

**Huston/Lawson Affidavit - Attachment J**

SBC - Vantive Tickets\* (IS Call Center)  
Competitive Local Exchange Carrier (CLEC)  
Call Activity

Area	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02
<b>General</b>	1606	1616	1894	1584	1445	1557	1242	1166	1860	1622	1262	1355
<b>User ID/Password CLEC Application Usage</b>	3154	3481	3993	3357	3680	4230	3697	3703	4249	3110	2545	2720
<b>Application Errors CLEC Start Up Problems</b>	294	232	338	294	261	366	265	269	668	466	373	378
<b>SBC Network/System CLEC Network/System</b>	897	899	569	304	329	360	420	366	705	957	553	530
<b>SBC Set Up Errors</b>	230	306	316	211	373	358	323	236	839	297	182	277
<b>Unrelated to OSS</b>	174	65	50	20	49	100	37	43	329	136	46	87
<b>Total</b>	19	24	24	27	27	1	18	29	48	57	38	34
	7	5	5	9	7	4	16	11	73	41	31	27
	32	29	53	50	25	44	70	40	39	43	29	21
	6413	6657	7242	5856	6196	7020	6088	5863	8810	6729	5059	5429
*Vantive ticket data includes tickets for all four SBC Regions.												

SBC - Call Center  
Competitive Local Exchange Carrier (CLEC)  
Call Activity

LEGEND:	
Category	Definition
General	<i>General</i> is the area of CLEC calls that includes questions about software requirements, requests for additional information on OSSs, status of systems and/or other tickets recorded by the Call Center, and other general requests for information.
User ID/Password	<i>The User ID/Password</i> category covers CLEC calls received by the Call Center to reset passwords, re-initialize user Ids that have not been accessed and have thus expired, log users off, etc. These questions do not reflect any problems or deficiencies with SBC OSSs.
CLEC Application Usage	<i>CLEC Application usage</i> calls are those CLEC calls received by the Call center requesting help with the use of a SBC OSS. These calls generally reflect the need for refresher training of the CLEC user and/or more education of the CLEC user on application usage.
Application Errors	<i>Application Errors</i> are those calls that indicate an incapability by the OSS applications to report data and/or process transactions. For example, an <i>application error</i> includes capabilities that a given application was not designed to handle by and must therefore be referred to the LSC for handling and/or completion.
CLEC Start Up Problems	<i>CLEC Start Up Problems</i> include CLEC calls received by the Call Center during the initial phases of OSS implementation at the CLEC's site. Calls can include requests for assistance installing software, initially establishing connections via dial-up sessions, and starting up business in another SBC state.
SBC Network/System	<i>SBC Network/System</i> includes all CLEC calls to the Call Center due to problems within SBC's Data Communications Network (DCN) or the performance of SBC's OSSs. Examples include: when part of the SBC network is unavailable, preventing CLEC access to OSS; when the system host for an OSS is unavailable due to a software or hardware failure; etc.
CLEC Network/System	<i>CLEC Network/System</i> includes all CLEC calls to the Call Center due to problems with the CLEC's network and/or their applications and systems. Examples include: when the CLEC's circuit is unavailable; etc.
SBC Set Up Errors	Part of the process of setting up a CLEC with access to SBC OSS requires some manual procedures by SBC personnel (e.g., setting up user IDs, updating CLEC profile information, etc). Errors in this process are captured by SBC Set Up Errors.
Unrelated to OSS	Some calls received by the Call Center are CLEC issues, but are not related in any way to SBC OSSs. When requested by a CLEC, we have tracked the progress of these issues through closure.