

Huston/Lawson Affidavit - Attachment A

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

Area	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02
General	1445	1557	1242	1166	1860	1622	1262	1355	1175	1130	1224	933
User ID/Password	3680	4230	3697	3703	4249	3110	2545	2720	2935	2798	4424	3277
CLEC Application Usage	261	366	265	269	668	466	373	378	409	346	379	342
Application Errors	329	360	420	366	705	957	553	530	347	269	336	332
CLEC Start Up Problems	373	358	323	236	839	297	182	277	153	104	125	151
SBC												
Network/System	49	100	37	43	329	136	46	87	64	47	359	251
CLEC												
Network/System	27	1	18	29	48	57	38	34	51	63	58	66
SBC Set Up Errors	7	4	16	11	73	41	31	27	7	6	14	8
Unrelated to OSS	25	44	70	40	39	43	29	21	11	13	17	31
Total	6196	7020	6088	5863	8810	6729	5059	5429	5152	4776	6936	5391
*Vantive ticket data includes tickets for all four SBC Regions.												

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

LEGEND:	Definition
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	The <i>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.