, March 2006

Work Center	Quantity of Tickets Reviewed	Quantity of Correct Closures	Percentage Accurate%	Corrective Actions Taken
SSTC				
• **January Specials**	123	119	96.7%	
• **February Specials**	101	97	96.0%	
• **March Specials**	100	98	98.0%	
LOC*				
• **UNE-P**	408	391	95.8%	
• **UNE-L**	1226	1180	96.2%	
I & R				
• **January UNE**	248	248	100.0%	
• **February UNE**	148	148	100.0%	
• **March UNE**	159	159	100.0%	

* Results from bi-monthly review (February 2006).

IV. Conclusion

With the filing of this report, AT&T has demonstrated that it met or exceeded the 95% accuracy benchmark for six consecutive quarters (fourth quarter 2004 – first quarter 2006). AT&T has satisfied its commitments contained in the Repair Coding Accuracy Plan and will continue to monitor results and take corrective actions when appropriate. AT&T has fully complied with the requirements of the Repair Coding Accuracy Plan and no additional status reports are planned to be filed.