



Hewlett-Packard Company  
5102 Laurel Street West  
Tampa, FL 33607

[www.hp.com](http://www.hp.com)

John J. Rubino  
Practice Principal  
Regulatory Consulting  
Hewlett-Packard Company

(813) 287-7658 Tel  
(813) 765-7788 Cell  
[John\\_rubino@hp.com](mailto:John_rubino@hp.com)

December 11, 2002

Ms. Jennifer Fagan  
Director  
Telecommunications, Legal & Enforcement Division  
Public Utilities Commission of Texas  
1701 N. Congress Ave  
Austin, TX 78711-3326

Dear Ms. Fagan:

Hewlett Packard is filing this letter in PUCT Project No. 20400 to correct an error in its "Audit of Southwestern Bell Telephone of Texas PM13 Flow-through and Maintenance and Repair Metrics Data Conducted for the Public Utilities Commission of Texas – Final Report".

Item number 3 of the Findings Summary of Objective 3 on Page 36 of the Final Report should read as follows (new language is underlined, strikethroughs are deletions) -

"3. HP found that SWBT does not counts those orders that flow through EASE, but subsequently fall out for manually handling after distribution in SORD, as flow-through failures in its calculation of PM13 retail. This conforms to the published PM13 business rules."

We apologize for any inconvenience caused by the error.

Sincerely,

John J. Rubino  
Practice Principal  
Hewlett-Packard Company