

DRAFT

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554**

In the Matter of)
)
Application by SBC Communications, Inc.,)
Michigan Bell Telephone Company d/b/a) CC Docket No. _____
Ameritech Michigan and Southwestern Bell)
Communications Services, Inc. d/b/a)
Ameritech Long Distance for Provision of)
In-Region InterLATA Services in Michigan)

**AFFIDAVIT OF MARY PAT REGAN
ON BEHALF OF AMERITECH**

**STATE OF ILLINOIS)
COUNTY OF COOK)**

**TABLE OF CONTENTS
ACCOUNT MANAGEMENT FOR WHOLESALE CUSTOMERS**

SUBJECT	PARAGRAPH(S)
PROFESSIONAL EXPERIENCE	2
PURPOSE OF AFFIDAVIT	3
GENERAL OVERVIEW-ACTIONS TO BE RESPONSIVE TO CLEC CUSTOMERS	4-7
ACCOUNT MANAGERS-GENERAL RESPONSIBILITIES	8-12
IMPLEMENTATION OF INTERCONNECTION AGREEMENTS	13-16
DAY-TO-DAY ISSUES AND COMMUNICATIONS	17-22
ESCALATIONS AND DISPUTE RESOLUTION	23
NOTIFICATIONS, ANNOUNCEMENTS AND FORUMS-PRODUCTS AND PROCESSES	24
CLEC WEBSITE	25-27
AMERITECH CLEC USER FORUM	28-32
TRAINING OF ACCOUNT MANAGERS	33-34

DRAFT

SUBJECT	PARAGRAPH(S)
TRAINING AND FORUMS FOR CLECS	35-58
CONCLUSION	59

I, Mary Pat Regan, being of lawful age and duly sworn upon my oath, do hereby depose and state as follows:

1. My name is Mary Pat Regan. My business address is 350 N Orleans, Fl 3 Chicago IL 60618. I am Director- Local Interconnection for SBC Telecommunications, Inc. I am responsible for a group of Ameritech Account Managers assigned to facilitate contract negotiations and implementation and provide ongoing account management support for Competitive Local Exchange Carriers (CLECs) who are our local wholesale customers. I have also served as a Major Account Manager Industry Markets handling national CLECs.

PROFESSIONAL EXPERIENCE AND EDUCATIONAL BACKGROUND

2. My employment with Ameritech started in April 1996. Previously I worked for MCI Worldcom from 1986-1996. I held various sales positions in Telemarketing and General Business Sales, as well as National Account Management. I attended the University of Wisconsin Madison from 1978-1983, where I studied Retailing and Marketing.

PURPOSE OF AFFIDAVIT

3. The purpose of my affidavit is to describe the account management function and related support functions Ameritech makes available CLECs. First, I describe the Ameritech's Local Account Teams and the role they play in assisting CLECs in the implementation of their interconnection agreements with Ameritech, resolution of day-to-day issues, and on-going account support. Second, I describe the comprehensive "customer-friendly" manuals

DRAFT

and materials that have been developed to describe all aspects of interconnection, access to unbundled network elements and resale services that Ameritech provides to, and updates for, its wholesale customers. These account management related initiatives have been designed to make it easy to do business with Ameritech. These initiatives, many developed as part of industry collaborative discussions during the year 2000, include the Account Management Responsibilities and Guidelines, the CLEC website, and the CLEC Handbook. Finally, I describe the numerous training classes and workshops that are available to CLECs.

GENERAL OVERVIEW—ACTIONS TO BE RESPONSIVE TO CLEC CUSTOMERS

4. Ameritech's commitment to opening its local network to the CLECs has come from the highest levels of our parent corporation, SBC Communications. This commitment is reflected in the resources we have assigned to implement the 1996 Telecommunications Act and to facilitate the entry of CLECs into the local market. Ameritech established Local Account Teams as Ameritech's primary interface with our CLEC customers. These teams include the Account Manager and other support personnel, such as service management, collocation and interconnection services, and are designed to provide overall management of the CLEC account.
5. Ameritech engaged in extensive collaborative discussions with the CLECs during the year

DRAFT

2000 to address their concerns with the account management function.¹ As a result of those discussions, Ameritech developed a revised Account Manager Handbook that details the account management responsibilities and operating guidelines for conducting business with CLECs. The revised handbook and training included the following changes recommended by the CLECs participating in these collaboratives:

- a. Providing a broader definition of account team functions;
- b. Adding organization charts, job descriptions and other information on organizations that support the account team.
- c. Providing a specific definition that the account team is the internal advocate for CLEC issues within Ameritech.
- d. Strengthening the role of account management by expanding the authority of account team members to resolve CLEC issues.
- e. Reducing time frames for responding to critical CLEC communications including telephone calls, pages and emails.

A Revised Version of the Handbook is available on line at website-- <<https://clec.sbc.com>>

6. Ameritech continues to solicit direct input from CLECs regarding the effectiveness of the Account Teams. We value input from the CLECs on how well the Account Managers are meeting the CLECs' needs. This information, like that obtained in last year's collaborative discussions, is used to address possible areas for improvement and is a component used in

¹ These collaboratives began in Wisconsin Docket No. 6720-TI-160 in February 2000 and the process improvements agreed to by the parties were accepted by Wisconsin Commission Order on December 15, 2000. Ameritech agreed to implement the process improvements, including the above mentioned Account Manager's Handbook in its five-state region. Accordingly, Ameritech incorporated and filed these commitments in a December 27, 2000, Joint Progress Report to the Michigan Public Service Commission in Case No. 12320.

DRAFT

evaluating the overall performance of the Account Managers.

7. The process improvements agreed to and included in the revised Account Management Handbook were implemented through the following measures. The revised Handbook materials were incorporated into the training session required for all new Account Managers by the fourth quarter of 2000. This was done to ensure that all new Account Managers know and understand the revised service level commitments. Existing Account Managers were also educated on the material in the revised Handbook. The revised Account Manager training materials were distributed to the Account Manager Directors who personally covered each of their managers with these changes and requirements.

ACCOUNT MANAGEMENT – GENERAL ROLES AND RESPONSIBILITIES

8. Every CLEC is assigned an Account Manager who is responsible for managing and assisting with all activities pertaining to the CLEC's working relationship with Ameritech for local service. The Account Manager serves as the CLEC's liaison within Ameritech for advancing the CLEC's requests or handling problems. As such the Account Manager is responsible for addressing the day-to-day issues related to the CLEC account and is responsible for facilitating the resolution of CLEC operational concerns or disagreements.
9. The Account Team is comprised of the Account Manager and other dedicated individuals who take very seriously their role in facilitating the CLEC's entry into the local market. The Account Manager acts as the catalyst in resolving issues through subgroup meetings. The Account Manager also interfaces with all the various organizations within Ameritech to be the customer advocate.

DRAFT

10. In addition to the Account Manager, each CLEC choosing to collocate equipment in an Ameritech office is assigned a Collocation Account Manager who facilitates the processing of the CLEC's collocation requests, installations, turn-up and on-going account maintenance with regard to these installations.
11. Also, in addition to the Account Manager, whose responsibilities are described in more detail below, all CLECs have the ability to request an executive level meeting through their Account Manager to address issues or concerns.
12. The Account Manager acts as the primary point of contact for CLECs for matters other than (1) daily operational issues (e.g., ordering, provisioning, maintenance and billing issues), which are handled by the Local Service Centers (LSC) and Local Operating Centers (LOC), as described in the affidavit of Justin Brown, "Brown Affidavit," and (2) issues addressed by the Service and Collocation Account Managers (see below). The primary responsibilities of the Account Manager in managing a CLEC account encompass:
 - Implementation
 - Day-to-Day Issues and Communications
 - Notifications and Announcements – Products and Processes
 - Training and Forums
 - Escalation and Dispute Resolution.

IMPLEMENTATION OF INTERCONNECTION AGREEMENTS

13. The Account Manager is responsible for implementation of a signed agreement. As part of implementation, the Account Manager receives and coordinates the processing of the CLEC Resale and Unbundling questionnaires and subsequent changes to these questionnaires. The CLEC Resale and Unbundling questionnaires are used to capture key information necessary to establish a CLEC in Ameritech resale and unbundling preordering,

DRAFT

ordering, provisioning, and maintenance systems. Additional information on the Resale and Unbundling questionnaires can be found on CLEC Online at: <https://clec.sbc.com>

14. The Account Manager also manages the process associated with CLEC implementation of preordering, ordering, provisioning, and maintenance operations support systems (OSS), including the issuance of passwords and digital certificates to gain access to the various OSS. (For details regarding OSS, refer to the affidavit of Mark Cottrell, the “Cottrell Affidavit”). The Account Manager manages this process with the support of the Information Technology (I/T) Area Managers – CLEC Support group, a specialized Ameritech group that manages CLEC OSS implementation.
15. Additional implementation assistance from the Account Manager includes the pre- and post-implementation interconnection activities. These activities include planning and chairing the initial pre-planning interconnection meetings; securing from the CLEC trunking forecasts, network information sheet and NPA/NXX code administration information; and scheduling and facilitating subsequent joint network interconnection planning meetings. The Account Manager also facilitates the establishment of the business relationship with the Collocation Account Manager to address any collocation issues associated with interconnection, as well as facilitates meetings required to address the implementation of ancillary interconnection matters (e.g. 911, OS/DA, SS7, etc.)
16. The Account Manager also explains ancillary services offered by Ameritech and provides appropriate contracts and/or questionnaires to help CLECs assess their need for these services (e.g. Meet Point Billing/Line Identification Data Base (LIDB) and Inside Wire Maintenance Agreement.)

DRAFT

DAY-TO-DAY ISSUES AND COMMUNICATIONS

17. The Account Manager assists with day-to-day issues and communications through the following actions. The Account Manager schedules and facilitates periodic resale, unbundled network elements, and interconnection service review meetings, where issues may be identified. The meetings include LSC and LOC groups to ensure the CLEC sufficiently understands LSC and LOC operating processes and procedures, including escalation procedures.

18. In addition, the Account Manager addresses day-to-day and emergency communications through the following general guidelines:

- Returns CLEC telephone calls within 8 business hours to acknowledge the CLEC call, and provides the estimated time required to address the request. Every effort is made to return calls within 4 business hours, when possible.
- Returns pages within 1 hour during normal business hours. If pages are received after normal business hours, they are to be returned as soon as possible or no later than 9 am the following business day.
- Acknowledges receipt of correspondence directed to the Account Manager verbally and/or by e-mail within 8 business hours or if a written response is required/requested, within seven (7) business days of receipt of written correspondence. The written response also includes an update on actions taken to answer and/or resolve issues or requests.

DRAFT

- Provides pager access to customer by providing pager number, as well as leaving pager number on personal voice mailbox.
- Provides updated voice mail message and pager access when not available by phone.

19. Further, the Account Manager designates a person to act as an alternate Account Manager during a period of extended absence (vacations, training, illness, etc.). This person may be a peer within the group or a supervisor. The expected period of absence and who will be available for assistance will be included in the Account Manager's voice mail greeting so that all callers will be informed of the absence and alternate coverage available. Generally, if an absence is going to be for an extended period and planned in advance, Account Managers may also advise their active accounts of their plans in the normal course of doing business.

20. Additionally, the Account Manager coordinates the investigation of post-implementation OSS issues with the assistance of the CLEC OSS Resource Center and communicates procedures for reporting post-implementation OSS trouble reports to the CLEC. The Account Manager also provides key OSS Resource Center contact information and escalation procedures to the CLEC.

21. The Account Manager assists the CLEC with billing issues by providing a summary of the billing claims process with the LSC and key contact information for billing claims.

22. The Account Manager also manages the processes associated with special requests received from the CLECs, including Bona Fide Requests (BFR), Requests for Designs (RFD), and project management requests, as applicable. Managing this process includes obtaining appropriate project management resources or, depending on the nature of the

DRAFT

request, providing personal project management support. Additionally, the Account Manager manages delivery of a response on schedule as agreed to with the CLEC, oversees the proper allocation of resources in project management situations, monitors progress through agreed-upon status meetings with the CLEC, and escalates projects in jeopardy. For special requests requiring Ameritech action or accommodation the Account Manager:

- Evaluates the complexity of the request, develops the schedule for a response and promptly communicates the estimated response date to the CLEC. Thereafter, if the response will take more than two weeks, the Account Manager reports status at periodic intervals.
- Presents the request to all involved Ameritech organizations, communicating all CLEC requirements, and strives for a proper and timely resolution by escalating within internal organizations as necessary.
- Communicates Ameritech response to the CLEC and, if applicable, starts planning for implementation of the special request. If there is disagreement about the special request and Ameritech's response, the Account Manager explains the response and level at which the decision was made and, upon request, the escalation process that the CLEC may follow to pursue the disagreement within Ameritech.

ESCALATIONS AND DISPUTE RESOLUTION

DRAFT

23. The Account Manager manages CLEC disputes and the dispute resolution process per contract provisions. The Account Manager ensures that the CLEC has appropriate escalation lists and procedures covering various Ameritech groups. Escalation procedures and lists for the Ameritech groups supporting CLECs are also posted to the CLEC's password protected website.

NOTIFICATIONS, ANNOUNCEMENTS, AND FORUMS–PRODUCTS AND PROCESSES

24. The Account Manager ensures that the CLEC has access to information and documentation, including general ordering, provisioning, maintenance, and billing operating procedures, as well as notifications concerning updates to products and services, through the establishment of CLEC Online access.

CLEC WEB SITE

25. SBC has developed an interactive web site to support CLECs in all of its regions, including Ameritech. The CLEC web site <<https://clec.sbc.com>> consists of individual sites that can be accessed through the online menu, including:

- **Getting Started as a CLEC** – This Resource Guide provides a description of the negotiation process and describes Account Teams and Customer Service groups created by Ameritech to serve CLECs.
- **CLEC Handbook** – This handbook serves as a reference guide for the ordering, billing, installation and maintenance of local interconnection products

DRAFT

and services.² The handbook is designed to improve communications between CLECs and Ameritech.

- **CLEC Education** –This area includes descriptions and availability of the workshops discussed earlier in this affidavit. In addition, as explained further in the affidavit of Mark Cottrell (hereinafter, the “Cottrell Affidavit”) this area presents an overview and availability for the OSS classes available to CLECs.
- **Accessible Letters** – Ameritech utilizes the Accessible Letter notification process to inform CLECs of the introduction, significant changes, or discontinuance of products and services, and of the introduction of new promotions available for resale. CLECs can search for both General and OSS Accessible Letters from this location. Letters may be searched by letter number, date range, state or by using keywords within the content of letters.
- **IS Call Center** – The Cottrell affidavit details this area of the web site that was designed to expedite and eliminate many problems that may arise while accessing Ameritech’s OSS.
- **Performance Measurements** – Ameritech generates CLEC-specific performance measurement reports for requesting CLECs, as described in the affidavit of Sal Fioretti, the “Fioretti Affidavit”. While performance measurement reports are password protected, a CLEC is able to access its own performance, Ameritech retail performance, and aggregate CLEC performance. Regulatory agencies may also view performance results, by state, at this web site location.
- **CLEC Specific Reports** – From this area a CLEC may access certain CLEC-specific reports and information such as Reject Reports and their Broadband Ordering Profile. This area is password protected and CLECs may access only their own reports.

² For example, the Customer Handbook includes information on Universal Service Ordering Codes (USOCs),

DRAFT

26. The CLEC Online web site is updated on a daily basis. The majority of the updates fall into four primary areas: Handbook, Accessible Letters, IS Call Center, and CLEC Specific Information. All information on the site can be downloaded.
27. The CLEC Online web site allows users to provide suggestions and feedback on the web site. SBC has implemented a number of enhancements to the CLEC Online web site based on user input.

AMERITECH CLEC USER FORUM

28. Ameritech places a great deal of emphasis on the Account Managers being responsive to CLECs' requests. We value input from the CLECs on how well the Account Managers are meeting the CLEC's needs, and this information is used in addressing possible areas for improvement. Ameritech holds a collaborative session with CLEC's each month to facilitate the discussion of issues and concerns as well as encourage the overall communications between CLECs and Ameritech.
29. The Ameritech CLEC User Forum (CUF) was developed and implemented in conjunction with the CLEC community. These meetings began in Ameritech's five-state region (including Michigan) in April, 2000 and are ongoing on a monthly basis. The CUF meets to discuss issues that participants deem critical to business requirements. Notifications of CUF meetings/conference calls are distributed via Accessible Letter to CLECs in Ameritech's

DRAFT

five-state area. This forum allows discussion and sharing of information on process and operational issues.

30. The purpose and scope of the CUF were defined by the participants to include:

- Network Operations;
- Business Processes;
- Ordering and Provisioning;
- Maintenance and Repair;
- Billing; and
- Other.

31. Processes defined for the forum include the following:

- Two-tier organization;
 1. Executive Steering Committee (ESC) with one representative from each CLEC and one from AIT.
 2. CLEC User Forum (CUF) with assigned CLEC representative(s) as well as CLEC and AIT subject matter experts;
- Scheduled meetings [ESC participates on conference calls twice per month (quarterly, meets in person), and CUF meets once a month];
- Issues submission;
- Issues tracking;
- Issues resolution and issues sponsorship; and
- AIT provides conference bridge, meeting room, meeting schedule, issue tracking, SMEs for meetings/projects, coordinates tracking and follow-up of issues and releases accessible letters as necessary.

32. The CUF offers an arena for open discussion on operational issues and processes. The issues addressed by this forum are those which impact the daily business practices of CLECs. The intent of all participants and the Forum as a whole is to work cooperatively through a defined problem resolution process.

TRAINING OF ACCOUNT MANAGERS

33. Ameritech aggressively pursues the development of training opportunities for Account Managers. On a continuing basis, subject matter experts (SMEs) conduct Account

DRAFT

Manager seminars on a wide variety of issues. These seminars provide an opportunity to share more detailed information regarding the specific topic under discussion. In addition, a Local Wholesale Manager 101 was developed at SBC's Center for Learning and attendance is required for all new Account Managers. This course provides all new account managers with the overview of the local marketplace (e.g., overview of the Federal Telecommunications Act, overview of CLEC market entry opportunities, available contacts within Ameritech to work through issues). This course is designed to allow a new account manager to hit the ground running in providing service to their customer.

34. In 1999, a comprehensive Account Manager Training Certification Program was rolled out for Local Account Managers. This program focused on developing the Account Managers' skills to successfully perform the account management function and provide a baseline level of knowledge. These courses, and this certification program, are designed specifically to help ensure all Account Managers have the training and information necessary to provide effective and consistent assistance to all of their wholesale customers. The Account Manager Handbook developed in 2000 in response to the Ameritech collaboratives was incorporated into the Account Manager Training Certification Program so that all new account managers are covered on this material.

TRAINING AND FORUMS FOR CLECS

35. The Account Manager manages the scheduling of Ameritech-provided workshops and training classes for resellers, facilities-based carriers and operations support systems (OSS) for CLECs. The Account Manager also provides schedules and enrollment procedures for Ameritech-sponsored seminars, workshops, forums, and conferences offered to CLECs.

DRAFT

36. Education is a key part of Ameritech's CLEC customer service procedures. Ameritech offers a variety of classes and workshops to educate CLECs on how to do business with Ameritech. The Cottrell affidavit covers the OSS classes and workshops made available to CLECs that are focused on teaching the CLEC employees how to interface with Ameritech for purposes of obtaining resold services, ordering unbundled network elements, and interconnecting with Ameritech. The CLEC, in accordance with its own business plan, trains its employees on how to interface with its end-user customers. Each CLEC defines its own services, processes, and customer contact procedures, and trains its own employees on those processes. Ameritech makes its classroom materials available to CLECs to facilitate development of their own employee training curricula.
37. Small class size (maximum of ten) and in-class exercises enable Ameritech instructors to ensure a quality learning experience for each CLEC student. A listing of the workshop training, with descriptions, is discussed below. These workshops are available to CLECs that have signed and filed Interconnection and/or Resale Agreements or are buying unbundled services via a Michigan Tariff that includes training. Workshops are offered free of charge to six employees from each CLEC customer. CLECs have the option of sending additional employees for a fee. The workshops provide operational information for both manual and electronic ordering processes. The workshops are developed, modified, and enhanced, as appropriate, in order to meet the changing needs of CLEC customers. Ameritech's commitment to CLEC education and understanding is demonstrated by the expansion of available training from the nine (9) workshops offered in March 2000, to the nineteen (19) different workshops, totaling over twenty-five (25) days of training, currently

DRAFT

available to CLEC customers. While this already represents more than three weeks of training, Ameritech will continue to add workshops as necessary in order to meet the needs of its CLEC customers.

38. New Entrant Carrier Workshop: Ameritech provides a one-day, instructor-led workshop that includes information on:

- Using the CLEC Online handbook
- Account Team responsibilities
- CLEC responsibilities
- Escalation procedures
- Role of Service Centers
- CLEC Training Courses Available.

39. Resale Services I Workshop: Ameritech provides a two-day instructor led workshop that covers residence and simple business telecommunications services and business products available for resale.

- Day 1 covers various telephone and resale terminology, introduces the reference resources available for ordering residence and simple business resale services and describes the Ameritech local exchange services available for resale.
- Day 2 describes the resale order flow and procedures, the Interim Manual Ordering Guide and Local Service Request (LSR) forms.

40. Resale Services II Workshop: Ameritech provides a one and one-half day instructor-led workshop for CLEC employees who desire information on complex business services available for resale.

DRAFT

41. Local Service Request (LSR)-Resale: Ameritech provides a one day instructor-led course that explains how to prepare the LSR forms as well as how to use the available reference materials that will help facilitate the ordering of Resale products and services.
42. Directory Listings Workshop: Ameritech provides CLECs a two-day, instructor-led workshop covering the fundamentals of reading,-formatting and ordering multiple types of Directory Listings.
43. Billing Workshop: Ameritech provides CLECs a one-day, instructor-led workshop designed to help local wholesale customers read and interpret bills received from Ameritech for resold services, unbundled network elements, and interconnection. This course also helps customers interpret the end-user Customer Service Record (CSR). Ameritech's billing systems, Customer Records Information System ("CRIS") and Carrier Access Billing System ("CABS"), are also discussed.
44. Centrex– Resale Workshop: Ameritech provides CLECs a two-day, instructor-led workshop that provides an overview of Centrex products and services available for Resale. Centrex is a central office-based communication system. The primary focus of the workshop is to explain the use of reference materials and manual forms that will help facilitate the ordering of Centrex products and services.
45. Integrated Services Digital Network ("ISDN") – Resale Workshop: Ameritech provides CLECs a two-day, instructor-led workshop that provides an overview of ISDN, a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data, and packet

DRAFT

switched data. The primary focus of the workshop is to explain the use of reference materials and manual forms for ordering ISDN.

46. Resale Maintenance Administration (RMA): Ameritech provides a one day instructor-led workshop that explains how to handle repair calls and troubleshoot technical problems. This course also teaches CLECs how to prepare the Network Maintenance Request Form.

47. MessageSource Voice Mail-Resale: Ameritech provides a one day instructor-led workshop that introduces the mission and structure of the MessageSource Resource Voice Mail Program. This course provides an overview of the MessageSource products and services including:

- Sharing Ameritech's working knowledge of the Public Switched Telephone Network (PSTN) and providing an overview of the interrelation between PSTN and the Ameritech network.
- Teaching the MessageSource full range of features and functionality.

48. Unbundled Network Elements ("UNE") – Workshop: Ameritech provides CLECs a three-day, instructor-led workshop explaining the use of reference materials and forms for ordering unbundled network elements. Information covered includes loop and port combinations, i.e., the UNE Platform and the ULS-ST (shared transport) component.

49. Combined Platform Offering (CPO)/Unbundled Network Elements - Platform- UNE-P: Ameritech provides a one-day instructor-led course that explains the use of reference materials and forms that will help facilitate the ordering of unbundled network element combinations. In Ameritech this offering is a combination of Loop and Port with Shared Transport. CLEC student practice consists of using the appropriate reference material and

DRAFT

preparing the LSR ordering forms. This course is also taught on Day 3 of the AIT-CLEC-W-UNE workshop, described in the above paragraph.

50. Local Number Portability (“LNP”) Workshop: Ameritech provides CLECs a one-day, instructor-led workshop offered to facilities-based CLECs that have previously attended the UNE Workshop to explain the use of reference materials and forms for ordering Local Number Portability from Ameritech.
51. Local Interconnection Workshop: Ameritech provides CLECs a one and one-half day, instructor-led workshop that details how to order interconnection via the industry-standard Access Services Request (“ASR”) forms.
52. MessageSource Voice Mail-UNE-P: Ameritech provides CLECs a one day, instructor-led workshop that introduces the MessageSource Voice Mail Resource Program offered to CLEC customers currently providing basic telephone service to residential and/or small business end-users over the UNE-P platform. This course provides an overview of the Message Source UNE-P products and services including:
 - Understanding the network
 - SBC Roles and Responsibilities
 - CLEC Roles and Responsibilities
 - Voice Mail General Description
 - Complementary Network Services (CNS) Features
 - Ordering Service
 - Mailbox Configuration
 - Ameritech Specific Requirements for Implementation, Ordering and Provisioning

DRAFT

53. Sub-Loops UNE: Ameritech provides a one-day instructor led workshop that teaches CLECs how to order the Sub-Loops UNE. Information covered in this workshop includes:

- Sub-Loop Configurations
- Types of Sub-Loops
- Order Flow (Ordering Process)
- Provisioning

54. Line Sharing/HFPL UNE:. Ameritech provides a one day instructor led workshop that teaches CLECs how to order Line Sharing, i.e., the High Frequency Portion of the Loop (HFPL) UNE. Information covered includes:

- Line Sharing Configurations
- Due Date Intervals
- Loop Qualification
- Ordering Process
- Provisioning

55. Dark Fiber UNE Workshop: Ameritech provides CLECs a one-day instructor-led workshop that explains the use of available reference materials, forms and procedures for ordering Dark Fiber. Information covered includes:

- Dark Fiber Configurations
- Types of Dark Fiber
- Due Date Intervals
- Ordering
- Provisioning

56. Broadband Service: Ameritech provides a one-day instructor-led workshop that explains the use of available reference material and forms for ordering Broadband Service, xDSL services, in a Digital Loop Electronic [DLE] environment. This course teaches CLECs the use of available reference materials, forms and procedures for ordering Broadband Service.

DRAFT

In addition, CLECs are taught how to use the Broadband Ordering Profile (BOP) to build service profiles consisting of various service arrangements with different DSL parameters.

57. Complementary Information: At the conclusion of each workshop, a clean paper copy and a computer disk copy of the instructor guide and student guide are provided to each CLEC for use in developing its own employee training materials. This information is in addition to the material provided in class.

58. Additional information on the training classes offered to CLECs can be found on CLEC Online at:

[<https://clec.sbc.com>](https://clec.sbc.com)

CONCLUSION

59. Ameritech, and its Local Account Teams, are committed to on-going support of our local wholesale customers. As demonstrated above, Ameritech has committed substantial human and monetary resources to ensure we meet our local wholesale customers' needs.

This concludes my affidavit.

DRAFT

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.

Executed on _____, 2001

Mary Pat Regan
Director-Industry Markets

STATE OF Michigan
COUNTY OF _____
Subscribed and sworn to before me
this _____ day of _____, 2001

Notary Public