

Ann Cole

From: Ann Cole
Sent: Friday, May 23, 2008 12:34 PM
To: Bridget Grimsley
Subject: RE: ATT April 2008 CLEC Wholesale Release

CONSUMER

Thanks Bridget. This will be placed in *Docket Correspondence-Consumers and their Representatives*, Docket No. 000121A-TP.

From: Bridget Grimsley
Sent: Friday, May 23, 2008 12:08 PM
To: Ann Cole
Subject: FW: ATT April 2008 CLEC Wholesale Release

Ann,

Can you place this in the correspondence side of docket 000121A– consumers? Thanks.

Bridget

From: Beth Salak
Sent: Friday, May 23, 2008 11:59 AM
To: Bridget Grimsley
Subject: RE: ATT April 2008 CLEC Wholesale Release

It's 000121A. This isn't about the software per se. It's about the wholesale service level that ATT provides to CLECs. The failure of the software caused many, many CLEC customer orders to be delayed.

From: Bridget Grimsley
Sent: Friday, May 23, 2008 11:42 AM
To: Beth Salak
Subject: FW: ATT April 2008 CLEC Wholesale Release

Beth,

I am trying to figure out which docket the email below belongs in. Can you help me? I don't think we regulate software releases.

Bridget

From: Concerned Att Employee [mailto:concernedattemployee@yahoo.com]
Sent: Sunday, May 11, 2008 8:36 PM
To: Office of the Chairman; Office Of Commissioner Edgar; Office of Commissioner McMurrian; Office of Commissioner Argenziano; Office of Commissioner Skop
Subject: ATT April 2008 CLEC Wholesale Release

Commissioners

DOCUMENT NUMBER-DATE

04414 MAY 23 8

5/23/2008

FPSC-COMMISSION CLERK

The recent operational support difficulties attributed to ATT for the April 2008 CLEC Wholesale release are due to the following reasons:

- 1) ATT outsourced its wholesale information technology organization to AMDOCS, Inc. in May 2007,
- 2) Key critical and knowledgeable resources left the organization after the outsourcing arrangement and have not been replaced,
- 3) Most development work is completed by offshore programmers who have no wholesale business knowledge, and
- 4) Poor planning by the ATT Wholesale Business Unit.

You should closely scrutinize ATT's plans and processes for remaining wholesale software releases in 2008 and 2009. There are issues that may not have been disclosed in hearings.

A Concerned ATT Employee

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