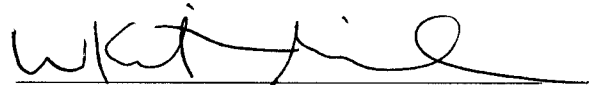AFFIDAVIT

STATE OF GEORGIA

COUNTY OF FULTON

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared W. Keith Milner, BellSouth Telecommunications, Inc., being by me first duly sworn deposed and said that:

He is appearing as a witness before the Kentucky Public Service Commission in "Investigation Concerning the Propriety of InterLATA Services by BellSouth Telecommunications, Inc. Pursuant to the Telecommunications Act of 1996," KY PSC Case No. 2001-105, and if present before the Commission and duly sworn, his testimony would be set forth in the annexed transcript consisting of _10_ pages and _3_ exhibit(s).

W. Keith Milner

SWORN TO AND SUBSCRIBED BEFORE ME this _17th_ day of September, 2001.

NOTARY PUBLIC

Notary Public, Cobb County, Georgia
My Commission Expires June 19, 2005

1   BELLSOUTH TELECOMMUNICATIONS, INC.

2   SURREBUTTAL TESTIMONY OF W. KEITH MILNER

3   BEFORE THE COMMONWEALTH OF KENTUCKY

4   PUBLIC SERVICE COMMISSION

5   CASE NO. 2001-105

6   SEPTEMBER 10, 2001

7

8   Q.   STATE YOUR NAME, YOUR BUSINESS ADDRESS, AND YOUR POSITION WITH

9   BELLSOUTH TELECOMMUNICATIONS, INC. ("BELLSOUTH").

10

11   A.   My name is W. Keith Milner. My business address is 675 West Peachtree Street,

12   Atlanta, Georgia 30375. I am Senior Director - Interconnection Services for BellSouth. I

13   have served in my present position since February 1996.

14

15   Q.   ARE YOU THE SAME W. KEITH MILNER WHO FILED REBUTTAL TESTIMONY

16   IN THIS PROCEEDING?

17

18   A.   Yes.

19

20   Q.   WHAT IS THE PURPOSE OF YOUR TESTIMONY TODAY?

21

22   A.   In my testimony, I will respond to Surrebuttal Testimony filed by Ms. Denise Berger and

23   Mr. John Coleman on behalf of AT&T Communications of the South Central States, Inc.

24   and TCG Ohio, Inc. ("AT&T") in this proceeding.

25

1 Q. MR. COLEMAN'S SURREBUTTAL TESTIMONY CHALLENGES SEVERAL OF

2   THE ANSWERS THAT WERE PROVIDED IN YOUR REBUTTAL TESTIMONY IN

3   RESPONSE TO THE "DEAD AIR" ISSUE RAISED IN MR. COLEMAN'S

4   REBUTTAL TESTIMONY. PLEASE COMMENT.

5

6 A. First, I am surprised that AT&T has raised this issue in the first place. It is a solitary

7   service incident about which AT&T and BellSouth obviously disagree. It does not reflect

8   any systemic process or performance problems. It was one repair incident that BellSouth

9   firmly believes could not have been handled better given the set of circumstances and

10   available information.

11

12   Based on Mr. Coleman's Exhibit JBC-1, there were at least six (6) companies and 24

13   people involved in resolving this problem. Coordination and communication among so

14   many participants was likely the most challenging part of the troubleshooting task, which

15   highlights the need for a strong lead role in the troubleshooting process for this kind of

16   problem. AT&T necessarily provided that role. BellSouth does not blame AT&T for

17   some of its missteps in this case, but BellSouth does expect AT&T to accept its

18   responsibility as the lead company. The other companies involved, including BellSouth,

19   had to follow AT&T's guidance in stepping through the resolution process. BellSouth's

20   technicians and AT&T's technicians followed normal troubleshooting procedures. The

21   trouble involved was not easily detected because numerous other possible causes (which

22   were in their own right troubles that were rectified in the process) masked the trouble

23   causing the so-called "dead air" problem. I find nothing in AT&T's log (Mr. Coleman's

24   Exhibit JBC-1) that reflects anything other than reasonable efforts made to solve the

25   problem at each point by any of the companies involved whether it is AT&T, BellSouth,

1   Insight, Adelphia, or Nextel. Troubles of this nature require step-by-step testing and

2   analysis, often involve many people and significant time, and can result in frustrating

3   dead ends while searching for the cause of the reported trouble. There is no indication in

4   AT&T's log that BellSouth did anything other than attempt to help. Indeed, AT&T's

5   own log refutes most of Mr. Coleman's claims.

6

7   Q.   ON PAGE 2 OF MR. COLEMAN'S SURREBUTTAL TESTIMONY, HE REPEATS A

8   CHARGE FROM PAGE 6 OF HIS REBUTTAL TESTIMONY THAT

9   "BELLSOUTH'S PROVISIONING OF INTERCONNECTION HAS HARMED

10   AT&T'S ABILITY TO COMPETE". PLEASE RESPOND.

11

12   A.   Mr. Coleman makes a broad, unsubstantiated statement and provides nothing to support

13   his claim, although his testimony afforded an opportunity to do so.

14

15   One of the BellSouth people with whom AT&T interfaced extensively as it turned up its

16   Louisville network is Mr. Kim Fisher, Specialist-Complex Translations, in BellSouth's

17   Network Infrastructure Support Center ("NISC"). Mr. Fisher provides a different view

18   from Mr. Coleman's of how BellSouth has handled AT&T's interconnection needs (see

19   the memorandum dated June 18, 2001, attached as Exhibit WKM-13 to this testimony)[1].

20   According to Mr. Fisher, "I have personally developed a good business relationship with

21   Steve Wong and Chuck Berry of AT&T by assisting them with several software issues

22   during the initial turnup of their network." Mr. Fisher's memorandum points out several

23   situations where he assisted AT&T even with issues that did not directly involve

---

[1] Mr. Fisher's statements, by way of his memos, were obtained in connection with development of BellSouth's answer to AT&T's complaint, KPSC Case No. 2001-179, referenced in my previous rebuttal testimony. Copies of Mr. Fisher's memos were provided to AT&T as requested by their 1st Request for Production of Documents in this proceeding, Case No. 2001-105, Item No. 62.

1   BellSouth. Mr. Fisher states, "AT&T seemed happy with our software support. In fact,

2   when Steve and Chuck were in Louisville earlier this year, they took me out to dinner in

3   appreciation of our help here in Kentucky." It appears that the AT&T personnel closest to

4   the implementation of their network in Louisville were pleased with BellSouth's efforts.

5

6   Q.   MR. COLEMAN CLAIMS ON PAGE 3 OF HIS SURREBUTTAL TESTIMONY

7   THAT AT&T'S FIRST TROUBLE TICKET WAS SUFFICIENT TO TRIGGER

8   BELLSOUTH'S RESOLUTION OF THE DEAD AIR PROBLEM. IS THIS

9   CORRECT?

10

11   A.   No. AT&T was the lead company in resolving this problem and the guidance AT&T

12   provided to all other parties was critical to its successful and timely conclusion. The first

13   trouble ticket confused the issue by providing what appeared to be a problem, busied-out

14   trunks in AT&T's switch. The response was to return those busied out trunks to service.

15   The next day, when it was determined that the dead air problem was not solved, AT&T's

16   troubleshooting efforts took other paths that did not involve pursuit of those trunk-related

17   items that ultimately proved to be the trouble. At that time, it was believed that the trunk

18   group between AT&T and BellSouth had just been ruled out as the problem. Mr.

19   Coleman suggests that BellSouth could have continued some kind of trouble resolution

20   within its own network, but, without some direction from AT&T or some indication that

21   the trunks between the two companies were responsible for the dead air problem, such

22   effort would be pointless.

23

24   Q.   DID AT&T AGREE TO CLOSE THE MARCH 23 TROUBLE TICKET?

25

1   A.   Yes. Contrary to Mr. Coleman's statement, AT&T's technician did agree to close the

2   ticket. The trouble ticket log from the Work Force Administration ("WFA") system for

3   ticket number KI015929 is attached to my testimony as Exhibit WKM-14. As noted in

4   that log, BellSouth delayed closing the ticket at AT&T's request until Monday, March

5   26. On Monday, BellSouth's technicians and AT&T's technicians agreed to close the

6   ticket at the end of the day (16:00 CDT) if AT&T had not called BellSouth back to keep

7   the ticket open. AT&T did not call back and the ticket was closed as agreed.

8

9   Q.   ON THE EVENING OF APRIL 3, DID BELLSOUTH DELAY WORKING THE

10   REPAIR REQUIRED TO RESOLVE THE DEAD AIR ISSUE?

11

12   A.   No. As noted in my rebuttal testimony, the need to make a repair in the BellSouth switch

13   was not determined until the end of the day on April 3. AT&T had worked until that time

14   with a BellSouth facility technician, since the problem appeared to be narrowing to a DS1

15   facility issue. Because it was after normal working hours when the need for a switch

16   technician was identified, a callout was necessary. After hours callouts are routine.

17   There is no requirement for overtime authorization that would delay the callout. The

18   callout would not have delayed "the effort for many hours", but would have been handled

19   promptly. The use of callouts is a routine procedure and BellSouth's technicians are

20   always on standby. Mr. Coleman's assertion that BellSouth delayed the repair is

21   incorrect.

22

23   Q.   ON PAGE 4, OF HIS SURREBUTTAL TESTIMONY, MR. COLEMAN ASSERTS

24   THAT BELLSOUTH DID NOT COOPERATE WITH AT&T AFTER THE FIRST

25   TROUBLE TICKET AND "KEPT INSISTING THAT THE PROBLEM WAS IN

1 AT&T'S NETWORK". PLEASE COMMENT.

2

3 A. Referring to the AT&T trouble log again as shown in Mr. Coleman's Exhibit JBC-1,

4 there is no indication that BellSouth was uncooperative. It is my belief that BellSouth

5 worked with diligence and with a cooperative spirit to help AT&T resolve this single

6 incident. Unlike Mr. Coleman's characterization of this isolated case, there are no

7 systemic problems with the way BellSouth diagnoses and repairs problems in its network.

8 Instead BellSouth's processes are sufficient and effectively applied.

9

10 Q. ON PAGE 3 OF MS. BERGER'S SURREBUTTAL TESTIMONY, SHE INDICATES

11 THAT THE "SPREADSHEETS" OR CONNECTING FACILITY ASSIGNMENT

12 ("CFA") REPORTS BELLSOUTH PRODUCES THREE (3) TIMES PER WEEK ARE

13 INSUFFICIENT TO MEET AT&T'S NEED TO CHECK CFAs PRIOR TO

14 SUBMISSION OF ITS LOCAL SERVICE REQUESTS ("LSRs"). PLEASE

15 COMMENT.

16

17 A. As I stated in my rebuttal testimony filed on July 30, 2001, the root cause of this problem

18 is AT&T's poor record keeping of their CFAs. The report to which Ms. Berger refers

19 shows the status of each CFA between BellSouth's network and AT&T's collocation

20 arrangements. The report is an effective tool that can be utilized until access to CFA

21 information via Loop Facility Assignment and Control System ("LFACS") is provided.

22 Please refer to the Surrebuttal Testimony of Ron Pate for a discussion regarding CLEC

23 access to LFACS. Since my rebuttal testimony was filed, BellSouth has modified the

24 frequency of these reports. This report is now updated daily, seven days per week.

25 BellSouth created this report to assist CLECs such as AT&T in determining the accuracy

1   of facilities assignments for which the CLEC is responsible. It is my belief that if AT&T

2   will use the report that BellSouth has provided, the errors which AT&T has

3   unintentionally introduced into its Local Service Requests will be significantly reduced or

4   eliminated altogether.

5

6 Q. MS. BERGER ALSO STATES THAT "AT&T IS UNAWARE" OF THIS REPORT.

7   PLEASE RESPOND.

8

9 A. AT&T was one of several CLECs that requested BellSouth to provide such a report due

10   to CLECs having a problem with placing orders using CFAs that were already being used

11   on other working circuits. AT&T was provided a Job Aid, developed by its BellSouth

12   Account Team, in June of 2000, which is attached to my testimony as Exhibit WKM-15.

13   This Job Aid provides a list of various reports that can be accessed by AT&T via

14   BellSouth's Interconnection Services web site. The CFA report, then known as the

15   Computer System Mainframe Operations ("COSMOS") report, is listed on that Job Aid.

16   Further, representatives from BellSouth's Account Team met with representatives from

17   AT&T in Orlando, Florida on September 12, 2000, and discussed in detail this report and

18   how it could be used. And finally, on July 3, 2001, the Job Aid was again sent to AT&T

19   representatives, Greg Terry, Bernadette Seigler, Rich Bobik and Donna Cain. Contrary

20   to Ms. Berger's testimony filed on August 20, 2001, AT&T has been notified on

21   numerous occasions about access to this report and the purpose of the report.

22

23 Q. ON PAGES 5-6 OF HIS SURREBUTTAL TESTIMONY, MR. COLEMAN

24   INDICATES THAT BELLSOUTH ATTRIBUTES THE NUMBER PORTABILITY

25   PROBLEMS TO AT&T BECAUSE AT&T SUBMITTED DIFFERENT OPERATING

1   COMPANY NUMBERS ("OCNs") TO THE NUMBER PORTING

2   ADMINISTRATION CENTER ("NPAC") AND BELLSOUTH. WHAT OTHER

3   ISSUES HAVE BEEN SUBMITTED BY AT&T CONCERNING NUMBER

4   PORTABILITY PROBLEMS?

5

6   A.   Contrary to Mr. Coleman's allegations on page 6 of his Surrebuttal Testimony, AT&T

7   has not provided BellSouth with any instances of number porting problems other than

8   those included in a list of over 300 numbers ported with different OCNs and the initial

9   list of porting problems provided in May, 2001, both of which I addressed in my earlier

10   rebuttal testimony. Please note that OCNs are sometimes referred to as "company

11   codes". Mr. Coleman suggests that BellSouth has been responsible for porting problems

12   in Kentucky. Mr. Coleman states that, "AT&T is attempting to work with BellSouth to

13   obtain information to determine why some orders were impacted when others were not,

14   the fate of orders that were not impacted by the OCN issue, and other factors impacting

15   BellSouth's ability to provision number portability." AT&T acknowledged that one of

16   its service representatives was responsible for issuing the porting orders with different

17   OCNs. AT&T did not experience porting difficulties with all of its orders, indicating to

18   me that some orders were properly coded, with appropriate OCNs passed to both the

19   Number Portability Administration Center ("NPAC") and BellSouth. AT&T has not

20   provided BellSouth with any additional documentation relating to porting problems and

21   has revealed nothing to support its allegations that there are any serious problems in

22   BellSouth's Local Number Portability ("LNP") process.

23

24   Q.   ON PAGE 7 OF MR. COLEMAN'S SURREBUTTAL TESTIMONY, HE EXPRESSES

25   CONCERN THAT "BELLSOUTH WILL CONTINUE TO HINDER AT&T'S

1   ABILITY TO PROVIDE QUALITY COMPETITIVE SERVICE TO KENTUCKY

2   CUSTOMERS BY REMAINING UNCOOPERATIVE CONCERNING THE

3   RESOLUTION OF VARIOUS ISSUES AS THEY ARISE, INCLUDING CUSTOMER

4   IMPACTING SERVICE PROBLEMS." PLEASE COMMENT.

5

6   A.   I disagree entirely with Mr. Coleman's conclusion. To the contrary, BellSouth has been

7   quite cooperative and accommodating in working through problems with AT&T.

8   Specifically, BellSouth identified and made known to AT&T the problem that AT&T

9   was creating for itself, its customers, and BellSouth by using different OCNs when

10   porting numbers from BellSouth. Documentation of this assistance has been provided in

11   this filing, as well as in the response to AT&T's complaint regarding porting filed before

12   this Commission. After BellSouth made AT&T aware of this problem, AT&T continued

13   to issue porting orders incorrectly. After AT&T modified its process errors, LSRs were

14   needed to correct all the numbers that had been ported incorrectly. Ultimately, BellSouth

15   chose to fix the problems by working from a list of affected numbers, rather than waiting

16   for AT&T to issue corrected LSRs. It is difficult for me to understand how AT&T sees

17   BellSouth's identification of an AT&T process problem, BellSouth's notification of

18   AT&T regarding this problem via a telephone conference call, and BellSouth's correction

19   of the orders without AT&T's issuing correct LSRs as a lack of cooperation on

20   BellSouth's part. BellSouth has an Account Team assigned to AT&T to assist in all

21   phases of AT&T's interaction with BellSouth. This Account Team is always ready to be

22   of assistance to AT&T and to help correct issues associated with AT&T's Kentucky

23   operations. In fact, as is evidenced by the actions related to AT&T's erroneous use of

24   different OCNs, the Account Team attempted to help AT&T identify AT&T's own

25   internal problems associated with its service in Kentucky. These actions do not indicate

1   unwillingness on the part of BellSouth to work with AT&T to make its competitive effort

2   in Kentucky effective. Further, BellSouth's behavior in no way indicates a deliberate

3   attempt, as implied by Mr. Coleman, to restrict AT&T's ability to provide service in

4   Kentucky. To the contrary, BellSouth's behavior has been that of a company dedicated

5   to providing good service to its customers.

6

7   Q.   DOES THIS CONCLUDE YOUR TESTIMONY?

8

9   A.   Yes.

EXHIBIT WKM-13

June 18, 2001
Re: AT&T / Insight in Louisville KY

Steve,

I am truly surprised that AT&T has a problem with the support they have received from BellSouth during their entry into the Louisville market. I have personally developed a good business relationship with Steve Wong and Chuck Berry of AT&T by assisting them with several software issues during the initial turnup of their network. Among the software issues we resolved at least one was at AT&T. I assisted them in translating their trunks in their Cincinnati switch. The only issues we found in the BellSouth network were that a trunk group was built as outgoing instead of incoming and a few Louisville BST wire centers where their local code could not be dialed on a 7-digit basis. All of these issues were resolved before there was any traffic on their network. On another later occasion, while working with the ACAC, we temporarily rerouted traffic to another group so customers would not be impacted by a one-way transmission problem in the AT&T switch. During this time period, I stressed to AT&T that we work only on software translations here in the KY NISC. When they have problems, they need to follow procedures of going through their ACAC so the troubles can be properly tested, screened, and then dispatched to the appropriate group within BellSouth. AT&T seemed to be happy with our software support. In fact, when Steve and Chuck were in Louisville earlier this year, they took me out to dinner in appreciation of our help here in Kentucky.

When I was asked to join a conference call about the "dead air" problem by Felix Ramos, I asked about an 'official' BST representative and received no definite answer. I told Felix that I am equipped to support only translations and he needed to have the ACAC involved in case the problem was anything else. After joining the call on March 30, 2001, it became apparent that no one else from BST was present. I didn't feel I would be exhibiting a "customer first" attitude by leaving the call at that point and told AT&T that I would do what I could to help but they needed to be going through the proper channels to get their problem resolved in a timely manner. When I left the conference call on March 30, AT&T was convinced that the problem was in their switch. I never heard any more from them regarding the issue.

I most recently heard from AT&T the week of June 11, 2001. Chuck Berry and another AT&T employee called to ask me for a 26 code identifying a trunk group between ATT and BST so that ATT could open a trouble ticket with the ACAC. I jokingly told him that they were supposed to give us that information instead of the other way around. I then looked up the information they needed.

If you have any questions, please contact me at 502-582-0499

Kim Fisher
Specialist Complex Translations
Kentucky NISC

AT&T / Insight in Louisville KY

June 18, 2001

My involvement in the "dead air" issue with AT&T local began on or about March 26, 2001.

I received a call from Felix Ramos stating Chuck Berry had given him my name and that he needed some help. Felix described a problem where some customers were reaching "dead air" when placing calls to AT&T local numbers. Felix also stated that the trouble appeared as customers dialing a number and getting nothing but "dead air". I told him the problem sounded like one that could be caused by incorrect TCICs. I asked him if AT&T had reported the problem to the ACAC. He went on to say that the problem was from Adelphia. I stated that Adelphia might still be trying to send the calls to the local tandem instead of the access tandem. Felix then asked about wireless calls. Told him we had fixed a problem with calls from wireless to ported numbers under certain conditions. I also told him he might be looking at 2 different problems. Calls from Adelphia and wireless would be completing to AT&T over 2 different trunk groups. I made a test call from a local BST line that completed with no problem.

Called Felix twice on 3/29 to inquire about trouble since I had not heard back from him. He said he was testing with his local people.

Had dinner with Steve Wong and Chuck Berry night of 3/29/2001. They informed me that Felix was having a conference call morning of 3/30 and wondered if I would call in. I asked if there was an official representative of BST from ACAC on the call. They didn't know. Said I would call in and help if I could.

March 30,2001 conference call. Introduced me as BST representative. I asked for ACAC or account team representative. None was present. Testing was from wireless customers going to dead air. Also Denver Colorado location getting short burst of ring and then dead air. Couldn't trace calls from AT&T in Denver. No one call knew how calls were getting to Louisville. Suspect calls completing directly into AT&T local switch. Since calls over 2 different routes to AT&T switch were having almost same trouble, suspect a problem at AT&T local. I tried making calls from BST toll locations. They use the same group from AP2GT to AT&T as wireless customers. I experienced trouble and traced it to span between AP2GT and AT&T local. Suspected trouble in AT&T local end still since Denver was having the same problem. I left the call after again advising Felix to contact our ACAC to get the problem resolved.

Individual Log entries

Log entry March 23, 2001, 4:30 PM:

AF192076 is group at Armory Place Local Tandem (AP30T) for traffic originating from BST local offices to ATT. No wireless or CLEC traffic is carried over this group.

Log entry March 25, 2001, 8:50 AM:
Trouble was caused by split translations on a single number. This trouble is not uncommon in 5ESS. Not related to Local Number Portability

Log entry March 27, 2001 "called Kim Fisher" and Item 14 of ATT Complaint:
The network connections between BST and ATT local consist of groups for different classes of traffic. Separate groups exist for BST and non-BST originated traffic. During the week of 3/19/2001 BST translations were changed to correct an error that allowed CLECs to send local calls destined for other CLECs to the Armory Place (BST) Local Tandem (AP30T). CLEC calls destined for another CLEC should be routed to the Armory Place (BST) Access Tandem (AP2GT).

Log entry March 27, 2001 "Talked to Kim Fisher about wireless call routing":
On March 27, 2001, while working on an unrelated trouble, BST discovered and corrected a problem at AP2GT with completing unqueried calls to ported numbers from wireless carriers. Calls to ported numbers completed with no problem if the wireless network queried the call before sending it to BST at the Armory Place Access Tandem. Unqueried calls to ported numbers from wireless networks sent to the Armory Place Access Tandem went to 120 ipm (fast busy) while AT&T was reporting "dead air".

If you have any questions, please contact me at 502-582-0499

Kim Fisher
Specialist Complex Translations

EXHIBIT WKM-14

WFAC: WORK LOG (OSSLOG)

```
                                            PAGE 0001          07/27/01 12:23 CDT
TRK/TR# KI015929          CKT 8 AL/ATX /000000       /UNE
VIEW SHORT DISPLAY A      CTR BELSOUTHUNE            ORD
************************************************************************
DATE      TIME ID  FCT    EVNT ACTIVITY DESCRIPTION
          ↙— CENTRAL DAYLIGHT TIME
04/29/01 1111 CTL RMK          THE ON-LINE CONVERSION PROCESS HAS SUCCESSFULLY
                               CONVERTED THIS TROUBLE REPORT FROM MACRO_LEVEL
                               (0065) TO (0072).
03/26/01 1606 ?KH CLD    FIX
03/26/01 1606 ?KH RST    FIX   BELSOUTHUNE/MT /000 03/26/01 16:06
                                           KI015929
                               NTF
                               CUSTOMER ADVISED
03/26/01 1600 FS DME     FIX   BELSOUTHUNE/MT /000 03/26/01 09:54   03/26/01 16:00
03/26/01 0954 FS RMK     FIX   IF NO CLEC CLLBK BY DM END CLS THIS TKT.
03/26/01 0954 FS ADP     FIX   BELSOUTHUNE/MT /T56
03/26/01 0954 FS DMS     FIX   BELSOUTHUNE/MT /T56 03/26/01 09:54   03/26/01 16:00
03/26/01 0954 FS DM      FIX   BELSOUTHUNE/MT /T56 03/26/01 09:54   03/26/01 16:00
03/26/01 0952 FS UPT     FIX   BELSOUTHUNE/MT /T56



                               SUM/RMK
03/26/01 0952 FS RMK     FIX   ROB X5800..ROLANDO/ATT REQ WE DM TKT TIL END OF
                               BUSINESS/I ADVISED THAT I WILL DM UNTIL 16:00 AND
                               CLS IF NO CLLBK FROM CLEC AT DM END..ROLANDO/ATT
                               ADVISED "OK".
03/26/01 0949 FS RMK     FIX   ROB X5800..ROLANDO/ATT LOOKING UP TKT IN HIS
                               SYSTEM
03/26/01 0949 FS RMK     FIX   ROB X5800..ROLANDO/ATT ON LINE
03/26/01 0947 FS RMK     FIX   ROB X5800..CLL CLEC TO TRY TO CLS THIS TKT
03/26/01 0939 FS RMK    ·FIX   ROB X5800..REVIEW LOG
03/26/01 0939 FS UPT     FIX   BELSOUTHUNE/MT /T56
                               SUM/RMK
03/26/01 0939 FS GRB     FIX   BELSOUTHUNE/MT /T56
03/26/01 0900 ?NA DME    FIX   BELSOUTHUNE/MT /000 03/25/01 09:01   03/26/01 09:00


          ↙— SUNDAY
03/25/01 0917 ?NA ADP    FIX   BELSOUTHUNE/MT /ZZZ
03/25/01 0917 ?NA DMS    FIX   BELSOUTHUNE/MT /ZZZ 03/25/01 09:01   03/26/01 09:00
03/25/01 0917 ?NA DM     FIX   BELSOUTHUNE/MT /ZZZ 03/25/01 09:01   03/26/01 09:00
03/25/01 0917 ?NA RMK    FIX   CLEC FELIX CLLD IN FOR TEST ASSIST ON SAT/PER
                               INSTRUCTIONS I WAS GIVEN THIS IS AN LNP ISSUE AND
                               THEY DO NOT WORK ON WEEKEND/NISC HAS ALSO CLSD
                               THEIR TKT/WILL DM FOR MON
03/25/01 0915 ?NA RMK    FIX   RVWD OSSCHI/OSSLOG/PER NOTES ON FRI FROM CZ CLEC
                                FELIX REQ DM TIL MON
03/25/01 0910 ?NA GRB    FIX   BELSOUTHUNE/MT /ZZZ
03/25/01 0900 ?NW DME    FIX   BELSOUTHUNE/MT /000 03/24/01 12:45   03/25/01 09:00
03/24/01 1609 ?NW RMK    FIX   CONTINUING DM ON TKT.
03/24/01 1609 ?NW ADP    FIX   BELSOUTHUNE/MT /238
03/24/01 1609 ?NW DMS    FIX   BELSOUTHUNE/MT /238 03/24/01 12:45   03/25/01 09:00
```

GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)


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                        WFAC: WORK LOG (OSSLOG)
                                         PAGE 0002      07/27/01 12:23 CDT
TRK/TR# KI015929            CKT S AL/ATX /000000     /UNE
VIEW SHORT DISPLAY A        CTR BELSOUTHUNE          ORD
*****************************************************************************
DATE      TIME ID  FCT     EVNT ACTIVITY DESCRIPTION

03/24/01 1609 ?NW DM    FIX  BELSOUTHUNE/MT /238 03/24/01 12:45  03/25/01 09:00
03/24/01 1609 ?NW RMK   FIX  DELAY DUE TO WORKING OTHER TKT/NISC TECH INVOULVED
                               IN TESTING WITH AT&T/TESTING WILL CONTINUE
                               TOMORROW AM PER LOG NOTES/DMING TKT UNTIL TOMORROW
                               AM.
03/24/01 1528 DI  CCC   FIX  LSVLKYDINIS LSVLKYAPDSO BIL 083NT0001
                             03/24/01 15:28
03/24/01 1528 DI  CCU   FIX  LSVLKYDINIS  LSVLKYAPDSO            083NT0001
                             WORKED ON TESTING WITH ATT
                                     WILL START AGAIN TOMMOROW
03/24/01 1527 DI  CCL   FIX  LSVLKYDINIS LSVLKYAPDSO BIL 03/24/01 15:27
                             03/24/01 15:27
03/24/01 1516 ?NW GRB   FIX  BELSOUTHUNE/MT /238
03/24/01 1508 DA DRP    FIX  BELSOUTHUNE/MT /T14



03/24/01 1507 DA RMK    FIX  THEY ALL DECIDED TO TAKE A BREAK/THEY ARE ONLINE
                             TOGETHER AND THE NUMBER THEY ARE CONFERENCED ONTO
                             IS 334-262-0740 BRIDGE #652-882 TO GET ONLINE WITH
                             THEM/SHIFT IS OVER AND I MUST LEAVE/CHRISX5431
03/24/01 1404 DA RMK    FIX  STILL LETTING THEM DISCUSS ON CONFERENCE CALL
03/24/01 1313 CTL HCX   FIX  LSVLKYDINIS  LSVLKYAPDSO            083NT0001
03/24/01 1245 DA RMK    FIX  HAVE FILIX,STEVE/ATT CONFERENCED ONLINE WITH
                             MIKE/NISC TECH  LETTING THEM DISCUSS ISSUE
03/24/01 1244 DA GRB    FIX  BELSOUTHUNE/MT /T14
03/24/01 1244 DA RMK    FIX  NTF
03/24/01 1244 DA DME    FIX  BELSOUTHUNE/MT /000 03/23/01 15:44  03/24/01 12:44
03/24/01 1244 DA DMU    FIX  BELSOUTHUNE/MT /000 03/23/01 15:44  03/24/01 12:44
03/24/01 1244 DA RMK    FIX  NTF
03/24/01 1244 DA ADP    FIX  BELSOUTHUNE/MT /T14



03/24/01 1244 DA DMU    FIX  BELSOUTHUNE/MT /T14 03/23/01 15:44  03/26/01 15:00
03/24/01 1244 DA GRB    FIX  BELSOUTHUNE/MT /T14
03/24/01 1243 DI  CCA   FIX  LSVLKYDINIS  03/24/01  12:43  083NT0001  SPLXL
03/24/01 1243 DA RMK    FIX  NEED ASSITANCE WORKING WITH ATT/CLEC SAYS
                             BS#502-587-4234 CC ATT#502-742-0052/SOMETIMES
                             CALLS GET NO VOICE AND OTHER TIMES THEY
                             WORK/MIKE/NISC TECH HAS ANSWERED MY
                             CALL/CHRISX5431
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03/24/01 1243 DA ADP    FIX  BELSOUTHUNE/MT /T14
03/24/01 1243 DA HDC    FIX  BELSOUTHUNE/MT /T14 LSVLKYAPDS0      SPLXL NISC
                             03/24/01  12:43  03/24/01  13:13  LSVLKYAPDS0
03/24/01 1226 DA RMK    FIX  TICKET APPEARS TO BE AN ALABAMA TICKET/BUT THE
                             AREA CODE IS FOR KENTUCKY/WILL CALL 502-562-7843
                             TO GET THE KY CTG GROUP ONLINE
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GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

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                    WFAC: WORK LOG (OSSLOG)
                                     PAGE 0003          07/27/01 12:23 CDT
TRK/TR# KI015929         CKT S AL/ATX /000000      /UNE
VIEW SHORT DISPLAY A     CTR BELSOUTHUNE                  ORD
***********************************************************************
DATE      TIME ID  FCT    EVNT ACTIVITY DESCRIPTION

03/24/01 1221 DA RMK    FIX  ACCIDENTLY DROPPED CALL TRYING TO RELEASE ON HOLD
                             MUZAK THAT WAS TOO LOUD/CALLING BACK TO GET THEM
                             ONLINE AGAIN
03/24/01 1210 DA RMK    FIX  FILIX CALLED IN WANTS TO TEST ASSIST/CALLING CTG
                             GROUP
03/24/01 1210 DA GRB    FIX  BELSOUTHUNE/MT /T14
03/23/01 1741 CZ RMK    FIX  CALL ATT TO GET STS.. RVW LOG..
03/23/01 1741 CZ DMS    FIX  BELSOUTHUNE/MT /000 03/23/01 15:44  03/26/01 15:00
03/23/01 1741 CZ DM     FIX  BELSOUTHUNE/MT /000 03/23/01 15:44  03/26/01 15:00
03/23/01 1740 ?QI DRP   FIX  BELSOUTHUNE/MT /T11
03/23/01 1740 CZ RMK    FIX  NTFYD FELIX/ATT. I ALSO CLLD NISC TO GET INFO ON
                             "LOCKOUT" TRBL IN ATT SYSTEM IS CAUSING BELL
                             SWITCH TO GO INTO LOCKOUT(AS A SAFETEY MEASURE).
                             HE ASKD TO DM TKT TILL MON 03/26/01..OK.


                             XS477PAUL.
03/23/01 1740 ?QI RMK   FIX  REWV OSSLOG, NO ACTIVITY FROM CZ FOR THE PASS HR.
03/23/01 1629 CZ GRB    FIX  BELSOUTHUNE/MT /T11
03/23/01 1544 DI  CCC   FIX  LSVLKYDINIS LSVLKYAPDS0 BAR 082NT0002
                             03/23/01 15:44
03/23/01 1544 DI  CCU   FIX  LSVLKYDINIS  LSVLKYAPDS0          082NT0002
                             NTF
                                  CL RTES TO TPMTGJZLKE AF192076 W/10
                             DIGITS//168 OF 336 TRKS ARE IN LOCKOUT//
03/23/01 1543 DI  CCU   FIX  LSVLKYDINIS  LSVLKYAPDS0          082NT0002
                             NTF
                                  CL RTES TO TPMTGJZLKE AF192076 W/10
                             DIGITS//168 OF 336 TRKS ARE IN LOCKOUT
03/23/01 1540 CZ RMK    FIX  NISC TECH WRKNG TRBL. RE-SET TIMER..



03/23/01 1540 CZ BSC    FIX  BELSOUTHUNE/MT /000 LSVLKYDINIS              C
                             03/23/01  16:40                      LSVLKYDINIS
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03/23/01 1535 DI  CCU    FIX   LSVLKYDINIS  LSVLKYAPDSO          082NT0002
                               NTF
                                      CL RTES TO TPMTGJZLKE AF192076 W/10
                               DIGITS//168 OF 336 TRKS ARE IN LO
03/23/01 1534 CTL HCX    FIX   LSVLKYDINIS  LSVLKYAPDSO          082NT0002
03/23/01 1512 DI  CCL    FIX   LSVLKYDINIS LSVLKYAPDSO BAR 03/23/01 15:12
                               03/23/01 15:12
03/23/01 1504 DI  CCA    FIX   LSVLKYDINIS  03/23/01  15:04  082NT0002  SPLXL
03/23/01 1504 CZ  RMK    FIX   PLZ CALL B4 CLSNG TKT. THANKS.
                               WINS#8007950153X5477PAUL.
03/23/01 1504 CZ  ADP    FIX   BELSOUTHUNE/MT /T11
03/23/01 1504 CZ  HDC    FIX   BELSOUTHUNE/MT /T11 LSVLKYAPDSO       SPLXL NISC
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GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

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                    WFAC: WORK LOG (OSSLOG)
                                  PAGE 0004          07/27/01 12:23 CDT
TRK/TR# KI015929           CKT 8 AL/ATX /000000      /UNE
VIEW SHORT DISPLAY A       CTR BELSOUTHUNE              ORD
************************************************************************
DATE       TIME ID  FCT    EVNT ACTIVITY DESCRIPTION

                               03/23/01  15:04  03/23/01  15:34  LSVLKYAPDSO
03/23/01 1501 CZ GRB     FIX   BELSOUTHUNE/MT /T11
03/23/01 1501 CZ RMK     FIX   SND TKT TO NISC.
03/23/01 1501 CZ DMC     FIX   BELSOUTHUNE/MT /000 03/23/01 13:46  03/23/01 20:00
03/23/01 1459 CZ UPT     FIX   BELSOUTHUNE/MT /000
                               REPORT
03/23/01 1459 CZ SUB     FIX   BELSOUTHUNE/MT /000 03/23/01  14:59
                               RPT:      ; ORG#502-587-4234(BELL) CC
                               #502-742-0052(ATT) GETS "CBCAD" SOMETIMES DEA; D
                               AIR. CLL CAN BE MADE FRM ATT TO BELL, USING SAME
                               #'S. PLZ CHK XLATS/RTNG..
03/23/01 1456 CZ RMK     FIX   DM FOR CALL BK W/INFO. RVW LOG.
03/23/01 1456 CZ ADP     FIX   BELSOUTHUNE/MT /T11
03/23/01 1456 CZ DMS     FIX   BELSOUTHUNE/MT /T11 03/23/01 13:46  03/23/01 20:00

03/23/01 1456 CZ DM      FIX   BELSOUTHUNE/MT /T11 03/23/01 13:46  03/23/01 20:00
03/23/01 1455 CZ RMK     FIX   FELIX/ATT CLLD BK. HE SD ALL THY HAD WERE OZ
                               CODES. HE ASKD TO GVE HIM TILL 5PM. IF THY CLD NOT
                               SUPPLY 26-CDS THN WE WILL OPN TKT'S FOR EACH
                               TRBL. I WILL DM TKT. X5477PAUL.
03/23/01 1445 CZ RMK           FELIX/ATT CLLD TO CNFRCE HIS XLATS TECH. TECH DOES
                               NOT HVE 26-CODES/TRNK GRP ID'S, ONLY CKT ID'S. I
                               ADVSD THM THT NISC NEEDED TO KNOW WHT TRNK GRP THE
                               #'S TERMINATE ON IN THEIR NETWORK.(WHERE TO
                               DIRECT THE TRAFFIC) HE SD HE WLD TRY TO GET THT
                               INFO, & CALL BK WINS CNTR. NISC TECH ALSO SD THT
                               OTHER SOLUTION WLD BE TO CREATE TKT FOR EACH BELL#
                               THT CC AN ATT#.(1 PER NXX). X5477PAUL.
03/23/01 1432 CZ RMK     FIX   FELIX/ATT CLLD TO GET CLARIFICATION ON INFO
```

                                            NEEDED. I ADVSD HIM THT WE NEED TRNK GRP THT #'S
                                            SHLD TERMINATE ON..OK
03/23/01 1425 CZ RMK   SPK TO NISC TECH. SHE TLD ME THT BECAUSE THERE ARE
                                            DIFFERENT NPA-NXX'S ON ORGN SIDE, ATT HAS TO GVE
                                            A 26-CDE FOR EACH NXX. THY ARE IN DIFFERENT OFC'S.
                                            I NTFYD GEORGE/ATT. HE SD HE WILL CNFRNCE HIS
                                            XLATS TECH ON-LINE TO GVE ME THE CODES. HE WILL
                                            CALL ME BK SHRTLY. X5477PAUL.
03/23/01 1412 CZ RMK   FIX   RVWD LOG. CLLNG NISC TO SEE WHT INFO THY NEED.
                                            X5477PAUL.
03/23/01 1410 CZ GRB   FIX   BELSOUTHUNE/MT /T11
03/23/01 1408 GB DRP   FIX   BELSOUTHUNE/MT /D07
03/23/01 1356 GB GRB   FIX   BELSOUTHUNE/MT /D07
03/23/01 1346 DI CCC   FIX   LSVLKYDINIS LSVLKYAPDSO BAR 082NT0001

GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

                          WPAC: WORK LOG (OSSLOG)
                                                      PAGE 0005   07/27/01 12:23 CDT
TRK/TR# KI015929   CKT S AL/ATX /000000   /UNE
VIEW SHORT DISPLAY A   CTR BELSOUTHUNE   ORD
****
DATE   TIME ID FCT   EVNT ACTIVITY DESCRIPTION

                                            03/23/01 13:46
03/23/01 1346 DI CCU   FIX   LSVLKYDINIS LSVLKYAPDSO   082NT0001
                                            INSUFF INFO
                                                      REPT/CNTL RMKS DONT MATCH//ND ASSOC TG AF
                                            OT TG#
03/23/01 1340 CTL ESX   FIX   BELSOUTHUNE/MT /000 LSVLKYDINIS LSVLKYAPDSO
                                            082NT0001
03/23/01 1254 GA CCB   FIX   BELSOUTHUNE/MT /000 03/23/01 12:54
                                            CUSTOMER CALLBACK
                                            FELIX/ATT CALLED FOR STATUS I REVWD LOG,AND
                                            INFORMED HIM THAT IT HAS BEEN LOADED TO A NISC
                                            TECH.....MIKE X5819.
03/23/01 1240 CZ RMK   FIX   COT/BAR LOADED TO TKT. RE-SET TIMER..
03/23/01 1240 CZ ESC   FIX   BELSOUTHUNE/MT /000 LSVLKYDINIS   C

                                                                              LSVLKYDINIS
                                            03/23/01 13:40
03/23/01 1228 CTL HCX   FIX   LSVLKYDINIS LSVLKYAPDSO   082NT0001
03/23/01 1204 DI CCL   FIX   LSVLKYDINIS LSVLKYAPDSO BAR 03/23/01 12:04
                                            03/23/01 12:04
03/23/01 1201 CZ RMK   ATT GVE OTHER EX'S:
                                            ORG# 502-366-4327, 502-367-0113(BELL)
                                            & TERM #502-587-4234(ATT). THY RPRTD THT THERE ARE
                                            MANY MORE #'S HVNG TRBL. ALL BELL #'S THT CC ATT
                                            #'S..

03/23/01 1158 DI CCA   FIX LSVLKYDINIS
03/23/01 1158 CZ RMK   FIX CLEC GVE OTHER EX'S. ORG#502-366-4327(BELL) CC
                             #502-587-4234(ATT). THY RPRTD MANY MORE #'S.
                             THANKS. CLS TO WINS#8007950153X5477 OR OPT 2-2..
                             PLZ CHK XLATS/RTNG..

03/23/01 1158 CZ ADP   FIX BELSOUTHUNE/MT /T11
03/23/01 1158 CZ HDC   FIX BELSOUTHUNE/MT /T11 LSVLKYAPDSO
                             03/23/01 11:58 03/23/01 12:28 LSVLKYAPDSO
03/23/01 1151 CZ GRB   FIX BELSOUTHUNE/MT /T11   SPLXL NISC
03/23/01 1151 CTL HCN   FIX BELSOUTHUNE/MT /000
03/23/01 1151 DI CCE   FIX   AUTO CANCEL
                                     LSVLKYDINIS   LSVLKYDINIS
                             PRICING FAILED, CHECK WORK TYPE 'SPLTA' IN PRICING
03/23/01 1151 CZ RMK   FIX GUIDE
                             CLEC GVE OTHER EX'S. ORG#502-366-4327(BELL) CC
                             #502-587-4234(ATT). THY RPRTD MANY MORE #'S.
                             THANKS. CLS TO WINS#8007950153X5477 OR OPT 2-2..
03/23/01 1151 CZ ADP   FIX PLZ CHK XLATS/RTNG..
                             BELSOUTHUNE/MT /T11

GSM001I FIND SUCCESSFUL - MORE DATA ON NEXT PAGE(S)

                    WFAC: WORK LOG (OSSLOG)
TRK/TR# KI015929   PAGE 0006
VIEW SHORT DISPLAY A   CKT S AL/ATX /000000   /UNE   07/27/01 12:23 CDT
************************* CTR BELSOUTHUNE   ORD
****
DATE   TIME ID PCT   EVNT ACTIVITY DESCRIPTION

03/23/01 1151 CZ HDC   FIX BELSOUTHUNE/MT /T11 LSVLKYDINIS   SPLTA NISC
03/23/01 1146 CZ GRB   FIX 03/23/01 11:51 03/23/01 12:21 LSVLKYDINIS
03/23/01 1146 CTL HCN   FIX BELSOUTHUNE/MT /T11
                             BELSOUTHUNE/MT /000
3/23/01 1146 DI CCE   FIX   AUTO CANCEL
                                     LSVLKYDINIS   LSVLKYDINIS
                             PRICING FAILED, CHECK WORK TYPE 'SPLXL' IN PRICING
3/23/01 1146 CZ RMK   FIX GUIDE
                             CLEC GVE OTHER EX'S. ORG#502-366-4327(BELL) CC
                             #502-587-4234(ATT). THY RPRTD MANY MORE #'S.
                             THANKS. CLS TO WINS#8007950153X5477 OR OPT 2-2..
1/23/01 1146 CZ ADP   FIX PLZ CHK XLATS/RTNG..
1/23/01 1146 CZ HDC   FIX BELSOUTHUNE/MT /T11
                             BELSOUTHUNE/MT /T11 LSVLKYDINIS   SPLXL NISC

/23/01 1133 CZ GRB   FIX 03/23/01 11:46 03/23/01 12:16 LSVLKYDINIS
/23/01 1132 CTL PGT   FIX BELSOUTHUNE/MT /T11
                            BELSOUTHUNE/MT /000

                              THRESHOLD MET
                              SPL BELSOUTHALX/BELSOUTHUNE/SN000600
03/23/01 1132 CZ ADD   FIX   BELSOUTHUNE/MT /000 03/23/01 11:32
                              ORG#502-587-4234(BELL) CC #502-742-0052(ATT) GETS
                              "CBCAD" SOMETIMES DEAD AIR. PLZ CHK XLATS/RTNG..
03/23/01 1132 CZ RCV   ENTR   /MT /000 03/23/01 11:32

GSM002I FIND SUCCESSFUL - - - - - - LAST PAGE OF OUTPUT DISPLAYED

EXHIBIT WKM-15

AT&T Job Aid for on-line reports that support Local Service Ordering and Provisioning

The reports contained in the matrix below are to assist CLECs in managing their BellSouth ordering and provisioning and are accessible via BellSouth's Interconnection Services web site at http://www.interconnection.bellsouth.com/markets/lec/clec_report.html To obtain report access IDs and passwords, contact Jill Williamson at 404 810-8562. Once report access has been established the system support help desk (1 888 462-8030) is the single point of contact for system support.

CLEC REPORT	APPROPRIATE USAGE	UPDATE INTERVAL	ONLINE INFO?/ CARRIER NOTIFICATION #
Monthly Performance Measurement Reports (PMAP)	*Not for operations use*		
Daily Operational Reports–			
PON Report	*ORDERING* -- Check status and see clarification reasons of manual and/or partially mechanized LSRs	Rolling 31-day view, updated 5 times per day	Y SN91081420 SN91081687
PF (Pending Facilities) Report	*ORDERING* -- Verify PF Status on pending LSRs	Once per day	Y SN91081700
Loss Notification Report	*ORDERING* -- Provides list of accounts lost the previous day	Once per day	Y SN91081709
COSMOS Report	*ORDERING* -- Verify facility and equipment assignments	Once each week, on Wednesday	N
Circuit Provisioning Status Report (CPSS)	*PROVISIONING* -- View status of circuit provisioning orders (DS0, DS1 and DS3)	Every 90 minutes	N
CLEC Service Order Tracking System	*PROVISIONING* -- Viewing service orders, determining service order status, and tracking	Once per day	Y CSOTS Website on-line help
Interconnection Reference Customer Validation (ICREF)	*NOT USED BY AT&T* PRE-ORDERING -- address validation *NOTE: LENS is the preferred tool for address validation.*	Live	Y