



# Public Service Commission

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## -M-E-M-O-R-A-N-D-U-M-

**DATE:** May 6, 2008

**TO:** All Parties of Record

**FROM:** Adam J. Teitzman, Senior Attorney, Office of the General Counsel

**RE:** 000121A-TP—Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BellSouth Track)

Please note that an informal meeting has been scheduled for the following date and time:

DATE	TIME	LOCATION
Thursday, May 15, 2008	1:00 p.m.	Betty Easley Conference Center Room 140 4075 Esplanade Way Tallahassee, Florida

To participate in this meeting by telephone, please dial 1-888-808-6959 (conference code: 4136208) promptly at 1:00 p.m.

The purpose of the meeting is to discuss the issues with the recent changes to the electronic and manual ordering OSS processes. Additionally we will discuss specific proposals to prevent such issues from occurring in future releases.

Parties should be prepared to discuss the following issues as they relate to the April 19, 2008, Release 27.1 and the manual ordering process change on April 21, 2008:

- Release notification
- Release testing
- Release documentation notification/availability
- Order status notifiers timeliness(FOCs, Reject and Clarifications)
- LSC issue responsiveness
- IS call center issue responsiveness
- Documentation issues
- Backlog status for the weeks following the release date
- Defect reporting and change request creation
- Communication with CLECs and Commission

DOCUMENT NUMBER-DATE

03741 MAY-7 8

FPSC-COMMISSION CLERK

Parties should also be prepared to discuss specific proposals to prevent such issues from occurring in future releases including:

- Schedule of future releases
- Testing of future releases
- Audits of current processes
- Quality improvement initiatives
- Training of AT&T employees
- Training of CLECs by AT&T
- Training of CLEC employees

If anyone has any questions about the informal meeting, please call Adam Teitzman at (850) 413-6175 or Lisa Harvey at (850) 413-6806.

Notice of cancellation will be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

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