

### **Initial CLEC Questions**

During the collaborative, E&Y was asked the following questions:

1. What are the methods to determine retail and wholesale orders for Winback and how does this process work?
2. What is the difference between retail and wholesale service orders?
3. Explain how a wholesale service rep gets a hold of a retail service order number?

### **General Ordering Process**

There are two groups of service representatives that process non-Winback orders:

- 1) Wholesale service reps. – process wholesale disconnects, installs, changes, etc.
- 2) Retail sales/service reps. – sell SBC Ameritech service and process disconnects, installs, changes, etc.

The wholesale service representatives are responsible for taking Local Service Requests from the CLECs, via fax or from processing fallout from electronically submitted orders through either LASR or MOR. These service representatives process these requests through the Ameritech ordering systems, either ASON (a part of the ACIS application/system) or EXACT, dependent upon the product type. The retail sales/service representatives are responsible for taking retail requests and entering these orders into ASON or EXACT.

### **Retail vs. Wholesale Service Orders**

Each service order number represents an 11-digit string (1 initial alphabetic character and 10 numeric characters). The initial three numeric characters represent the type of order: wholesale or retail and product type. The service representative enters the first four characters. The remaining characters are assigned by the system. Each service representative has specific profiles within ACIS that allow each service representative to issue orders with specific prefixes. With the exception of the Winback process described below, the Company's systems are designed so that the retail service representatives do not issue service orders with wholesale prefixes. With the exception of wholesale migrations (i.e. moving from retail to wholesale status), wholesale service representatives do not issue service orders with retail prefixes. On wholesale migrations, wholesale service representatives have the ability to process retail orders that are part of the migration.

### **Winback Process**

A third group of service representatives is a non-sales group that processes wholesale disconnect orders and retail installation orders related to a retail Winback. Our investigation into this has determined that the Winback representative is a back-office function, and these people do not solicit customers for wholesale or retail services.

The Winback representative's work is triggered by receipt of a Letter of Authorization (LOA) or Third Party Verification (TPV), as described below.

In order to process a Winback order, the Winback service representative issues a disconnect order with a wholesale prefix. This process is only completed after a LOA or TPV has been received. Additionally, the same Winback representative has the ability/task of issuing an installation order with a retail prefix reserved for wholesale migrations upon receipt of a TPV or LOA only.

### **ER and Impact on PM 17**

The dialogue at the October 14, 2002 CLEC collaborative surrounding the Winback processing was related to an Enhancement Request (ER) within the Company's change management process that ultimately did not get implemented. The ER was opened to address an internal Local Service Center (LSC) management report utilized for correcting wholesale service order errors. Because this internal report was utilizing the service order number to assign errors to the wholesale error correction group, certain retail Winback orders utilizing the wholesale migration prefix were included on the wholesale error correction report. The erroneous concern surrounding the opening of this ER was that because retail Winback orders were included on the wholesale error report that retail Winback orders could be inappropriately counted as wholesale orders in the calculation of PM 17 "Billing Completeness."

The program code utilized to classify service orders as retail or wholesale for PM 17 reporting does not exclusively look at the service order number to identify whether the transactions is a wholesale or retail transaction. Instead, PM 17 uses a Field Identifier (FID) to indicate the customer type and product type. There are two FIDs (RSID – Reseller ID and ZULS – Unbundled Local Switching ID) that are used to pull wholesale orders for the calculation of PM 17. Only wholesale transactions should have a value in one of these FIDs, retail Winback transactions do not have a value in these FIDs since these fields are not relevant for retail activity. If either of these FIDs is populated, the order is reported as a wholesale order. By querying only orders in which either of the two FIDs is populated, PM 17 excludes retail activity from wholesale results.

Based on queries of the Company's PM data, E&Y noted that the issue described above did not impact PM 17 results as retail and wholesale transactions are identified by the two FIDs.

### **Impact on Other PMs**

The issue described above concerning the service order string also does not impact other PMs as the Company does not utilize the service order string as the sole basis for determining wholesale or retail transactions.

### **Prospective Changes**

Beginning on October 5, 2002, SBC Ameritech implemented a new order code for Winback representative installs only (a service order beginning with a new set of three digit numbers). Neither the regular wholesale nor retail representatives have the

ability to generate orders using these codes via their ACIS access levels. Additionally, the PM reporting for this measure will continue to identify customer type by examining the RSID and ZULS FIDs.

### **Conclusion**

Based on our research of the issue described above, we have determined that this issue did not impact reported PM results during the period of March through May 2002. As such, it is not included on our final report.