

Kniffen-Rusu – Attachment B

Detailed Timeline of XO Communications Michigan Listing Trouble Report dated July 6, 2001.

Date	Activity
6-11-01	XO submitted a main and 2 additional listings (for toll free numbers) for a customer via ACES.
6-12-01	XO received a confirmation report stating there were no errors and the orders passed through the interface.
6-14-01	<i>AAS's Listing Services sent XO a TC Reject Notification report stating that a foreign directory name was required on the order. NOTE: All toll free numbers are Foreign Listings and require the identification of a foreign directory name, as documented on the listing order processing instructions provided to CLECs, including XO.</i>
6-25-01	XO edited the rejects in ACES and resubmitted the order. (It took XO 7 business days to correct the order.) XO issued the new order with an incorrect transaction code. The ACES interface did not identify and reject this error.
6-26-01	XO received a confirmation report stating there were no errors and the orders passed through the interface.
6-27-01	XO checked TCListLink and discovered the change was not made.
6-28-01	AAS management received a call from an Ameritech account manager requesting assistance in addressing an XO listing issue. An AAS CLEC Hotline administrator contacted the Ameritech account manager for detailed information.
6-29-01	An AAS CLEC Hotline administrator contacted the XO representative and directed her to complete a Listing Trouble Report as outlined in the documented process.
7-6-01	XO submitted a Listing Trouble Report, including a copy of the confirmation report and identified orders that were of concern. (It took XO 5 business days to submit the Listing Trouble Report.) AAS Listing Services resolved the listing issue ensuring that the listing database was properly updated. The AAS CLEC Hotline administrator notified XO representative that the problem had been resolved.
7-10-01	AAS CLEC Hotline administrator verified that XO's corrected listing appeared on the TCListLink web site.
7-12-01	AAS management initiated an investigation into the ACES processing to determine root cause for incorrect orders being accepted by the interface without rejection.
7-17-01	AAS ACES technical support identified that the two types of incorrect orders submitted by XO had not been previously identified for rejection. An ACES programming and release plan was developed to update the software to establish two new error codes and to issue rejects for these types of incorrect orders. This software update is scheduled for mid-August for all CLECs, including XO.
7-18-01	AAS CLEC Hotline administrator contacted XO advising them that the software is being updated to reject these types of incorrect orders. A completion date is scheduled for mid-August. In the meantime, it was explained to XO that all orders adding listings that have a toll free number must include a foreign directory name.