

Date Mailed April 18, 2001

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation Into Ameritech Wisconsin Operational Support
Systems

6720-TI-160

ORDER

This order pertains solely to the commencement of third party testing in this docket. It authorizes KPMG to begin third party testing activities related to the procedures and systems of Wisconsin Bell, Inc., d/b/a Ameritech Wisconsin (Ameritech).

On March 29, 2000, the Commission issued an order in this docket that states that third party testing is not to begin unless so ordered by the Commission.¹ On December 15, 2001, the Commission issued an order authorizing KPMG Consulting (hereafter simply "KPMG") to begin pre-test activities.² Staff has engaged in numerous conferences with KPMG and the parties regarding elements of the Master Test Plan (MTP), including the readiness to commence testing. This order is based upon the staff's investigations and consultations regarding readiness to commence testing.

¹ "11. Commission Control. No official third-party testing shall proceed without formal Commission order. Generally, it is anticipated that most testing will occur upon Commission order concluding Phase I. For cause shown, the Commission may approve commencement or execution of specific official tests for Phase II purposes even if Phase I activities are not fully complete." (p. 6.)

² "An additional matter has come to the Commission's attention. The Commission's November 29, 2000, Order may contain an ambiguity with respect to authorization of the consultant KPMG to commence pre-testing activities, as recommended in the Second Report of the Administrative Law Judge (page 9). The Commission intended in that Order that pre-testing activities may begin. The November Order is, hereby, clarified to reflect the Commission's intention." (p. 4.)

Authorizing commencement of the test will avoid further delay in the test schedule.³ Concern over testing before Ameritech implements certain Operational Support Systems (OSS) improvements and enhancements (the so-called “A-AA issues”)⁴ have been adequately addressed. Only a few A-AA issues remain unresolved, and presumably those issues will be resolved in the next few months. Holding up other aspects of the test until all Phase I issues are completely resolved will also hold up improvement and enhancements that will be realized as a by-product of testing. Moreover, the Commission-approved MTP has as an “exit criterion” that all A-AA will be tested. (MTP, pp. 17-19.) This is consistent with the determination in the Commission’s July 19, 2000, order (p. 12) that the third party test will not conclude unless certain OSS improvements and enhancements are deployed and tested. Simply put, Ameritech cannot pass the test unless and until all improvements to Ameritech’s OSS made to resolve the A-AA issues are implemented and tested.

The Commission, therefore, finds it is reasonable to begin third party testing of Ameritech’s OSS at this time.

The Commission has jurisdiction and discretion to conduct the testing of Ameritech’s OSS pursuant to WIS. STAT. §§ 196.02(1), 196.03, 196.04, 196.219(3), 196.37(2), 196.395, other provisions of WIS. STAT. ch. 196 as may be pertinent hereto, and Wis. Admin. Code § PSC 165.01(3).

³ The most recent project management schedule prepared by KPMG projects a final report in mid-December 2001, under a “zero defect schedule” assumption. Delaying commencement of the test will ultimately affect when the final report is issued.

⁴ This concern, which was raised by CLECs early in the prehearing conference process, gave rise to the Commission’s March 29, 2000, order requiring Commission approval before testing begins.

Docket 6720-TI-160

THE COMMISSION HEREBY ORDERS KPMG to commence third party testing of Ameritech's OSS. This order is effective upon the date of mailing.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

LLD:NAL:PRJ:slg:g:\order\pending\6720-TI-160 OSS Commence Testing Final 040401.doc