

A

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,)
 to consider AMERITECH MICHIGAN'S compliance) MPSC Case No. U-12320
 with the competitive checklist in Section 271 of)
 the federal Telecommunications Act of 1996)
 _____)

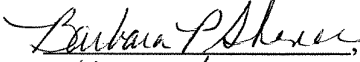
AFFIDAVIT OF RON WALTERS

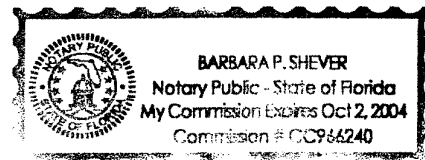
1. My name is Ron Walters. I am employed by Z-Tel Communications, Inc. ("Z-Tel") and my business address is 601 S. Harbour Island Blvd, Tampa, Florida 33602. I am employed by Z-Tel as its Regional Vice President – Industry Policy. If called as a witness in this matter I am competent to testify to the following matters.

2. I have read the Comments of Z-Tel Communications, Inc filed in this matter and the facts and information set forth therein are true to the best of my knowledge, information and belief.


 Ron Walters

Signed and sworn before me
 This 28th day of June, 2001


 Notary Public
Neeshawung County,
 My Commission Expires: October 2, 2004



B

STATE OF MICHIGAN
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In the matter, on the Commission's own motion,)
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AFFIDAVIT OF SANDRA E. WILLIAMS

1. My name is Sandra E. Williams and my business address is 601 S. Harbour Island Blvd, Tampa, Florida 33602. I am employed by Z-Tel Communications, Inc. ("Z-Tel") as a LEC Manager. If called as a witness in this matter I am competent to testify to the following matters.

2. I have been personally involved in the attempts by Z-Tel to resolve the failure of Ameritech to provide accurate line loss reports to Z-Tel. The problem first started to occur in April of 2001. Prior to this time, Z-Tel was receiving from Ameritech line loss reports in what are called "Daily 836 Reports" through an EDI interface. The problems began when Z-Tel changed a fax number for receipt of manually processed Firm Order Confirmations ("FOC"), which was totally unrelated to the line loss notifications.

3. Below is a timeline of events relating to Z-Tel's efforts to resolve this issue with Ameritech:

4/26/01 – Request made through Z-Tel account team to change fax number for the receipt of FOCs on manually processed orders.

4/27/01 – Ameritech ("AIT") changes out old fax number to new one Z-Tel requested.

5/ 2/01 – Z-Tel personnel in Atmore note that they are now receiving faxed line loss notifications. Z-Tel discovers that the EDI line loss notification is still being received; however the data file is empty. Michael Scipio of AIT Account Team notified that line loss report is empty.

5/ 3/01 – Daily 836 Report for 5/2/01 does not contain data. Sandra Williams speaks with Michael Scipio. Michael will verify that the Fax number has been removed and will call back 5/4/01 AM.

5/ 4/01 – Daily 836 Report for 5/3/01 does not contain data. AIT Account Team notified that report is still not functioning properly. Michael Scipio returns call and verifies that AIT Internal Support removed Fax number and returned EDI code today at 10 AM Central. Z-Tel told that the 5/4/01 data report would be correct.

5/ 8/01 – Daily 836 Report for 5/6/01 does not contain data. Mike Scipio informed at AIT by Sandra Williams.

5/ 9/01 – Daily 836 Report for 5/7/01 does not contain data. Mike Scipio informed that Z-Tel request a second level escalation.

5/10/01 – Mike Scipio responds via e-mail that and AIT internal meeting will take place today. Mike will send Sandra status by 1 PM CST. Daily 836 Report received by 5/8/01 and contains line loss data.

5/11/01 – Daily 836 Report received for 5/9/01 does not contain data. AIT account team notified.

5/15/01 – Daily 836 Report received for 5/13/01 does not contain data. AIT account team notified.

5/16/01 – Daily 836 Report received for 5/14/01 does not contain data. Mike Scipio contacted to request status. Mike informed by Sandra that the loss of 836 line loss data is a critical issue. Z-Tel requests another second level escalation. Request resolution by Noon, 5/17/01. Sandra offers to facilitate a conference call with all AIT, Z-Tel and Accenture Launch Now (Z-Tel's EDI processing and gateway partner) involved to work for resolution. Received verification from Z-Tel's Atmore operations that Line Loss Notification faxes are still being sent there.

Response received from Mike Scipio. He is able to see that AIT database mapped the 836 transaction correctly. Mike working with Launch Now to see if data is reaching them after passing the translator. Mike commits to managing a resolution of the issue by 5/17/01.

5/17/01 – Daily 836 Report received for 5/15/01 does not contain data. Mike Scipio notified. Mike confirms that 836 transactions for known migrated TNs were successfully generated to the Z-Tel designated mailbox. Mike contacts Launch Now to review what was received through the translator. Mike suspects a breakdown in the routing through Launch Now to Z-Tel.

5/18/01 - Launch Now verifies that today's AM report is blank. Michael informed. Mike Scipio finds error in EDI table entries, removes incorrect entries and verifies report generation. Mike commits to have all 836 data lost between 5/7 and 5/18 captured

through a query routine and will make this data available to Z-Tel by COB Monday, 5/21/01.

5/22/01 – Daily 836 Report received for 5/20/01 does not contain data. AIT notified. Mike Scipio commits to status by end of today.

5/23/01 – Daily 836 Report received for 5/21/01 does not contain data. Mike Scipio informed.

Barbara Rogers of AIT e-mails 836 reports for 5/21 and 5/22.

5/24/01 – Daily 836 Report received for 5/22/01 does not contain data. Mike Scipio and Howard White of AIT notified. Z-Tel requests third level escalation.

Mike Scipio assigns Barbara Rogers, OSS Area Manager as Z-Tel's primary contact for issue resolution Barbara Rogers to supply Sandra Williams a status tomorrow AM.

5/25/01 – Barbara Rogers informs Z-Tel that now none of the 836's are getting through the AIT translator. She is working on resolution. Barbara to give early afternoon status.

Conference Call held with Barbara Rogers, Mike Scipio, Richard White (Launch Now) and Sandra Williams. Barbara confirmed that 5 Win Back Orders completed the AIT system on the 23rd, but did not generate 836's.

Status Conference call arranged for Tuesday, 5/29.

5/29/01 – AIT does not have resolution.

5/30/01 – Daily 836 Report received for 5/28/01 does not contain data. AIT informed.

5/31/01 – Daily 836 Report received for 5/29/01 does not contain data. AIT informed.

Mike Scipio informs Z-Tel that they now conclude that AIT methods, procedures and processes regarding the provisioning of loss accounts has broken down. Michael has escalated to his executive level. An AIT executive level conference call to discuss issue is being held this afternoon. Mike requests Sandra Williams to contact Ernestine Ward, Area Manager, and Denise Hardaway, General Manager. Sandra sends e-mail to AIT management once again explaining that this is a crucial business operation issue for Z-Tel. Request resolution status by COB 6/1/01.

6/ 5/01 – Received from Barbara Rogers a spreadsheet of 836 line loss data not previously sent to Z-Tel for dates 4/30/01 through 6/4/04. (507 accounts). Noted to Barbara and Mike that Mike had committed to providing line loss data from October, 2000, forward as Mike had discovered that the AIT Line Loss M&P and WinBack M&P had not been working properly since October.

Informed AIT that Daily 836 Report received for 6/3/01 does not contain data.

Once more requested escalation for resolution to Denise Hardaway, Sharmaine Summerville, and Earnesteen Ward. Requested response by 10 AM EST, 6/6/01.

Ron Walters escalates to John Stankey, AIT. Requests a status response by COB 6/6/01.

6/6/01 – No response received from AIT executive level escalation.

6/7/01 - Daily 836 Report received for 6/5/01 does not contain data. AIT informed, request status by end of day.

6/7/01 – Ron Walters informs Mike Scipio that approximately 500 change orders rejected by Ameritech because Z-Tel no longer had the customer (and never received a line loss).

Received e-mail status from Barbara Rogers, AIT, indicating that AIT located 8 PONs where Z-Tel was the losing Carrier, which were due today. Barbara requests extension for providing the requested status response until Friday to allow her the time needed to verify the time 836 transactions were sent for each of the 8 PONs.

6/08/01 – Received Daily 836 Report for 6/6/01 which was empty. AIT and LN informed.

6/12/01 – Received Daily 836 for 6/10/01 which was empty. AIT and LN informed. Requested status by 11 AM Eastern Time on 6/13/01.

Received e-mail from Barbara confirming that Z-Tel is now set up correctly to receive 836 Loss notification. The necessary M&P and Database changes were implemented 6/14/01 at 11:30 CST to insure all future 836's will be sent correctly via EDI.

6/13/01 – Received Daily 836 for 6/11/01 which was empty. AIT and LN informed.

Received e-mail from Barbara Rogers requesting confirmation on whether Z-Tel had received the 836 loss transaction transmitted from AIT on 6/12 @ 14:01. Was confirmed at AIT Translator Support contact that 836s were successfully sent to Z-Tel's EDI code "ZTELAITPRD" today.

6/14/01 – Received Daily 836 for 6/11/01 which was empty. AIT and LN informed.

Summary of 6/14/01 836 communications:

10:58 AM - E-mail from Sharmaine Summerville with attached spreadsheet of 836 line loss 5/30 - 6/2.

12:47 PM - E-mail from Barbara Rogers, AIT, verifying that the data was sent from the translator to Launch Now

1:15 PM - E-mail from Richard White, Launch Now, stating he looked at the files this morning and they have not received anything from AIT after the empty 6-11 file. Richard asked Barbara to re-check the translator report.

1:35 PM - E-mail from Richard White stating that Launch Now has not received any more files since the 6/11 file which was empty. Richard contacted Barbara Rogers of AIT who is checking their translator to see if they actually went out.

2:19 PM - E-mail from Barbara Rogers, AIT, sending additional verification information that the report was generated to Launch Now.

3:23 PM - E-mail from Richard White, Launch Now, stating that they do not agree with data sent by Barbara. They do not show receiving anything from AIT beyond 6-11-2001.

4:15 PM - Confirmed with Robert Weeks that Z-Tel did not receive a report today.

6 PM - Call received from Mike Scipio and Barbara Rogers re-stating AIT's position that they have verified that the 836 Data is being correctly sent to Launch Now and that AIT considers the issue closed on their end.

6/15/01 – Daily 836 received for 6/13/01, which has line loss data.

Received e-mail from Barbara Rogers indicating that there appears to be a day lag time in the receipt and reported date of the attached reports. The report received on 6/12 would have included transactions sent on 6/11. The e-mail which communicated the M&P and preference table changes and sending of 836 transaction was dated 6/12. Therefore the transactions sent 6/12 would have been reported in the report dated 6/13. Also, it appears the 836 transactions confirmed sent on 6/13 were picked up by GEIS on 6/13 and not reported to Z-Tel until late 6/14.

Received e-mail from Carl Wengelewski, Launch Now, he stated that there was a batch job that did not run as expected to process Tuesday's 836 files. 836's were received from AIT on Tuesday and the job was run to process these and sent the report to Z-Tel this evening. The day in question was Tuesday which he felt was now resolved.

Daily 836 received for 6/12/01 with data.

6/18/01 – Received e-mail from Barbara Rogers which stated that after further checking on the AIT end, the 6/14 report was comprised totally of 836s and not a combination of 836s and 855s as previously reported. AIT is investigating on their end to determine why 'N' order numbers were passed to Z-Tel.

6/19/01 – Daily 836 report not received.

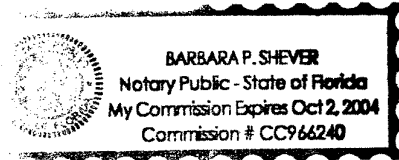
6/20/01 – Received Daily 836 report for 6/18/01 with data.

Further the affiant sayth not.

Sandra E. Williams
Sandra E. Williams

Signed and sworn before me
This 28th day of June, 2001

Barbara Shever, Notary Public
Hillsborough County,
My Commission Expires: October 2, 2004



C

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**COMMENTS OF
Z-TEL COMMUNICATIONS, INC.**

EXHIBIT C

Exhibit C Contains Confidential and Private Customer
Information and is Filed Under Seal
Pursuant to MCL 484.2210

D

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**COMMENTS OF
Z-TEL COMMUNICATIONS, INC.**

EXHIBIT D

Exhibit D Contains Confidential and Private Customer
Information and is Filed Under Seal
Pursuant to MCL 484.2210

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From: Hawkins, Robert [roberthawkins@kpmg.com]
Sent: Friday, June 01, 2001 10:48 AM
To: 'Saigal, Sunil'; 'John Kern'; 'Vanderpol,Rebecca L - NCAM'; 'Trabaris,Douglas W (Doug) - LGA'; 'Sherry Lichtenberg'; 'Tom O'Brien'; 'Samonek,JoAnne C - NCAM'; 'Moore,Karen W - NCAM'; 'Eringis, John E'; 'Timothy M Connolly'; 'Pete Gardon'; 'Pete Jahn'; 'Patti Coughlan'; 'Shane Kaatz'; 'Nick Jackson'; 'ffranco@covad.com'; 'Todd McNally'; 'LindeN@psc.state.wi.us'; 'Cindy Solis'; 'Nberman@wheelerlaw.com'; 'angela.keelan@chorusgroup.com'; 'Klipstein,Robert B - NCAM'; 'Uekert,Phillip W (Phil) - LGA'; 'wright@cwpb.com'; 'hiniker@wiscub.org'; 'kenneth.schifman@mail.sprint.com'; 'Finney,Scott L - NCAM'; 'VardaM@psc.state.wi.us'; 'WieckA@psc.state.wi.us'; 'EsbecB@psc.state.wi.us'; 'RichtJ@psc.state.wi.us'; 'EvensG@psc.state.wi.us'; 'hughesej@DOJ.STATE.WI.US'; 'Joan Campion'; 'Rod Cox'; 'Ann Lopez'; 'Dave Albino'; 'Clark Stalker'; 'Diane Bowers'; 'dena.m.kemple@openmail.mail.sprint.com'; 'David McGann'; 'Morreale, Carla'; 'mecarter@covad.com'; 'bszafran@covad.com'; 'Scott Girard'; 'Pam Sherwood'; 'Kenneth A. Kirley'; 'Jeff May'; 'GENA DOYSCHER'; 'edwin-kh_ko@hp.com'; 'Gorfin, Eugene'; 'Bennett, Bruce'; 'Brian Baltz'; 'Mal Swan'; 'McDonough, Patrick J'; 'Cegelski, Mary'; 'William A. Haas'; 'Dan Lipschultz'; 'SIEN,JOHN (HP-USA,ex1)'; 'CLARK,MARK A (HP-USA,ex1)'; 'BETHKE,NEIL (HP-USA,ex1)'; 'KOERNER,BILL (HP-USA,ex1)'; 'JOE,MICHAEL (HP-USA,ex1)'; 'PRYOR,HOLLIE (HP-USA,ex1)'; 'INCE,JERRY (HP-Cupertino,ex1)'; 'Hegstrom,Cate D - LGA'; 'Gray, Linda'; 'Peterman, Linda'; 'Chad Sharp'; 'Jon Ladage'; 'John_Parker Erkmann'; 'deborah.kuhn@wcom.com'; 'jon.r.hamm@mail.sprint.com'; 'Scott, Jonathan C'; 'Vanderpol,Rebecca L - NCAM'; 'Trabaris,Douglas W (Doug) - LGA'; 'Samonek,JoAnne C - NCAM'; 'Moore,Karen W - NCAM'; 'Karl Henry'; 'Timothy M Connolly'; 'Patti Coughlan'; 'Todd McNally'; 'Klipstein,Robert B - NCAM'; 'Earls, Claudia'; 'Brian Mahern'; 'Pam Sherwood'; 'Karol Krohn'; 'Gray, Abby'; 'Richard Schwartz'; 'Hal Rees'; 'Bob Veneck'; 'Tim Kagele'; 'Kevin Sosbe'; 'Julie Keen'; 'edwin-kh_ko@hp.com'; 'Gorfin, Eugene'; 'Sue Platner'; 'Brian Baltz'; 'Salisbury, Emily'; 'McDonough, Patrick J'; 'Howard Siegel'; 'Clark, Sarah A'; 'NIETUBICZ,RICK (HP-USA,ex1)'; 'Hegstrom,Cate D - LGA'; 'Gray, Linda'; 'Chad Sharp'; 'Jon Ladage'; 'John_Parker Erkmann'; 'jon.r.hamm@mail.sprint.com'; 'Darr.1@osu.edu'; 'lynnette.e.c.hill@wcom.com'; 'Aisar@millerisar.com'; 'Alan.i.matsumoto@mail.sprint.com'; 'Mielert, Peter T'; 'KHenry@urc.state.in.us'; 'Allen Francis'; 'Hisham Choueiki'; 'Steven Nourse'; 'Ancona, Robin'; 'Aplin, Bonnie'; 'asamson@birch.com'; 'Ashton, Mike'; 'Batts, Mike'; 'Brown, Frances'; 'Brown, Katherine'; 'Carey, Michelle'; 'Chorzempa, David'; 'Connolly, Tim'; 'Cullen, Scott'; 'Denniston, James'; 'Dirubbo, Salvatore'; 'Drinski, Michael'; 'Emmel, Christine'; 'Ernst, Al'; 'Finefrock, Jerry'; 'Fishkin, Joel'; 'Gilbert, Adam'; 'Goldman, Marc'; 'Gomol, John'; 'Gould, Richard'; 'Gregg, Rodney P'; 'Hsaio, Doug'; 'Hughey, Steve'; 'Isioguo, Orjiakar'; 'Jane_Van_Duzer/FOCAL@focal.com'; 'Karen A Coleman (E-mail)'; 'Kearney, Daniel'; 'Kevin Schoen (E-mail)'; 'Kinard, Karen'; 'Kruse, Brad'; 'Kruse, Jim'; 'Leopold, Brett'; 'Lonergan, Tom'; 'Irrosier@clarkhill.com'; 'Marshall, Frances'; 'Mary Cegelski (E-mail)'; 'mhazzard@kelleydrye.com'; 'Paul_Rebey/FOCAL@focal.com'; 'Pearl, Denise A'; 'Powell, Theresa'; 'Ralls, Bill'; 'Ramsay, Brian'; 'Rashes, Haran C'; 'Reidy, John J III'; 'Rubino, John'; 'rwalters@Z-TEL.com'; 'Santry, Jeff'; 'Schmaltz, Rick'; 'Schneidewind, Ann R'; 'Severance, James W'; 'Swanson-Hull, Camie'; 'Vorys, Yolanda'; 'Wayne, Mark'; 'Wilson, Kathy'; 'lynnette.e.c.hill@wcom.com'; 'Walker Jr., Andrew M'; 'nweber@icc.state.il.us'; 'mozani@kmctelecom.com'; 'Dan.Jackson@mail.sprint.com'; 'Evan.Siegel@wcom.com'; 'mceversj@madisonriver.net'; 'carrigan@att.com'; 'pausch@occ.state.oh.us'
Subject: FW: USOCs which are not available with UNE-P from Ameritech Michi gan

As per yesterday's call, please find WorldCom's listing of USOCs not available with UNE-P.

Robert Hawkins
KPMG Consulting, Inc.
Office: (215) 405-6807
Cell: (203) 829-7702

-----Original Message-----

From: Jim Denniston [mailto:James.Denniston@wcom.com]
Sent: Thursday, May 31, 2001 3:04 PM
To: Robert Hawkins
Cc: Sherry Lichtenberg
Subject: USOCs which are not available with UNE-P from Ameritech Michigan

Robert,

Per our discussion last week, here is the email from Ameritech showing the USOCs which it claims are not available with UNE-P.

Jim

-----Original Message-----

From: Boyce, Amie M. (AIT) [mailto:ab2617@sbc.com]
Sent: Tuesday, April 03, 2001 8:59 AM
To: pat.a.webb@wcom.com
Cc: Sherry Lichtenberg; Trinetta Milroe; Castorena Catherine; John Trofimuk; WILLIAMS, MARILYNN Y (SBC-MSI); Divincentis, Dawn; Boyce, Amie
Subject: RE: Call Control Feature UNE-P

Pat,

Below I have inserted Ameritech's response in CAPS. Please review and let me know if WCOM has any additional questions.

Thank you,

Amie Boyce
Account Manager OSS
312-335-6547 Office
888-891-8970 Pager

-----Original Message-----

From: Pat Webb [mailto:pat.a.webb@wcom.com]
Sent: Wednesday, March 28, 2001 9:18 AM
To: Boyce, Amie M. (AIT)
Cc: Sherry Lichtenberg; Trinetta Milroe; Castorena Catherine; John Trofimuk
Subject: Call Control Feature UNE-P

Amie:

WorldCom customers have begun to report that they are unable to use their Call Control feature after migration to MCIWorldCom. Our review of the USOCs that we have ordered and the features that have been provisioned shows that we are ordering the correct USOCs and that Ameritech appears to be provisioning the service; however, this feature is not active for these customers. When we called the LSC, we were told that this feature is not available for UNE-P customers, since it uses the Ameritech Advanced Intelligent Network (AIN). Details of the problems our customers are experiencing appear below.

Please respond to the following questions regarding this feature:

1. Is Call Control available for UNE-P customers in the MI and IL markets?
NO

If not, where is this information documented?

WITHIN THE CLEC ONLINE HANDBOOK, SELECT PRODUCTS & SERVICES, SELECT UNE, SELECT ULS, PLEASE SEE SECTION 1.0, FEATURES. WITHIN THIS SECTION IT STATES THAT, "ULS includes access to the basic calling features which are available within Ameritech's local switches on an unbundled per port basis. A TC can request the activation of these features, including Custom Calling, Custom Local Area Signaling Service (CLASS), available with the port type ordered. A TC should refer to Section 1.2 of this material for the appropriate tariff which provides a detailed list of these features." CALL CONTROL IS AN AIN BASED SERVICE.

2. If Call Control is NOT available, why have WorldCom orders for this feature been processed successfully rather than rejected?
THE ORDERS HAVE FLOWED THROUGH, BUT THE SERVICE IS NOT PROVISIONED BECAUSE THIS IS AN AIN SERVICE.

3. During our product development cycle, WorldCom was told that all resale features, with the exception of Voice Mail, were available with UNE-P. Has this changed?
SEE ABOVE AND NOTE, ALL "SWITCH-BASED" FEATURES ARE AVAILABLE.

4. Please provide a complete listing of features that are not available with UNE-P. Please include an explanation of the reason for this exclusion.
BELOW IS A MATRIX OF AIN SERVICES THAT ARE NOT ELIGIBLE FOR ULS, THIS MATRIX WILL BE INCLUDED ON THE CLEC WEBSITE BY APRIL 10TH.

AIN Service AIN Acronym USOC FIDFID
AIN 976 A976 TGR9X
Account Codes ACNT TAMPA, AS3V1
Ameritech Call Control ACC OC4
Ameritech Privacy Manager APM WHO, WHO2X
Custom CNAME CCNAM NHE, AS3NH
Flexible Call Forward FCF ATF
Name and Number Delivery Terminating NNDT CDOBT (future) RCUA NNDT

Star Code Access - DMS100 SCA SQA V1 CFN
Star Code Access - EWSD SCA SQA V5 CFN
Star Code Access - 5ESS SCA SQA V5 CFN
Talking Call Waiting TCW TW1 WTG

Below are some specific examples:

1 --
ANI: redacted
Acct#:
Name:
PON#:
USOC: OC4
SOID

2 --
ANI: redacted
Acct#:
Name:
PON#:
USOC: OC4
SOID:

3 --
ANI: redacted
Acct #:
Name:
PON #:
USOC: OC4
SOID:

WorldCom requests a response to this issue within 5 business days.

Thank you,

Pat Webb
WorldCom
Carrier Management
312-470-4901

The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. When addressed to our clients any opinions or advice contained in this email are subject to the terms and conditions expressed in the governing KPMG client engagement letter.

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**Ameritech misses you as a customer and wants you back!!!
Return your local service to Ameritech and receive up to \$100!***

You'll also receive:

- Up to **34% OFF**** our most popular features - Caller ID with name, Call Waiting, 3-way Calling and others!
- Six months of Privacy Manager™ absolutely **FREE*****
- And we'll **WAIVE** the reconnection fees

Call us today at **1-800-667-4975** and rediscover all the benefits of being an Ameritech customer. We're here for you Monday - Friday from 8:00 A.M. to 8:00 P.M. and Saturdays from 8:00 A.M. to 2:00 P.M. Eastern Standard Time.

HURRY offer ends August 31, 2001!

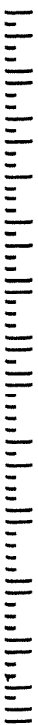
*Credit allocated over first 5 bills and requires the purchase and retention of the BASICS® Package or Works® Package and an Ameritech Local Toll Calling Plan for a minimum of 5 months. After promotion period ends normal monthly subscription fees apply. **A-la-carte vs. Package Savings. ***Privacy Manager not available in all areas. Privacy Manager intercepts all calls showing up on Caller ID unit as Private, Blocked or Unavailable. Privacy Manager asks the caller to record their name, and then plays it back for you so you decide if you want to take the call. Privacy Manager requires the use of Caller ID with Name. Some restrictions apply.

PCMI40



31W001 North Avenue
West Chicago, IL 60185

Presorted
First Class Mail
US Postage
PAID
Carol Stream, IL
Permit No 259



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2/28/01

Ron,

This is in response to the issue concerning Z-tel customers that wanted to return to Ameritech retail service who were apparently told it could take "up to 45 days" to be switched back to Ameritech. In order to understand why a customer might be quoted "up to 45 days" to return to Ameritech retail service, it is important to understand the sequence of events that occurs when a customer served by a CLEC requests to return to Ameritech.

First, Ameritech's retail service center cannot quote the customer a specific due date until a signed letter of authorization (LOA) is received from the customer authorizing the requested change of service. This is because the service center representatives cannot access or otherwise obtain information about the customer's CLEC-provided service before receiving the signed LOA. Because CLECs use a variety of means to serve their customers (e.g., UNE loop and number portability, UNE-P, etc.), the Ameritech retail service representative cannot quote a due date to the customer until they have accessed their records and determined how the customer is being served. Once the signed LOA has been received at the Ameritech retail service center, the service representative is authorized to access the customer's account records and determine what type of service the customer has with their carrier. The service representative can then process the customer's order and contact the customer to provide a realistic due date (typically a customer is quoted 5-10 days in situations not involving LNP/unbundled loops). However, if the order involves unbundled loops and/or number portability, the conversion is more complicated and takes longer. Thus, if Ameritech has not yet received the LOA, so it can determine how the customer is currently being served, and the customer simply asks "how long" it will take to switch back to Ameritech retail service, it is possible that a customer could be told up to 30-45 days, depending on how quickly the customer returns their signed LOA and type of service the customer has with their carrier. Of course, it is solely up to the end user customer as to when to actually return the signed LOA.

I believe the above responds to the issue you raised in your letter to me dated February 8, 2001. Also, it is my understanding that these types of conversions are being completed promptly, following the receipt of the signed LOA. If you have any further questions about this, please let me know.

Scott Alexander