

Date Mailed
July 19, 2000

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation Into Ameritech Wisconsin Operational Support
Systems

6720-TI-160

ORDER

This is a class 1 contested case proceeding to investigate and resolve problems associated with the Operational Support Systems (OSS) of Ameritech.¹ The proceeding is divided into phases. Phase I deals with the “development of [Ameritech’s] OSS performance measures and benchmarks, and how OSS performance testing should proceed.” The OSS testing is actually conducted in Phase II.

Pursuant to paragraph 3 of the Commission's order dated March 29, 2000, the Temporary Administrative Law Judge submitted his Report dated June 1, 2000 (the “June 1 Report”), concerning the results of the series of prehearing conferences held to consider the issues related to Phase I of this proceeding. At the prehearing conference on June 8, 2000, the parties reached agreement on a process for identifying, discussing and attempting to resolve the remaining issues in Phase I and postponing the hearing scheduled for July 18, 2000, until November 2000. The parties have moved the Commission to adopt this proposed order. Appendix A is the current service list of parties in the docket.

¹ The Notice of Proceeding named Wisconsin Bell, Inc., the telecommunications utility doing business in Wisconsin as “Ameritech” (Ameritech Wisconsin) as the party nominally responsible for the OSS utilized in this state. It is understood that this OSS is neither owned nor controlled by Ameritech Wisconsin. Rather, Ameritech Wisconsin contracts with Ameritech Services, Inc., for operational support. It is further understood that Ameritech Wisconsin has the necessary legal and practical ability to act for and bind Ameritech Services, Inc., to comply with this Commission’s orders.

Construing the proposed order as a stipulation among the parties for the entry of an order adopting the parties' suggestions, the Commission, therefore, hereby orders² as follows:

1. Further Prehearing Conferences. The parties shall participate in a further series of prehearing conferences pursuant to WIS. STAT. § 227.44(4)(a)5. Through these conferences the parties will attempt to identify the issues remaining in Phase I of this proceeding and will continue to attempt to reach agreement on as many substantive issues as possible. These prehearing conferences shall be scheduled throughout the months of June through September 2000, as often as possible, to permit the parties to reach agreement on the remaining issues in Phase I. These prehearing conferences shall be completed by September 30, 2000, unless leave for further procedures is granted by the Commission for good cause shown.

2. Assignment of Temporary Administrative Law Judge. Pursuant to WIS. STAT. §§ 196.24 and 227.46(1), and Wis. Admin. Code ch. PSC 1, a temporary administrative law judge (ALJ) is appointed to supervise the further prehearing conferences contemplated in order paragraph 1. The appointment of such temporary ALJ shall end with the submission to the Commission of the additional report described in order paragraph 3. In all other respects, the Administrative Law Judge continues as the primary ALJ assigned to this docketed proceeding.

3. Report. At such time as the temporary ALJ concludes that the parties have exhausted their abilities to identify issues and reach agreements during the further prehearing conferences, the temporary ALJ shall prepare a final report containing at least the following information:

(1) a listing of all Phase I test design and implementation parameters (performance measures,

² The Commission has authority to issue this order under WIS. STAT. §§ 196.02, 196.03, 196.26, 196.28, 196.37, 196.199(2), 196.219, 196.39, 196.395, other provisions of WIS. STAT. chs. 196 and 227, as may be relevant hereto, and 47 U.S.C. §§ 251 and 252 as the Commission may in its discretion apply pursuant to its jurisdiction under WIS. STAT. ch 196.

benchmarks, pre-testing system upgrades or improvements, testing sequences, business processes, etc.) upon which the parties have reached agreement and seek Commission acceptance of the parameters in the order concluding Phase I and (2) a statement of disputed issues which the temporary ALJ recommends be made subject to the hearing scheduled to commence no later than November 2000. The final report shall be presented to the Commission for review with sufficient time to permit Commission action, as appropriate, but no later than October 1, 2000. To the extent the parties reach agreement on certain issues, including a proposed Master Test Plan, prior to October 1, 2000, the temporary ALJ shall provide interim report(s) to the Commission on those items. The Commission may take action on the items contained in such interim or final report(s) when it deems appropriate and may accept or modify those items in whole or in part.

4. Prehearing Conference Management Function. The appointment of John Kern as coordinator, pursuant to the Commission order dated May 3, 2000, shall continue through the further prehearing conferences identified in this order. Ameritech Wisconsin, at its sole expense, shall continue to retain Mr. Kern under contract, which shall provide for Commission (including staff) direction and control of Mr. Kern's activities. Mr. Kern's function shall involve the discretion to plan, schedule, and implement activities to achieve performance, cost, and scheduling objectives of the further prehearing conferences. Mr. Kern shall do all things necessary to schedule and conduct prehearing conference meetings to the end of producing the reports described in paragraph 3, subject to the temporary ALJ's direction and final approval for submission.

5. Prehearing Conference Dispute Resolution Function. The temporary ALJ shall render a proposed decision on any disputed matter raised by a party during the further prehearing conferences. The temporary ALJ may conduct such fact-finding as he deems necessary or appropriate under the circumstances. Formal hearing process shall not be required for fact-finding. Exceptions to the findings and/or rulings of the temporary ALJ may be taken to the Commission pursuant to Wis. Admin. Code § PSC 2.66, and the Commission may choose to address the matter immediately or defer action until all matters from the further prehearing conferences are ready for review.

6. Staff Participation in Prehearing Conferences. Commission staff assigned to this docket shall participate in the further prehearing conferences and the hearings to carry out its advisory functions, including such functions as informally mediating party disputes and facilitating agreements, furnishing relevant information, framing alternatives, advocating policy options, and identifying for discussion relevant stakeholder interests or concerns that might not otherwise be advanced.

7. OSS Enhancements/Process Improvements Made as a Result of the Prehearing Conferences. The parties have reached tentative agreement on enhancements and process improvements to Ameritech's OSS that are designed to resolve various issues. While tentative agreement exists, implementation of a number of the enhancements and process improvements by Ameritech will occur during June through September 2000. In addition, CLECs must validate in writing that the solutions to OSS problems included in the OSS enhancements and process improvements, in fact resolve the problems. To the extent that the parties reach impasse during the further prehearing conferences as to whether the proposed solutions resolve the problems,

those matters shall become issues in the hearing to be scheduled in November 2000. Ameritech shall provide to the parties and implement the following OSS enhancements, processes and procedures on or before the following dates:³

<u>Issue</u>	<u>Process/Procedure</u>	<u>Date</u>
A	Facilities Availability Process	June 15, 2000
A	Improved Escalation Process Concerning Facility Assignment	June 15, 2000
A	Procedures for Requesting and Receiving by Central Office DLC Loop Percentages	September 1, 2000
A	Facility Problem Notification Within 24 Hours of FOC (See F below)	September 1, 2000
C	Loop Assignment for DSL	September 30, 2000
F	New Firm Order Confirmation (FOC) and Facility Modification Process – Documentation Available	June 2, 2000
F	New Facility Modification Process – Identify Facility Problems and Notify CLEC of modification or build options	September 1, 2000
	a. “Simple Modifications”— Ameritech will complete simple modifications within existing interval without notification to CLEC; existing jeopardy and new committed due dates processes will be used if simple modifications are not completed within existing interval	

³ The table references the identification of issues as set forth in the Matrix attached as Appendix E to the June 1 Report filed in this docket by the temporary ALJ. The June 1 Report is attached hereto and incorporated by reference into this Order. The process, procedures, and dates contained in this table are subject to change, pursuant to discussions among the parties during the prehearing conferences consistent with paragraph 1 of this Order.

- b. “Complex Modifications”—
Ameritech will provide to CLEC an initial Complex Notification targeted for two business days of initial FOC; Complex Notification with revised date is targeted for three business days from initial Complex Notification.
- c. New Build—Ameritech will provide a New Build Notification targeted for two business days of initial FOC; CLEC and local account team will then discuss possible solutions.

F	New Firm Order Confirmation Process – Incorporate version numbers and reason codes on revised FOCs	September 27, 2000
G	Hot Cut Procedures	July 1, 2000
G	Hot Cut Procedures – ISDN-xDSL	July 1, 2000
H	Street Address Guide (SAG) to CSR Conversion (abbreviated validation)	September 1, 2000

L	Directory Assistance/Directory Publishing	
	a. Provide current SBC documentation on its “ Retain Current Listing” process	a. June 30, 2000
	b. Provide current AAS documentation on its Order and Query Process via website	b. June 30, 2000.
	c. Second pre-BOC (Draft Directory) Review (dates are directory specific)	c. Milwaukee July 28, 2000, Green Bay and Waukesha August 4, 2000
	d. Implement a process to allow CLECs the option to retain current listings, except on partials	d. March 2001
	e. Provide interface (or work-around) for integrated directory listings ordering ability	e. Date to be determined
M	E911 Database Management (confirm parity between Ameritech and CLECs regarding use of SAG)	September 1, 2000
N	Customer Premise Access -- Provide Copies of Policy	June 30, 2000
O	Replacement of Internal Network Interface Devices (NIDs)	September 30, 2000
P	TC/Net Change Process	September 30, 2000
Q	LEC Protection	Under Review
Q	LEC Protection -- LOA Policy	August 1, 2000
S	Flow Through	September 30, 2000
W	Branded Operator Services	August 1, 2000

X	Partial Migrations	Ameritech policy retained.
Y	Account Management Process – Edited Ameritech Handbook	August 1, 2000
Y	Account Management Process – Coordination Between Account Team and Directory Listing and Directory Assistance	August 1, 2000
Z	Collocation Ordering, Rates, Auditing and Record Keeping Processes	June 30, 2000.
AA	LNP 10-Digit Trigger Ordering	June 30, 2000.

8. New Product Introductions. Ameritech has agreed to deploy certain new products and services. The parties have been unable to determine if problems exist regarding these products and services because they had not yet been deployed or have just been deployed. To the extent that the parties are unable to resolve any problems arising from or relating to the deployment of these products and services during the further prehearing conferences, the matters shall be resolved at the hearing to be scheduled in November 2000. Ameritech shall provide to the parties the following products and services on or before the following dates:

<u>Issue</u>	<u>Product/Service</u>	<u>Date</u>
B	UNE-P – Proposed Tariff provided to parties	June 28, 2000
B	UNE-P – Implementation of Resolved Issues	September 30, 2000
C	Line Sharing – Documentation available	June 15, 2000
C	Resolution of unresolved Issues (e.g., UNE-P line splitting)	September 30, 2000

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C	Digital Subscriber Line (DSL) Provisioning Contract Amendment – Available	June 15, 2000
C	Digital Subscriber Line (DSL) Provisioning Contract Amendment – Implementation of Resolved Issues	September 30, 2000
D	Sub-Loops -- Documentation available	May 18, 2000
D	Sub-Loops – Process to identify “Points of Access”	August 25, 2000
D	Sub-Loops -- Implementation of Resolved Issues	September 27, 2000
E	Dark Fiber -- Documentation available -- Tariff Filing	May 18, 2000
E	Dark Fiber – Implementation of Resolved Issues	September 30, 2000
V	Enhanced Extended Links (EELS) – Proposed Tariff provided to parties	June 28, 2000
V	Enhanced Extended Links (EELS) – Implementation of Resolved Issues	September 30, 2000

9. UNE-P and EELS Tariff. As agreed by Ameritech at the June 8, 2000, prehearing conference, Ameritech shall provide to the parties and the temporary ALJ a proposed combinations tariff for UNE-P and Enhance Extended Link on or before June 28, 2000. Such tariff(s) shall be similar to the tariff(s) to be provided by Ameritech in the Michigan tariff collaborative regarding UNE-P and EELS.

10. LSOG4 and GUI Deployment. As detailed in the June 1 Report, the parties were at an impasse with respect to the timing and nature of the deployment of certain OSS

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functionalities, including functionalities that will be included in the deployment of Ameritech's application to application interface (Issues I, R, J, K T, U, and portions of F and L) and its graphical user interface (GUI) providing such functionality (as set forth in portions of Issues A, B, C, and D). To the extent these OSS functionalities are defined and resolved on or before September 15, 2000, in the FCC collaborative proceedings under the SBC/Ameritech Uniform and Enhanced OSS Plan of Record, those OSS functionalities will be documented and implemented as defined in those FCC proceedings. If the FCC does make a ruling in those proceedings on or before September 15, 2000, and any party to the instant proceeding believes that the FCC's decision does not serve their or their customers' interests, the party so affected may address that issue in the hearing in this proceeding to be scheduled in November 2000. In any event, these OSS functionality upgrades will be announced and implemented in a manner consistent with SBC's 13 State Change Management process. If the SBC 13 State Change Management process is not agreed to and implemented by July 28, 2000, the change management process set forth in Attachment A to the SBC/Ameritech Uniform and Enhanced OSS Plan of Record will be used; provided that if the SBC 13 State Change Management process has not been agreed to by July 28, 2000, the parties agree to discuss modifications to the intervals and dates provided in the Attachment A Change Management Process needed to achieve timely upgrades in these OSS functionalities consistent with the dates for implementation of these OSS functionalities developed in this proceeding.

Since the issuance of the June 1 Report, Ameritech Wisconsin has investigated the possibility of deploying these OSS functionalities prior to March 2001. While Ameritech Wisconsin continues to believe it is not feasible to deploy these OSS functionalities prior to the

current deployment date of March 2001, Ameritech Wisconsin has escalated this issue to the senior management of SBC, its parent company, to determine whether the deployment date can be accelerated. Ameritech shall continue to pursue escalation to the highest levels of SBC, regarding the acceleration of this LSOG4 functionality and GUI deployment providing such functionality to a date earlier than March 2001. Ameritech Wisconsin shall report to the parties, the temporary ALJ, and the Commission the status of such escalation efforts within 30 days of this order and every 30 days thereafter.

11. Interim GUI Offer. If within 30 days of the effective date of this Order, Ameritech Wisconsin reports that it is unable to accelerate to October 1, 2000, the deployment of its graphical user interface (GUI), as described in paragraph 10 of this Order, Ameritech shall work with CLECs to provide GUI service arrangement(s) for unbundled loops (with or without LNP), resale and UNE-P, through a third-party provider, during the interim period beginning on October 1, 2000. Ameritech Wisconsin shall pay all, or some portion of, the charges applicable to the GUI service arrangement(s). The amount and nature of Ameritech's funding commitment will be determined between the parties based upon the projected charges applicable to the GUI service arrangement(s). Such payments shall apply to electronic orders submitted to Ameritech Wisconsin on or after October 1, 2000, and shall end when Ameritech Wisconsin deploys its permanent GUI, on or before March 2001.

Within one week of the effective date of this Order, any CLEC party interested in pursuing this proposed GUI service arrangement shall notify Ameritech of its interest, including the identity of potential GUI providers. With respect to a third party GUI service arrangement to support the ordering of UNE-P, Ameritech Wisconsin shall also provide appropriate

documentation and technical assistance to facilitate the development of GUI service arrangement(s) that allow the electronic ordering of UNE-P no later than October 1, 2000. Within 30 days of the effective date of this Order, Ameritech Wisconsin shall report to the parties and the temporary ALJ on the status of such GUI service arrangement(s). At such time, if there are unresolved issues that are at an impasse, the parties may request the following dispute resolution procedure: The Commission delegates to the temporary ALJ the authority to make binding rulings concerning those unresolved terms and conditions of the interim GUI offering(s) and concerning acceleration of the deployment of Ameritech's GUI, consistent with the provisions of paragraph 5 of this Order. The rulings are subject to appeal to the Commission.

12. Third-Party Testing. (1) The third-party OSS testing approved by this Commission on March 29, 2000, will include testing of the OSS pre-ordering, ordering and provisioning functionalities referred to in paragraphs 7, 8, 9, and 10 and provided by the application to application and GUI interfaces referred to in paragraph 10 (hereinafter in this paragraph referred to as "Paragraph 12 functionalities"); and (2) such third-party testing will not conclude until the Paragraph 12 functionalities are deployed (consistent with the paragraph 10) and tested. Accordingly, the OSS testing approved by this Commission shall include these Paragraph 12 functionalities. Moreover, the third-party testing shall not conclude until these Paragraph 12 functionalities are tested.

13. Temporary ALJ Report. The parties agree that the recommendations contained in the June 1 Report should be adopted by the Commission as an Order of the Commission, except as amended in this proposed order. As amended by this order, the June 1 Report is accepted by the Commission and the recommendations of the temporary ALJ addressing A-AA issues, master

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test plan, performance measures, penalty plan and further issue development in Phase I are adopted and ordered by the Commission.

14. Final Prehearing Conference. The administrative law judge shall schedule a prehearing conference on or about October 2, 2000, to consider further matters in this proceeding, including the scheduling of a hearing date in November 2000.

15. Hearing. The hearing in this matter scheduled to commence on July 18, 2000, shall be postponed to a date to be scheduled in November 2000.

16. This order shall be effective upon mailing. The provisions of the Order of March 29, 2000, shall continue in force and effect except as otherwise superseded or modified herein.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

LLD:DA:MSV:lep:g\order\pending\6720-TI-160order0700

See attached Notice of Appeal Rights

Notice of Appeal Rights

Notice is hereby given that a person aggrieved by the foregoing decision has the right to file a petition for judicial review as provided in Wis. Stat. § 227.53. The petition must be filed within 30 days after the date of mailing of this decision. That date is shown on the first page. If there is no date on the first page, the date of mailing is shown immediately above the signature line. The Public Service Commission of Wisconsin must be named as respondent in the petition for judicial review.

Notice is further given that, if the foregoing decision is an order following a proceeding which is a contested case as defined in Wis. Stat. § 227.01(3), a person aggrieved by the order has the further right to file one petition for rehearing as provided in Wis. Stat. § 227.49. The petition must be filed within 20 days of the date of mailing of this decision.

If this decision is an order after rehearing, a person aggrieved who wishes to appeal must seek judicial review rather than rehearing. A second petition for rehearing is not an option.

This general notice is for the purpose of ensuring compliance with Wis. Stat. § 227.48(2), and does not constitute a conclusion or admission that any particular party or person is necessarily aggrieved or that any particular decision or order is final or judicially reviewable.

Revised 9/28/98

APPENDIX A

To comply with WIS. STAT. § 227.47, the following parties who appeared before the agency are considered parties for purposes of review under WIS. STAT. § 227.53.

**SERVICE LIST
(June 13, 2000)**

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by

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PUBLIC SERVICE COMMISSION OF WISCONSIN

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