

ILLINOIS CENTURY NETWORK  
**AMERITECH PROVISIONING PROCESS**

**Submitted for:** Information

**Summary:** This item serves to update the Policy Committee on the recent changes implemented in the Ameritech provisioning process. Benefits to both the ICN operation and ICN constituents are outlined in this status report.

**Action Requested:** None.

## ILLINOIS CENTURY NETWORK

### **AMERITECH PROVISIONING PROCESS**

In June 2002, the ICN and Ameritech implemented changes to the process for procuring constituent access circuits to the network. For the past several years, Ameritech has delegated the responsibility for provisioning constituent circuits to Interactive Services Inc., an Ameritech Authorized Reseller. While the process provided timely and accurate service to the ICN and its constituents, the process precluded other Ameritech Authorized Resellers from providing this service. During the past year, the ICN and Ameritech have transitioned the process so that the Ameritech account team responsible for the ICN backbone circuits also processes constituent circuit requests.

The streamlined process will be transparent to most constituents as the ICN continues to function as the primary interface between the constituent and Ameritech during the provisioning process; however, there are benefits to constituents. Constituents who have established relationships with Ameritech Authorized Resellers now have the option of specifying a reseller on their ICN application. While this has proven to be a welcome change for many ICN constituents, some Resellers have been providing constituents with false information, causing a great deal of confusion for the constituent. As the ICN becomes aware of these situations, the specific Reseller is contacted to clarify the process and help avoid future miscommunications.

An additional advantage to sharing an account team for both the ICN and constituent-owned circuits is the success of negotiating discounted pricing such as the DS1 and DS3 Individual Case Basis (ICB) tariff.

The ICN continues to work with other telecommunications providers to improve the provisioning process for both the ICN and constituent-owned circuits, in addition to securing discounted circuit pricing.